



PHILIPPINE RECLAMATION AUTHORITY

QUALITY MANAGEMENT SYSTEM

MANUAL

ISO 9001:2015

17 September 2021

Approved by:


JANILO E. RUBIATO
General Manager and CEO

DO NOT REPRODUCE



PHILIPPINE RECLAMATION AUTHORITY

TABLE OF CONTENTS	PAGE NO.
1. INTRODUCTION	1
2. CONTEXT OF THE ORGANIZATION	1
2.1 Organizational Profile	1
PRA History/Corporate Profile	1
Mandates	3
Powers and Functions	3
Our Mission	4
Our Vision	4
Values	4
Organizational Issues	4
Needs and Expectations of Interested Parties	6
Scope of the Quality Management System (QMS)	36
2.2 PRA QMS Model	37
2.3 Process Map	38
3. LEADERSHIP	38
3.1 Leadership and Commitment	38
3.2 Stakeholder Management	39
3.3 Quality Policy	39
3.4 Organizational Structure and General Functions/Responsibilities	40
3.5 QMS Organization and Functions	43
3.6 Policy Formulation	45
3.7 QMS Audit	45
3.8 Management Review	46
3.9 Continual Improvement	46
3.10 Control of Nonconformity	47
3.11 Corrective Action	47
4. PLANNING	47
4.1 Strategic Performance Management System	47
4.2 Risk and Opportunities	47
4.3 Quality Objectives and Plan	48
4.4 Planning and Performance Evaluation	48
4.5 Stakeholder Satisfaction	48
5. SUPPORT PROCESS	49
5.1 Human Resources Management	49
5.2 Infrastructure Management	49



PHILIPPINE RECLAMATION AUTHORITY

5.3 Work Environment Management	49
5.4 Organizational Knowledge Management	50
5.5 Communication Management	50
5.6 Documented Information Management	50
5.7 Legal Management	50
5.8 Financial Management	51
5.9 Procurement	51
5.10 Information Technology (IT) Management	53
5.11 JV Guidelines	53
6. CORE PROCESS	53
6.1 Reclamation	53
Planning and Evaluation Department	53
Reclamation Department	54
Environmental Management Department	54
6.2 Forfeiture of Unauthorized Reclaimed Lands	55
6.3 Public Estates Development and Management	56
6.4 Infrastructure Development	56
LIST OF FIGURES AND TABLES	
Figure No. 1: PRA QMS Model	37
Figure No. 2: Process Map	38
Figure No. 3: PRA Organizational Structure	40
Figure No. 4: QMS Organization	43
Table No. 1: Organizational Issues	4
Table No. 2: Matrix of Needs and Expectations of Interested Parties	6

	QUALITY MANAGEMENT SYSTEM MANUAL	Page No.	Page 1 of 57
		Revision No.	04
	QQM-18-PRA	Effectivity	17 SEP 2021

1. INTRODUCTION

The Philippine Reclamation Authority (PRA) Quality Management System (QMS) Manual defines and clarifies policies, systems and procedures adopted to implement and continually improve the Quality Management System (QMS) of the agency, through the use of the quality policy, quality objectives, audit results, analysis of data, corrective and preventive actions, and management review.

The QMS Manual is in conformance with the ISO 9001:2015 standard and is aligned with PRA's strategic direction. It contains the basic elements necessary for its implementation and likewise provides excellent outputs and efficient services to internal and external stakeholders.

This QMS Manual, together with associated documents mentioned herein, aims to:

1. Describe the basic elements of the QMS of PRA and serve as reference in its implementation and continual improvements;
2. Inform the internal and external stakeholders and enable them to observe and implement the quality system being maintained at PRA; and
3. Serve as reference and guide for all personnel and make them familiar with and appreciate the PRA QMS.

2. CONTEXT OF THE ORGANIZATION

2.1 Organizational Profile

PRA History/Corporate Profile

The Philippine Reclamation Authority (formerly Public Estates Authority), one of the Government's most active development agencies, was created in 1977 by virtue of Presidential Decree 1084 to serve primarily as the clearinghouse for all reclamation projects in the country.

PRA performs both regulatory and proprietary functions. Its programs and projects are supportive of government's thrust towards sustaining economic gains by generating local and foreign investments in large-scale reclamation and development projects.

PRA, which is mandated to be self-liquidating, has created assets for the Government by converting reclaimed lands into valuable and income-generating real estate properties, especially in its approximately 1,000-hectare reclamation project in Manila Bay known as Bay City (formerly Boulevard 2000) which is host to the Mall of Asia Complex, Entertainment City, Metropolitan Park, and Asia World among others. Aside from this, PRA is involved in a wide range of projects and delivery of services related to land development and urban renewal, infrastructure projects as well as financing and construction of buildings for other government agencies.

Its charter vests PRA with the power and authority to develop and dispose public lands, to enter into contracts and loan agreements with private, public or foreign entities and to exercise the right to eminent domain in the name of the Republic of the Philippines.

	QUALITY MANAGEMENT SYSTEM MANUAL	Page No.	Page 2 of 57
		Revision No.	04
	QQM-18-PRA	Effectivity	17 SEP 2021

The Office of the President (OP), the Office of the Solicitor General (OSG), the Office of the Government Corporate Counsel (OGCC), the Department of Budget and Management (DBM), the Governance Commission for GOCCs (GCG), the Civil Service Commission (CSC), and the Commission on Audit (COA) provide PRA with the basic guidelines and parameters for its financial and organizational performance.

In the implementation of its mandate, PRA coordinates with other agencies and development authorities such as the National Economic and Development Authority (NEDA), the Department of Environment and Natural Resources (DENR), the Department of Public Works and Highways (DPWH), the Department of Transportation (DOTr), the Department of Finance (DOF), the Department of Science and Technology (DOST), the Metropolitan Manila Development Authority (MMDA), and local government units.

The PRA continuously broadens its studies and exploration on sources of land fill materials, consistently updates its engineers on the upgraded techniques of dredging and reclamation, and strengthening its force on the monitoring of reclamation and land development projects including the compliance of project proponents with the conditions of their respective Environmental Compliance Certificates. It also actively monitors, and issues cease and desist orders against unauthorized and illegal reclamation. These efforts assure that the institution adheres to the principles of environmental governance and sustainable development.

As for its disaster risk reduction, climate change adaptation, and community resilience initiatives, the PRA also endeavors to establish coastal protection strategies in vulnerable areas nationwide. The Authority envisions putting up hard and soft engineering structures that are climate change adaptive and economically beneficial to communities with the objective of developing coastal protection measures to minimize the impacts caused by natural and man-made hazards. The initiative, piloted in Tacloban City and Palo, Leyte and now aimed to be replicated in other vulnerable areas, produced a comprehensive master plan crafted by PRA and international experts. Further, to ensure environmental sustainability on reclaimed lands, the PRA mandates the integration of green spaces in all reclamation projects.

And, as it prepares itself for the greater demands of the ensuing years, PRA pledges to stick to the time-tested manner of serving the Filipino people – through utmost professionalism and transparency.

PRA was created for the following purposes:

- To reclaim land, including foreshore and submerged areas by dredging, filling or other means, to acquire reclaimed land;
- To develop, improve, acquire, administer, deal in, sub-divide, dispose, lease and sell any and all kinds of lands, buildings, estates, and other forms of real property owned, managed, controlled and/or operated by the government; and
- To provide for, operate or administer such services as may be necessary for the efficient, economical, and beneficial utilization of the above properties.

	QUALITY MANAGEMENT SYSTEM MANUAL	Page No.	Page 3 of 57
		Revision No.	04
	QQM-18-PRA	Effectivity	17 SEP 2021

Mandates

- Regulatory and Proprietary Land Reclamation
- Infrastructure Development
- Public Estates Development and Management

Powers and Function

The PRA is vested with both regulatory and proprietary powers/functions which include the following:

- To prescribe its By-Laws;
- To sue and be sued in its corporate name;
- To adopt and use a seal and alter it at its pleasure;
- To purchase, lease, build, alter, construct, erect, enlarge, occupy, manage, sell, mortgage, dispose of, or otherwise deal in, buildings of every kind and character whatsoever, whether belonging to, or to be acquired by the Authority;
- To construct, maintain and operate mains, pipes, machinery, water reservoirs, artesian wells as may be reasonably and necessarily required for the transaction of the lawful business of the Authority;
- To own or operate railroads, tramways and other kinds of land transportation, vessels and pipelines, power house, hotels, restaurants, terminals, warehouses and to manufacture, produce, purchase, sell, dispose, encumber or otherwise deal in, rolling stock, equipment, tools and other appliances; to construct and operate in connection with its railroad lines toll viaducts, toll bridges and toll tunnels;
- To construct, maintain and operate such systems of sanitary sewers as may be necessary for the proper sanitation of its areas of operation; to charge and collect such sums for constructions and rates for this service as may be determined by the Board to be equitable and just; and to process waste materials obtained in the sewers for fertilizing purposes;
- To construct, maintain and operate such storm drains as may be necessary;
- To hold lands of the public domain in excess of area permitted to private corporations by statute;
- To reclaim lands and to construct work across, or otherwise, any stream, watercourse, canal, ditch, flume, street, avenue, highway or railway of private or public ownership, as the location of said works may require, provided, that, said works be constructed in such a manner as not to endanger life or property or in a manner not to impair unnecessarily their usefulness. Every person or entity whose property is crossed or interested by said works shall not obstruct any such crossings or intersections and shall grant the Authority or its representatives, the proper authority for the execution of such work. The Authority is hereby given the right-of-way to locate, construct and maintain such works over and throughout the lands owned by the Republic of the Philippines or any of its branches and political subdivisions. The Authority or its representatives may also enter upon private property in the lawful performance or prosecution of its business and purposes; provided, that, the owner of such private property shall be indemnified for any actual damage caused thereby;
- To issue such regulations as may be necessary for the proper use by private parties of any or all of the highways, roads, utilities, buildings and/or any of its properties and to impose or collect fees or tolls for their use, provided that, all receipts by the Authority from fees, tolls and other charges are automatically appropriated for its use;

	QUALITY MANAGEMENT SYSTEM MANUAL	Page No.	Page 4 of 57
		Revision No.	04
	QQM-18-PRA	Effectivity	17 SEP 2021

- To organize subsidiary companies to undertake any of the activities mentioned herein. The capital stock of such subsidiary companies shall be subscribed in whole or in part by the Authority.
- To enter into, make, perform and carry out contracts of every class and description, including loan agreements, mortgages and other types of security arrangements, necessary or incidental to the realization of its purposes with any person, firm or corporation, private or public, and with any foreign government or entity;
- To exercise the right of eminent domain in the name of the Republic of the Philippines, and in the acquisition of real estate by condemnation proceedings, the title to such real estate shall be taken in the name of the Republic of the Philippines, and thereupon, all such real estate shall be entrusted to the Authority as the agent of the Republic of the Philippines to accomplish the aims and purposes of this Decree;
- To perform such acts and exercise such functions as may be necessary for the attainment of the purposes and objectives herein specified;
- To promulgate such rules and regulations as may be necessary to carry out its purposes and to provide penalties for the violation thereof which penalties shall be a fine of not more than five hundred pesos or imprisonment for not more than six months, or both such fine and imprisonment in the discretion of the Court; and
- To perform such other functions as may be provided by law.

Our Mission

We are the lead government instrumentality mandated to regulate reclamation, create environmentally sustainable reclaimed land, promote coastal resilience, and develop government properties to advance the country's development goals.

Our Vision

In 2040, the Filipino people shall benefit from well-planned and environmentally resilient reclaimed lands and efficiently developed and managed public estates.

Values

Professionalism and Team Work
Respect for the environment
Accountability

Responsive to society's needs
Excellence
Adaptable
Partnership driven

Organizational Issues

FACTORS	ISSUES
Political	<ol style="list-style-type: none"> 1. Difficulty in dealing with other government agencies and LGUs in securing permits/authorities/ clearances /compliance certificates 2. Change in leadership that affects priorities and policies.

	QUALITY MANAGEMENT SYSTEM MANUAL	Page No.	Page 5 of 57
		Revision No.	04
	QQM-18-PRA	Effectivity	17 SEP 2021

	<ol style="list-style-type: none"> 3. Frequent changes in the supervising/ monitoring agencies 4. Difficulty in the implementation of reclamation projects due to political pressures 5. Difficulty of acquiring proclamations and special patents 6. Agency “turf” issues 7. Pronouncement of President Rodrigo R. Duterte regarding the moratorium on Manila Bay reclamation projects
Economic	<ol style="list-style-type: none"> 1. Land sharing issues between PRA and LGUs/proponents. 2. Long and tedious process of reclamation before the realization of assets and revenues. 3. Market driven reclamation of land 4. Sharing of revenues (non-land, i.e. proceeds from sand sales) with the national government and LGUs as well as other government agencies 5. Long duration of implementation process from application, reclamation and titling. 6. Limited proponents engaged in reclamation business. 7. Increase inflation rates; Currency Fluctuation 8. Capital intensive reclamation projects 9. Regulations (Limited yield of investments) 10. Limitations imposed by CA141 as amended on the disposition of reclaimed land 11. Effects of added land on real estate values 12. Adjustment on the price of marine sand from San Nicholas Shoal (SNS) under PRA GSQP 13. Rates of Underground Facilities Agreement (UFA) 14. Delay or Non-implementation of the provision of regular toll increase by the Toll Regulatory Board (TRB) 15. Low revenue income due to slowdown in transactions, drastic decrease in toll road revenues, additional expenses incurred, and advance payment of dividends to the national government due to pandemic (e.g. COVID-19)
Sociological	<ol style="list-style-type: none"> 1. Opposition and negative acceptance on reclamation projects from stakeholders, i.e. organized groups like fishermen, bird watchers, environmentalists, etc. 2. Problems with respect to illegal settlers 3. Regular demand from various stakeholders to explain/clarify issues on reclamation projects 4. Lack of support of LGUs in the relocation/clearing of illegal settlers in project sites 5. Limited face-to-face meetings with stakeholders due to pandemic (e.g. COVID-19)
Technological	<ol style="list-style-type: none"> 1. Reliance on the experience/ technology/ resources of other countries with respect to reclamation 2. Limited local capability in large scale reclamation; 3. Limited exposure of PRA personnel on technological advancement in the implementation of reclamation projects 4. Slow internet service provider

	QUALITY MANAGEMENT SYSTEM MANUAL	Page No.	Page 6 of 57
		Revision No.	04
	QQM-18-PRA	Effectivity	17 SEP 2021

	<ol style="list-style-type: none"> 5. Online/virtual conduct of meetings and work assignments affecting completion of output due to pandemic (e.g. COVID-19) 6. System compatibility/accessibility in a WFH arrangement 7. Limited availability of IT resources (i.e. laptops) for effective WFH arrangement 8. Effect on work efficiency of employees who are on a WFH arrangement due to slow internet connection at home.
Legal	<ol style="list-style-type: none"> 1. Easy access on the issuance of <i>Writ of Kalikasan</i> 2. Court cases /TRO/ injunction filed against PRA infrastructure projects 3. Conflicting or overlapping mandate/authorities and jurisdictions with other government agencies resulting to confusion (DENR, LGUs, LLDA, PPA, DPWH, BCDA) 4. PRA legal existence - corporate life 5. Classification of reclaimed land as agricultural land 6. Dividend Law and three other laws (UDHA, CISFA, AFMA) affecting the distribution of PRA's income 7. Petition to cancel: <ol style="list-style-type: none"> a. Environmental Compliance Certificate (ECC) No. CO1307-0022 for the 20,000 hectares area coverage for GSQP by PRA; b. Government Seabed Quarry Permit (GSQP) No. OMR001-2008-IVA for the 10,000 hectares 8. Issuance of EO 74 which repealed EO 146 and transferred PRA to the Office of the President 9. Some existing laws (e.g. COA rules and regulations) are not applicable because of COVID-19 pandemic.
Environmental	<ol style="list-style-type: none"> 1. Difficulty of acquiring the ECC and GSQP and Area Clearance for the project and sources of fill materials 2. Section 6 of EO 74 on "holistic approach" on the evaluation of reclamation projects 3. Area status and classification 4. Climate Change/Acts of Nature 5. Site suitability and susceptibility to hazards

The PRA has identified the strategic framework for understanding external and internal influences and issues using the PESTLE analysis to analyze the key drivers of change that have an impact on the organization. The abbreviation stands for Political, Economic, Sociological, Technological, Legal, and Environmental factors. (Table No. 1)

Needs and Expectations of Relevant Interested Parties (RIP)

The PRA RIP matrix table shall be used to find ways to improve the products and services being offered to increase stakeholders' satisfaction. It shall also serve as a tool to understand the needs and expectations of all the interested parties. The same table will show the interested parties relevant to the Agency's QMS.

