



DEPARTMENT OF TRANSPORTATION – METRO RAIL TRANSIT 3

CITIZEN'S CHARTER

2025 (1st 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



1. Receiving of Documents for Appropriate Action

The Office of the General Manager is the overseer of the operations of DOTr-MRT3 and the center of all transactions thus, all documents received are properly evaluated and acted upon appropriately.

Office or Division:		Office of the General Manager (OGM)		
Classification		Simple		
Type of Transaction:		G2G- Government to Government/ G2C- Government to Citizen / G2B- Government to Business Entity		
Who may avail:		Government Agencies/Individual/Organization/Associations		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter (1 original, 1 photocopy)		From the Requesting Party (Government Agency, Ordinary Citizen/s or Business Entity)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit document/ letter of request addressed to the General Manager via personal service	1.1 Accept documents/ letter of request	None	5 mins.	<i>Administrative Officer I OGM</i>
	1.2 Evaluate/assess the request/ document	None	4 hours	<i>Chief of Staff & Administrative Officer V OGM</i>
	1.3 Disseminate/forward to the Division/Office Concerned			
2. Coordinate with concerned Division/Office for necessary requirements or terms and conditions	2.1 Conduct Coordination meeting with personnel required to act on the concern	None	1 day	<i>Concerned Division/s Engineering Div. Station Div. Finance and Comptrollership Div.</i>
	2.2 Draft reply/ conduct appropriate action to be forwarded for approval of the General Manager	None	4 hours	
	2.3 Concerned division forwards draft reply to Office of the General Manager for approval	None	4 hours	<i>General Manager, Head Executive Assistant, Legal Assistant OGM</i>
	2.4 Records section shall send via personal service or electronic mail the reply regarding the request.			<i>Administrative Officer V, PRO II OGM</i>
OTAL:		None	2 days, 4 hours & 5 mins.	



2. Work/Access Permit Application

The Work/Access Permit is issued to any business entity, government institutions or ordinary citizen/s requesting to do some activities within the DOTr-MRT3 premises.

Office or Division:	Office of the General Manager (OGM)	
Classification:	Simple to Complex	
Type of Transaction:	G2B- Government to Business Entity / G2C- Government to Citizen / G2G-Government to Government	
Who may avail:	Business Entity/Citizens/Government Agencies	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Basic Requirements:		
Duly accomplished Work/Access Application Form (2 original copies)		Internal Audit Unit, DOTr-MRT3
Duly approved request letter/endorsement for Work/Access Permit Application (1 original , 1 photocopy)		Office of the General Manage
List of personnel to enter the facility and copy of their company's/personal valid identification cards (ID's) (2 original copies)		Applicant/Sub-Contractor
List of tools/materials/equipment to be brought into the MRT3 premises (2 original copies)		Applicant/Sub-Contractor
In case of foreigner, copy of passport/visa (2 photocopies)		Applicant's personal file
Written undertaking, if necessary (2 original copies)		Applicant
Copy of updated Business Permit, for business entity (2 photocopies)		Local Government Unit (LGU)
Copy of recently approved DOTr-MRT3 Work/Access Permit in case the application is a renewal of existing approved permit (2 photocopies)		Applicant's copy
Additional Requirements:		
1. For Commercial Leasing/Selling Activity/Installation/Repair of Stalls		
1.1 Location plan/stall layout with dimensions (2 photocopies)		Applicant
1.2 Health Clearance/s of applicant's personnel for food selling activity (2 photocopies)		Department of Health Office within the scope of LGU where the business permit of the applicant was secured
1.3 Copy of Contract with the owner of MRT3 System (2 photocopies)		Applicant
2. For installation/ Repair of Commercial Stalls / Structures		
2.1 Stall/ Structure design and dimensions (with pictures) (2 photocopies)		Applicant/Sub-Contractor
2.2 Location layout (2 photocopies)		Applicant/Sub-Contractor
2.3 Methodology (2 original copies)		Applicant/Sub-Contractor
2.4 Copy of contract (2 photocopies)		Applicant/Sub-Contractor



3. For Electro-Mechanical/Electronics and Communication, Civil /Track Work and Other Maintenance Activities	
3.1 Detailed scope of work and methodology (2 original copies)	Applicant/Sub-Contractor
3.2 Drawing and plans duly signed by a licensed engineer and the latest copy of professional ID of the latter (2 original copies for the drawings/plans, 2 photocopies for the professional ID)	Licensed engineer commissioned by the Applicant
3.3 Copy of the Notice to Proceed, Notice of Award, approved Purchase Order, Memorandum of Agreement, if applicable (2 photocopies)	DOTr BAC
3.4 Risk Assessment and Mitigation Plan (2 original copies)	Applicant/Sub-Contractor
3.5 Schedule of activities/ Gantt Chart, if applicable (2 original copies)	Applicant/Sub-Contractor
4. For Installation/Replacement /Rehabilitation of Billboards and other Advertising Materials	
4.1 Drawings/ framing plan indicating the size and exact location of the proposed billboard superimposed on existing MRT3 structure, duly signed by a licensed Civil Engineer (2 photocopies)	Licensed engineer commissioned by the Applicant
4.2 Risk Assessment and Mitigation Plan (2 original copies)	Applicant/Sub-Contractor
4.3 Structural calculations duly signed by a licensed engineer for new billboard to be installed, a copy of the latter's professional ID and the latest PTR (2 original copies)	Licensed engineer commissioned by the Applicant
4.4 Installation methodology and framing plan duly signed by a licensed engineer (2 original copies)	Applicant
4.5 Certification of existing structural integrity from a licensed engineer for existing billboard (2 original copies)	Licensed engineer commissioned by the Applicant
4.6 Photo/ drawing/ mock-up of the billboard structure with existing and proposed advertising materials (2 original copies)	Applicant
4.7 Copy of the latest Professional Tax Receipt (PTR) and Professional Regulations Commission ID of the certifying engineer (2 photocopies)	Licensed engineer commissioned by the Applicant
4.8 Copy of contract of Memorandum of Agreement (MOA)/ Certification, if applicable (2 photocopies)	Applicant
5. For Using the MRT3 Facility as Venue for Commercial/Movies/TV Shows/Radio Programs/ and for Showcasing Talents	
5.1 Concept/script of the segment involving DOTr- MRT3 (2 original copies)	Applicant
5.2 Layout indicating the area of activity (2 original copies)	Applicant



5.3 Generator and its capacity to be used during the activity (during the actual shooting), if applicable	Applicant
5.4 Department of Social Welfare and Development (DSWD) Certificate of Registration as recognized organization and Letter of endorsement by the concerned LGU for Person with Disability/ies (for PWD applicants) (1 original, 1 photocopy)	DSWD/LGU
5.5 Income Report in case the applicant is an association of PWDs (2 original copies)	Applicant
6. For Commercial/Movie/TV Show/Radio Program	
6.1 Concept/script of the segment involving MRT3 (2 original copies)	Applicant
6.2 Detailed description of activity/ methodology (2 original copies)	Applicant
7. For Commercial/Business & Product Promotion	
7.1 Memorandum of Agreement/ Offer Sheet (2 photocopies)	Applicant
7.2 Photo of sample leaflets, flyers, posters, banners, product/s etc. (2 original copies)	Applicant
7.3 Detailed description of activity (2 original copies)	
7.4 Food and Drug Authority's (FDA) Certificate of Registration in case of food/drug sampling (2 photocopies)	FDA
8. For Research, Survey, Study Tours and Similar Activities	
8.1 Description of subject of research, survey or study tours (2 original copies)	Applicant
8.2 Copy of survey form or Questionnaire, if applicable (2 original copies)	Applicant
8.3 Detailed description of activity/methodology (2 original copies)	Applicant
8.4 Waiver from the parents/School, if applicable (2 original copies)	Person in authority over the applicant (Parent/School)
9. For Access to Interconnection Bridge	
9.1 Copy of the Usufruct Agreement (2 photocopies)	Applicant
9.2 Memorandum of Agreement between the developer and the land owner (2 photocopies)	Developer/Applicant
9.3 Drawing/Plan and photos of the interconnection bridge (for new agreement) (2 original copies)	Applicant
10. For Managed Services of IT Systems	
10.1 Copy of Contract or Purchase Order (2 photocopies)	



Note: The applicant must reproduce two (2) sets of application form and its attachments for submission to DOTr-MRT3.				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request to Office of the General Manager (OGM)	1.1 Receive letter request and forward the same to the Chief of Staff for evaluation	None	1 hr. (for simple transaction)	<i>Administrative Officer I</i> OGM
	1.2 Evaluate the request letter and recommend approval to the DOTr-MRT3 GM (if there is a need to endorse the request to concerned Division/Office/Section/ Unit concerned before final approval, the COS will do so)	None	2 hrs. (for complex transaction)	<i>Chief of Staff</i> OGM
	1.3 Approve the request letter and endorse back to AA-Clerk IV (OGM)	None		<i>General Manager</i> OGM
	1.4 Forward to Internal Audit Unit (IAU) the approved request with instruction to handle the the request	None		<i>Administrative Assist. II</i> OGM
2. Fill-up the Work/Access Application Form in two (2) copies and attach necessary requirements	2. Provide Client with the Work/Access Permit Application Form, orient and provide with the checklist of requirements	None	15 minutes (for simple transaction) 15 minutes (for complex transaction)	<i>Management & Audit Analyst (MAA) II</i> IAU
3. Submit two (2) copies of the duly filled-up Application Forms for Work/Access Permit together with the required documents in two (2) sets	3.1 Receive and log the application and forward the same to MAA II	None	2 days, 6 hours & 30 minutes (for simple transaction)	<i>Administrative Assistant (AA) II</i> IAU
	3.2 Evaluate application	None	3 days, 5 hours & 30 minutes (for	



attached to every application form.		and coordinate with the Applicant in case with lacking documents		complex transaction)	<i>Management & Audit Analyst (MAA) II IAU</i>
	3.3	Check and sign the IAU Checklist Slip Form and give back to AA II	None		<i>Head, IAU</i>
	3.4	Log-out and forward the application and its attachments to Division/Unit concerned for further evaluation and clearance	None		<i>Administrative Assistant (AA) II IAU</i>
	3.5	The following Divisions/Unit shall process, evaluate and give clearance to the activity being requested in the Work/Access Permit Application::			
	3.5.1	Station Division	None		<i>Chief, Station Division</i>
	3.5.2	Engineering Division	None		<i>Chief, Engineering Division</i>
	3.5.3	Safety and Security Unit (SSU)	None		<i>Head, SSU</i>
	3.5.4	Support Division*	None		<i>Chief, Support Division</i>
	3.5.5	Transport Division*	None		<i>Chief, Transport Division</i>
	*Notes: The application maybe forwarded to Support and Transport Divisions <u>only</u> 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 if the activity is on or near the tracks for Transport.	None		
	3.6 Forward the application to Office of the Operations Director (OOD) for recommending approval of the application (the last Unit/Division that will give clearance will be the one to do this)	None		<i>Admin. Clerk/Aide of the last Division/Unit to give clearance SSU (usual process)</i>
	3.7 Recommend approval/disapproval of the application	None		<i>Director for Operation OOD</i>
	3.8 Forward the application to OGM for its final approval	None		<i>Admin. Clerk/Aide OOD</i>
	3.9 Evaluate/ approve/disapprove the application	None		<i>General Manager OGM</i>
	3.10 Forward the approved Work/Access Permit Application to IAU	None		<i>Admin. Officer I OGM</i>
4. Receive the approved Work/Access Permit (Note: The Applicant shall reproduce the approved permit to disseminate to all Division/Unit concerned)	4. Receive, inform, and release to client the approved Work/Access Permit	None	15 minutes (for simple transaction) 15 minutes (for Complex)	<i>Admin. Asst. (AA) II IAU</i>
	TOTAL:	None	3 days (for simple transaction) 4 days (for complex transaction)	

Note: A work and Access Permit System (WAPS), an in-house developed system is now currently on pilot testing which aimed to streamline which eventually expedite and improve the whole process of permitting.



3. Communication with Commuters and Netizens Lodged Thru the 8888 Citizens' Complaint Hotline/MRT3 CC System Survey

Providing MRT-3 stakeholders updates and advisories by answering their queries and concerns

Lodged at the 8888 Citizens' Complaint Hotline/MRT3 CC System Survey

Office or Division:		Office of the General Manager (OGM)		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		Commuters, Individuals, Employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Queries and concerns of stakeholders		DOTr Hotlines 8888/QR Code of MRT3 CC System Survey		
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/MRT3 CC System Survey	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 (for 8888 Citizens' Complaint) Real time or within 4 hours (for MRT3 CC System Survey)	<i>Executive Asst. /</i> OGM
2. Receive Response	2. Address the commuters' concern/s	None	2 days (for 8888 Citizens' Complaint) 1 day and 4 hours (for MRT3 CC System Survey)	<i>Executive Asst. /</i> OGM
	TOTAL:	None	3 days for 888 Citizens' Complaint 2 days for MRT3 CC System Survey	



Office of the Operations Director



1. Request for Approval /Signature

Receive all documents seeking guidance, approval or signature from an external entity, such as a Client, or department head prior to General Manager's approval.

Office or Division:	Office of the Operations Director (OOD)			
Classification:	Simple to Complex			
Type of Transaction:	G2B, G2G, G2C			
Who may avail:	Private Companies/Government Agencies/Ordinary Citizen			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter of Client (1 Original Copy)		From the Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request	1.1 Receive documents for actions.	None	24 hours	Secretary OOD
	1.2 Evaluate document.			Executive Assistant II OOD
	1.3 Draft reply for approval of the Director for Operations, if necessary			Executive Assistant II OOD
	1.4 Recommend approval or disapproval			Director for Operations OOD
	1.5 Transmit to the Office of the General Manager and other Division concerned.			Outgoing Clerk OOD
	Total	None	24 hours	



2. Freedom of Information Request

Executive Order No. 02 or the Executive Order on Freedom of Information (FOI) aims to promote an open government by increasing the transparency of the executive branch and its agencies. It strengthens the right to information as enshrined by the constitution. Department of Transportation in response to government order creates platform for the individual/group/organization/agencies to be able to access/request documents/data/information for the purpose of study, research, project, documentation, etc.

Office or Division:	Office of the Operations Director (OOD)			
Classification:	Simple to Complex			
Type of Transaction:	G2G- Government to Government / G2C- Government to Citizen / G2B-Government to Business Entity			
Who may avail:	Government Agencies/ Individual/ Organization/Associations/Business Entity			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request letter (1 e-copy from portal)		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Send requests to email Address	1.1 Receive and acknowledge receipt of requests.	None	2 days	<i>Executive Assistant II</i> OOD
	1.2 Forward to concerned division.	None		<i>Executive Assistant II</i> OOD
	1.3 Respond to query of client.	None		<i>Executive Assistant II</i> OOD
	1.4 Follow-up to division concerned.	None		<i>Executive Assistant II</i> OOD
	1.5 Send the data/information via electronic mail.	None		<i>Secretary/ Outgoing Clerk</i> OOD
TOTAL:		None	2 days	



3. Documents for Approval /Signature

Receive all documents seeking guidance, approval or signature from MRT3 offices, division, unit heads prior to the General Manager's approval/decision.

Office or Division:	Office of the Operations Director (OOD)			
Classification:	Simple			
Type of Transaction:	G2G -Government to Government / G2B – Government to Business Entity / G2C- Government to Citizen			
Who may avail:	MRT3 employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Document/s for approval and/or signature (1 original copy)		Employee/Division Concern		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request	1.1 Receive documents for actions.	None	1 day	Secretary OOD
	1.2 Evaluate document and endorse to Director for Operations	None		Executive Assistant I OOD
	1.3 Review, evaluate, recommend approval or recommend to transmittal to other office/division/unit for further evaluation	None		Director for Operations OOD
	1.4 Transmit to the Office of the General Manager for final approval or to other office/ division/unit concerned for further evaluation	None		Secretary OOD
	TOTAL:	None	1 day	



Administrative Division



1. Recruitment and Selection

To ensure qualified applicants are recruited, selected, and appointed to appropriate DOTr-MRT3 positions according to CSC rules and regulations.

