



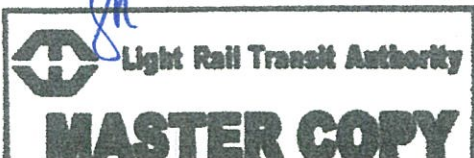
QUALITY MANUAL

Annex 4.3 Process Map
Communication and Feedback Management

Document Code:	2017.QM.CDQ.001
Page No.:	1 of 12
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		HANDLING OF PASSENGER COMPLAINTS		
<ul style="list-style-type: none"> Passengers/ Complainant Internal offices External offices/ agencies like DOTR/GCG/OP 8888 Citizens' Complaint Hotline 	<ul style="list-style-type: none"> Complaints Endorsement from OP 8888 Citizens' Complaint Hotline/DOTR 	<ul style="list-style-type: none"> Receipt of complaints via walk-in, phone-in, email, social media and 8888 Citizens' Complain Hotline. Acknowledgement/reply to complainant. Endorsement to concerned offices for information and appropriate action. Notification of passenger on the status/update of his/her complaint. 	<ul style="list-style-type: none"> Accomplished Passenger's Complaint Form (PCF) Acknowledgement Receipt. Memo- Referral of Complaint Memo-reply from concerned LRTA offices of action taken. Email notification to complainant. Acknowledgement from passenger on resolution of complaint or request for 	<ul style="list-style-type: none"> PR Division Passengers/ Complainant Internal Offices Passengers/ Complainant PR Division

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	<ul style="list-style-type: none"> • Requests for Clarificatory Meeting 	<ul style="list-style-type: none"> • Conduct of Clarificatory meeting, if necessary, and preparation of Memo for Withdrawal, Dismissal or Resolution • Coordination with complainant during ADC's conduct of investigation. • Notification to passenger of result of ADC 	<p>further investigation.</p> <ul style="list-style-type: none"> • Notice of Clarificatory Meeting • Minutes of the Clarificatory Meeting • Memo on confirmation of Amicable Settlement or withdrawal of Complaint • Memo endorsement to ADC, if necessary. • Email invitation to complainant for participation in the ADC investigation, if required. • Email to passenger of ADC decision on complaint. 	<ul style="list-style-type: none"> • Passenger/Complainant • Internal offices • External offices/ agencies like DOTR/GCG/OP 8888 Citizens' Complaint Hotline • Administrative Disciplinary Committee • Passenger/complainant • Passenger/complainant

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	Consolidated summary of complaints	investigation Preparation of Monthly, Quarterly and Annual Summary of Complaints	<ul style="list-style-type: none"> Monthly/Quarterly/Annual Report of Passenger Complaints Monthly/Quarterly/Annual Monitoring Report of Passenger Complaints 	<ul style="list-style-type: none"> Internal Offices External offices/ agencies like DOTR/GCG/OP 8888 Citizens' Complaint Hotline
		PROCESSING OF MEDICAL/FINANCIAL CLAIMS OF INJURED PASSENGERS		
<ul style="list-style-type: none"> Passengers/Claimant Internal offices Other institutions like hospital/clinic External offices/agencies like DOTR/ OP 8888 Citizens' Complaint Hotline 	<ul style="list-style-type: none"> Letter Request for Medical Reimbursement 	<ul style="list-style-type: none"> Receipt/acknowledgement of claim for reimbursement Endorsement to concerned offices for 	<ul style="list-style-type: none"> Accomplished Passenger's Claim for Reimbursement Form (PCRF) with the following supporting documents: <ul style="list-style-type: none"> Medical Certification Official Receipts and other supporting documents Referral to internal offices for appropriate action. 	<ul style="list-style-type: none"> PR Division Internal offices

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	<ul style="list-style-type: none"> Investigation Report Medical Certificate Legal Opinion Approved request Approved BUS and 	<p>information and appropriate action.</p> <ul style="list-style-type: none"> Consolidation of report/documents Preparation of required documents for payment of approved medical reimbursement. 	<ul style="list-style-type: none"> Memo reply from LRTA concerned offices, in the form of <ul style="list-style-type: none"> Investigation Report from SSD Memo validation by Medical Clinic and Legal Opinion from Legal Dept. Memo to Administrator for approval of claim for medical reimbursement with attached consolidated report. BUS & DV 	<ul style="list-style-type: none"> PR Division Office of the Administrator Finance Department

