



DEPARTMENT OF TRANSPORTATION – METRO RAIL TRANSIT 3

CITIZEN'S CHARTER

2020 (2nd Edition)



AGENCY PROFILE

I. **Mandate:**

The DOTC awarded a contract to Metro Rail Transit Corporation (MRTC) to build, lease and transfer the Metro Rail Transit System, under the BOT laws of the Republic of the Philippines. The scheme required the DOTC to hold the franchise and run the system particularly the operation and the collection of fares. The Metro Rail Transit 3 (MRT3) is the cornerstone of the Department of Transportation's integrated strategy to alleviate the chronic traffic congestion experience along the EDSA corridor.

II. **Vision:**

A progressive rail transport system anchored on:

- Service Excellence
- Community Development
- Economic Stability

III. **Mission:**

To provide an adequate, regular and faster mode of transport service along EDSA by operating a safe, efficient and reliable light rail transit system designed to meet the standards of service, quality and customer satisfaction; create opportunities for community development; attain fiscal independence and economic growth; in order to contribute to national stability and prosperity.

IV. **Service Pledge:**

- To provide fast and safe transportation to the public
- To provide efficient, courteous and respectful service to the riding public
- To promote and embody the development, national stability, and aspirations of the Philippine Government
- To serve our Senior Citizen and differently-abled persons



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Office of the General Manager

External Service



1. Service Name: Receiving of Documents for Appropriate Action

Service Information: Receive, evaluate, act on letters/requests from clients

Office or Division:	Office of the General Manager			
Classification:	Simple			
Type of Transaction:	G2G, G2C			
Who may avail:	Government Agencies/ Individual/ Organization/Associations			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client submits letter of request addressed to the General Manager via personal service	1 Accept letter of request 2 Evaluate/assess the request 3 Disseminate/ forward to the Division/Office concerned	None	5 mins. 4 hours.	<i>Administrative Assistant II</i> <i>Head Executive Assistant</i>
2. Client coordinates with concerned Division/Office for necessary requirements or terms and conditions	1. Conduct coordination meeting with personnel required to act on the concern 2. Draft reply/conduct appropriate action to be forwarded for approval of General Manager	None	1 day	<i>Concerned Division</i>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.1 Concerned division forwards draft reply to Office of the General Manager for approval 2.2 Records section shall send via personal service or electronic mail the reply regarding the request.	None	4 hours 1 day	<i>General Manager</i> <i>Records Officer</i>
	TOTAL	None	3 days, 5 mins	



2. Service Name: Work Permit Application

Service Information: Receive/approve work permit application for conducting activities inside the MRT Property

Office or Division:	Office of the General Manager			
Classification:	Complex			
Type of Transaction:	G2G, G2C			
Who may avail:	Government Agencies/ Individual/ Organization/Associations			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter request for Work Permit application		Requesting Party		
Work Permit Application Form		Office of the Internal Audit Unit		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request for work permit addressed to the Office of the General Manager	1.1 Receive and evaluate letter 1.2 Forward to IAU for processing, if approved	None	4 hours	<i>Administrative Assistant II</i>
2. Submit requirements needed for application of work permit	2.1 Assess the extent of activity 2.2 Coordinate with concerned divisions 2.3 Check the requirements submitted by client	None	2 days	<i>IAU personnel</i>
3. Evaluation of the documents submitted	3.1 Work permit application is submitted to all Division Chiefs concerned for assessment/ recommendation for approval	None	2 days	<i>Division Chiefs concerned</i>
	3.2 OGM evaluates application for approval if in order		4 hours	<i>Head Executive Assistant</i>
	3.3 General Manager approves the		30 mins.	<i>General Manager</i>



	application for work permit			
TOTAL		None	5 days. 30 mins	

3. Service Name: eFOI request via Feedback

Service Information: Receive/approve work permit application for conducting activities inside the MRT Property

Office or Division:	Office of the General Manager			
Classification:	Simple			
Type of Transaction:	G2G, G2C			
Who may avail:	Government Agencies/ Individual/ Organization/Associations			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Electronic Mail from requesting party		Requesting Party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client send electronic mail to MRT official email address	1.1 Receive and acknowledge receipt of request 1.2 Forward to concerned division	None	4 hours	<i>Administrative Assistant II (JO)</i>
2. Coordinate with Media Officer for any queries or submission of requirements	2.1 Respond to query of client 2.1. Follow-up to division concerned for the data/survey/information requested	None	1 day	<i>Division Concerned</i>
3. Clients sign confidentiality agreement for data/information requested	3.1 Data/information from concerned division is forwarded to OGM for approval	None	4 hours	<i>General Manager</i>
	3.2 Administrative Assistant sends the data/ information via electronic mail.		4 hours	<i>Administrative Assistant II</i>

	TOTAL	None	2 days 4 hrs.	
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Office of the Operations Director

1. Service Name: Request for Approval /Signature

Service Information: All documents seeking guidance, approval or signature prior to General Manager's recommendation.

Office or Division:	Office of the Operations Director			
Classification:	Simple			
Type of Transaction:	G2G, G2C			
Who may avail:	Government Agencies/Private Companies			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Request Letter of Client			From the Client	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Clients submits request	1.1 Receive documents for actions. 1.2 Evaluate documents. 1.3 Upon approval/ signature for transmittal to Office of the General Manager and other Division concerned.	None	1 day	<i>Secretary</i> <i>Executive Assistant II</i> <i>Secretary</i>
	Total	None	1 day	



2. Service Name: Work/Access permit

Service Information: To secure request for work/access permit.

Office or Division:	Office of the Operations Director			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Parties with Valid Transactions			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request letter		Client		
Work Permit Application Form		Internal Audit Unit		
List of personnel and equipment		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Client submits request letter and application form with complete attachments	2.1 Receive documents for action.	None	1 day	<i>Secretary</i>
	2.2 Evaluate documents and attachments.			<i>Executive Assistant II</i>
	2.3 Upon approval/signature for transmittal to Office of the General Manager and other Division concerned.			<i>Secretary</i>
	TOTAL	None	1 day	



3. Service Name: Internal Documents Approval /Signature

Service Information: All documents seeking guidance, approval or signature prior to General Manager's recommendation.

Office or Division:	Office of the Operations Director			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	MRT3 employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Documents for approval and/or signature		Employee/Division Concern		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Concerned Division/Office submits request	1.1 Receive documents for actions. 1.2 Evaluate document. 1.3 Upon approval/signature for transmittal to Office of the General Manager and	None	1 day	<i>Secretary Executive Assistant II Director for Operations</i>



	other Division concerned.			
	TOTAL	None	1 day	

Administrative Division



1. Recruitment and Selection

Filing-up of vacant position

Office or Division:	Administrative Division			
Classification:	Highly Technical			
Type of Transaction:	Government to Client, Government to Government			
Who may avail:	MRT3 employees/Applicant			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Personal Data Sheet/Resume'		Client		
Certificate of Employment		Previous Employer		
Service Record		Previous Employer		
Transcript of Record		School last attended		
Diploma		School last attended		
CSC Certificate of Eligibility, if applicable		Civil Service Commission (CSC)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request to fill-up vacancy	1.1 Receive request to fill-up vacant position	None	1 minutes	<i>Division Chief Concerned/Division concerned</i>
	1.2 Prepare request for authority to hire for signature of the General Manager	None	1 minute	<i>Human Resource Management Assistant - Administrative Division</i>

	1.3 Prepare request for Certificate of Availability of funds from the Finance and Comptrollership Division	None	1 minute	<i>Human Resource Management Assistant - Administrative Division</i>
	1.4 Prepare Announcement for Vacancy to be posted in 3 conspicuous places	None	30 minutes	<i>Human Resource Management Assistant - Administrative Division</i>
	1.5 Publication	None	10 days	<i>Human Resource Management Assistant - Administrative Division</i>
	1.6 Pre-screen, summarize, systematically arrange and tabulate all data and information of all candidates who have submitted the requirements	None	7 days	<i>Personnel Selection and Promotion Board (PSPB) - Secretariat</i>
	1.7 Deliberate and recommend the most appropriate candidate for hiring or promotion	None	1 day	<i>PSPB</i>
	1.8 Preparation of appointment	None	1 day	<i>PSPB - Secretariat</i>
	1.9 Preparation of the Oath of Office and Assumption of Duty for signature of the appointing authority and the Human Resource Management Officer	None	1 day	<i>PSPB - Secretariat</i>
TOTAL		None	20 days, 33 minutes	



2. Employee's Request

Request for Service Record, Certificate of Employment, Certificate of Employment with Compensation

Office or Division:	Administrative Division			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	MRT3 employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Employee's Request Form		Administrative Division		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out Employee's Request Form	1.1 Secure Employee's Request Form	None	1 minute	<i>Administrative Aide VI Administrative Division</i>
	1.2 The Chief, Administrative Division shall approve/disapprove the request	None	1 minute	<i>Chief, Administrative Division</i>

	1.3 Preparation of the requested document/s	None	2 days	<i>Administrative Aide VI</i> Administrative Division
	1.4 Chief, Administrative Division signs the requested document/s	None	1 minute	<i>Chief, Administrative Division</i>
	1.5 Release of the document/s requested	None	1 minute	<i>Administrative Aide VI</i> Administrative Division
TOTAL		None	2 days, 4 minutes	

3. Office Clearance

Request for clearance from government accountabilities.



Office or Division:	Administrative Division			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	MRT3 employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Clearance Form		Administrative Division		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for Clearance from government accountabilities	1.1 Receipt of Request for Commutation of Leave Credits	None	1 minute	<i>Administrative Aide VI</i> Administrative Division
	1.2 Issuance of the Clearance Form	None	1 minute	<i>Administrative Aide VI</i> Administrative Division

	1.3 Secure Certificate of Property Accountabilities from the General Services Section	None	2 days	Administrative Aide VI General Services Section - Administrative Division
TOTAL		None	2 days, 2 minutes	

4. GSIS Clearance

Request for GSIS Clearance.



Office or Division:	Administrative Division			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	MRT3 employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
GSIS Form No. 06302017-RET			Administrative Division	
Service Record			Administrative Division	
Certificate of Leave Without Pay			Administrative Division	
Certificate of No Pending Administrative Case			Administrative Division	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure Clearance from the Government Service	1.1 To issue GSIS Form No. 06302017-RET, Application for	None	1 minute	Administrative Aide VI Administrative Division

Insurance System	Retirement/Separation/Life Insurance Benefit			
	1.2 To issue Service Record, Certificate of Leave Without Pay, Certificate of No Pending Administrative Case	None	2 days	Administrative Aide VI Administrative Division
TOTAL			2 days, 1 minute	



5. Processing of Monetary Claim

Request for processing of monetary claim of separated employees.

Office or Division:	Administrative Division			
Classification:	Complex			
Type of Transaction:	Government to Government			
Who may avail:	MRT3 employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Approved Clearance Form		Administrative Division		
Clearance from GSIS		Government Service Insurance System		
Request for Commutation of Leave Credits		Client		
Application for Terminal Leave Form		Client		
Affidavit of Undertaking		Client		
Company ID and Dependent's ID		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

<p>1. Submission of GSIS clearance, Application for Terminal Leave Form, Affidavit of Undertaking and surrender of Company ID and Dependent's ID, Statement of Assets, Liabilities and Networth from last day of service</p>	<p>1.1 Receipt of the submitted documents</p>	<p>None</p>	<p>1 minute</p>	<p><i>Administrative Aide VI</i> Administrative Division</p>
	<p>1.2 Collates all documents necessary for the processing of the payment like Certificate of Accumulated Leave Credits, Service Record, Acceptance of Resignation, if applicable and</p>	<p>None</p>	<p>7 days</p>	<p><i>Administrative Aide VI</i> Administrative Division</p>
	<p>1.3 Transmits to the Finance and Comptrollership for processing of payment</p>	<p>None</p>	<p>1 minute</p>	<p><i>Administrative Aide VI</i> Administrative Division</p>
TOTAL			<p>7 days, 2 minutes</p>	



Finance and Comptrollership Division



1. Issuance of Obligation Request Status (ORS)

Allotment of actual obligation for specific transaction / expenditure.

Office or Division:	Finance and Comptrollership Division – Budget Section	
Classification:	Simple	
Type of Transaction:	G2G	
Who may avail:	All Divisions	
	CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
	Memorandum (Request for Issuance of ORS)	Administrative Division – General Services Section
	Purchase Order / Contract	Administrative Division – General Services Section
	Purchase Request	Administrative Division – General Services Section
	Market Research	Administrative Division – General Services Section
	Quotation	Administrative Division – General Services Section
	Approved Budget for the Contract	Administrative Division – General Services Section
	Bids and Awards Committee Resolution to Award	Administrative Division – General Services Section
	Annual Procurement Plan	Administrative Division – General Services Section
	Project Procurement Management Plan	Administrative Division – General Services Section
	Notice of Award	Administrative Division – General Services Section
	Terms of Reference / Specifications	Administrative Division – General Services Section

Request for Quotation		Administrative Division – General Services Section		
PhilGEPS (Award Notice Abstract)		Administrative Division – General Services Section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Concern Division submits request for issuance of ORS with corresponding attachments.	1.1 Receives request for issuance of ORS including required documents	None	5 minutes	<i>Clerk III</i> Finance and Comptrollership Division
	1.2 Checks and evaluates completeness of documents.	None	30 minutes	<i>Budget Officer III / Budget Officer I</i> Finance and Comptrollership Division – Budget Section
	1.3 Prepares Obligation Request Status (ORS)	None	10 minutes	<i>Budget Officer III / Budget Officer I</i> Finance and Comptrollership Division – Budget Section
	1.4 Reviews and signs ORS.	None	5 minutes	<i>Budget Officer IV</i> Finance and Comptrollership Division – Budget Section
	1.5 Generates copy of documents for recording of obligations.	None	5 minutes	<i>Budget Officer III / Budget Officer I</i> Finance and Comptrollership Division – Budget Section
	1.6 Transmits processed documents to Finance and Comptrollership - Accounting Section for the issuance of Certificate of Availability of Funds (CAF)	None	1 minute	<i>Budget Officer III / Budget Officer I</i> Finance and Comptrollership Division – Budget Section
	TOTAL	None	56 minutes	



2. Earmarking of proposed procurement of various expenditures

To Fund Specific Amount per Approved Budget for the Contract.

Office or Division:	Finance and Comptrollership Division – Budget Section			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	All Divisions			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Memorandum (Request for earmarking)		Administrative Division – General Services Section		
Purchase Request		Administrative Division – General Services Section		
Approved Budget for the Contract		Administrative Division – General Services Section		
Market Research		Administrative Division – General Services Section		
Quotation		Administrative Division – General Services Section		
Annual Procurement Plan		Administrative Division – General Services Section		
Project Procurement Management Plan		Administrative Division – General Services Section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Concern Division submits request for earmarking with attachments.	1.1 Receives request for earmarking including required documents.	None	5 minutes	<i>Clerk III</i> Finance and Comptrollership Division – Budget Section
	1.2 Checks and evaluates completeness of documents.	None	10 minutes	<i>Budget Officer III</i> Finance and Comptrollership Division – Budget Section
	1.3 Reviews and signs the Approved Budget for the Contract (ABC).	None	5 minutes	<i>Budget Officer IV</i> Finance and Comptrollership Division – Budget Section
	1.4 Transmits processed documents to Administrative Division – General Services Section.	None	1 minute	<i>Budget Officer III</i> Finance and Comptrollership Division – Budget Section
	TOTAL	None	21 minutes	

3. Submission of Budget Proposal

Evaluation and consolidation of budget proposals from all divisions/sections/units with corresponding computations and justifications for DOTr-MRT3.

