



BAGONG PILIPINAS

LIGHT RAIL TRANSIT AUTHORITY

CITIZEN'S CHARTER 2025

1st Edition

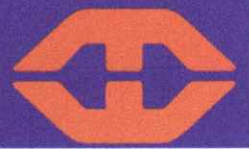




LIGHT RAIL TRANSIT AUTHORITY (LRTA)

CITIZEN'S CHARTER 2025

1st Edition



FOREWORD

In the pursuit of responsive, efficient, and transparent public service, the Light Rail Transit Authority (LRTA) strongly upholds Republic Act No. 11032, the “Ease of Doing Business and Efficient Government Service Delivery Act of 2018,” through the creation of our Citizen’s Charter. This Charter embodies our commitment to eradicate red tape by streamlining all services being offered by each office ensuring accessible services for our passengers and stakeholders with the ultimate goal of removing unnecessary paperwork and bureaucratic processes that make it difficult to do business.

The LRTA Citizen’s Charter provides a clear guide to our service standards, detailing processes and timelines for various transactions. By establishing clear expectations and improving access to information, we empower the public to experience faster, more reliable, and high-quality service. This handbook is designed with simplicity and transparency to make every interaction with LRTA efficient and accessible.

We trust that this Citizen’s Charter will contribute to the national goal of efficient public service delivery, and we encourage you to share your feedback to help us improve continually. Together, let’s work toward a seamless, convenient, and dependable transit experience for all.



ATTY. HERNANDO T. CABRERA
Administrator



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.

VISION

By 2030, the leading authority for the construction, operations, and maintenance of LRT Systems, which enable safe, comfortable, and sustainable transportation 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.

QUALITY, HEALTH AND SAFETY POLICY

LRTA is committed to provide safe, reliable, and efficient rail transportation services while ensuring the health and safety of our employees and stakeholders through continual improvement of our processes and services, and to comply with all relevant legal and other requirements.

CORE VALUES

- Resilience
- Integrity
- Professionalism
- Excellence



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EXTERNAL SERVICES



1. PURCHASE OF A SINGLE JOURNEY (SJ) TICKET

Department/Division:	Station Operations Division / Ticket Management and Sales Collection Division
Classification:	Simple
Type of Transaction:	G2C- Government to Citizen
Who May Avail:	LRT Line 2 Passengers

CHECKLIST REQUIREMENTS	WHERE TO SECURE
None	Not Applicable

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
VIA Point of Sale (POS)				
1. Proceed to the Passenger Assistance Office or Ticket Booth at any Line 2 stations/terminal and inform the station personnel of your station destination.	1.1. Inform passenger of the amount to be paid.	None	1 Minute	On-duty Station Teller (Name can be verified thru displayed nameplate)
2. Pay the corresponding amount.	2.1. Receive the payment 2.2. Prepare/ encode the ticket.	Refer to Annex A (Single Journey Ticket Fare)	2 Minutes	On-duty Station Teller



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
	2.3. Issue change, if any. 2.4. Give the ticket to the passenger.	Matrix) <i>* Fares subject to change in compliance with the existing rules and regulations</i>		(Name can be verified thru displayed nameplate)
Total		Refer to Annex A (Single Journey Ticket Fare Matrix)	3 Minutes	
VIA Ticket Vending Machine (TVM)				
1. Proceed to any available TVM inside Line 2 stations/terminal, select Single Journey Ticket purchase and your station destination.	None	None	30 Seconds	On-duty TMSCD-ASCU Cash room personnel can be called upon to assist when necessary.
2. Pay the corresponding amount indicated in the screen, by	*Automated machine process 2.1. Receive payment.	Refer to Annex A (Single Journey Ticket Fare	1 Minute	On-duty TMSCD-ASCU Cashroom



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
inserting coins/bills into the TVM coin/bill acceptor.	2.2. TVM issues ticket/s and change, if any; via dispenser.	Matrix) * Fares are subject to change in compliance with the existing rules and regulations		personnel can be called upon to assist when necessary.
Total		Refer to Annex A (Single Journey Ticket Fare Matrix)	1 Minute and 30 Seconds	

Note: For queries & concerns regarding purchase of a Single Journey Tickets, please approach the Station Supervisor on duty.



Annex

A:




New LRT- 2 Fare Matrix
Effective August 2, 2023

Stored Value (Beep) Fare Matrix

<i>Destination</i>	Recto	Legarda	Pureza	V. Mapa	J. Ruiz	Gilmore	Betty Go	Cubao	Anonas	Katipunan	Santolan	Marikina	Antipolo
<i>Origin</i>													
Recto	13	15	16	18	19	21	22	23	25	26	28	31	33
Legarda	15	13	15	17	18	19	21	22	24	25	27	29	32
Pureza	16	15	13	15	16	18	19	20	22	23	26	28	30
V. Mapa	18	17	15	13	15	16	17	19	20	22	24	26	29
J. Ruiz	19	18	16	15	13	14	16	17	19	20	22	24	27
Gilmore	21	19	18	16	14	13	15	16	18	19	21	23	26
Betty Go	22	21	19	17	16	15	13	15	16	18	20	22	25
Cubao	23	22	20	19	17	16	15	13	15	16	19	21	23
Anonas	25	24	22	20	19	18	16	15	13	14	17	19	22
Katipunan	26	25	23	22	20	19	18	16	14	13	16	18	21
Santolan	28	27	26	24	22	21	20	19	17	16	13	15	18
Marikina	31	29	28	26	24	23	22	21	19	18	15	13	16
Antipolo	33	32	30	29	27	26	25	23	22	21	18	16	13

Single Journey Fare Matrix

20% Discount applies for Senior Citizens, Persons with Disabilities (PWDs) and students.

<i>Destination</i>	Recto	Legarda	Pureza	V. Mapa	J. Ruiz	Gilmore	Betty Go	Cubao	Anonas	Katipunan	Santolan	Marikina	Antipolo
<i>Origin</i>													
Recto		15	20	20	20	25	25	25	25	30	30	35	35
Legarda	15		15	20	20	20	25	25	25	25	30	30	35
Pureza	20	15		15	20	20	20	20	25	25	30	30	30
V. Mapa	20	20	15		15	20	20	20	20	25	25	30	30
J. Ruiz	20	20	20	15		15	20	20	20	20	25	25	30
Gilmore	25	20	20	20	15		15	20	20	20	25	25	30
Betty Go	25	25	20	20	20	15		15	20	20	20	25	25
Cubao	25	25	20	20	20	20	15		15	20	20	25	25
Anonas	25	25	25	20	20	20	20	15		15	20	20	25
Katipunan	30	25	25	25	20	20	20	20	15		20	20	25
Santolan	30	30	30	25	25	25	20	20	20	20		15	20
Marikina	35	30	30	30	25	25	25	25	20	20	15		20
Antipolo	35	35	30	30	30	30	25	25	25	25	20	20	