	QUALITY MANAGEMENT SYSTEM MANUAL	Page No.	Page 7 of 57
		Revision No.	04
	QQM-18-PRA	Effectivity	17 SEP 2021

OFFICE OF THE CHAIRMAN/BOD			
Relevant Interested Party	Affected Process(es)	Requirements	
		NEEDS	EXPECTATIONS
A. Governance Commission for GOCCs (GCG)	<ul style="list-style-type: none"> Compliance to all required documents Monitoring of new issuance of GCG Memorandum Circular Attend required workshop/ orientation 	<ul style="list-style-type: none"> Reportorial and documentary requirements such as certificates, quarterly reports, resume of the BOD together with BOD Committee membership Information/ update on the composition of PRA BOD and their qualification Attendance and performance of BOD 	<ul style="list-style-type: none"> Timely submission of all required documents/ reports High rating of PRA scorecard
B. IATFs on Good Governance	<ul style="list-style-type: none"> Compliance with all required documents Performance Evaluation System Corporate Governance Good Governance 	<ul style="list-style-type: none"> Accomplished forms as per requirements/ issuance 	<ul style="list-style-type: none"> PRA's Compliance to GCG
C. Other government agencies	<ul style="list-style-type: none"> Submission of requested copy of Secretary's Certificate and other related documents under the custody of the Board Secretary V Compliance to all requirements 	<ul style="list-style-type: none"> Certified True Copy of requested Secretary's Certificate Submission of required documents such as SALN, PDS, Oath Taking of BOD 	<ul style="list-style-type: none"> Timely action taken upon receipt of requests or due date
OFFICE OF THE GENERAL MANAGER			
Relevant Interested Party	Affected Process(es)	Requirements	
		NEEDS	EXPECTATIONS
A. Investors / Business owners /Proponents/ Other Government Agencies	<ul style="list-style-type: none"> Negotiation and approval of projects 	<ul style="list-style-type: none"> Project approval (Infrastructure) Notice to Proceed (Reclamation) Reclaimed lands Approval of the Proposed Project Permit 	<ul style="list-style-type: none"> Timely approval of the project

	QUALITY MANAGEMENT SYSTEM MANUAL	Page No.	Page 8 of 57
		Revision No.	04
	QQM-18-PRA	Effectivity	17 SEP 2021

B. Office of the President, LGUs, and other government agencies	<ul style="list-style-type: none"> Negotiation and approval of projects and other regulatory concerns 	<ul style="list-style-type: none"> Policy studies, position papers, draft policies Project approval (Infrastructure) Notice to Proceed (Reclamation) Reclaimed lands Permit 	<ul style="list-style-type: none"> Compliance by the PRA to the requirements of various government agencies (i.e. GCG requirements)
C. PRA Employees	<ul style="list-style-type: none"> Operations within PRA 	<ul style="list-style-type: none"> Reasonable policies 	<ul style="list-style-type: none"> Compliance by the employees with the policies in accordance with the law
CORPORATE PLANNING AND MIS			
A. All Office/Units	<ul style="list-style-type: none"> Planning and Performance Evaluation 	<ul style="list-style-type: none"> Accomplishment Reports Accomplished forms as per requirement/issuance Information/update on PRA and its projects Internal memos 	Timely submission of all required documents/reports
B. Service Providers - Printing companies - Layout and design firms - Video production companies including directors, editors, and staff	<ul style="list-style-type: none"> Planning and Performance Evaluation 	<ul style="list-style-type: none"> Annual Report and Video Script Content Payment from PRA for services rendered Shooting permits Signed Contract All documents related to the project Internal memos 	PRA's compliance to MOA and other related contracts
C. Reporters and Newspaper Editorial Team	<ul style="list-style-type: none"> Planning and Performance Evaluation 	<ul style="list-style-type: none"> Official spokesperson Write ups Letter to the editor Press kit Grant of interview Official statement Other relevant documents 	Provision on accurate information; Disclosure of relevant information
D. Proponents and other government agencies	<ul style="list-style-type: none"> Corporate/Project presentation Promotion & advertisement Marketing Planning and Performance Evaluation 	<ul style="list-style-type: none"> Update on PRA and its projects Acceptance/appreciation of proposal 	Timely presentation and disclosure of relevant information

	QUALITY MANAGEMENT SYSTEM MANUAL	Page No.	Page 9 of 57
		Revision No.	04
	QQM-18-PRA	Effectivity	17 SEP 2021

E. Sales Team (Hotels/Venues / Transport Services)	<ul style="list-style-type: none"> • Planning and Performance Evaluation 	<ul style="list-style-type: none"> • Signed Contract • All required documents 	<p>Effective coordination and clear information on requirements and details</p> <p>On-time payment</p>
F. All Department/Units including Office of the General Manager and Chairman/BOD	Compliance Management	<ul style="list-style-type: none"> • Accomplishment Reports • Accomplished forms as per requirement/issuance • Information/update on PRA and its projects • Promotional Materials • Internal memos 	Timely submission of all required documents/reports
G. GCG and IATF on Good Governance	<ul style="list-style-type: none"> • Compliance Management 	<ul style="list-style-type: none"> • Accomplished forms as per requirement/issuance • Compilation of supporting documents 	PRA's Compliance to GCG
H. Consultancy Services - ISO Certification body	Compliance Management	<ul style="list-style-type: none"> • Accomplished forms, monitoring forms and reports as per requirement • Documentary evidence • Signed contract 	Timely submission of all required documents/reports
I. Proponents, government agencies and students	Compliance Management	<ul style="list-style-type: none"> • Acknowledge requests/ proposal • Update on PRA and its projects 	Timely presentation and disclosure of relevant information
MIS			
A. All Department/Units B. DICT C. DBM	<ul style="list-style-type: none"> • IT Policy Formulation 	<ul style="list-style-type: none"> • Hardware and software, IT peripherals relevant to their jobs • Information Systems Strategic Plan (ISSP) • Relevant IT policies and guidelines related to procurement, usage, cybersecurity, etc. 	<ul style="list-style-type: none"> • Cooperation • Consideration on the time needed to resolve complicated concerns or those that require procurement • Approved ISSP • Full compliance
D. All Department/Units	<ul style="list-style-type: none"> • IT support services • Procurement of IT equipment and software, Internet service 	<ul style="list-style-type: none"> • Hardware and software, IT peripherals relevant to their jobs • Internet connection 	<ul style="list-style-type: none"> • Cooperation • Consideration on the time needed to resolve complicated concerns or those that require procurement • No downtime

	QUALITY MANAGEMENT SYSTEM MANUAL	Page No.	Page 10 of 57
		Revision No.	04
	QQM-18-PRA	Effectivity	17 SEP 2021

E. Internet Service Providers	<ul style="list-style-type: none"> • Internet connection 	<ul style="list-style-type: none"> • Monthly payment from PRA 	<ul style="list-style-type: none"> • Good working relationship • Timely
F. IT Suppliers	<ul style="list-style-type: none"> • Supply and delivery of IT equipment/ requirements 	<ul style="list-style-type: none"> • Payment of service/equipment/software license 	<ul style="list-style-type: none"> • Good working relationship • Timely
G. DICT, iGov Project	<ul style="list-style-type: none"> • Website and E-mail maintenance including the official PRA e-mail address 	<ul style="list-style-type: none"> • Request letter • Accomplished forms and/or technical data they require to connect to their services • Compliance to their requirements/ specifications 	<ul style="list-style-type: none"> • Complete • Timely • Full compliance to requirements
H. GCG and IATF on Good Governance, DBM's Transparency Seal, Suppliers, General Public, GPPB, Bidders	<ul style="list-style-type: none"> • Website posting compliance (Corporate Governance Scorecard, Good Governance Conditions, Transparency Seal, bidding) 	<ul style="list-style-type: none"> • Updated/current data uploaded to the website on or before deadline 	<ul style="list-style-type: none"> • Complete • Timely • Full compliance to requirements
I. DICT, iGov Project	<ul style="list-style-type: none"> • Website availability and access 	<ul style="list-style-type: none"> • Request letter • Accomplished forms and/or technical data they require to connect to their services • Compliance to their requirements/ specifications 	<ul style="list-style-type: none"> • Complete • Timely • Full compliance to requirements
J. Email Senders/ Recipients	<ul style="list-style-type: none"> • Receiving and sending email to/from info@pea.gov.ph and hotline8888.pea.gov.ph. 	<ul style="list-style-type: none"> • Email sent by sender received by intended PRA party 	<ul style="list-style-type: none"> • Timely • Complete
SPECIAL PROJECTS AND JOINT VENTURE			
A. All PRA Departments PRA Board of Directors	<ul style="list-style-type: none"> • Preparation of FS/Requirements for JV/SP • Evaluation of Proposals for JV/SP 	<ul style="list-style-type: none"> • Relevant financial, technical and legal information regarding the project • Information regarding the viability of the project proposal 	<ul style="list-style-type: none"> • Well prepared FS with complete staff work covering all aspects of the project • Recommendation on whether or not to accept the



**QUALITY MANAGEMENT SYSTEM
MANUAL**

Page No.

Page 11 of 57

Revision No.

04

QQM-18-PRA

Effectivity

17 SEP 2021

		(financial, legal and technical)	proposal backed up by well conducted evaluation thereof
	<ul style="list-style-type: none"> • Preparation of TOR/Bidding Documents for Consultants • Implementation and Monitoring of JV/SP 	<ul style="list-style-type: none"> • Information regarding the scope of work of the consultant and the needed qualifications • Information/report regarding status of project 	<ul style="list-style-type: none"> • Well Prepared TOR/Bidding Documents and successful engagement of consultant thru applicable laws, rules and regulations • Implementation of project on time in compliance with the contract, applicable laws, rules and regulations
B. Project Proponents	<ul style="list-style-type: none"> • Preparation of FS/Requirements for JV/SP • Evaluation of Proposals for JV/SP • Implementation and Monitoring of JV/SP 	<ul style="list-style-type: none"> • Details of the project • Information regarding the completeness of the proposal and the lacking requirements that must be provided • Information on the status of the project as determined by PRA 	<ul style="list-style-type: none"> • Clear description of the project and complete information on the scope and requirements of the project • Evaluation and acceptance of the proposal on time in accordance with laws, rules and regulations • Delivery of undertaking of PRA on time, compliance with contractual obligations on time
C. NEDA/OGCC/LGUs/other government entities	<ul style="list-style-type: none"> • Preparation of FS/Requirements for JV/SP • Evaluation of Proposals for JV/SP • Preparation of TOR/Bidding Documents for Consultants 	<ul style="list-style-type: none"> • Complete documentary requirements necessary for seeking approvals/permits • Complete documentary requirements necessary for seeking approvals/permits • Complete documentary requirements necessary for seeking approvals/permits 	<ul style="list-style-type: none"> • Timely submission of complete documentary requirements • Timely submission of complete documentary requirements • Timely submission of complete documentary requirements

	QUALITY MANAGEMENT SYSTEM MANUAL	Page No.	Page 12 of 57
		Revision No.	04
	QQM-18-PRA	Effectivity	17 SEP 2021

	<ul style="list-style-type: none"> Implementation and Monitoring of JV/SP 	<ul style="list-style-type: none"> Complete documentary requirements necessary for seeking approvals/permits 	<ul style="list-style-type: none"> Timely submission of complete documentary requirements
D. Citizens	<ul style="list-style-type: none"> Preparation of FS/Requirements for JV/SP Evaluation of Proposals for JV/SP Preparation of TOR/Bidding Documents for Consultants Implementation and Monitoring of JV/SP 	<ul style="list-style-type: none"> Response to inquiries Response to inquiries Response to inquiries Response to Inquiries 	<ul style="list-style-type: none"> Timely response to inquiries Timely response to inquiries Timely response to inquiries Timely response to inquiries

SUBSIDIARIES DEVELOPMENT AND MONITORING

A. National Government	<ul style="list-style-type: none"> Collection of PRA share from subsidiaries; Requests for approval of toll rate increases and transaction agreements 	<ul style="list-style-type: none"> Income/Dividends 	<ul style="list-style-type: none"> Timely and accurate collection of PRA share and payment of dividends to the National Treasury
B. Joint Venture Partners	<ul style="list-style-type: none"> Monitoring of joint venture partners 	<ul style="list-style-type: none"> Compliance with contracts and agreements entered into with joint venture partners 	<ul style="list-style-type: none"> Support in the event of COA observations, hearings in the Senate and/or House of Representatives, or the filing of legal cases against the project
C. MOTORISTS	<ul style="list-style-type: none"> Monitoring of joint venture partners 	<ul style="list-style-type: none"> Traffic rules and regulations within the expressways 	<ul style="list-style-type: none"> Well-paved and maintained roads and proper traffic maintenance

RECLAMATION AND REGULATION

Relevant Interested Party	Affected Process(es)	Requirements	
		NEEDS	EXPECTATIONS

PLANNING AND EVALUATION

A. Proponents/ Applicants of Reclamation and	Reclamation Process: <ul style="list-style-type: none"> Evaluation Stage 	<ul style="list-style-type: none"> Guidelines, existing policy, process and requirements 	<ul style="list-style-type: none"> PRA to provide prompt technical guidance on the processes and requirements to be
--	---	---	--