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	DV • Check	• Notification to claimant on approval of request. • Notification to claimant of availability of check/payment. Signing of waiver and quit claim upon claiming of check/payment.	• Email notification • Email notification Waiver and Quit Claim Form	• Claimant • Claimant • PR Division
		Conduct of Customer Satisfaction Survey		
• GCG • Internal offices • Supplier/contractor Passengers/stakeholders	• Approved APP • Market Research • GCG Guidelines • Approved TOR and PR with budget allocation • Bidding documents	• Preparation of Purchase Request (PR) and Terms of Reference (TOR) • Preparation of Required Documents for Bidding • Conduct of Bidding/Award	• Approved Purchase Request (PR) and Terms of Reference (TOR) • Budget-allocated PR and bid docs • Consultancy contract	• Office of the Administrator • Procurement Division • Procurement Division • Winning bidder/supplier

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	<ul style="list-style-type: none"> • Customer Satisfaction Survey Instrument/ Questionnaire • Customer Satisfaction Survey Report 	<ul style="list-style-type: none"> • Conduct of Customer Satisfaction Survey <p>Submission of Customer Satisfaction Survey Report to MANCOM</p>	<ul style="list-style-type: none"> • Customer Satisfaction Survey Result <p>Management action/instructions</p>	<ul style="list-style-type: none"> • PR Division • MANCOM External offices
<ul style="list-style-type: none"> • Internal offices • MANCOM • Moderator/speaker 	<ul style="list-style-type: none"> • Approved APP • Approved memo 	<p>Conduct of Focus Group Discussion</p> <ul style="list-style-type: none"> • Preparation of memorandum for the conduct of the Focus Group Discussion for approval of the Administrator. • Preparation of Invitation to Facilitator and Participants • Requisition/preparation of budget and 	<ul style="list-style-type: none"> • Memo to Administrator for approval of FGD. • Letter reply from facilitator and list of participants to the FGD. • Approved PR/petty 	<ul style="list-style-type: none"> • Office of the Administrator • PR Division • Finance Department

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	<ul style="list-style-type: none"> • Presentation/materials Focus Group Discussion Report 	<p>other logistics.</p> <ul style="list-style-type: none"> • Conduct of Focus Group Discussion <p>Preparation/submission of Report to MANCOM</p>	<p>cash/summary of expenses.</p> <ul style="list-style-type: none"> • Focus Group Discussion Report <p>Management action and instructions.</p>	<ul style="list-style-type: none"> • PR Division • Internal offices • PR Division • General public
<ul style="list-style-type: none"> • Media • Internal offices • Other oversight agencies 	<ul style="list-style-type: none"> • Inquiries/Request for Update on LRT programs, projects, and activities via letter, email, phone calls and text messages. 	<p>CONDUCT OF MEDIA-RELATED ACTIVITIES</p> <p><u>Handling of Media Requests</u></p> <ul style="list-style-type: none"> • Receipt of media requests. • Endorsement to concerned offices for information and appropriate action. • Conduct of photo/video shoots, interviews, 	<ul style="list-style-type: none"> • Memo to the Administrator for the approval of request. • Memorandum to concerned offices/work permit • Assistance to various media 	<ul style="list-style-type: none"> • Office of the Administrator • Internal offices • Media • General Public

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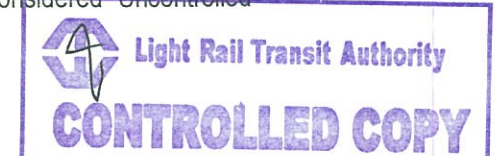
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	<ul style="list-style-type: none"> • Reports • Briefing materials • Events/activities <ul style="list-style-type: none"> • Reports • Briefing materials 	<p>live coverage/feed.</p> <p><u>Issuance of Press Releases/Articles/Statements/Advisories</u></p> <ul style="list-style-type: none"> • Preparation of press release/articles/statements and advisories • Issuance/posting of press release to various media networks and social media sites <p><u>Conduct of Press Conferences / Briefings</u></p> <ul style="list-style-type: none"> • Preparation of Media Advisory 	<p>networks.</p> <ul style="list-style-type: none"> • Approved press release/articles/ statements and advisories. • Media awareness of LRT operations, programs and projects increased. <ul style="list-style-type: none"> • Letter/invitation/email/purchase request (PR) 	<ul style="list-style-type: none"> • Administrator • Secretary, DOTr • Media • General Public • Media (TV, radio and print) • Other guests • Internal offices