2. PURCHASE OF A STORED VALUE CARD (SVC) (Subject to the Terms and Conditions outlined in the AFCS Concession Agreement)

Department/Division:	Station Operations Division / Ticket Management and Sales Collection Division
Classification:	Simple
Type of Transaction:	G2C- Government to Citizen
Who May Avail:	LRT Line 2 Passengers

CHECKLIST REQUIREMENTS	WHERE TO SECURE
None	Not Applicable

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
VIA Point of Sale (POS)				
1. Proceed to the Passenger Assistance Office at any Line 2 stations/terminal and inform station teller of the value to be loaded.	1.1. Inform passenger about the Card fee (P30.00); Initial load (P14.00) and Maximum load (P10,000).	None	1 Minute	On-duty Station Teller (Name can be verified thru displayed nameplate)
2. Pay the corresponding amount.	2.1. Receive the payment 2.2. Process the card with the amount of load requested by the passenger.	Amount loaded plus PHP 30.00	2 Minutes	On-duty Station Teller (Name can be verified thru



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
	2.3. Issue change, if any; 2.4. Give the Stored Value Card to the passenger			displayed nameplate)
Total		Amount loaded plus PHP 30.00	3 Minutes	
VIA Ticket Vending Machine (TVM)				
1. Proceed to any available TVM inside Line 2 stations/terminal and select the Stored Value Card to purchase.	None	None	30 Seconds	On-duty TMSCD-ASCUCashroom personnel can be called upon to assist when necessary.



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
2. Insert required amount for purchase.	<p><i>Automated machine process:</i></p> <p>2.1. Receive the payment.</p> <p>2.2. TVM issues Stored Value Card to the passenger via dispenser.</p>	<p>Amount to be loaded plus</p> <p>PHP 30.00</p> <p><i>Note: TVM will not issue change for SVC purchase.</i></p>	1 Minute	On-duty TMSCD-ASCU Cashroom personnel can be called upon to assist when necessary.
Total		Amount loaded plus PHP 30.00	1 Minute & 30 Seconds	

Note: For queries & concerns regarding purchase of a Stored Value Card, please approach the Station Supervisor on duty.

3. Purchase of a Discounted Single Journey (SJ) TICKET

Department/Division:	Station Operations Division
Classification:	Simple
Type of Transaction:	G2C- Government to Citizen
Who May Avail:	LRT Line 2 Passengers - Senior Citizen, Persons with Disability, National Athletes and Coaches, Medal of Valor Awardee or their Dependents and Students



CHECKLIST REQUIREMENTS	WHERE TO SECURE
a. For Senior Citizen (Any of the following) <ul style="list-style-type: none"> • OSCA ID, • Passport, or; • Other documents that establish that the Senior Citizen is a citizen of the Republic and is at least 60 years of age 	<ul style="list-style-type: none"> • Office of Senior Citizens Affairs (OSCA) in the city or municipality where the elderly reside; DFA, Post Office, PSA, SSS, GSIS.BIR, Pag-IBIG
b. For Persons with Disability (Any of the following) <ul style="list-style-type: none"> • Valid PWD ID • The passport of the PWD concerned (for persons with visible disability) • Transportation Discount Fare Identification Card (ID) 	<ul style="list-style-type: none"> • City or Municipal Mayor or the Barangay Captain of the place where the PWD resides; • National Council for the Welfare of Disabled Persons (NCWDP)
c. For National Athletes and Coaches: (Any of the following) <ul style="list-style-type: none"> • Valid PNSTM Identification Card • 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 	<ul style="list-style-type: none"> • Philippine Sports Commission (PSC)
d. For Medal of Valor Awardee or their Dependents: <ul style="list-style-type: none"> • For MOV Awardee - Medal of Valor Identification Card (MOV ID) • For Qualified Dependents - MOV Dependent's ID 	<ul style="list-style-type: none"> • Armed Forces of the Philippines - Office of the Adjutant General, AFP (OTAG, AFP)



CHECKLIST REQUIREMENTS	WHERE TO SECURE
e. For Students- (Any of the following) <ul style="list-style-type: none"> • Duly Issued School Identification Card (ID's) (ID must have/reflect current school year/term); or • Current validated enrollment form together with any ID (such as but not limited to PhilID) and; • Student Discount Transaction Form (filled-out) 	<ul style="list-style-type: none"> • Schools, Universities, Colleges and Other Educational Institutions • LRT 2 Passenger Assistance Office (PAO) / Ticket Booth

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Proceed to the designated Passenger Assistance Office or Ticket Booth at any Line 2 stations/terminal and inform the station teller of the station destination and present the requirement/s.	1.1. Receive and validate the ID card/ document presented and inform the passenger of the fare amount to be paid. 1.2. Write details on the monitoring form. 1.3. Prepare/encode the ticket.	None	3 Minutes	On-duty Station Teller (Name can be verified thru displayed nameplate)
2. Pay the corresponding fare.	2.1. Receive the payment. 2.2. Advise the passenger to sign the monitoring form opposite his/her name, if possible.	Refer to Annex B (Discounted Single Journey Ticket Fare)	2 Minutes	On-duty Station Teller (Name can be verified thru displayed



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
		Matrix) <i>* Fares are subject to change in compliance with the existing rules and regulations</i>		nameplate)
3. Affix signature on the monitoring form, if possible.	3.1. Return the ID card/document of the passenger. 3.2. Give the change, if any 3.3. Issue the discounted ticket.	None	2 Minutes	On-duty Station Teller (Name can be verified thru displayed nameplate)
Total		Refer to Annex B (Discounted Single Journey Ticket Fare Matrix)	7 Minutes	

Note: For queries & concerns regarding the purchase of Discounted Single Journey Tickets, please approach the Station Supervisor on duty.



Annex B:

SINGLE JOURNEY Fare Matrix Discounted													
	<i>Destination</i>												
<i>2023</i>	Recto	Legarda	Pureza	V. Mapa	J. Ruiz	Gilmore	Betty Go	Cubao	Anonas	Katipunan	Santolan	Marikina	Antipolo
<i>Origin</i>													
Recto		12	16	16	16	20	20	20	20	24	24	28	28
Legarda	12		12	16	16	16	20	20	20	20	24	24	28
Pureza	16	12		12	16	16	16	16	20	20	24	24	24
V. Mapa	16	16	12		12	16	16	16	16	20	20	24	24
J. Ruiz	16	16	16	12		12	16	16	16	16	20	20	24
Gilmore	20	16	16	16	12		12	16	16	16	20	20	24
Betty Go	20	20	16	16	16	12		12	16	16	16	20	20
Cubao	20	20	16	16	16	16	12		12	16	16	20	20
Anonas	20	20	20	16	16	16	16	12		12	16	16	20
Katipunan	24	20	20	20	16	16	16	16	12		16	16	20
Santolan	24	24	24	20	20	20	16	16	16	16		12	16
Marikina	28	24	24	24	20	20	20	20	16	16	12		16
Antipolo	28	28	24	24	24	24	20	20	20	20	16	16	



