



**LIGHT RAIL TRANSIT AUTHORITY LRT-2**

# **CITIZEN'S CHARTER 2023**

2<sup>ND</sup> EDITION





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# 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.

## MISSION

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

## VISION

We are the leader and expert in urban rail system that support development in growth areas and provide exceptional travel experience by 2030.

## QUALITY POLICY PLEDGE

We commit to achieve excellence to meet the increasing demands for LRT systems and related services through continual improvement of our QMS and satisfaction of applicable legal requirements.

## CORE VALUES

Resilience  
Integrity  
Professionalism  
Excellence







## LIGHT RAIL TRANSIT AUTHORITY LRT-2

### PURCHASE OF A SINGLE JOURNEY (SJ) TICKET, DISCOUNTED SINGLE JOURNEY (SJ) TICKET AND STORED VALUE CARD (SVC)

Office/Division/Department		Station Operations Division		
Classification		Simple		
Type of Transaction		G2C - Government to Citizen		
Who may avail		LRT Line 2 Passengers		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Not Applicable		Not Applicable		
A. PURCHASE OF A SINGLE JOURNEY (SJ) TICKET				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1.A) Proceed to the Passenger Assistance Office or Sattelite Booth at any Line 2 stations or terminal. Inform station personnel of your station destination and pay the corresponding fare amount.	1.1A) 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  *Fares subject to change upon proper public consultation and notification.	20 seconds	Station Teller
2.A) Get and count the change, if any. Receive the ticket.  2.B) Make sure that the ticket received corresponds to your station destination.	2.2A) Accept the payment and provide change, if any. Issue the ticket.			



## PURCHASE OF A SINGLE JOURNEY (SJ) TICKET, DISCOUNTED SINGLE JOURNEY (SJ) TICKET AND STORED VALUE CARD (SVC)

### B. PURCHASE OF DISCOUNTED SINGLE JOURNEY (SJ) TICKET

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
<p><b>1.A)</b> Proceed to the designated Passenger Assistance Office window at any Line 2 stations/terminal and inform station teller of the station destination.</p> <p><b>1.A1) FOR SENIOR CITIZEN</b></p> <p>present any of the following:</p> <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> <p><b>1.A2) FOR PERSON WITH DISABILITY</b></p> <ul style="list-style-type: none"> <li>- Present valid PWD ID</li> </ul> <p><b>1.A3) FOR STUDENT</b></p> <ul style="list-style-type: none"> <li>- Present valid School ID or Registration Form with any ID</li> </ul> <p><b>1.A4) FOR NATIONAL ATHLETES AND COACHES</b></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><b>1.1A)</b> Receive and validate the ID card/document presented and inform the passenger of the fare amount to be paid.</p> <p>Prepare ticket and write details on the monitoring form.</p>	<p>SJT - Php 12.00 SJT - Php 16.00 SJT - Php 20.00 SJT - Php 24.00 SJT - Php 28.00</p> <p>*Fares subject to change upon proper public consultation and notification.</p>	3 minutes	Station Teller



## PURCHASE OF A SINGLE JOURNEY (SJ) TICKET, DISCOUNTED SINGLE JOURNEY (SJ) TICKET AND STORED VALUE CARD (SVC)

### B. PURCHASE OF DISCOUNTED SINGLE JOURNEY (SJ) TICKET

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
<p><b>1.A5) FOR MEDAL OF VALOR Awardee OR THEIR DEPENDENTS:</b></p> <ul style="list-style-type: none"> <li>- For MOV Awardee - Medal of Valor identification card (MOV ID) issued by the Office of the Adjutant General, AFP (OTAG, AFP)</li> <li>- For Qualified Dependents MOV Dependent's ID issued by the OTAG, AFP.</li> </ul> <p><b>IMPORTANT:</b> Requirements that are presented in the form of <u>Photocopy or Digital Copy</u> will not be honored.</p>				
<p><b>2.A)</b> Pay the corresponding fare amount and affix signature on the monitoring form, if possible.</p>	<p><b>2.1A)</b> Receive payment and advise passenger to sign the monitoring form opposite his/her name, if possible.</p>			
<p><b>3.A)</b> Get the ID card/ document and count the change, if any. Receive the discounted Single Journey Ticket.</p>	<p><b>3.1A)</b> Return the ID card/ document of the passenger, give the change, if any and issue the discounted ticket.</p>			





## PURCHASE OF A SINGLE JOURNEY (SJ) TICKET, DISCOUNTED SINGLE JOURNEY (SJ) TICKET AND STORED VALUE CARD (SVC)

### B. PURCHASE OF STORED VALUE CARD (SVC)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
<p><b>1.A)</b> Proceed to the Passenger Assistance Office at any Line 2 stations/terminal. Inform station teller of the value to be loaded and pay the corresponding amount.</p> <p><b>2.A)</b> Get and count the change, if any. Get the Stored Value Card.</p> <p><b>3.A)</b> Make sure that the card received corresponds to the load amount as requested.</p>	<p><b>1.1A)</b> Inform the passenger about the load (Initial purse is P14.00 and maximum load is P10,000)</p> <p>Inform passenger about the card fee of P30.00.</p> <p>Process the card with the load amount as requested by the passenger.</p> <p><b>2.1A)</b> Issue change, if any;</p> <p>Give the card to the passenger.</p>	Amount loaded plus P30.00	30 seconds	Station Teller



