



PHILIPPINE RECLAMATION AUTHORITY

(Public Estates Authority)

WHOLE-OF-GOVERNMENT REENGINEERING MANUAL CY 2023

Supporting the Whole-of-Government Approach in
Streamlining Philippine Government Systems & Procedures
in Delivering Public Services

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INTRODUCTION

The Philippine Reclamation Authority (PRA) supports and reinforces among its operations and strategies the Government's thrust towards transformation and digitalization of the whole-of-government as part of the current administration's 8-point agenda for bureaucratic efficiency. With the vision of streamlining the bureaucracy, and in line with the current administration's efforts for a lean, efficient, and responsive government workforce, the PRA is committed to take part in the national objective to increase competitiveness and the ease of doing business for a leaner and more responsive services to the Filipino people.

Under the Republic Act (R.A.) No. 11032, or the "Ease of Doing Business and Efficient Government Service Delivery Act of 2018", the State is mandated to maintain a program for the adoption of simplified requirements and procedures that will reduce red tape and expedite business and nonbusiness related transactions in the government. Guided by this mandate and the principles and theory of business process reengineering, the PRA is geared towards a continuous review and redesign of its government processes and procedures, replacing ineffective work processes to serve public needs more effectively. The PRA aims to eliminate overregulation and retain only the steps, procedures, and requirements as may be necessary to fulfill its legal mandates and policy objectives. This goal is part of the Agency's strategic objective under its charter statement and strategy map for Calendar Year (CY) 2023.

To realize its objective to streamline its processes and procedures, part of the PRA's targets is to process and deliver citizen requests within the prescribed processing time under its Citizen's Charter. However to be transformational, the achievement of this objective should be paired with continuous reform and digitization in its government procedures. Hence the purpose of this manual is to serve as the Agency's documented plan in streamlining its procedures and reducing processing time in the delivery of its priority external services. The manual also lays out the Agency's process and tool for its own time-and-motion study, which when implemented and completed shall be the source of baseline information in the PRA's next steps towards further streamlining initiatives in the years to come.

In the achievement of the abovementioned goal, the PRA shall effectively conduct and implement its time-and-motion studies, fortify its digitization and streamlining initiatives, and study and adopt the best practices in business process reengineering that are applicable to the government setting. Way forward, the expected outcome after successfully implementing this plan is the achievement of significant improvement in the quality, speed, and efficiency of service delivery, elevation of feedback feasibility, rationalization of procedures and minimization of non-essential agency actions and regulations.

CORPORATE PROFILE

The Philippine Reclamation Authority (formerly Public Estates Authority) was created by virtue of Presidential Decree No. 1084 on February 4, 1977 to serve primarily as the clearinghouse for all reclamation projects in the country. It was designated as the agency primarily responsible for integrating, coordinating, and directing all reclamation projects on behalf of the National Government. 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.

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

Mandated to be self-liquidating, PRA has created assets for the Government by converting reclaimed lands into valuable and income-generating real estate properties. Upon its creation, the PRA was directed to assume ownership of a 348-hectare reclaimed land along Manila Bay in Pasay, Parañaque, and Las Piñas. This became the PRA's first major project that evolved into an approximately 1,000-hectare reclaimed land known as the Bay City (formerly Boulevard 2000). It houses Central Business Park I Island A (CBP I-A), Central Business Park I Islands B and C (CBP I-B & C), and Central Business Park II (CBP II), where the Mall of Asia Complex, Entertainment City, Metropolitan Park, Asia World, and other thriving commercial and residential establishments are located. Another significant reclamation along Manila Bay is the Manila North Harbor Reclamation Project, a 30,844 square meter project that serves as a port area in the City of Manila.

Outside of Metro Manila, supervised reclamation projects all over the country contribute socially and economically in their respective regions and localities. These include the 108-hectare BREDCO Reclamation Project which is a port, industrial, institutional, residential, and commercial development in Bacolod City.

The PRA continuously broadens its studies and exploration on sources of land fill materials. It consistently updates its personnel on the latest and sustainable techniques of dredging and reclamation. Further, it strengthens 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. Further, to ensure environmental sustainability on reclaimed lands, the PRA mandates the integration of green spaces in all reclamation projects. These efforts ascertain that the institution adheres to the principles of environmental governance and sustainable development.

