PRC

PINAGKAISA REALTY CORPORATION
A SUBSIDIARY OF THE NATIONAL DEVELOPMENT COMPANY

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CITIZEN'S CHARTER
2021 (2nd Edition)

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I. Background and Mandate

In 1955, the United States of America (U.S.A.) and the Republic of the Philippines entered into a trade agreement wherein parity rights were granted to citizens of the U.S.A. and their businesses. The Agreement is what is known as the Laurel-Langley Agreement.

On July 3, 1974, the Laurel-Langley Agreement was terminated and the multinational companies were required to divest their lands through sale or donation to the Philippine Government.

On March 7, 1975, Pres. Ferdinand E. Marcos issued Presidential Decree No. 668 (P.D. 668) authorizing the National Development Company (NDC) to acquire, hold, develop and dispose of lands acquired and owned by Americans under the Parity amendment.

Upon termination of the Laurel-Langley Agreement, NDC acquired through absolute purchase sixty percent (60%) undivided interest in the four (4) parcels of land owned by then Philippine Electric Manufacturing Company (PEMCO), [now GE Lighting Philippines, Inc. (GELP).

In 1977, Pinagkaisa Realty Corporation (PRC) was organized under the Corporation Code of the Philippines and subsequently registered with the Securities and Exchange Commission (SEC) under Registration No. 78665 dated March 13, 1978. PRC was created to manage the lease of GELP on the land they used to own.

On September 30, 1977, a Deed of Assignment and Transfer was executed wherein NDC and PEMCO conveyed their respective sixty percent (60%) and forty percent (40%) in exchange for fully paid shares of stock of the PRC.

The NDC owns sixty percent (60%) of PRC's shareholdings while GELP owns the balance of forty percent (40%). PRC's mandate is to acquire, buy, sell, exchange, manage, improve, lease or otherwise deal in real property.

In November 1977, a Contract of Lease was executed between PRC and PEMCO for an initial period of twenty five (25) years, renewable for another twenty five (25) years.

II. Vision:

The most competitive and transparent realty corporation in the Government Sector.

III. Mission:

To preserve, manage, optimize revenue, utilization and value of PRC's assets.

IV. Service Pledge:

We, the Officers and Directors of the Pinagkaisa Realty Corporation are committed to create a high level of transparency of transactions. We shall act in the best interest of the corporation in a manner characterized by transparency and integrity, accountability, efficient, effective and responsive to the needs of our clients.

V. List of Service

MAIN OFFICE

INTERNAL SERVICES

1. Preparation of Financial Statements

Required by Management and other stakeholders in accordance with Philippine Financial Reporting Standards (PFRS).

Office or Division	President			
Classification	Highly Technical			
Type of Transaction	G2B; G2G			
Who may avail	Management, Clients and other Government Agents			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. Approved Vouchers		Accountant		
2.Supporting documents as prescribed by COA				
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON/s RESPONSIBLE**
1. Require a copy of Financial Statements (Monthly, Quarterly, and Annually)	1.Encode Transactions : a. Disbursement Vouchers b. Cash Receipts c. Deposit Slips d. Journal Vouchers	None	2 days	Accountant
	2.Print encoded transactions	None	2 hours	Accountant
	3.Prepare adjusting entries, if any	None	30 minutes	Accountant
	4.Review of all Financial Statements	None	Half-day	Treasurer/ President
	5.Prepare materials for the Board to approve the audited Financial Statements	None	2 hours	President
	6. Schedule Board Meeting	None	1-Hour	Corporate Secretary

	7 .Approve Financial Statements	None	Half-day	Board of Directors
	8. Release of Financial Statements to outside Parties	None	Half-day	Board of Directors
	9. Release of Financial Statements to Government Entities and within the Company	None	30 minutes	President and/or Treasurer
	TOTAL	**NONE**	**5 days and 1 hour**	

2. Preparation of Disbursement Vouchers and Checks

As required for the payment of all government and business transactions in accordance with existing laws and regulations.