Office or Division:	Finance and Comptrollership Division – Budget Section			
Classification:	Highly Technical			
Type of Transaction:	G2G			
Who may avail:	DOTr-Central Office, DBM			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Budget Proposal			Finance and Comptrollership Division	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Client requests for the submission of Budget Proposal of DOTr-MRT3	1.1 The Finance and Comptrollership Division – Budget Section prepares a memorandum to all Divisions/Sections/ Units to submit their respective proposals.	None	5 minutes	<i>Division Chief, Budget Officer IV, Budget Officer III</i> Finance and Comptrollership Division – Budget Section
	1.2 Checks and evaluates all proposals with corresponding computations and justifications.	None	3 days	<i>Budget Officer IV, Budget Officer III</i> Finance and Comptrollership Division – Budget Section
	1.3 Consolidates all proposals according to allotment class / type of expenditure.	None	3 days	<i>Budget Officer IV, Budget Officer III</i> Finance and Comptrollership Division – Budget Section
	1.4 Submits the budget proposal to MRT3 Officials for approval.	None	3 days	<i>Division Chief, Budget Officer IV, Budget Officer III</i> Finance and Comptrollership Division – Budget Section
	1.5 Transmits budget proposal for onward submission to Department of Budget and Management through DOTr-Central Office	None	2 days	<i>Division Chief, Budget Officer IV, Budget Officer III</i> Finance and Comptrollership Division – Budget Section
	TOTAL	None	11 days, 5 minutes	



4. Disbursement of Government Fund

Payment for salaries and other personnel benefits of MRT3 employees and contractors/suppliers

Office or Division:	Finance and Comptrollership Division – Accounting Section
Classification:	Complex
Type of Transaction:	G2G, G2C, G2B
Who may avail:	MRT3 Employees, Contractors/ Suppliers, Consultants
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE

Salaries and Other Benefits	
First Salary	
- Certified true copy of duly approved appointment	Administrative Division – Personnel Section
- Assignment Order, if applicable	Administrative Division – Personnel Section
- Certified true copy of Oath of Office	Administrative Division – Personnel Section
- Certificate of Assumption	Administrative Division – Personnel Section
- Statement of Assets, Liabilities and Net Worth	Administrative Division – Personnel Section
- Approved DTR	Administrative Division – Personnel Section
Transferees – additional	
- Clearance from money, property & legal accountabilities from previous office	Administrative Division – Personnel Section
- Certified true copy of Pre-Audited DV of last salary	Administrative Division – Personnel Section
- Certificate of available leave credits	Administrative Division – Personnel Section
- Service record	Administrative Division – Personnel Section
Casual/Job Order/Contract of Service – Additional	
- Accomplishment Report	Administrative Division – Personnel Section
Last Salary – Additional	
- Clearance from money property and legal accountabilities	Administrative Division – Personnel Section
Salaries due to heirs of deceased employee Same requirement for last salary with additional requirements	
- Death certificate authenticated by NSO	Administrative Division – Personnel Section
- Marriage contract (NSO Cert)	Administrative Division – Personnel Section
- Birth certificate of surviving legal heirs (NSO cert)	Administrative Division – Personnel Section
- Designated of next of kin	Administrative Division – Personnel Section
- Waiver of rights of children 18 years old and above	Administrative Division – Personnel Section
Maternity Leave	Administrative Division – Personnel Section
- Certified true copy of approved application for leave	
- Certified true copy of maternity leave clearance	Administrative Division – Personnel Section
- Medical certificate for maternity leave	Administrative Division – Personnel Section
For Unused maternity leave (upon assumption)	Administrative Division – Personnel Section
- Medical certificate that employee is physically fit to work	Administrative Division – Personnel Section
- Certificate of assumption	Administrative Division – Personnel Section
- Approved DTR	Administrative Division – Personnel Section
- CAF	Administrative Division – Personnel Section
Utilities	Finance Division – Accounting Section
- Statement of account/Bill	
- Invoice/Official Receipt or Machine validated statement of account	Admin. Division – General Services Section

<ul style="list-style-type: none"> - Certification by the Head of Agency/Authorized Representative that all calls are official - CAF 	<p>Admin. Division – General Services Section</p> <p>Admin. Division – General Services Section</p> <p>Admin. Division – General Services Section</p> <p>Finance Division – Accounting Section</p>
<p>Procurements of Goods, Services and Infra structures and Consultancy</p>	
<ul style="list-style-type: none"> - Authenticated photo copy of approved PPMP and APP and any amendment if there's any 	
<ul style="list-style-type: none"> - Copy of approved contract duly stamp received by COA 	<p>Admin. Division – General Services Section</p>
<ul style="list-style-type: none"> - Invitation to Apply for Eligibility to Bid 	<p>Admin. Division – General Services Section</p>
<ul style="list-style-type: none"> - Letter of Intent 	
<ul style="list-style-type: none"> - Result of Eligibility Check/Screening 	<p>Admin. Division – General Services Section</p>
<ul style="list-style-type: none"> - Bidding documents 	<p>Admin. Division – General Services Section</p>
<ul style="list-style-type: none"> - Complete set of approved plans/drawings and technical specifications (infra projects), complete technical description of equipment, accessories, scope of works, for goods and rental & repair contract, Term of Reference (TOR) 	<p>Admin. Division – General Services Section</p> <p>Admin. Division – General Services Section</p> <p>Admin. Division – General Services Section</p> <p>Admin. Division – General Services Section</p>
<ul style="list-style-type: none"> - Minutes of Pre-Bid Conference 	
<ul style="list-style-type: none"> - Approved Budget for Contract (ABC) 	
<ul style="list-style-type: none"> - Agenda and/or Supplemental Bulletins, if there any 	<p>Admin. Division – General Services Section</p>
<ul style="list-style-type: none"> - Bidders Technical and Financial Proposals 	<p>Admin. Division – General Services Section</p>
<ul style="list-style-type: none"> - Minutes of Bid Opening 	<p>Admin. Division – General Services Section</p>
<ul style="list-style-type: none"> - Abstract of Bids 	<p>Admin. Division – General Services Section</p>
<ul style="list-style-type: none"> - Post Qualification Report of Technical Working Group 	<p>Admin. Division – General Services Section</p>
<ul style="list-style-type: none"> - BAC Resolution declaring winning bidder 	<p>Admin. Division – General Services Section</p>
<ul style="list-style-type: none"> - Notice of Post Qualification 	<p>Admin. Division – General Services Section</p>
<ul style="list-style-type: none"> - BAC Resolution recommending approval and approval by the Head of the Procuring Agency 	<p>Admin. Division – General Services Section</p>
<ul style="list-style-type: none"> - Notice of Award 	<p>Admin. Division – General Services Section</p>
<ul style="list-style-type: none"> - Performance Security 	<p>Admin. Division – General Services Section</p>
<ul style="list-style-type: none"> - Program of Work and Detailed estimates 	<p>Admin. Division – General Services Section</p>
<ul style="list-style-type: none"> - Notice to Proceed indicating the date of receipt by the contractor 	<p>Admin. Division – General Services Section</p>
<ul style="list-style-type: none"> - Detailed breakdown of the ABC 	<p>Admin. Division – General Services Section</p>
<ul style="list-style-type: none"> - Copy of the Approved PERT/CPM Network Diagram and detailed computations of contract time 	<p>Admin. Division – General Services Section</p>
<ul style="list-style-type: none"> - Detailed breakdown of the contract cost 	<p>Admin. Division – General Services Section</p> <p>Admin. Division – General Services Section</p>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request to process payments	1.1 Receive request to process payment with complete documents and ORS. If complete stamps "Received". If incomplete return to the General Service – Admin Division	None	1 minute	<i>Receiving staff</i> Finance and Comptrollership Division
	1.2 Forward the request to the Accounting for processing and preparation of DV	None	1 minute	<i>Receiving Staff</i> Finance and Comptrollership Division
	1.3 Prepare Disbursement Vouchers (DVs)	None	2 days	<i>Accounting Staff</i> Finance and Comptrollership Division
	1.4 Assign DV number and record in the logbook the date, DV number, creditors/payee, particulars and its amount	None		
	1.5 Evaluate and process the supporting documents and stamp "Accounting Processed"	None		
	1.6 Prepare Index Card of Payment	None		
	1.7 Forward the DVs with Supporting documents to Accountant	None		

	1.8 Check the Payee, TIN, Reason for Payment, Amount, Signatories and Journal Entries in the DV	None	2 days	<i>Accountant Finance and Comptrollership Division</i>
	1.9 Check the completeness of the supporting documents	None		
	1.10 Stamp "Pre-Audited" on the DV and signs	None		
	1.11 Forward the Pre-Audited DV and the supporting documents to the Chief Accountant	None		
	1.12 Sign and approve the DV	None	1 day	<i>Chief Accountant Chief, Finance and Comptrollership</i>
	1.13 Forward the DVs with supporting documents to Head of the requesting end user	None	1 minute	<i>Accounting Staff</i>
	TOTAL:	None	5 days, 3 minutes	



5. Processing and Filing BIR Remittances and preparation of Journal Voucher Entry

Monthly processing and filing of BIR Remittances

Office or Division:	Finance and Comptrollership Division – Accounting Section			
Classification:	Highly Technical			
Type of Transaction:	G2G			
Who may avail:	Bureau of Internal Revenue			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Approved Disbursement Vouchers		Finance and Comptrollership Division - Cashier's Section		
Payroll Summary		Finance and Comptrollership Division - Cashier's Section		
Official Receipts issued by suppliers/payees		Finance and Comptrollership Division - Cashier's Section		
Copy of BIR 2307 received by suppliers/payees		Finance and Comptrollership Division - Cashier's Section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request all the approved Disbursement Vouchers (DV) for the month from Administrative Aide VI	1.1 Receives all the approved and paid Disbursement Vouchers (DV) for the month from Administrative Aide VI	None	4 hours	<i>Accountant III</i> Finance and Comptrollership Division
	1.2 Preparation of Summary of all taxes withheld for the month	None	One (1) day	<i>Accountant III</i> Finance and Comptrollership Division
	1.3 For the approval/disapproval of Chief Accountant/Head, Finance and	None	One (1) day	<i>Chief Accountant/Head,</i> Finance and Comptrollership Division

	<p>Comptrollership Division</p> <p>1.4 Filing of TRA for the BIR 1601C (Taxes on compensation), BIR 1601E (Expanded Taxes) and BIR 1600 (Final VAT) through EFPS.</p> <p>1.4.1 Monthly- Send alphalist of BIR 1600 (Final VAT) through email to BIR.</p> <p>1.4.2 Quarterly- Send alphalist for BIR 1601E (Expanded tax) through email to BIR.</p> <p>1.4.3 Annually- Send alphalist of BIR 1604CF (Employees Alphalist) through email to BIR and submission of BIR 2316 Form of all employees.</p> <p>1.5 Tax Remittance Advice (TRA) form for approval of Head, Finance and Comptrollership Division</p> <p>1.6 Prepares the summary of taxes filed for the month per MORS and prepares Journal Entry Vouchers for the filed TRA for the</p>	<p>None</p> <p>None</p> <p>None</p> <p>None</p> <p>None</p> <p>None</p> <p>None</p>	<p>4 hours</p> <p>4 hours</p> <p>4 hours</p> <p>Thirty (30) days</p> <p>One (1) day</p> <p>One (1) day</p>	<p><i>Accountant III</i> Finance and Comptrollership Division</p> <p><i>Accountant III</i> Finance and Comptrollership Division</p> <p><i>Accountant III</i> Finance and Comptrollership Division</p> <p><i>Accountant III</i> Finance and Comptrollership Division</p> <p><i>Head, Finance and Comptrollership Division</i></p> <p><i>Accountant III</i> Finance and Comptrollership Division</p>
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	<p>month (BIR 1601C, BIR 1601E and BIR 1600) upon the availability of JEV Nos. as reference.</p> <p>1.7 Forward JEV to Chief Accountant/Head, Finance and Comptrollership Division for the approval</p> <p>1.8 Furnish copy of Journal Entry Voucher to Financial Reporting Team and forward copy to DOTr-Accounting and COA through the Administrative Aide I</p>	<p>None</p> <p>None</p>	<p>One (1) day</p> <p>Five (5) minutes</p>	<p><i>Chief Accountant/Head, Finance and Comptrollership Division</i></p> <p><i>Accountant III Finance and Comptrollership Division</i></p>
	TOTAL	None	37 days, 5 minutes	



6. Pre-Audit of Overtime Claims and Night shift Differential Claims

Pre-auditing of Overtime and Night Shift Differential Claims per Department

Office or Division:	Finance and Comptrollership Division – Accounting Section			
Classification:	Complex			
Type of Transaction:	G2G			
Who may avail:	MRT3 Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Certified true copy of Daily Time Record (DTR)		Administrative Department/other concerned Department		
Accomplishments Report		Administrative Department/other concerned Department		
Overtime Authorization Slip		Administrative Department/other concerned Department		
Official Business (OB) Form		Administrative Department/other concerned Department		
Certified true copy of log sheets in the absence of log-in /log-out on Daily Time		Administrative Department/other concerned Department		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Receives the Overtime Claims and Night Shift Differential Claims per month from the Budget Section	1.1 Receives complete set of documents for the OT and NSD Claims per Department with all its supporting documents and checked by the Budget Section	None	Five (5) minutes	<i>Accountant III</i> Finance and Comptrollership Division
	1.2 Performs pre-audit of the Overtime Claims	None	Five (5) days	<i>Accountant III</i>

	and Night Shift Differential Claims per Department/Unit as to validity of the overtime rendered and night shift differentials.			Finance and Comptrollership Division
	1.3 Return any Overtime/Night shift differentials claims to Budget section whenever there are some audit findings	None	One (1) day	<i>Budget Section</i> Finance and Comptrollership Division
	1.4 Preparation of payroll summary after pre-audited a one month Overtime/Night Shift Differential Claims.	None	4 hours	<i>Accountant III</i> Finance and Comptrollership Division
	1.5 Forward the Payroll Summary with the complete set of documents to disbursement processor for the processing of payment	None	Five (5) minutes	<i>Accountant III</i> Finance and Comptrollership Division
	TOTAL	None	6 days, 4 hrs 10 minutes	



7. Supplies Inventory Monitoring/Audit and Preparation of Journal Entry Vouchers

Monitoring and perform audit on Supplies Inventory per monthly report

Office or Division:	Finance and Comptrollership Division – Accounting Section			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	MRT3 Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Reports of Supplies issued for the month		Administrative Department		
Requisition and Issue Slips		Administrative Department		
Inspection and Acceptance Report		Administrative Department		
Delivery Receipts		Administrative Department		
Agency Procurement Request		Administrative Department		
Disbursement Voucher for payment of supplies		Finance and Comptrollership Division - Cashier's Section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receives Reports of Supplies issued for the month	1.1 Receives Reports of Supplies issued for the month from Admin Department	None	One (1) minute	<i>Accountant III</i> Finance and Comptrollership Division
	1.2 Checks the Reports of Supplies issued with its pertinent supporting documents as to its completeness and accuracy	None	Two (2) hours	<i>Accountant III</i> Finance and Comptrollership Division
	1.3 Performs reconciliations of supplies inventory, by checking the beginning balances,	None	Two (2) hours	<i>Accountant III</i> Finance and Comptrollership Division