Aside from land reclamation, PRA is involved in a wide range of projects and delivery of services related to land development and urban renewal, infrastructure projects including construction and maintenance of roads and bridges, as well as financing and construction of buildings for other government agencies.

Being classified by law under the Infrastructure and Utilities Group with defined functions related to infrastructure development and public estates management, the PRA prioritizes connectivity and accessibility of various transportation networks, as well as the safety and convenience of the motoring public. Among its notable endeavors in this area is the development of the Manila-Cavite Toll Expressway Project (MCTEP) now known as CAVITEX. Spanning 14 kilometers along the coast of Bacoor Bay, the expressway dramatically shortened travel time from Cavite to Manila and vice versa, inducing faster and more efficient transportation of people and goods that greatly contributes to the national economy. The PEA Tollways Corporation (PEATC), a subsidiary of PRA, fully operates and maintains the expressway.

As for its disaster risk reduction, climate change adaptation, and community resilience initiatives, PRA also endeavors to establish coastal protection strategies in vulnerable areas nationwide. The Authority envisions practicing the Building with Nature philosophy wherein green or nature based solutions will be implemented where possible, and gray (hard) infrastructure will be built where they are necessary. It also involves the use of science-based interventions that result to structures that are climate resilient and economically beneficial to communities. The interventions aim to develop coastal protection measures that can minimize the impacts caused by natural and man-made hazards. The initiative was piloted in Tacloban City and Palo, Leyte produced a comprehensive coastal protection master plan crafted by PRA and international experts. The soft engineering or green component of the said master plan was successfully implemented in Tacloban City through international and local partnerships. The scheme of creating well studied coastal management strategies and plans, and eventually implementing them with the concerned local governments, is currently being done in the cities of Bislig and Surigao and in the municipalities of Virac and Baras in Catanduanes. The PRA is on a mission to replicate these initiatives in other areas of the Philippines identified as most vulnerable to storm surges and coastal flooding.

These successful projects and endeavors are rooted from the Authority's quality management and good governance. The Authority is committed to provide world-class quality public service with the establishment of the PRA Quality Management System (QMS), which was certified under the ISO 9001:2015 Standard. The PRA has likewise been a consistent top performer in corporate governance as recognized and awarded by the Governance Commission for GOCCs (GCG).

Given PRA's strong profile in QMS, corporate governance, and the performance of its mandates, the Authority was mandated to transform into a premier reclamation authority in the Philippines with the issuance of Executive Order No. 74 on February 1, 2019. With the said issuance, the Authority was attached to the Office of the President (OP) and the PRA Governing Board was delegated with the power of the President to approve reclamation projects.

For its optimal financial and organizational performance, the PRA adheres to the guidelines and parameters from the OP, the Office of the Solicitor General (OSG), the Office of the Government Corporate Counsel (OGCC), the Department of Budget and Management (DBM), the GCG, the Civil Service Commission (CSC), and the Commission on Audit (COA).

In the implementation of its mandate, the PRA coordinates with other government agencies 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.

As it prepares itself for the greater demands of the ensuing years and becoming the premier reclamation authority in the Philippines, the PRA pledges to stick to the time-tested manner of serving the Filipino people – through utmost professionalism and transparency.

CORPORATE STATEMENTS

Vision:

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

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.

Mandates:

Regulatory & Proprietary Land Reclamation

Infrastructure Development

Public Estates Development & Management

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

SERVICE PLEDGE

The PRA is the lead government instrumentality mandated to regulate and create well-planned and environmentally sustainable reclaimed lands, promote coastal protection and resilience, and efficiently manage government properties.

Consistent with our core values, we commit to provide quality and excellent public service in the exercise of our mandate by being:

Professional and **P**artnership driven;

Responsive to society's needs and **R**espectful of the environment; and

Accountable and **A**daptable

LIST OF PRIORITY SERVICES

Land Development, Construction Management and Technical Services

Technical Services Department

- Request for Approval of Design from Developers as Part of CBP-1A Association Design Committee

Marketing and Estates Management Office

Estates Management Department

- Request for House Repair Permit
- Request for Permit to Use ASEAN Avenue
- Request to use the Las Piñas - Parañaque Wetland Park (LPPWP) and Baseco Beach Area for Various Purposes

