

QUALITY MANUAL

Document Code: Page No.:		2017.QM.CDQ.001 1 of 4				
Revision No.:		0				
Date P	repared:	01 August 2022				
Date o	f Effectivity:	0 1 OCT 2022				

Annex 4.2 Needs and Expectations of Relevant Interested Parties Concession Agreement Monitoring

Item No.	Interested Party	Needs (N)	Expectations (E)	Is there a legal basis for N/E? [Yes/No]	Risks (R)	Opportunities (O)
1.		Standardized Monitoring/ Inspection procedures in line with the Concession Agreement.	Fair and objective conduct of Monitoring/Inspection activities consistent with the monitoring procedures stipulated in the Concession Agreement.	Yes	Unmet KPI Targets Inaccurate and late submission of reports	Compliant and met the KPI Targets. Better performance and passenger safety.
	LRT1 PPP Concessionaire (Light Rail Manila Corporation)	Validation of data. Review and approval of proposed train schedules/operational plans.	Timely submission/provision of comments, positions and responses. Accurate and impartial validation of the Concessionaire's reports and submissions. Prompt review and approval of operational proposals and other related activities.	Yes	KPI Charges Delay on Train schedules	1. Compliant and met the Primary KPI Targets. 2. Better performance and passenger safety.
		Performance and delivery of the Grantor's Obligations stipulated on the Concession Agreement.	Prompt action and response from the Grantors.	Yes	Non-compliance as required on the Concession Agreement.	Prompt action to address LRT 1 Line Extension Project Issues.







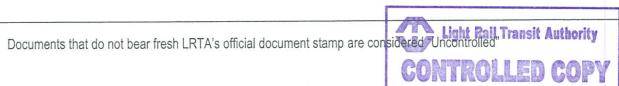
QUALITY MANUAL

Document Code:	2017.QM.CDQ.001				
Page No.:	2 of 4				
Issue No.:	1				
Revision No.:	0				
Date Prepared:	01 August 2022				
Date of Effectivity:	0 1 OCT 2022				

Annex 4.2 Needs and Expectations of Relevant Interested Parties				
Concession Agreement Monitoring				

		Submission of Performance Monitoring, Observation and Accomplishment Reports	Timely submission of reports	Yes	Inaccurate and late submission of reports	Better performance
2.	Government (DOTR)	Submission of Positions on Concession-related issues and technical validations of Concessionaire Reports.	Accurate and timely submission	Yes	Inaccurate and late submission of reports	Better performance
3.	LRT1 PPP Independent Consultant	Provision of necessary documents and reports in relation to IC's and Concessionaire's obligations.	Timely submission of inputs.Accuracy of data.	Yes	Delay in project progress	Actual project progress ahead of schedule.
4. Government (LRTA Board)	Covernment (LDTA	Submission/ reporting of the Concessionaire Performance and accomplishment reports.	Accurate and timely submission of reports	Yes	Inaccurate and late submission of reports	Better performance
	Presentation of position and findings on Concession-related issues.	Fair and accurate presentation and reporting.	Yes	Issues subject to objection and dispute	Better performance	
5.	Government (BFP, DENR, LLDA)	Compliance to Safety and Environment standards	Coordinate with the LRT Concessionaire to ensure continuous compliance to standards.	Yes	Non-compliance with safety standards.	Employees and passengers safety assurance





		Ds.	
			× .
ì	4	¥	h
		A	100
	L	L	LA

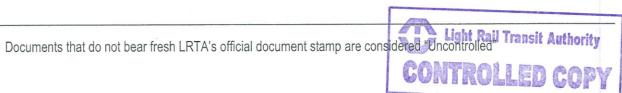
QUALITY MANUAL

Document Code:	2017.QM.CDQ.001				
Page No.:	3 of 4				
Issue No.:	1				
Revision No.:	0				
Date Prepared:	01 August 2022				
Date of Effectivity:	0 1 OCT 2027				

Annex 4.2 Needs and Expectations of Relevant Interested Parties Concession Agreement Monitoring

6.	Government (LGUs, MMDA, RDC, NEDA, DBM, GCG)	Submission/ presentation of the Concessionaire Performance and accomplishment reports.	Timely submission of reports (Through Planning Department)	Yes	Inaccurate and late submission of reports	Better performance
7. Riding Public	Riding Public	LRT 1 Service Delivery of safe and sufficient Transportation	Monitoring of the Concessionaire's KPI deliverables to encourage a good quality of performance and service	No	Passenger Complaints	Passenger Safety and Customer Satisfaction
		Extended and additional lines including additional number of trains	Prompt action to address LRT 1 Line Extension Project Issues.	No	Passenger Complaints	Passenger Safety and Customer Satisfaction Better performance
8.	LRTA Offices	Legal, AFCS Reports	Timely submission of reports and positions	Yes	Inaccurate and late submission of reports	Better performance







Prepared by:

QUALITY MANUAL

	Document Code:	2017.QM.CDQ.001				
Page No.:		4 of 4				
1	Issue No.:	1				
	Revision No.:	0				
	Date Prepared:	01 August 2022				
	Date of Effectivity:	0 1 OCT 2022				

Annex 4.2 Needs and Expectations of Relevant Interested Parties **Concession Agreement Monitoring**

SHERWIN PL BISCOCHO

Division Manager A

Compliance Conftol Division

JOSE NOVIER D. BAYOT Division Manager A

Train Key Performance Indicator Monitoring Division

Division Manager A

Station Key Performance Indicator Monitoring Division

Reviewed by:

Department Manager A

Head, Concession Agreement Management Team

Management Representative, QMS Core Team W

Approved by:

PAUL Y. CHUAPHD CESO III

Deputy Administrator for Operations and Engineering



