



**LIGHT RAIL TRANSIT AUTHORITY LRT-2**

**CITIZEN'S CHARTER 2024**

1<sup>ST</sup> EDITION



## LIGHT RAIL TRANSIT AUTHORITY LRT-2

### MANDATE

By virtue of Executive Order No. 603 dated July 12, 1980, The Light Rail Transit Authority was created to be primarily responsible for the construction, operation, maintenance and/or lease of LRT Systems in the Philippines.

### VISION

By 2030, the leading authority for the construction, operations, and maintenance of LRT Systems, which enable safe, comfortable, and sustainable transportation in the Philippines.

### MISSION

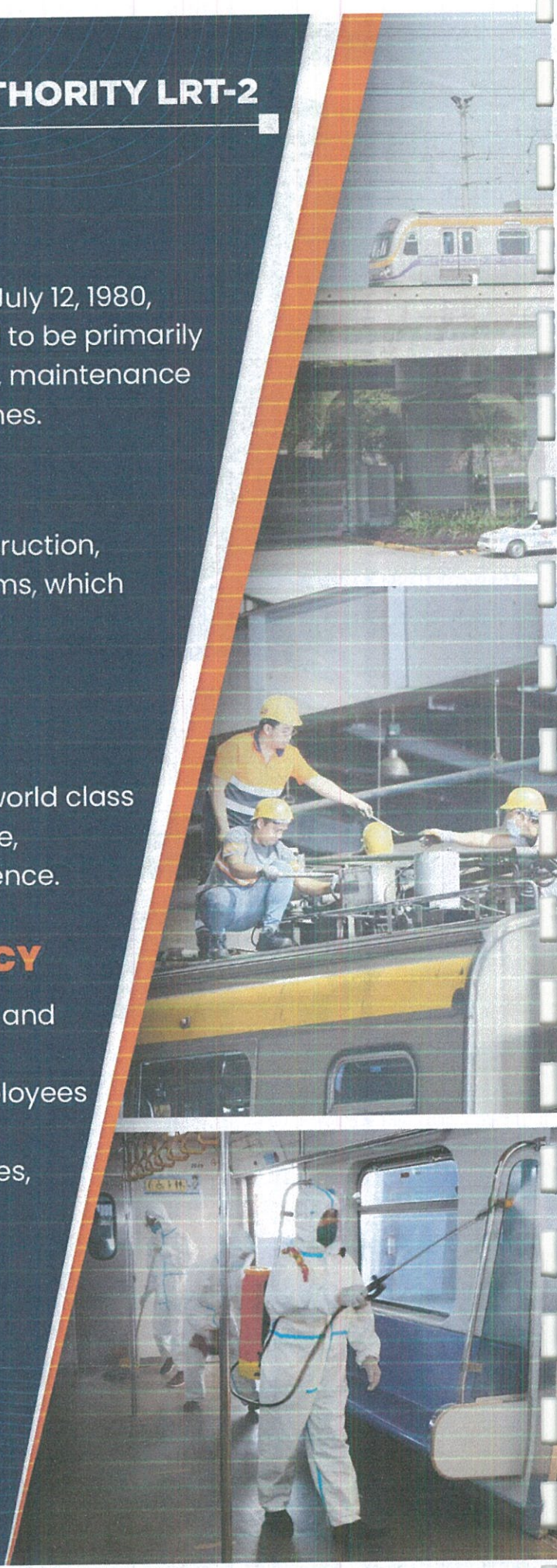
To enhance people mobility and provide world class light rail transport system that are sensitive, inclusive and committed to service excellence.

### QUALITY HEALTH & SAFETY POLICY

LRTA is committed to provide safe, reliable, and efficient rail transportation services while ensuring the health and safety of our employees and stakeholders through continual improvement of our processes and services, and to comply with all relevant legal and other requirements.

### CORE VALUES

Resilience  
Integrity  
Professionalism  
Excellence





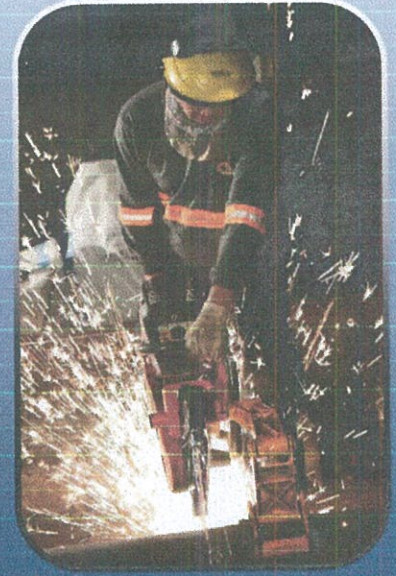
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# EXTERNAL SERVICES



**LIGHT RAIL TRANSIT AUTHORITY LRT-2**



**I.  
TICKET CONCERNS**



**LIGHT RAIL TRANSIT AUTHORITY LRT-2**

ENVIRONMENTAL REPORT





**PURCHASE OF A SINGLE JOURNEY (SJ) TICKET**

<b>Office/Division/Department</b>		Station Operations Division		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		G2C - Government to Citizen		
<b>Who may avail</b>		LRT Line 2 Passengers		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Not Applicable		Not Applicable		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSONS RESPONSIBLE</b>
<b>1.A)</b> Proceed to queue at the Passenger Assistance Office or Satellite Booth at any Line 2 stations/terminal. Inform the station personnel of your station destination and pay the corresponding amount.	<b>1.1A)</b> Inform passenger of the amount to be paid and prepare the ticket.	SJT - Php 15.00 SJT - Php 20.00 SJT - Php 25.00 SJT - Php 30.00 SJT - Php 35.00  <i>*Fares subject to change in compliance with existing rules &amp; regulations</i>	1 minute	Station Teller/ Station Supervisor
<b>2.A)</b> Get and count the change, if any. Receive the ticket.  <b>2.B)</b> Make sure that the ticket received corresponds to your station destination.	<b>2.1A)</b> Issue change, if any. Give the ticket to the passenger.			
<b>TOTAL</b>		<b>Amount of ticket purchased</b>	<b>1 minute</b>	