Office or Division	President
Classification	Simple
Type of Transaction	G2B; G2G
Who may avail	Government and Suppliers
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1.Approved Request for Payment	Account Officer
2.Supporting documents as required by COA	Requesting Party
3.Availability of Funds	Treasurer

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/s RESPONSIBLE
1. Submit request for payment with complete required supporting documents	1.Prepare Request for Payment Form (RFP)	None	5 minutes	Account Officer
	2.Submit accomplished	None	10 minutes	President

	RFP for approval.			
	3.Receive approved RFP	None	5 minutes	Accountant
	4.Check completeness of supporting documents* *If incomplete, return the documents to concerned Parties for completion	None	10 minutes	Accountant
	5. Prepare Disbursement Voucher (DV) and check	None	10 minutes	Accountant
	6. Review completeness and propriety of supporting documents, accounts used are proper and if the disbursement is budgeted	None	30 minutes	Treasurer
	7. Certificate of Funds Availability	None	5 minutes	Treasurer
	8. Return DV and check after affixing signature	None	5 minutes	Accountant
	9.Forward to authorized signatories for affixing of signature/s	None	5 minutes	Accountant
	10. Approve the DV/sign the check	None	Half-day	President and one (1) GELP Director
	TOTAL	**NONE**	**One (1) day**	

3. Check Releasing

Process of release of all approved checks of PRC.

Office or Division	President
Classification	Simple
Type of Transaction	G2B; G2G
Who may avail	Directors, Officers, Suppliers, Lessees, Other Government Agencies, NDC/Subsidiaries

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1.Official Receipt (if business account)	Payee
2.Valid Identification Card	Government Issued or Respective Office of Payee
3.Authorization Letter (if via representative)	Payee

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/s RESPONSIBLE
1.Submit to Accountant complete set of requirements for authentication	1.1. Receive and verify the documents: a. If with authorization letter - as to validity or issues a certified true copy if original authorization letter is on file; and	None	10 minutes	Accountant
2. Fill-out the following recipient information of the DV: a. Signature b. Printed Name c. Official Receipt No. d. Date Issued	b. Proof of identity should be valid and with photo	None	5 minutes	Accountant
	2. Receive the duly accomplished DV	None	5 minutes	Accountant

3.Claim the check and issue Official Receipt	3. Verify the information on the Official Receipt and release the check	None	10 minutes	Accountant
	TOTAL	**NONE**	**30 minutes**	

4. Payment of Dividends

In compliance with the Revised Implementing Rules and Regulations (RIRR) of R. A. 7656 (Dividend Law) which states that all GOCC's shall annually declare and remit at least fifty percent (50%) of their net earnings as cash, stock and/or property dividends directly to the National Government, in the name of the Treasurer of the Philippines, on or before May 15 of each year.

Office or Division	President			
Classification	Complex			
Type of Transaction	G2B; G2G			
Who may avail	Stockholders; Government Entity			
CHECKLIST OF REQUIREMENTS			**WHERE TO SECURE**	
1.Approved Audited Financial Statements			Accountant	
2.Board approval of declaration and payment of cash dividend			Corporate Secretary	
3.Secretary's Certificate			Corporate Secretary	
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON/s RESPONSIBLE**
1. Declaration and payment of cash dividends	1. Prepare materials for the Board requesting for the declaration and payment of cash dividends	None	1-Hour	Accountant/ Treasurer/ President
	2. Schedule Board meeting	None	1-Hour	Corporate Secretary
	3. Secure approval to declare and pay cash dividends	None	Half day	Board of Directors
	4. Issue Secretary's Certificate on the approval and payment of cash dividends	None	1-Hour	Corporate Secretary

	5. Notarize Secretary's Certificate	None	1-Hour	Accountant
	6.Prepare DV and Check	None	30 minutes	Accountant
	7. Forward DV and check for certificate of funds availability	None	20 minutes	Treasurer
	8. Return DV and check for approval/affixing of signatures of authorized signatories	None	5 minutes	Accountant
	9.Forward to authorized signatories for affixing of signature/s	None	5 minutes	Accountant
	10. Approve the DV/sign the check	None	Half-day	President and One (1) GELP Director
	11.Remit checks to Stockholders	None	Half-day	Accountant
	TOTAL	**NONE**	**2 days and 1 hour**	