4. ADD VALUE / RELOADING ON STORED VALUE CARD (SVC) AND CONCESSIONARY CARD

Department/Division:	Station Operations Division / Ticket Management and Sales Collection Division
Classification:	Simple
Type of Transaction:	G2C- Government to Citizen
Who May Avail:	LRT Line 2 Passengers

CHECKLIST REQUIREMENTS	WHERE TO SECURE
None	Not Applicable

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
VIA Point of Sale (POS)				
1. Proceed to the Passenger Assistance Office or Ticket Booth at any Line 2 stations/terminal, present the card to the station teller and Inform station teller of the amount to be loaded.	1.1. Get the card and confirm to the passenger the amount to be loaded.	None	2 Minutes	On-duty Station Teller (Name can be verified thru displayed nameplate)
2. Pay the corresponding amount. (Minimum add value is P13.00 for regular card and P10.00 for concessionary card).	2.1. Receive the payment. 2.2. Process the card with the amount of load requested by the passenger. 2.3. Issue change, if any. 2.4. Give the Stored Value	Amount to be loaded	2 Minutes	On-duty Station Teller (Name can be verified thru displayed)



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
	Card to the passenger.			nameplate)
Total		Amount to be loaded	4 Minutes	
VIA Ticket Vending Machine (TVM)				
1. Proceed to any available TVM inside Line 2 stations/terminal and place the Stored Value Card / Concessionary Card on TVM receptacle then select Add Value.	None	None	30 Seconds	On-duty TMSCD-ASCU Cashroom personnel can be called upon to assist when necessary.
2. Insert amount to be loaded.	Automated machine process: 2.1. Receive the payment. 2.2. Process the card with the amount of load requested by the passenger.	Amount to be loaded <i>Note: TVM will not issue change for add value / loading</i>	1 Minute	On-duty TMSCD-ASCU Cashroom personnel can be called upon to assist when necessary.



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
	Total	Amount loaded	1 Minute & 30 Seconds	

Note: For queries & concerns regarding Add Value / Reloading on Stored Value Card (SVC) And Concessionary Card, please approach the Station Supervisor on duty.

5. AVAILMENT /APPLICATION OF CONCESSIONARY CARD (Subject to the Terms and Conditions outlined in the AFCS Concession Agreement).

Department/Division:	Station Operations Division
Classification:	Highly Technical
Type of Transaction:	G2C- Government to Citizen
Who May Avail:	LRT Line 2 Passengers - Senior Citizens and Persons with Disability

CHECKLIST REQUIREMENTS	WHERE TO SECURE
1. Application: <ul style="list-style-type: none"> • One (1) Copy Concessionary Card Application Form (Filled-out) • Original and One (1) Photocopy (back-to back) any of the following: 	<ul style="list-style-type: none"> • LRT 2 Passenger Assistance Office (PAO) / Ticket Booth



<p>a. For Senior Citizen (Any of the following)</p> <ul style="list-style-type: none"> • OSCA ID, • Passport, or; • Other documents that establish that the Senior Citizen is a citizen of the Republic and is at least 60 years of age 	<ul style="list-style-type: none"> • Office of Senior Citizens Affairs (OSCA) in the city or municipality where the elderly reside; DFA, Post Office, PSA, SSS, GSIS.BIR, Pag-IBIG
<p>b. For Persons with Disability (Any of the following)</p> <ul style="list-style-type: none"> • Valid PWD ID • The passport of the PWD concerned (for persons with visible disability) • Transportation Discount Fare Identification Card (ID) <p>• P30.00 for card issuing fee</p>	<ul style="list-style-type: none"> • City or Municipal Mayor or the Barangay Captain of the place where the PWD resides • National Council for the Welfare of Disabled Persons (NCWDP) • Passenger
<p>2. Claiming:</p> <ul style="list-style-type: none"> • Claim Stub • Valid ID card • Amount to be loaded (Initial load is P14.00 and Maximum load is P10,000) • Amount to be loaded to activate the card (Initial load is P14.00 and Maximum load is P10,000) 	<ul style="list-style-type: none"> • Passenger

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
<p>1. Proceed to the Passenger Assistance Office or Ticket Booth in any Line 2</p>	<p>1.1. Receive the requirements. 1.2. Validate all the entries in the form and attachment</p>	<p>PHP 30.00 (For Card</p>	<p>1 Day</p>	



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
stations/terminal and submit the application requirements.	against the original Identification/ document submitted. 1.3. Issue the claim stub portion to the passenger and advise the passenger to return according to the redemption period stated on the claim stub. 1.4. Return the original ID card presented. 1.5 Write down all applications received in the "Summary of	Issuing Fee)		On-duty Station Teller or Station Supervisor (Name can be verified thru displayed nameplates)
	Application for Concessionary Card Form". 1.6 Turnover all applications received during the end of shift to the on-duty station Cashier			



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
	1.7. Validate concessionary card application forms and attachments during turnover/remittance from Station Teller, including and issuance fees (Php30.00 per application). 1.8. Turn over all concessionary card applications to TMCS D the next day.	None	1 Hour	On-duty TMSCD-ASCU Cashroom personnel.
	1.9. Collect all concessionary card applications from Station Cashrooms across the revenue line and deliver to TMSCD-TIM Unit for consolidation. 1.10. Check and consolidate concessionary card applications then transmit to the Depot Office. 1.11. Encode data-privacy	None	1 Day	On-duty TMSCD-TGM Unit personnel On-duty TMSCD-TIM Unit personnel (V. Mapa Office) On-duty TMSCD-TIM



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
	<p>related information and transmit validated concessionary card applications to AFCS Concessionaire via electronic mail</p> <p>1.12. Secure and safe keep collected data-privacy related information.</p>			<p>Unit personnel (Depot Office)</p> <p>On-duty TMSCD-TIM Unit personnel (Depot Office)</p>
	<p>1.13. Receives, approves, and process valid concessionary card applications.</p>	None	7 Days	AFCS Concessionaire (AF Payments Inc.)
	<p>1.14. Received and checked processed Concessionary cards and transmit to specific Station Cashrooms.</p>	None	3 Hours	On-duty TMSCD-TIM Unit personnel
<p>2. Claim the concessionary card at the station where the card was applied, present the claim stub and a valid ID card to the Station Teller.</p>	<p>2.1. Receive the claim stub and validate the ID card presented.</p> <p>2.2. Verify the availability of the card inside the cash room and allocate the approved concessionary</p>	None	5 Minutes	On-duty Station Teller or Station Supervisor



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
	card using the additional allocation form.			
	2.3. Get the claim stub, issue the allocation and release the concessionary card to the Station Teller. 2.4. Validate the data of the concessionary card against the ID card presented and ask the passenger of the amount to be loaded to activate the card (Initial load is P14.00 and Maximum load is P10,000).	None	5 Minutes	On-duty TMSCD-ASCU Cashroom personnel.
	2.4. Validate the data of the concessionary card against the ID card presented and ask the passenger of the amount to be loaded to activate the card (Initial load is P14.00 and Maximum load is P10,000).	None	3 Minutes	On-duty Station Teller or Station Supervisor (Name can be verified thru displayed nameplates)
3. Pay the corresponding amount to be loaded.	3.1. Receive the payment and load the card with the amount paid. 3.2. Issue the concessionary card; ID card and change, if any.	Amount to be loaded (Initial load is PHP 14.00 and maximum load is	2 Minutes	On-duty Station Teller or Station Supervisor (Name can be verified thru displayed