	<p>the purchases and issuances as per monitoring on files and make reconciliations with the general ledger balances.</p> <p>1.4 When all items are reconciled, prepares Journal Entry Voucher (JEV) as to the issuances of supplies per month</p> <p>1.5 Forward JEV to Chief Accountant/Head, Finance and Comptrollership Division for the approval</p> <p>1.6 Furnish copy of Journal Entry Voucher to Financial Reporting Team and forward copy to DOTr-Accounting and COA through the Administrative Aide I</p>	<p>None</p> <p>None</p> <p>None</p>	<p>Two (2) hours</p> <p>One (1) day</p> <p>Five (5) minutes</p>	<p><i>Accountant III</i> Finance and Comptrollership Division</p> <p><i>Chief Accountant/Head,</i> Finance and Comptrollership Division</p> <p><i>Accountant III</i> Finance and Comptrollership Division</p>
	TOTAL	None	1 day, 6 hours, 6 minutes	



8. UPLOADING OF SALARIES AND OTHER BENEFITS

Uploading of salaries and other personnel benefits to individual bank account and preparation of payslip

Office or Division:	Finance and Comptrollership Division – Accounting Section/Payroll			
Classification:	Highly Technical			
Type of Transaction:	G2G			
Who may avail:	MRT3 Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Approved DV		From Cashier		
Payroll		Ms. Ma. Lourdes Salentes		
ORS		Budget Section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Payment and Uploading to individual ATM account	1.1 Received the approved DV with the supporting documents	None	1 minute	<i>Cashier</i> Finance and Comptrollership Division
	1.2 Upload to FINDES (Financial Data Entry System)	None	2 days	<i>Administrative Asst. II</i> Finance and Comptrollership Division
	1.3 Photocopying/ Filling of documents (Payroll/Uploading report/Deposit Slip/ ADA/ Approved DV and other supporting documents)	None	3 days	<i>Administrative Asst. II</i> Finance and Comptrollership Division
2. Preparation of Pay Slips	2.1 Received the approved DV with supporting documents	None	1 minute	<i>Cashier</i> Finance and Comptrollership Division

	<p>2.2 Encodes to individual pay slip the following data: a.) Update the period of pay slip b.) tax c.) mandatory deduction d.) GSIS loan (Conso Policy) e.) Pag-Ibig loan (MPL, Calamity, Pag-Ibig Housing) f.) Metrostar Express Multi-Purpose Coop. g.) DOTr-MRT3 -EA</p>	None	2 days	<i>Administrative Asst. II</i> Finance and Comptrollership Division
	<p>2.3 Printing of Pay Slips (Affix initial to all individual pay slips, folding, cutting, stapling, arrange alphabetically and per division</p>	None	2 days	<i>Administrative Asst. II</i> Finance and Comptrollership Division
	<p>2.4 Distribution of payslip</p>	None	4 hours	<i>Administrative Asst. II</i> Finance and Comptrollership Division
	TOTAL	None	9 days, 4 hrs. 2 minutes	



9. Preparation of Financial Statements

Monthly, Quarterly, and Yearly preparation of Financial Statements.

Office or Division:	Finance and Comptrollership Division – Accounting Section			
Classification:	Complex			
Type of Transaction:	G2G, G2B			
Who may avail:	Commission on Audit (COA), DOTr-Central Office, MRT3, Third Party Users			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Approved Disbursement Voucher (DV) Report of Checks and ADA Issued Report of Collection and Deposit Journal Entry Voucher (JEV)		Disbursement Unit Cashiering Unit Treasury Section Reporting Unit DOTr-Central Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. Recording and posting of transactions to its General Ledger.	None	5 minutes	<i>Accountant</i> Finance and Comptrollership Division
	2. Recording and posting of transactions to its Subsidiary Ledgers.	None	5 minutes	<i>Accountant and Bookkeepers</i> Finance and Comptrollership Division
	3. Prepares Trial Balance, Statement of Financial Performance, Statement of Financial Position, Cashflow and Notes.	None	4 days	<i>Accountant</i> Finance and Comptrollership Division
	4. Review and Approval of Financial Statements.	None	2 days	<i>Chief Accountant, Division Chief,</i> Finance and Comptrollership Division

5. For third party users - request via FOI website	5. Receives the request usually via email.	None	5 minutes	<i>General Manager</i> Office of the general Manager <i>Accountant</i> Finance and Comptrollership Division
	TOTAL	None	6 days, 15 minutes	



10. Preparation of Bank reconciliation Statements

Monthly preparation of Bank Reconciliation Statements.

Office or Division:	Finance and Comptrollership Division – Accounting Section			
Classification:	Complex			
Type of Transaction:	G2G,			
Who may avail:	Commission on Audit (COA), DOTr-Central Office, MRT3,			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Monthly Bank Statement Deposit Slips Report of Collection and Deposit Official Receipts Report of Single Journey and Stored Value Cards General Ledger/Subsidiary Ledger		Banks Treasury Section DOTr-Central Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. Receives monthly bank statements from LBP and PNB.	None	1 minute	<i>Bookkeepers</i> Finance and Comptrollership Division
	2. Request copy of system-generated General Ledger to DOTr-Central Office.	None	1 minute	<i>Bookkeepers</i> Finance and Comptrollership Division
	3. Reconcile the book balance against bank statement.	None	3 days	<i>Bookkeepers</i> Finance and Comptrollership Division
	4. Prepare Journal Entry Vouchers to adjust necessary reconciling items.	None	30 minutes	<i>Bookkeepers</i> Finance and Comptrollership Division
	5. Checking of Bank Reconciliation			

	Statements and its related Journal Entry Vouchers.	None	1 day	<i>Accountant</i> Finance and Comptrollership Division
	6. Approval of the Bank Reconciliation Statements.	None	2 days	<i>Chief Accountant,</i> <i>Division Chief,</i> Finance and Comptrollership Division <i>General Manager</i> Office of the General Manager
	TOTAL	None	6 days, 32 minutes	



11. Preparation of Checks and Authority to Debit Advice (ADA)

Issue and sign checks and ADA for payment of salaries and other personnel benefits of MRT3 employees and contractors/suppliers and other government agencies (for mandatory payroll deductions)

Office or Division:	Finance and Comptrollership Division – Accounting Section			
Classification:	Highly Technical			
Type of Transaction:	G2C, G2B, G2G			
Who may avail:	MRT3 Employees, Job Order, Contract of Service, Contractors/ Suppliers, Consultants and other government agencies (GSIS, Philhealth, Pag-ibig and BIR)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Approved Disbursement Vouchers		Office of the General Manager		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Follow up for payment	1.1 Receive the Disbursement Vouchers (DV's) duly signed and approved by authorized officers	None	1 minute	<i>Administrative Aide VI</i> Finance and Comptrollership Division
	1.2 Prepare the checks/ADA	None	1 hour	<i>Administrative Aide VI</i> Finance and Comptrollership Division
	1.3 Sign the checks and ADA (first signatory)	None	30 minutes	<i>Disbursing Officer</i> Finance and Comptrollership Division
	1.4 Prepare the Certification of Tax Withheld	None	30 minutes	<i>Administrative Aide VI</i>

	1.5 Forward the DV's with check and ADA to the second check authorized signatory to sign the checks and ADA	None	4 hours	Finance and Comptrollership Division <i>Disbursing Officer / Division Chief</i> Finance and Comptrollership Division
	1.6 Sign the Certification of Tax Withheld			<i>Division Chief</i> Administrative Division
	1.7 Record / Prepare the Report of Checks/ADA Issued (RCI.RADA)-prepared weekly	None	4 hours	<i>Director for Operations</i> Office of the Operation Director
	1.8 Checks the Report of Checks/ADA Issued (RCI.RADA)-prepared weekly	None	2 days	<i>Division Chief</i> Finance and Comptrollership Division
	1.9 Released the checks to suppliers / contractors	None	2 days	<i>Administrative Aide VI</i> Finance and Comptrollership Division
	1.10 Prepares and sign deposit slip to payroll account	None	20 minutes	<i>Administrative Aide VI/ Disbursing Officer</i> Finance and Comptrollership Division
	1.11 Send to Landbank of the Philippines- Ortigas Branch the checks/ADA and deposit slip for payroll uploading	None	20 minutes	<i>Administrative Aide VI/ Disbursing Officer</i> Finance and Comptrollership Division
		None	20 minutes	Finance and Comptrollership Division

	1.12 Prepare and checks the Monthly Cash in Bank Register	None	5 days	<i>Administrative Aide VI/ Disbursing Officer Finance and Comptrollership Division</i>
	1.13 Stamping of the processed DV's as "PAID"	None	4 days	
	1.14 Reproduction of processed DV's for MRT3 copy (original copy to be sent to COA)	None	2 days	<i>Administrative Aide VI/ Disbursing Officer Finance and Comptrollership Division</i>
	1.15 Prepares the Details and Analysis of Fund Transfer; Monitoring of DOTr MORS for liquidation/replenishment process	None	2 days	<i>Administrative Aide VI Finance and Comptrollership Division</i>
	1.16 Submission of Liquidation / Replenishment Report to DOTr	None	1 days	<i>Disbursing Officer Finance and Comptrollership Division</i>
	TOTAL	None	17 days, 4 hours, 2 minutes	



12. Processing of Regular Payroll – Manual

Salary 15th& 30th of the month Contractual / 1 month Permanent

Office or Division:	Finance and Comptrollership Division – Accounting Section/Payroll	
Classification:	Complex	
Type of Transaction:	G2G	
Who may avail:	All Divisions	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Memo re: exclusion in the payroll	Administrative Division	} For Salary
MEMPC Billing	Ms. E. Castañeda (MEMPC)	
Notice of all loan deduction	GSIS / Pag-ibig	
Letter request (stoppage of loan) if any	Employees	
Time Keeping Report	Administrative Division	
DOTr-MRT-EA Billing	MRT-employees Association	
W/Tax (monthly)	Accountant III (Finance)	
Documents for RATA	Administrative Division	} For Other Benefits
Guidelines / List Entitled Personnel/ Certification	Administrative Division	
Office Policy	Administrative Division	
Letter Request / Leave Application / List of Personnel Office Policy	Administrative Division	
NOSA	Administrative Division	
Contract, Gen. Con. , Oath of Office, Assumption of Duty, SALN	Administrative Division	} For 1 st Salary
Service Record, Clearance from Previous Employer (if transferred from other government agencies)	Administrative Division	
Resignation Letter	Administrative Division	} For Last Salary
Acceptance of Resignation/Service Record	Administrative Division	
Office Clearance	Administrative Division	
GSIS Clearance	Administrative Division	
Affidavit/Affidavit of Undertaking	Administrative Division	
Leave Cards, Application for Terminal Leave	Administrative Division	
Certification of Leave Balance	Administrative Division	
Approved Schedule	Administrative Division	
DTRs (3 months prior to effectivity of resignation)	Administrative Division	
Initial and Latest Contract	Administrative Division	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receives the reports per period/ monthly for salary claims	1.1 Receives the reports for preparation of payroll for salary from Admin. Division, MEMPC and Employees Association	None	5 minutes	<i>Budget Officer III – Finance & Comptrollership Div.</i>
	1.2 Checks/ Evaluates the submitted reports as to validity of deductions to payroll salary	None	30 minutes	<i>Budget Officer III – Finance & Comptrollership Div.</i>
	1.3 Preparation of payroll for salary (Permanent and Contractual) after checking/ evaluating the report for deductions, encode individually the deductions such as: loans from Pag-Ibig (MPL & Calamity), GSIS Loans (Educational, Calamity/ Emergency, Policy, Conso) MEMPC, MRT3-EA, W/tax, No. of days absences and tardiness reflected in the submitted time keeping report.	None	3 days	<i>Budget Officer III – Finance & Comptrollership Div.</i>

2. Received the reports for claims of other benefits	Prepare summary of salary per period of claims.			
	Adjoining of two pages of payroll to make one sheet.	None	Five (5) minutes	<i>Budget Officer III – Finance & Comptrollership Div.</i>
	1.4 Forward the payroll for salary to Admin. Division for signature of Division Chief	None	Five (5) minutes	<i>Budget Officer III – Finance & Comptrollership Div.</i>
	2.1 Receives the report for other benefits claims such as: Clothing Allow., Mid-Year Bonus, Year-End Bonus, PEB, Loyalty Award, Step Increments, Monetization, Salary Adjustment, C.N.A., PBB	None	Two (2) hours	<i>Budget Officer III – Finance & Comptrollership Div.</i>
	2.2 Check/ Evaluates the correctness/ completeness of documents submitted by Admin. Division	None	Two (2) days	<i>Budget Officer III – Finance & Comptrollership Div.</i>
2.3 Preparation of payroll for other benefits (Permanent and Contractual) including summary per page of claims	None		<i>Budget Officer III – Finance &</i>	

3. Receives the reports for first salary claim	2.4 Forward the payroll for salary to Admin. Division for signature of Division Chief	None	Five (5) minutes	Comptrollership Div.
	3.1 Receives the documents/ reports from Admin. Division for first salary claim		Five (5) minutes	<i>Budget Officer III – Finance & Comptrollership Div.</i>
	3.2 Check/ Evaluates individually the correctness and completeness of documents submitted by Admin. Division	None	Ten (10) minutes	<i>Budget Officer III – Finance & Comptrollership Div.</i>
	3.3 Prepare individually the computation of claims (first salary)	None	Twenty (20) minutes	<i>Budget Officer III – Finance & Comptrollership Div.</i>
	3.4 Forward to Budget Section for funding/ ORS	None	Five (5) minutes	<i>Budget Officer III – Finance & Comptrollership Div.</i>
4. Receives the reports for last salary claim	4.1 Receives the report from Admin. Division the documents to process/ compute the last salary claim	None	Five (5) minutes	<i>Budget Officer III – Finance & Comptrollership Div.</i>
	4.2 Check/ Evaluates the completeness of documents	None	Twenty (20) minutes	<i>Budget Officer III – Finance & Comptrollership Div.</i>

	submitted by Admin. Division			
	4.3 Prepare/ Process individually the claims for last salary and gathering of data/ photo copy of payroll 3 months prior to resignation	None	4 hours	<i>Budget Officer III – Finance & Comptrollership Div</i>
	4.4 Forwarded to Budget Section for funding	None	Five (5) minutes	<i>Budget Officer III – Finance & Comptrollership Div</i>
TOTAL		None	6 days	



13. Cash and Tickets Management

Service Information: Management of cash sales, change funds, Single Journey Tickets and Stored Value Tickets

Office or Division:	Treasury Section/Finance and Comptrollership Division			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	Ticket Sellers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Single Journey Tickets (SJTs)		Cash Assistants at Satellite Stations		
Stored Value Cards (SVCs)		Cash Assistants at Satellite Stations		
Change Funds (Bills and Coins)		Cash Assistants at Satellite Stations		
Cash Transfer Form		Cash Assistants at Satellite Stations		
Control Slip Form		Cash Assistants at Satellite Stations		
Discrepancy Report Form		Cash Assistants at Satellite Stations		
POS Report		Station Supervisor		
Unconfirmed Ticket/Card Analysis Report		Station Supervisor		
Unconfirmed Report		Station Supervisor		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client requests for allocation of SJTs, SVCs and change funds (bills and coins) at the start of their tour of duty	1 Prepares the allocations of SJTs, SVCs and change funds according to requested quantity (tickets) and amount of bills and coins	None	3 Minutes	<i>Administrative Officer III (Cash Assistants)</i>
	2 Prepares Control Slip Form (CSF) and Cash Transfer Form (CTF)			
	3 Records the quantity of allocated SJTs and SVCs in their Tickets Logbook			