**LAND DEVELOPMENT, CONSTRUCTION MANAGEMENT AND
TECHNICAL SERVICES**

Technical Services Department

As of 31 May 2023

PRIORITY SERVICES	CURRENT STATUS			EXPECTED OUTCOME			TARGET CLIENTS
	NO. OF STEPS	PROCESSING TIME	AMOUNT	NO. OF STEPS	PROCESSING TIME	AMOUNT	
Request for Approval of Design from Developers as Part of CBP-1A Association Design Committee	17	11 Days 6 Hours 30 Minutes	0	17	11 Days	0	CBP-1A Association

MARKETING AND ESTATES MANAGEMENT OFFICE

Estates Management Department

As of 31 May 2023

PRIORITY SERVICES	CURRENT STATUS			EXPECTED OUTCOME			TARGET CLIENTS
	NO. OF STEPS	PROCESSING TIME	AMOUNT	NO. OF STEPS	PROCESSING TIME	AMOUNT	
Request for House Repair Permit	12	6 Days 3 Hours 30 Minutes	0	10	5 Days	0	Informal Settler Families (ISFs) along R-1 Land strip in Paranaque City
Request for Permit to Use ASEAN Avenue	13	6 Days 3 Hours 30 Minutes	P100,000.00	11	5 Days	P100,000.00	Lot Owners/ Contractors/ Developers
Request to use the Las Piñas - Parañaque Wetland Park (LPPWP) and Baseco Beach Area for Various Purposes	11	6 days 1 hours 30 minutes	0	9	4 Days	0	The general public

PRA CITIZEN'S CHARTER COMPLIANCE MONITORING SYSTEM

The PRA Citizen's Charter Compliance Monitoring System was established as part of the PRA Committee on Anti-Red Tape's (PRA-CART) deliverables to conduct time-and-motion studies of its government services under its current Citizen's Charter. Reiterated as among the agencies' CART responsibility under ARTA Memorandum Circular No. 2020-07, series of 2020, the PRA-CART shall monitor the Agency's compliance with the procedures/Agency actions, processing time, documentary requirements, and fees specified in the PRA Citizen's Charter, which shall be utilized as baseline information in its reengineering efforts.

To implement the system, the PRA-CART formulated the following tools:

Citizen's Charter Monitoring Tool (CCMT) refers to the document designed by the PRA-CART to monitor, examine, and evaluate the Agency's compliance with its Citizen's Charter.

Quarterly Compliance Report refers to the document accomplished by the Concerned Units indicating the required data and information regarding their compliance with the standards set forth in the Citizen's Charter and identifies issues and/or risks, if any, to be submitted quarterly to the Compliance Monitoring Team.

Annual Compliance Report refers to the document formulated and submitted by the Compliance Monitoring Team to the PRA-CART containing information, analysis and recommendations, if any, based on its monitoring, evaluation, and time-and-motion studies of the Agency's compliance with the Citizen's Charter.

OBJECTIVES

The PRA-CART establishes the CCMT to aid in the following:

1. To monitor PRA's compliance with the procedures/Agency actions, processing time, documentary requirements, and fees specified in its Citizen's Charter;
2. To assess PRA's efficiency in its delivery of government services under the Citizen's Charter and highlight the Agency's points for improvement; and
3. To evaluate the Agency's Citizens Charter, for possible reengineering of the systems and procedures within the Agency.

POINTERS IN USING THE CCMT

1. The CCMT shall only be used for government services that are listed under the latest Agency's Citizen's Charter.

2. Any information reported by the Secretary must be timely, complete, truthful, accurate, and correct, at all times.
3. Deviations found within the CCMT shall be noted and raised by the Secretary to the PRA-CART before or during the review period. Reports received and processed by the PRA-CART shall be reported to the Management for appropriate action.
4. The CCMT shall not cover any documents relating to non-government service communication, such as, but not limited to, the following:
 - a. Inquiries and/or information received through the Agency's website and official email address;
 - b. Invitation to a particular event;
 - c. Confirmation of attendance or of any premises;
 - d. Transmittal of advance copies, extra copies, and personal documents; and
 - e. Other communications received that are not within the scope of the services under the Agency's Citizen's Charter.
5. In case that the Records Officer fails to deliver the response to the Client based on the contact details that the latter provided at which the Agency has no fault, such delay shall not be reflected in the CCMT and in the Zero Backlog Report of the Agency.