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
		PHP 10,000)		nameplates)
Total		Php 30.00 plus the initial load	9 Days, 4 Hours & 15 Minutes	

Note: For queries & concerns regarding the Availment /Application of Concessionary Card, please approach the Station Supervisor

6. FILING OF SIMPLE COMPLAINTS THRU WALK-IN, HOTLINE, EMAIL/WEBSITE, FACEBOOK/X & 8888 HOTLINE

A. SIMPLE COMPLAINTS

Department/Division:	Public Relations Division
Classification:	Simple
Type of Transaction:	G2C- Government to Citizen
Who May Avail:	LRT Line 2 Passengers

CHECKLIST REQUIREMENTS	WHERE TO SECURE
Accomplished Passenger's Complaint/Feedback Form (PCFF)	Public Relations Satellite Offices



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. To file complaint through any of the following: 1.1. For walk-in, Go to the Public Relations Satellite Offices at Cubao and Marikina-Pasig Station.	1.1.1. Receive/Fill-out PCFF and reply to the complainant.	None	10 Minutes	PR Staff-on-Duty
1.2. Call LRTA Hotlines at (02) 8647-34-52 and (0917) 3253452.	1.2.1. Receive/Fill-out PCFF and reply to the complainant.	Telco Applicable fee	10 Minutes	PR Staff-on-Duty
1.3. Email at pro@lrta.gov.ph or log on to the official website of LRTA at http://www.lrta.gov.ph .	1.3.1. Acknowledge/ Fill-out PCFF and reply to email.	None	1 Day	PR Staff-on-Duty
1.4. Post or tweet to LRTA Official social media accounts @OfficialLRTA (X) and or www.facebook.com/lrta.gov.ph (Facebook).	1.4.1. Acknowledge/ Fill-out PCFF and reply to post.	None	1 Day	PR Staff-on-Duty



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.5. Email complaint to 8888 Hotline Portal.	1.5.1. Acknowledge/ fill-out PCFF and reply to email. *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. If complaint is frontline services related or need further investigation, it will be referred to concerned offices. (Please see Filing of Complex Complaint Process)	None	1 Day	PR Staff-on-Duty
Total*		None	<ul style="list-style-type: none"> • Walk-in – 10 Minutes • Hotline – 10 Minutes • Email (LRTA) – 1 Day • Social Media -1 Day • Email (888 Hotline Portal) – 1 Day 	

* Total processing time varies depending on the mode of filing the complaint.



B. COMPLEX COMPLAINTS

This process describes the steps in filing complex complaints through various channels.

Department/Division:	Public Relations Division
Classification:	Simple
Type of Transaction:	G2C- Government to Citizen
Who May Avail:	LRT Line 2 Passengers

CHECKLIST REQUIREMENTS	WHERE TO SECURE
Accomplished Passenger's Complaint/Feedback Form (PCFF)	Public Relations Satellite Offices

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. To file complaint through any of the following: 1.1. For Walk-in, Go to the Public Relations Satellite Offices at Cubao and Marikina-Pasig Station.	1.1.1. Receive/Fill-out PCFF and reply to the complainant.	None	10 Minutes	PR Staff-on-Duty
1.2. Call LRTA Hotlines at (02) 8647-34-52 and (0917) 3253452.	1.2.1. Receive/ Fill-out PCFF and reply to the complainant.	Telco Applicable fee	10 Minutes	PR Staff-on-Duty
1.3. Email at pro@lrta.gov.ph or log in to the official website of LRTA at https://www.lrta.gov.ph .	1.3.1. Acknowledge/ Fill-out PCF and reply to email	None	1 Day	PR Staff-on-Duty



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.4. Post or tweet to LRTA Official social media accounts at @OfficialLRTA (X) and or www.facebook.com/Irta.gov.ph (Facebook).	1.4.1. Acknowledge/ Fill-out PCF and reply to post.	None	1 Day	PR Staff-on-Duty
1.5. Email complaint to 8888 Hotline Portal	1.5.1. Acknowledge/ Fill-out PCF and reply to email	None	1 Day	PR Staff-on-Duty
2. If complainant is not satisfied with the explanation provided, he may choose to pursue his complaint for further investigation.	2.1. Refer the complaint to the concerned office/s thru a Memo-Referral for further investigation.	None	1 Day	PR Staff-on-Duty
3. Complainant receives response. If satisfied, complaint is considered closed/ resolved, if not, a Clarificatory Meeting is recommended	3.1. Receive Reply from the concerned office/s 3.2. Notify the complainant on the reply. Request a Clarificatory Meeting, if needed <i>*If the complainant refuses or fails to reply on the three (3) notices, the complaint shall be considered withdrawn/dismissed</i>	None	1 day to 1 month <i>*The clarificatory Meeting shall be held and concluded within one (1) month upon receipt of request from the concerned office.</i>	PR Staff-on-Duty



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Complainant attends the Clarificatory Meeting	4.1. Preside over the clarificatory meeting and prepare minutes to be forwarded to all concerned offices once resolved. If unresolved, the complaint is elevated to Administrative Disciplinary Committee (ADC) for further investigation and appropriate action	None	1 Day	PR Staff-on-Duty
Total*		None	<ul style="list-style-type: none"> • Walk-in – 2 Days and 10 Minutes • Hotline – 2 Days and 10 Minutes • Email (LRTA) – 3 Days • Social Media – 3 Days • Email (888 Hotline Portal) – 3 Days 	

* Total processing time varies depending on the mode of filing the complaint.



7. SALE OF BIDDING DOCUMENTS*

Issuance of Bidding Documents to prospective bidders in order to participate in a Public Bidding conducted the Bids and Awards Committee.