5.Collection of Accounts

Collection of receivables/receives payment from clients

Office or Division	President
Classification	Simple
Type of Transaction	G2B; G2G
Who may avail	Lessees; NDC Subsidiaries
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1.Check Payment	Payor
2.Billing/SOA (if applicable)	Payor
3.Withholding Tax Certificate	Accountant

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/s RESPONSIBLE

1.Proceed to Accountant	1.Verify records regarding status of account	None	10 minutes	Accountant
2.Pay the required amount	2.1 .Accept payment	None	5 minutes	Accountant
	2.2. Check accuracy and completeness of check details	None	5 minutes	Accountant
	2.3. Issue the Official Receipt	None	5 minutes	Accountant
	TOTAL	**NONE**	**25 minutes**	

6. Money Market Placements

Investible funds shall be placed in medium-term and long-term government securities, special short-term government securities and/or fixed term deposits with the Bureau of Treasury via Authorized Government Depository Banks (GADB)

Office or Division			President	
Classification			Simple	
Type of Transaction			G2G	
Who may avail			Management; Stockholders	
CHECKLIST OF REQUIREMENT			**WHERE TO SECURE**	
Bank Quotations			Government Authorized Depository Bank (GADB)	
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON/s RESPONSIBLE**
1. Issue quotation for investible funds	1.1 Compute for the investible funds	NONE	30 minutes	Accountant
	a. Identify expenditures that require	None	30 minutes	Accountant

	funding to determine the amount available for money market placements			
	b. Review other sources of excess funds	None	15 minutes	Accountant
	c. Obtain quotations for the current rates of money market placements from GADB	None	10 minutes	Accountant
	d. Evaluate quotations and determine the offer with the highest yield of interest and minimum risk exposure	None	30 minutes	Accountant
	e. Recommend approval of the placement	None	20 minutes	Accountant
	f. Prepare details of new/maturing/ renewal/termi-nation of placements for final approval	None	10 minutes	Treasurer
	g. Review Letter of	None	10 minutes	Treasurer

	Instruction (LOI) h. Approve/ Sign LOI	None	5 minutes	President
2.Process money market placements	2.1. Forward to GADB the approved LOI	None	1-Hour	Accountant
	2.2. Update the summary of money market placement report	None	20 minutes	Accountant
	2.3. Monitors maturity of money market placements	None	5 minutes	Accountant
	TOTAL	**NONE**	**3 hours**	

7. Corporate Operating Budget (COB)/Supplemental/ Realignment and Utilization

a. Corporate Operating Budget (COB)

Office or Division	President
Classification	Complex
Type of Transaction	G2G
Who may avail	Management and COA
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1.Budget Proposal	Account Officer
2.Other Supporting Documents a. Financial Statements b. Annual Procurement Plan	Accountant

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/s RESPONSIBLE
1.Submit budget proposal	1.1. Prepare projected cash flow, income statement, and balance sheet	None	One day	Accountant

	1.2. Review of proposed COB	None	Half-day	Treasurer/ President
	1.3. Prepare Board materials for deliberation of proposed COB	None	2-Hours	Accountant/ Treasurer/ President
	1.4. Schedule Board meeting	None	1-Hour	Corporate Secretary
	1.5. Submit proposed COB for approval	None	Half-day	Board of Directors
	1.6. If budget proposal is approved, inform Account Officer to proceed with the process/steps to implement the projects	None	15 minutes	Accountant
	1.7. If budget proposal is disapproved, revise proposed COB as directed during the deliberation	None	2-hours	Accountant
	1.8. Submit revised COB for review/endorsement	None	1-hour	President
	1.9 Approval of COB via referendum	None	Half-day	Board of Directors
	TOTAL	**NONE**	**3 days and a half**	