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	<ul style="list-style-type: none"> Request from government and non-government organizations and students Approved memo Approved work permit 	<ul style="list-style-type: none"> Preparation of logistics Conduct of Media briefing/conference <p><u>Handling of Government, Non-Government Organizations and Students Requests</u></p> <ul style="list-style-type: none"> Receipt request. Preparation of Work Clearance/Permit. Conduct of activity 	<ul style="list-style-type: none"> Media collaterals like FAQ, media kit and fact sheets Scope of media mileage/ coverage reached. Endorsement memo for the Administrator's approval. Approved work permit. <p>Assistance in posting of public</p>	<ul style="list-style-type: none"> Media General public Office of the Administrator Internal offices Target Beneficiaries General Public

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			information/promotional materials.	
		Handling of Familiarization Tours		
<ul style="list-style-type: none"> Schools/students Travel Agencies Internal offices 	<ul style="list-style-type: none"> Letter of Intent received via email, registered mail or hand carried. <p>Official Receipt of payment</p>	<ul style="list-style-type: none"> Receipt of request. Preparation and scheduling of venue and facilitator. Payment for the familiarization tour. Conduct of the familiarization tour Distribution of survey forms to students 	<ul style="list-style-type: none"> Letter response to school/students/travel agency Memorandum to concerned offices. Official Receipt of payment Accomplished survey forms 	<ul style="list-style-type: none"> School/Students Travel agency Internal offices Treasury Division PR Division
		Conduct of Special Events/Activities		
<ul style="list-style-type: none"> Internal offices External offices/agencies Other private entity 	<ul style="list-style-type: none"> Proposal for activity Approved APP 	<ul style="list-style-type: none"> Preparation of memorandum/proposal for approval of the Administrator. 	<ul style="list-style-type: none"> Approved memorandum/proposal. 	<ul style="list-style-type: none"> Office of the Administrator Procurement Division

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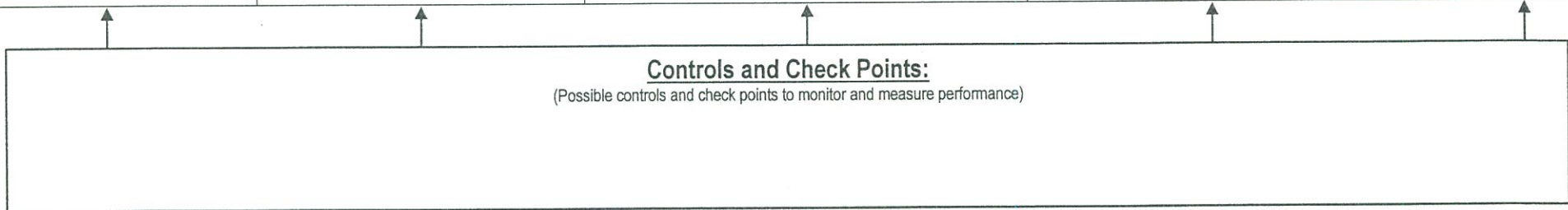


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	<ul style="list-style-type: none">• Approved memo/proposal•	<ul style="list-style-type: none">• Preparation of budget and logistics• Dissemination of information to concerned offices.• Distribution of Media Advisory/Press Release/Articles• Conduct of event/MOA signing	<ul style="list-style-type: none">• Approved PR/summary of expenses• Social Media promotion and announcements• Social Media promotion and announcements	<ul style="list-style-type: none">• Finance Department• Internal offices• General public• Media• General public Media



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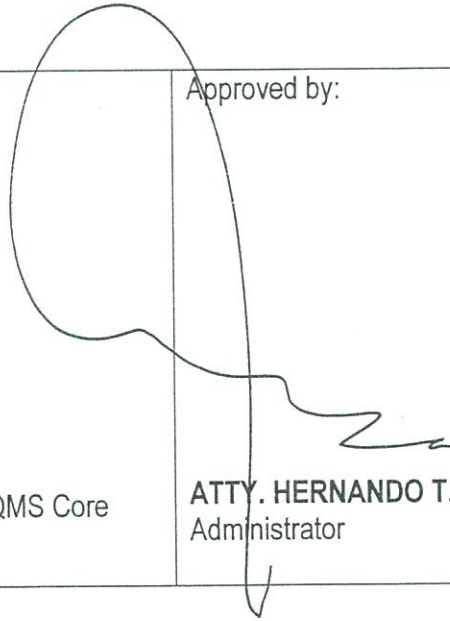
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