Office/Division/Department:	Procurement Division / BAC Secretariat / Treasury Division
Classification:	Simple
Type of Transaction:	P2G - Private to Government
Who May Avail:	Any Prospective Bidder, Supplier, Contractor, Consultant

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Copy / Printout of an Active Invitation to Bid (ITB)	Procurement Division/ PhilGEPS (https://philgeps.gov.ph) or LRTA Website (https://www.lrta.gov.ph)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for a copy of the active ITB from the Procurement Division office; or; Download and print a copy of the ITB from either PhilGEPS or LRTA website.	1.1. Provide a copy of the ITB to the prospective bidders upon request.	None	1 Minute	Designated Buyer or assigned Staff



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Proceed to the Office of the Treasury Division and present the copy of ITB and pay the corresponding bid documents fees*	2.1. Issue the Acknowledgement Receipt (AR) upon payment of the corresponding bid documents fees as indicated in the ITB and based in the following matrix / price schedule:		2 - 5 Minutes**	Assigned Staff
	Approved Budget for the Contractor	Maximum Cost		
	₱500,000 and below	₱500.00		
	More than ₱500,000 up to ₱1 Million	₱1,000.00		
	More than ₱1 Million up to ₱5 Million	₱5,000.00		
	More than ₱5 Million up to ₱10 Million	₱10,000.00		
	More than ₱10 Million up to ₱50 Million	₱25,000.00		
	More than ₱50 Million up to ₱500 Million	₱25,000.00		
	More than ₱500 Million;	₱75,000.00		
3. Return to the Procurement Division office and present the AR issued by the Treasury Division	3.1. Photocopy the Original AR (2 copies) and have it signed and received by the prospective bidder	None	1 Minute	Designated Buyer or assigned Staff



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	together with the Bidders' information sheet.			
4. Affix the signature on the photocopies of AR and accomplish the Bidders' information sheet and return them to the attending procurement staff.	4.1 Photocopy one (1) set of Bidding Documents with the corresponding Bid Bulletin, if any,	None	2 - 5 Minutes***	Designated Buyer or assigned Staff
	4.2. Secure the signed receiving form with the accomplished suppliers information sheet and release the printed copy of the Bidding Documents to the prospective bidder together with the original AR.	None	1 Minute	
Total		None	7 - 13 Minutes	

* 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

*** Bidder 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.



8. PROCESSING OF BUSINESS PROPOSAL

A. LONG-TERM

Long-term Activity refers to non-rail activity that has a validity of not less than one (1) year. Non-rail long-term activity processed by the Business Development Division includes lease of Commercial Spaces, Advertising Spaces and Interconnection Right/Access and Right of Way Facilities.

Department/Division:	Business Development Division (BDD)
Classification:	Highly Technical
Type of Transaction:	G2C – Government to Citizens, G2B - Government to Business, G2G- Government to Government
Who May Avail:	All, including but not limited to: MSMEs, government workers, private citizens, business entities, charitable government institutions

CHECKLIST REQUIREMENTS	WHERE TO SECURE
1. Letter of Intent/Business Proposal addressed to the LRTA Administrator through BDD/BDPRD	Client
2. Certified True Copy of the following: a. Registration from SEC (for Corporation) b. Registration from DTI (for Partnership or Sole Proprietorship) c. Registration from CDA (for Cooperative) d. Joint Venture Agreement (for JV) or any proof of such registration	As Indicated
3. Notarized 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	Client's Company Secretary



CHECKLIST REQUIREMENTS	WHERE TO SECURE
4. Certified True Copy of Latest Mayor's Permit	Mayor's Office where leased area is located
5. Certificate of BIR and VAT Registration	Bureau of Internal Revenue
6. List of ongoing 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	Legal Team of Government/Private Companies where client has existing/incoming business affiliations
7. Information Sheet	BDD Office - 2 nd Floor, LRTA Line 2 Depot Office, Marcos Highway, Santolan, Pasig City;
8. Latest Financial Statement, Income Tax Return or other Financial Document. The prospective proponent must have a paid-up capital, if a corporation, of at least equal to fifty percent (50%) of the amount of the 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	Client
9. Certification from Finance Department, Operations Department, Engineering and Safety and Security Division that proponent has no record of unsatisfactory performance or any unfulfilled or unperformed obligation with LRTA (For Contract Renewal)	LRTA Concerned Offices
10. Other relevant documents such as layout/design/concepts/plans and other technical drawings, as maybe necessary	Client/Franchising Company
11. Performance Security or Cash Bond equivalent to ten percent (10%) of the contract amount	Client



CHECKLIST REQUIREMENTS	WHERE TO SECURE
12. Others a. Post Dated Checks for Lease Payments b. Comprehensive Liability Insurance/ Performance Bond	a. Preferred Commercial Bank b. Preferred Third-Party Insurance Company

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire about business opportunities at LRTA	1.1 Accommodate inquiry and provide a checklist of documentary requirements	None	1 Hour	BDD Designated Staff
2. Submit the necessary documentary requirements (Checklist Nos. 1-10)	2.1 Process/evaluate received letter of intent/business proposal	None	2 Days	BDD Designated Staff
	2.2 Call for a coordination meeting with the client and concerned offices, as maybe necessary to clarify issues and concerns (e.g. method of statements, work methodology, risk assessments, power category level)	None		BDD Designated Staff
3. Inspect the subject area of proposal	3.1 Conduct ocular inspection of the subject area/space of proposal	None	1 Day	BDD, Concerned Offices
4. Submit final details of proposal	4.1 Route the proposal to concerned offices for comments on the	None	1 Day	BDD Designated Staff



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	technical, operational and safety aspects while evaluating the commercial aspect of the same, as may be necessary			
	4.2 Evaluate 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
	4.3 Prepare Memorandum incorporating the results of the evaluation and recommendation on the proposal, for review of the BDD Manager	None	1 Hour	BDD Designated Staff
	4.4 Receive and review the validity and completeness of attached documentary requirements If documents are found to be in order, refer to Step	None	4 Hours	BDD Designated Staff



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	4.4. If incomplete or requires revision, inform client and request for completion/modification.			
	4.5 Evaluate and recommend to the management for approval	None	1 Hour	BDD Manager
5. Submit the necessary documentary requirements (Checklist Nos. 11-12)	5.1 Receive the approved business proposal and evaluate compliance and completeness of requirements submitted, prepare contract in accordance with relevant laws/rules, forward the contract to BDD for validation/review	None	3 Days	Legal Department
6. Sign the contract, pay the required consideration, receive the Permit to Operate	6.1 Transmit the prepared contract for signature of the proponent and LRTA Administrator	None	2 Hours	BDD Designated Staff
	6.2 Prepare the Notice to Proceed upon receipt of the signed contract, proof of compliance with requirements (Checklist Nos. 11-12)	None	1 Day	Legal Department



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	6.3 Prepare the necessary Work Clearance, route to Engineering Department, Safety & Security Division (SSD), Station Operations Division (SOD), & Traffic Control Division and issue approved copy to proponent and concerned offices	None	1 Day	BDD Designated Staff
	6.4 Conduct a joint ocular inspection with the Engineering Department, SSD and SOD on the compliance with the requirements stated in the Certificate of Compliance form	None	1 Day	BDD, Concerned Offices
	6.5 Issue Permit to Operate to client/proponent after issuance of Certificate of Compliance	None	1 Hour	BDD Designated Office
Total		None	13 Days & 10 Hours	

*Subject to the requirement of prevailing laws or rules and regulations, including the approved 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.



B. SHORT-TERM

Short-term Activity refers to non-rail activity that has a validity of less than one (1) year. Non-rail short-term activity processed by the Business Development Division includes lease of advertising spaces, product sampling, leaflet distribution and shooting/filming.