b. Supplemental Budget

Office or Division	President
Classification	Complex

Type of Transaction	G2G			
Who may avail	Management and COA			
CHECKLIST OF REQUIREMENT			**WHERE TO SECURE**	
1.Supplemental Budget Proposal			Account Officer	
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON/s RESPONSIBLE**
1. Submit supplemental budget proposal	1.1. Prepare projected cash flow, income statement, and balance sheet	None	One day	Accountant
	1.2. Review of supplemental budget request	None	Half-day	Treasurer/ President
	1.3. Prepare Board materials for deliberation of supplemental budget	None	2-Hours	Accountant/ Treasurer/ President
	1.4. Schedule Board meeting	None	1-Hour	Corporate Secretary
	1.5. Submit supplemental budget for approval	None	2-hours	President
	1.6 Approval of supplemental budget	None	Half-day	Board of Directors
	TOTAL	**NONE**	**2 days and 5 hours**	

c. Budget Realignment

From savings in another account to cover deficiency in any of the following:

i. Unforeseen modification or adjustments in the program, activity or project; or

ii. Re-assessment in the use, prioritization or distribution of resources

Office or Division	President			
Classification	Simple			
Type of Transaction	G2G			
Who may avail	Management			
CHECKLIST OF REQUIREMENT			**WHERE TO SECURE**	
1.Budget Realignment Request			Account Officer	
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON/s RESPONSIBLE**
1. Submit request for budget realignment	1.1. Prepare Board materials for review/endorsement	None	Half-day	Accountant/ Treasurer/ President
	1.2. Schedule Board meeting	None	1-Hour	Corporate Secretary
	1.3. Submit to Board for approval	None	1-hour	President
	1.4. Approve budget realignment	None	Half-day	Board of Directors
	TOTAL	**NONE**	**1 day and 2 hours**	

PROCUREMENT OF GOODS AND SERVICES

In compliance with RA 9184 or the Government Procurement Reform Act and its IRR

Office or Division	President
Classification	Highly Technical
Type of Transaction	G2B
Who may avail	Management
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Approved Materials Requisition (MR)	End-User
2. Approved Terms of Reference (TOR)	End-User
3. Draft Contract, if applicable	End-User

STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/s RESPONSIBLE
1. Submit Materials Requisition (MR) Form	1.1. Issue MR along with Terms of Reference (TOR)	None	2-Hours	Account Officer
	1.2. Certificate of Funds Availability	None	15 minutes	Treasurer
	1.3. Approval of MR below P50,000.00	None	15 minutes	President
	1.4. Approval of MR above P50,000.00	None	Half-Day	President and One (1) GELP Director
2. Submit approved MR Form and its supporting documents	2.1. Secure NDC GM approval for NDC Bids and Awards Committee (NDC-BAC) to handle the procurement	None	1-Hour	President/ NDC GM
	2.2 Receive approved request for NDC-BAC to handle the procurement	None	5 minutes	NDC BAC Secretariat
	2.3. NDC BAC to handle all the procurement process up to Notice of Award	None	In accordance with RA 9184 and its IRR	NDC BAC Secretariat and BAC Members
	TOTAL Man hours within KRC's control only	**None**	**One (1) day**	

Legal Matters

The Office of the Government Corporate Counsel (OGCC) is the statutory counsel of PRC. The OGCC provides all legal needs of PRC such as contract review, legal opinion, representation in Court for administrative legal cases like judicial reconstitution of title, issuance of new owners duplicate copy of title, cancellation of encumbrance, correction of lot technical description on the title and all other legal cases for or against the Company.

MAIN OFFICE

EXTERNAL SERVICES

1. Lease of PRC Assets

Office or Division	President
Classification	Highly Technical
Type of Transaction	G2B; G2G
Who may avail	Any interested party – individual, government or private entity
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Letter of Intent to Lease (1 copy)	Prospective Lessee
2. Duly filled-out Lease Application Form (1 copy)	Prospective Lessee
3. Business Registration Certificate (1 copy)	SEC / DTI / CDA
4. Latest ITR / Bank Certification (1 copy)	BIR / Servicing Bank
5. List of product or services offered (1 copy)	Prospective Lessee
6. Proposed building/facility to be constructed/set-up on the property (1 copy)	Prospective Lessee