	QUALITY MANAGEMENT SYSTEM MANUAL	Page No.	Page 13 of 57
		Revision No.	04
	QQM-18-PRA	Effectivity	17 SEP 2021

Reclamation Components (NGAs, LGUs, Private Entities/ Corporation)			complied by the proponents
		<ul style="list-style-type: none"> PRA Board action/approval of the project 	<ul style="list-style-type: none"> Judicious review and evaluation of the complete documents submitted for the project for appropriate action by the PRA Board.
B. Reclamation Department	Reclamation Process: Implementation Stage	<ul style="list-style-type: none"> PRA Board approval of the Issuance of Notice-to-Proceed (NTP), NTP, Pre-Construction Documents 	<ul style="list-style-type: none"> PEV to provide complete submitted documents as basis in the monitoring on the implementation of the actual reclamation activities
C. Environmental Management Department	Reclamation Process: Evaluation Stage	<ul style="list-style-type: none"> Environmental Impact Assessment Report, Environmental Compliance Certificate, Area Clearance, and other related documents 	<ul style="list-style-type: none"> PEV to coordinate simultaneous evaluation in recommending the project for PRA Board Approval
D. Department of Environment and Natural Resources (DENR), - Department of Finance (DOF), - National Economic and Development Authority (NEDA)	Reclamation Process: Evaluation Stage	<ul style="list-style-type: none"> Advisory Opinions 	<ul style="list-style-type: none"> PEV to request Advisory Opinions from the agencies
RECLAMATION			
A. Proponents/ Applicants of Reclamation & Reclamation Components (NGAs, LGUs, Private Entities/ Corporation)	<ul style="list-style-type: none"> Reclamation Process: Implementation Stage 	<ul style="list-style-type: none"> PRA issuance of Reclamation Permit and Notice to Proceed (NTP) 	<ul style="list-style-type: none"> Timely issuance of Reclamation Permit and NTP upon full compliance of pre-construction documents/plans

	QUALITY MANAGEMENT SYSTEM MANUAL	Page No.	Page 14 of 57
		Revision No.	04
	QQM-18-PRA	Effectivity	17 SEP 2021

B. Proponents/ Applicants for special registration/ titling/ forfeiture of unauthorized reclamation projects	<ul style="list-style-type: none"> • Forfeiture Process 	<ul style="list-style-type: none"> • PRA Board approval • PRA request for DENR endorsement to the Office of the President (OP) of the issuance of Presidential Proclamation (PP) 	<ul style="list-style-type: none"> • Prompt PRA Board approval on the forfeiture of unauthorized reclaimed lands. • Efficient PRA request for DENR endorsement to the Office of the President (OP) of the issuance of Presidential Proclamation (PP)
ENVIRONMENTAL MANAGEMENT			
A. Private Partner	<ul style="list-style-type: none"> • AC and EIA Process • GSQP Assignment 	<ul style="list-style-type: none"> • ECC • Source/volume of dredgefill material 	<ul style="list-style-type: none"> • Timely issuance of NTP upon full compliance of required documents • Sufficient source/volume of dredgefill material
B. EIA Preparer	<ul style="list-style-type: none"> • Bidding Process • EIA Process • AC and ECC application 	<ul style="list-style-type: none"> • Bid Documents • Notice of Award 	<ul style="list-style-type: none"> • Participation and representation in the EIA Process • Timely provision of accurate project details
C. Fisherfolk	<ul style="list-style-type: none"> • EIA Process 	<ul style="list-style-type: none"> • Skills trainings • Alternative livelihood • Stakeholder engagement 	<ul style="list-style-type: none"> • Provision of effective trainings and profitable livelihood options • Invitation to public consultation and hearing • Issues and concerns addressed in the EIA Process
D. Affected Residents	<ul style="list-style-type: none"> • EIA Process 	<ul style="list-style-type: none"> • Relocation • Stakeholder engagement 	<ul style="list-style-type: none"> • Safe, secure and accessible relocation • Invitation to public consultation and hearing • Issues and concerns addressed in the EIA Process

	QUALITY MANAGEMENT SYSTEM MANUAL	Page No.	Page 15 of 57
		Revision No.	04
	QQM-18-PRA	Effectivity	17 SEP 2021

E. DENR EMB	<ul style="list-style-type: none"> EIA Process ECC application 	<ul style="list-style-type: none"> Project sustainability Environmental stewardship 	<ul style="list-style-type: none"> Compliance with conditions of the ECC, permits, clearances and other environmental laws
F. DENR Regional Office	<ul style="list-style-type: none"> Area Clearance application, where applicable 	<ul style="list-style-type: none"> Relevant documents Project suitability 	<ul style="list-style-type: none"> Compliance with the requirements of DENR and all other concerned agencies
G. Other Government Agencies and Local Government Units	<ul style="list-style-type: none"> EIA Process AC and ECC application 	<ul style="list-style-type: none"> Coordination on Plans and Projects Stakeholder engagement 	<ul style="list-style-type: none"> Compliance laws, rules and regulations
H. Implementing Unit (Reclamation and Regulation Office, Estates Management, Construction Management and Technical Services)	<ul style="list-style-type: none"> Securing of ECC or CNC and AC (where applicable) 	<ul style="list-style-type: none"> Assistance in securing ECC or CNC and AC 	<ul style="list-style-type: none"> Identification of complete environmental requirements Hiring of appropriate consultant/expert ECC/CNC and AC
I. Legal Department	<ul style="list-style-type: none"> Review of legal documents Issue legal opinions 	<ul style="list-style-type: none"> Preparation of documents to be reviewed Request for review with corresponding attachments 	<ul style="list-style-type: none"> Complete information provided in documents to be reviewed with complete relevant attachments Thorough preparation of agreement's final version which should be in accordance with legal standards Strictly implement/adhere to legal opinion
J. GM's Office	<ul style="list-style-type: none"> Approval of correspondences and agreements 	<ul style="list-style-type: none"> Preparation of documents to be signed 	<ul style="list-style-type: none"> Proper distribution of final document to relevant person/s
K. PRA Board	<ul style="list-style-type: none"> Board approval 	<ul style="list-style-type: none"> Preparation of board memo 	<ul style="list-style-type: none"> Proper and complete documentation to



**QUALITY MANAGEMENT SYSTEM
MANUAL**

Page No.

Page 16 of 57

Revision No.

04

QQM-18-PRA

Effectivity

17 SEP 2021

			support the action requested from the Board
L. LGU/Private Proponent	<ul style="list-style-type: none"> • AC and EIA Process • Part 2 Evaluation • Pre-Implementation Assessment 	<ul style="list-style-type: none"> • AC and ECC • NTP • Source/volume of dredgefill material 	<ul style="list-style-type: none"> • Guidance on PRA environmental requirements • Timely submission of the Part 2 Evaluation, as a component of the overall project assessment as basis for recommendation for project, upon full compliance of required documents • Timely submission of the Pre-implementation Assessment, as part of the overall assessment of the proponent's compliance of the pre-implementation requirements as basis for the recommendation for issuance of NTP • Suitable and sufficient volume of dredgefill material
M. Fisherfolk	<ul style="list-style-type: none"> • EIA Process 	<ul style="list-style-type: none"> • Skills trainings • Alternative livelihood • Stakeholder engagement 	<ul style="list-style-type: none"> • Provision of effective trainings and profitable livelihood options • Invitation to public consultation and hearing • Issues and concerns addressed in the EIA Process
N. Affected Residents	<ul style="list-style-type: none"> • EIA Process 	<ul style="list-style-type: none"> • Relocation • Stakeholder engagement 	<ul style="list-style-type: none"> • Safe, secure and accessible relocation • Issues and concerns

	QUALITY MANAGEMENT SYSTEM MANUAL	Page No.	Page 17 of 57
		Revision No.	04
	QQM-18-PRA	Effectivity	17 SEP 2021

			addressed in the EIA Process
O. DENR EMB	<ul style="list-style-type: none"> EIA Process 	<ul style="list-style-type: none"> PRA as Resource Person Project sustainability Environmental stewardship 	<ul style="list-style-type: none"> Coordination on the compliance of proponents with conditions of the ECC, permits, clearances and other environmental laws Guidance on compliance with PRA rules, regulations and issuances
P. DENR Regional Office	<ul style="list-style-type: none"> Area Clearance (AC) application, where applicable 	<ul style="list-style-type: none"> Relevant documents Project suitability 	<ul style="list-style-type: none"> Compliance with the requirements of DENR and all other concerned agencies
Q. Records Office	<ul style="list-style-type: none"> Receiving and releasing correspondences 	<ul style="list-style-type: none"> Receipt and submission of meeting notices and correspondences 	<ul style="list-style-type: none"> Correspondences received by appropriate concerned personnel in a timely manner
R. GM's Office	<ul style="list-style-type: none"> Approval of correspondences and agreements 	<ul style="list-style-type: none"> Preparation of documents to be signed 	<ul style="list-style-type: none"> Proper distribution of final document to relevant person/s
S. PRA Board	<ul style="list-style-type: none"> Board approval 	<ul style="list-style-type: none"> Preparation of board memo 	<ul style="list-style-type: none"> Proper and complete documentation to support the action requested from the Board
T. LGUs	<ul style="list-style-type: none"> Public consultation Site assessment Coastal Protection Formulation Search for funding 	<ul style="list-style-type: none"> Protection from coastal flooding and sea level rise 	<ul style="list-style-type: none"> Effective coastal protection strategy for increased resilience, which can be sustained independently by the community
U. NGAs	<ul style="list-style-type: none"> Stakeholder consultation 	<ul style="list-style-type: none"> Secure clearances and permits 	<ul style="list-style-type: none"> Strict compliance with laws and legal procedures through clearance and permit conditions



**QUALITY MANAGEMENT SYSTEM
MANUAL**

Page No.

Page 18 of 57

Revision No.

04

QQM-18-PRA

Effectivity

17 SEP 2021

V. Funding Agencies/ Grantors	<ul style="list-style-type: none"> • Search for funding 	<ul style="list-style-type: none"> • Formulation of coastal protection strategy 	<ul style="list-style-type: none"> • Timely completion of effective coastal protection strategy through: <ul style="list-style-type: none"> • Provision of accurate and complete data and information • Effective regular coordination with government agencies • Proper fund management
W. Foreign/Local Experts	<ul style="list-style-type: none"> • Site assessment • Coastal Defense Master Plan preparation 	<ul style="list-style-type: none"> • Formulation of coastal protection strategy • Promotion of their expertise 	<ul style="list-style-type: none"> • Provide comprehensive and responsive assistance throughout formulation of the strategy through: <ul style="list-style-type: none"> • Provision of complete and accurate data and information • Act as an effective and reliable conduit to other government agencies
X. Community	<ul style="list-style-type: none"> • Public consultation • Site assessment • Coastal Protection Formulation 	<ul style="list-style-type: none"> • Increased community resilience through: <ul style="list-style-type: none"> • Coastal protection strategy • Training and workshops 	<ul style="list-style-type: none"> • Effective coastal protection strategy which can be sustained independently by the community • Provision of effective and comprehensive trainings and workshops
Y. LGU/Private Proponent	<ul style="list-style-type: none"> • MMT Monitoring 	<ul style="list-style-type: none"> • Project monitoring • Activities conducted as response to complaint/ violation 	<ul style="list-style-type: none"> • Assistance in compliance with conditions of the ECC and AC
Z. DENR EMB and DENR Regional Office	<ul style="list-style-type: none"> • MMT Monitoring 	<ul style="list-style-type: none"> • Project sustainability • Environmental stewardship 	<ul style="list-style-type: none"> • Compliance with conditions of the ECC, AC, permits, clearances and other environmental laws

	QUALITY MANAGEMENT SYSTEM MANUAL	Page No.	Page 19 of 57
		Revision No.	04
	QQM-18-PRA	Effectivity	17 SEP 2021

AA.MMT Members	<ul style="list-style-type: none"> • MMT monitoring activities and regular meetings 	<ul style="list-style-type: none"> • Participation in MMT activities • ECC, AC, EIS, CMR and SMR 	<ul style="list-style-type: none"> • Ensure compliance to ECC and AC conditions and environmental laws • Guidance on compliance with PRA rules, regulations and issuances and other commitments
BB.Complainant	<ul style="list-style-type: none"> • Complaint mechanism and Stakeholder involvement 	<ul style="list-style-type: none"> • Complaint must be addressed and action must be documented 	<ul style="list-style-type: none"> • Correspondence of Proponent, PRA and MMT to complaint/violation
CC. Concerned Government Agencies	<ul style="list-style-type: none"> • MMT Monitoring 	<ul style="list-style-type: none"> • Involvement in the implementation of laws relative to their respective mandates 	<ul style="list-style-type: none"> • Compliance with their rules, regulations and issuances and other commitments
DD. Records Office	<ul style="list-style-type: none"> • Receiving and releasing correspondences 	<ul style="list-style-type: none"> • Receipt and submission of meeting notices and correspondences 	<ul style="list-style-type: none"> • Correspondences of Proponent received by appropriate concerned personnel in a timely manner
EE.GM's Office	<ul style="list-style-type: none"> • MMT Monitoring 	<ul style="list-style-type: none"> • Report of monitoring activities 	<ul style="list-style-type: none"> • Accurate and timely report
FF.LGU/Private Proponent	<ul style="list-style-type: none"> • Monitoring 	<ul style="list-style-type: none"> • Project monitoring 	<ul style="list-style-type: none"> • Assistance in compliance with conditions of the ECC
GG. DENR EMB	<ul style="list-style-type: none"> • Monitoring 	<ul style="list-style-type: none"> • Project sustainability • Environmental stewardship 	<ul style="list-style-type: none"> • Compliance with conditions of the ECC, permits, clearances and other environmental laws
HH. Monitoring Team	<ul style="list-style-type: none"> • Monitoring activities and regular meetings 	<ul style="list-style-type: none"> • Participation in monitoring activities 	<ul style="list-style-type: none"> • Ensure compliance to ECC conditions and environmental laws
II. Records Office	<ul style="list-style-type: none"> • Receiving and releasing correspondences 	<ul style="list-style-type: none"> • Receipt and submission of meeting notices and correspondences 	<ul style="list-style-type: none"> • Correspondences received by appropriate concerned personnel in a timely manner
JJ. GM's Office	<ul style="list-style-type: none"> • Monitoring 	<ul style="list-style-type: none"> • Report of monitoring activities 	<ul style="list-style-type: none"> • Accurate and timely report
KK.LGU/Private Proponent	<ul style="list-style-type: none"> • Policy Formulation 	<ul style="list-style-type: none"> • Policy awareness and guidance 	<ul style="list-style-type: none"> • Clear and effective policy with balanced

	QUALITY MANAGEMENT SYSTEM MANUAL	Page No.	Page 20 of 57
		Revision No.	04
	QQM-18-PRA	Effectivity	17 SEP 2021

	and Implementation		consideration of economic and environmental concerns
LL. DENR EMB	<ul style="list-style-type: none"> • Policy Formulation and Implementation 	<ul style="list-style-type: none"> • Project sustainability • Environmental stewardship 	<ul style="list-style-type: none"> • Mainstreaming of environmental concerns and climate change considerations in government policies
MM. Legal Department	<ul style="list-style-type: none"> • Review of legal documents • Issue legal opinions 	<ul style="list-style-type: none"> • Preparation of documents to be reviewed • Request for review with corresponding attachments 	<ul style="list-style-type: none"> • Complete information provided in documents to be reviewed with complete relevant attachments • Thorough preparation of agreement's final version which should be in accordance with legal standards • Strictly implement/adhere to legal opinion
NN. Anti-Red Tape Authority	<ul style="list-style-type: none"> • Review of policy and issuance of legal opinion 	<ul style="list-style-type: none"> • Preparation of documents to be reviewed • Request for review with corresponding attachments 	<ul style="list-style-type: none"> • Complete information provided in documents to be reviewed with complete relevant attachments • Thorough preparation of agreement's final version which should be in accordance with legal standards • Strictly implement/adhere to legal opinion
OO. GM's Office	<ul style="list-style-type: none"> • Approval of the Policy 	<ul style="list-style-type: none"> • Submission and presentation of the Policy 	<ul style="list-style-type: none"> • Clear and accurate presentation of the Policy
PP.PRA Board	<ul style="list-style-type: none"> • Board approval 	<ul style="list-style-type: none"> • Preparation of board memo 	<ul style="list-style-type: none"> • Proper and complete



**QUALITY MANAGEMENT SYSTEM
MANUAL**

Page No.