Department/Division:	Business Development Division
Classification:	Simple to Complex
Type of Transaction:	G2C – Government to Citizens, G2B - Government to Business, G2G- Government to Government
Who May Avail:	All, including but not limited to: MSMEs, government workers, private citizens, business entities, charitable government institutions

CHECKLIST REQUIREMENTS	WHERE TO SECURE
1. Letter of Intent/Business Proposal addressed to the LRTA Administrator through BDD/BDPRD	Client
2. Certificate of BIR and VAT Registration	Bureau of Internal Revenue
3. Certificate of FDA Registration (if applicable)	FDA

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Documentary Requirements (Nos. 1-3)	1.1 Coordinate with client for availability of target dates and give information on fees and other essential information, with instruction from the Administrator	None	1 Hour	BDD Designated Staff



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Request for ocular inspection / coordination meeting, as may be necessary	2.1 Prepare Notice of Coordination Meeting	None	30 Minutes	BDD Designated Staff Representative/s from Concerned Offices (<i>Engineering Department, Traffic Control Division, Safety & Security Division, Station Operations Division</i>)
	2.2 Conduct of Ocular Inspection / Coordination Meeting on subject area of proposal duly attended by proponent and concerned offices	None	4 Hours	
3. Submit copy of receipt of payment of required consideration	3.1 Prepare Cost Computation and for review and payment of proponent	<i>*Fees are indicated in the cost computation</i>	1 Hour	BDD Designated Staff
	3.2 Prepare Conformance for signature of proponent	None		
	3.3 Get official receipt/proof of payment and signed Conformance and provide a copy of Application for Work Clearance	None		



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Process Work Clearance	4.1 Provide proponent with Application for Work Clearance Form and Personal	None	2 Days	BDD Designated Staff
	4.2 Route filled-up Application for Work Clearance Form and notarized Consent to Personal Data Processing Form			
	4.3 Provide proponent with signed Work Clearance			
TOTAL		None	2 Days, 6 Hours and 30 Minutes	



INTERNAL SERVICES



1. ISSUANCE OF CERTIFICATE OF TRAINING AND/OR SUMMARY OF TRAININGS ATTENDED

The details outlined in this document focuses on the procedures in the issuance of Certificate of Training and/or Summary of Trainings Attended as requested by incumbent LRTA officials and employees. The document contains information such as title of training, date, training provider or institution issuing the certificate.

Office/Division/ Department:	Human Resource Management Division (HRMD) - Training Section
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who May Avail:	Incumbent LRTA Officials and Employees


CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
For Application: 1. Request Form with Data Privacy Consent, which may be accomplished via:	
a. QR Code/Link	1. HRMD, 2 nd Floor, LRTA Line 2 Depot Office, Marcos Highway, Santolan, Pasig City; or, 2. via LRTA Official website: https://www.lrta.gov.ph/citizens-charter/
b. Form (<i>Original copy</i>)	1. HRMD, 2 nd Floor, LRTA Line 2 Depot Office, Marcos Highway, Santolan, Pasig City; or, 2. Download form via link: https://drive.google.com/drive/folders/1XOsHHsEgDgLzQzJk9nW5liddk9M3oNmKU?usp=sharing
For Releasing: Applicant:	For Valid IDs: Government agencies issuing ID for identification



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>1. Present one (1) valid government-issued ID for identification (e.g., Government Office ID, PhilID/e-PhilID, GSIS, SSS, PRC ID, Passport, LTO Driver's License, COMELEC Voter's ID)</p> <p>Representative:</p> <ol style="list-style-type: none"> 1. Authorization Letter (<i>Original copy</i>) 2. Photocopy of Valid ID (Applicant and Authorized Representative) 	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for Certificate of Training and/or Summary of Trainings Attended sponsored and authorized by LRTA (with special order/ memorandum)	1.1. Check the Google form for requests received within the day	None	15 Minutes per request	Training Specialist I
	1.2. Review the request and clarify details of request, if necessary	None	1 Hour	Reviewer: Training Specialist I



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
thru the following modes:				Verifier (for clarity of details, if necessary): Training Specialist III
a. Scan the QR Code posted outside the HRMD office or go to the link	1.3. Encode/ prepare the requested Certificate of Training and/or Summary of Trainings Attended	None	1 Hour	Training Specialist I
 <p>below:</p> <p>https://forms.gle/krLbkfmuPrm9Rff99</p>	1.4. Forward the encoded/ prepared Certificate of Training and/or Summary of Trainings Attended, for review and initial	None	15 Minutes	Training Specialist III
	1.5. Forward the requested Certificate of Training and/or Summary of Trainings Attended to the office of HRMD Manager or Administrative Department Manager	None	1 Day	HRMD Manager or Administrative Department Manager
b. Fill out the Request Form with Data Privacy Consent and submit to the HRMD Office	1.6. Return the signed Certificate of Training(s) and/or Summary of Trainings Attended to Training Specialist I	None	15 Minutes	HRMD Manager or Administrative Department Manager



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.7. Inform the applicant (incumbent employees and personnel) thru email, landline or other modes that the requested document is ready for pick-up	None	30 Minutes	Training Specialist I
	1.8. Scan the original copy (to be sent to the client thru email/online platform)	None	1 Hour	Training Specialist I
2. Claim the requested Certificate of Training and/or Summary of Trainings Attended from the HRMD Office	2.1. Release the Certificate of Training and/or Summary of Trainings Attended	None	15 Minutes	Training Specialist I Concerned Employee or Authorized Representative
	2.2. Send to client the requested document/s thru email/online platform	None	15 Minutes	Training Specialist I
Total		None	1 Day, 4 Hours & 45 Minutes	



2. ISSUANCE OF CERTIFICATE OF EMPLOYMENT AND/OR SERVICE RECORD

The details outlined in this document focus on the internal process in handling the request for the issuance of Certificate of Employment, and/or Service Record requested by existing employees. The documents contain information on the current position, office assignment, salary and benefits, status of employment and length of service in the Authority.

Office/Division/ Department:	Human Resource Management Division – Recruitment Section
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who May Avail:	Incumbent LRTA Officials and Employees



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>Application may be availed in three (3) ways:</p> <ul style="list-style-type: none"> a. Internal/Walk-in clients may accomplish one (1) copy of Requisition Form with LRTA Privacy Notice and Consent to Data Processing Form b. Scan QR Code/Link c. May present Request Letter addressed to the Manager of the Human Resource Management Division and send thru official email 	<ul style="list-style-type: none"> a. HRMD, 2nd Floor, LRTA Line 2 Depot Office, Marcos Highway, Santolan, Pasig City; or b. Via LRTA Official website: https://www.lrta.gov.ph/citizens-charter/ c. Send to official email account at recruitment@lrta.gov.ph
<p>Mode of Releasing:</p> <ul style="list-style-type: none"> a. Requesting client may personally pick-up the requested document 	<ul style="list-style-type: none"> a. HRMD, 2nd Floor, LRTA Line 2 Depot Office, Marcos Highway, Santolan, Pasig City b. Official email account of requesting client



