



CITIZEN'S CHARTER

NORTHRAIL is committed to fulfill its primary purpose to develop, construct, operate, and manage a railroad system to serve Metro Manila, Central, and Northern Luzon, in the most viable, modern, secured, and efficient manner, that is customer-oriented, gender-responsive and environmentally sustainable.

MISSION

To develop, construct, manage, and operate a world-class and environmentally sustainable rail transport system between Metro Manila and the Central and Northern Luzon that will serve as catalyst for development, provide a viable option for commuter and cargo services, and support the growth of local capital markets.

VISION

By 2025, NORTHRAIL shall have delivered a safe, reliable, and sustainable rail transport system of international standards that connects Metro Manila with Central and Northern Luzon.

I. FRONTLINE SERVICES

- A. Rail transport service from Metro Manila to Central and Northern Luzon
 1. Issuance of ticket, filing of complaints, suggestions, observations, and inquiries.
 2. Senior Citizens and Person with Disability (PWD) may now get 20 percent discount on Single Journey and Stored Value Tickets directly at all Stations by presenting their valid OSCA/NCDA ID to the Station Tellers.
 3. Special Seats behind the train operator's cabin are reserved for the following passengers:
 - a. Senior Citizens
 - b. Person with Disability
 - c. Pregnant Women/ Women with Infants
 4. Also, a designated all-female section is located at the lead vehicle of the train immediately behind the special section described above.

- B. Issuance of permit for the temporary utilization of the PNR/NORTHRAIL Right-of-Way (ROW) by the Local Government Units, other Government Agencies, and/or Private Entities

For Local Government Units (LGUs) / Government Agencies (GA)

1. Guidelines

- a. Utilization of PNR property shall only be temporary. Utilization of the property will be allowed for three (3) months.
- b. Extension on the period of utilization of PNR property will only be allowed once and with the basis that the conditions stated on the initial approval were met.
- c. Constructions of permanent structure are not allowed inside the PNR property.
- d. All debris and/or garbage shall be removed after the utilization of the PNR property.
- e. Peace and order shall be maintained at all times during the temporary utilization of the PNR property.
- f. Activity inside the PNR property will not be allowed without the letter approval from NORTHRAIL or an approved Site Access Permit from NORTHRAIL. Furthermore, copy of the approved Site Access Permit from NORTHRAIL shall always be available at site.

2. Procedure

- a. A formal request letter from the LGU/Government Agency shall be submitted to NORTHRAIL indicating the nature of the request, area along the PNR property to be utilized, and duration of the temporary utilization.
- b. NORTHRAIL's Site Preparatory Department (SPD) shall coordinate with the concerned LGU/GA within one (1) working day upon receipt of request letter, for the verification on the details of the request.
- c. NORTHRAIL's SPD and Survey Unit will conduct within five (5) working days upon confirmation on the details of the request, a joint site inspection with concerned LGU/GA on the proposed area.
- d. NORTHRAIL shall transmit within three (3) working days after conducting the joint site inspection, the Site Access Permit Form (*Annex A*), Barangay Resolution (*Annex B*) and Affidavit (*Annex C*) to the LGU/GA for proper accomplishment and completion. LGU/GA shall return the said form to NORTHRAIL together with the required documents for evaluation and approval by the Project Management Division (PMD) and Administrative Services Division (ASD).
- e. Once request is approved, NORTHRAIL shall transmit within three (3) working days, the approved Site Access Permit together with a letter signed by the NORTHRAIL President, to the concerned LGU/GA. The security agency of NORTHRAIL along the PNR property will also be provided with a copy of the Site Access Permit.
- f. If upon site inspection the request could not be granted, NORTHRAIL shall prepare within three (3) working days, a reply letter denying the said request of the LGU/GA.

For Private Entities

1. Guidelines

- a. Utilization of PNR property by private individuals/groups must be endorsed by the concerned LGUs and shall only be temporary. Utilization of the property will be allowed for three (3) months
- b. Extension on the period of utilization of PNR property will only be allowed once and with the basis that the conditions stated on the initial approval were met.
- c. Constructions of permanent structure are not allowed inside the PNR property.
- d. All debris and/or garbage shall be removed after the utilization of the PNR property.
- e. Peace and order shall be maintained at all times during the temporary utilization of the PNR property.
- f. Activity inside the PNR property will not be allowed without the letter approval from NORTHRAIL or an approved Site Access Permit. Furthermore, copy of the approved Site Access Permit from NORTHRAIL shall always be available at site.