Page 21 of 57

Revision No.

04

QQM-18-PRA

Effectivity

17 SEP 2021

			documentation to support the action requested from the Board
QQ. LGUs	<ul style="list-style-type: none"> • Site assessment and data gathering • Search for technical/financial assistance • Coastal Defense/Management Strategy (CMS) Formulation • Detailed Activities/Action Plan Formulation 	<ul style="list-style-type: none"> • Protection from coastal flooding and sea level rise • Strategic and Detailed Activities/Action Plans 	<ul style="list-style-type: none"> • Effective CMS for increased resilience, which can be sustained independently by the community • Guidance on compatibility of detailed activities/action plans with the strategy
RR. NGAs	<ul style="list-style-type: none"> • Stakeholder consultation 	<ul style="list-style-type: none"> • Secure clearances and permits • Harmonize projects and plans 	<ul style="list-style-type: none"> • Strict compliance with laws and legal procedures through clearance and permit conditions • Coordination for harmonization of projects and plans
SS. Funding Agencies/Grantors	<ul style="list-style-type: none"> • Search for technical and/or financial assistance • CMS Formulation • Liquidation of funds 	<ul style="list-style-type: none"> • CMS • Report submission • Detailed Activities /Action Plan Report submission 	<ul style="list-style-type: none"> • Timely completion of effective CMS through: <ul style="list-style-type: none"> - Provision of accurate and complete data and information - Effective regular coordination with government agencies - Proper fund management
TT. Foreign/ Local Experts/Partners	<ul style="list-style-type: none"> • CMS Formulation • Detailed Activities /Action Plan Formulation 	<ul style="list-style-type: none"> • Formulation of CMS • Promotion of their expertise 	<ul style="list-style-type: none"> • Provide comprehensive and responsive assistance throughout formulation of the strategy through: <ul style="list-style-type: none"> - Provision of complete and



**QUALITY MANAGEMENT SYSTEM
MANUAL**

Page No.

Page 22 of 57

Revision No.

04

QQM-18-PRA

Effectivity

17 SEP 2021

			<p>accurate data and information</p> <ul style="list-style-type: none"> - Act as an effective and reliable conduit to other government agencies
UU. Community	<ul style="list-style-type: none"> • Public consultation • CMS Formulation • Detailed Activities /Action Plan Formulation 	<ul style="list-style-type: none"> • Increased community resilience through: <ul style="list-style-type: none"> - CMS - Training and workshops 	<ul style="list-style-type: none"> • Effective CMS which can be sustained independently by the community • Provision of effective and comprehensive trainings and workshops
VV.LGUs	<ul style="list-style-type: none"> • Site assessment and data gathering • Search for technical/financial assistance • Coastal Protection Masterplan Formulation • Detailed Activities/Action Plan Formulation 	<ul style="list-style-type: none"> • Protection from coastal flooding and sea level rise • Strategic and Detailed Activities/Action Plans 	<ul style="list-style-type: none"> • Effective coastal protection strategy for increased resilience, which can be sustained independently by the community • Guidance on compatibility of detailed activities/action plans with the strategy
WW. NGAs	<ul style="list-style-type: none"> • Stakeholder consultation 	<ul style="list-style-type: none"> • Secure clearances and permits • Harmonize projects and plans 	<ul style="list-style-type: none"> • Strict compliance with laws and legal procedures through clearance and permit conditions • Coordination for harmonization of projects and plans
XX.Funding Agencies/ Grantors	<ul style="list-style-type: none"> • Search for technical and/or financial assistance • Coastal Protection Masterplan Formulation • Liquidation of funds 	<ul style="list-style-type: none"> • Coastal Protection Masterplan Report submission • Detailed Activities/Action Plan Report submission 	<ul style="list-style-type: none"> • Timely completion of effective coastal protection strategy through: • Provision of accurate and complete data and information • Effective regular coordination with

	QUALITY MANAGEMENT SYSTEM MANUAL	Page No.	Page 23 of 57
		Revision No.	04
	QQM-18-PRA	Effectivity	17 SEP 2021

			government agencies • Proper fund management
YY. Foreign/Local Experts/Partners	<ul style="list-style-type: none"> Coastal Protection Masterplan Formulation Detailed Activities/Action Plan Formulation 	<ul style="list-style-type: none"> Formulation of coastal protection strategy Promotion of their expertise 	<ul style="list-style-type: none"> Provide comprehensive and responsive assistance throughout formulation of the strategy through: <ul style="list-style-type: none"> Provision of complete and accurate data and information Act as an effective and reliable conduit to other government agencies
ZZ. Community	<ul style="list-style-type: none"> Public consultation Coastal Protection Masterplan Formulation Detailed Activities/Action Plan Formulation 	<ul style="list-style-type: none"> Increased community resilience through: <ul style="list-style-type: none"> Coastal protection strategy Training and workshops 	<ul style="list-style-type: none"> Effective coastal protection strategy which can be sustained independently by the community Provision of effective and comprehensive trainings and workshops

LAND DEVELOPMENT, CONSTRUCTION MANAGEMENT AND TECHNICAL SERVICES			
Relevant Interested Party	Affected Process(es)	Requirements	
		<i>NEEDS</i>	<i>EXPECTATIONS</i>
A. Contractor	<ul style="list-style-type: none"> Approval process 	<ul style="list-style-type: none"> Contracts Notice of Award (NOA), Notice to Proceed (NTP) 	<ul style="list-style-type: none"> Adherence to the Contract Agreements Facilitate the early issuance of NOA and NTP
B. Consultant	<ul style="list-style-type: none"> Approval process 	All requirements: <ul style="list-style-type: none"> Technical (schematic lay-out plans & TCT's) Legal (TOR, Contract Agreement) Financial (Budget) 	<ul style="list-style-type: none"> PRA's prompt provision of these documents
C. Private Entities • (CBP-1A Association, ABPEA)	<ul style="list-style-type: none"> Documentation and approval process 	<ul style="list-style-type: none"> Relevant documents for the turn-over/ acceptance of the project. 	<ul style="list-style-type: none"> Facilitate the timely and favourable processing of the relevant and

	QUALITY MANAGEMENT SYSTEM MANUAL	Page No.	Page 24 of 57
		Revision No.	04
	QQM-18-PRA	Effectivity	17 SEP 2021

<ul style="list-style-type: none"> Utility Providers etc.) 	<ul style="list-style-type: none"> Approval of the request 	<ul style="list-style-type: none"> Inspection and technical assessment as basis for the release of permit 	<ul style="list-style-type: none"> complete documents Permit for immediate issuance to the requesting party/s
D. PRA Allied Departments/ Office	<ul style="list-style-type: none"> Data gathering and site investigation 	Technical Assistance: <ul style="list-style-type: none"> Survey Cost Estimates Design Plans Monitoring of in-house projects 	<ul style="list-style-type: none"> Accurate and actual positive results on the basis of technical evaluation Issuance of complete Const. & Survey Plans & detailed and accurate Cost Estimates Turn-over of completed and accepted Projects
E. All RIPs	<ul style="list-style-type: none"> See respective Affected Processes 	<ul style="list-style-type: none"> See respective needs 	<ul style="list-style-type: none"> Timely and consistent coordination regardless of local/national state (e.g. pandemic due to COVID-19)

MARKETING AND ESTATES MANAGEMENT

Relevant Interested Party	Affected Process(es)	Requirements	
		NEEDS	EXPECTATIONS
A. Investors/ Potential Buyers/ Lessees	<ul style="list-style-type: none"> Formulation of Marketing/ Business Plan 	<ul style="list-style-type: none"> Fairly-valued land 	<ul style="list-style-type: none"> Accurate appraisal of market value of land
B. Advertisers/ Events Organizers		<ul style="list-style-type: none"> Terms and conditions in the Permit 	<ul style="list-style-type: none"> Viability of the undertaking
C. Interested Bidders	<ul style="list-style-type: none"> Disposition/ Development of PRA Properties 	<ul style="list-style-type: none"> Terms of Reference Contracts Bidding Documents 	<ul style="list-style-type: none"> Successful public bidding
D. Lot Buyers		<ul style="list-style-type: none"> Lot plan Tax declaration Title Contract 	<ul style="list-style-type: none"> Timely execution of contract Timely release of clean title
E. Lessees		<ul style="list-style-type: none"> Contract 	<ul style="list-style-type: none"> Timely execution of contract
F. Department of Environment	<ul style="list-style-type: none"> Approval of survey plan 	<ul style="list-style-type: none"> Original survey plan (drafting film) Blue/white print survey plan 	

	QUALITY MANAGEMENT SYSTEM MANUAL	Page No.	Page 25 of 57
		Revision No.	04
	QQM-18-PRA	Effectivity	17 SEP 2021

and Natural Resources		<ul style="list-style-type: none"> • Field Notes • Lot data computation (Original and duplicate) • Boundary computation • Certified true copy of title • Secretary's certificate (authorizing the consolidation/ subdivision) • Payment of GE and consolidation/ subdivision fee 	
G. Bureau of Internal Revenue (BIR)	<ul style="list-style-type: none"> • Registration and Titling of Properties • Secure Certificate • Authorizing Registration (CAR) 	<ul style="list-style-type: none"> • Certified true copy of title • Certified true copy of tax declaration • Certificate of no improvement (lot only) • BIR Returns for payment of CWT (1606) • BIR Returns for payment of DST (2000 OT) • BIR Returns for payment of CF (0605) • Secretary's certificate authorizing the sale and authority of the signatory (corporation) • Articles of Incorporation/By-Laws • Official Receipt (cash sales) • History of payment with copies of receipt • If installment sales • Contract to Sell 	
H. Local Government Unit (LGU)	<ul style="list-style-type: none"> • Payment of Transfer of Tax • Transfer of Tax Declaration 	<ul style="list-style-type: none"> • CAR (Original and photocopy) • Certified true copy of title (Original and photocopy) • Tax Declaration (Original and photocopy) • Tax Clearance (Original and photocopy) • Deed of Absolute Sale (Original and photocopy) • Secretary's Certificate (corporation) • Secretary's Certificate (corporation) • Letter request • Certified true copy of title • Approved survey plan 	
	<ul style="list-style-type: none"> • Relocation of families to be affected by reclamation project 	<ul style="list-style-type: none"> • Technical information during the formulation and implementation of the relocation and socio-economic program for the affected families. • Assistance, security and logistical support during actual relocation/ demolition. 	<ul style="list-style-type: none"> • Timely, effective and efficient coordination

	QUALITY MANAGEMENT SYSTEM MANUAL	Page No.	Page 26 of 57
		Revision No.	04
	QQM-18-PRA	Effectivity	17 SEP 2021

		<ul style="list-style-type: none"> • Certificate of Compliance (COC). 	
I. Registry of Deeds	<ul style="list-style-type: none"> • Registration of approved plan • Registration of Deed of Absolute Sale 	<ul style="list-style-type: none"> • Notarized letter request • Narrative owner's copy of technical description • Owner's copy of approved plan • Secretary's certificate (authorizing the consolidation/ subdivision) • Certified true copy of title • Certified true copy of tax declaration • Tax clearance • Registration fee • Original copy of CAR • Certified true copy of title • Certified true copy of tax declaration • Deed of Absolute Sale • Tax clearance • Secretary's Certificate (corporation) • Articles of Incorporation/By-Laws • Receipt of payment of transfer tax • Registration and IT fee 	
J. Concerned Barangay		<ul style="list-style-type: none"> • Issuance of Barangay ID, Community Tax Certificate and other data pertaining to the residents. • Presence during actual relocation and implementation of socio-economic programs. 	<p>Clear and updated information.</p> <p>Transparency and dependability</p>
K. Inter-Government Agency Committee (IGAC) Consisting of Presidential Action Center (PACE), Urban Mission Assistance & Development Office (UMADO), National		<ul style="list-style-type: none"> • Endorsement on the proposed relocation and socio-economic programs • Presence during actual relocation/ demolition 	Close coordination

	QUALITY MANAGEMENT SYSTEM MANUAL	Page No.	Page 27 of 57
		Revision No.	04
	QQM-18-PRA	Effectivity	17 SEP 2021

Housing Authority (NHA), Presidential Commission on Urban Poor (PCUP), Commission on Human Rights (CHR), Office of the Solicitor General (OSG), Philippine National Police (PNP), Metro Manila Development Authority (MMDA),			
Department of Social Services and Development (DSWD), Department of Transportation (DOTr), City Health Office			
L. Families affected by reclamation project	<ul style="list-style-type: none"> Implementation of Reclamation Project 	<ul style="list-style-type: none"> Relocation and socio-economic programs 	<ul style="list-style-type: none"> Cooperation
M. LGU	<ul style="list-style-type: none"> Payment of real property taxes 	<ul style="list-style-type: none"> Real Property Tax 	<ul style="list-style-type: none"> Timely payment of taxes to sustain operations of the LGU

LEGAL AND ADMINISTRATIVE SERVICES

Relevant Interested Party	Affected Process(es)	Requirements	
		NEEDS	EXPECTATIONS
LEGAL			
A. All PRA Departments PRA Board of Directors	<ul style="list-style-type: none"> Documentation and contracts 	<ul style="list-style-type: none"> Assistance in negotiation, review, or drafting of contracts 	<ul style="list-style-type: none"> Contracts reviewed are in accordance with existing laws, rules and regulations
	<ul style="list-style-type: none"> Legal advisory services 	<ul style="list-style-type: none"> Legal review of reply/ correspondence to stakeholders 	<ul style="list-style-type: none"> Timely reply to stakeholders in accordance with



**QUALITY MANAGEMENT SYSTEM
MANUAL**

Page No.