## 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>
<b>1.A)</b> Proceed to the Passenger Assistance Office at any Line 2 stations/terminal.  Present the card to the station teller;  Inform station teller of the value to be loaded;  Pay the corresponding amount. (Minimum add value is P13.00 for regular card and P10.00 for concessionary card)	<b>1.1A)</b> Confirm to the passenger the amount to be loaded.  Load the requested amount to the card.	Amount Loaded	30 seconds	Station Teller
<b>2.A)</b> Get the change, if any. Receive the card.	<b>2.1A)</b> Collect payment and issue change, if any; and Return the card to the passenger.			





## 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>		Senior Citizens and Persons With Disability		
<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 designated Passenger Assistance Office at any Line 2 stations/terminal.  <b>1.B)</b> Submit the following requirements;  -Filled out concessionary card application form;  -P30 for payment for the card (card issuing fee);	<b>1.1A)</b> Received the requirements from the passenger.  Validate all the entries in the form and attachment against the original identification/document submitted.	P30 for payment for the card (card issuing fee);		



## AVAILMENT/APPLICATION OF CONCESSIONARY CARD

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
<b>1.C) FOR SENIOR CITIZEN</b> Original and Photocopy (back-to-back) any of the following: - OSCA ID - Passport or; - Documents that establish that the Senior Citizen is a citizen of the Republic and is at least 60 years of age.			10 working days	Station Teller
<b>1.D) FOR PERSONS WITH DISABILITY</b> Original and Photocopy (back-to-back) of - Valid PWD ID				
<b>2.A)</b> Get the ID and the claim stub. Check/confirm the releasing date of the card.				
<b>IN CLAIMING OF THE CONCESSIONARY CARD</b>				
<b>3.A)</b> Proceed to the station where the card was applied and give the claim stub and valid ID card to the station teller. Inform station teller of the load amount. (Initial purse is P14.00 and maximum load is P10,000)	<b>3.1A)</b> Accept the claim stub and verify the availability of the card from the cash room.			





## AVAILMENT/APPLICATION OF CONCESSIONARY CARD

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
	<p>Allocate the approved concessionary card using the additional allocation form.</p> <p>Validate the data of the concessionary card against the ID card presented.</p>			
<b>4.A)</b> Pay the corresponding load	<b>4.1A)</b> Ask the passenger of the amount to be loaded. Collect and load the amount to the card.	<p>Amount Loaded</p> <p>(Initial purse is P14.00 and maximum load is P10,000)</p>		
<b>5.A)</b> Count the change, if any; Receive the ID and the concessionary card.	<b>5.1A)</b> Issue the concessionary card; ID card and change, if any.			

\*For any concerns regarding tickets, cards and load transactions, please proceed to the Passenger Assistance Office.



**LIGHT RAIL TRANSIT AUTHORITY LRT-2**

# **TICKET CONCERNS**





**LIGHT RAIL TRANSIT AUTHORITY LRT-2**

# **FILING OF COMPLAINTS**



## 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 <a href="http://www.lrta.gov.ph">http://www.lrta.gov.ph</a>	<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
<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)	<b>1.1D)</b> Acknowledge/ reply the post/ tweet	No Fee	1 day	PR Staff
<b>1.E)</b> Email complaint to 8888 Hotline Portal	<b>1.1E)</b> Acknowledge/ reply to email	No Fee	1 day	PR Staff
<b>2.A)</b> Passenger receives response depending on type of complaint filed.	<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.			PR Staff
<b>2.B)</b> Attend Clarificatory Meeting	<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



**LIGHT RAIL TRANSIT AUTHORITY LRT-2**

# **SALE OF BIDDING DOCUMENTS**





## 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.lрта.gov.ph">www.lрта.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>
<b>1.A)</b> Request for a copy of the active IB from the Procurement Division office; or;  Download and print a copy of the IB from either PhilGEPS or LRTA website.	<b>1.1A)</b> Procurement Division or BAC Secretariat personnel provide a copy of the IB to the prospective bidders upon request.	None	1 minute	Designated Buyer or Assigned Staff
<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. *	<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		2 - 5 minutes**	Assigned 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.

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		





## 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>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**

# **PROCESSING OF BUSINESS PROPOSAL**





## 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>
<b>1.A)</b> Letter of intent/Business Proposal addressed to the LRTA Administrator through BDD/BDPRD	Client/Proponent
<b>2.A)</b> Certified True Copy of the following: <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>	
<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.	
<b>4.A)</b> Certified True Copy of Latest Mayor's Permit	
<b>5.A)</b> Certificate of BIR and VAT Registration	



## 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)	Client/Proponent
<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.	
<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 <ul style="list-style-type: none"><li>a. Post Dated Checks for Lease Payments</li><li>b. Comprehensive Liability Insurance/ Performance Bond</li></ul>	





## 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>1.1A)</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

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
<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

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
	<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.



## 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



OfficialLRTA



OfficialLRTA



Irtaofficial



lrta.gov.ph