	4	Records the amount of allocated change funds in the Cash Logbook according to denomination			
2. Client counter-checks/counts quantity of SJTs and SVCs issued and change funds	2.1	Hand over the requested SJTs and SVCs together with the change funds	None	3 Minutes	<i>Administrative Officer III (Cash Assistants)</i>
	2.2	Have the Ticket Seller sign or acknowledge the receipt of the requested items in the CSF and CTF			
3. Client requests for additional SJTs or SVCs	1	Prepares additional allocation of SJTs/SVCs	None	2 Minutes	<i>Administrative Officer III (Cash Assistants)</i>
	2	Prepares Ticket Order Form (TOF)			
	3	Records the requested quantity of SJTs/SVCs to the Tickets Logbook			
	4	Hand-over the requested SJTs/SVCs to the Ticket Seller			
	5	Have the Ticket Seller sign or acknowledge the receipt of the requested items in the TOF			
4. Client requests for additional change funds	4.1	Prepares additional allocation of change funds	None	2 Minutes	<i>Administrative Officer III (Cash Assistants)</i>
	4.2	Prepares CTF			
	4.3	Records the amount of additional allocation of change			

	<p>funds in the Cash Logbook</p> <p>4.4 Hand-over the requested change funds to the Ticket Seller</p> <p>4.5 Have the Ticket Seller sign or acknowledge the receipt of the requested change funds</p>			
<p>5. Client requests for a CTF and fills up the breakdown of cash to be remitted per denomination</p>	<p>5. Gives one (1) Cash Transfer Form (CTF)</p>	<p>None</p>	<p>1 Minute</p>	<p><i>Administrative Officer III (Cash Assistants)</i></p>
<p>6.1 Client enters the Auditor's Room and hands over all cash sales together with the properly filled-up Cash Transfer Form plus Discount coupons from students, PWDs and Senior Citizens, Refund Sheet with TVM Receipts, Pre-Exit Report</p> <p>6.2 Station Supervisor hands over the POS Report of the Client together with the Unconfirmed Ticket/Card Analysis Report</p> <p>6.3 Client acknowledges the outcome of the remittance by signing in the CSF, CTF and Discrepancy Report Form (in case of any Cash shortage or overage)</p>	<p>6.1 Receives all cash, unsold SJTs/SVCs, if any together with all the required documents and the printed reports</p> <p>6.2 Counts cash received and verify the correctness of the filled-up CTF</p> <p>6.3 Fills up the CSF with the details of the sold and unsold SJTs/SVCs, the breakdown of the cash remitted, discrepancy (Cash short or over) if any</p> <p>6.4 Have the CTF and CSF signed or</p>	<p>None</p>	<p>5 Minutes</p>	<p><i>Administrative Officer III (Cash Assistants)</i></p>

	<p>acknowledged by the client Ticket Seller witnessed by the on-duty Station Supervisor</p> <p>6.5 Records the received cash in the Cash Logbook, updates the Ticket Logbook and records all sales data in the Daily Sales Report</p>			
TOTAL		None	16 Minutes	



14. Cash Deposit to Depository Bank

Service Information: Daily deposit of all cash sales of the previous day's revenue operations per Satellite Station

Office or Division:	Treasury Section/Finance and Comptrollership Division			
Classification:	Simple			
Type of Transaction:	G2B, G2G			
Who may avail:	Authorized Bank Representatives of MRT3 Depository Bank			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Total Cash Sales		Cash Assistants at Satellite Stations		
Duly filled-up bank deposit slips		Cash Assistants at Satellite Stations		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client arrives at Satellite Station and goes straight inside the Auditor's Room (unannounced time of arrival)	1. Hands over the bundled bills and coins in sealed plastic coin bags to the authorized Bank Representative together with a duly accomplished deposit slip (4 copies)	None	1 minute	<i>Administrative Officer III (Cash Assistants)</i>
3.1 Client bundle-counts the wrapped or bundled bills and piece-counts the loose bills and tallies them with the breakdown of bills and coins in the deposit slip 3.2 Acknowledges the cash deposit by signing on one copy of the deposit slip to be	2. Receives the acknowledged copy of the deposit slip and attached it in the Cash Logbook as proof that the previous day's sales were deposited	None	2 Minutes	<i>Administrative Officer III (Cash Assistants)</i>

<p>retained by the Cash Assistant</p> <p>3.3 Place all monies inside the small duffle bag and locks it securely with a dedicated security lock per Satellite Station</p>				
	TOTAL	None	3 Minutes	



15. Processing of GSIS / HDMF / PHILHEALTH (Contributions & Loans), MEMPC & DOTC-EA remittance

To remit the monthly payment to its respective agencies (GSIS/HDMF/PHILHEALTH).

Office or Division:	Finance and Comptrollership Division – Accounting Section/Payroll			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	All Divisions			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Payroll		R. Vigilla / Finance & Comptrollership Division		
Approved DV		Finance & Comptrollership Division/Accounting Section		
Obligation Request & Status (ORS)		Finance & Comptrollership Division / Budget		
Memo: Withholding / Exclusion of Salary in the Payroll.		Administrative Division		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Preparation of Remittance GSIS /HDMF /PHILHEALTH	1.1 Prepares Remittance List for Employees Share/Government Share	None	2 days	<i>Administrative Officer II</i> Finance and Comptrollership Division- Payroll Section
	1.2 Checks and evaluates completeness of documents	None	1 hour	<i>Administrative Officer V</i> Finance and Comptrollership Division – Payroll Section
	1.3 Request for issuance of ORS with corresponding attachments	None	2 hours	<i>Budget Officer I/ Budget Officer III</i> Finance and Comptrollership

	1.4 Prepares Disbursement Voucher	None	1 hour	Division – Budget Section
	1.5 Reviews and Signs of Disbursement Voucher	None	1 hour	<i>Administrative Assistant II/</i> Finance and Comptrollership Division – Payroll Section <i>Accountant III</i> <i>Chief Accountant</i> <i>Division Chief</i> Finance and Comptrollership Division
	TOTAL	None	2 days and 5 hours	



16. Processing of Order of Payments

To prepare Order of Payments for the receipt payment for lost and replacement of company IDs, dependents' train pass, Bidding Fees, Development Rights of Ayala Land Inc. and Greenfield Development Corp. and AFPI.

Office or Division:	Finance and Comptrollership Division – Accounting Section			
Classification:	Simple			
Type of Transaction:	G2C, G2G			
Who may avail:	MRT3 Employees and Outside Clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request for Replacement of Old or Lost Company ID and Dependents' Train Pass		Administrative Division		
Affidavit of Loss		Administrative Division		
Application Form		Administrative Division		
PhilGeps Reference and Solicitation Number		Administrative Division		
Cash Payment, Checks or Managers Checks		From the Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.) Secure forms from the Administrative Division	1. Provide complete documents to clients.	None	1 minute	<i>Ms. Yvette Briones of Admin. Division for the IDs; GSS for the Bid Docs</i>
2.) Issuance of Order of Payment	1.) Upon receipt of complete documents, fill-up the Order of Payment and have it approved by the Chief Accountant	None	5 minutes	<i>Receiving and Outgoing Clerk for the initial checking of documents; Accounting Clerk for the preparation of the Order of Payment; Chief Accountant for the approval</i>
	2.) Gives the approved Order of Payment together with all complete	None	1 minute	<i>Accounting Clerk</i>

	documents to the client			
	TOTAL	None	7 minutes	



17. Issuance of Acknowledgement Receipts

To prepare the Acknowledgement Receipts for the payments of MRTDC and MERALCO Bills of Canteen thru MEMPC

Office or Division:	Finance and Comptrollership Division – Accounting Section			
Classification:	Simple			
Type of Transaction:	G2C, G2B			
Who may avail:	Outside Clients			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Checks to be Paid			From the Client	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.)Approach Accounting Clerk and request for the Acknowledgement Receipt	1. Once confirmed of payment to be made, prepares the Acknowledgement Receipt	None	5 minutes	<i>Accounting Clerk</i>
	2.Forwards the Acknowledgement Receipt to the Chief Accountant for review and initials then, to the Division Chief for approval	None	2 minutes	<i>Accounting Clerk</i> <i>Chief Accountant</i> <i>Division Chief</i>
	3.Gives the original copy of the signed Acknowledgement Receipt to the Client; forwards the check payments to the Cashier	None	1 minute	<i>Accounting Clerk</i>
TOTAL		None	6 minutes	



Safety and Security Unit



1. Service Name: Handling of confiscated items

Service Information: Procedure in handling items confiscated from passengers

Office or Division:	MRT3 Safety and Security Unit			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Security Guards			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None			Not applicable	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. Upon receipt of confiscated item, together with the list of items, date, time and place. 2. Items are counted, checked and received from contracted security provider personnel. 3. Stored at the SSU warehouse for safekeeping.	None	1 day	<i>Security Officer I & II on duty</i>
	TOTAL	None	1 day	



2. Service Name: UNAUTHORIZED USE OF CONCESSIONARY CARD

Service Information: Procedure in claiming confiscated Concessionary Card

Office or Division:	MRT3 Safety and Security Unit			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Senior Citizens and PWD			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Incident Report Form			Station Supervisor	
Confiscated Concessionary Card			Station Supervisor	
Valid SC/PWD ID			SC/PWD passenger	
Promissory Note			SC/PWD passenger	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The passenger / owner of the confiscated Concessionary Card inquires through the Station Supervisor the location of the Card.	1. Upon receipt of confiscated Concessionary Card, received and properly logged.	None	10 minutes	<i>Security Officer I & II on duty or Railway Safety Specialist on duty.</i>
2. Endorsed to the SSU for claim of Card.	2. Check and investigate the veracity of report.	None	5 minutes	
3. Concessionary Card owner must do the claim. No representative.	3. Awaiting arrival of claimant. 4. The owner will be reprimanded and asked to execute a commitment order on the first offense and 1-month suspension of	None	1 day	

	the Card on the second offense.			
	TOTAL	None	1 day, 15 minutes	



3. Service Name: INVESTIGATION REPORTS ON CABLE PILFERAGE, THEFT, DAMAGE TO PROPERTY, ETC.

Service Information: Procedure in the preparation of investigation report pertaining to cable pilferage, theft, damage to property, etc.

Office or Division:	MRT3 Safety and Security Unit			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	SSU personnel			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None			Not applicable	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. Upon notice of incident, proceed to incident site		3 days	<i>Security Officer I & II on duty or Railway Safety Specialist on duty.</i>
	2. Gather information, initial reports, pictures, sworn statements, etc.			
	3. If suspect is apprehended, investigate and gather information, secure evidence. 4. Turn over to the nearest Police Station or Barangay. 5. Accomplish reports to be submitted to GM, approved by OIC SSU			
	TOTAL	None	3 days	



4. Service Name: WORK / ACCESS PERMITS

Service Information: Procedure for application of Work/Access Permit at MRT3 Depot

Office or Division:	MRT3 Safety and Security Unit			
Classification:	Simple			
Type of Transaction:	G2G, G2C, G2B			
Who may avail:	Other agencies (government and private), individuals			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Application Form			Office of the Internal Audit Unit	
2. List of personnel			Client	
3. List of equipment			Client	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of application for Work or Access Permit	1. Check all attachments and requirements	None	1 day	<i>Security Officer I & II on duty or Railway Safety Specialist on duty.</i>
	2. Process the permit for approval by OIC SSU	None		
	TOTAL	None	1 day	



5. Service Name: ISSUANCE OF GATE PASS

Service Information: For pull out of materials, spare parts and other items from the warehouse.

Office or Division:	MRT3 Safety and Security Unit			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	MRT3 employees, maintenance personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Picture of item to be withdrawn from warehouse.		1. to be submitted upon application of gate pass		
2. Location of activity		2. to be submitted upon application of gate pass		
3. List of personnel involved.		3. to be submitted upon application of gate pass		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up Gate Pass Form and submit, complete with attachments.	1. Process the application and check the attachments.	None	5 minutes	<i>Security Officer I & II on duty or Railway Safety Specialist on duty.</i>
	2. For approval by officer on duty.			
	TOTAL	None	5 minutes	



**6. Service Name: HANDLING OF COMPLAINTS
(8888 Citizens Complaint Hotline, Social Media Pages, Facebook, Tweeter, E-mail – DOTr MRT3 Feedback, Official Landline)**

Service Information: Procedure in handling complaints received for investigation

Office or Division:	MRT3 Safety and Security Unit			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Passengers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Complaint Letter		Passenger		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Passenger to file complaint through online and on social media	1. Upon receipt of complaint, investigate and contact personnel involved.	None	3 days	<i>Security Officer I & II on duty or Railway Safety Specialist on duty.</i>
	2. Conduct interview and gather information / statements.			
	3. Access complaint and information gathered based on MRT3 Rules and Regulations. 4. Immediately submit findings and action taken to originating office approved by OIC SSU			
	TOTAL	None	3 days	



7. Service Name: **BACKGROUND INVESTIGATION FOR ON-THE-JOB-TRAINING**

Service Information: Procedure in conducting background investigation for on-the-job training

Office or Division:	MRT3 Safety and Security Unit			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	Administrative Division			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Request Letter			Student applicant	
OJT Application Form			Student applicant	
School Endorsement			Student applicant	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a Request letter from school addressed to the General Manager.	1. Upon endorsement of the Administrative Division of the applicant,	None	1 day	<i>Security Officer I & II on duty or Railway Safety Specialist on duty.</i>
2. Endorsed to the Administrative Division	2. Conduct interview regarding personal matters (religion, fraternity/sorority family matters.			
	3. Accomplish background investigation report to be submitted to OGM. 4. Endorsed to Admin. Division for proper disposition.			
	TOTAL	None	1 day	



8. Service Name: INTERVIEW OF APPLICANTS FOR SECURITY SERVICES

Service Information: Interview of security guards from contracted security agency prior to deployment to MRT3

Office or Division:	MRT3 Safety and Security Unit			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Applicants for security guards			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. National & Local clearances (NBI, Police, Barangay)		Security Guard		
2. High School Diploma				
3. Drug and Neuro Test results				
4. Court clearance				
5. Security Guard Training Certificate				
6. Security Guard License				
7. Endorsement Letter from Security Provider				
8. Complete uniform and paraphernalia				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Security Provider to coordinate with the SSU for interview of applicants for security guard.	1. Check and verify all requirements attached to the Application Form	None	1 day	<i>Security Officer I & II on duty</i>
	2. Conduct interview and oral testing of Code of Conduct and General Orders.			
	3. Recommend to security provider if passed or failed.			
	TOTAL	None	1 day	

9. Service Name: ON BOARD TRAIN ACTIVITIES (SAFETY TRAIN, FINANCE TRAIN, DYNAMIC TESTING)

Service Information: Procedure in boarding train activities

Office or Division:	MRT3 Safety and Security Unit			
Classification:	Simple			
Type of Transaction:	G2G, G2B			
Who may avail:	Engineering Division and Maintenance Provider			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Safety Train, Finance Train and Dynamic Testing Form			Maintenance Provider	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Client to submit request or inform SSU about the requested activity	1. Boarding of Safety Train, inspection of tracks and guideways prior to revenue operations. Submit Safety Train report complete with Train composition, Train Drivers name and personnel on board.	None	3 hours	<i>Security Officer I & II on duty or Railway Safety Specialist on duty.</i>
	2. Inspection of posted security personnel at inter stations.			
	3. Boarding of Finance Train, delivery and retrieval of tickets at stations. 4. Submit ticket collection report.			<i>Security Officer I & II on duty or Railway Safety Specialist on duty.</i>

	5.Dynamic Test Train, to escort and witness testing activities, together with Engineering Div. personnel and Maintenance Provider technicians.			
	TOTAL	None	3 hours	



Internal Audit Unit



1. APPLICATION FOR WORK/ACCESS PERMITS

Service Information: The Work/Access Permit is being issued to any business entity, maintenance provider, its sub-contractors and authorized personnel as well as to any government institutions or ordinary citizen whose intention is to work or access any of the DOTr-MRT3 premises on the basis of their engagement with DOTr-MRT3 or with MRT Development Corporation (MRTDC) or for other purposes such as advertisements without commercial value (normally from government institutions), conducting studies, surveys or study tours to regulate safety, structure and appearances of the whole DOTr-MRT3 premises and its stakeholders.