**PURCHASE OF A STORED VALUE CARD (SVC)**

<b>Office/Division/Department</b>		Station Operations Division		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		G2C - Government to Citizen		
<b>Who may avail</b>		LRT Line 2 Passengers		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Not Applicable		Not Applicable		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSONS RESPONSIBLE</b>
<b>1.A)</b> Proceed to the Passenger Assistance Office at any Line 2 stations/terminal. Inform the station teller of the value to be loaded and pay the corresponding amount.	<b>1.1A)</b> Inform passenger about the card fee (P30.00); initial purse (P14.00) and maximum load (P10,000)  Process the card with the amount of load requested by the passenger.	Amount to be loaded plus P30.00	1 minute	Station Teller/ Station Supervisor
<b>2.A)</b> Get and count the change, if any. Get the Stored Value Card.  Receive the stored value card and count the change if there is any.	<b>2.1A)</b> Issue change, if any;  Give the Stored Value Card to the passenger.			
<b>TOTAL</b>		Amount to be loaded plus P30.00	1 minute	



## PURCHASE OF A DISCOUNTED SINGLE JOURNEY (SJ) TICKET

<b>Office/Division/Department</b>	Station Operations Division
<b>Classification</b>	Simple
<b>Type of Transaction</b>	G2C - Government to Citizen
<b>Who may avail</b>	LRT Line 2 Passengers
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
<p>For Senior Citizen (any of the following):</p> <ul style="list-style-type: none"><li>- OSCA ID,</li><li>- Passport; or</li><li>- Other documents that will establish that the Senior Citizen is a citizen of the Republic and is at least 60 years of age</li></ul> <p>For Person With Disability (any of the following):</p> <ul style="list-style-type: none"><li>- Valid PWD ID;</li><li>- The passport of the PWD concerned;</li><li>Transportation Discount Fare Identification Card (ID)</li></ul> <p>For National Athletes and Coaches: (any of the following):</p> <ul style="list-style-type: none"><li>- Valid PNSTM Identification Card;</li><li>- A booklet or other certificate showing that the availment is for the actual and exclusive use and enjoyment of the national athlete or national coach may be required.</li></ul> <p>For Medal Of Valor Awardee or their Dependents:</p> <ul style="list-style-type: none"><li>- For MOV Awardee - Medal of Valor Identification Card (MOV ID);</li><li>- For Qualified Dependents - MOV Dependent's ID</li></ul>	<ul style="list-style-type: none"><li>- Office of Senior Citizens Affairs (OSCA) in the city or municipality where the elderly resides</li><li>- City or Municipal Mayor or the Barangay Captain of the place where the PWD resides</li><li>- National Council for the Welfare of Disabled Persons (NCWDP)</li><li>- Philippine Sports Commission (PSC)</li><li>- Armed Forces of the Philippines - Office of the Adjutant General, AFP (OTAG, AFP)</li></ul>



## PURCHASE OF A DISCOUNTED SINGLE JOURNEY (SJ) TICKET

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For Students (any of the following): - Duly-Issued School Identification Card (ID must have/reflect current school year/term); or - Current validated enrollment form together with any ID (such as but not limited to PhilID); and; - Filled-out Student Discount Transaction Form		- Schools, Universities, Colleges and Other Educational Institutions  - LRT 2 Passenger Assistance Office (PAO) / Ticket Booth		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
<b>1.A)</b> Proceed to the designated Passenger Assistance Office window at any Line 2 stations/terminal and inform the station teller of the station destination and present the requirement/s;	<b>1.1A)</b> Receive and validate the ID card/ document presented and inform the passenger of the fare amount to be paid.  <b>1.1B)</b> Prepare ticket and write details on the monitoring form	SJT - Php 12.00 SJT - Php 16.00 SJT - Php 20.00 SJT - Php 24.00 SJT - Php 28.00  <i>*Fares subject to change in compliance with existing rules &amp; regulations</i>	3 minutes	Station Teller/ Station Supervisor
<b>2.A)</b> Pay the corresponding fare amount and affix signature on the monitoring form, if possible.	<b>2.1A)</b> Receive payment and advise the passenger to sign the monitoring form opposite his/her name, if possible.			
<b>3.A)</b> Get the ID card/document and count the change, if any. Receive the discounted Single Journey Ticket.	<b>3.1A)</b> Return the ID card/document of the passenger, give the change, if any and issue the discounted ticket.			
<b>TOTAL</b>		<b>Amount of ticket purchased</b>	<b>3 minutes</b>	



**ADD VALUE / RELOADING ON STORED VALUE CARD (SVC) AND CONCESSIONARY CARD**

<b>Office/Division/Department</b>		Station Operations Division		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		G2C - Government to Citizen		
<b>Who may avail</b>		LRT Line 2 Passengers		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Not Applicable		Not Applicable		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSONS RESPONSIBLE</b>
<p><b>1.A)</b> Proceed to queue at the Passenger Assistance Office at any Line 2 stations/terminal.</p> <p><b>1.B)</b> Present the card to the station teller; Inform station teller of the amount to be loaded; Pay the corresponding amount.</p> <p><i>(Minimum add value is P13.00 for regular card and P10.00 for concessionary card)</i></p>	<p><b>1.1A)</b> Confirm to the passenger the amount to be loaded; Collect payment and load the requested amount to the card.</p>	Amount to be loaded	1 minute	Station teller/ Station Supervisor
<p><b>2.A)</b> Get the change, if any; Make sure that the card received corresponds to the load amount as requested.</p>	<p><b>2.1A)</b> Issue change, if any; and</p> <p><b>2.1B)</b> Return the card to the passenger.</p>			
<b>TOTAL</b>		Amount to be loaded	1 minute	