<p>b. May be sent thru official email/online platform of the requesting client</p> <p>c. <u>If to be claimed by a Representative</u></p> <p>Need to submit: (a) Authorization Letter, and (b) Copy of Valid ID (Applicant and Authorized Representative)</p>	<p>c. For Valid IDs: Government-issued ID for identification</p>
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CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Request for Certificate of Employment and/or Service Record thru the following mode:</p> <ul style="list-style-type: none"> - Send request letter thru email at recruitment@lta.gov.ph - Fill out the LRTA Privacy Notice and Consent to Personal Data Processing Form - Scan the QR Code posted outside the HRMD or go the following links: 	1.1. Check the email/google forms for requests received within the day	None	10 Minutes per document requested	HRM Officer I
	1.2. Acknowledge the request letter (via email) or request form from google site via email	None	10 Minutes per document requested	HRM Officer I
	1.3. Review the request and clarify details of request, if necessary	None	15 Minutes	Reviewer: HRM Officer I Verifier (for clarity of details, if necessary): HRM Officer II



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>COE Request (for current/existing personnel): https://forms.gle/Bkd6KoUA4fHU7urJA</p>  <p>Service Record/ Certificate of Leave without pay Request: https://forms.gle/UsV6ujZGNHaWwTb6</p> 	1.4. Encode/ Prepare requested Certificate of Employment and/or Service Record	None	30 Minutes per document	HRM Officer I
	1.5. Forward the encoded/ prepared document requested for review and initial	None	10 Minutes	HRM Officer I, HRM Officer II
	1.6. Forward the encoded/ prepared documents requested to Secretary for signature of HRMD Manager and/or Administrative Department Manager	None	1 Day	Secretary Signing Official: HRM Division Manager and/or Administrative Department Manager
	1.7. Return signed certificate to HRMO I	None	10 Minutes	Secretary
	1.8. Inform client (thru email, landline and other mode) that the requested document is ready for pick-up	None	30 Minutes	HRM Officer I
	1.9. Scan the original copy (to be sent to client)	None	1 Hour	HRM Officer I



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
- Fill-up the google form and submit in the same link	thru email/online platform)			
2. Claim the requested COE and/or Service Record at the HRMD Office	2.1. Release certificate of employment and/or service record	None	15 Minutes	HRM Officer I
	2.2. Send to clients the requested document/s thru email/online platform	None	15 Minutes	HRM Officer I
Total		None	1 Day, 3 Hours & 25 Minutes	

3. ISSUANCE OF OFFICE SUPPLIES AND MATERIALS

The details outlined in this document focused on the procedures in handling the request for the issuance of Office Supplies and Materials up to posting to Supply Ledger Card and Database.

Office/Division/ Department:	General Services Division (GSD) – Supply Unit
Classification:	Simple
Type of Transaction:	G2G - Government to Government
Who May Avail:	LRTA Officials and Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
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Signed/Approved Requisition and Issue Slip (RIS) in triplicate copies		SUPPLY UNIT – 1 st Floor, LRTA Line 2 Depot Office, Marcos Highway, Santolan, Pasig City		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit approved RIS for Supplies and Materials	1.1. Receive, review and validate the approved RIS based on the stock availability of Office Supplies	None	40 Minutes	Admin. Asst. A Warehouse Asst. A
	1.2. Prepare and post to ICC (Inventory Control Card) of Office Supplies and Materials for issuance	None	40 Minutes	Admin. Asst. A Warehouse Asst. A
2. Receive issued Office Supplies and Materials	2.1. Issue and counter check of Office Supplies to end-user	None	40 Minutes	Supply Officer C
	2.2. Post to Supply Ledger Card and Supplies data-base	None	60 Minutes	Admin. Asst. A Warehouse Asst. A
Total		None	3 Hours	



4. Provision of ICT Technical Support/Helpdesk

The KMIT Division provides a range of technical support services, including hardware, software, network and internet, email/GovMail, Zoom scheduling, document management credentials, and other ICT-related technical requests. This process outlines the steps involved from the initial receipt of a technical support request to the final approval of the ICT Service report.

Department/Division:	Knowledge Management and Information Technology (KMIT) Division
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who May Avail:	LRTA Officials and Employees

CHECKLIST REQUIREMENTS	WHERE TO SECURE
Request for Technical Support/Helpdesk	KMITD Tech Support FB Page KMITD GovMail – kmitd@lrta.gov.ph Phone-In Request – local 29948/29967 KMITD Office - 1 st Floor, LRTA Line 2 Depot Office, Marcos Highway, Santolan, Pasig City

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inform the Helpdesk Administrative Support of the requested assistance through the following means of communications: <ul style="list-style-type: none"> Tech Support KMITD FB Page – https://www.facebook.com/techsupportkmitd 	1.1 Queue the request on a first-come first-served basis 1.2 Assign a Ticket Number 1.3 Record the name, date and time of request, and the nature of the request 1.4 Assign Technical Support Staff to attend to the request	None	30 Minutes	KMITD Helpdesk Administrative Support Staff



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<ul style="list-style-type: none"> Email – kmitd@lrta.gov.ph Phone-in request at local 29948/29967 Correspondence Other means of communications 				
2. Provide other details about the request, if necessary	2.1 Evaluate/assess the client's (end-user's) request	None	30 Minutes	KMITD Helpdesk Administrative Support Staff
	2.2 Perform necessary action and resolve the issue (except those that are recommended to be referred to third party for further action):	None	2 Days and 4 Hours	KMITD Technical Support Staff
	<ul style="list-style-type: none"> Hardware Software 	None		
	<ul style="list-style-type: none"> Network and Internet 	None	1 Day	KMITD Technical Support Staff
	<ul style="list-style-type: none"> Email/GovMail 	None	1 Hour	KMITD Technical Support Staff
	<ul style="list-style-type: none"> Zoom Scheduling 	None	30 Minutes	KMITD Technical Support Staff
	<ul style="list-style-type: none"> Document Management Credentials 	None	30 Minutes	KMITD Technical Support Staff
	<ul style="list-style-type: none"> Other ICT-related technical requests 	None	4 Hours	KMITD Technical Support Staff



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.3 Close the Ticket Number	None	30 Minutes	KMITD Technical Support Staff
	2.4 Accomplish the ICT Service Report Form	None	1 Hour	KMITD Technical Support Staff
3. Sign the ICT Service Report confirming the work performed	3.1 Sign the ICT Service Report	None	30 Minutes	KMITD Technical Support Staff
	3.2 Review and sign the ICT Service Report	None	30 Minutes	KMITD Supervisor
	3.3 Approve and sign the ICT Service Report	None	30 Minutes	KMITD Manager
Total*		None	<ul style="list-style-type: none"> • Hardware – 3 Days • Software – 1 Day & 4 Hours • Network and Internet – 1 Day & 4 Hours • Email/GovMail – 5 Hours • Zoom Scheduling – 4 Hours & 30 Minutes • Document Management Credentials – 4 Hours & 30 Minutes • Other ICT-related technical requests – 1 Day 	

* Total processing time varies depending on the type of client request.