Office or Division:	Office of the General Manager	
Classification:	Complex	
Type of Transaction:	G2B/G2C/G2G	
Who may avail:	Business Entity/Citizens/Government Agency	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Basic Requirements:		
1. Work/Access Permit Application (3 Original)	Internal Audit Unit (DOTr-MRT3)	
2. Approved letter request (1 original & 2 photocopies)	Office of the General Manager	
3. List of personnel and their ID's (3 photocopies)	Applicant	
4. NBI clearance/s of the personnel (3 photocopies)	NBI	
5. In case of foreigner, either of the following: Alien Certificate of Registration, ID of Foreign National as worker or work permit of foreign nationals (3 photocopies)	Bureau of Immigration/Department of Labor and Employment (DOLE)	
6. Latest valid business permit (for business entity) (3 photocopies)	Local Government Unit (LGU)	
Additional Requirements:		
1. For Commercial Leasing/Selling Activity/Installation/Repair of Stalls		
1.1 Location plan/stall layout	Applicant	

(3 photocopies)	
1.2 Copy of the latest valid contract (3 photocopies)	Applicant
1.3 Health clearance of personnel (3 photocopies)	Department of Health Office within the scope of LGU where the business permit of the applicant is secured
2. For Electro-Mechanical/Electronics and Communication, Civil /Track Works and Other Maintenance Activities	
2.1 Notice to Proceed or certified True Copy of the Memorandum of Agreement (for new application only and if applicable) (3 photocopies)	DOTr (Main Office/DOTr-MRT3)
2.2 Risk assessment activities and safety plan (3 photocopies)	Applicant
2.3 Drawings and plans duly signed by a licensed engineer (3 photocopies) and the latest copy of professional ID of the latter (3 photocopies)	Licensed engineer commissioned by the Applicant
2.4 Duly signed detailed scope of work (3 photocopies)	Applicant
3. For Installation/Replacement /Rehabilitation of Billboards and other Advertising Media	
3.1 Photo/drawing/mock-up of the billboard structure (3 photocopies)	Applicant
3.2 Installation methodology and framing plan duly signed by a licensed engineer and copy of the latter's professional ID (3 photocopies)	Licensed engineer commissioned by the Applicant
3.3 Structural calculations duly signed by a licensed engineer and a copy of the latter's professional ID (3 photocopies)	Licensed engineer commissioned by the Applicant
4. For Using the MRT3 Facility as Venue for Commercial/Movies/TV Shows/Radio Programs/ and for Showcasing Talents	
4.1 Concept/script of the segment involving DOTr- MRT3 (3 photocopies)	Applicant
4.2 Layout indicating the area of activity(3 photocopies)	Applicant
4.3 Letter of endorsement by the concerned LGU for Person with Disability/ies (PWD/s applicants (3 photocopies)	LGU

4.4 Income Report in case the applicant is an association of PWDs (3 photocopies)	Applicant
5. For Commercial/Business & Product Promotion	
5.1 Memorandum of Agreement/Offer Sheet with DEVCO (3 photocopies)	DEVCO/Applicant
5.2 Photo of sample leaflets, flyers, posters, banners, product/s etc. (3 photocopies)	Applicant
5.3 Detailed description of activity/business plan (3 photocopies)	Applicant
5.4 Assigned DEVCO personnel to assist the applicant during the conduct of requested activity (3 photocopies)	DEVCO
5.5 Food and Drug Authority (FDA) Certificate or Registration for food and drug sampling (3 photocopies)	FDA
6. For Research, Survey, Study Tours and Similar Activities	
6.1 Description of subject of research, survey or study tours (3 photocopies)	Applicant
6.2 Copy of survey form or questionnaire (3 photocopies)	Applicant
6.3 Methodology (3 photocopies)	Applicant
6.3 Waiver from the authorized person stating that MRT3 has no obligation in case of accident during the conduct of the activity (3 photocopies)	Applicant or person in authority over the applicant
6.4 An undertaking that the nature of work shall not impede the activity being done within the MRT3 premises (3 photocopies)	Applicant or person in authority over the applicant
7. For Access to Interconnection Bridge	
7.1 Usufruct Agreement (3 photocopies)	Applicant
7.2 Memorandum of Agreement between the developer and the land owner (3 photocopies)	Developer/Applicant
7.3 Drawing/Plan and photos of the interconnection bridge (3 photocopies)	Applicant

8. For Managed Services of IT Systems				
8.1 Copy of Contract or Purchase Order (3 photocopies)		DOTr (Main Office)/DOTr-MRT3		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request letter to DOTr-MRT3 General Manager (GM)	<p>1.Receive the request letter and forward the same to the Executive Assistant (EA) under the Office of the General Manager (OGM) of the DOTr-MRT3 GM</p> <p>1.1 Evaluate the request letter and recommend approval to the DOTr-MRT3 GM</p> <p>1.2 Approve the request letter and endorse back to AA-Clerk IV (OGM)</p> <p>1.3 Forwards to IAU the approved request letter</p>	None	4 hrs	<p>Administrative Asst.(AA) – Clerk IV (OGM)</p> <p>Executive Asst. (OGM)</p> <p>DOTr-MRT3 GM</p> <p>Administrative Asst.(AA) – Clerk IV (OGM)</p>
2. Fill-up the Work/Access Application Form in three (3) copies and attach required/appropriate documents as per above-mentioned list of basic and additional requirements	2. Coordinate, orient and provide the client with the Application Form for Work/Access Permit	None	15 minutes	Management & Audit Analyst (MAA) II IAU
3. Submit three (3) copies of the duly filled-up Application Forms for Work/Access Permit together with	3.Receive and log the duly filled up Application Forms and its attachments and forward the same to MAA II to start the initial evaluation.	None	3 days and 4 hrs.	Admin. Asst. (AA) II IAU

<p>therequired documents in three (3) sets attached to every application form.</p>	<p>3.1 Make initial evaluation and endorse to the IAU Head for final checking and signature</p> <p>3.2 Check and sign the IAU checklist Slip Form and give back to AA II (IAU)</p> <p>3.3 Receive and log-out the application and it's attachments to Division/Unit concerned for further evaluation and clearance</p> <p>3.4 The following Divisions/ Unitprocess and give clearance to the application for permit:</p> <p>3.4.1 Station</p> <p>3.4.2 Engineering</p> <p>3.4.3 SSU</p> <p>3.4.4 Support*</p> <p>3.4.5 Transport*</p> <p>*Notes: The application is being passed through Support and Transport Divisions only if the activity being requested requires their respective clearances such research/survey or managed services of IT systems for Support and if special train is needed or</p>			<p>Management & Audit Analyst (MAA) II IAU</p> <p>Admin. Officer (IAU Head)</p> <p>Admin. Asst. (AA) II IAU</p> <p>Division Chief-Station Division Chief-Engineering Unit Head-SSU Division Chief-Support Division Chief-Transport</p>
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	<p>if the activity is on or near the tracks for Transport.</p> <p>3.5 Forward the application to IAU</p> <p>3.6 Forward the application to Office of the Director to recommend approval</p> <p>3.7 Recommend approval of the application</p> <p>3.8 Forward the application for permit to OGM</p> <p>3.9 Approve the application for permit</p> <p>3.10 Forward the approved Application to IAU</p> <p>3.11 Log approved Application for permit</p>			<p>Admin. Clerk/Aide of the last Division/Unit to give clearance</p> <p>Admin. Asst. (AA) II IAU</p> <p>Director, DOTr-MRT3</p> <p>Executive Asst. to OOD</p> <p>DOTr-MRT3 GM</p> <p>Administrative Asst.(AA) – Clerk IV (OGM)</p> <p>Admin. Asst. (AA) II IAU</p>
4. Receive approved Work/Access Permit in the IAU logbook	4.Inform/release to client the approved Work/Access Permit	None	15 minutes	Admin. Asst. (AA) II IAU/
5. *Reproduce the approved permit with selected attachments (refer to Work/Access	5.Receive the copy of the approved permit	None	30 minutes	Station Supervisor/ Admin. Clerk/Aide of the

Application Form for guidance) based on the number of station where the activity is to be done and the Division/Unit concerned for reference.				Division/Unit to be provided for with the approved the permit
	TOTAL:		5 days, 1 hr.	

*Note: Reproduction of approved permits and its attachments is being done outside of the DOTr-MRT3 premises at the expense of the permit grantee.



2 - CONDUCT AN ON-SITE AUDIT

Service Information: This is an audit activity to check and verify the level of compliance of the auditee to the policies, procedures and office orders set by the DOTr-MRT3 as well as to the various related rulings, laws and regulations by the different governing bodies, to determine as well if there is need to further strengthen the internal controls and to make the necessary recommendation/s to the management for further improvement of the whole system.

Office or Division:	Internal Audit Unit			
Classification:	Highly Technical			
Type of Transaction:	G2G- Government to Government			
Who may avail:	DOTr-MRT3 Management /GM/OOD/the different Divisions, Units and Sections			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Audit Program (1 original)			Internal Audit Unit (IAU), DOTr-MRT3	
2. Checklist of questionnaires as audit tool (1 original)			Internal Audit Unit (IAU), DOTr-MRT3	
3. List of assigned IAU staff			Internal Audit Unit (IAU), DOTr-MRT3	
4. Related memoranda, office order, policies & procedures , COA/AGIA rulings for audit reference			IAU or DOTr-MRT3 Central Files	
5. Letter of authorization from the DOTr-MRT3, GM to conduct a certain audit engagement			Office of the General Manager	
6. Annual Audit Plan			Internal Audit Unit (IAU), DOTr-MRT3	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. Pre-Audit Engagement tasks 1.1. Review the corresponding Audit Program, checklist of audit questionnaires and all related memoranda, office order, policies &	N/A	5 days	Admin. Officer, (Audit Head)/assigned Management and Audit Analyst II

<p>1.3 Assigned Auditor must take down important notes during the discussion and raise some questions if any, in order to ensure the correct implementation of the audit program as planned</p>	<p>procedures, COA/GAM rulings for audit guide and reference.</p> <p>1.2. If the audit to be conducted is an audit task not yet being done before, prepare an Audit Program/List of Audit Questionnaires based on the annual Audit Plan prior to the actual audit</p> <p>1.3. Make a thorough discussion with the assigned IAU staff the audit program and other related audit tasks prior to the actual audit</p> <p>1.4. Prepare working paper/s if necessary</p>	<p>N/A</p> <p>N/A</p> <p>N/A</p>	<p>5 days</p> <p>2 hours</p> <p>1 day</p>	<p>Admin. Officer (IAU Head)</p> <p>Admin. Officer (IAU Head)</p> <p>Management & Audit Analyst II</p>
<p>2.1 Take some time to sit down with the auditor and introduce the latter to his/her staff to facilitate the audit engagement.</p>	<p>2. Actual/ On-Site Audit Engagement</p> <p>2.1 Make a courtesy call to the person in authority in charge of the scope/target of audit engagement and present the authorization letter</p>	<p>N/A</p>	<p>1 hour</p>	<p>Admin. Officer (IAU Head)/ Management Audit Analyst II</p>

	duly signed by the DOTr-MRT3-GM			
2.2 Extend assistance to the auditor for the needed data/information.	2.2 Conduct the actual audit through verification, observation, collection of data/information and inquiry	N/A	2 day	Admin. Officer (IAU Head)/ Management Audit Analyst II
	2.3 Gather other related audit findings based on the actual audit done	N/A	3 days	Admin. Officer (IAU Head)/ Management Audit Analyst II
2.4 Understand the audit findings/observation and make comment/s or present additional evidence or written comment/s to support, justify or dispute the audit findings/observation	2.4 Discuss the initial findings with the auditee if there is a need for justification of the latter	N/A	2 hours	Admin. Officer (IAU Head)/ Management Audit Analyst II
	2.5 Prepare an initial draft of the audit report and incorporate the justification of the auditee, if there is any	N/A	2 days	Admin. Officer (IAU Head)/ Management Audit Analyst II
2.6 Review and understand the audit findings/observation including the feedback of the auditee/staff concerned, if there is any, and give comment/feedback on the matter. In	2.6 Present and discuss the findings/initial report made to the person in authority (Division/Unit Head) over the auditee to seek his/her comment/feedback on the matter	N/A	2 hours	Admin. Officer (IAU Head)/ Management Audit Analyst II

<p>case the audits findings is material, a written comment/feedback is necessary.</p>	<p>2.7 Prepare, review and finalize audit report address to the DOTr-MRT3 GM, incorporating the comment/feedback of the auditee, the person in authority over the auditee with the appropriate audit recommendation/s</p>	<p>N/A</p>	<p>1 day</p>	<p>Admin. Officer (IAU Head)/ Management Audit Analyst II</p>
<p>3. Acknowledge audit report and initiate appropriate action based on the audit findings and recommendation/s per audit report submitted</p>	<p>4. Submit the final audit report to the DOTr-MRT3 GM and provide copy for all the Division/Unit Head/s concerned.</p>	<p>N/A</p>	<p>30 minutes</p>	<p>Admin. Officer (IAU Head)/ Management Audit Analyst II</p>
	<p>TOTAL:</p>	<p>N/A</p>	<p>19 days, 7 hrs 30 mins.</p>	



3. FOLLOW-UP ON THE ACTION/S TAKEN ON AUDIT RECOMMENDATION/S

Service Information: This activity is being done to determine the action/s done by the auditee/Division or Unit Head/s concerned and the management to the recommendations made by the IAU as a result of the audit conducted and reported to the management for the main purpose of improving/strengthening the internal controls and the whole system of the DOTr-MRT3.

