



NOTICE

TO : **ALL CITIZENS/TRANSCO'S STAKEHOLDERS**

DATE : **30 March 2020**

SUBJECT : **Suspension of Processing Times in the Citizen's Charter of the National Transmission Corporation (TransCo) as per ARTA's Memorandum Circular No. 2020-03, s. 2020**

Pursuant to the Anti-Red Tape Authority (ARTA) Memorandum Circular No. 2020-03¹ Section B, the processing times stated in the Citizen's Charter² of the National Transmission Corporation (TransCo) are hereby **SUSPENDED** until 13 April 2020, or until the Enhanced Community Quarantine is lifted, whichever comes first.

TransCo's processing times shall immediately recommence upon resumption of the corporation's regular working schedule. We assure the citizens, however, that TransCo personnel shall continue to render services in accordance with the implementation of the work-from-home scheme per Presidential Proclamation No. 9224³ and the Memorandum from the Executive Secretary dated 16 March 2020⁴.

For any urgent concerns, you may reach the National Transmission Corporation through e-mail at customerservice@transco.ph.

For information and reference.

Truly Yours,

ATTY. MELVIN A. MATIBAG

President and CEO

1 Extension of Deadline of Submission of the Citizen's Charter and Suspension of Processing Times in the Delivery of Government Services in Luzon Area in Light of the Imposition of the Enhanced Community Quarantine dated 20 March 2020

2 [TransCo's 2019 Citizen's Charter \(4th Edition\)](#)

3 Declaring a State of Public Health Emergency Throughout the Philippines

4 Community Quarantine Over the Entire Luzon and Further Guidelines for the Management of the Coronavirus Disease 2019 (COVID-19) Situation