Office or Division:	Administrative Division			
Classification:	Highly Technical			
Type of Transaction:	Government to Client			
Who may avail:	MRT3 employees and outside qualified applicants			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Personal Data Sheet/Resume' (1 original copy)		Client		
Certificate of Employment (1 authenticated photocopy)		Previous Employer		
Service Record (1 authenticated photocopy)		Previous Employer		
Transcript of Record (1 authenticated copy)		School last attended		
Diploma (1 authenticated copy)		School last attended		
CSC Certificate of Eligibility, if applicable (1 authenticated copy)		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	Division Chief Concerned/Division concerned
	1.2 Prepare request for authority to hire for the signature of the General Manager	None	1 minute	Human Resource Management Assistant - Administrative Division
	1.3 Prepare request for Certificate of Availability of funds from the Finance and Comptrollership Division	None	1 minute	Human Resource Management Assistant - Administrative Division
	1.4 Prepare Announcement for Vacancy to be posted in 3 conspicuous places	None	30 minutes	Human Resource Management Assistant - Administrative Division
	1.5 Publication	None	10 days	Human Resource Management Assistant - Administrative Division
	1.6 Pre-screen, summarize, systematically arrange and tabulate all data and information of	None	7 days	Human Resource Personnel Selection and Promotion Board (HRMSPB) - Secretariat



	all candidates who have submitted the requirements			
	1.7 Panel Interview	None	1 day	HRMSPB
	1.8 Deliberate and recommend the most appropriate candidate for hiring or promotion	None	1 day	HRMSPB
	1.9 Preparation of appointment	None	1 day	HRMSPB - Secretariat
	1.10 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	HRMSPB - Secretariat
TOTAL		None	21 days, 33 minutes	



2. Employee's Request

Preparation and processing of DOTr-MRT3 employees' request/s like Service Record, Certificate of Employment, Certificate of Employment with Compensation.

Office or Division:	Administrative Division			
Classification:	Simple			
Type of Transaction:	Government to Client			
Who may avail:	MRT3 employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Employee's Request Form (1 original copy)		DOTr-MRT3 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	Administrative Aide VI (Clerk III) Administrative Division
	1.2 The Chief, Administrative Division shall approve/disapprove the request	None	1 minute	Chief, Administrative Division
	1.3 Preparation of the requested document/s	None	2 days	Administrative Aide VI (Clerk III) Administrative Division
	1.4 Chief, Administrative Division signs the requested document/s	None	1 minute	Chief, Administrative Division
	1.5 Release of the document/s requested	None	1 minute	Administrative Aide VI (Clerk III) Administrative Division
TOTAL		None	2 days, 4 minutes	



3. Office Clearance

This procedure shall require all employees to be clear from all their accountabilities for money, property, and other matters before separating or transferring to another office to ensure government funds and properties are adequately secured and protected.

Office or Division:	Administrative Division			
Classification:	Simple			
Type of Transaction:	Government to Client			
Who may avail:	MRT3 employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Clearance Form (1 original copy)		DOTr-MRT3 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	Administrative Aide VI (Clerk III) Administrative Division
	1.2 Issuance of the Clearance Form	None	1 minute	Administrative Aide VI (Clerk III) Administrative Division
	1.3 Secure Certificate of Property Accountabilities from the General Services Section	None	2 days	Administrative Aide VI (Clerk III) General Services Section - Administrative Division
TOTAL		None	2 days, 2 minutes	



4. Government Service Insurance System (GSIS) Clearance

This procedure shall require a GSIS Clearance from a retiring or resigning/separating employee prior to the payment of the terminal leave benefit and the deduction of GSIS loan balances.

Office or Division:	Administrative Division			
Classification:	Simple			
Type of Transaction:	Government to Client			
Who may avail:	MRT3 employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
GSIS Form No. 06302017-RET (1 duly accomplished form)		DOTr-MRT3 Administrative Division		
Service Record (1 original copy)		DOTr-MRT3 Administrative Division		
Certificate of Leave Without Pay (1 original copy)		DOTr-MRT3 Administrative Division		
Certificate of No Pending Administrative Case (1 original copy)		DOTr-MRT3 Administrative Division		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure Clearance from the Government Service Insurance System	1.1 To issue GSIS Form No. 06302017-RET, Application for Retirement/ Separation/ Life Insurance Benefit	None	1 minute	Administrative Aide VI (Clerk III) Administrative Division
	1.2 To issue Service Record, Certificate of Leave Without Pay, Certificate of No Pending Administrative Case	None	2 days	Administrative Aide VI (Clerk III) Administrative Division
TOTAL		None	2 days, 1 minute	



5. Processing of Final Monetary Claim

This procedure shall cover the processing of the last salary claim and terminal leave benefits of all separated DOTr-MRT3 employees.

Office or Division:	Administrative Division			
Classification:	Complex			
Type of Transaction:	Government to Client			
Who may avail:	MRT3 employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Approved Clearance Form (1 photocopy)		DOTr-MRT3 Administrative Division		
Clearance from GSIS (1 photocopy)		Government Service Insurance System (GSIS)		
Request for Commutation of Leave Credits (1 photocopy)		Client		
Application for Terminal Leave Form (1 photocopy)		Client		
Affidavit of Undertaking (1 photocopy)		Client		
Company ID and Dependent's ID (1 photocopy)		Client		
Statement of Assets, Liabilities and Networth (1 original copy)		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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	1.1 Receipt of the submitted documents	None	1 minute	Administrative Aide VI (Clerk III) Administrative Division
	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	None	7 days	Administrative Aide VI (Clerk III) Administrative Division
	1.3 Transmits to the Finance and Comptrollership for processing of payment	None	1 minute	Administrative Aide VI (Clerk III) Administrative Division
TOTAL		None	7 days, 2 minutes	



Finance and Comptrollership Division



1. 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 -Government to Government			
Who may avail:	DOTr-Central Office, DBM			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Budget proposal with corresponding computations and justifications (1 original)		Offices/Divisions/Units of DOTr-MRT3		
BP Form 204 - List of Contractual with Forward Estimates for the next three (3) years (2 original)		Administrative Division		
BP Form 205 – List of Retirees with Forward Estimates for the next three (3) years (2 original)		Administrative Division		
List of Employees' Benefits with Forward Estimates for the next three (3) years (2 original)		Administrative Division		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for the submission of Budget Proposal of DOTr-MRT3	1.1 Prepare a memorandum to all Divisions/Sections/ Units to submit Their respective proposals.	None	5 minutes	<i>Division Chief, Budget Officer IV, Budget Officer III Finance and Comptrollership Division – Budget Section</i>
	1.2 Check and evaluate all proposals with corresponding computations and justifications.	None	3 days	<i>Budget Officer IV, Budget Officer III Finance and Comptrollership Division – Budget Section</i>
	1.3 Consolidate all proposals according to allotment class / type of expenditure.	None	3 days	<i>Budget Officer IV, Budget Officer III Finance and Comptrollership Division – Budget Section</i>
	1.4 Submit the budget proposal to MRT3 Officials for approval.	None	3 days	<i>Division Chief, Budget Officer IV, Budget Officer III</i>



	1.5 Transmit budget proposal for onward submission to Department of Budget and Management through DOTr -Central Office	None	2 days	Finance and Comptrollership Division – Budget Section <i>Division Chief, Budget Officer IV, Budget Officer III</i> Finance and Comptrollership Division – Budget Section
	TOTAL:	None	11 days, 5 minutes	



2. 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 -Government to Government			
Who may avail:	All Divisions/Offices/Units			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Internal Memorandum (Request for Issuance of ORS) (1 original)/Transmittal from Admin Div. (1 photocopy)		Administrative Division – General Services Section		
Purchase Order / Contract (1 photocopy)		Administrative Division – General Services Section		
Purchase Request (1 photocopy)		Administrative Division – General Services Section		
Quotation from three prospective suppliers (1 photocopy each)		Administrative Division – General Services Section		
Approved Budget for the Contract (1 photocopy)		Administrative Division – General Services Section		
Bids and Awards Committee Resolution to Award (1 photocopy)		Administrative Division – General Services Section		
Annual Procurement Plan (1 photocopy)		Administrative Division – General Services Section		
Project Procurement Management Plan (1 photocopy)		Administrative Division – General Services Section		
Notice of Award (1 photocopy)		Administrative Division – General Services Section		
Terms of Reference / Specifications (1 photocopy)		Administrative Division – General Services Section		
Request for Quotation (1 photocopy)		Administrative Division – General Services Section		
PhilGEPS (Award Notice Abstract) (1 photocopy)		Administrative Division – General Services Section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request for issuance of ORS with corresponding attachments.	1.1 Receive request for issuance of ORS including required documents	None	5 minutes	Clerk III Finance and Comptrollership Division
	1.2 Check and evaluate completeness of documents.	None	30 minutes	Budget Officer III / Budget Officer I Finance and Comptrollership Division – Budget Section
	1.3 Prepare Obligation Request Status (ORS)	None	10 minutes	Budget Officer III / Budget Officer I Finance and Comptrollership Division – Budget Section



	1.4 Review and sign ORS.	None	5 minutes	<i>Budget Officer IV</i> Finance and Comptrollership Division – Budget Section
	1.5 Generate 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 Transmit processed Document/s 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	



3. Earmarking of Proposed Procurement of Various Expenditures

To fund specific project/procurement per approved budget for the Contract.

Office or Division:	Finance and Comptrollership Division – Budget Section			
Classification:	Simple			
Type of Transaction:	G2G -Government to Government			
Who may avail:	All Divisions/Offices/Units			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Memorandum (Request for earmarking) (1 original)		Administrative Division – General Services Section		
Purchase Request (1 original)		Administrative Division – General Services Section		
Approved Budget for the Contract (2 original)		Administrative Division – General Services Section		
Quotation from three prospective suppliers (1 original each)		Administrative Division – General Services Section		
Project Procurement Management Plan (2 original)		Administrative Division – General Services Section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request for Earmarking with attachments.	1.1 Receive request for earmarking including required documents.	None	5 minutes	<i>Clerk III</i> Finance and Comptrollership Division – Budget Section
	1.2 Check and evaluate completeness of documents.	None	10 minutes	<i>Budget Officer III</i> Finance and Comptrollership Division – Budget Section
	1.3 Review and sign the Approved Budget for the Contract (ABC).	None	5 minutes	<i>Budget Officer IV</i> Finance and Comptrollership Division – Budget Section
	1.4 Transmit processed Document/s to Administrative Division – General Services Section.	None	1 minute	<i>Budget Officer III</i> Finance and Comptrollership Division – Budget Section
	TOTAL:	None	21 minutes	



4. Disbursement of Government Funds

Payment of various disbursement such as salaries and other personnel benefits of MRT3 employees including contractors and suppliers.

Office or Division:	Finance and Comptrollership Division – Accounting Section
Classification:	Complex
Type of Transaction:	G2G – Government to Government / G2C -Government to Citizen / G2B – Government to Business Entity
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 (2 photocopies)	Administrative Division – Personnel Section
Assignment Order, if applicable (2 photocopies)	Administrative Division – Personnel Section
Certified true copy of Oath of Office (2 photocopies)	Administrative Division – Personnel Section
Certificate of Assumption (2 photocopies)	Administrative Division – Personnel Section
Statement of Assets, Liabilities and Net Worth (2 photocopies)	Administrative Division – Personnel Section
Approved DTR (2 photocopies)	Administrative Division – Personnel Section
Transferees – additional	
Clearance from money, property & legal accountabilities from previous office (2 photocopies)	Administrative Division – Personnel Section
Certified true copy of Pre-Audited DV of last salary (2 photocopies)	Administrative Division – Personnel Section
Certificate of available leave credits (2 photocopies)	Administrative Division – Personnel Section
Service record (2 photocopies)	Administrative Division – Personnel Section
Casual/Job Order/Contract of Service – Additional Accomplishment Report (1 original, 1 photocopy)	Administrative Division – Personnel Section
Last Salary – Additional	
Clearance from money property and legal accountabilities (1 original, 1 photocopy)	Administrative Division – Personnel Section
Salaries due to heirs of deceased employee	Administrative Division – Personnel Section
Same requirement for last salary with additional requirements	
Death certificate authenticated by Philippine Statistics Authority (PSA) (2 photocopies)	Administrative Division – Personnel Section
Marriage contract (PSA Cert) (2 photocopies)	Administrative Division – Personnel Section
Birth certificate of surviving legal heirs (PSA certificate) (2 photocopies)	Administrative Division – Personnel Section
	Administrative Division – Personnel Section



Designation of next of kin (1 original, 1 photocopy) Waiver of rights of children 18 years old and above (1 original, 1 photocopy)	Administrative Division – Personnel Section
Maternity Leave	
Certified true copy of approved application for leave (2 photocopies)	Administrative Division – Personnel Section
Certified true copy of maternity leave clearance (2 photocopies)	Administrative Division – Personnel Section
Medical certificate for maternity leave (2 photocopies)	Administrative Division – Personnel Section
For Unused maternity leave (upon assumption)	
Medical certificate that employee is physically fit to work (2 photocopies)	Administrative Division – Personnel Section
Certificate of assumption (2 photocopies)	Finance Division – Accounting Section
Approved DTR (2 photocopies)	Admin. Division – General Services Section
CAF (1 original, 1 photocopy)	Admin. Division – General Services Section
Utilities	
Statement of account/Bill (1 original, 1 photocopy)	Admin. Division – General Services Section
Invoice/Official Receipt or Machine validated statement of account (1 original, 1 photocopy)	Admin. Division – General Services Section
Certification by the Head of Agency/Authorized Representative that all calls are official (1 original, 1 photocopy)	Finance Division – Accounting Section
CAF (1 original, 1 photocopy)	
Procurements of Goods, Services and Infra structures and Consultancy	Admin. Division – General Services Section
Authenticated photocopy of approved PPMP and APP and any amendment if there's any (1 original, 1 photocopy)	Admin. Division – General Services Section
Copy of approved contract duly stamp received by COA (1 original, 1 photocopy)	Admin. Division – General Services Section
Invitation to Apply for Eligibility to Bid (2 photocopies)	Admin. Division – General Services Section
Letter of Intent (1 original, 1 photocopy)	Admin. Division – General Services Section
Result of Eligibility Check/Screening (1 original, 1 photocopy)	Admin. Division – General Services Section
Bidding documents (1 set original, 1 set photocopy)	Admin. Division – General Services Section
Complete set of approved plans/drawings and technical specifications (infra projects), complete technical description of equipment, accessories, scope of works, for goods and	Admin. Division – General Services Section



rental & repair contract, Term of Reference (TOR) (1 original, 1 photocopy)	Admin. Division – General Services Section
Minutes of Pre-Bid Conference (1 original, 1 photocopy)	Admin. Division – General Services Section
Approved Budget for Contract (ABC) (1 original, 1 photocopy)	Admin. Division – General Services Section
Agenda and/or Supplemental Bulletins if there any (1 original, 1 photocopy)	Admin. Division – General Services Section
Bidders Technical and Financial Proposals (1 original, 1 photocopy)	Admin. Division – General Services Section
Minutes of Bid Opening (1 original, 1 photocopy)	Admin. Division – General Services Section
Abstract of Bids (1 original, 1 photocopy)	Admin. Division – General Services Section
Post Qualification Report of Technical Working Group (1 original, 1 photocopy)	Admin. Division – General Services Section
BAC Resolution declaring winning bidder (1 original, 1 photocopy)	Admin. Division – General Services Section
Notice of Post Qualification (1 original, 1 photocopy)	Admin. Division – General Services Section
BAC Resolution recommending approval and approval by the Head of the Procuring Agency (1 original, 1 photocopy)	Admin. Division – General Services Section
Notice of Award (1 original, 1 photocopy)	Admin. Division – General Services Section
Performance Security (2 photocopies)	Admin. Division – General Services Section
Program of Work and Detailed estimates (1 original, 1 photocopy)	Admin. Division – General Services Section
Notice to Proceed indicating the date of receipt by the contractor (1 original, 1 photocopy)	Admin. Division – General Services Section
Detailed breakdown of the ABC (1 original, 1 photocopy)	Admin. Division – General Services Section
Copy of the Approved Program Evaluation and Review Technique (PERT)/ Critical Path Method (CPM) Network Diagram and detailed computations of contract time (1 original, 1 photocopy)	Admin. Division – General Services Section
Detailed breakdown of the contract cost (1 original, 1 photocopy)	Admin. Division – General Services Section
Copy of Advertisement of Invitations (2 photocopies)	Admin. Division – General Services Section
As built plans (1 original, 1 photocopy)	Admin. Division – General Services Section
Warranty Security (1 original, 1 photocopy)	Admin. Division – General Services Section
Certificate of Exclusive Distributorship (2 photocopies)	Admin. Division – General Services Section
Tax Receipts from Bir (2 photocopies)	Admin. Division – General Services Section
Result of test Analysis Inspection and Acceptance Report For equipment – Property Acknowledgement Report Request for	Admin. Division – General Services Section