Office or Division:	Internal Audit Unit			
Classification:	Highly Technical			
Type of Transaction:	G2G- Government to Government			
Who may avail:	DOTr-MRT3 Management			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Copy of the Audit Report (1 copy)			Internal Audit Unit (IAU), DOTr-MRT3	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	5. Prepare a summary of the audit findings and corresponding audit recommendations with space/column provided for the action/s taken and remarks to be filled out by the Division/Unit Head/auditee concerned	N/A	1 day	Admin. Officer, (Audit Head)/assigned Management and Audit Analyst II
7. Acknowledge the summary of audit findings and corresponding recommendations	6. Transmit the above-mentioned summary to the Division/Unit Head/Auditee concerned copy	N/A	1 hour	Admin. Officer, (Audit Head)/assigned Management and Audit Analyst II/Auditee/Division or Unit Head/s

<p>8. Accomplish the portion of "Action/s Taken and comments in the Summary and transmit the same to IAU</p> <p>4.1 Acknowledge receipt of the report and initiate appropriate action/s based on the said report</p>	<p>furnish the Office of the GM.</p> <p>7. Gather the feedback or comment made by the Division/Unit Head/Auditee concerned based on what was/were written by the latter on the said summary of the findings/ recommendations</p> <p>8. Evaluate/validate the action/s taken or feedback/remarks of the Division/Unit Head/s/Auditee concerned</p> <p>8.1. Prepare a final report of the same and submit to the DOTr-MRT3 GM for his perusal</p>	<p>N/A</p> <p>None</p>	<p>3 days</p> <p>3 days</p> <p>1 day</p>	<p>Admin. Officer, (Audit Head)/assigned Management and Audit Analyst /Auditee/Division or Unit Head/s</p> <p>Admin. Officer, (Audit Head)/assigned Management and Audit Analyst II/</p> <p>Admin. Officer, (Audit Head)/assigned Management and Audit Analyst II/ Office of the General Manager</p>
	TOTAL:	N/A	8 days & 1 hour	

Communications Team



1. Service Name: Communications with Commuters and Netizens Lodged Thru Social Media Sites

Service Information: Providing MRT-3 stakeholders updates and advisories by answering their queries and concerns lodged through social media platform (e.g. Facebook, Twitter)

Office or Division:	Communications Team			
Classification:	Simple			
Type of Transaction:	Government to Client (G2C)			
Who may avail:	Commuters, netizens			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Queries and concerns of stakeholders		Social Media Sites		
n/a		n/a		
n/a		n/a		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. MRT-3 commuters aired their feedback, concerns, and complaints about train operations through social media sites such as Facebook, and Twitter	1.1 Accept all the feedback, concerns, and complaints of the commuters and have it endorsed to respective units/divisions for information, and appropriate action.	None	1 day	<i>Digital Media Officer</i>

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	1.2 Address the commuters' concerns by providing them the response given by the respective units/divisions.			
TOTAL		None	1 Day	



2. Service Name: Communications with Commuters and Netizens Lodged Thru the 8888 Citizens' Complaint Hotline

Service Information: Providing MRT-3 stakeholders updates and advisories by answering their queries and concerns lodged the 8888 Citizens' Complaint Hotline.

Office or Division:	Communications Team			
Classification:	Simple			
Type of Transaction:	Government to Government (G2G)			
Who may avail:	Commuters, netizens			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Queries and concerns of stakeholders		DOTr Hotlines 8888		
n/a		n/a		
n/a		n/a		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. MRT-3 commuters aired their feedback, concerns, and complaints about train operations through the 8888 Citizens' Complaint Hotline	1.1 Accept all the feedback, concerns, and complaints of the commuters and have it endorsed to respective units/divisions for information, and appropriate action.	None	3 days	<i>Publications Officer</i>

	2.2 Address the commuters' concerns by providing them the response given by the respective units/divisions.			
TOTAL		None	3 days	



3. Service Name: Communications with the Media

Service Information: Providing MRT-3 stakeholders updates and advisories by answering media queries and concerns

Office or Division:	Communications Team			
Classification:	Simple			
Type of Transaction:	Government to Government (G2G)			
Who may avail:	Media			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
n/a		n/a		
n/a		n/a		
n/a		n/a		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client (Reporter/News Desk Editor) asks MRT-3 related questions regarding incidents, clarifications/additional details on PRs through MRT-3 beat viber group or through personal message to Media Relations Officer(MRO).	1.1 MRO contacts concerned division (e.g. for train failures, MRO calls Control Center) 1.2 Publications Officer/ MRO crafts reply based from the details given by the concerned division. 1.3 Reply sent to Director for Operations, Dir. Michael Capati for clearance.	None	20 Minutes	<i>Media Relations Officer</i>

	<p>1.4 Pre-cleared reply sent to Director for Communications of the DOTr, Dir. Iris Pagsanjan for final clearance. In complicated cases of replies and statements, message is sent to Asec. Goddes Hope Libiran for the final clearance. After being cleared, the reply is sent to the client.</p>			
TOTAL		None	20 Minutes	



Station Division



1. Service Name: Application for Stored Value Discounted (Concessionary Card)

Service Information: Procedure in the availment of Concessionary Card

Office or Division:	Station Division			
Classification:	Complex			
Type of Transaction:	G2C			
Who may avail:	Senior Citizens and Persons with Disability			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Xerox Copy of OSCA ID for Senior Citizens, Discount ID issued by the LGU for PWD (back and front)		Senior Citizen/PWD applicant		
2. Accomplished Concessionary Card Application Form		On-duty Station Supervisor in any MRT3 Station		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1 Accomplish the Concessionary Application Form and personally submit it to the on-duty Station Supervisor	Station Supervisor to check if the form is completely and legibly filled up	None	10 minutes	<i>Station Supervisor</i>
1.2 Attach a photocopy of the OSCA ID for Senior Citizens / Discount ID issued by the LGU for the PWD	Station Supervisor to verify the submitted photocopy from the original ID	None	1 minute	<i>Station Supervisor</i>
1.3 Pay the issuance Fee	Application Form shall be forwarded to the AFPI for the issuance of Concessionary Card	P20.00	1 minute	<i>Station Supervisor</i>

1.4 Claim the Concessionary Card after 7 working days at the station where it was applied by presenting the claim stub 1.5	Release the Concessionary Card to the owner/applicant	Load the card with desired amount from P13.00 – P10,000.00	7 working days	<i>Station Supervisor</i>
TOTAL		P20.00 card fee plus desired load amount	7 days, 12 minutes	



2. Service Name: How to ride the MRT3: Purchase of ticket at the Ticket Office

Service Information: Procedure in buying regular Single Journey Ticket (SJT) or regular Stored Value Card (SVC)

Office or Division:	Station Division			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Commuting Public/Passengers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Bills or coins to pay for the fare media ticket		Passenger availing ride		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach the ticket seller at the ticket booth and inform the type of ticket to be purchased	Ticket Seller to issue the ticket being purchased by the passenger	None	2 minutes	<i>Ticket Seller</i>
2. For SVC: Pay the card fee. The desired amount would be P33.00 to P10,000.00 For SJT: Inform the destination and pay for the fare	Ticket Seller to accept payment	For SVC: card fee is P20.00 plus desired amount to load For SJT: no card fee but passenger to pay fare amount		<i>Ticket Seller</i>

3. Count change, if any	Provide change, if any			<i>Ticket Seller</i>
4. Get the ticket				
5. Tap ticket in the Automatic Gate for entry			3 minutes	
6. Ride the train at the platform			1 hour per direction	
7. Get off at the destination station			1 minute	
8. Exit the station thru the Automatic Gate For SVC – Tap at the Automatic Gate For SJT – Insert ticket at the inlet of the Automatic Gate (Note: if card is rejected, proceed to the ticket office for card analysis)			1 minutes	
	TOTAL	P20.00 card fee plus desired load amount	1 hour, 7 minutes	

CURRENT FARE TABLE

Fare Matrix													
Stations	North Ave.	Quezon Ave	GMA	Cubao	Santolan	Ortigas	Shaw Blvd.	Boni	Guadalupe	Buendia	Ayala	Magallanes	Taft
North Ave		13.00	13.00	16.00	16.00	20.00	20.00	20.00	24.00	24.00	24.00	28.00	28.00
Quezon Ave	13.00		13.00	13.00	16.00	16.00	20.00	20.00	20.00	24.00	24.00	24.00	28.00
GMA	13.00	13.00		13.00	13.00	16.00	16.00	20.00	20.00	20.00	24.00	24.00	24.00
Cubao	16.00	13.00	13.00		13.00	13.00	16.00	16.00	20.00	20.00	20.00	24.00	24.00
Santolan	16.00	16.00	13.00	13.00		13.00	13.00	16.00	16.00	20.00	20.00	20.00	24.00
Ortigas	20.00	16.00	16.00	13.00	13.00		13.00	13.00	16.00	16.00	20.00	20.00	20.00
Shaw	20.00	20.00	16.00	16.00	13.00	13.00		13.00	13.00	16.00	16.00	20.00	20.00
Boni	20.00	20.00	20.00	16.00	16.00	13.00	13.00		13.00	13.00	16.00	16.00	20.00
Guadalupe	24.00	20.00	20.00	20.00	16.00	16.00	13.00	13.00		13.00	13.00	16.00	16.00
Buendia	24.00	24.00	20.00	20.00	20.00	16.00	16.00	13.00	13.00		13.00	13.00	16.00
Ayala	24.00	24.00	24.00	20.00	20.00	20.00	16.00	16.00	13.00	13.00		13.00	13.00
Magallanes	28.00	24.00	24.00	24.00	20.00	20.00	20.00	16.00	16.00	13.00	13.00		13.00
Taft	28.00	28.00	24.00	24.00	24.00	20.00	20.00	20.00	16.00	16.00	13.00	13.00	



3. Service Name: How to ride the MRT3: Purchase of ticket at the Ticket Vending Machine

Service Information: Procedure in buying tickets thru the Ticket Vending Machine (TVM)

Office or Division:	Station Division			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Commuting Public/Passengers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Bills and coins to pay for the fare media ticket		Passenger availing ride		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Choose the type of ticket to purchase	-			<i>Passenger</i>
2. For SVC: input desired amount For SJT: Select destination	-	Desired amount for SVC – minimum fare: P33.00; maximum fare: P10,000.00 SJT: depending on the station destination (refer to Fare Table posted in stations)		<i>Passenger</i>



4. Service Name: How to Add Value to Stored Value Card

Service Information: Procedure in adding value to regular and discounted Stored Value Card

Office or Division:	Station Division			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Commuting Public/Passengers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Bills and coins to pay for the add value transaction of Stored Value Card		Ticket Office or Ticket Vending Machine		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. For add value at the ticket office: approach the ticket seller and load desired amount	Ticket Seller to input desired amount for add value	Minimum add value of P13.00 and maximum add value of P10,000.00	15 seconds	<i>Ticket Seller</i>
2. For add value at the TVM: Place SVC on card reader and select Add Value	-	Minimum add value of P13.00 and maximum add value of P10,000.00	1 minute	Passenger
a. Insert desired amount (Note: No change shall be given as displayed in the TVM) then press OK.				

<ul style="list-style-type: none"> b. Do not remove the card c. Insert bills or coins d. Print receipt after transaction then remove the card 				
TOTAL		Minimum add value of P13.00 and maximum add value of P10,000.00	1 minute and 15 seconds	



5. Service Name: FILING OF PASSENGER'S COMPLAINT

Service Information – Procedure on how to file complaint

Office or Division:	Station Division			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	A Legitimate and verified MRT 3 passenger			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Passenger Complaint Form		On-duty Station Supervisor		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>If complaint was done at the Station:</p> <p>1. Passenger approached the Station Supervisor</p> <p>2. Give specifics on the nature of complaint: Who is being complained, what the complaint was about, Where it took place and at what time it actually happened</p>	<p>1. Supervisor asked complainant to sit and express willingness to help him/her resolve his concerns.</p> <p>2. Listen to complainant's statement. Identify the staff being complained and view the CCTV footage</p> <p>Supervisor tries to see if the situation can be resolved</p>	None	<p>5 minutes</p> <p>5 minutes</p>	<i>Station Supervisor</i>

<p>3. Passenger to write a formal complaint at the "Complaint Form" provided by the Station supervisor</p> <p>4. Passenger asked when he will get a feedback on the result of the complaint</p>	<p>without having to file a written complaint by letting both parties settle matter Amicably</p> <p>3. Supervisor receives the Complaint form and do further investigation, ask the involved personnel and witnesses if any to submit a written explanation.</p> <p>Supervisor accomplished a detailed "Passenger Complaint Preliminary Investigation Report"</p> <p>4. Complainant will be advised through a phone call or txt on the status of his complaint within 3 days.</p>		<p>10 minutes</p> <p>10 minutes</p> <p>3 days</p>	
TOTAL		None	3 days, 30 minutes	



6. Service Information: Procedure in the Filing of Leave Application

Office or Division:	Station Division			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	Station Division Personnel such as Station Supervisor, Ticket Seller 2 & 3 and Clerk			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Leave Application Form		Station Division Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Apply and accomplished leave application form 3. Accomplished the index card and submit it to the scheduler 4. If no reserve available, Station personnel shall provide reliever then submit the leave form to the Scheduler	a. Check and verify the availability of the reserve b. If with available reliever, reflect the notice on the locator sheet. c. if without available reliever, scheduler shall advice the applicant to provide reliever d. Submit to Chief TDO for initial approval e. The leave applicant shall secure authorization to render overtime for his/her reliever	None	10 minutes	<i>Scheduler / Station Personnel</i>

	<p>f. After accomplishment of the OT Slip, the leave applicant shall submit it to the scheduler/ timekeeper</p> <p>g. Scheduler to check and verify the OT Slip as well as the leave form before affixing his/her signature</p> <p>h. Leave applicant to submit it to the Chief TDO for her initial</p> <p>i. Chief TDO to transmit to Administrative Division the leave form while the OT slip shall be transmitted to OOD for approval</p>			
	TOTAL	None	10 minutes	



7. Service Name: Reinstitution of Lost and Found Items

Office or Division:	Station Division			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Passengers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Particulars of Property Found Form		On-duty Station Supervisor		
Identification Card of the owner of the lost and found item		Owner		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Verify the lost item to the Station Supervisor/Station Base/Feedback thru COMMs	1.1. Check and verify if the item is included in the summary of lost and found items;	None	4 minutes	<i>Station Supervisor and Station Base personnel</i>
2. Claimant shall proceed to his/her preferred station and present any identification card	1.1. If the item is available or retrieved in the station, passenger shall be advised to proceed to their preferred station for pick up of the item.		5 minutes	
3. Check and verify the item before affixing his/her signature on the particulars of property found form	1.2. Once signed by the passenger, the particulars of property found shall be filed for documentation			
	TOTAL	None	10 minutes	



Engineering Division



1. Concerns/Troubleshooting/Repair on Overhead Catenary System

Report of MRT3 Control Center on Overhead Catenary System.

Office or Division:	Engineering/Power and Overhead Catenary System			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	MRT3 employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Technical Assistance		Engineering/Power and Overhead Catenary System		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Reports of obstruction on Overhead Catenary System	<ol style="list-style-type: none"> 1. Receive the report from Control Center. 2. Record the report. 3. Forward the report to MRT3 Maintenance Provider for troubleshooting and repair. 4. MRT3 Maintenance Provider to update the Power and OCS Discipline Head on status. 5. Maintenance Provider will notify the control center on status – accomplished or pending repair. 	None	<p>Within 10 minutes (during revenue operation if not, provisional service will be implemented)</p> <p>4 hours (during non-revenue hours)</p>	<i>Power and Overhead Catenary System Head</i>
TOTAL		None	4 hours	



2. Concerns/Troubleshooting/Repair on Power Distribution System

Report of MRT3 Control Center on Power Distribution System.

Office or Division:	Engineering/Power and Overhead Catenary System			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	MRT3 employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Trouble Shooting Report		Engineering/Power and Overhead Catenary System		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Report on substation equipment	<ol style="list-style-type: none"> 1. Receive the report from Control Center and Substation personnel. 2. Record the request. 3. Forward the request to MRT3 Maintenance Provider for assessment and looping of equipment. 4. MRT3 Maintenance Provider to update the Power and OCS Discipline Head on status. 5. Maintenance Provider will notify the control center on status – accomplished or pending job repair. 	None	4 hours (if materials are available)	<i>Power and Overhead Catenary System Head</i>
TOTAL		None	4 hours	



3. Concerns/Troubleshooting/Repair on Depot Equipment

Report on several equipment at MRT-3 depot to undergo troubleshooting or repair.

Office or Division:	Engineering/ Rolling Stock and Depot Equipment			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	MRT3 employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Trouble Shooting Report		Engineering / Depot Equipment		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Reports the trouble of equipment at MRT-3 depot.	6. Receive the report. 7. Record the report. 8. Forward the report to MRT3 Service Provider for troubleshooting and repair. 9. MRT3 Service Provider to update the Depot Equipment Discipline on the status. 10. Notify the end-user on the status accomplished or pending repair.	None	4 hours	Rolling Stock and Depot Equipment Discipline Head.
TOTAL		None	4 hours	



6.Concerns/Troubleshooting/Repair on Rolling Stock

Report on several Light Rail Vehicles (LRV's) of MRT-3 to undergo troubleshooting or repair.

