




QUALITY MANUAL

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

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| Document Code: | 2017.QM.CDQ.001 |
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| Date Prepared: | 01 August 2022 |
| Date of Effectivity: | 01 OCT 2022 |

| Item No. | Interested Party | Needs (N) | Expectations (E) | Is there a legal basis for N/E? [Yes/No] | Risks (R) | Opportunities (O) |
|----------|---|---|---|--|--|--|
| 1. | LRT1 PPP Concessionaire (Light Rail Manila Corporation) | 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 | 1. Unmet KPI Targets 2. Inaccurate and late submission of reports | 1. Compliant and met the KPI Targets. 2. Better performance and passenger safety. |
| | | Validation of data. Review and approval of proposed train schedules/operational plans. | 1. Timely submission/provision of comments, positions and responses. 2. Accurate and impartial validation of the Concessionaire's reports and submissions. 3. Prompt review and approval of operational proposals and other related activities. | Yes | 1. KPI Charges 2. 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. |

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| 2. | Government (DOTR) | Submission of Performance Monitoring, Observation and Accomplishment Reports | Timely submission of reports | Yes | Inaccurate and late submission of reports | Better performance |
| | | 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. | <ul style="list-style-type: none"> • Timely submission of inputs. • Accuracy of data. | Yes | Delay in project progress | Actual project progress ahead of schedule. |
| 4. | Government (LRTA Board) | 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 |




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| 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 | 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 |

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