Purchase of Supplies, materials, and Equipment (2 photocopies) In case of motor vehicle – Authority to purchase from Agency Head and Secretary of DBM and OP (1 original, 1 photocopy) Proof of remittance to BIR, SSS, Pag-Ibig, Philhealth (1 original, 1 photocopy) Certificate of Acceptance (1 original, 1 photocopy) CAF (1 original, 1 photocopy)		Admin. Division – General Services Section Admin. Division – General Services Section Finance Division – Accounting Section		
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. 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 Chief of Finance and Comptrollership Division	None	1 minute	<i>Receiving Staff</i> Finance and Comptrollership Division
	1.4 Check if the request is already covered with ORS; if no ORS yet, endorse the same to Budget Section; if with ORS already, endorse the same to the Accounting Staff for preparation of the Disbursement Voucher (DV)	None	1 minute	<i>Chief, Finance and Comptrollership Division</i> Finance and Comptrollership Division
	1.5 Prepare Disbursement Vouchers (DVs)	None	2 days	<i>Accounting Staff</i> Finance and Comptrollership Division



	1.6 Assign DV number and record in the logbook the date, DV number, creditors/payee, particulars and its amount	None		<i>Accounting Staff</i> Finance and Comptrollership Division
	1.7 Evaluate and process the supporting documents and stamp "Accounting Processed"	None	2 days	<i>Accounting Staff</i> Finance and Comptrollership Division
	1.8 Prepare Index Card of Payment	None		<i>Accounting Staff</i> Finance and Comptrollership Division
	1.9 Forward the DVs with Supporting documents to Accountant	None	1 minute	<i>Accounting Staff</i> Finance and Comptrollership Division
	1.10 Check the Payee, TIN, Reason for Payment, Amount, Signatories and Journal Entries in the DV	None	2 days	<i>Accountant</i> Finance and Comptrollership Division
	1.11 Check the completeness of the supporting documents	None		<i>Accountant</i> Finance and Comptrollership Division
	1.12 Stamp "Pre -Audited" on the DV and signs	None		<i>Accountant</i> Finance and Comptrollership Division
	1.13 Forward the Pre -Audited DV and the supporting documents to the Chief Accountant	None		<i>Accountant</i> Finance and Comptrollership Division



	1.14 Sign and approve the DV	None		Chief Accountant Chief, Finance and Comptrollership Finance and Comptrollership Division
	1.15 Forward the DVs with supporting documents to Head of the requesting end user			Accounting Staff Finance and Comptrollership Division
	TOTAL:	None	6 days, 4 minutes	



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

Monthly processing, filing of BIR Remittances and recoding of BIR transactions through the preparation of Journal Voucher Entry

Office or Division:	Finance and Comptrollership Division – Accounting Section			
Classification:	Highly Technical			
Type of Transaction:	G2G -Government to Government			
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 Receive all the approved and paid Disbursement Vouchers (DV) for the month from Administrative Aide VI	None	4 hours	Accountant III Finance and Comptrollership Division
	1.2 Prepare Summary of All taxes withheld for the month	None	One (1) day	Accountant III Finance and Comptrollership Division
	1.3 Approve/ disapprove	None	One (1) day	Chief Accountant/Head, Finance and Comptrollership Division
	1.4 File TRA for the BIR 1601C (Taxes on compensation), BIR 1601E (Expanded Taxes) and BIR 1600 (Final VAT) through EFPS.	None	4 hours	Accountant III Finance and Comptrollership Division
	1.4.1 Send monthly alpha list of	None	4 hours	Accountant III



	BIR 1600 (Final VAT) through email to BIR.			Finance and Comptrollership Division
	1.4.2 Send Quarterly alpha list for BIR 1601 E (Expanded Tax) through Email to BIR	None	4 hours	<i>Accountant III</i> Finance and Comptrollership Division
	1.4.3 Send Annual alpha list of BIR 1604CF (Employees Alpha list) through email to BIR and submit to BIR 2316 Form of all employees.	None	Thirty (30) days	<i>Accountant III</i> Finance and Comptrollership Division
	1.5 Approve Tax Remittance Advice (TRA) form	None	One (1) day	<i>Head, Finance and Comptrollership Division</i> Finance and Comptrollership Division
	1.6 Prepare the summary of taxes filed for the month per MORS and prepare Journal Entry Vouchers for the filed TRA for the month (BIR 1601C, BIR 1601E and BIR 1600) upon the availability of JEV Nos. as reference.	None	One (1) day	<i>Accountant III</i> Finance and Comptrollership Division
	1.7 Forward JEV to Chief Accountant /	None	One (1) day	



	Head, Finance and Comptrollership Division for approval.			<i>Chief Accountant/Head, Finance and Comptrollership Division</i>
	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	None	Five (5) minutes	<i>Accountant III Finance and Comptrollership Division</i>
TOTAL:		None	37 days, 5 minutes	



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

Pre-audit of Overtime and Night Shift Differential Claims of DOTr-MRT3 employees to check the accuracy of the same.

Office or Division:	Finance and Comptrollership Division – Budget Section/ Accounting Section			
Classification:	Complex			
Type of Transaction:	G2G -Government to Government / G2C -Government to Citizen			
Who may avail:	MRT3 Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Certified true copy of Daily Time Record (DTR) (1 photocopy)		Administrative Department/other concerned Department		
Accomplishments Report (1 original)		Administrative Department/other concerned Department		
Overtime Authorization Slip (1 original)		Administrative Department/other concerned Department		
Official Business (OB) Form (1 photocopy)		Administrative Department/other concerned Department		
Certified true copy of log sheets in the absence of log-in /log-out on Daily Time (1 photocopy)		Administrative Department/other concerned Department		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Receive the Overtime Claims and Night Shift Differential Claims per month from the Budget Section	1.1 Receive 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 Perform pre-audit of the Overtime Claims and Night Shift Differential Claims per Department/Unit as to validity of the overtime rendered and night shift differentials.	None	Five (5) days	<i>Accountant III</i> Finance and Comptrollership Division
	1.3 Return any Overtime/Night shift	None	One (1) day	<i>Budget Section</i>



	differentials claims to Budget section whenever there are some audit findings			Finance and Comptrollership Division
	1.4 Prepare payroll summary after pre-audit of 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 hours, 10 minutes	



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

Monitoring of purchases and issuances of Supplies Inventory and reconciliation with the General Ledger.

Office or Division:	Finance and Comptrollership Division – Accounting Section			
Classification:	Simple			
Type of Transaction:	G2G -Government to Government			
Who may avail:	Government			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Reports of Supplies issued for the month (1 original copy)		Administrative Department		
Requisition and Issue Slips (1 original copy each)		Administrative Department		
Inspection and Acceptance Report (1 original copy)		Administrative Department		
Delivery Receipts (1 original copy each)		Administrative Department		
Agency Procurement Request (1 photocopy)		Administrative Department		
Disbursement Voucher for payment of supplies (1 photocopy)		Finance and Comptrollership Division - Cashier's Section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receive Reports of Supplies issued for the month	1.1 Receive Reports of Supplies issued for the month from Admin. Department	None	One (1) minute	Accountant III Finance and Comptrollership Division
	1.2 Check the Reports of Supplies issued with its pertinent supporting documents as to its completeness and accuracy	None	Two (2) hours	Accountant III Finance and Comptrollership Division
	1.3 Perform reconciliation of supplies inventory, by checking the beginning balances, the purchases and issuances as per monitoring on file and make reconciliation with the general ledger balances.	None	Two (2) hours	Accountant III Finance and Comptrollership Division
	1.4 Prepare Journal	None	Two (2) hours	Accountant III



	Entry Voucher (JEV) after the reconciliation.			Finance and Comptrollership Division
	1.5 Check and approve the JEV.	None	One (1) day	<i>Chief Accountant/Head,</i> Finance and Comptrollership Division
	1.6 Furnish with the copy of JEV the Financial Reporting Team and forward One (1) copy each to DOTr-Accounting and COA.	None	Five (5) minutes	<i>Accountant III/Administrative Aide I</i> Finance and Comptrollership Division
TOTAL:		None	1 day, 6 hours, 6 minutes	



8. Preparation of Financial Statements

Monthly, Quarterly, and Yearly preparation of Financial Statements for the knowledge of all stakeholders of the DOTr-MRT3 to be used in the decision making.

Office or Division:	Finance and Comptrollership Division – Accounting Section			
Classification:	Complex			
Type of Transaction:	G2G - Government to Government / G2B -Government to Business Entity			
Who may avail:	Commission on Audit (COA), DOTr-Central Office, MRT3, Third Party Users			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Approved Disbursement Voucher (DV) (1 original copy) Report of Checks and ADA Issued (1 original copy) Report of Collection and Deposit (1 original , 2 photocopy) Journal Entry Voucher (JEV) (1 original, 2 photocopies)		Disbursement Unit Cashiering Unit Treasury Section Reporting Unit DOTr-Central Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Require/request for Financial Reports	1.1 Record and post transactions to its General Ledger.	None	5 minutes	<i>Accountant</i> Finance and Comptrollership Division
	1.2 Record and post transactions to its Subsidiary Ledgers.	None	5 minutes	<i>Accountant and Bookkeepers</i> Finance and Comptrollership Division
	1.3 Prepare Trial Balance, Statement of Financial Performance, Statement of Financial Position, Cashflow and Notes.	None	4 days	<i>Accountant</i> Finance and Comptrollership Division
	1.4 Review and Approve Financial Statements.	None	2 days	<i>Chief Accountant, Division Chief,</i> Finance and Comptrollership Division <i>General Manager</i> Office of the General Manager
2. For third party users -	2. Receive the request usually via email.	None	5 minutes	<i>Accountant</i>



request via FOI website				Finance and Comptrollership Division
	TOTAL:	None	6 days, 15 minutes	



9. Preparation of Bank Reconciliation Statements

Monthly preparation of Bank Reconciliation Statements to ensure that all bank transactions reconciled and properly recorded for effective cash control purposes.

Office or Division:	Finance and Comptrollership Division – Accounting Section			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Commission on Audit (COA), DOTr-Central Office, MRT3,			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Monthly Bank Statement (1 original, 2 photocopies) Deposit Slips (1 original, 2 photocopies) Report of Collection and Deposit (1 original, 2 photocopies) Official Receipts (1 original, 2 photocopies) Report of Single Journey and Stored Value Cards (1 original, 3 photocopies) General Ledger/Subsidiary Ledger (1 original, 1 photocopy)		Banks Treasury Section DOTr-Central Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Require to submit monthly bank reconciliation	1.1 Receive monthly bank statements from LBP and PNB.	None	1 minute	Bookkeepers Finance and Comptrollership Division
	1.2 Request copy of system-generated General Ledger to DOTr-Central Office.	None	1 minute	Bookkeepers Finance and Comptrollership Division
	1.3 Reconcile the book balance against bank statement.	None	3 days	Bookkeepers Finance and Comptrollership Division
	1.4 Prepare Journal Entry Vouchers to adjust necessary reconciling items.	None	30 minutes	Bookkeepers Finance and Comptrollership Division
	1.5 Check Bank Reconciliation Statements and its related Journal Entry Vouchers.	None	1 day	Accountant Finance and Comptrollership Division
	1.6 Approve the Bank Reconciliation Statements.	None	2 days	Chief Accountant, Division Chief Finance and Comptrollership Division



				General Manager Office of the General Manager
	TOTAL:	None	6 days, 32 minutes	



10. Processing of Regular Payroll – Manual

Preparation of payroll for Contractual Employees released every 15th & 30th of the month and monthly payroll of Permanent Employees

Office or Division:	Finance and Comptrollership Division – Accounting Section/Payroll	
Classification:	Complex	
Type of Transaction:	G2G -Government to Government / G2C -Government to Citizen	
Who may avail:	Government /MRT3 Employees	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Memo re: exclusion in the payroll (1 original copy)	Administrative Division	For Salary
MEMPC Billing (1 original copy)	MEMPC	
Notice of all loan deduction (1 original copy)	GSIS / Pag-ibig	
Letter request (stoppage of loan) if any (1 original copy)	Employees	
Time Keeping Report (1 original copy)	Administrative Division	For Other Benefits
DOTr-MRT-EA Billing (1 original copy)	MRT-employees Association	
W/Tax (monthly) (1 original copy)	Accountant III (Finance)	
Documents for RATA (1 original copy)	Administrative Division	
Guidelines / List Entitled Personnel/ Certification (1 photocopy)	Administrative Division	For 1 st Salary
Office Policy (1 photocopy)	Administrative Division	
Letter Request / Leave Application / List of Personnel Office Policy (1 photocopy)	Administrative Division	
NOSA (1 photocopy)	Administrative Division	
Contract, Gen. Con., Oath of Office, Assumption of Duty, SALN (1 photocopy)	Administrative Division	For Last Salary
Service Record, Clearance from Previous Employer (if transferred from other government agencies) (1 photocopy)	Administrative Division	
Resignation Letter (1 photocopy)	Administrative Division	
Acceptance of Resignation/Service Record (1 photocopy)	Administrative Division	
Office Clearance (1 photocopy)	Administrative Division	For Last Salary
GSIS Clearance (1 photocopy)	Administrative Division	
Affidavit/Affidavit of Undertaking (1 original copy)	Administrative Division	
Leave Cards, Application for Terminal Leave (1 photocopy)	Administrative Division	
Certification of Leave Balance (1 original copy)	Administrative Division	For Last Salary
Approved Schedule (1 photocopy)	Administrative Division	
DTRs (3 months prior to effectivity of resignation) (1 photocopy)	Administrative Division	
Initial and Latest Contract (1 photocopy)	Administrative Division	



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all payroll related documents for the processing of payroll	1.1 Receive all payroll related reports	None	5 minutes	<i>Budget Officer III – Finance & Comptrollership Division</i>
	1.2 Check/ evaluate the submitted reports as to validity of report for deductions such as loans, withholding taxes, absences and tardiness per time keeping reports submitted.	None	30 minutes	<i>Budget Officer III – Finance & Comptrollership Division</i>
	1.3 Prepare payroll.	None	4 days	<i>Budget Officer III – Finance & Comptrollership Division</i>
	1.4 Prepare summary of salary per period of claims.	None	Five (5) minutes	<i>Budget Officer III – Finance & Comptrollership Division</i>
	1.5 Forward the payroll to Admin. Division for signature of Division Chief	None	Five (5) minutes	<i>Budget Officer III – Finance & Comptrollership Division</i>
2. Submit related reports for claims on other employees' benefits	2.1 Receive related reports for claims on other employees' benefits such as: Clothing Allow., Mid-Year Bonus, Year-End Bonus, PEB, Loyalty Award, Step Increments, Monetization, Salary Adjustment, C.N.A., PBB etc.	None	Two (2) hours	<i>Budget Officer III – Finance & Comptrollership Division</i> <i>Budget Officer III – Finance & Comptrollership Division</i>