Page 28 of 57

Revision No.

04

QQM-18-PRA

Effectivity

17 SEP 2021

		<ul style="list-style-type: none"> • Legal opinion/ advice in order to take appropriate action 	<p>existing laws, rules and regulations</p> <ul style="list-style-type: none"> • Resolution of problem, dispute, claim or issues in accordance with existing laws, rules and regulations
B. PRA employees	<ul style="list-style-type: none"> • Investigation • Legal advisory services 	<ul style="list-style-type: none"> • Give due course to the complaint filed. • Legal opinion, advice, or recommendation • on human resource matters such as salaries, benefits, promotion etc. 	<ul style="list-style-type: none"> • Due process and prompt resolution of the case in accordance with existing laws, rules and regulation • Opinion, advice or recommendation in accordance with civil service rules and regulations.
C. Office of the Solicitor General Office of the Government Corporate Counsel	<ul style="list-style-type: none"> • Case Management 	<ul style="list-style-type: none"> • Relevant case information, documents, PRA's legal position, budget resources • Legal counsel allowances 	<ul style="list-style-type: none"> • Provide adequate resources, relevant and complete information and supporting documents needed in the prosecution of the case. • Consistency in communication in handling the case. • Timely payment of allowances
D. Winning bidders in procurement transactions	<ul style="list-style-type: none"> • Documentation and contracts 	<ul style="list-style-type: none"> • Contracts 	<ul style="list-style-type: none"> • Endorsement of contracts for approval and signing of authorities • Contracts are in accordance with existing laws, rules and regulations
E. Reclamation Project Proponents	<ul style="list-style-type: none"> • Documentation and contracts 	<ul style="list-style-type: none"> • Contracts 	<ul style="list-style-type: none"> • Endorsement of contracts for approval and



**QUALITY MANAGEMENT SYSTEM
MANUAL**

Page No.

Page 29 of 57

Revision No.

04

QQM-18-PRA

Effectivity

17 SEP 2021

(Government entities)	<ul style="list-style-type: none"> • Legal advisory services 	<ul style="list-style-type: none"> • Legal requirements, opinion, advice 	signing of authorities <ul style="list-style-type: none"> • Contracts are in accordance with existing laws, rules and regulations • Opinion, advice, response, or recommendation in accordance with existing laws rules and regulations
F. House of Representatives /Senate	<ul style="list-style-type: none"> • Response to stakeholders 	<ul style="list-style-type: none"> • Position paper relative to legislative proposals 	<ul style="list-style-type: none"> • Timely submission of position papers that will aid them in legislation. • Attend hearings/ meeting as scheduled.
G. Individual/s, corporate, or government entities filing lawsuits against the PRA	<ul style="list-style-type: none"> • Case Management 	<ul style="list-style-type: none"> • Address their claims 	<ul style="list-style-type: none"> • Appropriate action to their claims in accordance with existing laws rules and regulations
H. Government entities involving non-reclamation transactions	<ul style="list-style-type: none"> • Documentation and contracts • Legal advisory services 	<ul style="list-style-type: none"> • Contracts • Legal requirements, opinion, advice 	<ul style="list-style-type: none"> • Endorsement of contracts for approval and signing of authorities. • Contracts are in accordance with existing laws, rules and regulations • Opinion, advice, response, or recommendation in accordance with existing laws rules and regulations
I. PRA contracting parties	<ul style="list-style-type: none"> • Legal advisory services 	<ul style="list-style-type: none"> • Address their claims or issues arising from contracts 	<ul style="list-style-type: none"> • Appropriate action to their claims or resolution of issues in accordance with

	QUALITY MANAGEMENT SYSTEM MANUAL	Page No.	Page 30 of 57
		Revision No.	04
	QQM-18-PRA	Effectivity	17 SEP 2021

			existing laws rules and regulations
J. Citizens	<ul style="list-style-type: none"> Legal advisory services Investigation 	<ul style="list-style-type: none"> Response on legal matters/Legal requirements Give due course to the complaint filed 	<ul style="list-style-type: none"> Respond within 15 working days in accordance with Code of Conduct and Ethical Standards for Public Officials and Employees and EO No. 2 (Freedom of Information) Act in accordance with applicable administrative rules and regulations
ADMINISTRATIVE SERVICES			
A. PhilGEPS/PS, DBM, Supplier	<ul style="list-style-type: none"> Procurement of common-used office supplies and materials and non-common use supplies and/or equipment, including Covid-19 medical supplies and/or equipment. 	<ul style="list-style-type: none"> Requisition Issue Slip Annual Procurement Plan Agency Procurement Request Approved Budget/Payment Purchase Orders Request for Quotation (RFQ) Form 	<p>Availability of supplies, materials and equipment.</p> <ul style="list-style-type: none"> On-time delivery of procured supplies, materials and equipment.
B. PRA Employees	<ul style="list-style-type: none"> Provision/dispatch of service vehicle Provision of shuttle service 	<ul style="list-style-type: none"> Approved Service Vehicle Request Form (trip ticket) Vehicle in good condition Alternative Work Arrangement Schedule 	<p>To transport PRA employees safe and</p> <ul style="list-style-type: none"> sound in their intended destinations
C. Service Providers: <ul style="list-style-type: none"> Security Agency Janitorial Agency Disinfection & Sanitation Purified Drinking Water Photocopier Machines 	<ul style="list-style-type: none"> Security Services Janitorial Services Disinfection & Sanitation Services Purified Drinking Water Services 	<ul style="list-style-type: none"> Terms of Reference Contract / Agreement Manpower requirement for deployment Approved Budget Payment / Funds 	<ul style="list-style-type: none"> Office Building premises and other PRA properties are maintained and secured by outsourced housekeeping/utility services and security services. Regular disinfection and sanitation of entire

	QUALITY MANAGEMENT SYSTEM MANUAL	Page No.	Page 31 of 57
		Revision No.	04
	QQM-18-PRA	Effectivity	17 SEP 2021

<ul style="list-style-type: none"> • Color Network Printers • ACU Preventive Maintenance 	<ul style="list-style-type: none"> • Photocopying Machine Lease • Color Network Printer Lease • ACU-PM Services 		<ul style="list-style-type: none"> office premises including service vehicles by trained service providers. • Provision of required equipment not available to accomplish tasks through lease agreement.
D. Commission On Audit (COA); PRA Employees	<ul style="list-style-type: none"> • Periodic Inventory of Property, Plant and Equipment (PPE) and office supplies and materials 	<ul style="list-style-type: none"> • Semi-annual and Annual Inventory Report of Supplies, Materials and Equipment • Monthly Report of Supplies and Material Issued 	<ul style="list-style-type: none"> • Submission of reconciled Reports on or before the deadline
E. PRA Employees Partners/ Contractors Suppliers Concerned Citizens (Public) National Archives of the Philippines (NAP) Presidential Communications Operations Office (PCOO)	Records/ information Management: <ul style="list-style-type: none"> • Receiving Incoming Records/ Documents • Releasing of Records/Documents • Records Keeping • Retention and Disposition • Freedom of Information Compliance 	<ul style="list-style-type: none"> • Official letter-request for information/ records • Official/legal documents • Inventory of Records for disposition/ retention • Updated People's FOI Manual • FOI Reports • Agency's Website • 1-page FOI Manual 	<ul style="list-style-type: none"> • Immediate release of the requested information/records • Application for records disposition/ retention • Records Disposition Schedule • FOI Agency Compliance
F. Applicants PRA Employees	Recruitment, Selection and Placement: <ul style="list-style-type: none"> • Screening and Evaluation 	<ul style="list-style-type: none"> • Application Letter Updated/Properly accomplished Personal Data Sheet (PDS) • Transcript of Records • Training Certificates • Certificate of Eligibility/Rating/ License • Assessment/ Comparative Assessment Result 	<ul style="list-style-type: none"> • Summary Data Sheet • Interview and Written Exam Results • Evaluation Results • Initial Assessment/ Comparative Assessment Result

	QUALITY MANAGEMENT SYSTEM MANUAL	Page No.	Page 32 of 57
		Revision No.	04
	QQM-18-PRA	Effectivity	17 SEP 2021

G. Human Resource Merit, Promotion and Selection Board	<ul style="list-style-type: none"> • Deliberation 	<ul style="list-style-type: none"> • Personal Data Sheet (PDS) • Authenticated copy of Certificate of Eligibility/Rating/License 	<ul style="list-style-type: none"> • Minutes of the Meeting/Deliberation HRMPSB Resolution • Memo for Approving Authority
H. Civil Service Commission	<ul style="list-style-type: none"> • Issuance/validation of Appointment Paper 	<ul style="list-style-type: none"> • Appointment Paper • Personal Data Sheet (PDS) • Authenticated copy of Certificate of Eligibility/Rating/License • Position Description Form/Job Description • Oath of Office • Certificate of Assumption of Duty • Report on Appointments Issued 	<ul style="list-style-type: none"> • Validated/Attested Appointment Paper
I. PRA Employees Retirees, Resigned and Separated Employees	Payroll/ Employee Benefits and Welfare: Monthly Payroll	<ul style="list-style-type: none"> • DTR • Leave Application • Leave Summary • Leave Ledger • Budget Allocation • Clearance 	<ul style="list-style-type: none"> • On time release of final salary
J. Finance Office/ K. COA	Government Accounting Process relative to payment of salaries and Allowances	<ul style="list-style-type: none"> • BUR/DV and Payroll • Accomplished Payroll • Official Receipts • Bank Transmittal 	<ul style="list-style-type: none"> • Signed BUR/DV and Payroll • Approval of the payroll/transaction
L. GSIS	Retirement / Benefit Claim	<ul style="list-style-type: none"> • Service Record • Certificate of LWOP 	<ul style="list-style-type: none"> • Early completion and submission of documentary requirements for the immediate release of benefits
M. HDMF	<ul style="list-style-type: none"> • Benefit Claim • Refund of contribution and/or maturity as the cause may be. 	<ul style="list-style-type: none"> • Service Record • Certificate of LWOP 	<ul style="list-style-type: none"> • Early completion and submission of documentary requirements for the immediate release of benefits

	QUALITY MANAGEMENT SYSTEM MANUAL	Page No.	Page 33 of 57
		Revision No.	04
	QQM-18-PRA	Effectivity	17 SEP 2021

N. PRA Employees Civil Service Commission GCG	Learning and Development: <ul style="list-style-type: none"> Learning and Development continued training and innovation in the organization 	<ul style="list-style-type: none"> Competency Assessment Competency Gap Result Individual Development Plan (IDP) 	<ul style="list-style-type: none"> Training / Development Plan Provision of Trainings/ Seminars Certificate of Attendance/ Completion Accomplished Training Report/ Evaluation
O. COA/ Finance	<ul style="list-style-type: none"> Government Accounting Process relative to attendance to trainings/ seminars 	<ul style="list-style-type: none"> Office Order / Travel Order Training Invitations Approval of Budget Budget Allocation for the 	<ul style="list-style-type: none"> Official Receipt Liquidation of Cash Advance, if applicable
P. DBM	<ul style="list-style-type: none"> Government budgeting process/ allocation of budget for trainings 		<ul style="list-style-type: none"> Inclusion in the Approved Corporate Operating Budget of the cost estimates for training/ scholarship and related expense items
Q. PRA Employees	Occupational Health and Safety:	<ul style="list-style-type: none"> Philippine Reclamation Authority - Quality Workplace Standard (PRA-QWS) Sanitation and Hygiene Protocols and Guidelines for the New Normal at Work to Prevent the Spread of Covid-19 	<ul style="list-style-type: none"> Full implementation and observance of the Principles of 5S in the workplace. Safety and health seminars and trainings. Less infection from Covid-19.

FINANCE

Relevant Interested Party	Affected Process(es)	Requirements	
		NEEDS	EXPECTATIONS
A. Commission on Audit (COA)	<ul style="list-style-type: none"> Financial Audit 	<ul style="list-style-type: none"> Financial Statements and schedules Accounting policy 	<ul style="list-style-type: none"> Timely submission of Annual Audit Report

	QUALITY MANAGEMENT SYSTEM MANUAL	Page No.	Page 34 of 57
		Revision No.	04
	QQM-18-PRA	Effectivity	17 SEP 2021

B. Administrative Department	<ul style="list-style-type: none"> Inventory of PPE and supplies 	<ul style="list-style-type: none"> Updated List of purchases and actual inventory of PPE and supplies 	<ul style="list-style-type: none"> Timely submission of Inventory Report
C. Marketing and Estates Management (PRA)	<ul style="list-style-type: none"> Financial Reporting 	<ul style="list-style-type: none"> Updated Appraisal Report of PRA's lots 	<ul style="list-style-type: none"> Timely submission of Appraisal Report
D. Bureau of Treasury (BTr)	<ul style="list-style-type: none"> Remittance of Dividends to National Government 	<ul style="list-style-type: none"> Issued check for dividend remittance Letter of dividend remittance to the National Government 	<ul style="list-style-type: none"> Timely release of dividends pursuant to Revised Implementing Rules and Regulations to Republic Act No. 7656
E. Department of Budget and Management (DBM)	<ul style="list-style-type: none"> Approval of Corporate Operating Budget (COB) 	<ul style="list-style-type: none"> Proposed and revised budget Prior years' audited and unaudited PS/MOOE/CAPEX accounts and Financial Statements Approved Board Resolution for COB Financial Statements and schedules Corporate objectives, priorities and performance measures Annual GAD plan/budget and accomplishment report 	<ul style="list-style-type: none"> Timely submission of COB for the Proposed and Revised Budget
F. Lessees, Installment buyers Subsidiary (PEATC) JV Partner (CIC)	<ul style="list-style-type: none"> Collection/Receipt of Payment 	<ul style="list-style-type: none"> Collection Letter with SOA PRA Official Receipt Tax Certificates 	<ul style="list-style-type: none"> Early delivery of Collection Letter & accurate Statement of Account. Issuance of valid and completely filled-out official receipt and tax certificates upon receipt of payment. Availability of enough supply of



**QUALITY MANAGEMENT SYSTEM
MANUAL**

Page No.

Page 35 of 57

Revision No.