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/s RESPONSIBLE
1. Submit letter of intent to lease	1.1 Receive document/s	None	5 minutes	Account Officer
	1.2 Acknowledge letter of intent/lease proposal and advise prospective lessee to submit the documentary requirements as stated above	None	1-Hour	Account Officer
2. Submission of duly filled out Lease Application Form along	2.1. Receive the duly filled out Lease Application Form together	None	20 minutes	Account Officer

with requirements	with the requirements			
	2.2. Due diligence on the prospective lessee, if qualified, send them the basic terms of the lease	None	2-days	Account Officer/ President
	2.3. Prepare materials for the Board to approve the lease proposal	None	2-Hours	Account Officer/ President
	2.4. Schedule of Board meeting	None	1-Hour	Corporate Secretary
	2.5. Submit to the Board the lease proposal and terms and conditions of the lease	None	Half-day	President
	2.6 Approval of lease of the asset, terms and conditions thereof	None	Half-day	Board of Directors
	2.7 Secure NDC Board approval of the lease of the asset, lease rate, terms and conditions	None	1 day	President/ NDC GM
	2.8 Secure final approval of the Privatization Council (PrC) of the lease rate, terms and conditions	None	5 days	President

3. Concur the terms of the lease	3.1. Award of the lease; concurrence on the terms of the lease.	None	2-days (after approvals is secured)	President/Lessee
4.Review/ comment on the Lease Contract	4.1. Prepare/ review of Lease Contract	None	5 days	Account Officer/ President/ Lessee
5.Signing of Contract of Lease	5.1. Prepare six (6) copies/sets of Contract for signature of Parties	None	30 minutes	President/ Authorized Signatory of Lessee
	5.2. Notarization of Contract of Lease and payment of applicable taxes	None	2-days	Account Officer/ Lessee
6. Signing of turn-over documents	6.1. Turnover of leased premises to the Lessee and signing of turn-over documents	None	1 day	Account Officer/ President/ Lessee
	TOTAL	**NONE**	**19 days and 5 hours**	

2. Sale of PRC Assets Through Public Bidding

Office or Division	President
Classification	Highly Technical
Type of Transaction	G2B; G2G
Who may avail	Interested Buyer/Offeror
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1.Bidding Guidelines (1 copy)	NDC Disposal Committee Secretariat

2.Sealed Bid / Proposal (1 copy – Original; 2 Photo Copies)	Prospective Offeror			
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
	Verify validity of appraisal If lapsed based on PrC guidelines, secure latest valuation If still valid until the estimated time to complete all the approvals are secured, proceed with the process below	None	30 minutes	Account Officer
1. Determine Minimum bid price	1.1 Review/ comply with PrC guidelines for the determination of minimum bid price	None	30 minutes	Account Officer
	1.2 Prepare materials for Board approval of sale of asset and its minimum bid price	None	2-Hours	Account Officer

	1.3 Review of materials for the Board	None	30 minutes	President
	1.4 Schedule Board meeting	None	1-Hour	Corporate Secretary
	1.5 Approval of sale of asset and its minimum bid price	None	Half-day	Board of Directors
	1.6 Secure NDC Board approval of the sale of asset and its minimum bid price	None	1 day	President/ NDC GM/ NDC Board of Directors
	1.7 Secure PrC final approval of minimum bid price	None	5-days	President
2.Disposal Process	2.1. Endorse to NDC Disposal Committee the asset for disposal/ privatization together with necessary sale documents 2.2 Secure Bidding Guidelines	None P500	2 days after securing all approvals 10 minutes	President/ NDC GM NDC BAC Secretariat/NDC Cashier