	2.2 Check/ evaluate the correctness/ completeness of related documents submitted by Admin. Division	None	Two (2) days	<i>Budget Officer III – Finance & Comptrollership Division</i>
	2.3 Prepare payroll for claims on other employees' benefits including summary per page of claims	None	Five (5) minutes	<i>Budget Officer III – Finance & Comptrollership Division</i>
	2.4 Forward the payroll Summary for other employees' benefits to Admin. Division for signature of its Division Chief	None	Five (5) minutes	<i>Budget Officer III – Finance & Comptrollership Division</i>
3. Submit related documents/ reports for first salary claim of new employee	3.1 Receive related documents/reports from Admin. Division for first salary claim	None	Ten (10) minutes	<i>Budget Officer III – Finance & Comptrollership Division</i>
	3.2 Check/evaluate individually the correctness and completeness of documents submitted by Admin. Division	None	Twenty (20) minutes	<i>Budget Officer III – Finance & Comptrollership Division</i>
	3.3 Prepare individually the computation of claims of new employee	None	Five (5) minutes	<i>Budget Officer III – Finance & Comptrollership Division</i>
	3.4 Forward to Budget Section for funding/ ORS	None	Five (5) minutes	<i>Budget Officer III – Finance & Comptrollership Division</i>



4. Submit related documents/reports for last salary claim	4.1 Receive related documents/reports for last salary claim from Administrative Division.	None	Twenty (20) minutes	<i>Budget Officer III – Finance & Comptrollership Division</i>
	4.2 Check/ evaluate the completeness of documents submitted by Administrative Division	None	4 hours	<i>Budget Officer III – Finance & Comptrollership Division</i>
	4.3 Gather data/ photocopy of payroll months prior to resignation of employee and prepare/process the claims for last salary of resigned employee.	None	Four (4) minutes	<i>Budget Officer III – Finance & Comptrollership Division</i>
	4.4 Forward to Budget Section for funding	None	One (1) minute	<i>Budget Officer III – Finance & Comptrollership Division</i>
TOTAL:		None	6 days	



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 – Government to Citizen/ G2B- Government to Business/ G2G -Government to Government			
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 (2 original copies)		Office of the General Manager		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request/follow-up payment	1.1 Receive the Disbursement Vouchers (DV's) duly signed and approved by authorized officers	None	1 minute	<i>Administrative Aide VI Finance and Comptrollership Division</i>
	1.2 Prepare the check/ADA	None	1 hour	<i>Administrative Aide VI Finance and Comptrollership Division</i>
	1.3 Sign the check and ADA (first signatory)	None	30 minutes	<i>Disbursing Officer Finance and Comptrollership Division</i>
	1.4 Prepare the Certification of Tax Withheld, if applicable	None	30 minutes	<i>Administrative Aide VI Finance and Comptrollership Division</i>
	1.5 Forward the DV with check and ADA to the second check authorized signatory to sign the check and ADA	None	4 hours	<i>Disbursing Officer / Division Chief Finance and Comptrollership Division</i>
		None	4 hours	<i>Division Chief Administrative Division Director for Operations</i>



	1.6 Sign the Certification of Tax Withheld			Office of the Operations Director <i>Division Chief</i> Finance and Comptrollership Division
	1.7 Record / prepare the weekly Report of Checks/ADA Issued (RCI.RADA)-	None	2 days	
	1.8 Check the weekly Report of Checks/ADA Issued (RCI.RADA)	None	2 days	<i>Administrative Aide VI</i> Finance and Comptrollership Division
	1.9 Release the check/s to suppliers / contractors	None	20 minutes	<i>Disbursing Officer</i> Finance and Comptrollership Division
	1.10 Prepare and sign deposit slip for payroll account	None	20 minutes	<i>Administrative Aide VI/</i> <i>Disbursing Officer</i> Finance and Comptrollership Division
	1.11 Send to Landbank of the Philippines- Ortigas Branch the check/s/ADA and deposit slip for payroll uploading	None	20 minutes	<i>Administrative Aide VI/</i> <i>Disbursing Officer</i> Finance and Comptrollership Division
	1.12 Prepare and check the Monthly Cash in Bank Register	None	5 days	<i>Administrative Aide VI/</i> <i>Disbursing Officer</i> Finance and Comptrollership Division
	1.13 Stamp the processed DV as "PAID"	None	4 days	<i>Administrative Aide VI/</i> <i>Disbursing Officer</i> Finance and Comptrollership Division
	1.14 Reproduction of processed DV's for MRT3 copy (original	None	2 days	<i>Administrative Aide VI</i>



	copy to be sent to COA)			Finance and Comptrollership Division
	1.15 Prepare the Details and Analysis of Fund Transfer; Monitoring of DOTr Obligation Request & Status (ORS) for liquidation/replenishment process	None	2 days	<i>Administrative Aide VI</i> Finance and Comptrollership Division
	1.16 Submit liquidation/ Replenishment Report to DOTr- Main Office	None	1 days	<i>Disbursing Officer</i> Finance and Comptrollership Division
TOTAL:		None	17 days, 4 hours, 2 minutes	



12. Uploading of Salaries and other Benefits and Preparation of Pay Slips

Uploading of salaries and other personnel benefits to individual bank account to facilitate the release of salaries to every employee of DOTr-MRT3 and preparation of pay slips to keep the employees well informed of their respective salaries/pay-out and deductions.

Office or Division:		Finance and Comptrollership Division – Accounting Section/Payroll		
Classification:		Highly Technical		
Type of Transaction:		G2C -Government to Citizen		
Who may avail:		MRT3 Employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Approved DV (1 original copy)		Cashier		
Payroll (1 original copy)		Treasury Supervisor		
ORS (original copy)		Budget Section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request to upload to individual ATM account of employees their respective salaries/other benefits	1.1 Receive the approved DV with supporting documents	None	1 minute	Cashier Finance and Comptrollership Division
	1.2 Upload to Financial Data Entry System (FINDES)	None	2 days	Administrative Asst. II Finance and Comptrollership Division
	1.3 Photocopy/ file documents (Payroll/Uploading report/Deposit Slip/ ADA/ Approved DV and other supporting documents	None	3 days	Administrative Asst. II Finance and Comptrollership Division
2. Request for payslips	2.1 Receive the approved DV with supporting documents	None	1 minute	Cashier Finance and Comptrollership Division
	2.2 Encode to individual pay slip the following required/necessary payroll data	None	2 days	Administrative Asst. II Finance and Comptrollership Division
	2.3 Print pay slips, fold, cut, staple and arrange	None	2 days	Administrative Asst. II



	alphabetically and per division			Finance and Comptrollership Division
	2.4 Distribute pay slips	None	4 hours	<i>Administrative Asst. II</i> Finance and Comptrollership Division
TOTAL:		None	9 days, 4 hrs. 2 minutes	



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

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 -Government to Government / G2C -Government to Citizen			
Who may avail:	Government Agencies such as GSIS, HDMF, Philhealth, MRT3 Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Payroll (soft copy)		Finance & Comptrollership Division/Accounting Section		
Approved DV (1 photocopy)		Finance & Comptrollership Division/Accounting Section		
Obligation Request & Status (ORS) (1 photocopy)		Finance & Comptrollership Division / Budget		
Memo: Withholding / Exclusion of Salary in the Payroll (1 photocopy)		Administrative Division		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Require remittance	1.1 Prepare Remittance List	None	2 days	<i>Administrative Officer II</i> Finance and Comptrollership Division- Payroll Section
	1.2 Check and evaluate 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 1/ Budget Officer III</i> Finance and Comptrollership Division – Budget Section
	1.4 Prepare Disbursement Voucher	None	1 hour	<i>Administrative Assistant II</i> Finance and Comptrollership Division – Payroll Section
	1.5 Review and Sign Disbursement Voucher	None	1 hour	<i>Accountant III Chief Accountant Division Chief</i>



				Finance and Comptrollership Division
	TOTAL:	None	2 days and 5 hours	



14. Cash and Tickets Management

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- Government to Government / G2C -Government to Citizen			
Who may avail:	Government, Ticket Sellers, MRT3 Passengers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Single Journey Tickets (SJTs)		Cash Assistants at Satellite Stations (Auditor's Room)		
Stored Value Cards (SVCs)		Cash Assistants at Satellite Stations (Auditor's Room)		
Change Funds (Bills and Coins)		Cash Assistants at Satellite Stations (Auditor's Room)		
Cash Transfer Form (1 original and 1 duplicate copies)		Cash Assistants at Satellite Stations (Auditor's Room)		
Control Slip Form (1 original and 1 duplicate copies)		Cash Assistants at Satellite Stations (Auditors' Room)		
Discrepancy Report Form (1 original and 1 duplicate Copies)		Cash Assistants at Satellite Stations (Auditor's Room)		
Point-of-Sales Report (1 Set print out)		Station Supervisor at Station Control Room (SCR)		
Unconfirmed Ticket/Card Analysis Report (Original Copy)		Station Supervisor at Station Control Room (SCR)		
Unconfirmed Report (1 Copy Print Out)		Station Supervisor at Station Control Room (SCR)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for allocation of Single Journey Tickets (SJT's) Stored Value Cards (SVC's) and change funds (bills and coins) at the start of their tour of duty (Ticket Sellers)	1.1 Prepare the allocations of Single Journey Tickets (SJT's), Stored Value Cards (SVC's) and change funds according to requested quantity (tickets) and amount of bills and coins 1.2 Prepare Control Slip and Cash Transfer Form (CTF) 1.3 Record the quantity of allocated Single Journey Tickets (SJT's) and Stored Value Cards in the Tickets Logbook 1.4 Record the amount	None	3 Minutes	Administrative Officer III (Cash Assistant) Finance and Comptrollership Division- Treasury Section



	of allocated change funds in the Cash Logbook according to Denomination			
	<p>1.5 Hand over the requested Single Journey Tickets (SJT's) and Stored Value Cards (SVC's) together with the change funds</p> <p>1.6 Have the Ticket Seller sign or acknowledge the receipt of the requested items in the Control Slip Form (CSF) and Cash Transfer Form (CTF)</p>	None	3 Minutes	Administrative Officer III (Cash Assistant) Finance and Comptrollership Division-Treasury Section
2. Request for additional SJTs or SVCs (Ticket Sellers)	<p>2.1 Prepare additional allocation of SJTs/SVCs Prepares Ticket Order Form (TOF)</p> <p>2.2 Record the requested quantity of SJT's/ SVC's to the Ticket Logbook</p> <p>2.3 Hand-over the requested SJTs/SVCs to the Ticket Seller</p> <p>2.4 Require Ticket Sellers to sign or acknowledge the receipt of the requested items in the TOF</p>	None	2 Minutes	Administrative Officer III (Cash Assistants) Finance and Comptrollership Division-Treasury Section



3. Request for additional change funds (Ticket Sellers)	<p>3.1 Prepare additional allocation of change funds.</p> <p>3.2 Record the amount of additional allocation of change funds in the Cash Logbook</p> <p>3.3 Hand-over the requested change funds to the Ticket Seller</p> <p>3.4 Require the Ticket Seller sign or acknowledge the receipt of the requested change funds</p>	None	2 Minutes	Administrative Officer III (Cash Assistant) Finance and Comptrollership Division- Treasury Section
4. Request for Cash Transfer Form (CTF) for his cash sales remittance breakdown (Ticker Sellers)	4. Give one (1) Cash Transfer Form (CTF)	None	1 Minute	Administrative Officer III (Cash Assistant) Finance and Comptrollership Division- Treasury Section
5, Enter the Auditor's Room and hand over to Cash Assistant all cash sales together with the properly filled-up Cash Transfer Form plus Discount coupons from students, Person with Disability and Senior Citizens, Refund Sheet with TVM Receipts, Pre-Exit Report (Ticket Sellers)	<p>5.1 Receive all cash unsold SJTs/SVCs if any, together with all the attached coupons, filled up control slip, refund sheet if any for Ticket Vending Machine (TVM) transaction with receipt, Pre-Exit Form</p> <p>5.2 Count cash received and verify the correctness of the filled-up CTF.</p> <p>5.3 Fill-up the CSF with the details of the sold and unsold SJTs/SVCs, the</p>	None	5 Minutes	Administrative Officer III (Cash Assistant) Finance and Comptrollership Division- Treasury Section



	breakdown of the cash remitted, discrepancy (Cash short or over) if any. 5.4 Require the Ticket Seller to sign the CTF and CSF.			
6. Wait for the confirmation of his cash sales based on the Point-of -Sales generated by the Station Supervisor at the Auditor's Room (Ticket Sellers).	6.1 Fill-up properly the CTF and the CSF correctly based on the submitted generated POS Report and sign 6.2 Record the received cash in the Cash Logbook, updates the Ticket Logbook and records all sales data in the Daily Sales Report			<i>Administrative Officer III (Cash Assistant) Finance and Comptrollership Division Station Supervisor Station Division</i>
TOTAL		None	16 Minutes	



15. Cash Deposit to Depository Bank

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- Government to Business Entity / G2G- Government to Government		
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 (1 original, 3 other copies)		Cash Assistants at Satellite Stations		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Arrive at Satellite Station and goes straight inside the Auditor's Room (unannounced time of arrival)	1. Hand 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> Finance and Comptrollership Division-Treasury Section
2. Count the wrapped or bundled bills and piece -count the loose bills, tally it with the breakdown of bills and coins per deposit slip/s	2. Witness the count of monies for deposit	None	2 minutes	<i>Administrative Officer III (Cash Assistants)</i> Finance and Comptrollership Division-Treasury Section
3. Acknowledge the cash deposit by signing on one copy of the deposit slip to be retained by the Cash Assistant 3.1 Place all monies inside the small duffle bag and lock it securely with a dedicated security lock per Satellite Station	3. Receive the duly acknowledged copy of the deposit slip and attach it in the Cash Logbook as proof that the previous day's sales were deposited	None	1 minute	<i>Administrative Officer III (Cash Assistants)</i> Finance and Comptrollership Division-Treasury Section
TOTAL		None	4 Minutes	



16. Processing of Order of Payment

To prepare Order of Payments for the receipt payment for lost and replacement of company ID's, dependent's 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- Government to Citizen, G2G -Government to Government			
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 (1 original)		Administrative Division		
Affidavit of Loss (1 original)		Administrative Division		
Application Form (1 origina)		Administrative Division		
Cash Payment, Checks or Managers Check/s		From the Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure application form from the Administrative Division	1. Provide complete documents to client	None	1 minute	<i>Records Officer II</i> Administrative Division
2. Fill-up application form and submit the same together with the required documents.	2.1 Receive complete documents, fill-up the Order of Payment for approval by the Chief Accountant	None	4 minutes	<i>Receiving and Outgoing Clerk/ Accounting Clerk</i> Finance and Comptrollership Division
	2.2 Approve the Order of Payment	None	1 minute	<i>Chief Accountant</i> Finance and Comptrollership Division
3. Receive the approved Order of Payment and related documents	3. Give the approved Order of Payment together the all related documents to the client.	None	1 minute	<i>Accounting Clerk</i> Finance and Comptrollership Division
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- Government to Citizen/ G2B- Government to Business Entity			
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. Request for the Acknowledgement Receipt upon presentation of payment	1.1 Prepare the Acknowledgement upon confirmation/ receipt of payment to be made.	None	5 minutes	<i>Accounting Clerk</i> Finance and Comptrollership Division
	1.2 Forward the Acknowledgement Receipt to the Chief Accountant for review and initials then, to the Division Chief for signature.	None	1 minutes	<i>Accounting Clerk</i> Finance and Comptrollership Division
	1.3 Review and approve the Acknowledgement Receipt.	None	1 minute	<i>Chief Accountant/ Division Chief</i> Finance and Comptrollership Division
	1.4 Give the original copy of the signed Acknowledgement Receipt to the Client & forward the cash/check payment to the Cashier	None	1 minute	<i>Accounting Clerk</i> Finance and Comptrollership Division
TOTAL:		None	8 minutes	



Safety and Security Unit



1. Handling of Confiscated Items

Procedure in handling items confiscated from passengers, including documentation, and securing confiscated item/s. Confiscation of prohibited items is in accordance with the “Batas Pambansa Bilang 6” and “Office for Transportation Security (OTS) Memorandum Circular Number 4, Series of 2019”. Proper handling of confiscated items is crucial to maintain integrity, security, and compliance with the agency’s guidelines.