04

QQM-18-PRA

Effectivity

17 SEP 2021

		<ul style="list-style-type: none">• PRA Authorization Letter• Rental/amortization relief during the pandemic.	<p>official receipts upon request</p> <ul style="list-style-type: none">• Authorization Letter shall have the following:<ol style="list-style-type: none">1) the name of the person authorized to claim the check/payment is similar with the name in identification document.2) signature, name and designation of the officer issuing the authorization.• For covered entities, compliance by PRA to DTI issued MC No. 20-12 (Guidelines on the Concessions on Residential Rents and Commercial Rents of MSMEs dated April 04, 2020 as amended by MC No. 20-29 issued on June 2, 2020 and MC No. 20-31 issued on June 4, 2020 (Amendment to the Supplemental Guidelines on the Concession of Residential Rents and Commercial Rents). For non-covered entities, deferral of rent/lease/installment sale amortization during the pandemic by the PRA Management.
--	--	--	---

	QUALITY MANAGEMENT SYSTEM MANUAL	Page No.	Page 36 of 57
		Revision No.	04
	QQM-18-PRA	Effectivity	17 SEP 2021

		<ul style="list-style-type: none"> • Contactless mode of payment to PRA. 	<ul style="list-style-type: none"> • Digital-initiated mode of payment to PRA
G. Suppliers/ Service Providers & Employees	<ul style="list-style-type: none"> • Disbursement/ Payment 	<ul style="list-style-type: none"> • Approved Disbursement Vouchers • Check/cash payment • Tax certificates • Contactless mode of payment by PRA. 	<ul style="list-style-type: none"> • Receipt of payment on or before due date. • Check funded with no technical defects. • Availability of tax certificates upon claiming of payment • Receipt of PRA's payment thru a digital medium.
PRA Depository Banks: H. (PVB, LBP, DBP, UCPB)	<ul style="list-style-type: none"> • Investment 	<ul style="list-style-type: none"> • Deposit/Investment and to avail of the other cash management products and services. • Letter of Instruction (LOI) • Tax Certificates 	<ul style="list-style-type: none"> • Growing ADB of low cost deposits • Roll-over of placement • Long-term investment • Receipt of the duly signed (hard copies) LOI and Tax Certificates on the settlement date.

(Table No. 2)

Scope of The Quality Management System (QMS)

All the requirements of the ISO 9001:2015 Standards are being adopted by the PRA and being implemented to serve as the foundation of PRA's journey to maintain and improve its quality and efficiency.

The PRA's QMS covers the following operational processes considered as its core process, as well as its interacting management and support process indicated in the process map, which are performed at its Head Office located at the 7th Floor Legaspi Towers 200 Building No. 107, Paseo de Roxas St., Legaspi Village, Makati City 1226.

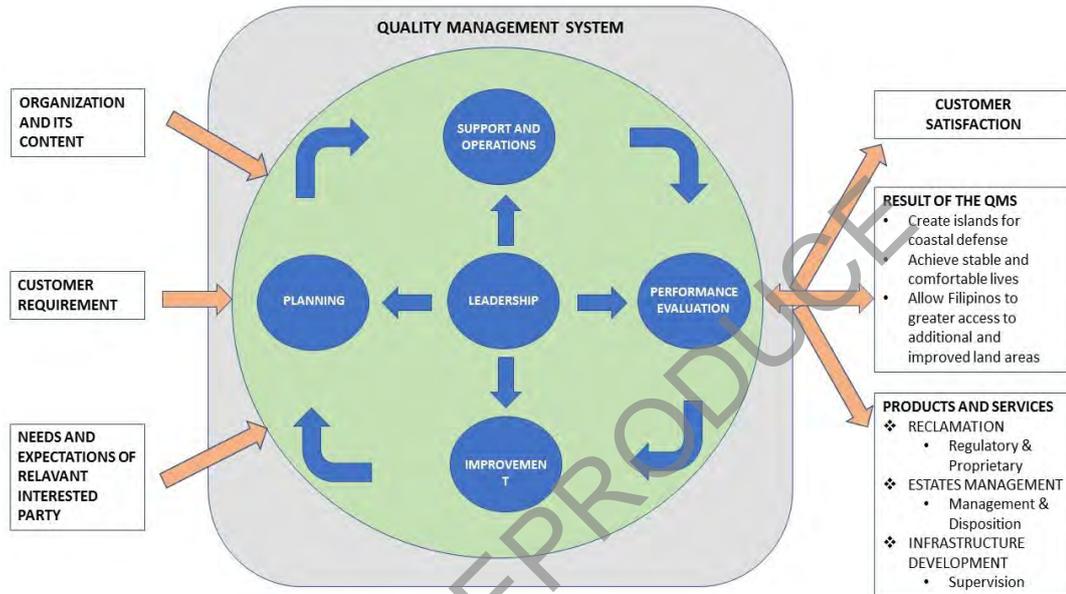
1. Reclamation (including coastal defense strategy formulation)
2. Forfeiture of Unauthorized Reclaimed Lands
3. Public Estates Management and Development
4. Infrastructure Development

PRA's QMS will not cover processes performed by its subsidiaries/affiliates, namely the Bay Dredging, Inc. and the PEA Tollways Corp.

	QUALITY MANAGEMENT SYSTEM MANUAL	Page No.	Page 37 of 57
		Revision No.	04
	QQM-18-PRA	Effectivity	17 SEP 2021

2.2 PRA QMS MODEL

The **Plan – Do – Check – Act** cycle below enables PRA to make certain that the management, core and support processes including the outsourced services and products are adequately managed, resources are readily made available and that opportunities for improvement are met and acted upon.



(Figure No. 1)

The PRA QMS Model is based on the ISO 9001:2015 Standard.

The organization and its content, stakeholders' requirements, and the needs and expectations of relevant interested parties are the sources of inputs for the planning process. Once these inputs are realized into strategies, plans and targets, they shall be implemented by the core management through the support units and operations. Simultaneously, the performance of the agency is evaluated through the assessment and monitoring of accomplishments vis-à-vis targets.

The planning, implementation and performance evaluation shall result to products and services in the areas of Reclamation, Estates Management, and Infrastructure Development, consistent with the aim of achieving stable and comfortable lives for Filipinos, allowing Filipinos to greater access to additional and improved land areas, and creating islands for coastal defense. These results are in line with the goal towards achieving stakeholders' satisfaction.

Upon achieving these outcomes, they shall be used in the feedback mechanism for the performance evaluation purposes. Such evaluation would be utilized by the agency to identify and work on areas of improvements. Finally, these improvements will be incorporated in the ongoing planning process to serve as an additional input.

Overall, PRA recognizes that Leadership from the Management must be present at all levels and in all aspects of the system to ensure that quality objectives are met.

	QUALITY MANAGEMENT SYSTEM MANUAL	Page No.	Page 38 of 57
		Revision No.	04
	QQM-18-PRA	Effectivity	17 SEP 2021

2.3 Process Map



(Figure No. 2)

3. LEADERSHIP

3.1 Leadership and Commitment

The leadership and management of PRA commits to promote quality, communicate effectively, engage stakeholders, and supervise and direct the employees to ensure the successful implementation of the QMS. They shall ensure that the quality policy and objectives are established and compatible with the strategic direction of the Agency.

PRA's leaders shall direct and support employees to contribute to the effectiveness of the QMS and shall likewise support other relevant management roles to demonstrate their leadership as it applies to their areas of responsibility.

Furthermore, the top management of PRA shall review the QMS to ensure its effectiveness and suitability. The said review includes assessing opportunities for improvement and identifying the need for changes to the QMS, including its quality policy and objectives.

The leadership and management shall be accountable to the success of PRA's QMS and shall provide evidence of its commitment to the development and implementation of the same.

	QUALITY MANAGEMENT SYSTEM MANUAL	Page No.	Page 39 of 57
		Revision No.	04
	QQM-18-PRA	Effectivity	17 SEP 2021

3.2 Stakeholder Management

To realize its vision, PRA developed a Stakeholder Engagement and Management Plan (SEMP) envisioned to determine stakeholders' concerns, issues, and feedback and integrate them into PRA's decision-making process – i.e. all throughout the project identification, implementation, and post-reclamations stages.

As a government instrumentality with corporate functions, the agency seriously assumes responsibility over the lives and welfare of the involved and affected communities relevant to the environmental and societal impact of PRA projects. The PRA shall ensure that stakeholder requirements are identified and met with the end goal of boosting stakeholders' confidence and satisfaction.

Within its organization, PRA believes in enhancing and maintaining a cohesive organization by instilling a culture of professionalism, integrity, and accountability among its workforce to be able to better serve its stakeholders.

3.3 Quality Policy

We at Philippine Reclamation Authority, commit to provide quality public service in the creation of well-planned and environmentally sustainable reclaimed lands, promotion of coastal protection and resilience, and efficient management of government properties for the benefit of the Filipino people.

We also affirm our unified commitment to fulfill our roles and responsibilities in the effective implementation and sustenance of the ISO 9001 – Certified Quality Management System.

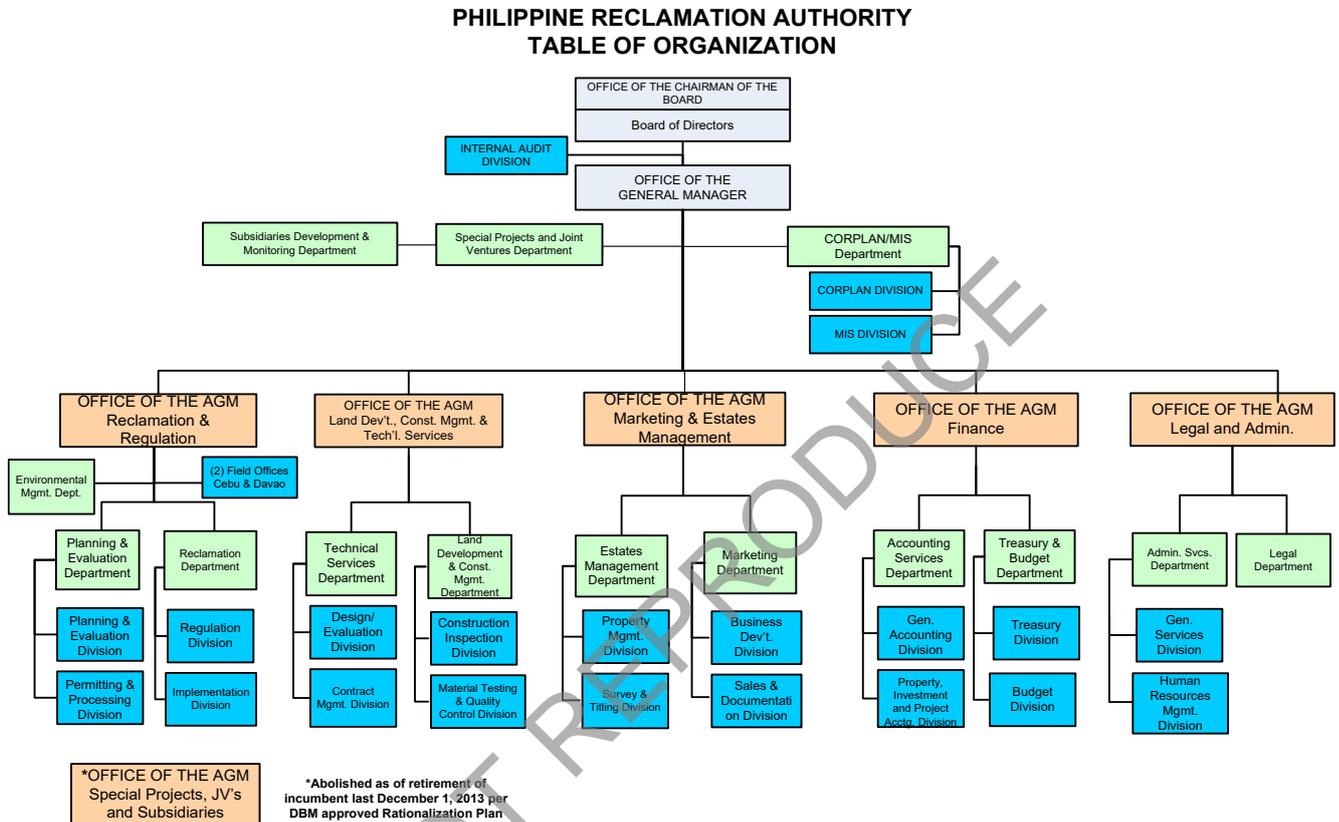
To achieve this, we shall:

- **Provide excellence** in everything we do by complying with all requirements, maintaining world-class infrastructure, and continually improving our Quality Management System (QMS);
- **Respect the environment** and be responsive to the society's needs while safeguarding government resources to achieve maximum returns; and,
- **Act with transparency and accountability** through our highly motivated and competent workforce.

	QUALITY MANAGEMENT SYSTEM MANUAL	Page No.	Page 40 of 57
		Revision No.	04
	QQM-18-PRA	Effectivity	17 SEP 2021

3.4 Organizational Structure and General Functions/Responsibilities

Organizational Structure



(Figure No. 3)

General Functions/Responsibilities

Board of Directors:

- Responsible for the governance and policy direction of the Authority
- Exercises the corporate powers of a corporation, discharges its function, conducts all its business and controls its properties
- To do any and every lawful act necessary and proper to carry into effect the purposes, objectives, and powers of PRA.

Chairman of the Board:

- The Chairman of the Board shall preside at all meetings of the stockholders and of the Board of Directors, for which he shall be authorized to call meetings thereof. He shall also have such powers and perform such duties as the Board of Directors may, from time to time, assign to him.

	QUALITY MANAGEMENT SYSTEM MANUAL	Page No.	Page 41 of 57
		Revision No.	04
	QQM-18-PRA	Effectivity	17 SEP 2021

Board Secretary:

- The Board Secretary shall attend all meetings of the Board of Directors; record the proceedings thereat in the minute book or books of the PRA, keep safely the corporate seal, By-Laws, and other fundamental and important corporate documents; give notice and prepare the agenda of all meetings of the Board of Directors. In the absence of the Chairman, the General Manager and the Directors of Offices, he/she shall call to order all such meetings and preside thereat until a temporary presiding officer is chosen. He/She shall also have and perform any other powers and duties customarily incidental to his/her office, and such other powers and duties as may be given to him/her under the By-Laws and as may be assigned to him/her from time to time by the Board of Directors and/or the Chairman.

Office of the General Manager/CEO:

- Manages and directs the operations and internal administration of the corporation in accordance with the policies, rules and regulations formulated by the Board of Directors. Provides general guidelines to the Assistant General Managers and other departments in directing, coordinating and controlling the substance and supportive activities of the corporation.

Corporate Planning/MIS Department:

- Plan, research, organize, develop, evaluate, install and control all information technology requirements of the corporation. Formulate overall corporate plans and programs, undertake program and policy research, and administer the management information system of the corporation.

Special Projects and Joint Ventures Department:

- Evaluates all proposals for joint ventures and special projects that the authority shall undertake.

Subsidiaries Development and Monitoring Department:

- Studies, evaluates, develops and organizes subsidiary companies where feasible in various areas of operations and monitors the performance of existing subsidiaries.

RECLAMATION AND REGULATION OFFICE:

- Exercise over-all supervision in the planning, evaluation, regulation and implementation as well as monitoring of all reclamation projects.

Planning and Evaluation Department:

- To conceptualize, evaluate and recommend approval of proposed reclamation projects.

Reclamation Department:

- Regulate and/or administer the implementation of contracts involving reclamation projects.