2. Procedure

- a. A formal request letter from private entity/group shall be submitted to NORTHRAIL together with the endorsement letter from the concerned LGU indicating the nature of the request, area along the PNR property to be utilized, and duration of the temporary utilization.
- b. NORTHRAIL's Site Preparatory Department (SPD) shall coordinate with the concerned private entity/group within one (1) working day upon receipt of request letter, for the verification on details of the request.
- c. NORTHRAIL's SPD and Survey Unit will conduct within five (5) working days upon confirmation on the details of the request, a joint site inspection with concerned private entity/group on the proposed area.
- d. NORTHRAIL shall transmit within three (3) working days after conducting the joint site inspection, the Site Access Permit Form, Barangay Resolution and Affidavit to the private entity/group for proper accomplishment and completion. Private entity/group shall return the said form to NORTHRAIL together with the required documents for evaluation and approval by the Project Management Division (PMD) and Administrative Services Division (ASD).
- e. Once request is approved, NORTHRAIL shall transmit within three (3) working days, the approved Site Access Permit together with a letter signed by the NORTHRAIL President, to the concerned private entity/group. The security agency of NORTHRAIL along the PNR property will also be provided with a copy of the Site Access Permit.
- f. If upon site inspection the request could not be granted, NORTHRAIL shall prepare within three (3) working days, a reply letter denying the said request of the private entity/group.

- C. Issuance of permit to Utility Companies for the installation and/or maintenance of public facilities such as power, water, and telecom, within the PNR/NORTHRAIL Right-of-Way (ROW).

1. Guidelines

- a. All public utilities that would traverse the PNR property shall be installed underground. Appurtenances shall be installed outside the PNR boundary.
- b. Rehabilitation of existing public utilities shall be installed outside the PNR property.
- c. Warning tapes shall be installed/laid above the underground pipes/conduits to serve as caution during the resumption of the NORTHRAIL Project.
- d. All debris and/or garbage shall be removed after the utilization of the PNR property.
- e. Peace and order shall be maintained at all times during the temporary utilization of the PNR property.
- f. As-Built Drawing of the completed works shall be prepared and submitted by the Utility Company to NORTHRAIL for reference.
- g. Activity inside the PNR property will not be allowed without an approved Site Access Permit from NORTHRAIL. Furthermore, copy of the approved Site Access Permit from NORTHRAIL shall always be available at site.

2. Procedure

- a. A formal request letter from the Utility Company shall be submitted to NORTHRAIL indicating the nature of the request, area along the PNR property to be utilized, and duration of the works.
- b. NORTHRAIL's Site Preparatory Department (SPD) shall coordinate with the concerned Utility Company within one (1) working day upon receipt of request letter, for the verification on the details of the request.
- c. NORTHRAIL's SPD and Survey Unit will conduct within five (5) working days upon confirmation on the details of the request, a joint site inspection with concerned Utility Company on the proposed area.
- d. NORTHRAIL shall transmit within three (3) working days after conducting the joint site inspection, the Site Access Permit Form and other document such as Template of Affidavit (*Annex C*) to the Utility Company for proper accomplishment and completion. Utility Company shall return the said form to NORTHRAIL together with the required documents (such as Secretary Certificate, providing authority for its representative to execute the Affidavit and transact with NORTHRAIL and also the approval of the affidavit) for evaluation and approval by the Project Management Division (PMD) and Administrative Services Division (ASD).

- e. Once request is approved, NORTHRAIL shall transmit within three (3) working days, the approved Site Access Permit together with a letter signed by the NORTHRAIL President, to the concerned Utility Company. The security agency of NORTHRAIL along the PNR property will also be provided with a copy of the Site Access Permit.
- f. If upon site inspection the request could not be granted, NORTHRAIL shall prepare within three (3) working days, a reply letter denying the said request of the concerned Utility Company.