Office or Division:	MRT3 Safety and Security Unit (SSU)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Security Guards			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Confiscated Item Slip (1 original copy)		SSU Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit confiscated item/s including the confiscated item slip.	1.1 Receive confiscated item, together with the confiscated action slip indicating its items, name (optional), date, time, and place.	None	2 hours	SSU Security Officer I & II on duty Safety and Security Unit
	1.2 Countercheck the received confiscated item/s. along with the confiscated item slip.	None	2 minutes	SSU Security Officer I & II on duty Safety and Security Unit
	1.3 Store the confiscated item at the SSU warehouse for safekeeping.	None	2 minutes	SSU Security Officer I & II on duty Safety and Security Unit
TOTAL:		None	2 hours and 4 minutes	



2. Unauthorized Use of Concessionary Card

Procedure in claiming confiscated Concessionary Card from an unauthorized user, after being received from the Station Division. This procedure ensures that the claimant is the legitimate owner of the Concessionary Card by checking and validating its submitted supporting valid Identification Card.

Office or Division:	MRT3 Safety and Security Unit			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Senior Citizens and PWD			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Incident Report Form (1 original copy)		Station Supervisor		
Confiscated Concessionary Card (1 original copy)		Station Supervisor		
Valid SC/PWD ID (1 photocopy)		SC/PWD passenger		
Promissory Note (1 original copy)		SC/PWD passenger		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request to claim the confiscated Concessionary Card through the Station Supervisor.	1.1 Endorse the claim request to SSU.	None	10 minutes	Station Supervisor on duty Safety and Security Unit
	1.2 Check record of Confiscated concessionary card and related report.	None	5 minutes	Security Officer I & II on duty or Railway Safety Specialist on duty Safety and Security Unit
	1.3 Await the arrival of claimant, admonish the owner, and ask the owner of the confiscated card to execute a commitment order on the first offense and 1-month suspension of the Card on the second offense. Lastly, let the owner acknowledge receipt of the confiscated card released to him/her.	None	1 day	Security Officer I & II on duty or Railway Safety Specialist on duty Safety and Security Unit
TOTAL:		None	1 day, 15 minutes	



3. Investigation Reports on Cable Pilferage, Theft, Damage to Property, etc.

Procedure in the preparation of investigation report pertaining to cable pilferage, theft, damage to property, etc. Investigation reports serve as a critical tool for documenting incidents, analyzing root causes, and developing strategies to prevent and respond to future occurrences, thereby safeguarding the integrity and reliability of the vital installation of MRT3.

Office or Division:	MRT3 Safety and Security Unit			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	MRT3 Management			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Incident Report (1 original copy)		Concerned or involved office/division/unit		
Photographs (1 original copy)		Concerned or involved office/division/unit		
Sworn Statement (1 original copy)		Concerned or involved office/division/unit		
Other pertinent documentation such as video, evidence/s.		Concerned or involved office/division/unit		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request to Investigate the incident.	1.1 Proceed to incident site.	None	5 minutes on average depending on the location or area of incident.	Security Officer I & II on duty or Railway Safety Specialist on duty. Safety and Security Unit
	1.2 Gather information, initial reports, pictures, sworn statements, etc.	None	1 day on average, depending on the availability of the involved person.	Security Officer I & II on duty or Railway Safety Specialist on duty. Safety and Security Unit
	1.3 Secure evidence, investigate, and gather information.	None	1 day on average, depending on the availability of the involved person.	Security Officer I & II on duty or Railway Safety Specialist on duty. Safety and Security Unit
	1.4 Turn over to the nearest Police Station or Barangay if the suspect is apprehended and	None	1 day depending on the Law Enforcement Process.	Security Officer I & II on duty or Railway Safety Specialist on duty. Safety and Security Unit



	file a case if found liable.			
	1.5. Accomplish investigation report/s to be submitted to the Office of the General Manager.	None	30 minutes on average depending on the availability of all the required documentation or attachment.	<i>Security Officer I & II on duty or Railway Safety Specialist on duty Safety and Security Unit</i>
TOTAL:		None	3 days and 35 minutes	



4. Issuance of Gate Pass

This serves as a security measure to prevent unauthorized removal of materials, spare parts, tools, and other items from the warehouse/depot by requiring any individual/employee to obtain a gate pass before taking out any items, this serves as control measure to deter theft or misuse of valuable assets of the agency.

Office or Division:	MRT3 Safety and Security Unit			
Classification:	Simple			
Type of Transaction:	G2G -Government to Government			
Who may avail:	MRT3 employees, maintenance personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly filled out Gate pass application form indicating the following: Name of Principal Holder, Contact Number, name and quantity of items, location where items will be taken or used. (1 original copy)		SSU Office		
2. Picture/s of item/s to be withdrawn from warehouse (1 photocopy)		Principal holder or applicant of Gate Pass		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out Gate Pass Form and submit, complete with attachments.	1.1 Process the application and check the attachments.	None	2 minutes on average depending on the set of gate pass forms that have been applied for.	Security Officer I & II on duty or Railway Safety Specialist on duty Safety and Security Unit
	1.2 Check and verify, affix name and signature for the approval.	None	1 minute on average depending on the set of gate pass forms that have been applied for.	Security Officer I & II on duty or Railway Safety Specialist on duty Safety and Security Unit
TOTAL:		None	3 minutes	



5. Handling of Complaints (8888 Citizens Complaint Hotline, Social Media Pages, Facebook, Tweeter, E-mail – DOTr MRT3 Feedback, Official Landline)

Procedure in handling complaints received from passengers. This procedure maintains satisfaction and addresses the concern/s of passengers. It involves establishing a clear process, investigating thoroughly, and communicating transparently with complainants. Providing feedback from complaints aid to ensure their satisfaction with the resolution.

Office or Division:	MRT3 Safety and Security Unit			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	MRT3 Passengers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Endorsement or transmittal attached with incident report or complaint letter. (1 photocopy)		Station Division/Office of the Operations Director/Office of the General Manager		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. File complaint through online and or lodge written or verbal complaint at the Station.	1.1 Receive complaint.	None	1 minute	Security Officer I & II on duty or Railway Safety Specialist on duty Safety and Security Unit
	1.2 Assess complaints and conduct investigation or contact the complainant if necessary.	None	20 minutes	Security Officer I & II on duty or Railway Safety Specialist on duty Safety and Security Unit
	1.3 Submit findings and action taken to originating office approved by OIC SSU	None	10 minutes	Security Officer I & II on duty or Railway Safety Specialist on duty Safety and Security Unit
TOTAL:		None	31 minutes	



6. Background Investigation for On-The-Job-Training

Procedure in conducting background investigation for On-The-Job-Training students. This is to ensure that OJT candidates meet the requirements set by the agency and assess their character. This is also to ensure that the candidates do not have any criminal records or any involvement in criminal activities.

Office or Division:	MRT3 Safety and Security Unit			
Classification:	Simple			
Type of Transaction:	G2G -Government to Government			
Who may avail:	Administrative Division			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Endorsement Letter (1 original copy)		Administrative Division		
Request Letter (1 original copy)		Student applicant		
OJT Application Form (1 original copy)		Student applicant		
School Endorsement (1 original copy)		Student applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Request letter From school addressed to the General Manager.	1.1 Received Endorsement Letter from Administrative Division.	None	1 minute	Security Officer I & II on duty or Railway Safety Specialist on duty Safety and Security Unit
	1.2 Conduct interview regarding personal matters (family background, community engagement.	None	5 minutes on average depending on the number of applicants.	Security Officer I & II on duty or Railway Safety Specialist on duty. Safety and Security Unit
	1.3 Prepare background investigation report signed by the Officer-In-Charge, Safety, to be submitted to the Office of the General Manager.	None	5 minutes on average depending on the number of applicants.	Security Officer I & II on duty or Railway Safety Specialist on duty Safety and Security Unit
TOTAL:		None	11 minutes	



7. Interview of Applicants for Security Services

Interview of security guards provided by contracted security agency prior to deployment to MRT3. This Procedure includes the assessment of their suitability for the position and ensure they possess the necessary skills, qualifications, and attributes to effectively perform the duties of a security guard.

Office or Division:	MRT3 Safety and Security Unit (SSU)			
Classification:	Simple			
Type of Transaction:	G2C -Government to Citizen			
Who may avail:	Applicants for security guards			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. National & Local clearances (NBI, Police, Barangay) (1 photocopy)		NBI, Police, Barangay		
2. High School Diploma (1 photocopy)		School Registrar's Office		
3. Drug and Neuro Test results (1 photocopy)		Any DOH accredited drug test laboratory		
4. Court clearance (1 photocopy)		Clerk of Court		
5. Security Guard Training Certificate (1 photocopy)		Any accredited training academy		
6. Security Guard License (1 photocopy)		SOSIA		
7. Endorsement Letter from Security Provider (1 original copy)		Contracted Security Provider		
8. Complete uniform and paraphernalia		Outside various sources		
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. Advise to personally endorse the applicants along with the requirements to the Safety and Security Office.	None	1 minute	Security Officer I & II on duty Safety and Security Unit
2. Endorse the applicant/s and submit the required documents.	2.1 Received documents and evaluate.	None	1 minute	Security Officer I & II on duty Safety and Security Unit
	2.2 Conduct interview of applicants/s and request for recitation of the Code of Conduct and 11 General Orders of Security Guard.	None	5 minutes on average, depending on the response/answer and total number of applicants.	
	2.3 Assess and rate the applicant based on the interview and recommend security	None	1 minute	



	provider if passed or failed.			
TOTAL:		None	8 minutes	



8. On Board Train Activities (Safety Train, Finance Train, Dynamic Testing)

Procedure in boarding train activities. This outlines the steps to be taken during boarding train activities to ensure the proper adherence of safety and security protocols. It also aims to provide witness or escort throughout the activity and serve as the basis for preparing an after-activity report.

Office or Division:	MRT3 Safety and Security Unit			
Classification:	Simple			
Type of Transaction:	G2G- Government to Government/ G2B -Government to Business Entity			
Who may avail:	Maintenance Provider, MRT3 Safety and Security Officers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter for Dynamic Test (1 original copy)		Maintenance Provider		
Safety Train and Finance Train Form (1 original copy)		SSU Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Maintenance Provider (TESP) to submit request letter for the activity	1.1 Receive the letter request.	None	1 minute	Security Officer I & II on duty or Railway Safety Specialist on duty Safety and Security Unit
	1.2 Conduct toolbox meeting and visual checking on train or car before the activity.	None	5 minutes	Security Officer I & II on duty or Railway Safety Specialist on duty Safety and Security Unit
	1.3 Board and witness the Train/Car subject for dynamic test at the mainline and ensure that safety precautionary measures are observed throughout the activity.	None	2 hours on average depending on the requested loops for dynamic testing.	Security Officer I & II on duty or Railway Safety Specialist on duty Safety and Security Unit
	1.3 Provide after-activity report and submit to the Officer-In-Charge, Safety and Security Unit.	None	1 minute	Security Officer I & II on duty or Railway Safety Specialist on duty Safety and Security Unit
2. Management contract to Safety and Security Officers to board the Finance Train.	2.1 Fill out the Finance Train form.	None	1 minute	Security Officer I & II on duty or Railway Safety Specialist on duty. Safety and Security Unit



	2.2 Board the Finance Train and provide escort for the distribution of cash and ticket allocations from North Avenue to Taft Avenue Station.	None	1 hour 20 minutes	<i>Security Officer I & II on duty or Railway Safety Specialist on duty</i> Safety and Security Unit
	2.3 Provide after-activity report and submit to the Officer-In-Charge, Safety and Security Unit.	None	1 minute	<i>Security Officer I & II on duty or Railway Safety Specialist on duty</i> Safety and Security Unit
3. Management contract to Safety and Security Officers to board the Safety Train.	3.1 Fill out the Safety Train form.	None	1 minute	<i>Security Officer I & II on duty or Railway Safety Specialist on duty</i> Safety and Security Unit
	3.2 Board the Safety Train and conduct visual inspection of tracks, Overhead Catenary System and Guideways, and ensure it is clear or no obstruction before the revenue operation across inter-stations from North Avenue to Taft Avenue Station.	None	1 hour	<i>Security Officer I & II on duty or Railway Safety Specialist on duty</i> Safety and Security Unit Safety and Security Unit
	2.3 Provide after-activity report and submit to the Officer-In-Charge, Safety and Security Unit.	None	1 minute	<i>Security Officer I & II on duty or Railway Safety Specialist on duty</i> Safety and Security Unit
TOTAL:		None	4 hours and 31 minutes	



9. Inspection of Contracted Security Manpower and Equipment

Procedure in the conduct inspection of Security Manpower and Equipment posted at the MRT3 stations and Depot is crucial to uphold standards of quality, compliance, performance, and readiness, contributing the effectiveness and reliability of security operations, working conditions of equipment and the protection of assets and personnel of the agency.

Office or Division:	MRT3 Safety and Security Unit			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Contracted Security Provider			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Security Inspection Checklist (1 original Copy)		SSU Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Security Provider to ensure the complete security manpower and deliveries of security equipment at the station and Depot. Submit a report enumerating the total installed manpower and equipment across Stations and Depot.	1.1. Check the submitted report.	None	2 hours	<i>Administrative Aide VI</i> Safety and Security Unit
	1.2 Check the actual deployment of security personnel and equipment at the stations and depot using a checklist. Ensure that all security equipment are operational.	None	2 days	<i>Security Officer I & II</i> <i>or Railway Safety Specialist</i> Safety and Security Unit
	1.3 Check the daily time record and the actual performance as well as physical appearance of all the security personnel.	None	2 days	<i>Security Officer I & II</i> <i>or Railway Safety Specialist</i> Safety and Security Unit
TOTAL:		None	4 days and 2 hours	



Internal Audit Unit



1. Conduct an On-Site Audit

This is an audit activity to check and verify the level of compliance of the auditee to the policies, procedures set by the DOTr-MRT3 relative to the various related rulings, laws and regulations by the different governing bodies to determine if there is a need to further strengthen the internal controls, make proper recommendation/s to the management for appropriate action.

Office or Division:	Internal Audit Unit (IAU)			
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 (1 photocopy)		IAU or DOTr-MRT3 Central File/COA Rulings/RPGIAM		
5. Letter of authorization from the DOTr-MRT3, GM to conduct a certain audit engagement (1 original)		Office of the General Manager		
6. Annual Audit Plan (1 original)		Internal Audit Unit (IAU), DOTr-MRT3		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Management order IAU to conduct audit	1.1 Conduct pre-audit engagement activities such as secure authorization letter from the OGM, prepare the necessary audit program, working papers, gather all related memoranda, Commission on Audit rulings, Revised Philippine Government Internal Audit Manual for reference and discuss thoroughly the audit procedures to be followed.	None	5 days	Head, IAU/ Management Audit Analyst II Internal Audit Unit
	1.2 Present to the auditee the authorization letter before the start of the actual audit.	None	30 mins.	Head, IAU / Management Audit Analyst II Internal Audit Unit
	1.3 Conduct the actual audit	None	5 days	Head, IAU/



	<p>through verification, observation, collection of data/information and inquiry and gather all related audit findings based on the actual audit done</p> <p>1.4 Discuss the initial findings with the auditee for comments and to incorporate the same in the audit report</p> <p>1.5 Prepare an initial draft of the audit report and incorporate the justification of the auditee, if there is any</p> <p>1.6 Review and finalize draft of the report</p>	<p>None</p> <p>None</p> <p>None</p>	<p>1 hour</p> <p>2 days</p> <p>1 day</p>	<p><i>Management Audit Analyst II</i> Internal Audit Unit</p>
2.Receive and initiate appropriate action/s	2. Submit to OGM the final audit report with appropriate recommendation/s	None	30 mins.	<p><i>Admin. Asst. (AA) II</i> IAU Internal Audit Unit</p>
TOTAL:		None	13 days and 2 hours	



2. Follow-up the Action/s Taken on Audit Recommendation/s

This activity is being done to determine the action/s done by the auditee based on the audit recommendations with the main objective of improving/strengthening the internal controls and the whole system of the DOTr-MRT3.

