

Relevant Interested Parties

PNCC has determined the following interested parties relevant to the implementation of QMS:

Business Stakeholders (Interested Parties)	Type	Reason for Interest	Need and Expectation of Interested Parties	Need and expectation of Organization
#8888 Contact Center ng Bayan	E	Serves as the receiving platform (Call, SMS, MMS) of complaints, grievances, and requests for assistance of the general public	Resolve or attend to referred issues/concerns of the general public	Provides accurate, timely, and relevant information to address the concerns of the general public
Anti-Red Tape Agency	E	Ensures transparency and efficiency in the delivery of government services	Compliance and submission of requirements	Compliant with all requirements, eligibility to Performance-Based Bonus
PNCC Board of Directors	I	Sets long-term goals and oversees the company	Implementation of objectives and policies	Sound policies and direction to foster long term business success
Bureau of Fire Protection	E	Responsible for implementing national policies related to Firefighting and fire prevention as well as implementation of the Philippine Fire Code (PD 1185)	Implementation of policies related to fire prevention	Safe and secure workplace
Bureau of Internal Revenues (BIR)	E	Assesses and collect internal revenue taxes, fees and charges and enforces all forfeitures, penalties and fines connected therewith	Timely remittance of internal revenue taxes, timely submission of reportorial requirements	Avoid tax cases
Bureau of Treasury	E	Bond all accountable employees pursuant to the provisions of the Public Bonding Law and issue appropriate guidelines	Timely payment of bond premium and timely renewal of bond	Insurance protection in case of losses as a result of fraudulent acts of accountable employees
CDCP Employees Savings and Loan (CESLA)	I	Provides financial facility to PNCC employees	Timely remittance of employees' contribution	Timely disbursement of loans
Certifying Body	E	Assesses conformity of PNCC against ISO standard	Effective implementation of ISO standard will all relevant clauses in the organization	Customer recognize, competitive edge
Commission on Audit (COA)	E	Assesses compliance with auditing standards and internal controls	Compliance with audit requirements for submission of financial reports	Timely and fair audit reports

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Department of Energy	E	Assesses compliance with energy efficiency requirements	Compliance with energy efficiency requirements	Issuance of Compliance Certificate on energy efficiency as required by GCG in fulfillment of company's performance scorecard
Department of Finance	E	Monitors financial condition of PNCC	Submission of financial reports	Good and long-term relationship
Department of Environment and Natural Resources	E	Responsible for governing and supervising the exploration, development, utilization, and conservation of the country's natural resources	Compliance with environmental requirements	Environment-friendly workplace
Department of Labor and Employment (DOLE)	E	Implement policies and programs that promote gainful employment opportunities, develop human resources, protect the welfare and advancement of workers, and maintain harmonious industrial relations between and among the workers and employers	All labor related policies and programs issued by DOLE are complied with	Compliant with all labor standards / policies / programs. No / less labor cases filed by the employees against the company.
Development Bank of the Philippines	E	Provides financial services to PNCC	Compliance with administrative requirement in regard financial services provided	High yield investments, security of organization's monies
Land Bank of the Philippines				
External Providers (Suppliers, Utilities providers, Contractors)	E	Provide supporting services or products to organization	Continuous orders, prompt payments as per agreed terms, good level and long- term working relationship	Provide products without defects and services without delay as per requirement
Governance Commission for GOCCs (GCG)	E	Supervises PNCC pursuant to its mandate and functions under R.A. 10149	Submission of requirements in compliance with the provisions under R.A. 10149	Objection evaluation and/or approval of issues relating to its mandate
Government Procurement Policy Board	E	Governs government procurement policy	Compliance with government procurement policies and procedures for the procurement of goods,	GPPB compliant procurement process