OUTLINE OF ROLES AND RESPONSIBILITIES

<i>Man of Action</i>	<i>Responsibility</i>
Records Officer	<p>Officially receives and/or transmits official documents from and to the Clients;</p> <p>Completely records the time-and-motion of the on-hand official document/s in the routing form and transmits the same to the Concerned Office/Unit.</p>
Office of the General Manager (OGM)	<p>Refers the requested service to the Concerned Office/Unit for the performance of the Agency actions in the delivery of the said service;</p> <p>Approves the Concerned Office/Unit's output in the delivery of the government service availed of by the Client.</p>
Unit/Concerned Unit	<p>Ensures that the government service availed of are timely delivered based on the standards set forth in the Citizen's Charter;</p> <p>Performs the necessary Agency action/s in the delivery of the government service referred to by the preceding unit.</p>
Secretary	<p>Uses and operates the CCMT and ensures real-time accomplishment of the same to record the time-an-motion of the performance of the Agency actions;</p>

	Accomplishes the quarterly compliance report of the respective Office/Unit or Department's showing their compliance with the standards set forth in the Citizen's Charter for the respective service and submits the same to the Compliance Monitoring Team.
Compliance Monitoring Team	Monitors, evaluates, and assesses the Agency's compliances with the standards set forth in the Citizen's Charter; Conducts time-and-motion study and generate data and information; Submits a Compliance Report to the PRA-CART containing information, analysis and recommendations, if any, based on its monitoring and evaluation, to be used by the PRA-CART for possible re-engineering initiatives; Crafts tools and systems in the conduct and institutionalization of the time-and-motion study and monitoring of the Agency compliance with the Citizen's Charter.
PRA-CART	Uses the information provided by the Compliance Monitoring Team in the Agency's re-engineering initiatives.

PROCEDURES TO BE CONSIDERED IN THE CCMT

1. Client submits the complete documents required in the availment of the service as indicated in the Agency's Citizen's Charter.
2. The Records Office receives the documents, attaches the routing form and time-stamps then proceeds with the Agency Actions stipulated in the Citizen's Charter.

Note: All Units involved in the process accomplishes the same routing form and must observe the updated time-stamping.

3. Secretary ensures the completeness of the time-stamped routing form, particularly the "Date Received", "Time In" and "Time Out" by the Records Office and the subsequent concerned units/offices, if any. If the necessary details are incomplete, the Secretary shall refer the routing form back to the concerned unit/s/offices for completion.

Note: Concerned Units/Offices may use their own routing form, hereafter, if available, so long as the details in the Records Office's routing form are duly accomplished.

4. Upon receipt of the documents by the Secretary, he shall generate a new online CCMT for the particular service. Each service shall be monitored using its corresponding online CCMT. All CCMTs are made available in "Citizen's Charter Compliance Monitoring" Teams Channel, under the designated folder.

Note: Secretary is expected to timely and fully accomplish the online CCMT, including the link for the validating documents. One CCMT shall be used for each service.

5. As the Concerned Unit/Office processes the Client's requested service, the Secretary shall monitor the time and motion of each Agency Action until completion/delivery of service. Monitoring of the online CCMT is expected to be updated real time.

STANDARDS FOR THE QUARTERLY COMPLIANCE REPORT (See Annex "C" and "D"):

The Secretary shall consolidate and tally:

1. The volume of requests for services received, terminated¹, processed, and pending² within the covered period;
2. The number of services with complied and non-complied processing time, as well as the identified specific factors/issues/risks for such non-compliance;
3. The identified critical Agency actions or procedures in the Citizen's Charter, or those that need revisiting/review/adjustment by the concerned unit and/or PRA-CART;
4. The number of services with complied/paid fees and non-complied/unpaid/incompletely paid fees, as well as the identified factors/issues/risks for such non-compliance; and
5. The overall recommendations/remarks/comments of the concerned unit addressed to the PRA-CART.

PROCEDURES IN QUARTERLY COMPLIANCE REPORTING TO THE COMPLIANCE MONITORING TEAM

1. The Secretary fully accomplishes the Quarterly Compliance Report and submits in PDF form to be approved by the immediate manager and noted by the Assistant General Manager, as the case may be.

Note: Quarterly submission shall be sent to the PRA-CART Compliance Monitoring Team email at cartsec@pea.gov.ph every second (2nd) Friday of the succeeding month.