**AVAILMENT/APPLICATION OF CONCESSIONARY CARD**

<b>Office/Division/Department</b>	Station Operations Division
<b>Classification</b>	Simple
<b>Type of Transaction</b>	G2C - Government to Citizen
<b>Who may avail</b>	LRT Line 2 Passengers
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
<ul style="list-style-type: none"> <li>- Filled-out Concessionary Card Application Form</li> <li>- Original and Photocopy (back-to back) any of the following:               <ul style="list-style-type: none"> <li>For Senior Citizen (any of the following):                   <ul style="list-style-type: none"> <li>- OSCA ID;</li> <li>- Passport; or</li> <li>- Other documents that establish that the Senior Citizen is a citizen of the Republic and is at least 60 years of age.</li> </ul> </li> <li>For Persons With Disability (any of the following):                   <ul style="list-style-type: none"> <li>- Valid PWD ID;</li> <li>- The passport of the PWD concerned;</li> <li>- Transportation Discount Fare Identification Card (ID)</li> </ul> </li> </ul> </li> <li>- P30 for card issuing fee</li> </ul>	<ul style="list-style-type: none"> <li>- LRT 2 Passenger Assistance Office (PAO) / Ticket Booth</li> <li>- Office of Senior Citizens Affairs (OSCA) in the city or municipality where the elderly resides</li> <li>- City or Municipal Mayor or the Barangay Captain of the place where the PWD resides</li> <li>- National Council for the Welfare of Disabled Persons (NCWDP)</li> </ul>



**AVAILMENT/APPLICATION OF CONCESSIONARY CARD**

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
<p><b>1.A)</b> Proceed to queue at the designated window of the Passenger Assistance Office at any Line 2 stations/ terminal; Submit the requirements.</p>	<p><b>1.1A)</b> Receive the requirements from the passenger; Validate all the entries in the form and attachment against the original identification/ document submitted.</p>	<p>P30 for Card Issuing Fee</p>		
<p><b>2.A)</b> Get the ID and the claim stub; Check/Confirm the releasing date of the card.</p>	<p><b>2.1A)</b> Issue the claim stub portion to the passenger; And advise the passenger to return according to the redemption period</p>		<p>10 days</p>	<p>Station Teller/ Station Supervisor</p>
<p><b>In Claiming the Concessionary Card</b></p>				
<p><b>1.A)</b> Proceed to the station where the card was applied; and give the claim stub; and present valid ID card to the station teller.</p>	<p><b>1.1A)</b> Receive the claim stub and verify the availability of the card from the cash room.  <b>1.1B)</b> Allocate the approved concessionary card using the additional allocation form; Validate the data of the concessionary card against the ID card presented.</p>			



**AVAILMENT/APPLICATION OF CONCESSIONARY CARD**

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
<b>In Claiming the Concessionary Card</b>				
<p><b>2.A)</b> Inform station teller of the amount to be loaded.  (Initial purse is P14.00 and maximum load is P10,000)</p> <p><b>2.B)</b> Pay the corresponding amount to be loaded.</p>	<p><b>2.1A)</b> Ask the passenger of the amount to be loaded.</p> <p><b>2.1B)</b> Collect the payment and load the amount to the card.</p>	<p>Amount to be loaded  (Initial purse is P14.00 and maximum load is P10,000)</p>		<p>Station Teller/ Station Supervisor</p>
<p><b>3.A)</b> Count the change, if any; Receive the ID and the concessionary card.</p>	<p><b>3.1A)</b> Issue the concessionary card; ID card, and change, if any.</p>			
<b>TOTAL</b>		Amount to be loaded plus P30.00	10 days	





## II. FILING OF COMPLAINTS



LIGHT RAIL TRANSIT AUTHORITY LRT-2



**FILING OF COMPLAINTS VIA WALK-IN, HOTLINES, EMAIL, SOCIAL MEDIA AND 8888 HOTLINE**

<b>Office/Division/Department</b>		Public Relations Division		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		G2C - Government to Citizen		
<b>Who may avail</b>		LRT Line 2 Passengers		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Accomplished Passenger's Complaints Form (PCF)		Public Relations Satellite Offices		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSONS RESPONSIBLE</b>
<b>1.A)</b> File complaint through any of the following:  Go to the Public Relations Satellite Offices located at the following: Cubao and Marikina-Pasig Stations.	<b>1.1A)</b> Answer the passenger, if passenger is not satisfied with explanation, ask him/her to fill up a PCF.	No Fee	10 minutes	PR Staff
<b>1.B)</b> Call LRTA Hotlines at (02) 8647-3452 and (0917) 3253452	<b>1.1B)</b> Receive/acknowledge the complaint	Telco Applicable Fee	10 minutes	PR Staff
<b>1.C)</b> Email at pro@lrta.gov.ph pro_lrta@yahoo.com or log on to the official website of LRTA at http://www.lrta.gov.ph	<b>1.1C)</b> Acknowledge/reply to the email.	No Fee	1 day	PR Staff