NORTH LUZON RAILWAYS CORPORATION
PROJECT MANAGEMENT DIVISION
SITE PREPARATORY DEPARTMENT

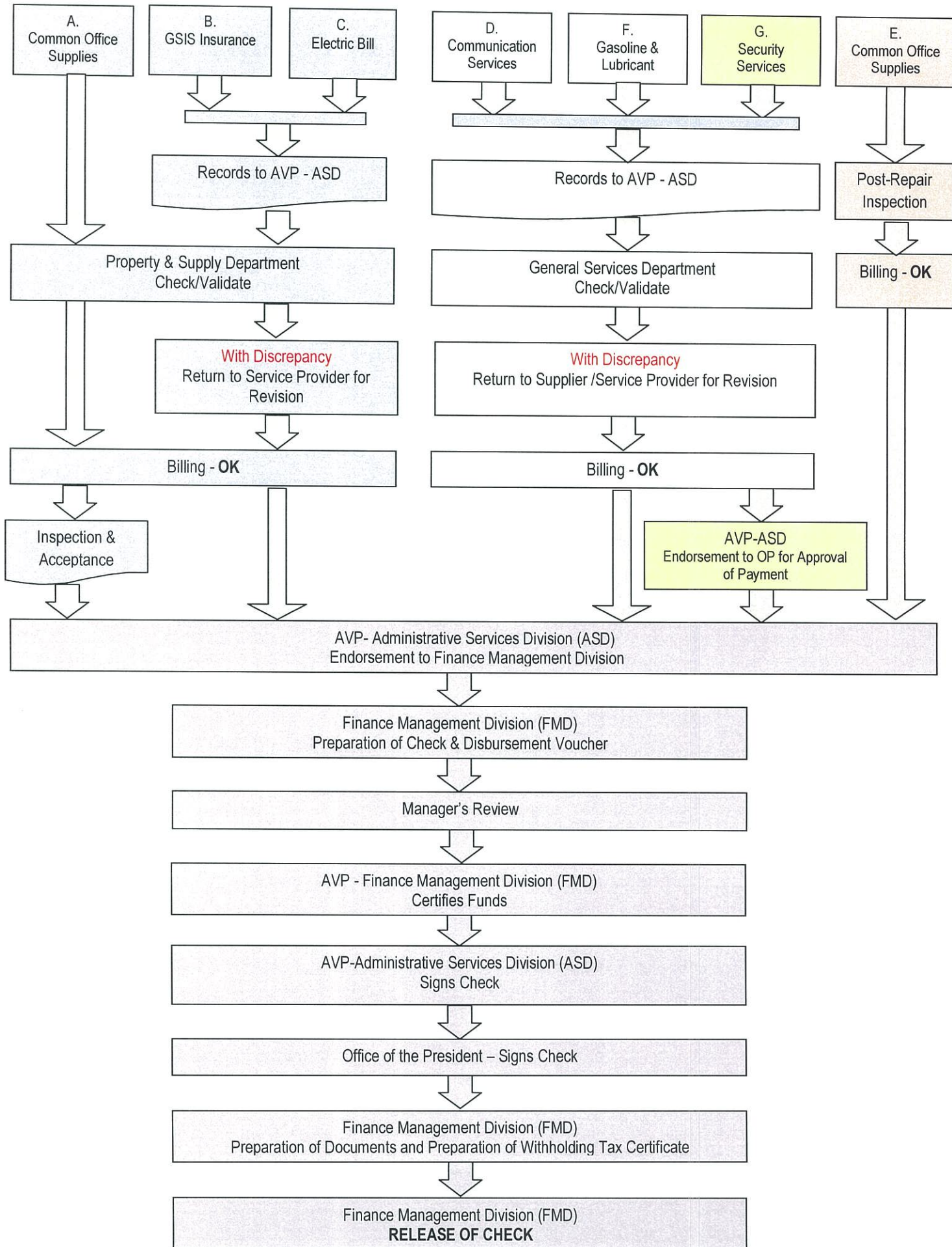
**LIST OF REQUIREMENTS FOR THE TEMPORARY UTILIZATION OF PNR/NORTHRAIL
RIGHT-OF-WAY**

ITEM NO	NATURE OF REQUEST	FOR SUBMISSION TO NORTHRAIL				FOR COMPLIANCE AND SUBMISSION TO NORTHRAIL				
		REQUEST LETTER	BARANGAY ENDORSEMENT	PLANS / DRAWINGS	APPROVED SITE ACCESS PERMIT	SECRETARY CERTIFICATE (Proof of Authority and Approval of Affidavit)	BARANGAY RESOLUTION	AFFIDAVIT	AS-BUILT DRAWING	
1	Installation of temporary outpost/headquarters	x	x	n/a	x	n/a	x	n/a	n/a	
2	Installation of Mini Fair during town/barangay fiesta	x	x	n/a	x	n/a	n/a	n/a	n/a	
3	Installation of temporary access path, walkway, canopy	x	x	n/a	x	n/a	x	n/a	n/a	
4	Installation of temporary tent/shelter	x	x	n/a	x	n/a	n/a	n/a	n/a	
5	Installation of tarpaulin/advertisement/signage	x	x	n/a	x	n/a	n/a	n/a	n/a	
6	Installation of temporary power connection/drop wires and temporary water connection/house plumbing side	x	x	x	x	n/a	x	x	x	
7	Underground / aerial installation of electric power lines	x	n/a	x	x	x	n/a	x	x	
8	Underground / aerial installation of telecom cables	x	n/a	x	x	x	n/a	x	x	
9	Water pipe laying by water districts/water service providers	x	n/a	x	x	x	n/a	x	x	
10	Repair/maintenance of damaged/rotten electric poles/accessories	x	n/a	x	x	n/a	n/a	n/a	n/a	
11	Repair/maintenance of telecom cables	x	n/a	x	x	n/a	n/a	n/a	n/a	
12	Repair/maintenance of waterlines	x	n/a	x	x	n/a	n/a	n/a	n/a	
13	Cutting/trimming of trees by Electric Companies	x	n/a	n/a	x	n/a	n/a	n/a	n/a	
14	Cleaning of drainage canal	x	n/a	n/a	x	n/a	n/a	n/a	n/a	
15	Removal of shrubs / garbage	x	n/a	n/a	x	n/a	n/a	n/a	n/a	