Office or Division:	Engineering/ Rolling Stock and Depot Equipment			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	MRT3 employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Trouble Shooting Report		Engineering / Rolling Stock		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Reports the trouble of Light Rail Vehicles (LRV's) of MRT-3.	11. Receive the report. 12. Record the report. 13. Forward the report to MRT3 Service Provider for troubleshooting and repair. 14. MRT3 Service Provider to update the Rolling Stock Discipline on the status. 15. Notify the end-user on the status accomplished or pending repair.	None	4 hours	Rolling Stock and Depot Equipment Discipline Head.
TOTAL		None	4 hours	



4. Concerns/Troubleshooting/Repair on Communication System

Report of MRT3 station on CCTV, public address system, telephone and tetra radio equipment troubleshooting or repair.

Office or Division:	Engineering/Signaling and Communication			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	MRT3 employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Trouble Shooting Report		Engineering/Signaling and Communication		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Reports trouble or repair on MRT3 station CCTV, public address system, telephone lines and tetra radio equipment.	16. Receive the report. 17. Record the report. 18. Forward the report to MRT3 Service Provider for troubleshooting and repair. 19. MRT3 Service Provider to update the Signaling and Communication Discipline on status. 20. Notify the end-user on status – accomplished or pending repair.	None	4 hours	Signaling and Communication Discipline Head
TOTAL		None	4 hours	



5. Request for New Installation on Communication System

Request of MRT3 station on CCTV, public address system, telephone and tetra radio equipment installation.

Office or Division:	Engineering/Signaling and Communication			
Classification:	Complex			
Type of Transaction:	G2G			
Who may avail:	MRT3 employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Request by Technical Assistance			Engineering/Signaling and Communication	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Request for new installation of telephone lines.	21. Receive the request. 22. Record the request. 23. Forward the request to MRT3 Service Provider for assessment and preparation of materials. 24. MRT3 Service Provider to update the Signaling and Communication Discipline on status. 25. Notify the end-user on status – accomplished or pending job request.	None	4 hours (if materials are available) 5 days (if materials are not available and for procurement)	Signaling and Communication Discipline Head
TOTAL		None	5 days	



9. Concerns/Troubleshooting/Repair on Signaling System

Report of MRT3 mainline on signal light, track circuit, point machine, balise and other signaling equipment troubleshooting or repair.

Office or Division:	Engineering/Signaling and Communication			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	MRT3 employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Technical Assistance Trouble Shooting Report		Engineering/Signaling and Communication		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Reports trouble or repair on MRT3 mainline signal light, track circuit, point machine, balise and other signaling equipment.	<ol style="list-style-type: none"> 1. Receive the report. 2. Record the report. 3. Forward the report to MRT3 Service Provider for troubleshooting or repair. 4. MRT3 Service Provider to report to Signaling and Communication Discipline on status. 5. Verify with MRT3 control center on status – normalized or for continuation of activity. 6. Get trouble report from MRT3 Service Provider. 6. Submit incident report to Engineering Division Chief. 	None	<p>4 hours (if replacement spares are available)</p> <p>1 day (if replacement spares are not available and for procurement locally)</p>	Signaling and Communication Discipline Head
TOTAL		None	24 hours	



10.Concerns / Repair on TRACKS AND WAYSIDE

Report of MRT3 Service Provider Foot Patroller on missing tracks components or immediate works and Broken rail at mainline and depot.

Office or Division:	Engineering/Tracks and Wayside			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	MRT3 employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Technical Assistance Report		Engineering/Tracks and Wayside		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Broken Rail will report immediately to CCRE	1. Receive report 2. Stop Operation for the immediate repair or installation of fishplate. 3. Receive the report.	None	30mins	Tracks and Wayside Discipline Head
2. Report of MRT3 Service Provider Foot Patroller on missing tracks components or immediate works.	4. Record the report. 5. Monitor the action to be done by the provider. 6. MRT3 Service Provider to updates/reports the Tracks and Wayside Discipline on status. 7. Notify the CCRE on status – accomplished or pending repair.		3 days	Tracks and Wayside Discipline Head
TOTAL		None	3 days, 30 mins.	



11. Request for New Rail

Request of MRT3 station on CCTV, public address system, telephone and tetra radio equipment installation.

Office or Division:	Engineering/Tracks and Wayside			
Classification:	Complex			
Type of Transaction:	G2G			
Who may avail:	MRT3 employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Technical Assistance		Engineering/Signaling and Communication		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Request for new installation of telephone lines.	26. Receive the request. 27. Record the request. 28. Forward the request to MRT3 Service Provider for assessment and preparation of materials. 29. MRT3 Service Provider to update the Signaling and Communication Discipline on status. 30. Notify the end-user on status – accomplished or pending job request.	None	4 hours (if materials are available) 5 days (if materials are not available and for procurement)	Signaling and Communication Discipline Head
TOTAL		None	5 days	



12.Concerns/Troubleshooting/Repair on Signaling System

Report of defects on MRT3 structure, facilities and equipment at the stations and depot.

Office or Division:	Engineering/Building and Facilities Section			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	MRT3 employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Technical Assistance Report		Engineering/Building and Facilities		
CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Reports trouble or repair on MRT3 stations and depot	<ol style="list-style-type: none"> 1. Receive the report. 2. Record the report. 3. Forward the report to MRT3 Service Provider for troubleshooting or repair. 4. MRT3 Service Provider to report to Building and Facilities Section Discipline on status. 5. Notify the end-user on status (accomplished or pending repair) activity. 6. Get trouble report from MRT3 Service Provider. 7. Submit incident report to Engineering Division Chief. 	None	4 hours	Building and Facilities Discipline Head

	TOTAL	None	4 hours	



13. Technical Document Evaluation

Request for technical document for review, evaluation, comments and/or recommendation.

Office or Division:	Engineering/Signaling and Communication			
Classification:	Highly Technical			
Type of Transaction:	G2G			
Who may avail:	MRT3 employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request for Document Evaluation		Engineering/Signaling and Communication		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Request to evaluate, comments and/or recommendation of technical document.	<ol style="list-style-type: none"> 1. Receive the document. 2. Record the document. 3. Evaluates the received document. 4. Draft the comments and/or recommendation for Engineering Division Chief review. 5. Submit the comments and/or recommendation to requesting party/end-user. 	None	5 days (for DOTr department) 10 days (for MRT3 Service Provider)	Signaling and Communication Discipline Head
TOTAL		None	10 days	



Support Staff/Computer Section/AFCS Unit



4. Service Name: Systems Development

Service Information: Create systems to streamline and automate data processing, recording and storage

Office or Division:	Support Staff/Computer Section/AFCS Office			
Classification:	Highly Technical			
Type of Transaction:	Government to Government			
Who may avail:	Government Agencies in need of System			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Hardware (Server, Network Architecture)		Request for Supplies		
Software for Systems Development		Online		
Terms of Reference		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
6. Client submits requirements and Terms of Reference for new System	1 Accept requirements and starts development of system	None	120 days	<i>Programmer</i>
	2 Conduct testing of system to evaluate functionality			
	3 Conduct meeting with client to present system for evaluation			
7. Client evaluates system and provides feedback	2.3 Revise system according to new requirements and feedback	None	60 days	<i>Programmer</i>
	2.4 Conduct meeting with client to present revised system for evaluation			

8. Client approves system for use	1 Deploy system to live server 2 Create manual for use of the system 3 Conduct training with client on the use of the System 4 Provide continuous monitoring of system 5 Provide troubleshooting in the event of bugs or system issues	None	60 days	<i>Programmer</i>
TOTAL		None	240 days	



5. Service Name: Researcher Request for Data/Interview

Service Information: To provide information to researchers requesting for Ridership/Operational Data

Office or Division:	Support Staff/Computer Section/AFCS Office			
Classification:	Simple			
Type of Transaction:	Government to Client			
Who may avail:	Researchers requesting for Ridership/Operational Data			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Request		Researcher		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client submits letter of request for Ridership and other Operational Data	1. Receive letter request from Researchers	None	1 minute	<i>Data Controller</i>
	2. Check whether data concerns Ridership and Operational Data			
	2.1. Check whether there is request for interview		5 minutes	<i>Data Controller</i>
	2.2. If not, endorse to Concerned Division		5 minutes	<i>Data Controller</i>
	2.3. If yes, coordinate and schedule interview		5 minutes	<i>Data Controller</i>
	2.4. Conduct Interview		1 hour	
	2.5. Accomplish details of Researcher in the Researcher's Logbook		2 minutes	<i>Section Head/Division Head Data Controller</i>

	2.6. File Document		2 minutes	<i>Data Controller</i>
	3. Check whether data concerns Support Division			
	3.1. If no, endorse to concerned Division		5 minutes	<i>Data Controller</i>
	3.2. If yes, prepare requested data		2 hours	<i>AFCS Data Controller</i>
	3.3. Prepare request data for signature of Division Chief		5 minutes	<i>AFCS Data Controller</i>
	3.4. Forward requested data through email/hard copy to researcher		5 minutes	<i>AFCS Data Controller</i>
	3.5. File document		2 minutes	<i>Data Controller</i>
TOTAL		None	3 hours & 36 minutes	



6. Service Name: Researcher Request for Conduct of Survey

Service Information: Provide data to researchers through conduct of survey

Office or Division:	Support Staff/Computer Section/AFCS Office			
Classification:	Complex			
Type of Transaction:	Government to Client			
Who may avail:	Researchers requesting for data from survey			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request for Conduct of Survey		Researcher		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Researcher submits request for conduct of survey	1.1. Accept and evaluate request for survey	None	25 minutes	<i>Data Controller</i>
	1.2. Coordinate requirements in the processing of access permit		15 minutes	<i>Data Controller</i>
2. Researcher submits requirement for the processing of access permit	2.1. Internal Audit Unit process Access Permit		4 days	<i>Internal Audit Unit</i>
	2.2. Inform Researcher in the conduct of the survey		5 minutes	<i>Data Controller</i>
	2.3. Sign memorandum of understanding		5 minutes	<i>Division Head</i>
3. Researcher conducts survey	6.1 Receive results of survey for MRT3		5 minutes	<i>Data Controller</i>
	6.2 File Document		5 minutes	<i>Data Controller</i>
TOTAL		None	5 days	



7. Service Name: Researcher Request for the Conduct of Orientation/Depot Tour/Train Ride

Service Information: Provide Researcher with information through conduct of orientation/Depot Tour/Train Ride

Office or Division:	Support Staff/Computer Section/AFCS Office			
Classification:	Simple			
Type of Transaction:	Government to Client			
Who may avail:	Researchers requesting for data from Orientation/Depot Tour/Train ride			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request for Orientation/Depot Tour/Train Ride		Researcher		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Researcher submits request for Orientation/Depot Tour/Train Ride	1. Accepts and evaluates researcher request	None	10 minutes	<i>Data Controller</i>
	2. If Request for Depot Tour, submit letter to Maintenance Provider for Depot Tour Assistance		10 minutes	<i>Data Controller</i>
	2.1 Conduct Depot Tour	2 hours & 30 minutes	<i>Trainer/Data Controller/Maintenance</i>	
	2.2 File Document	5 minutes	<i>Provider/Safety and Security Unit/Data Controller</i>	
	TOTAL	None	2 hours & 55 minutes	
	3. If Request for Orientation, conduct Orientation		45 minutes	<i>Trainer</i>
	TOTAL	None	55 minutes	

	4. If Request for Train Ride, forward request to Transport/Station/SSU for Train Ride Assistance		30 minutes	<i>Data Controller</i>
	4.1. Schedule Train Ride to Transport/Station/SSU for Train Ride Assistance		15 minutes	<i>Data Controller/Transport/Station/SSU</i>
	4.2. Coordinate Schedule of Train Ride with Requester		10 minutes	<i>Data Controller</i>
	4.3. Ride Train		2 hours	<i>Data Controller/Transport/Station/SSU</i>
	TOTAL	None	3 hours & 15 minutes	



5. Service Name: Issuance of Staff Card

Service Information: Provision of Staff Card

Office or Division:	Support Staff/Computer Section/AFCS Office			
Classification:	Complex			
Type of Transaction:	Government to Client			
Who may avail:	MRT3 Employee			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Letter of Request			AFCS Office	
Staff Card				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Issue memorandum for the issuance of Staff Card	1.1 Review and verify request of Staff Card		5 minutes	<i>AFCS Data Controller</i>
	1.2 Transmit and email to AFPI approved list for the issuance of Staff Card		10 minutes	<i>Computer Section/AFCS Office Section Head</i>
2. AFPI process Staff Card and deliver to Administrative Division	3.1 Administrative Division check the delivered staff card and forward Staff Card to AFCS Office	P134.40	3 days	<i>AFPI/General Services Section</i>
	3.2 Section Head encode details under UAT Parameter in CCS-RO		30 minutes	<i>Computer Section/AFCS Office Section Head</i>
	3.3. Encode details in record management system		15 minutes	<i>AFCS Data Controller</i>
	3.4. Print parameter Management form		15 minutes	<i>AFCS Data Controller</i>

	3.5. Seek approval of Division Head to push the UAT parameter		10 minutes	<i>AFCS Data Controller</i>
4. Division Head Approves the UAT Parameter	<p>4.1 Approve New UAT Parameter version in the CCS</p> <p>4.2 Push the UAT Parameter</p> <p>4.3 If push is not successful, seek the approval of Division Head to push the UAT Parameter</p> <p>4.4 If successful, inform Station Base about the Parameter update</p> <p>4.5 Activate Staff card at the POS</p> <p>4.6 If not activated inform the AFPI</p> <p>4.6.1 AFPI Process Staff Card and Deliver to MRT3 Administrative Office</p> <p>4.6.2 Administrative Division check the delivered Staff Card</p> <p>4.6.3. Administrative Division forward Staff Card to AFCS Office</p> <p>4.7. If Staff Card is activated, inform the concerned Employee</p> <p>4.7.1. Update Record in the Record Management System</p> <p>4.7.2. Prepare Staff Card Issuance/</p>		<p>5 minutes</p> <p>5 minutes</p> <p>10 minutes</p> <p>5 minutes</p> <p>5 minutes</p> <p>20 minutes</p> <p>3 days</p> <p>15 minutes</p> <p>15 minutes</p> <p>5 minutes</p>	<p><i>Section Head/Division Head</i></p> <p><i>AFCS Data Controller</i></p> <p><i>AFCS Data Controller</i></p> <p><i>AFCS Data Controller</i></p> <p><i>Computer Section/AFCS Office Section Head</i></p> <p><i>Computer Section/AFCS Office Section Head</i></p> <p><i>AFPI General Services Section</i></p> <p><i>General Services Section</i></p> <p><i>General Services Section</i></p> <p><i>AFCS Data Controller</i></p>

	Replacement Form		5 minutes	<i>AFCS Data Controller</i>
	4.7.3. Take Photo of the Receiving Employee			
	4.7.4. Issue Staff Card to Concerned Employee		5 minutes	<i>AFCS Data Controller</i>
	4.7.5. Record Receipt of Staff Card in AFCS Staff Card Logbook		5 minutes	<i>AFCS Data Controller</i>
			2 minutes	<i>AFCS Data Controller</i>
			2 minutes	<i>AFCS Data Controller</i>
TOTAL		P134.40	6 days, 3 hours & 14 minutes	