**FILING OF COMPLAINTS VIA WALK-IN, HOTLINES, EMAIL, SOCIAL MEDIA AND 8888 HOTLINE**

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
<p><b>1.D)</b> Post or tweet to LRTA Official social media accounts at @OfficialLRTA (Twitter) and or www.facebook.com/lrta.gov.ph (Facebook)</p>	<p><b>1.1D)</b> Acknowledge/ reply the post/ tweet</p>	No Fee	1 day	PR Staff
<p><b>1.E)</b> Email complaint to 8888 Hotline Portal</p>	<p><b>1.1E)</b> Acknowledge/ reply to email</p>	No Fee	1 day	PR Staff
<p><b>2.A)</b> Passenger receives response depending on type of complaint filed.</p>	<p><b>2.1A)</b> For train/station/ ticket and safety and security-related complaints, provide a reply to passenger complaint using the standard reply provided by the concerned offices.</p>			PR Staff
<p><b>2.B)</b> Attend Clarificatory Meeting</p>	<p>If complaint is frontline services related or need further investigation, it will be referred to concerned offices.</p> <p>Notify the passenger if there's a need for a clarificatory meeting.</p> <p>Preside over the clarificatory meeting and prepare minutes to be forwarded to all concerned offices once resolved.</p> <p>If unresolved, complaint is elevated to Administrative Disciplinary Committee (ADC) for further investigation and appropriate action.</p>			PR Staff



**SALE OF BIDDING DOCUMENTS**

ISSUANCE OF BIDDING DOCUMENTS TO PROSPECTIVE BIDDERS IN ORDER TO PARTICIPATE IN A PUBLIC BIDDING CONDUCTED BY THE BIDS AND AWARDS COMMITTEE.

<b>Office/Division/Department</b>	Procurement Division / BAC Secretariat / Treasury Division
<b>Classification</b>	Simple
<b>Type of Transaction</b>	P2G - Private to Government
<b>Who may avail</b>	Any Prospective Bidder, Supplier, Contractor, Consultant
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
Copy/Print out of an Active Invitation to Bid (IB)	Procurement Division/ PhilGEPS ( <a href="http://www.philgeps.gov.ph">www.philgeps.gov.ph</a> ) or LRTA Website ( <a href="http://www.lrta.gov.ph">www.lrta.gov.ph</a> )

<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSONS RESPONSIBLE</b>
<p><b>1.A)</b> Request for a copy of the active IB from the Procurement Division office; or;</p> <p>Download and print a copy of the IB from either PhilGEPS or LRTA website.</p>	<p><b>1.1A)</b> Procurement Division or BAC Secretariat personnel provide a copy of the IB to the prospective bidders upon request.</p>	None	1 minute	Designated Buyer or Assigned Staff
<p><b>2.A)</b> Proceed to the Office of the Treasury Division and present the copy of IB and pay the corresponding bid documents fees. *</p>	<p><b>2.1A)</b> Issue the Acknowledgement Receipt (AR) upon payment of the corresponding bid documents fees as indicated in the IB and based on the following matrix/ price schedule</p>		2 - 5 minutes**	Assigned Staff



## LIGHT RAIL TRANSIT AUTHORITY LRT-2

### SALE OF BIDDING DOCUMENTS

ISSUANCE OF BIDDING DOCUMENTS TO PROSPECTIVE BIDDERS IN ORDER TO PARTICIPATE IN A PUBLIC BIDDING CONDUCTED BY THE BIDS AND AWARDS COMMITTEE.

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
	<b>Approved Budget for the Contractor</b>	<b>Maximum Cost</b>		
	P 500,000.00 and below	P 500.00		
	More than P 500,000.00 up to P 1 Million	P 1,000.00		
	More than P 1 Million up to P 5 Million	P 5,000.00		
	More than P 5 Million up to P 10 Million	P 10,000.00		
	More than P 10 Million up to P 50 Million	P 25,000.00		
	More than P 50 Million up to P 500 Million	P 50,000.00		
	More than P 500 Million;	P 75,000.00		



LIGHT RAIL TRANSIT AUTHORITY LRT-2

**III.  
SALE OF BIDDING DOCUMENTS**



**LIGHT RAIL TRANSIT AUTHORITY LRT-2**





**SALE OF BIDDING DOCUMENTS**

ISSUANCE OF BIDDING DOCUMENTS TO PROSPECTIVE BIDDERS IN ORDER TO PARTICIPATE IN A PUBLIC BIDDING CONDUCTED BY THE BIDS AND AWARDS COMMITTEE.

<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSONS RESPONSIBLE</b>
<b>3.A)</b> Return to the Procurement Division office and present the AR issued by the Treasury Division.	<b>3.1A)</b> Photocopy the Original AR (2 copies) and have it signed and received by the prospective bidder together with the bidders' information sheet.	None	1 minute	Designated Buyer or Assigned Staff
<b>4.A)</b> The prospective bidder shall receive the Original AR and completely fill up and sign the bidder's information sheet and return it to the procurement staff.	<b>4.1A)</b> Photocopy of one (1) set of Bidding Documents with the corresponding Bid Bulletin, if any, and issue them to the prospective bidder upon receiving the completely filled up bidders' information sheet.	None	2-5 minutes***	Designated Buyer or Assigned Staff

\*Subject to the requirements of prevailing laws or rules and regulations, including the approved Work Instructions or Procedures of each LRTA Units pursuant to ISO requirements.

\*\*For confirmation of Treasury Division;

\*\*\*Bidders can inform in advance via phone call or email in order for the BAC Secretariat to prepare the bid docs in advance to further minimize the preparation time.



# LIGHT RAIL TRANSIT AUTHORITY LRT-2

FOR THE RECORD IN A PUBLIC BIDDING CONDUCTED BY THE RIB AND AWARDS COMMITTEE FOR THE PURCHASE OF BIDDING DOCUMENTS TO PREPARE AND SUBMIT BIDDERS IN ORDER TO PARTICIPATE IN A PUBLIC BIDDING CONDUCTED BY THE RIB AND AWARDS COMMITTEE.