	2.3. Publication of the sale of the asset in newspapers of general circulation and/or in local newspaper where property is located; NDC website and in a conspicuous place of NDC Bldg.	None	3 consecutive days in newspapers of general circulation and/or in local newspaper where the property is located.	NDC Disposal Committee
3. Due diligence on the property	3.1 Coordinate schedule of inspection of the property	None	15 days (from publication until the schedule of pre-bid conference)	Account Officer/ Prospective Offeror
4. Pre-bid Conference	4.1 Conduct of pre-bid conference to interested offerors	None	Half-day	NDC Disposal Committee
5. Submit/drop sealed offer in bid box	5.1 Submission and Opening of offers/bids	None	Half-day	NDC Disposal Committee
6. Evaluation of offers	6.1 Evaluation of offers and issue Resolution/ Recomme-dation to award, as applicable	None	Half-day	NDC Disposal Committee

	TOTAL	**P500.00**	**29 days**	
7. Approval to award	7.1 Receive Resolution on the outcome of the bidding	None	5 minutes	Account Officer
	7.2 In case of successful bidding, prepare materials for Board approval	None	2-Hours	Account Officer
	7.3 Schedule of Board meeting	None	1-Hour	Corporate Secretary
	7.4 Review of materials for Board approval to award the sale	None	30 minutes	President
	7.5 Board approval to award the sale and selling price	None	Half day	Board of Directors
	7.6 Secure NDC Board approval of the sale and the selling price	None	Half day	President/ NDC GM/ NDC Board of Directors
	7.7 Secure PRC final	None	5 days	President

	approval of the sale 7.8 Receive PrC confirmation of approval of sale	None	1 day	Account Officer
8. Receipt of the Notice of Award	8.1 Issue Notice of Award (NOA) to the winning offeror upon receipt of the PrC confirmation of approval	None	1 day	President
9. Review and signing of the Deed of Absolute Sale (DAS)	9.1. Prepare/ review and signing of DAS	None	2-days	Account Officer/ President/Winning Offeror
	TOTAL	**NONE**	**10 days and 4 hours**	
10. Tender Payment	10.1. Receipt of Payment	Amount Tendered	Full payment must be made within 30 days upon receipt of NOA.	Accountant
11. Signing of turn-over documents	11.1. Turnover of asset to the winning offeror and signing of turn-over documents	None	1 day	Account Officer/ President/Winning Offeror
12. Payment of Applicable Taxes	12.1. Assistance and coordinate on the payment of	Applicable Taxes	Based on BIR schedule of payment for the applicable taxes	Account Officer/ Accountant

	applicable taxes			

VI. Feedback and Complaints

FEEDBACK AND COMPLAINTS MECHANISM

How to send a feedback	Answer the Client feedback form and drop it at the designated drop box at the Lobby of the 6th Floor NDC Building 116 Tordesillas Street, Salcedo Village, Makati City Contact Info: (02) 8840-48-38 Local 213
How feedback is processed	Every Monday, the President opens the drop box and compiles and records all feedback submitted. Feedback requiring answers are forwarded to the concerned person and are required to answer within seventy two (72) hours from receipt of the feedback. The answer of the of the person is relayed to the citizen. For inquiries and follow-ups, Clients may contact the following telephone numbers: (02) 8840-4838 Local 213
How to file a complaint	Answer the Client Complaint form and drop it at the designated drop box at the Lobby of the 6th Floor NDC Building 116 Tordesillas Street, Salcedo Village, Makati City. Complaints can also be filed via telephone. Make sure to provide the following information: • Name of person being complained • Incident • Evidence

	For inquiries and follow-ups, Clients may contact the following telephone number: (02) 8840-48-38 Local 213.
How complaints are processed	The President opens the complaints drop box on a daily basis and evaluates each complaint. Upon evaluation, the President shall start the investigation and forward the complaint to the concerned person for their explanation. The President will prepare a report after the investigation and will give the feedback to the Client. For inquiries and follow-ups, Clients may contact the following telephone number: (02) 8840-48-38 Local 213.
Contact Information of CCB, PCC, ARTA	ARTA: complaints@arta.gov.ph 1-ARTA (2782) PCC: 8888 CCB: 0908-881-6565 (SMS)

VII. LIST OF OFFICES

Office	Address	Contact Information
President	6/F NDC Bldg., 116 Tordesillas Street, Salcedo Village, Makati City	(02) 8840-48-38 Local 213