STANDARDS FOR THE AGENCY'S CITIZENS CHARTER ANNUAL COMPLIANCE REPORT

¹ Transactions that are officially received by the Records Office but cannot be processed due to non-qualification (i.e. incomplete requirements)

² Transactions that are carried over to the next period of quarterly report

The Compliance Monitoring Team shall be able to:

1. Determine, review, assess, evaluate, and analyze the status of the Agency's compliance with its Citizen's Charter.
2. Highlight the areas where the Agency performs the most unnecessary actions.
3. Recommend mitigating actions in response to the issues/risks identified by the concerned unit.
4. Determine the critical Agency actions that may be affected by factors beyond the unit's control.

PROCEDURES IN THE REVIEW AND ANALYSIS OF AGENCY COMPLIANCE OF THE CITIZEN'S CHARTER

1. The Compliance Monitoring Team shall collect at least fourteen (14) Quarterly Compliance Reports before proceeding with the review period. A time-and-motion based approach will be performed to synthesize the compliance of the Agency with the Citizen's Charter.

Note: Three (3) weeks shall be allotted for the review period.

2. Compliance Monitoring Team may conduct interviews, verifications, or clarifications from the concerned unit, if necessary.
3. Compliance Monitoring Team submits the Agency's Citizens Charter Compliance Report to the PRA-CART for discussion with the concerned unit/s.

CITIZEN'S CHARTER MONITORING TOOL TEMPLATE

Service Name	Client	Classification	Checklist of Requirements	Remarks on the Requirements	Client steps	Agency Actions	Required Processing Time	Actual Processing Time	Reasons/Issues/Risks encountered for Non-Compliance with Required Processing Time	Required Fees To Be Paid	Actual Fees Paid	Reasons/Issues/Risks encountered for Non-Compliance with Required Fees	Link to Validating Documents
							TOTAL:	TOTAL:		TOTAL:	TOTAL:		

QUARTERLY COMPLIANCE REPORT TEMPLATE

QUARTERLY COMPLIANCE REPORT FOR THE ____ QUARTER, 20__.													
	CHECKLIST OF REQUIREMENTS		BACKLOG		PROCESSING TIME				FEES				
SERVICE	NO. OF NEW REQUESTS FOR SERVICE RECEIVED DURING THE QUARTER (WITH COMPLETE REQUIREMENTS)	NO. OF NEW REQUESTS FOR SERVICE REJECTED DURING THE QUARTER (INCOMPLETE REQUIREMENTS)	NO. OF SERVICE PENDING FROM PREVIOUS QUARTER	NO. OF SERVICE PENDING FOR NEXT QUARTER	NO. OF SERVICE WITH COMPLIED PROCESSING TIME	NO. OF SERVICE WITH NON-COMPLIED PROCESSING TIME	REASONS /ISSUES ENCOUNTERED FOR NON-COMPLIANCE WITH TIME	IDENTIFIED FORSEEN RISKS FOR POSSIBLE NON-COMPLIANCE WITH TIME	NO. OF SERVICE WITH COMPLIED FEES	NO. OF SERVICE WITH NON-COMPLIED FEES	REASONS/ ISSUES ENCOUNTERED FOR DISCREPANCY IN FEES	IDENTIFIED FORSEEN RISKS FOR POSSIBLE DISCREPANCY IN FEES	OVERALL RECOMMENDATION S/ REMARKS
	TOTAL:	TOTAL:	TOTAL:	TOTAL:	TOTAL COMPLIANT:	TOTAL NON-COMPLIANT:			TOTAL COMPLIANT :	TOTAL NON-COMPLIANT :			