CLIENT NAME	CLIENT ADDRESS	CLIENT PHONE	CLIENT FAX	CLIENT EMAIL	CLIENT WEBSITE
Light Rail Transit Authority	1400 16th Avenue S.W.	604-271-4400	604-271-4401	info@lrtc.ca	www.lrtc.ca

Light Rail Transit Authority - 1400 16th Avenue S.W. - Vancouver, BC V6P 2E1



## **IV. PROCESSING OF BUSINESS PROPOSAL**



**LIGHT RAIL TRANSIT AUTHORITY LRT-2**

REVENUE AND FINANCIAL STATEMENTS



**PROCESSING OF BUSINESS PROPOSAL**

<b>Office/Division/Department</b>	Business Development Division
<b>Classification</b>	Highly Technical
<b>Type of Transaction</b>	G2P - Government to Private, G2G - Government to Government
<b>Who may avail</b>	All LRTA Offices, Clients (Private Entity/Company)
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
<p><b>1.A)</b> Letter of intent/Business Proposal addressed to the LRTA Administrator through BDD/BDPRD</p> <p><b>2.A)</b> Certified True Copy of the following:</p> <ul style="list-style-type: none"> <li><b>a.</b> Registration from SEC (for corporation)</li> <li><b>b.</b> Registration from DTI (for Partnership or Sole proprietorship)</li> <li><b>c.</b> Registration from CDA (for Cooperative)</li> <li><b>d.</b> Joint Venture Agreement (for JV) or any proof of such registration.</li> </ul> <p><b>3.A)</b> Notarized and Sealed Secretary's Certificate attesting that the representative of the Corporation/Partnership/Joint Venture is duly authorized by its Board/Partnership/Officers to represent and/or transact with LRTA for and in its behalf.</p> <p><b>4.A)</b> Certified True Copy of Latest Mayor's Permit</p> <p><b>5.A)</b> Certificate of BIR and VAT Registration</p>	Client/Proponent



## PROCESSING OF BUSINESS PROPOSAL

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<b>6.A)</b> Certification from Finance Department, Operations Department, Engineering Department and Safety and Security Division that proponents has no record of unsatisfactory performance or any unfulfilled or unperformed obligation with LRTA (For Contract Renewal)	
<b>7.A)</b> The prospective proponent must have a paid up capital, if a corporation, of at least equal to fifty (50%) of the amount of contract. If a partnership, the capital must at least be equal to fifty percent (50%) of the contract, if the paid up capital cannot be met, the proponent must submit proof of financial capability.	
<b>8.A)</b> List of on-going and completed government and private contracts under the same type of business, including contracts awarded but not yet started, if any, whether similar or not similar in nature and complexity to the proposed contract.	Client/Proponent
<b>9.A)</b> Latest Financial Statement, Income Tax Return of Other Financial Documents.	
<b>10.A)</b> Other relevant documents such as layout/design/concepts/plans and other technical drawings as maybe necessary.	
<b>11.A)</b> Performance Security or Cash Bond equivalent to ten percent (10%) of the contract amount.	
<b>12.A)</b> Others a. Post Dated Checks for Lease Payments b. Comprehensive Liability Insurance/ Performance Bond	



**PROCESSING OF BUSINESS PROPOSAL**

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
<b>1.A)</b> Inquiries about the possible business opportunities available at LRTA	<b>1.IA)</b> Accommodates inquiry and provides the required information and a checklist of documentary requirements.	None	1 Hour	BDD
<b>2.A)</b> Client/ Proponent submits the necessary documentary requirements (Checklist Nos. 1-10)	<b>2.1A)</b> Receives business proposal/ letter of intent from the administrator for evaluation/ processing	None	1 Hour	BDD Designated Staff
	<b>2.1B)</b> Processes/ evaluates the said proposal	None	1 day (for short term proposals) 3 days (for long term proposals)	BDD Designated Staff
	<b>2.1C)</b> Calls for a coordination meeting with the client and concerned offices, as maybe necessary to clarify issues and concerns.	None	4 Hours	BDD Designated Staff
	<b>2.1D)</b> Clarifies any issues and concerns with regards to the call for coordination meeting (e.g. method of statements, work methodology, risk assessments, power category level.)	None	3 Days	BDD Concerned Offices



**PROCESSING OF BUSINESS PROPOSAL**

<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSONS RESPONSIBLE</b>
<b>3.A)</b> Client/ Proponent joins the ocular inspection of the areas/areas subject of proposal	<b>3.1A)</b> Conduct ocular inspection of the area/space subject of proposal	None	12 Hours	BDD Staff together with representatives from Concerned Offices
<b>4.A)</b> Client/ Proponent presents the final details of his/her proposal in the presence of concerned offices.	<b>4.1A)</b> Routes the proposal to concerned offices for comments on the technical, operational and safety aspects while evaluating the commercial aspect of the same.	None	3 Hours	BDD Designated Staff
	<b>4.1B)</b> Evaluates the technical, operational and safety aspects, as well as the commercial aspect of the proposal (e.g. method of statements, work methodology, risk assessments, safety requirements, and power category level)	None	3 Days	BDD, Concerned Offices
	<b>4.1C)</b> Prepares Memorandum incorporating the results of the evaluation and recommendation on the proposal, for review of the BDD Manager	None	2 Hours	BDD Designated Staff





**PROCESSING OF BUSINESS PROPOSAL**

<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSONS RESPONSIBLE</b>
	<b>4.1D)</b> Evaluation and review of the BDD Manager and recommendation to the management for approval	None	3 Hours	BDD Manager
<b>5.A)</b> Client/ Proponent submits the necessary documentary requirements (Checklist Nos. 11-12)	<b>5.1A)</b> Receives the documentation/ requirements and approval of the business proposal and evaluates compliance with and completeness of requirements submitted. Prepares contract upon finding that the requirements submitted are complete and compliant with the relevant laws/rules. Forwards the contract to BDD for validation/review of the information in the contract	None	2 Days	Legal Department
	<b>5.1B)</b> Reviews draft contract and reverts to Legal Department for necessary revision	None	4 Hours	BDD
	<b>5.1C)</b> Reviews the revisions, if any, finalizes the contract and transmits it to BDD for execution	None	3 Days	Legal Department