	QUALITY MANAGEMENT SYSTEM MANUAL	Page No.	Page 42 of 57
		Revision No.	04
	QQM-18-PRA	Effectivity	17 SEP 2021

Environmental Management Department:

- Oversee the compliance of Environmental Laws in all stages of PRA projects as well as other government units and private entities.

LAND DEVELOPMENT, CONSTRUCTION MANAGEMENT AND TECHNICAL SERVICES:

- Oversees vertical and horizontal construction projects of PRA.

Land Development and Construction Management Department:

- Responsible for the field supervision of all PRA (vertical and horizontal) projects under construction, as well as quality and cost controls on all projects on PRA reclaimed lands.

Technical Services Department:

- Responsible for the designs and contracts of vertical and horizontal development projects to be implemented on PRA reclaimed lands

MARKETING AND ESTATES MANAGEMENT:

- Oversees the management, administration and disposition of PRA real estate properties and the development and management of PRA owned and assigned projects.

Marketing Department:

- Conceptualizes, strategizes, plans and implements the most advantageous and profitable disposition/development package for PRA real assets including post marketing/sales services.

Estates Management Department:

- Plans, strategizes, manages and implements development strategies, PRA real estate properties to generate optimum returns from its operations.

FINANCE:

- Executes and administers the plans, operating policies and procedures, rules and regulations approved for promulgation by the Board of Directors including but not limited to over-all supervision of finance services to the various offices of the corporation.

Budget and Treasury Department:

- Safekeep and manage the assets and other cash records of the corporation. Monitor investments, collection and expenditure. Prepare PRA's annual corporate operating and project budgets as well as monitoring and rendering of budget to reports.

Accounting Services Department:

- Ensures proper accounting and reporting of all transactions of the Authority and compliance to fiscal policies of the government as well as the accurate accounting of all its assets and liabilities including those that are in trust and costing/valuation of investments, investment property, reclaimed lands, inventories, supplies and property plant and equipment

	QUALITY MANAGEMENT SYSTEM MANUAL	Page No.	Page 43 of 57
		Revision No.	04
	QQM-18-PRA	Effectivity	17 SEP 2021

LEGAL AND ADMINISTRATIVE SERVICES:

- Overall responsibility in day-to-day supervising and coordination of the functions of Legal and Administrative Services Department.

Legal Department:

- Exercises over-all supervision of legal services to the various offices of the corporation, to include but not limited to contract review and administration, review of reclamation policies, guidelines, procedures, investigation and litigation.

Administrative Services Department:

- Provide administrative and auxiliary service to the various department, develop, plan, organize, manage, evaluate and maintain a progressive system of personnel management and development for the corporation.

3.5 QMS Organization and Functions

The PRA through Office Order No. 143, series of 2017 created the composition of its QMS Organization with corresponding roles and responsibilities, to wit:

QMS Organization



(Figure No. 4)

	QUALITY MANAGEMENT SYSTEM MANUAL	Page No.	Page 44 of 57
		Revision No.	04
	QQM-18-PRA	Effectivity	17 SEP 2021

QMS Function

Top Management:

- Leads the establishment, implementation and monitoring of the QMS;
- Ensures effectiveness of the QMS through risk-based thinking;
- Establishes and communicates quality policy;
- Ensures that quality objectives are established
- Communicates the importance of meeting customer requirements;
- Determines and provides necessary resources and ensures that they are adequately available; and
- Conducts Management Review meetings.

QMS Leader/Head:

- Oversees the establishment, documentation and effective implementation of the QMS;
- Promotes risk-based thinking in overseeing the effectiveness of the QMS;
- Acts as liaison with external parties on matters relating to QMS;
- Ensures that procedures for Internal Quality Audit, Management Review and Corrective Actions are established and implemented; and
- Reports QMS performance to Top Management for review and continual improvement.

Risk Management Team:

- Performs oversight function in ensuring that the established risk controls and related activities are consistently implemented;
- Plans and coordinates effective and efficient use of risk control tools; and
- Ensures that risk-related information are maintained and retained.

Training and Advocacy Team:

- Provides administrative support in terms of training and advocacy in the successful implementation and sustenance of the QMS;
- Plans and coordinates effective deployment and efficient use of resources in-line with training and advocacy activities; and
- Plans and coordinates echoing/cascading sessions on QMS related training.

Knowledge Management Team:

- Ensures that the requirements for maintaining and retaining documented information are established and implemented; and
- Coordinates and oversees activities related to managing organizational knowledge.

Internal Quality Audit Team:

- Determines conformance of the QMS to the planned arrangements and to the requirements of ISO 9001;
- Determines whether the QMS is effectively implemented and maintained;
- Provides input to Management review regarding the results of audit; and

	QUALITY MANAGEMENT SYSTEM MANUAL	Page No.	Page 45 of 57
		Revision No.	04
	QQM-18-PRA	Effectivity	17 SEP 2021

- Keeps track of the implementation of the conformance and preventive actions for non-conformance during audits.

Quality Workplace Team:

- Ensures that the environment for the operation of processes needed to achieve conformity to service requirements are managed;
- Ensures consistent implementation of 5S programs, as applicable; and
- Monitors and assesses workplace cleanliness, orderliness and safety.

Secretariat/Documentation Team:

- Provides administrative support to successfully implement the QMS up to the third party certification;
- Facilitates the delivery of specific outputs in-line with the QMS;
- Plans and coordinates effective deployment and efficient use of human, financial and other physical resources for QMS; and
- Ensures that the requirements for maintaining and retaining documented information are established and implemented.

3.6 Policy Formulation

The PRA Board of Directors (BOD) is responsible for the governance and policy direction of the Agency while the Office of the GM/CEO administers the overall management and operation of the agency in accordance with policies and guidelines set forth by the Board of Directors. The Management together with the BOD through policy formulation leads the establishment, communication, implementation, and monitoring of the QMS.

3.7 QMS Audit

Internal audit for the QMS is conducted at least once a year, in a twelve-month interval, to ensure that QMS:

- conforms to the requirements of ISO 9001:2015, to planned arrangements, to the QMS requirements established by the Agency and legal requirements; and,
- is effectively implemented and maintained.

A QMS Audit Program is established through QMS Audit Plan prepared by the team assigned to each unit.

The processes involved in the audit are:

- Planning, which includes the creation and updating of audit program taking into consideration the status and importance of the processes, areas to be audited and the results of previous audits. This process also identifies and defines auditor assignments, audit criteria, and scope.
- Preparation, which starts with the Audit team's review of available documentation, followed by the preparation of checklist based

	QUALITY MANAGEMENT SYSTEM MANUAL	Page No.	Page 46 of 57
		Revision No.	04
	QQM-18-PRA	Effectivity	17 SEP 2021

- Conduct of on-site Audit, which includes gathering of data through interview, verification of documents, recording and consolidation of audit findings and comparing these with set criteria.
- Reporting, which includes presentation of audit findings to the auditees.
- Audit Follow-up, which shall include verification of correction and corrective actions to audit findings, specifically the NCs.

3.8 Management Review

A Management Review for the PRA's QMS is undertaken once a year or whenever necessary as deemed by the General Manager and CEO to ensure continuing suitability, adequacy, effectiveness and alignment with strategic direction.

The management review shall include discussions on:

- Matters arising from the previous management review meeting;
- Changes in external and internal issues relevant to the QMS;
- Information, including trends in:
 - a. Customer Satisfaction and feedback from relevant interested parties;
 - b. Status/attainment of Quality Objectives;
 - c. Process performance and conformity of products and services;
 - d. Nonconformities and corrective actions;
 - e. Results of monitoring and measurement;
 - f. Audit results; and,
 - g. Performance of external providers
- Adequacy of resources;
- Effectiveness of actions taken to address risks and opportunities; and
- Opportunities for Improvement

The management review outputs include decisions and actions related to:

- opportunities for improvement;
- any need for changes in the QMS; and
- resource needs.

A documented information on these reviews shall be retained by the QMS Leader/Head.

3.9 Continual Improvement

PRA continually improves its QMS through:

- Review of the suitability of the quality policy and update as necessary
- Review alignment of the quality objectives with the targets and objectives of the PRA
- Analysis and implementation of actions to address Audit results
- Analysis of relevant data and implementation of appropriate actions
- Conduct of Management Review

	QUALITY MANAGEMENT SYSTEM MANUAL	Page No.	Page 47 of 57
		Revision No.	04
	QQM-18-PRA	Effectivity	17 SEP 2021

3.10 Control of Nonconformity

Products and/or services, which do not conform to specified and explicit requirements are identified and controlled to prevent unintended use or delivery. Appropriate actions are undertaken to mitigate, if not eliminate, any negative effect or consequence. Related responsibilities and authorities for dealing with nonconforming products and services shall be defined through guidelines, procedures, manuals, as appropriate.

3.11 Corrective Action

Corrective actions to eliminate the causes of nonconformities are established to prevent its recurrence. Guidelines and tools for corrective actions are established to ensure that:

- Nonconformities are reviewed;
- Root causes are determined;
- The need for action is evaluated to ensure that nonconformity/ies do not recur;
- Actions needed are determined and implemented;
- Documented information on the results of actions taken are retained; and
- The effectiveness of the actions taken is reviewed

4. PLANNING

4.1 Strategic Performance Management System

PRA ensures the fulfillment of the functions of its offices and personnel and assesses accomplishment through the Performance Management System (PMS) and employs enabling mechanisms to achieve the same. It follows a four (4) stage PMS cycle:

- a) performance planning and commitment;
- b) performance monitoring and coaching;
- c) performance review and evaluation;
- d) performance rewarding and development planning.

4.2 Risk and Opportunities

PRA adopts a risk-based thinking in achieving an effective QMS. The PRA's Risk Assessment Process (PRAP) is used to ensure that the products and services are delivered, the intended results are achieved, and the undesired effects are reduced or prevented.

The process is integrated in the management system. When risks and/or opportunities are identified in the course of implementation of the corporate strategies, plans and targets, the same shall be analyzed and evaluated by the core operations in order to determine the appropriate actions to be adopted.

Implementation of actions to address risks may include the following:

- Avoiding the risk;
- Taking the risk to pursue an opportunity;

	QUALITY MANAGEMENT SYSTEM MANUAL	Page No.	Page 48 of 57
		Revision No.	04
	QQM-18-PRA	Effectivity	17 SEP 2021

- Eliminating the source;
- Mitigating its consequences; or
- Retaining it by informed decision

The nature of the risks and opportunities as well as the actions being adopted to address it shall be recorded, documented and monitored through a risk and opportunity registry. This way, the risks and opportunities are properly monitored in order to improve the QMS.

4.3 Quality Objectives and Plan

PRA's quality objectives and plan is based on the Agency's quality policy. It is a measurable tool which comprises all the strategic, tactical and operational objectives of the agency across relevant functions, levels and processes. The accomplishment of these objectives and plans result to the agency's delivery of its products and services, boosting stakeholders' satisfaction and confidence.

4.4 Planning and Performance Evaluation

The PRA's planning and performance evaluation is performed semi-annually through its Annual Planning Session and Mid-Year Assessment, conducted every January and July, respectively. These sessions serve as a forum for management to formulate policies and strategies, set plans and targets, and assess accomplishments. Furthermore, quarterly monitoring is being undertaken to ensure that the corporate plans and targets are achieved within the agreed timeline.

Moreover, PRA adheres to the Performance Evaluation System imposed by the Governance Commission on GOCCs (GCG). Through the creation of a Strategy Map, the agency guarantees that its products and services meets the requirements of operational excellence and transformational governance with respect to Social Impact, Finance, Stakeholders, Internal Process, and the Organization. PRA's periodic evaluation of accomplishments vis-à-vis its targets is conducted through the performance evaluation scorecards, being undertaken on the last quarter of the year.

4.5 Stakeholder Satisfaction

As part of PRA's adherence and commitment to the needs of its stakeholders and cognizant of the public perceptions, vis-a-vis the delivery of its functions, the Stakeholders Satisfaction Survey is created in order to asses which areas of its services and functions need improvement in order to achieve greater efficiency. It is a tool to generate feedbacks from our stakeholders in terms of the delivery of PRA services.

	QUALITY MANAGEMENT SYSTEM MANUAL	Page No.	Page 49 of 57
		Revision No.	04
	QQM-18-PRA	Effectivity	17 SEP 2021

5. SUPPORT PROCESS

5.1 Human Resources Management

The Human Resource Management Division of the PRA provides assistance and services on the promulgation of office orders, rules and regulations related to the administrative, operational and strategic aspects of human resource management and development. Consistent with civil service rules and regulations and other related government issuances on Human Resource Management and Development, it develops, plans and administers a personnel program which shall include:

- Recruitment, Selection and placement;
- Learning and Development;
- Classification and pay;
- Staff/ Career development;
- Performance monitoring; and
- Employee benefits and welfare.

5.2 Infrastructure Management

The General Services Division ensures that proper preventive maintenance of all administrative facilities and structures are implemented. It conducts continuing research on how to effectively and efficiently serve the requirements of the various offices, supervises, evaluates and maintains the administration of program:

- Space management for various offices;
- Repair and maintenance of the building and its facility;
- Repair and maintenance of all the motor vehicles, office equipment and air-conditioning units;
- Dispatch of service; and
- Security and janitorial services

5.3 Work Environment Management

The work environment of PRA pertains to the place of work to which employees and stakeholders are exposed to. The PRA promotes the well-being and satisfaction of each employee to assure effectiveness and efficiency, nurture productivity and teamwork through the provision of the following, but not limited to:

- well-maintained and conducive work stations and facilities including utilities;
- office equipment, computer hardware and software;
- support services such as telephone, computer networks and other related facilities;
- safe and secured work environment; and
- physical fitness/wellness program.

	QUALITY MANAGEMENT SYSTEM MANUAL	Page No.	Page 50 of 57
		Revision No.	04
	QQM-18-PRA	Effectivity	17 SEP 2021

Further, the Environmental Management Department, in coordination with the designated Pollution Control Officer, shall ensure that the working environment at the project site is in compliance with all existing environmental laws and issuances.

5.4 Organizational Knowledge Management

Organizational knowledge is knowledge specific to the organization that is based on internal sources, such as knowledge gained from experience and lessons learned from failures and successful projects, as well as external sources, such as knowledge gathered from customers or external providers, that is used and shared to achieve the organization's objectives.

5.5 Communication Management

Top management ensures that appropriate communication processes are established within the organization and cascading the implementation of the quality management system through office orders, memorandum circulars, internal routing slips, notices of meeting, designated emails per department/unit, bulletin board postings as authorized by the Administrative Services Division, website managed by MIS, mobile phones of managers, telephone lines of departments/units, and general assemblies.

PRA ensures that information released through external communication are authorized and approved pursuant to PRA's Freedom of Information (FOI) People's Manual. Where required, advice appropriate to the context of the communication may be sought concerning the content and dissemination of certain external communications. Responses to external communications, whether by letter or electronic mail, are recorded when transmitted. In each case, the response is retained and controlled by the concerned office/unit in accordance with the requirements for documented information.