PRA DIRECTORY

Office	Address	Contact Information
Philippine Reclamation Authority	6 th to 9 th Floor Legaspi Towers 200 Bldg. 107 Paseo de Roxas St, Legaspi Village 1226 Makati City	8459-5000
Office of the Chairman and Board of Directors	8 th Floor Legaspi Towers 200 Bldg. 107 Paseo de Roxas St, Legaspi Village 1226 Makati City	8459-5000 loc 8201 / 8204
Internal Audit Division	9 th Floor Legaspi Towers 200 Bldg. 107 Paseo de Roxas St, Legaspi Village 1226 Makati City	8459-5000 loc 8206
Office of the General Manager and CEO	8 th Floor Legaspi Towers 200 Bldg. 107 Paseo de Roxas St, Legaspi Village 1226 Makati City	8459-5000 loc 8301
Corporate Planning and MIS Department	8 th Floor Legaspi Towers 200 Bldg. 107 Paseo de Roxas St, Legaspi Village 1226 Makati City	8459-5000 loc 8310
Office of the Assistant General Manager for Reclamation	7 th Floor Legaspi Towers 200 Bldg. 107 Paseo de Roxas St, Legaspi Village 1226 Makati City	8459-5000 loc 8401
Planning and Evaluation Department	7 th Floor Legaspi Towers 200 Bldg. 107 Paseo de Roxas St, Legaspi Village 1226 Makati City	8459-5000 loc 7403
Regulation and Implementation Department	7 th Floor Legaspi Towers 200 Bldg. 107 Paseo de Roxas St, Legaspi Village 1226 Makati City	8459-5000 loc 7409
Environmental Management Department	7 th Floor Legaspi Towers 200 Bldg. 107 Paseo de Roxas St, Legaspi Village 1226 Makati City	8459-5000 loc 7410
Subsidiaries Development and Monitoring Department	7 th Floor Legaspi Towers 200 Bldg. 107 Paseo de Roxas St, Legaspi Village 1226 Makati City	8459-5000 loc 8306
Office of the Assistant General Manager for Marketing and Estates Management	7 th Floor Legaspi Towers 200 Bldg. 107 Paseo de Roxas St, Legaspi Village 1226 Makati City	8459-5000 loc 8501
Estates Management Department	7 th Floor Legaspi Towers 200 Bldg. 107 Paseo de Roxas St, Legaspi Village 1226 Makati City	8459-5000 loc 7506
Marketing Department – Business Development Division	7 th Floor Legaspi Towers 200 Bldg. 107 Paseo de Roxas St, Legaspi Village 1226 Makati City	8459-5000 loc 7507
Office of the Assistant General Manager for Land Development & Construction Management & Technical Services	7 th Floor Legaspi Towers 200 Bldg. 107 Paseo de Roxas St, Legaspi Village 1226 Makati City	8459-5000 loc 7202

Technical Services Department – Contract Management Division	7 th Floor Legaspi Towers 200 Bldg. 107 Paseo de Roxas St, Legaspi Village 1226 Makati City	8459-5000 loc 7205
Technical Services Department – Design Evaluation Division	7 th Floor Legaspi Towers 200 Bldg. 107 Paseo de Roxas St, Legaspi Village 1226 Makati City	8459-5000 loc 7204
Land Development & Construction Department – Construction/Inspection Division	7 th Floor Legaspi Towers 200 Bldg. 107 Paseo de Roxas St, Legaspi Village 1226 Makati City	8459-5000 loc 7204
Land Development & Construction Department – Material Testing & Quality Control Division	7 th Floor Legaspi Towers 200 Bldg. 107 Paseo de Roxas St, Legaspi Village 1226 Makati City	8459-5000 loc 7204
Office of the Assistant General Manager for Legal and Administrative Services	8 th Floor Legaspi Towers 200 Bldg. 107 Paseo de Roxas St, Legaspi Village 1226 Makati City	8459-5000 loc 8601
Legal Department	8 th Floor Legaspi Towers 200 Bldg. 107 Paseo de Roxas St, Legaspi Village 1226 Makati City	8459-5000 loc 8601
Administrative Services Department – Human Resource Management Division	8 th Floor Legaspi Towers 200 Bldg. 107 Paseo de Roxas St, Legaspi Village 1226 Makati City	8459-5000 loc 8605
Special Projects and Joint Ventures Department	8 th Floor Legaspi Towers 200 Bldg. 107 Paseo de Roxas St, Legaspi Village 1226 Makati City	8459-5000 loc 8603
Records	7 th Floor Legaspi Towers 200 Bldg. 107 Paseo de Roxas St, Legaspi Village 1226 Makati City	8459-5000 loc 7614
Office of the Assistant General Manager for Finance	7 th Floor Legaspi Towers 200 Bldg. 107 Paseo de Roxas St, Legaspi Village 1226 Makati City	8459-5000 loc 7311
Accounting Department	7 th Floor Legaspi Towers 200 Bldg. 107 Paseo de Roxas St, Legaspi Village 1226 Makati City	8459-5000 loc 7310
Budget & Treasury Department	7 th Floor Legaspi Towers 200 Bldg. 107 Paseo de Roxas St, Legaspi Village 1226 Makati City	8459-5000 loc 7305
Cashier	7 th Floor Legaspi Towers 200 Bldg. 107 Paseo de Roxas St, Legaspi Village 1226 Makati City	8459-5000 loc 7308