

NATIONAL TRANSMISSION CORPORATION

CITIZEN'S CHARTER (2ND REVISION: AUGUST 1, 2016)

DEPARTMENT/DIVISION CONCERNED: OFFICE OF THE CORPORATE SECRETARY

FRONTLINE SERVICE: ISSUANCE OF CERTIFIED COPIES OF DOCUMENTS (RESOLUTIONS, INSTRUCTIONS, MINUTES)

SCHEDULE OF AVAILABILITY OF SERVICE:

MONDAY – FRIDAY

8:00 A.M. – 5:00 P.M. WITH NOON BREAK

AVAILING OF THE SERVICE:

NATIONAL GRID CORPORATION OF THE PHILIPPINES

NATIONAL POWER CORPORATION

POWER SECTOR ASSETS AND LIABILITIES MANAGEMENT CORP.

COMMISSION ON AUDIT

(AS LONG AS THERE IS AN APPROVED REQUEST FROM THE DEPARTMENT MANAGER AND ABOVE LEVEL AND APPROVED BY THE CORPORATE SECRETARY)

REQUIREMENT:

ACCOMPLISHED DOCUMENT REQUEST FORM FROM THE OFFICE OF THE CORPORATE SECRETARY

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STEP	ACTIVITY		DURATION OF ACTIVITY(UNDER NORMAL CIRCUMSTANCES)	PERSON IN CHARGE/ LOCATION
	APPLICANT/CLIENT	SERVICE PROVIDER		
1.	SECURES AND ACCOMPLISHES THE DOCUMENT REQUEST FORM	RECEIVES AND REVIEWS THE ACCOMPLISHED FORM FOR THE APPROVAL OF THE CORPORATE SECRETARY	5 MINUTES	MA. THERESA JULIET B. DE LEON
.2	WAITS WHILE THE REQUESTED DOCUMENTS ARE BEING RETRIEVED	REVIEWS AND VERIFIES THE REQUESTED RECORDS. IF RECORDS ARE NOT AVAILABLE, INFORMS THE CLIENT THAT THE REQUESTED DOCUMENTS/RECORDS ARE NOT AVAILABLE	15 MINUTES	MA. THERESA JULIET B. DE LEON
3.		IF THE DOCUMENT/S REQUESTED IS ALREADY RETRIEVED, SUBMITS TO THE CORPORATE SECRETARY THE ACCOMPLISHED FORM AND THE DOCUMENTS REQUESTED FOR HIS APPROVAL	3 MINUTES	ATTY. EDGARDO LL. PADILLA
4	RECEIVES THE DOCUMENT/S REQUESTED	RELEASES REQUESTED DOCUMENT/S TO CLIENT	2 MINUTES	MA. THERESA JULIET B. DE LEON