6. Service Name: Processing of Lost and Damaged Staff Card

Service Information: Process Lost and Damaged Staff Card

Office or Division:	Support Staff/Computer Section/AFCS Office			
Classification:	Complex			
Type of Transaction:	Government to Client			
Who may avail:	MRT3 Employee			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Memorandum		Station Division for damaged Staff Card		
Damaged Staff Card		AFCS Office for replaced Staff Card		
Replaced Staff Card				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send memorandum requesting to blacklist and replace Staff Card	1.1 Receive and safekeep damaged Staff Card		5 minutes	<i>AFCS Data Controller</i>
	1.2 Coordinate to AFPI the blacklisting of Staff Card and issuance of new Staff Card		10 minutes	<i>Computer Section/AFCS Office Section Head</i>
2. AFPI Process blacklisting of damaged and lost card	2.1 Process the blacklisting of the damaged and lost card	P134.40	3 days	<i>AFPI</i>
	2.2 Deliver the new or replaced Staff card to MRT3 Administrative Division.		1 day	<i>AFPI</i>
	3.1 Administrative Division check and deliver the		30 minutes	<i>General Services Section</i>

	staff card to AFCS Office 3.2 Check the delivered Staff card 3.3. Activate Staff Card and inform Concerned Employee 3.4 If Not inform AFPI		2 minutes 20 minutes 5 minutes	<i>AFCS Data Controller</i> <i>Computer Section/AFCS Office Section Head/AFCS Data Controller</i> <i>Computer Section/AFCS Office Section Head</i>
TOTAL		P134.40	4 days, 1 hour & 12 minutes	

7. Service Name: Processing of Defective Staff Card

Service Information: Process Defective Staff Card

Office or Division:	Support Staff/Computer Section/AFCS Office			
Classification:	Complex			
Type of Transaction:	Government to Government			
Who may avail:	MRT3 Employee			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Memorandum		Station Division for defective Staff Card		
Defective Staff Card		AFCS Office for replaced Staff Card		
Replaced Staff Card				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send memorandum requesting to blacklist and replace defective Staff Card	1.1. Coordinate to AFPI the blacklisting of Staff Card and issuance of new Staff Card		10 minutes	<i>Computer Section/AFCS Office Section Head</i>
2. AFPI Process blacklisting of damaged and lost card	2.1 Process the blacklisting of the damaged and lost card	P134.40	3 days	<i>AFPI</i>
	2.2 Deliver the new or replaced Staff card to MRT3 Administrative Division.		1 day	<i>AFPI</i>
	3.1 Administrative Division check and deliver the staff card to AFCS Office		30 minutes	<i>General Services Section</i>
	3.2 Check the delivered Staff card		2 minutes	<i>AFCS Data Controller</i>
	3.3. Activate Staff Card and inform Concerned Employee		20 minutes	<i>Computer Section/AFCS Office Section Head/AFCS Data Controller</i>
	3.4 If Not inform AFPI		5 minutes	<i>Computer Section/AFCS Office Section Head</i>
TOTAL		P134.40	4 days, 1 hour & 12 minutes	



8. Service Name: Change of Access Rights

Service Information: Process Changing of Access Rights

Office or Division:	Support Staff/Computer Section/AFCS Office			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	MRT3 Employee			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Memorandum			Station Division	
Parameter Management Form			AFCS Office	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receive memorandum requesting for change/upgrade of access rights	1.1. Check and verify request for change/upgrade of access rights 1.2 Seek Approval of Division Head	None	5 minutes	<i>Computer Section/AFCS Office Section Head</i> <i>AFCS Data Controller</i>
2. Division Head approves UAT parameter	2.1 Encode details in CCS under UAT parameter 2.2 Approve new UAT parameter version in CCS 2.4. Push parameter 2.5. If parameter push is successful, inform Station Base about the parameter and the concerned employee 2.5.1. Activate Staff card at the POS 2.5.2. Update record in the AFCS record management system		15 minutes 5 minutes 10 minutes 5 minutes 20 minutes 5 minutes	<i>Computer Section/AFCS Office Section Head</i> <i>AFCS Data Controller</i> <i>AFCS Data Controller</i> <i>AFCS Data Controller</i> <i>Computer Section/AFCS Office Section Head</i> <i>AFCS Data Controller</i>

	TOTAL	None	1 hour & 5 minutes	

<p>1.2. Sign the SCR</p> <p>1.3. Receive copy of SCR</p>	<p>1.10 Ask end-user to sign in the SCR</p> <p>1.11 Give copy of SCR to end-user</p> <p>1.12 File Accomplished SCR</p>		<p>1 minute</p>	<p><i>Data Controller/Computer Operator</i></p>
TOTAL		<p>None</p>	<p>2 hours & 31 minutes</p>	



10. Conduct of Technical Trainings

Conduct of Technical Trainings for Operations personnel

Office or Division:	Support Staff/Computer Section/AFCS Office			
Classification:	Highly Technical			
Type of Transaction:	Government to Client			
Who may avail:	Operations Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Memo Approval of the General Manager				
Training Plan		Support Staff/Computer Section personnel		
Memo to Attend by the Trainees				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for the conduct of Technical Training	1.1 Receive memorandum for the request to conduct Technical Training	None	1 day	<i>Clerk</i>
	1.2 Plan and Calendar the requested Technical Training	None	1 day	<i>STDO Support Staff</i>
	1.3 Prepare the memorandum for approval to conduct training with the designed training plan and Memorandum to Attend of participants	None	1 day	<i>STDO Support Staff</i>

	1.4 Submit the memorandum to the Office of the General Manager together with the corresponding documents for signature and approval	None	1 day	<i>STDO Support Staff</i>
	1.5 Prepare the training materials upon the approval of the requested training by the General Manager	None	3 days	<i>STDO Support Staff</i>
Sub-total		None	7 days	
2. Conduct of approved Technical Trainings	8.1. Train Driver Training Course	None	52 days	<i>STDO/SVTDO Support Staff</i>
	8.2. Train Driver Training for Maintenance Provider Personnel	None	3 days	<i>STDO/SVTDO Support Staff</i>
	8.3. Transport Supervisory Training Course	None	12 days	<i>STDO/SVTDO Support Staff</i>

	8.4. Refresher Training for Transport Division Operations Personnel	None	2 days	<i>STDO/SVTDO Support Staff</i>
	8.5. Ticket Seller II Training Course	None	18 days	<i>STDO/SVTDO Support Staff</i>
	8.6. Ticket Seller III Training Course	None	8 days	<i>STDO/SVTDO Support Staff</i>
	8.7. Station Supervisory Training Course	None	15 days	<i>STDO/SVTDO Support Staff</i>
	8.8. Qualified Employee Training Course	None	5 days	<i>STDO/SVTDO Support Staff</i>
	8.9. Commuter Welfare Assistant Training Course	None	8 days	<i>STDO/SVTDO Support Staff</i>

	8.10. Refresher Training for Station Division Operations Personnel	None	2 days	<i>STDO/SVTDO Support Staff</i>
	8.11. Cashier II (Cash Assistant) Training Course	None	10 days	<i>STDO/SVTDO Support Staff</i>
	8.12. Data Controller III Training Course	None	5 days	<i>STDO/SVTDO Support Staff</i>
	8.13. Cash Clerk III Training Course	None	5 days	<i>STDO/SVTDO Support Staff</i>
	8.14. Treasury Supervisor Training Course	None	10 days	<i>STDO/SVTDO Support Staff</i>
	8.15. Refresher Training for Treasury Section Operations Personnel	None	2 days	<i>STDO/SVTDO Support Staff</i>
Sub-total		None	Number of training days	
3.Post-Training Actions	3.1 Prepare the Certificate of Training	None	1 day	<i>STDO Support Staff</i>
	3.2 Submit training certificates to the Chief of Support Staff and the Office of the General Manager for signature	None	1 day	<i>STDO Support Staff</i>

	3.3 Distribution of training certificates	None	1 day	<i>STDO Support Staff</i>
	3.4 Submit Memorandum of training completion to the Office of the General Manager through the Operations Director and copy furnished the requesting Division	None	1 day	<i>STDO Support Staff</i>
	3.5 Prepare and Submit the Terminal Report to the Head Division of Support Division	None	1 day	<i>STDO Support Staff</i>
	3.2 Approve the Terminal Report	None	1 day	<i>CTDO Support Staff</i>
	3.2 File the approved Terminal Report	None	1 day	<i>STDO Support Staff</i>
Sub-total		None	7 days	
TOTAL		None	14 days plus the number of training days	



Transport Division



1. Service Name: Train Preparation

Service Information: Preparation of trains for revenue service

Office or Division:	Transport Division			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	Train Drivers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Train Drivers Service Schedule Train Preparation Checklist (TPC) Daily Observation Report (DOR)		Depot supervisor		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Report to the Depot Supervisor	1. Records the Train Driver's name, time of arrival and Issue the TPC and DOR.	None	2 mins.	Depot Supervisor
2. Proceeds to the location of the train and perform train preparation	2. Supervise and monitor the train preparation	None	15 mins.	Depot Supervisor
3. Report back to Depot Supervisor	3. Verify the status of the train, sign the TPC and DOR, and coordinate with Engineering Division Representative.	None	4 mins.	Depot Supervisor
4. Proceed to the location of the train and wait for switchman's go signal	4. Coordinate with the TESP Yard Master regarding the train insertion.	None	2 mins.	Depot Supervisor
5. Insert the train on the Insertion/Removal Area	5. Records the departure time of the train from the stabling area.	None	5 mins.	Depot Supervisor
TOTAL		None	28 minutes	



2. Service Name: Insertion of Revenue Trains

Service Information: Insertion of trains to mainline for revenue service

Office or Division:	Transport Division			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	Train Drivers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Service Schedule of Train Driver Daily Observation Report Time Table		Control Center		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Report to the Control Center the name of the train driver, train index number, train composition and status of the train.	1. Records the information reported by the train driver.	None	1 min	Control Center Supervisor
2. Wait for the wayside signal at Insertion/Removal Area to turn green.	2. CCS will set the train route from I/R Area to Mainline.	None	1 min	Control Center Supervisor
3. Insert the train from the I/R Area to the mainline.	3. Records the insertion time of the train.	None	1 min.	Control Center Supervisor
TOTAL			3 minutes	



3. Service Name: Normal or Off-Peak Removal of Revenue Trains

Service Information: Normal or off-peak removal of revenue trains

Office or Division:	Transport Division			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	Train Drivers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Train Drivers Service Schedule Timetable		Control Center		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. TD of removal train while at North Turnback (NTB) will report to the CC his/her identity and Index no.	1. Records the name of the TD and coordinate to the TESP Control Center Representative Engineer (CCRE)	None	1 min.	Control Center Supervisor
2. TD will wait for the wayside signal to turn green.	2. CCS will set the route from NTB to depot.	None	3 mins.	Control Center Supervisor
3. TD will remove the train from the mainline	3. Records the time of removal and coordinate to TESP CCRE	None	1 min	Control Center Supervisor
TOTAL			5 minutes	



4. Service Name: Removal of Revenue Trains with Failure

Service Information: Removal of revenue trains from the mainline due to train failure.

Office or Division:	Transport Division			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	Train Drivers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Train Driver's Verbal Report		Control Center		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Report the <ul style="list-style-type: none"> • Index no. • TD name, • car number, • location and • train failure 	1. Record the report, determine the intervention procedures, instructs the TD to intervene the failure and coordinate to the TESP Control Center Representative Engineer (CCRE)	None	2 min.	Control Center Supervisor
2. Perform the train failure intervention	2. Inform the Duty Manager and regulates the train traffic.	None	5 to 10 mins. depending on the type of failure	Control Center Supervisor
3. Report the result of train intervention is unsuccessful.	3. Record the result of the intervention and coordinate to the CCRE.	None	1 min.	Control Center Supervisor
4. Wait for the intervention of the Mainline Technician (MT).	4. Inform the concerned Divisions and DOTr-MRT3 Management.	None	5 to 10 mins. depending on the type of failure	Control Center Supervisor
5. Report to the Control Center that the result of the MT intervention is unsuccessful.	5. Record the report and inform the concerned Divisions and DOTr-MRT3 Management.	None	1 min.	Control Center Supervisor

6. Remove the train from the mainline at end station.	6. Record the time of removal, inform the concerned Divisions, DOTr-MRT3 Management and coordinate to TESP CCRE	None	1 min.	Control Center Supervisor
			15 Minutes	



FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Feedback may be sent through the following: <ul style="list-style-type: none"> • Website – www.dotcmrt3.gov.ph • Email – feedback@dotcmrt3.gov.ph • Twitter - @dotmrt3 • Facebook - /dotmrt3 • Approach the on-Duty Station Supervisor in any station • Visit us at MRT3 Depot, North Avenue corner EDSA, Brgy. Bagong Pag-Asa, Quezon City • Call us at 8924-0054
How feedbacks are processed	Feedbacks received are endorsed to the concerned division for appropriate action. Feedbacks shall be acted within three (3) days.
How to file a complaint	Complaints may be sent through the following: <ul style="list-style-type: none"> • Website – www.dotcmrt3.gov.ph • Email – feedback@dotcmrt3.gov.ph • Twitter - @dotmrt3 • Facebook - /dotmrt3 • Approach the on-Duty Station Supervisor in any station • Visit us at MRT3 Depot, North Avenue corner EDSA, Brgy. Bagong Pag-Asa, Quezon City • Call us at 8924-0054

How complaints are processed	Complaints received are endorsed to the concerned division for appropriate action. Complaints shall be acted within three (3) days including coordination with the complainant to provide update.
Contact information of ARTA, PCC and CCB	ARTA – complaints@arta.gov.ph : 1-ARTA (2781) PCC: 8888 CCB: 0908-881-6565 (SMS)



List of Offices

Office	Address	Contact Information
Office of the General Manager	MRT3 Depot, EDSA corner North Avenue, Brgy. Bagong Pag-Asa, Quezon city	9295347 Local 2303
Office of the Operations Director	MRT3 Depot, EDSA corner North Avenue, Brgy. Bagong Pag-Asa, Quezon city	9295347 Local2401
Administrative Division	MRT3 Depot, EDSA corner North Avenue, Brgy. Bagong Pag-Asa, Quezon city	9295347 Local 2103
Finance & Comptrollership Division	MRT3 Depot, EDSA corner North Avenue, Brgy. Bagong Pag-Asa, Quezon city	9295347 Local 4407
Safety and Security Unit	MRT3 Depot, EDSA corner North Avenue, Brgy. Bagong Pag-Asa, Quezon city	9295347 Local 4417
Internal Audit Unit	MRT3 Depot, EDSA corner North Avenue, Brgy. Bagong Pag-Asa, Quezon city	9295347 Local 2205
Communications Team	MRT3 Depot, EDSA corner North Avenue, Brgy. Bagong Pag-Asa, Quezon city	9295347 Local 2811
Station Division	MRT3 Depot, EDSA corner North Avenue, Brgy. Bagong Pag-Asa, Quezon city	9295347 Local 3213
Engineering Division	MRT3 Depot, EDSA corner North Avenue,	9295347 Local 2101

	Brgy. Bagong Pag-Asa, Quezon city	
Support Staff, /Computer Section/AFCS Office	MRT3 Depot, EDSA corner North Avenue, Brgy. Bagong Pag-Asa, Quezon city	9295347 Local 2600
Transport Division	MRT3 Depot, EDSA corner North Avenue, Brgy. Bagong Pag-Asa, Quezon city	9295347 Local 3016