5. TRANSFER OF PROPERTY CUSTODIANSHIP (ACCOUNTABILITY) AND LOCATION ON LRTA PROPERTIES / ASSETS

This process outlines the transfer of responsibility for the custody and location of property from one custodian to another to ensure proper accountability.

Office/Division/ Department:	Asset Management Division (AMD)
Classification:	Simple
Type of Transaction:	G2G - Government to Government
Who May Avail:	LRTA Officials and Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Signed / Approved Transfer of Accountability and Location Form in duplicate copies	Asset Management Division Office 1st Floor, LRTA Line 2 Depot Office, Marcos Highway, Santolan, Pasig City

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request Transfer of Accountability / Location Form at the Asset Management Division (AMD) Office and fill-out the form with the full description and quantity of the item/property for transfer of custodianship or	1.1. Issue two (2) copies of Transfer of Accountability / Location Form	None	15 Minutes	Records Officer or Property Officer



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
location including the following information: <ul style="list-style-type: none"> - identification markings such as the brand, serial number, property number; - Actual quantity and location; and - Actual condition 				
2. Sign the form as Releasing Officer and the new custodian as Receiving Officer then forward the document to the AMD office.	2.1. Check/ review the form to verify the completeness of information, required attachments, and signature	None	15 Minutes	AMD Property Officer
	2.2. Sign the “Processed By” portion of the form (if in order) and forward to the AMD Manager for final signature	None	1 Day	AMD Property Officer Signing Official: AMD Manager
	2.3. Forward the signed form to the Database Controller (Property Officer)	None	15 Minutes	Records Officer
	2.4. Update the property accountability record i.e., Property Acknowledgment Receipt (PAR) and Inventory Custodianship Slip (ICS)	None	1 hour	Database Controller (Property Officer)



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.5. Prepare the new property accountability record i.e., Property Acknowledgement Receipt (PAR) and Inventory Custodian Slip (ICS) for the new property custodian/user	None	30 Minutes	Database Controller (Property Officer)
	2.6. Forward a copy of fully-signed transfer form to the client	None	30 Minutes	AMD Clerk or AMD Property Officer
Total		None	1 Day, 2 Hours & 45 minutes	



FEEDBACK AND COMPLAINT MECHANISM

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<ul style="list-style-type: none">• Hotline: (02) 8647-3452 and (0917) 3253452• Email: pro@lrta.gov.ph• Website: http://www.lrta.gov.ph• Facebook: www.facebook.com/lrta.gov.ph• X – https://x.com/OfficialLRTA• Walk-in: Passenger Assistance Office (PAO) and Public Relations Satellite Offices at Marikina-Pasig Station and Araneta Center-Cubao Station
How feedback is processed	<p>Feedback received shall be acknowledged and endorsed to concerned division/department for appropriate action within one (1) day upon receipt.</p> <p>The Public Relations Division shall inform/update the passenger on the status of the feedback.</p>
How to file Complaint	<ul style="list-style-type: none">• Hotline: (02) 8647-3452 and (0917) 3253452• Email: pro@lrta.gov.ph• Website: http://www.lrta.gov.ph



FEEDBACK AND COMPLAINTS MECHANISM	
	<ul style="list-style-type: none"> • Facebook: www.facebook.com/lrta.gov.ph • X – https://x.com/OfficialLRTA • Walk-in: Passenger Assistance Office (PAO) and Public Relations Satellite Offices at Marikina-Pasig Station and Araneta Center-Cubao Station
How complaint is processed	<p>Complaint received shall be acknowledged and referred to the appropriate division/department for action within one (1) working day.</p> <p>The Public Relations Division shall keep the passenger informed of the status the complaint.</p> <p><i>*If the client is satisfied with the response, the complaint shall be considered resolved. If not, a clarificatory meeting is recommended.</i></p> <p><i>*If the client does not respond to three (3) notices, the complaint shall be deemed resolved/dismissed.</i></p> <p><i>*Any unresolved complaints shall be escalated to the Administrative Disciplinary Committee (ADC) for further investigation and appropriate action.</i></p>
Contact Information of PCC, CCB, ARTA	<p>Presidential Complaint Center (PCC) pcc@malacanang.gov.ph Hotline 8888 or (02) 8249-8310 loc 8175 or 8182 Tel No. (02) 8736-8645, 8736-8603, 8736-8606, 8736-8629, 8736-8621</p> <p>Contact Center ng Bayan (CCB) email@contactcenterngbayan.gov.ph (0908) 8816565</p>



FEEDBACK AND COMPLAINTS MECHANISM

Anti-Red Tape Act (ARTA)

<https://arta.gov.ph/fileacomplaint/complaint-form/complaints@arta.gov.ph>

(02) 8246-7940

(0920) 9253078, (0998) 8568338



LIST OF OFFICES

Office	Address	Contact Information
Station Operations Division	LRT2 Betty Go Station	line2sod@lrta.gov.ph (02) 8-6473479 to 81 or (02) 8-6473484 to 85 loc. 29875 / 20712 / 20722
Fare Revenue Operations Group – Ticket Production Division	2 nd Floor LRT Line 2 Depot Marcos Highway, Santolan Pasig City	tmscd@lrta.gov.ph (02) 8-6473479 to 81 or (02) 8-6473484 to 85 loc. 29855 / 29819
Public Relations Division	2 nd Floor LRT Line 2 Depot Marcos Highway, Santolan Pasig City	pro@lrta.gov.ph (02) 8-6473479 to 81 or (02) 8-6473484 to 85 loc. 29846 / 29812
Procurement Division	1 st Floor LRT Line 2 Depot Marcos Highway, Santolan Pasig City	procurement@lrta.gov.ph bacsec@lrta.gov.ph (02) 8-6473479 to 81 or (02) 8-6473484 to 85 loc. 29937
Business Development Division	2 nd Floor LRT Line 2 Depot Marcos Highway, Santolan Pasig City	bdd@lrta.gov.ph (02) 8-6473479 to 81 or (02) 8-6473484 to 85 loc. 29874
Human Resource Management Division	2 nd Floor LRT Line 2 Depot Marcos Highway, Santolan Pasig City	recruitment@lrta.gov.ph training@lrta.gov.ph (02) 8-6473479 to 81 or (02) 8-6473484 to 85 loc. 29870
Knowledge Management and Information Technology Division	1 st Floor LRT Line 2 Depot Marcos Highway, Santolan Pasig City	kmitd@lrta.gov.ph (02) 8-6473479 to 81 or (02) 8-6473484 to 85 loc. 29948 / 29967



Office	Address	Contact Information
General Service Division	1 st Floor LRT Line 2 Depot Marcos Highway, Santolan Pasig City	gsd@lrta.gov.ph (02) 8-6473479 to 81 or (02) 8-6473484 to 85 loc. 29910 / 29964
Asset Management Division	1 st Floor LRT Line 2 Depot Marcos Highway, Santolan Pasig City	amd@lrta.gov.ph (02) 8-6473479 to 81 or (02) 8-6473484 to 85 loc. 29810