x - required

n/a - not applicable

BILLING PROCESSING FLOWCHART



WORK FLOW FOR VARIOUS EMPLOYEE REQUEST

REQUEST FOR CERTIFICATE OF EMPLOYMENT/COMPENSATION

Client submits request letter to the Human Resources Unit (HRU) Staff



HRU Staff:
 Receives request letter;
 Retrieves 201 file;
 Encodes Certificate of Employee's Employment/Compensation (COE); and
 Reviews Encoded COE *(1 day)*



Assistant Vice President for Administrative Services Division:
 Signs and Approves COE
 HRU Staff:
 Releases COE to client *(1 day)*



Client receives COE
 End of Process

REQUEST FOR LEAVE WITHOUT PAY

Client submits request letter and leave application (LA) form to the Human Resources Unit (HRU) Staff



HRU Staff:
 Receives request letter;
 Retrieves 201 file;
 Evaluates and Validates records;
 Prints updated leave credits record;
 Encodes leave credits to LA form; and
 Reviews LAWOP *(1 day)*



Assistant Vice President for Administrative Services Division:
 Reviews and Endorses request for LAWOP to the NORTHRAIL President
 NORTHRAIL President:
 Approves/Disapproves request for LAWOP
 HRU Staff:
 Releases LAWOP to client *(1 day)*



Client receives LAWOP
 End of Process

WORK FLOW FOR VARIOUS EMPLOYEE REQUEST

REQUEST FOR SERVICE RECORD

Client submits request letter to the Human Resources Unit (HRU) Staff



HRU Staff:
Receives request letter;
Retrieves 201 file;
Evaluates and Validates records;
Encodes Service Record; and
Reviews Encoded Service Record



Assistant Vice President for Administrative Services Division:
Signs and Approves Service Record
HRU Staff:
Releases Service Record to client

(1 day)



Client receives Service Record
End of Process

REQUEST FOR LEAVE MONETIZATION

Client submits request letter to the Human Resources Unit (HRU) Staff



HRU Staff:
Receives request letter;
Evaluates and Validates records;
Prints updated leave credits record;
Endorses leave monetization to AVP-ASD; *(1 day)*



Assistant Vice President for Administrative Services Division:
Reviews and Recommends approval of Leave Monetization
Assistant Vice President for Finance Management Division:
Certifies availability of funds for Leave Monetization
NORTHRAIL President:
Approves Leave Monetization *(1 day)*



FMD Staff:
Process Leave Monetization and Prepares Check *(1 day)*



Client receives Check for Leave Monetization
End of Process



PROCEDURE OF FILING COMPLAINTS AGAINST NORTHRAIL OFFICERS, EMPLOYEES AND SERVICES PROVIDED

STEP 1: File the WRITTEN COMPLAINT to address indicated and/or the electronic mail address of NORTHRAIL.

STEP 2: The NORTHRAIL shall acknowledge receipt of the Complaint within 15 days from the receipt of the thereof.

STEP 3: The NORTHRAIL shall transmit the Complaint to the responsible supervising officers, copy furnishing the NORTHRAIL President within 5 days from receipt.

STEP 4: The NORTHRAIL, through its Office of the Administrative Services Division, shall inform the Officer/Employee concerned and give him 15 days from notice for filing a Counter-Affidavit to the Complaint.

STEP 5: The Office of the Administrative Services Division shall review and analyze the information in the Complaint and the Counter-Affidavit within 30 days from the receipt of the last document filed. It shall thereafter make its recommendation to the NORTHRAIL President.

STEP 6: An Office Order shall be issued by the NORTHRAIL President indicating the official action taken by the NORTHRAIL and the same shall be copy furnished to the Complainant as well as the NORTHRAIL Officer/Employee concerned.

STEP 7: The NORTHRAIL shall provide 15 days from the receipt of either party to file for a Motion for Reconsideration of the Office Order. A decision on the Motion for Reconsideration shall be made within 15 days there from and no further Reconsideration shall be permitted thereafter.

STEP 8: The Office Order shall become final after 15 days from its issuance thereof if no Motion for Reconsideration is filed or 15 days after the decision on the Motion for Reconsideration. The Office Order shall then be implemented within 10 days from its finality.