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Philippine Government Electronic Procurement System (PhilGeps)			consulting services and infrastructure	
Government Service Insurance System (GSIS)	E	Cover the risk factor of the organization's vehicles and people	No claims, timely payment of insurance/bond premium	Timely payment of insured sum in case of any incident
Home Mutual Development Fund	E	Provides protection to employees and their beneficiaries against the hazard of disability, sickness, maternity, old age, death and other contingencies resulting in loss of income and financial burden Provides financial facility	Compliance with legal requirements and payment of contributions	Prompt approval on application of benefits
Social Security System (SSS)				
Philippine Health Insurance Corporation (PHIC)				
Land Management Bureau	E	Responsible for administering, surveying, managing, and disposing Alienable and Disposable lands and other government lands not placed under the jurisdiction of other government agencies	Compliance with documentary requirements in regards to the requested service/document and payment of issuance fee	Prompt approval of request and timely release of requested documents
Land Registration Authority	E	Responsible for issuing decrees of registration and certificates of title and register documents, patents and other land transaction	Compliance with requirements and payments of issuance fee for the requested document	Issuance of Transfer Certificate of Title and other requested documents
Local Government Unit – Assessor's Office	E	Responsible for the appraisal and assessment of all real properties within the political jurisdiction of the local government unit to calculate a property tax	Timely payment of Real Property Tax (RPT)	Timely payment of RPT to avoid penalties
Local Government Unit	E	Provides policies and procedures on local governance	Compliance with LGU policies, ordinances and requirements	Punctual payment of permit and other fees
National Labor Relations Commission	E	Promotes and maintains industrial peace by resolving labor and management disputes	Industrial peace is maintained by and among the employees and employers	No / less labor cases filed by the employees against the company

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		involving both local and overseas workers through compulsory arbitration and alternative modes of dispute resolution		
Office of the Government Corporate Counsel (OGCC)	E	Provides legal services to PNCC, statutory legal counsel	Timely submission of legal documents required in the requested legal action, prompt remittance of service fees	Safeguard legal interests of the organization
Office of the President of the Philippine (OP)	E	Supervising agency of PNCC	Compliance with administrative requirements and submission of reports, provides organization's direction/mandate	Approval of legal requirements for tollway development projects (such as STOA, Assignment of Usufruct, etc.)
Philippine Contractors Accreditation Board	E	Assesses and provides contractors licenses to ensure that only qualified and reliable contractors are allowed to undertake construction in the Philippines	Submission of requirements in compliance with R.A. 4566. No contractor shall engage in the business contracting without first having secured a PCAB license to conduct business	To verify and check that the contractor/s of the toll road are qualified to undertake the construction for the benefit and safety of motoring public
Philippine National Police	E	Assures police visibility in maintaining peace and order	Compliance to permits and clearances	Timely response to emergencies and other lawless incident
Philippine Statistics Authority (PSA)	E	Enforces policies, rules and regulations and coordinate government-wide programs governing the production of official statistics, general-purpose statistics, and civil registration services	Compliance with administrative requirement in regard statistics	Timely submission of required report
Philippine Stock Exchange (PSE)	E	Governs stock market and publicly-listed companies	Timely compliance to reportorial requirements	Promotes business transparency and good relationship with stockholders
PNCC Employees	I	Responsible for realization of PNCC services	Continuation of job, timely wages with all applicable benefits, professional development and growth	Loyalty with organization, concentration on work, gives 100% output

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Presidential Communications Operations Office	E	Lead communication arm of the government and monitors FOI compliance of government agencies and GOCCs	Timely compliance to reportorial requirements	Promotes business transparency and good relationship with relevant interested parties
Real Property Lessees	E	Direct user of PNCC's real property/properties	Utilization of property, Quick response on any complain, follow all laws and requirements	Prompt collection of rental fees and proper use of property per agreed terms
Securities and Exchange Commission (SEC)	E	Supervises registered business entities	Timely compliance to reportorial requirements	Promotes business transparency
Skyway Operations and Management Corporation (SOMCO)	E	Direct recipient of PNCC's manpower service	Timely provide quality service at low cost, quick response on any complain, follow all laws and requirements	Customer satisfaction, good and long-term working relationship
Tollway Project Investors	E	Direct recipient of PNCC's Usufructs	Assignment of PNCC's Usufruct under PD 1894, follow all laws and requirements	Good and long-term relationship, sustainable economic terms
Toll Regulatory Board (TRB)	E	Supervises and regulates the construction, operation, and maintenance of tollway facilities and regulates toll fees	Compliance with documentary requirements for tollway development projects	Objective evaluation and approval of proposed tollway development project and timely approval of legal requirements
Stockholders	E	Invest money in organization	Profitability, dividends, good financial and legal compliance	Good working atmosphere, develop and implement smooth business running policies
Type Legend: I – Internal E – External				

PNCC shall monitor and review information about these interested parties and their relevant requirements. The ISO Core Team through the Management Review Procedure shall deliberate and decide on the need to revise this matrix. The decision shall be recorded in the minutes of the Management Review. This matrix shall be reviewed at any subsequent management review on as needed basis.