Office or Division:	Internal Audit Unit (IAU)			
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
1. Follow up on the action/s taken	1.1 Prepare a summary of the audit findings and corresponding audit recommendation/s	None	1 day	Head, IAU Management and Audit Analyst II Internal Audit Unit
	1.2 Transmit the above-mentioned summary to the Division/Unit Head/Auditee concerned	None	30 mins.	Head, IAU Management and Audit Analyst II Internal Audit Unit
	1.3 Gather the feedback/comment made by the Division/Unit Head/Auditee concerned	None	1 day	Head, IAU Management and Audit Analyst II Internal Audit Unit
	1.4 Evaluate/validate the action/s taken or feedback/comment the Division/Unit Head/s / Auditee concerned	None	2 days	Head, IAU Management and Audit Analyst II Internal Audit Unit
	1.5 Prepare a final report of the same and submit to OGM for perusal	None	1 day	Head, IAU Management and Audit Analyst II Internal Audit Unit
TOTAL:		None	5 days & 30 minutes	



Communications Team



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

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:	G2C- Government to Citizen			
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. 1.2 Address the commuters' concerns by providing them the response given by the respective units/divisions	None	1 day	Digital Media Officer Communications Team
TOTAL:		None	1 day	



2.Communications with the Media

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

Office or Division:	Communications Team			
Classification:	Simple			
Type of Transaction:	G2G- Government to Government / G2B -Government to Business Entity			
Who may avail:	Media			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
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 Contact concerned division (e.g. for train failures, MRO calls Control Center). 1.2 Craft reply based from the details given by the concerned division. 1.3 Sent reply to Director for Operations for clearance. 1.4 Sent pre-cleared reply to Director for Communications of the DOTr, for final clearance. In complicated cases of replies and statements, message is sent to Assistant Secretary for the final clearance. 1.5 Sent cleared reply	None	20 Minutes	Digital Media Officer Communications Team



	to the client.			
TOTAL:		None	20 Minutes	



Station Division



1. Application for Stored Value Discounted (Concessionary Card)

In compliance with the various laws pertaining to the provision of 20% discount to Senior Citizens and Persons with Disability, the Agency in coordination with the AFCS Concessionaire prescribed the procedure in the availment of the Stored Value Discounted across all railway lines/public transport operators.

Office or Division:	Station Division			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Senior Citizens and Persons with Disability			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Original ID (1 ID for verification only) Photocopy of OSCA ID for Senior Citizens and Discount ID issued by the LGU for PWD (back and front) – (1 copy) Authorization Letter (if owner cannot personally claim the Concessionary Card) – (1 Original copy)		(to be brought individually/personally by the applicant)		
Concessionary Card Application Form		Office of the on-duty Station Supervisor at any MRT3 station or Commuter Welfare Desk at North Avenue, Cubao, Shaw Blvd., Ayala and Taft Avenue Stations		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up the Concessionary Card Application Form and submit the required documents	1. Receive the required documents and the attachment. Check for completeness and verify for duplication through the Concessionary Card System of the MRT3 MIS	None	10 Minutes	Station Supervisor Station Division
2. Pay the Issuance Fee	2. Forward the Application Form to the AFPI for the processing/issuance of Concessionary Card	P30.00	1 minute	Station Supervisor Station Division



3. Ask for the claim stub	3. Give the claim stub to the applicant	None	1 minute	Station Supervisor Station Division
4. Claim the Concessionary Card after 7 calendar days at the station where it was applied	4. Collect the claim stub from the owner/ applicant or their duly authorized representative (with authorization letter)	None	7 Calendar Days	Station Supervisor Station Division
5. Pay for the initial load	5. Forward the Concessionary Card to the Ticket Seller for the initialization and loading of the initial load for the Concessionary Card	Desired amount to be loaded from P13.00 – P10,000.00	2 minutes	Ticket Seller Station Division
6. Ask for the receipt	6. Ticket Seller to hand over the card, receipt and change, if any, to the senior citizen/PWD passenger	None	1 minute	Ticket Seller Station Division
TOTAL:		P30.00 card fee plus desired load amount	7 days, 20 Minutes	



2. How to Ride the MRT3: Purchase of Ticket at the Ticket Office

In order to avail of a ride at the MRT3 stations, passengers have to purchase a Single Journey Ticket (SJT), Single Journey Discounted (SJTD) or Stored Value Card (SVC) at the ticket office.

Office or Division:	Station Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Commuting Public/Passengers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Bills or coins to pay for the fare media ticket		From passengers availing ride		
Student ID/OSCA ID/PWD Id if availing of a discount fare (1 ID for verification only)		From passengers availing discount fares		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach the ticket seller at the ticket office and inform the type of ticket to be purchased	1. Issue the ticket being purchased	None	2 Minutes	<i>Ticket Seller</i> Station Division
2. For SVC: Pay the card fee and minimum load For SJT: Inform the destination and pay for the fare	2. Accept payment	For SVC: P30.00 card fee plus minimum load of P13.00 up to any amount not exceeding P10,000.00 For SJT: No card fee but passenger to pay fare amount corresponding to station destination		<i>Ticket Seller</i> Station Division
3. Get and count change, if any	3. Provide change, if any	None		<i>Ticket Seller</i>



				Station Division
4. Get the ticket	4. Give the ticket and receipt to the passenger	None		<i>Ticket Seller</i> Station Division
5. Tap ticket in the Automatic Gate for entry	-	None	1 Minute	<i>Passenger</i>
6. Ride the train at the platform	-	None	35 minutes per complete direction	<i>Passenger</i>
7. Get off at the destination station	-	None	1 minute	<i>Passenger</i>
8. Exit the station thru the Automatic Gate	-	None	1 minute	<i>Passenger</i>
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)	Analyze ticket and assist in the exit	None	1 minute	<i>Ticket Seller</i> Station Division
TOTAL:		None	41 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. How to Ride the MRT3: Purchase of Ticket at the Ticket Vending Machine

In order to avail of a ride at the MRT3 stations, passengers have to purchase a Single Journey Ticket (SJT), or Stored Value Card (SVC) and may opt to buy it from the Ticket Vending Machine

Office or Division:	Station Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Commuting Public/Passengers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Bills or coins to pay for the fare media ticket		From passengers availing ride		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to the TVM and choose the type of ticket to purchase	-	None	1 Minute	<i>Passenger</i>
2. For SVC: Input desired amount and insert payment For SJT: Select destination and insert payment Note: New 20.00 coin and P1,000.00 polymer bill are not accepted by the TVM	-	For SVC: P30.00 card fee plus minimum load of P13.00 up to any amount not exceeding P10,000.00 For SJT: Depends on the station destination (refer to Fare Table posted in stations)		<i>Passenger</i>
3. Get the ticket and change (if there's any for SJT, TVM does not dispense change for SVC)	-	None		<i>Passenger</i>
4. Get the receipt	-	None		<i>Ticket Seller Station Division</i>



5. Tap ticket in the Automatic Gate for entry	-	None	10 Seconds	<i>Passenger</i>
6. Ride the train at the platform	-	None	35 minutes per complete direction	<i>Passenger</i>
7. Get off at the destination station	-	None	10 seconds	<i>Passenger</i>
8. Exit the station thru the Automatic Gate	-	None	1 minute	<i>Passenger</i>
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)	Ticket seller to analyze ticket and advise passenger on action to be taken to correct the ticket	None	1 minute	<i>Ticket Seller Station Division</i>
TOTAL:		For SVC: P30.00 card fee plus minimum load of P13.00 up to any amount not exceeding P10,000.00 For SJT: Depends on the station destination (refer to Fare	38 Minutes,20 seconds	



	Table posted in stations)		
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4. How to Add Value on Stored Value Card

In order to continuously use the Stored Value Card (SVC), passengers have to buy additional load through add-value transaction at the ticket office or at the Ticket Vending Machine.

Office or Division:	Station Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Commuting Public/Passengers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Bills or coins for payment		From passengers		
Stored Value Card		From passengers		
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	1. 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> Station Division
2. For add value at the TVM: a. Place SVC on card reader and select add value b. Insert desired amount (Note: No change shall be given as displayed in the TVM) then press ok c. Do not remove the card d. Insert bills or coins e. Print receipt after transaction then remove the card	-	Minimum add value of P13.00 and maximum add value of P10,000.00	1 minute	<i>Passenger</i>
TOTAL:		Minimum add value of P13.00 and maximum add	1 Minute, 15 seconds	



	value of P10,000.00		
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5. Filing of Passenger's Complaint at the Station

Passengers may file their complaints through the Station Supervisors at any stations anytime during the revenue operations.

Office or Division:	Station Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Commuting Public/Passengers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Passenger Complaint Form – (1 copy)		On-duty Station Supervisor		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach the on-duty Station Supervisor and give specifics and nature of complaint. Give details of the complaint	1. Provide complaint form to the complainant and record the complaint details including the name and contact information	None	10 minutes	Station Supervisor Station Division
2. Fill up the Complaint Form and submit to the Station Supervisor	2. Check completeness of the submitted form.	None	10 minutes	Station Supervisor Station Division
	Conduct preliminary investigation by calling the attention of the involved personnel and require to submit written explanation. CCTV playback shall also be reviewed, if available	None	1 day	Station Supervisor Station Division
3. Wait for feedback on the result of the investigation	3. Submit report and recommends action to address the complaint. Provide feedback to	None	1 day	Station Supervisor Station Division



	the complainant			
TOTAL:		None	2 Days, 20 minutes	



6. Restitution of Lost and Found Items

MRT3 employees and contracted employees adhere with the procedure in the restitution of lost and found items within the MRT3 premises to ensure that the lost item is returned to its rightful owner.

Office or Division:	Station Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Commuting Public/Passengers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Particulars of Property Found Form – (1 copy)		On-duty Station Supervisor		
Identification card of the rightful owner (1 ID for verification only)		Passenger/Owner		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire a lost item with the station personnel or MRT3 Feedback or MRT3's social media account by providing description of the item lost and other details such as the date, time and location when the item was lost	1 Check and verify if the lost item is included in the summary of lost items surrendered to the station or included in the Lost and Found System PRO or Communications Team to refer the inquiry to the Station Division	None	2 minutes	<i>Station Supervisor / Station Base Station Division</i> <i>Public Relations Officer Communications Team</i>
2. Proceed to the station where lost item shall be claimed and present identification card	2. Verify if the claimant is the rightful owner by asking specific description of the lost item and check the presented ID	None	10 minutes	<i>Station Supervisor Station Division</i>



	Ask the passenger to receive the item by signing in the Particulars of Property Found Form			
TOTAL:		None	12 minutes	



Engineering Division



1. Concerns/Troubleshooting/Repair on Overhead Catenary System

Report of MRT3 Control Center on Overhead Catenary System.

Office or Division:	Engineering/Overhead Catenary System			
Classification:	Simple			
Type of Transaction:	Government To Government			
Who may avail:	MRT3 employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Technical Assistance Report (1 Original Copy) _		Engineering/Power and Overhead Catenary System		
CLIENT STEPS	AGENCY ACTIONS	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Reports of obstruction on Overhead Catenary System	1.1 Receive the report from Control Center.	None	Within 20 minutes (during revenue operation if not, provisional service will be implemented)	<i>Power and Overhead Catenary System Head Engineering Division</i>
	1.2 Record the report.			
	1.3 Forward the report to MRT3 Maintenance Provider for troubleshooting and repair.			
	1.4 Update the OCS Discipline Head on tatus.		Within 20 minutes (during revenue operation if not, provisional service will be implemented) 4 hours (during non-revenue hours)	<i>Maintenance Provider DOTr_MRT3</i> <i>Maintenance Provider DOTr_MRT3</i>
	1.5 Notify the Control Center on status-accomplished or pending repair.			
TOTAL		None	20 mins. during revenue operation	
TOTAL		None	4 Hours. during non-revenue hours	



2. Concerns/Troubleshooting/Repair on Power Distribution System

Report of MRT3 Control Center on Power Distribution System.

Office or Division:	Engineering/Power Distribution System			
Classification:	Simple			
Type of Transaction:	Government To Government			
Who may avail:	MRT3 employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Trouble Shooting Report (1 Original Copy)		Engineering/Power and Overhead Catenary System		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Report on substation equipment	1.1 Receive the report from Control Center and Substation personnel.	None	4 hours (if materials are available)	<i>Power Distribution System Head</i> Engineering Division
	1.2 Record the report.			
	1.3 Forward the report to MRT3 Maintenance Provider for assessment and looping of equipment.		4 hours (during non-revenue hours)	<i>Maintenance Provider</i> DOTr-MRT3 <i>Maintenance Provider</i> DOTr-MRT3
	1.4 Update the Power Discipline Head on status.			
	1.5 Notify the control center on status – accomplished or pending job repair.			
TOTAL		None	4 hours if materials are available	
TOTAL		None	4 hours during non-revenue 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 – Government to Government			
Who may avail:	MRT3 employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Trouble Shooting Report (1 original copy)		Engineering / Depot Equipment		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Reports the trouble of equipment at MRT-3 depot.	1.1 Receive the report.	None	24 hours	<i>Rolling Stock and Depot Equipment Discipline Head</i> <i>Engineering Division</i>
	1.2 Record the report.	None		
	1.3 Forward the report to MRT3 Service Provider for troubleshooting and repair.	None		
	1.4 Update the Depot Equipment Discipline on the status.	None		
	1.5 Notify the end-user on the status accomplished or pending repair.	None		
TOTAL:		None	24 hours	



4. 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 – Government to Government		
Who may avail:		MRT3 employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Trouble Shooting Report (1 original copy)		Engineering / Rolling Stock		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Reports the trouble of Light Rail Vehicles (LRV's) of MRT-3.	1.1 Receive the report.	None	24 hours	<i>Rolling Stock and Depot Equipment Discipline Head Engineering Division</i>
	1.2 Record the report.	None		
	1.3 Forward the report to MRT3 Service Provider for troubleshooting and repair.	None		
	1.4 MRT3 Service Provider to update the Rolling Stock Discipline on the status.	None		<i>Maintenance Provider DOTr-MRT3</i>
	1.5 Notify the end-user on the status accomplished or pending repair.	None		<i>Maintenance Provider DOTr-MRT3</i>
TOTAL:		None	24 hours	



5. Concerns/Troubleshooting/Repair on Communication System

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

Office or Division:	Engineering/Signaling and Communication			
Classification:	Simple			
Type of Transaction:	G2G -Government to Government			
Who may avail:	MRT3 employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Trouble Shooting Report (1 original copy)		Engineering/Signaling and Communication		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Reports trouble or repair on MRT3 station CCTV, public address system, telephone lines and tetra radio equipment.	1.1. Receive the report.	None	2 hours (if basic spare parts replacement and system)	<i>Signaling and Communication Discipline Head</i> Engineering Division
	1.2 Record the report.	None		
	1.3 Forward the report to MRT3 Service Provider for trouble shooting and repair.	None		
	1.4 Update the Signaling and Communication Discipline on status.	None	4 hours (during non-revenue hours)	DOTr-MRT3 <i>Maintenance Provider</i>
	1.5 Notify the end -user on status – accomplished or pending repair.	None	5 days (if materials are not available and for procurement locally)	
TOTAL:		None	2 hrs. if materials are available	
TOTAL:		None	4 hrs. during non-revenue hours	
TOTAL:		None	5 days (if materials are not available and for	



		procurement locally)	
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6. Request for New Installation on Communication System

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

Office or Division:	Engineering/Signaling and Communication			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government			
Who may avail:	MRT3 employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Trouble Shooting Report (1 original copy)		Engineering/Signaling and Communication		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for new installation of telephone lines.	1.1 Receive the request. 1.2 Record the request. 1.3 Forward the request to MRT3 Service Provider for assessment and preparation of materials. 1.4 Update the Signaling and Communication Discipline on status. 1.5 Notify the end - user on status – accomplished or pending job request.	None	4 hours (if materials are available during non-revenue hours) 5 days (if materials are not available and for procurement locally)	Signaling and Communication Discipline Head Engineering Division <i>Maintenance Provider</i> DOTr_MRT3 <i>Maintenance Provider</i> DOTr_MRT3
	TOTAL:	None	4 hrs if material is available during non-revenue hours	
	TOTAL:	None	5 days if materials are not available and for procurement locally	



Note: Request for new installation of telephone lines is out of scope of the contractor, subject to the agreement between Employer & Contractor, 4 hours-5 days may not be enough.