5.6 Documented Information Management

Documented Information is meaningful data that is required to be controlled, maintained and retained by an organization to provide evidence of conformity to the requirements specified by ISO standards, customer requirements and of the effective operation of the management system.

5.7 Legal Management

The Legal Department provides assistance in all legal matters pertaining to PRA's operations. Legal advisory services are provided by rendering legal opinions on matters arising from PRA's internal and external transactions involving questions of law, interpretation of contracts, policies, rules and regulations, drafts/review all contracts where PRA is a contracting party, drafts/reviews proposed administrative issuances, company policies, proclamation, other executive issuances and proposed legislative bills which

	QUALITY MANAGEMENT SYSTEM MANUAL	Page No.	Page 51 of 57
		Revision No.	04
	QQM-18-PRA	Effectivity	17 SEP 2021

require comment and recommendation of the PRA. Consistent with existing laws, rules and regulations, it undertakes the conduct of administrative investigations among PRA officers and employees and recommends appropriate action to the Board of Directors. To ensure up to date monitoring of PRA cases, it assists or acts as collaborating counsel with the Office of the Government Corporate Counsel or Office of the Solicitor General in all court actions filed for and against the PRA before judicial and quasi-judicial bodies.

5.8 Financial Management

Financial Management covers planning, organizing, monitoring and controlling the financial activities and utilization of funds of the agency to safeguard its assets and establishing procedures for collections through the following:

- Collections of receivables as per contracts, billings, statement of accounts and schedule of amortization from various stakeholders;
- Disbursements are supported with complete documents and recorded with existing accounting and auditing rules and regulations;
- Utilization of expenditures should not exceed the DBM approved budget.
- Maximizing income by investing excess funds in high yield low risk investments and allocate funds into profitable ventures;
- Conduct of regular inventory of real estate property for proper disposition;
- Ensures that government reports and/or requests are submitted on time; and
- Regular remittance of taxes and dividends due to the National Government.

5.9 Procurement

Procurement

Procurement refers to the modes of acquisition of Goods, Consulting Services and Contracting for Infrastructure Projects of the PRA under Republic Act No. 9184 or the Government Procurement Reform Act (GPRA) and its Revised Implementing Rules and Regulations (IRR), either through Public Bidding, or any of the Alternative Methods of Procurement, such as Limited Source Bidding, Direct Contracting, Repeat Order, Shopping and Negotiated Procurement.

The Bids and Awards Committee (BAC) was established by the PRA to ensure that the procurement process abides by the GPRA, its Revised IRR, and other procurement related issuances by various Government entities.

The end-user or procuring units of PRA shall formulate their respective Project Procurement Management Plans (PPMPs) for their different programs, activities, and projects. The PPMPs shall then be submitted to the Budget Office for evaluation in order to ensure consistency with the PRA's budget proposal and compliance with existing laws. Upon approval by the Board and/or Department of Budget and Management (DBM) of the PRA's Corporate Operating Budget (COB), the PPMPs included in the COB shall be forwarded to the BAC Secretariat for consolidation in the Annual Procurement Plan (APP), and to the BAC for final recommendation of the appropriate procurement modality. The

	QUALITY MANAGEMENT SYSTEM MANUAL	Page No.	Page 52 of 57
		Revision No.	04
	QQM-18-PRA	Effectivity	17 SEP 2021

APP must be consistent with the duly approved yearly budget of the PRA and bears the approval of the Head of the Procuring Entity (HoPE or PRA Board). No procurement is undertaken unless it is in accordance with the approved COB and APP.

PRA Procurement Process under the RA 9184 and its Revised IRR:

A. Requisition

Based on the specific needs, the end-user or procuring units are responsible for the preparation of all documents necessary for the procurement activity such as Approved Budget for the Contract (ABC), Contract and/or Technical Specifications, Scope of Works, Terms of Reference, and to seek approval from the Board or GM/CEO of the procurement. The BAC shall commence with the procurement process upon receipt of the complete documentary requirements. However, the Administrative Services Department undertakes the procurement of Common Office Supplies and Equipment (CSE) at the DBM Procurement Service.

B. Posting Requirement

All procurement with an ABC of Php50,000.00 and above must be posted in the Philippine Government Electronic Procurement System (PhilGEPS), PRA Website and in a conspicuous area within the PRA premises.

C. Evaluation and Selection of the Winning Quotation/Proposal/Bid

The BAC, with the assistance of the Technical Working Groups for Goods and Services, Consulting Services and Infrastructure Projects, undertakes the evaluation of the quotation/proposal/bid as to its compliance with the eligibility, technical and financial requirements under the Revised IRR. It shall then proceed with the further verification/authentication of the quotation/proposal/bid and documentary requirements submitted to determine if the same is responsive. Thereafter, the BAC shall prepare a recommendation to award the Contract/Purchase Order to the Supplier/Contractor/Consultant whose quotation/proposal/bid was found responsive through a Resolution which must be approved by the HoPE or GM/CEO.

D. Issuance of the Notice of Award/Purchase Order

Upon approval by the Board or GM/CEO of the BAC's recommendation for award, all documents relative to the procurement will be forwarded to the end-user or procuring unit for the issuance of the Notice of Award/Purchase Order. The corresponding contract shall be executed upon completion of the requirements under the Revised IRR.

E. Implementation of the Contract

The concerned end-user or procuring unit shall implement and monitor compliance with the agreed terms and conditions of the contract.

F. Acceptance of the supply/equipment, services, or infrastructure project

The end-user or procuring unit must observe the applicable PRA policy or Commission on Audit (COA) policy in the acceptance of a specific procurement undertaking.

	QUALITY MANAGEMENT SYSTEM MANUAL	Page No.	Page 53 of 57
		Revision No.	04
	QQM-18-PRA	Effectivity	17 SEP 2021

5.10 Information Technology (IT) Management

The Management Information System (MIS) determines, provides and maintains the necessary IT infrastructure and support necessary for employees to deliver their output. These infrastructures include desktop and laptop computers, and printers. Whereas IT support includes information systems, databases, internet/intranet facilities, standard and specialized software, data storage, IT security, support services, IT policy formulation, and other related activities.

5.11 JV Guidelines

The PRA is one of the government entities exempt from the ambit of the 2013 National Economic Development Authority (NEDA) Joint Venture (JV) Guidelines. Such Exemption has been confirmed by NEDA in its letter to PRA on February 06, 2018 and the Office of the Government Corporate Counsel (OGCC) in its Opinion No. 051 Series of 2018 dated March 16, 2018. Hence, PRA crafted its own JV Guidelines. The PRA Guidelines and Procedures for Entering into Joint Venture Agreements with Private Sector Entities became effective on May 20, 2018. It applies to all JV Agreements for the development and disposition of PRA's existing properties and projects whether owned, administered or controlled by PRA and the operations of PRA assets and facilities. The guidelines does not cover joint ventures for reclamation or to be reclaimed lands still forming part of the land of the public domain pursuant to the ruling of the Supreme Court in the case of Chavez vs Public Estates Authority and Amari Cyber Bay Development Corporation.

CORE PROCESS

6.1 Reclamation

A. Planning and Evaluation Department

The Planning and Evaluation Department (PEV), through the Planning and Evaluation Division (PED) and Permitting and Processing Division (PPD), shall process all applications to reclaim from the receipt of the Letter of Intent (LOI), including the billing of the filing, processing and review fees and signing of the Memorandum of Understanding (MOU) after pre-qualification up to the approval by the PRA Board of the proposal. The processing also includes the conduct of ocular inspection and technical guidance for the preparation of the mandatory documents by the proponent/applicant.

After the PRA Governing Board approves the proposed reclamation project, and subject to competitive challenge, as the case maybe, the relevant Memorandum of Agreement (MOA) / Implementing Agreement (IA) shall subsequently be executed between PRA and the proponent or the winning bidder.

For PRA initiated/funded projects, the RRO through the Planning and Evaluation Division shall prepare the documentary requirements such as Feasibility Study and Detailed Engineering Design.

	QUALITY MANAGEMENT SYSTEM MANUAL	Page No.	Page 54 of 57
		Revision No.	04
	QQM-18-PRA	Effectivity	17 SEP 2021

The Permitting and Processing Division (PPD) is also responsible in the processing and issuance of clearances, e.g., restoration clearance for the filing up/ leveling of eroded or submerged titled properties and other clearances required by DENR for their processing of applications for foreshore/miscellaneous lease, government seabed quarry permit (GSQP), exploration permit and application for financial technical assistance (AFTA). The PPD undertakes site inspection/ investigation as well as evaluation of supporting documents prior to issuance of such clearances.

B. Reclamation Department

Upon execution of the relevant MOA/IA, PRA through the Reclamation Department (RD) shall require the submission of pre-construction documents prior to the issuance of Notice to Proceed (NTP).

The RD through the Implementation Division shall undertake the review and evaluation of the construction documents, the result of which shall be submitted to the PRA Board for the approval of the issuance of the NTP.

After the issuance of the NTP, the PRA through the Implementation Division shall:

- Supervise and monitor the actual reclamation works to ensure the smooth and efficient execution in accordance with the approved plans and specifications, methodology (ies) based on IA/RA; and
- During the implementation of the project, secure from the Department of Environment and Natural Resources (DENR) the Special Patent and Original Certificate of Titles/Transfer Certificate of Titles for eventual conveyance to concerned parties.

After completion of the reclamation works, the Implementation Division shall issue Certificate of Completion and Acceptance.

C. Environmental Management Department (ENV)

1. Reclamation

All reclamation projects are covered by DENR-DAO 2003-30, or the IRR of the Philippine Environmental Impact Statement (PEIS) System.

After pre-qualification and signing of the MOU, and within the period of compliance of the mandatory requirements, the ENV shall render technical guidance on the conduct of the Environmental Impact Assessment (EIA) and act as resource person in the EIA process as required for the issuance of the Environmental Compliance Certificate (ECC) by the DENR.

After issuance of the ECC and submission of the Area Clearance, the ENV shall conduct review and evaluation and submit report on the environmental component as input to the RRO Completed Staff Work (CSW) as basis for Board action/approval of the reclamation.

	QUALITY MANAGEMENT SYSTEM MANUAL	Page No.	Page 55 of 57
		Revision No.	04
	QQM-18-PRA	Effectivity	17 SEP 2021

Upon full submission of the pre-construction documents, the ENV shall conduct review and validation of the final reclamation plan, location and configuration vis-a-vis the final EIS and ECC of the project.

At the implementation stage: For Environmentally Critical Projects (ECP), e.g., reclamation projects with an area of 25 hectares and above, ENV shall represent PRA as member of the Multi-partite Monitoring Team (MMT) to supervise and monitor the proponent's compliance of the conditions of the ECC and Area Clearance. For Non-ECP, e.g., reclamation projects less than 25 hectares, ENV shall directly supervise and monitor the proponent's compliance of the conditions of the ECC and Area Clearance.

For the marine borrow areas issued with GSQP to PRA, ENV shall oversee and monitor the compliance of the conditions of the ECC issued over the GSQP area.

After completion of the reclamation works and prior to project acceptance, submit final report to the Management on the overall environmental compliance of the project.

2. Public Estates Development and Infrastructure Development

The Environmental Management Department shall oversee the compliance of the PEIS System in all stages of PRA Public Estates Development and Infrastructure Development Projects and coordinate with concerned government entities and stakeholders on all environment related concerns.

6.2 Forfeiture of Unauthorized Reclaimed Lands

The Reclamation Department through the Regulation Division shall:

- Prepare yearly periodic monitoring program and budget for monitoring reclamation activities nationwide.
- Update existing regulatory policies and guidelines pertaining to regulation of reclamation projects.
- Conduct periodic monitoring and inspection of coastline to monitor illegal reclamation activities.
- Initiate investigation of reported/discovered illegal reclamations and recommend appropriate legal and administrative action, if necessary.
- Advise violators to comply with PRA policies and guidelines for the legalization/regularization of illegally reclaimed land through titling.
- Consult and Coordinate with concerned government regulatory agencies for a more effective/coherent enforcement of laws, rules and regulations.

	QUALITY MANAGEMENT SYSTEM MANUAL	Page No.	Page 56 of 57
		Revision No.	04
	QQM-18-PRA	Effectivity	17 SEP 2021

6.3 Public Estates Development and Management

The Marketing and Estates Management Departments ensures the efficient and effective management, administration and disposition of PRA properties through the following undertakings/activities:

1. Acceptance of the physical turnover and titles of newly reclaimed land from the Reclamation Group;
2. Securing PRA properties in coordination with the Administrative Services and Technical Services Departments;
3. Preparation of Business Plan with the end in view of generating revenue streams for PRA;
4. Subdivision and consolidation of Lots/Titles in coordination with Technical Services Department;
5. Development of professional business relationship with potential stakeholders;
6. Disposition of PRA properties, management and monitoring of implementation of contracts in coordination with the Legal and Finance Departments;
7. Timely settlement of dues on PRA properties in coordination with Finance Department;
8. Maintenance of PRA properties in coordination with Technical Services Department; and
9. Relocation and implementation of socio economic programs for families adversely affected by reclamation projects in coordination with Gender and Development (GAD) Focal Point.

6.4 Infrastructure Development

In PRA, the development of infrastructure projects follows a cycle process consisting of four (4) phases covering Project Identification all the way to Project Completion and Evaluation. This includes securing the necessary environmental permits (ECC). In this type of approach, the PRA is both the initiator and owner of the project. These four (4) phases are the following:

- A. Project Identification
This is the process of collecting and identifying potential projects to be undertaken by PRA.
- B. Project Preparation
 - a. Right-of-Way Acquisition
 - b. Fund Appropriation
 - c. Inclusion in the Annual Procurement Plan (APP)
 - d. Detailed Engineering and Design
 - e. Detailed Estimates/ABC
- C. Project Implementation
 - a. Fund Release
 - b. Board Approval of Bid Documents
 - c. Bidding and Contracting
 - d. Construction
 - e. Completion and Acceptance

	QUALITY MANAGEMENT SYSTEM MANUAL	Page No.	Page 57 of 57
		Revision No.	04
	QQM-18-PRA	Effectivity	17 SEP 2021

D. Project Evaluation

a. Maintenance

If PRA acts as Project Manager, for another government agency, on the other hand, the PRA's role, after signing of the relevant agreement with the client, shall either be by Administration or by Contract.

If by Administration, PRA's responsibilities cover the signing and construction proper with the attendant supervision and monitoring by PRA Technical Personnel, all the way to project completion and acceptance. Optional stages cover the hiring of A/E and/or WE Consultant(s), procurement of materials, labor and equipment.

If by Contract, PRA's responsibility starts from signing of MOU, hiring of A/E and/or WE consultants and building contractor, supervision and monitoring all the way to project completion, maintenance and acceptance.

Project acceptance, in all cases will be performed by a Project Acceptance Committee composed of representatives from PRA's Technical, Finance and Estates Management Departments.

DO NOT REPRODUCE