

## Filing of Commendations, Comments, Queries and Suggestions

### via the LRTA website feedback section

| Step | Passenger   | LRTA   | Duration <sup>1</sup> | Employee in Charge | Fees | Form |
|------|---|--|-----------------------|--------------------|------|------|
| 1    | Log on to the official website of LRTA at <a href="http://www.lrta.gov.ph">http://www.lrta.gov.ph</a> |  |                       |                    |      |      |
| 2    | Click Feedback link on the main menu located at the left hand of the side screen                      | Link directs you to the Feedback Section       |                       |                    |      |      |
| 3    | Accomplish the form and click on the submit button  | Server receives input data from the form       |                       |                    |      |      |
| 4    | Receive response  | Server generates an electronic acknowledgement |                       |                    |      |      |
| 5    | End of transaction  |  |                       |                    |      |      |

### via the “Feedback Corner” Boxes Available in all Stations

| Step | Passenger   | LRTA   | Duration | Employee in Charge | Fees | Form                    |
|------|---|--|----------|--------------------|------|-------------------------|
| 1    | Drop your commendations, comments, queries and suggestions at the Feedback Corner boxes available in all stations. Feedback Forms are available in all stations |  |          |                    |      | Passenger Feedback Form |
| 2    | Receive response  | Prepare response (if relevant data are provided) | 5 days   |                    |      |                         |

<sup>1</sup> Duration dependent on the speed and condition of your Internet connection.

## via Public Relations Help Desks

| Step | Passenger  | LRTA  | Duration   | Employee in Charge         | Fees | Form   |
|------|--|---|------------|----------------------------|------|--|
| 1    | Go to the Public Relations Help Desks located at the following:<br><br>Line 1:<br>Baclaran, Central and Monumento<br><br>Line 2:<br>Recto, Cubao, and Santolan Depot |   | 15 minutes |                            |      |  |
| 2    | Tell the PR Officer your concern, whether it is a commendation, comment, query or suggestion.  | Answer the passenger; If passenger is not satisfied with your explanation, ask him/her to fill up form. | 10 minutes | Public Relations Personnel |      |  |
| 3    | Fill in your commendation, comment, query or suggestion in the form provided   | Receive filled up form  | 10 minutes | Public Relations Personnel |      | Comments/<br>Suggestions/<br>Complaints Form |
| 4    | Receive the response   | Prepare response (if relevant data are provided)  | 5 days     | Public Relations Personnel |      |  |

## via LRTA TXT Hotline

| Step | Passenger   | LRTA                     | Duration <sup>2</sup> | Employee in Charge     | Fees                          | Form |
|------|---|--------------------------|-----------------------|------------------------|-------------------------------|------|
| 1    | Send an SMS during office hours (from 5:00 AM to 11:00 PM on weekdays; 5:00 AM to 9:00 PM during weekends and holidays) to mobile number: 09209703772, detailing your commendations, comments, queries and suggestions. | Acknowledge the SMS sent |                       | Atty. Hernando Cabrera | Applicable Telco Provider Fee |      |
| 2    | Receive response  | Reply to the message     |                       | Atty. Hernando Cabrera | Applicable Telco Provider Fee |      |

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<sup>2</sup> Dependent on operator network