7. Concerns/Troubleshooting/Repair on Signaling System

Report on 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 -Government to Government		
Who may avail:		MRT3 employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Technical Assistance Trouble Shooting Report (1 original copy)		Engineering/Signaling and Communication		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Reports trouble or repair on MRT3 mainline signal light, track circuit, point machine, balise and other signaling equipment.	1.1 Receive the report.	None	Within 20 mins. (during revenue operation, ATP bypass will be implemented, or provisional service or service interruption will be implemented by OCC)	<i>Signaling and Communication Discipline Head</i> Engineering Division
	1.2 Record the report.			
	1.3 Forward the report to MRT3 Service Provider for troubleshooting or repair.		4 hours (if replacement spares are available and if corrective maintenance at wayside will be allowed/ authorized by OCC)	<i>Maintenance Provider</i> DOTr_MRT3
	1.4 Report to Signaling and Communication Discipline on status.			
	1.5 Verify with MRT3 control center on status – normalized or for continuation of activity.			
	1.6 Get trouble report from MRT3 Service Provider.		1 day (if replacement spares are not available and for procurement locally)	<i>Communication Discipline Head</i> Engineering Division
	1.7 Submit incident report to Engineering Division Chief.			
TOTAL:		None	20 mins. during revenue operation	



TOTAL:	None	4 hrs. if replacement spares are available & if corrective maintenance at wayside will be allowed	
TOTAL:	None	1 day if replacement spares are not available & for procurement locally	



8. Concerns / Repair on Civil and Tracks

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/Civil and Tracks			
Classification:		Simple			
Type of Transaction:		Government To Government			
Who may avail:		MRT3 employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE			
Technical Assistance Report (1 copy)		Engineering/Civil and Tracks			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Broken Rail will report immediately to Control Center Representative Engineer (CCRE) 2. Report of MRT3 Service Provider Foot Patroller on missing tracks components or immediate works.	1.1 Receive report.	None	30 minutes	Civil and Tracks Discipline Head Engineering Division	
	1.2 Stop operation for the immediate report or installation of fishplate. Temporary speed restriction of 30kph.		2 Hours		
	1.3 Record and inform CCRE.			3 Days	
	1.4 Prepare tools, materials, equipment needed for corrective works to be done during non-revenue hours, if any.				
	3 Monitor action taken by the Provider.		Maintenance Provider DOTr-MRT3		
	4 Update MRT3 on the report.				
	5 Notify the CCRE done or pending repair.				Civil and Tracks Discipline Head Engineering Division
	6 Further visual and technical checking on the reported trouble (after corrective action)- Ultrasonic				



	Test, Joint inspection, pull-out test, etc.			
OTAL		None	3 days, 2 Hours. & 30 minutes.	



9. Request for New Rail

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

Office or Division:	Engineering/Tracks and Wayside			
Classification:	Complex			
Type of Transaction:	G2G -Government to Government			
Who may avail:	MRT3 employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Technical Assistance Report (1 original copy)		Engineering/Signaling and Communication		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for new rail	1.1 Receive report.	None	1 day	<i>Civil and Tracks Discipline Head</i> Engineering Division
	1.2 Market Survey.	None	7 days	
	1.3 Procurement Process.	None	1month	
	1.4 Supply and delivery of new rail.	None	6 months	
	1.5 Installation of new rail.	None	3 days	
TOTAL:		None	7 months, 11 days	

Note: Procurement of new rail has a minimum order of 50 pcs.



10. Concerns/Troubleshooting/Repair on Buildings & Facilities Section

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 – Government to Government		
Who may avail:		MRT3 employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Technical Assistance Report (1 original copy)		Engineering/Building and Facilities		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Reports trouble or repair on MRT3 stations and depot	1.1 Receive the report.	None	For Facilities (if the needed materials are available will be acted upon within 4 hours or depends on the location of the reported trouble)	<i>Building and Facilities Discipline Head</i> Engineering Division
	1.2 Record the report.	None		
	1.3 Forward the report to MRT3 Service Provider for troubleshooting or repair.	None		
	1.4 MRT3 Service Provider to report to Building and Facilities Section Discipline on status.	None	For Conveyances (if the needed materials are available troubleshooting will be acted upon within 2 hours; For minor repair, it will be completed within 24 hour; and for major repair, within 48 hours)	
	1.5 Notify the end-user on status (accomplished or pending repair) activity.	None		
	1.6 Get trouble report from MRT3 Service Provider.	None		
	1.7 Submit incident report to Engineering Division Chief.	None		
TOTAL:		None	48 hours	



11. Technical Document Evaluation

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

Office or Division:	Engineering			
Classification:	Highly Technical			
Type of Transaction:	G2G -Government to Government			
Who may avail:	MRT3 employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request for Document Evaluation (1 original copy)		Engineering/Signaling and Communication		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request to evaluate, comments and/or recommendation of technical document.	1.1 Receive the document.	None	5 days (for DOTr department)	Engineering Discipline Heads Engineering Division
	1.2 Record the document.	None		
	1.3 Evaluates the received document.	None		
	1.4 Draft the comments and recommendation for Engineering Division Chief review.	None	10 days (for MRT3 Service Provider)	
	1.5 Submit the comments and/or recommendation to requesting party/end-user.	None		
TOTAL:		None	5 days for DOTr Department	
TOTAL:		None	10 days for MRT3 Service Provider	



Support Staff/Computer Section/AFCS Unit



1. Systems Development

To develop customized in-house systems tailored to streamline office operations and boost productivity. The in-house systems meet the user's unique needs, designs and implements efficient, user-friendly solutions that integrate seamlessly the office existing workflow. The systems automate tasks, facilitate collaboration, and provide real-time data insights to support informed decision-making.

Office or Division:	Support Staff/Computer Section/AFCS Office (SS/CS/AFCSO)			
Classification:	Highly Technical			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Government Agencies in need of System			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Terms of Reference (TOR) (1 Original)		Client		
Letter-request for System Development (1 original)		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client submits requirements and Terms of Reference for new System	1.1 Accept requirements and starts development of system 1.2 Conduct testing of system to evaluate functionality 1.3 Conduct meeting with client to present system for evaluation	None	120 days	Programmer SS/CS/AFCSO
2. Client evaluates system and provides feedback	2.1 Revise system according to new requirements and feedback 2.2 Conduct meeting with client to present revised system for evaluation	None	60 days	Programmer SS/CS/AFCSO
3. Client approves system for use	3.1 Deploy system to live server 3.2 Create manual for use of the System.	None	60 days	Programmer SS/CS/AFCSO



	<p>3.3 Conduct training with client on the use of the System</p> <p>3.4 Provide continuous Monitoring of System</p> <p>3.5 Provide Trouble shooting in the event of bugs or system issues</p>			<p>Programmer SS/CS/AFCSO</p>
TOTAL:		None	240 days	



2. Researcher Request for Data/Interview

To facilitate requests for ridership and operational data from researchers, including students, government agencies, and private institutions. The process includes reviewing and granting requests for interviews as well. This ensures transparent access to valuable information for research purposes across various sectors.

Office or Division:	Support Staff/Computer Section/AFCS Office (SS/CS/AFCSO)			
Classification:	Simple			
Type of Transaction:	G2C -Government to Citizen			
Who may avail:	Researchers requesting for Ridership/Operational Data			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Request (1 original copy or 1 letter from email)		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	Data Controller SS/CS/AFCSO
	2. Check whether data concerns Ridership and Operational Data			
	2.1. Check whether there is request for interview		5 minutes	Data Controller SS/CS/AFCSO
	2.2. If not, endorse to Concerned Division		5 minutes	Data Controller SS/CS/AFCSO
	2.3. If yes, coordinate and schedule interview		5 minutes	Data Controller SS/CS/AFCSO
	2.4. Conduct Interview		1 hour	Data Controller SS/CS/AFCSO
	2.5. Accomplish details of Researcher in the Researcher's Logbook		2 minutes	Section Head/Division Head SS/CS/AFCSO
	2.6. File Document		2 minutes	Data Controller SS/CS/AFCSO
	3. Check whether data concerns Support Division		5 minutes	Data Controller SS/CS/AFCSO



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



3. Researcher Request for Conduct of Survey

To provide researchers with access to data, they conduct surveys among depot personnel or to passenger at stations. Passengers are invited to participate in surveys, contributing valuable insights for research purposes. This approach ensures a direct and comprehensive source of information for researchers.

Office or Division:	Support Staff/Computer Section/AFCS Office (SS/CS/AFCSO)			
Classification:	Complex			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	Researchers requesting for data from survey			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request for Conduct of Survey (1 original)		Researcher		
Results of Survey (1 photocopy)		Researcher		
Access Permit (1 original)		Internal Audit Unit		
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 SS/CS/AFCSO</i>
	1.2. Coordinate requirements in the processing of access permit		15 minutes	<i>Data Controller SS/CS/AFCSO</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 (Office of the General Manager)</i>
	2.2. Inform Researcher in the conduct of the survey		5 minutes	<i>Data Controller SS/CS/AFCSO</i>
	2.3. Sign memorandum of understanding		5 minutes	<i>Division Head SS/CS/AFCSO</i>
3. Researcher conducts survey	3.1 Receive results of survey for MRT3		5 minutes	<i>Data Controller SS/CS/AFCSO</i>
	3.2 File Document		5 minutes	<i>Data Controller SS/CS/AFCSO</i>
TOTAL:		None	5 days	



4. Researcher Request for the Conduct of Orientation/Depot Tour/Train Ride

To provide researchers with information, we conduct orientations, depot tours, and train rides. These activities offer firsthand experience and insights into our operations, enabling researchers to gather valuable data and observations for their studies.

Office or Division:	Support Staff/Computer Section/AFCS Office (SS/CS/AFCSO)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Researchers requesting for data from Orientation/Depot Tour/Train ride			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Letter request for Orientation/Depot Tour/Train Ride (1 original)			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	Data Controller SS/CS/AFCSO
	2. If Request for Depot Tour, submit letter to Maintenance Provider for Depot Tour Assistance		10 minutes	Data Controller SS/CS/AFCSO
	2.1 Conduct Depot Tour		2 hours & 30 minutes	Trainer/Data Controller/Maintenance Provider/Safety and Security SS/CS/AFCSO
	2.2 File Document		5 minutes	Unit/Data Controller SS/CS/AFCSO
	TOTAL	None	2 hours & 55 minutes	
	3. If Request for Orientation, conduct Orientation	None	45 minutes	Trainer SS/CS/AFCSO
	TOTAL	None	55 minutes	
	4. If Request for Train Ride, forward request to Transport/Station/SSU for Train Ride Assistance	None	30 minutes	Data Controller SS/CS/AFCSO
	4.1. Schedule Train Ride to Transport/Station/SSU for Train Ride Assistance	None	15 minutes	Data Controller SS/CS/AFCSO Transport/Station/



	4.2. Coordinate Schedule of Train Ride with Requester	None	10 minutes	SSU Representatives Transport Division/Station Division/Safety and Security Unit Data Controller SS/CS/AFCSO
	4.3. Ride Train	None	2 hours	Data Controller SS/CS/AFCSO Transport/Station/ SSU Representatives Transport Division/Station Division/Safety and Security Unit
	TOTAL	None	3 hours & 15 minutes	



5. Issuance of Staff Card

To provide authorized MRT3 operation personnel with staff cards for use in various equipment such as Point of Sale (POS), Ticket Vending Machine (TVM), Station Computer System (SCS), or Central Computer System (CCS). These staff cards are essential for logging in to the Automatic Fare Collection System (AFCS) equipment, ensuring smooth operation and security within the system.

Office or Division:	Support Staff/Computer Section/AFCS Office (SS/CS/AFCSO)			
Classification:	Complex			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	MRT3 Employee			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Request from Division concerned (1 original)		Division concerned		
Staff Card		AFCS Concessionaire		
Letter (via email) to AFCS Concessionaire		AFCS Office		
User Access Table (UAT) Parameter Form (! Original)		AFCS Office		
Staff Card Issuance/Replacement Form (1 Original)		AFCS Office		
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	AFCS Data Controller SS/CS/AFCSO
	1.2 Transmit and email to AFPI approved list for the issuance of Staff Card		10 minutes	Computer Section/AFCS Office Section Head SS/CS/AFCSO
2. AFPI process Staff Card and deliver to Administrative Division	2.1 Administrative Division check the delivered staff card and forward Staff Card to AFCS Office	P134.40	3 days	Administrative Division Staff Administrative Division AFPI/General Services Section SS/CS/AFCSO
	2.2 Encode details under UAT Parameter in CCS-RO		30 minutes	Computer Section /AFCS Office Section Head SS/CS/AFCSO
	2.3. Encode details in record management system		15 minutes	AFCS Data Controller SS/CS/AFCSO
	2.4. Print parameter Management form		15 minutes	AFCS Data Controller SS/CS/AFCSO



	3.5. Seek approval of Division Head to push the UAT parameter		10 minutes	<i>AFCS Data Controller SS/CS/AFCSO</i>
3. Division Head Approves the UAT Parameter	3.1 Approve New UAT Parameter version in the CCS		5 minutes	<i>Section Head/Division Head SS/CS/AFCSO</i>
	3.2 Push the UAT Parameter		5 minutes	<i>AFCS Data Controller SS/CS/AFCSO</i>
	3.3 If push is not successful, seek the approval of Division Head to push the UAT Parameter		10 minutes	<i>AFCS Data Controller SS/CS/AFCSO</i>
	3.4 If successful, inform Station Base about the Parameter update		5 minutes	<i>AFCS Data Controller SS/CS/AFCSO</i>
	3.5 Activate Staff card at the POS		5 minutes	<i>Computer Section/AFCS Office Section Head SS/CS/AFCSO</i>
	3.6 If not activated inform the AF Payments Inc. (AFPI)		20 minutes	<i>Computer Section/AFCS Office Section Head SS/CS/AFCSO</i>
	3.6.1 AFPI Process Staff Card and Deliver to MRT3 Administrative Office		3 days	<i>AFPI General Services Section Administrative Division</i>
	3.6.2 Administrative Division check the delivered Staff Card		15 minutes	<i>General Services Section Administrative Division</i>
	3.6.3. Administrative Division forward Staff Card to AFCS Office		15 minutes	<i>General Services Section Administrative Division</i>



	3.7. If Staff Card is activated, inform the concerned Employee		5 minutes	<i>AFCS Data Controller SS/CS/AFCSO</i>
	3.7.1. Update Record in the Record Management System		5 minutes	<i>AFCS Data Controller SS/CS/AFCSO</i>
	3.7.2. Prepare Staff Card Issuance/ Replacement Form		5 minutes	<i>AFCS Data Controller SS/CS/AFCSO</i>
	3.7.3. Take Photo of the Receiving Employee		5 minutes	<i>AFCS Data Controller SS/CS/AFCSO</i>
	3.7.4. Issue Staff Card to Concerned Employee		2 minutes	<i>AFCS Data Controller SS/CS/AFCSO</i>
	3.7.5. Record Receipt of Staff Card in AFCS Staff Card Logbook		2 minutes	<i>AFCS Data Controller SS/CS/AFCSO</i>
TOTAL:		P134.40	6 days, 3 hours & 14 minutes	



6. Processing of Lost and Damaged Staff Card

MRT3 personnel report lost or damaged staff cards through designated channels, initiating a replacement request. This process ensures swift resolution and maintains operational efficiency by promptly issuing new staff cards to authorized MRT3 personnel.