**PROCESSING OF BUSINESS PROPOSAL**

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
	<b>5.1D)</b> Forwards final contract to BDD for signing by the parties	None	1 Hour	Legal Department
<b>6.A)</b> Client/ Proponent signs the contract and pays the required consideration	<b>6.1A)</b> Transmits the prepared contract to client for signature and client to return back the signed contract to BDD	None	1 Day	BDD Designated staff
	<b>6.1B)</b> Prepares the Notice to Proceed upon receipt of the signed contract, documentation/ proof of payment and completeness of requirements. Transmit it to the BDD for signature of the Administrator	None	1 Day	Legal Department
	<b>6.1C)</b> Prepares and endorses the Work Clearance for approval and signatures of all concerned parties including the issuance of control number/incident number by the OCC which will serve as Authority to proceed to the work activities being applied for.	None	3 Days	BDD Designated Staff
<b>TOTAL</b>		<b>None</b>	<b>20-22 Days</b>	

\*Subject to the requirement of prevailing laws and regulations, including the approval Policies, Guidelines, Procedures and Work Instructions of each LRTA Units pursuant to ISO requirements.

Note: Lease contracts with more than one (1) year duration are subject to the approval of the LRTA Board.



LIGHT RAIL TRANSIT AUTHORITY LRT-2

# INTERNAL SERVICES



LIGHT RAIL TRANSIT AUTHORITY LRT-2



LIGHT RAIL TRANSIT AUTHORITY LRT-2

**I.  
ISSUANCE OF CERTIFICATE  
OF TRAINING AND/OR  
SUMMARY OF TRAININGS ATTENDED**




**LIGHT RAIL TRANSIT AUTHORITY LRT-2**

STATIONING AND TRACK CENTERLINE  
FOR THE LRT-2 PROJECT  
FROM STA 0+00 TO STA 10+00




**ISSUANCE OF CERTIFICATE OF TRAINING AND/OR SUMMARY OF TRAININGS ATTENDED**

<b>Office/Division/Department</b>		HRMD-Training Section		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		G2G - Government to Government		
<b>Who may avail</b>		Incumbent LRTA Employees and Personnel		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<p>- Scan the QR Code posted outside the HRMD Office or go to the link below:  <a href="https://forms.gle/krLbkfmuPrm9Rff99">https://forms.gle/krLbkfmuPrm9Rff99</a></p> 		HRMD Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSONS RESPONSIBLE</b>
<b>1.A)</b> Client requests for Certificate of Training and/or Summary of Trainings Attended sponsored and authorized by LRTA (with special order / memorandum) thru the following modes:	<b>1.1A)</b> Check the email/ Google forms for requests received within the day	None	15 minutes per request	Training Specialist I
	<b>1.1B)</b> Review the request and clarify details of request, if necessary	None	1 hour	Reviewer: Training Specialist I  Verifier (for clarity of details, if necessary): Training Specialist III



**ISSUANCE OF CERTIFICATE OF TRAINING AND/OR SUMMARY OF TRAININGS ATTENDED**

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
<ul style="list-style-type: none"> <li>- Send request letter thru email at training@lrta.gov.ph</li> <li>- Scan the QR Code posted outside the HRMD office or go to the link below: <a href="https://forms.gle/krLbkfmuPrm9Rff99">https://forms.gle/krLbkfmuPrm9Rff99</a></li> </ul>  <p>c. Fill out the google form and submit in the same link</p>	<b>1.1C)</b> Encode/prepare the requested Certificate of Training and/or Summary of Trainings Attended	None	1 hour	Training Specialist I
	<b>1.1D)</b> Forward the encoded/prepared Certificate of Training and/or Summary of Trainings Attended, for review and initial	None	15 minutes	Training Specialist III
	<b>1.1E)</b> Forward the requested Certificate of Training and/or Summary of Trainings Attended to the office of HRMD Manager or Administrative Department Manager	None	1 day	Signing Official: HRMD Manager or Administrative Department Manager
	<b>1.1F)</b> Return the signed Certificate of Training(s) and/or Summary of Trainings Attended to Training Specialist I	None	15 minutes	Office of the HRMD Manager or Administrative Department Manager





**ISSUANCE OF CERTIFICATE OF TRAINING AND/OR SUMMARY OF TRAININGS ATTENDED**

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
	<b>1.1G)</b> Inform the client (thru email, landline or other modes) that the requested document is ready for pick-up	None	30 minutes	Training Specialist I
	<b>1.1H)</b> Scan the original copy (to be sent to the client thru email/online platform)	None	1 hour	Training Specialist I
<b>2.A)</b> Claim the requested Certificate of Training and/or Summary of Trainings Attended from the HRMD Office	<b>2.1A)</b> Release the Certificate of Training and/or Summary of Trainings Attended	None	15 minutes	Training Specialist I Concerned Employee or Authorized Representative
	<b>2.1B)</b> Send to client the requested document/s thru email/online platform	None	15 minutes	Training Specialist I
<b>Total</b>		<b>None</b>	<b>One (1) day, 4 hours and 45 minutes to complete the whole process</b>	





**II.  
ISSUANCE OF CERTIFICATE  
OF EMPLOYMENT AND/OR  
SERVICE RECORD**





**LIGHT RAIL TRANSIT AUTHORITY LRT-2**





## ISSUANCE OF CERTIFICATE OF EMPLOYMENT AND/OR SERVICE RECORD

CLIENT STEPS	AGENCY ACTION	FEE TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
<p><b>1.A)</b> Client requests for Certificate of Employment and/or Service Record thru the following mode:</p> <ul style="list-style-type: none"> <li>- Send request letter thru email at <a href="mailto:recruitment@lta.gov.ph">recruitment@lta.gov.ph</a></li> <li>- Scan the QR Code posted outside the HRMD or go the following links:</li> </ul> <p><b>COE Request</b> (for current/existing personnel):  <a href="https://forms.gle/Bkd6KoUA4fHU7urJA">https://forms.gle/Bkd6KoUA4fHU7urJA</a></p>  <p><b>Service Record:</b>  <a href="https://forms.gle/UsV6ujZGNHaWwTb6">https://forms.gle/UsV6ujZGNHaWwTb6</a></p> 	<p><b>1.1A)</b> Check the email/google forms for requests received within the day</p>	None	15 minutes per document requested	HRM Officer I
	<p><b>1.1B)</b> Acknowledge the request letter (via email) or request form from google site via email</p>	None	15 minutes per document requested	HRM Officer I
	<p><b>1.1C)</b> Review the request and clarify details of request, if necessary</p>	None	15 minutes	Reviewer: HRM Officer I Verifier (for clarity of details, if necessary): HRM Officer II
	<p><b>1.1D)</b> Encode/ Prepare requested Certificate of Employment and/or Service Record</p>	None	30 minutes per document	HRM Officer I
	<p><b>1.1E)</b> Forward the encoded/prepared document requested for review and initial</p>	None	15 minutes	HRM Officer I, HRM Officer II
	<p><b>1.1F)</b> Forward the encoded/prepared documents requested to Secretary for signature of HRMD Manager and/or Administrative Department Manager</p>	None	1 day	Secretary Signing Official: HRM Division Manager and/or Administrative Department Manager
	<p><b>1.1G)</b> Return signed certificate to HRMO I</p>	None	15 minutes	Secretary



## ISSUANCE OF CERTIFICATE OF EMPLOYMENT AND/OR SERVICE RECORD

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
- Fill-out the google form and submit in the same link	<b>1.1H)</b> Inform client (thru email, landline and other mode) that the requested document is ready for pick-up	None	30 minutes	HRM Officer I
	<b>1.1I)</b> Scan the original copy (to be sent to the client thru email/online platform)	None	1 hour (depends on scanner availability)	HRM Officer I
<b>2.A)</b> Claims requested COE and/or Service Record at HRMD Office	<b>2.1A)</b> Release certificate of employment and/or service record	None	15 minutes	HRM Officer I
	<b>2.2B)</b> Send to client the requested document/s thru email/online platform	None	15 minutes	HRM Officer I
<b>Total</b>		<b>None</b>	<b>One (1) day, three (3) hours, 45 minutes to complete the whole process</b>	







**III.  
PROVISION OF ICT  
TECHNICAL SUPPORT/HELPDESK**



# LIGHT RAIL TRANSIT AUTHORITY LRT-2

PHILIPPINE RAILWAY ADMINISTRATION  
LRT-2



**PROVISION OF ICT TECHNICAL SUPPORT/HELPDESK**

<b>Office/Division/Department</b>		Knowledge Management and Information Technology Division		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		G2G - Government to Government		
<b>Who may avail</b>		Various LRTA offices, Employees		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request for Technical Support/Helpdesk		KMITD Tech Support FB Page KMITD GovMail – kmitd@lrta.gov.ph Phone-In Request – local 29948/29967 KMITD Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSONS RESPONSIBLE</b>
<b>1.A)</b> Concerned LRTA offices/employees shall inform the Helpdesk Administrative Support of the requested assistance through the following means of communications:  - Tech Support KMITD FB Page – <a href="https://www.facebook.com/techsupportkmitd">https://www.facebook.com/techsupportkmitd</a> - Email – kmitd@lrta.gov.ph - Phone-in request at local 29948/29967 - Correspondence - Other means of communications	<b>1.1A)</b> Queue the request on a first-come first-served basis.  <b>1.1B)</b> Assign a Ticket Number.  <b>1.1C)</b> Record the name, date and time of request, and the nature of the request.  <b>1.1D)</b> Assign Technical Support Staff to attend to the request.	None	30 minutes	KMITD Helpdesk Administrative Support Staff



**PROVISION OF ICT TECHNICAL SUPPORT/HELPDESK**

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
2.A) Provide other details about the request, if necessary	2.1A) Evaluate/assess the request of the client's (end-user's) request.	None	30 minutes	KMITD Helpdesk Administrative Support Staff
	2.1B) Perform necessary action and resolve the issue (except those that are recommended to be referred to third party for further action): <ul style="list-style-type: none"> <li>- Hardware</li> <li>- Software</li> <li>- Network and Internet</li> <li>- Email/GovMail</li> <li>- Website Content Upload</li> <li>- Facebook Employees Upload</li> <li>- Zoom Scheduling with Link</li> <li>- Document Management Credentials</li> <li>- Other ICT-related technical requests</li> </ul>	None	2 days and 4 hours 1 Day 1 Day 1 hour 5 hours 30 minutes 30 minutes 30 minutes 4 hours	KMITD Technical Support Staff
	2.1C) Close the Ticket Number	None	30 minutes	KMITD Technical Support Staff
	2.1D) Accomplish the ICT Service Report Form	None	1 hour	KMITD Technical Support Staff
3.A) Review and sign the ICT Service Report confirming the work performed	3.1A) Review and approve the ICT Service Report	None	1.5 hours	KMITD Technical Support Staff KMITD Supervisor KMITD Manager
<b>TOTAL</b>		<b>None</b>	<b>3 Days*</b>	

\* Hardware-related requests are processed within a maximum of 3 days. For other types of requests, processing time is typically shorter than 3 days



**IV.  
ISSUANCE OF OFFICE SUPPLIES  
AND MATERIALS**



**LIGHT RAIL TRANSIT AUTHORITY LRT-2**

REPUBLIC OF PHILIPPINES  
LIGHT RAIL TRANSIT AUTHORITY



## ISSUANCE OF OFFICE SUPPLIES AND MATERIALS

The details outlined in this document focused on the procedures in handling the request for the issuance of Office Supplies and Materials up to posting to Supply Ledger Card and Data Base.