Office or Division:		Support Staff/Computer Section/AFCS Office (SS/CS/AFCSO)		
Classification:		Complex		
Type of Transaction:		G2C- Government to Citizen		
Who may avail:		MRT3 Employee		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Memorandum (1 original)		Station Division for damaged Staff Card		
Damaged Staff Card		AFCS Office for replaced Staff Card		
Replaced Staff Card		AFCS Concessionaire		
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	AFCS Data Controller SS/CS/AFCSO
	1.2 Coordinate with AFPI the blacklisting of Staff Card and issuance of new Staff Card		10 minutes	Computer Section/AFCS Office Section Head SS/CS/AFCSO
2. AFPI Process blacklisting of damaged and lost card	2.1 Process the blacklisting of the damaged and lost card	P134.40	3 days	AF Payments Inc.
	2.2 Deliver the new or replaced Staff card to MRT3 Administrative Division.		1 day	AF Payments Inc.
	3.1 Check and deliver the staff card to AFCS Office		30 minutes	General Services Section Administrative Division
	3.2 Check the delivered Staff card		2 minutes	AFCS Data Controller SS/CS/AFCSO
	3.3. Activate Staff		20 minutes	



	Card and inform Concerned Employee 3.4 If Not inform AFPI		5 minutes	Computer Section/AFCS Office Section Head/AFCS Data Controller SS/CS/AFCSO Computer Section/AFCS Office Section Head SS/CS/AFCSO
TOTAL		P134.40	4 days, 1 hour & 12 minutes	



7. Processing of Defective Staff Card

MRT3 personnel report defective staff cards through designated channels, initiating a replacement request. This process ensures swift resolution and maintains operational efficiency by promptly issuing new staff cards to authorized MRT3 personnel.

Office or Division:	Support Staff/Computer Section/AFCS Office (SS/CS/AFPCSO)			
Classification:	Complex			
Type of Transaction:	G2G- 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. <i>Coordinate with AFPI the blacklisting of Staff Card and issuance of new Staff Card</i>		10 minutes	<i>Computer Section/AFCS Office Section Head SS/CS/AFPCSO</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	AFPI
	2.2 Deliver the new or replaced Staff card to MRT3 Administrative Division.		1 day	AFPI
	3.1 Administrative Division check and deliver the staff card to AFCS Office		30 minutes	<i>General Services Section Administrative Division SS/CS/AFPCSO</i>
	3.2 Check the delivered Staff card		2 minutes	<i>AFCS Data Controller SS/CS/AFPCSO</i>
	3.3. Activate Staff Card and inform concerned Employee		20 minutes	<i>Computer Section/AFCS Office Section Head/AFCS Data Controller SS/CS/AFPCSO</i>
	3.4 If not, inform AFPI		5 minutes	<i>Computer Section/AFCS Office Section Head</i>



				SS/CS/AFPCSO
	TOTAL	P134.40	4 days, 1 hour & 12 minutes	



8. Change of Access Rights

Changes to access rights are implemented in response to role changes within the AFCS equipment. When there is a change in an individual's role, adjustments to access privileges are made accordingly. This ensures that personnel have the appropriate level of access to perform their duties effectively and securely within the system.

Office or Division:	Support Staff/Computer Section/AFCS Office (SS/CS/AFCSO)			
Classification:	Simple			
Type of Transaction:	G2G- Government to Government			
Who may avail:	MRT3 Employee			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Memorandum (1 original copy)		Station Division		
Parameter Management Form (1 original)		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	None	5 minutes	Computer Section/AFCS Office Section Head SS/CS/AFCSO
	1.2 Seek Approval of Division Head			AFCS Data Controller SS/CS/AFCSO
2. Division Head approves User's Acceptance Test (UAT)	2.1 Encode details in CCS under UAT Parameter		15 minutes	Computer Section/AFCS Office Section Head AFCS Data Controller SS/CS/AFCSO
	2.2 Approve new UAT parameter version in Central Computer System (CCS)		5 minutes	AFCS Data Controller SS/CS/AFCSO
	2.3 Push parameter		10 minutes	AFCS Data Controller SS/CS/AFCSO
	2.4 If parameter push is successful, inform Station Base about the parameter and the concerned employee		5 minutes	AFCS Data Controller SS/CS/AFCSO
	2.4.1 Activate Staff		20 minutes	



	Card at the POS 2.4.2 Update record in the AFCS record management system		5 minutes	Computer Section/AFCS Office Section Head SS/CS/AFCSO AFCS Data Controller SS/CS/AFCSO AFCS Data Controller
TOTAL:		None	1 hour & 5 minutes	



9. Help Desk Concerns/Troubleshooting/Repair

Requests for computer, network, or software installation, troubleshooting, or repair are handled through a Help Desk System. Users can report their requests through telephone call, detailing the nature of the issue or service required.

Office or Division:	Support Staff/Computer Section/AFCS Office (SS/CS/AFCSO)			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	MRT3 employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Help Desk Service Report Form (1 original)		Support Staff/Computer Section personnel		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Call Support Staff/Computer Section to report request for repair/troubleshooting	1.1 Receive call from end-user	None	1 minute	Data Controller/Computer Operator SS/CS/AFCSO
	1.2 Resolve concern through telephone call		10 minutes	
	1.3 If not resolve concern through telephone call, assign troubleshooter		2 minutes	
	1.4 Encode required details in the Service Report System		1 minute	
	1.5 Print Service Report Form (SCR)		2 hours	
	1.6 Repair/Troubleshoot concerns/issue		5 minutes	
	1.7 Accomplish printed SCR		5 minutes	
	1.8 Encode findings/recommendations in the SCR		5 minutes	



2. Sign the SCR	2.1 Ask end-user to sign in the SCR 2.2 Give copy of SCR to end-user	None	1 minute	<i>Data Controller/Computer Operator</i> SS/CS/AFCSO
3. Receive copy of SCR	3.1 File Accomplished SCR	None	1 minute	<i>Data Controller/Computer Operator</i> SS/CS/AFCSO
TOTAL:		None	2 hours & 31 minutes	



10. Conduct of Technical Trainings

To conduct technical training sessions specifically designed for operations personnel within the railway system. These training programs are meticulously crafted to impart essential skills and knowledge relevant to their roles. Through hands-on instruction and practical demonstrations to equip MRT3 operations personnel with the expertise needed to navigate and manage the complexities of railway operations efficiently and effectively.

Office or Division:	Support Staff/Computer Section/AFCS Office (SS/CS/AFCSO)			
Classification:	Highly Technical			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	Operations Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Memo Approval of the General Manager (1 original copy)		Support Staff Training Section		
Training Plan (1 original copy)		Support Staff Training Section		
Memo to Attend by the Trainees (1 original copy)		Support Staff Training Section		
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	Clerk SS/CS/AFCSO
	1.2 Plan and Calendar the requested Technical Training	None	1 day	STDO Support Staff SS/CS/AFCSO
	1.3 Prepare the memorandum for approval to conduct training with the designed training plan and Memorandum to Attend of participants	None	1 day	STDO Support Staff SS/CS/AFCSO



	1.4 Submit the memorandum to the Office of the General Manager together with the corresponding documents for signature and approval	None	1 day	STDO Support Staff SS/CS/AFCSO
	1.5 Prepare the training materials upon the approval of the requested training by the General Manager	None	3 days	STDO Support Staff SS/CS/AFCSO
Sub-total		None	7 Days	
2. Conduct of approved Technical Trainings	2.1 Train Driver Training Course	None	52 days	STDO/SVTDO Support Staff SS/CS/AFCSO
	2.2 Train Driver Training for Maintenance Provider Personnel	None	3 days	STDO/SVTDO Support Staff SS/CS/AFCSO
	2.3 Transport Supervisory Training Course	None	12 days	STDO/SVTDO Support Staff SS/CS/AFCSO



	2.4 Refresher Training for Transport Division Operations Personnel	None	2 days	STDO/SVTDO Support Staff SS/CS/AFCSO
	2.5 Ticket Seller II Training Course	None	18 days	STDO/SVTDO Support Staff SS/CS/AFCSO
	2.6 Ticket Seller III Training Course	None	8 days	STDO/SVTDO Support Staff SS/CS/AFCSO
	2.7 Station Supervisory Training Course	None	15 days	STDO/SVTDO Support Staff SS/CS/AFCSO
	2.8 Qualified Employee Training Course	None	5 days	STDO/SVTDO Support Staff SS/CS/AFCSO



	2.9Commuter Welfare Assistant Training Course	None	8 days	STDO/SVTDO Support Staff SS/CS/AFCSO
	2.10Refresher Training for Station Division Operations Personnel	None	2 days	STDO/SVTDO Support Staff SS/CS/AFCSO
	2.11Cashier II (Cash Assistant) Training Course	None	10 days	STDO/SVTDO Support Staff SS/CS/AFCSO
	2.12Data Controller III Training Course	None	5 days	STDO/SVTDO Support Staff SS/CS/AFCSO
	2.13Cash Clerk III Training Course	None	5 days	STDO/SVTDO Support Staff SS/CS/AFCSO
	2.14Treasury Supervisor Training Course	None	10 days	STDO/SVTDO Support Staff SS/CS/AFCSO
	2.15Refresher Training for Treasury Section Operations Personnel	None	2 days	STDO/SVTDO Support Staff SS/CS/AFCSO
Sub-total		None	Number of training days	



3.Post-Training Actions	3.1 Prepare the Certificate of Training	None	1 day	STDO Support Staff SS/CS/AFCSO
	3.2 Submit training certificates to the Chief of Support Staff and the Office of the General Manager for signature	None	1 day	STDO Support Staff SS/CS/AFCSO
	3.3 Distribution of training certificates	None	1 day	STDO Support Staff
	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	STDO Support Staff SS/CS/AFCSO
	3.5 Prepare and Submit the Terminal Report to the Head Division of Support Division	None	1 day	STDO Support Staff SS/CS/AFCSO



	3.2 Approve the Terminal Report	None	1 day	CTDO Support Staff SS/CS/AFCSO
	3.2 File the approved Terminal Report	None	1 day	STDO Support Staff SS/CS/AFCSO
Sub-total		None	7 days	
TOTAL:		None	14 days plus the number of training days	



Transport Division



1. Service Name: Receiving of Documents for Appropriate Action

Receive, act on letters/requests from other DOTr-MRT3 offices.

Office or Division:	Transport Division			
Classification	Complex			
Type of Transaction:	G2G			
Who may avail:	DOTr-MRT3 Management/GM/OOD/the different Divisions, Units and Sections			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter / Endorsement				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Endorse document/ letter of request addressed to the Transport Division	3.1 Accept documents/letters of request	None	5 mins.	<i>Administrative Aide VI (Transport Division)</i>
	3.2 Evaluate/assess the request/ document	None	2 hours	<i>Division Chief (Transport Division)</i>
	3.3 Coordination with personnel required to act on the concern	None	1 hour	<i>Division Chief (Transport Division)</i>
	3.4 Conduct appropriate action/draft reply to be forwarded for approval of the Division Chief	None	1 - 7 days	<i>Supervising Transportation Development Officer, Senior Transportation Development Officer, Train Driver (Transport Division)</i>
	3.5 Check and approve the draft	None	1 hour	<i>Division Chief (Transport Division)</i>
	3.6 Return the draft reply to the Clerk for the recording of the outgoing documents	None	1 hour	<i>Division Chief (Transport Division)</i>



	3.7 Transmit the documents to the requesting party	None	30 mins.	<i>Administrative Aide VI (Transport Division)</i>
TOTAL		None	7 days, 5 hours & 35 mins	



2. Service Name: Evaluate Train Availability Documents

Evaluate train availability transmitted by the Maintenance Service Provider.

Office or Division:		Transport Division		
Classification		Complex		
Type of Transaction:		G2B		
Who may avail:		Maintenance Service Provider		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Documents for evaluation				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Endorse the document/s for evaluation by the Transport Division.	1.1 Accept documents needed to be evaluated	None	5 mins.	Concerned Supervising Transportation Development Officer (Transport Division)
	1.2 Evaluate document and make comments when needed	None	7 days	Concerned Supervising Transportation Development Officer (Transport Division)
	1.3 Forward the documents to the Division Chief for review and approval	None	1 hour	Concerned Supervising Transportation Development Officer (Transport Division)
	1.4 Return the approved documents to concerned Supervising Transportation Development Officer (SvTDO)	None	1 hour	Division Chief (Transport Division)



	1.5 Transmit the documents to the Maintenance Service Provider	None	5 mins.	<i>Supervising Transportation Development Officer (Transport Division)</i>
TOTAL		None	7 days, 2 hours & 10 mins.	



FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<p>Feedback may be sent through the following:</p> <ul style="list-style-type: none"> • Website – www.dotcmrt3.gov.ph • Email – feedback@dotcmrt3.gov.ph • Twitter - @dotrmrt3 • Facebook - /dotrmrt3 • 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 • MRT CC System Survey QR Code
How feedback are processed	<p>Feedbacks received are endorsed to the concerned division for appropriate action. Feedbacks shall be acted within three (3) days.</p>
How to file a complaint	<p>Complaints may be sent through the following:</p> <ul style="list-style-type: none"> • Website – www.dotcmrt3.gov.ph • Email – feedback@dotcmrt3.gov.ph • Twitter - @dotrmrt3 • Facebook - /dotrmrt3 • 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	<p>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.</p>
Contact information of ARTA, PCC and CCB	<p>ARTA – complaints@arta.gov.ph : 1-ARTA (2781) PCC: 8888 CCB: 0908-881-6565 (SMS)</p>



List of Offices

Office	Address	Contact Information
Office of the General Manager	MRT3 Depot, EDSA corner North Avenue, Brgy. Bagong Pag-Asa, Quezon city	89295347 Local 2303
Office of the Operations Director	MRT3 Depot, EDSA corner North Avenue, Brgy. Bagong Pag-Asa, Quezon city	89295347 Local 2500
Administrative Division	MRT3 Depot, EDSA corner North Avenue, Brgy. Bagong Pag-Asa, Quezon city	89295347 Local 2404
Finance & Comptrollership Division	MRT3 Depot, EDSA corner North Avenue, Brgy. Bagong Pag-Asa, Quezon city	89295347 Local 4407
Safety and Security Unit	MRT3 Depot, EDSA corner North Avenue, Brgy. Bagong Pag-Asa, Quezon city	89295347 Local 4417
Internal Audit Unit	MRT3 Depot, EDSA corner North Avenue, Brgy. Bagong Pag-Asa, Quezon city	89295347 Local 2900
Communications Team	MRT3 Depot, EDSA corner North Avenue, Brgy. Bagong Pag-Asa, Quezon city	89295347 Local 2303
Station Division	MRT3 Depot, EDSA corner North Avenue, Brgy. Bagong Pag-Asa, Quezon city	89295347 Local 2100
Engineering Division	MRT3 Depot, EDSA corner North Avenue, Brgy. Bagong Pag-Asa, Quezon city	89295347 Local 2801
Support Staff, /Computer Section/AFCS Office	MRT3 Depot, EDSA corner North Avenue, Brgy. Bagong Pag-Asa, Quezon city	89295347 Local 2600
Transport Division	MRT3 Depot, EDSA corner North Avenue, Brgy. Bagong Pag-Asa, Quezon city	89295347 Local 3139