<b>Office/Division/Department</b>		General Services Division - Supply Unit		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		Government to Government		
<b>Who may avail</b>		LRTA Employees and Personnel		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Requisition and Issue Slip (RIS)		Supply Unit		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSONS RESPONSIBLE</b>
1.A) The end-user submits approved RIS (Requisition and Issue Slip) for supplies and materials	1.1A) Receive, review and validate the approved RIS based on the stock availability of office supplies	None	20 minutes	Administrative Assistant A / Warehouse Assistant A
	1.1B) Prepare and post to ICC (Inventory Control Card) of office supplies and materials for issuance	None	20 minutes	Administrative Assistant A / Warehouse Assistant A
2.A) Receive issued Office Supplies and Materials	2.1A) Issue and counter check of office supplies to end-user	None	40 minutes	Supply Officer C
	2.2B) Post to Supply Ledger Card and Supplies database	None	30 minutes	Administrative Assistant A / Warehouse Assistant A
<b>Total</b>		<b>None</b>	Two (2) Hours upon Receipt of approved RIS	



# LIGHT RAIL TRANSIT AUTHORITY LRT-2

## OFFICE OF OFFICE SUPPLIES AND MATERIALS

The Office of Office Supplies and Materials is responsible for the procurement and management of all office supplies and materials for the Light Rail Transit Authority. This includes the purchase, storage, and distribution of all office supplies and materials.

The Office of Office Supplies and Materials is currently seeking proposals for the procurement of office supplies and materials for the Light Rail Transit Authority. The proposals should be submitted to the Office of Office Supplies and Materials by the deadline date.

The Office of Office Supplies and Materials is interested in proposals from qualified vendors who are able to provide the following office supplies and materials:

Office supplies and materials including but not limited to: paper, pens, pencils, erasers, staplers, staples, folders, binders, and other office supplies.

The Office of Office Supplies and Materials is interested in proposals from vendors who are able to provide the following services:

Delivery and installation of office supplies and materials, and other services as may be required.

The Office of Office Supplies and Materials is interested in proposals from vendors who are able to provide the following information:

Company name, address, phone number, and email address.

Years in business and number of employees.

References from other clients.

Other information that may be relevant to the procurement process.

The Office of Office Supplies and Materials is interested in proposals from vendors who are able to provide the following information:

Price and terms of sale.

Delivery schedule and lead time.

Other information that may be relevant to the procurement process.





LIGHT RAIL TRANSIT AUTHORITY LRT-2

**V.  
TRANSFER OF  
ACCOUNTABILITY/LOCATION**



**LIGHT RAIL TRANSIT AUTHORITY LRT-2**

PHILIPPINE  
DEPARTMENT  
OF TRANSPORTATION



**TRANSFER OF PROPERTY CUSTODIANSHIP (ACCOUNTABILITY) AND LOCATION ON LRTA PROPERTIES/ASSETS**

<b>Office/Division/Department</b>		Asset Management Division (AMD)		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		G2G - Government to Government		
<b>Who may avail</b>		LRTA employees		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Transfer of Accountability/ Location Form		Asset Management Division Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSONS RESPONSIBLE</b>
<b>1.A)</b> Request Transfer of Accountability/Location Form at the Asset Management Division (AMD) Office.	<b>1.1A)</b> Issue two (2) copies of Transfer of Accountability/Location Form	None	15 minutes	Records Officer or Property Officer
<b>2.A)</b> Fill-out the forms with the full description and quantity of the item/property for transfer of custodianship or location including the following information: <ul style="list-style-type: none"> <li>- Identification markings such as the brand, serial number, property number;</li> <li>- Actual quantity and location; and</li> <li>- Actual condition</li> </ul>				



**TRANSFER OF PROPERTY CUSTODIANSHIP (ACCOUNTABILITY) AND LOCATION ON LRTA PROPERTIES/ASSETS**

CLIENT STEPS	AGENCY ACTION	FEE TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
<b>3.A)</b> Client signs the form as Releasing Officer and the new custodian as Receiving Officer then forwards the document to the AMD Office	<b>3.1A)</b> Check/review the form to verify the completeness of information, required attachments, and signature	None	15 minutes	AMD Property Officer
	<b>3.1B)</b> Sign the "Processed By" portion of the form (if in order) and forward to the AMD Manager for final signature	None	1 day	AMD Property Officer Signing Official: AMD Manager
	<b>3.1C)</b> Forward the signed form to the Database Controller (Property Officer)	None	15 minutes	Records Officer
	<b>3.1D)</b> Update the property accountability record i.e., Property Acknowledgement Receipt (PAR) and Inventory Custodian Slip (ICS)	None	1 hour	Database Controller (Property Officer)
	<b>3.1E)</b> Prepare new property accountability record i.e., Property Acknowledgement Receipt (PAR) and Inventory Custodian Slip (ICS) for the new property custodian/user	None	30 minutes	Database Controller (Property Officer)
	<b>3.1F)</b> Forward a copy of fully-signed transfer form to the client	None	30 minutes	AMD Clerk or AMD Property Officer
<b>TOTAL</b>		<b>NONE</b>	One (1) day, Two (2) hours and 45 minutes to complete the whole process	

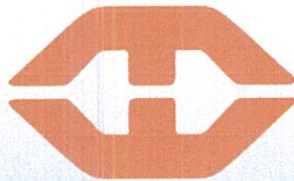


**LIGHT RAIL TRANSIT AUTHORITY LRT-2**



A handwritten signature in black ink, appearing to read "H. Cabrera", is written over a horizontal line.

**Atty. Hernando T. Cabrera**  
Administrator



## Office Location and Contact Numbers

LRTA Compound, Marcos Highway  
Santolan, Pasig City Philippines

8647-34-79 to 91  
lrtmain@lrta.gov.ph / pro@lrta.gov.ph

