



REPUBLIC OF THE PHILIPPINES  
DEPARTMENT OF TRANSPORTATION  
**OFFICE OF TRANSPORTATION COOPERATIVES**

02 April 2019

MEMORANDUM CIRCULAR NO. 2019-04- 016 *hy*

TO : CONCERNED OTC-ACCREDITED TRANSPORT SERVICE COOPERATIVES (TSCs)  
PROVIDING PUBLIC TRANSPORT SERVICES GOING TO AND FROM AIRPORTS,  
SEAPORTS AND PROVINCIAL BUS TERMINALS

SUBJECT : TSC's SUPPORT/INVOLVEMENT TO THE "OPLAN BIYAHENG AYOS: SEMANA  
SANTA 2019"


The Department of Transportation (DOTr) is one of the prime-movers and front-line partners in providing support public assistance-related activities during seasonal heavy influx of passengers during special national holidays/special occasions, such as: **All Saints Day/All Souls Day, Christmas and New Year Celebration and Lenten Season**. To ensure the public that transport-related services are being appropriately extended this coming Holy Week, DOTr, in cooperation with its various line, sectoral and attached agencies, are implementing the "OPLAN BIYAHENG AYOS: SEMANA SANTA 2019" from **08 April 2019 to 25 April 2019**.

In line with this, your Transport Service Cooperative is enjoined to establish measures/actions to safeguard the noble objectives of this special public service undertaking, not limited to the following:

- Provision for availability of public transport service with roadworthy/safe vehicles;
- Prohibition on service contracting, choosing and/or refusing to convey passenger
- Provision for honest, courteous, well-groomed and service-oriented PUV drivers and allied workers;
- Accommodation of passenger complaints and other form of assistance that may be required;
- Monitor the general transport service operations of your Cooperative;
- Mobilization/Assignment of Special Committee/s and/or Focal Persons to manage the undertaking; and
- Such other necessary/appropriate strategies for the operational plan.

Likewise, all related incidents/occurrences that have something to do with passenger comfort, **safety** and **security** during the cited period should be properly reported to this Office thru fastest means (text, call, e-mail, etc.) so that appropriate response/action on the matter may be immediately coordinated/instituted. The incident report items should include the time when it happened, location of the incident, small details/summary of the incident (e.g. passenger injuries, related damages, set-backs to transport service), reason/s for the incident and action/s taken/recommended. You may communicate reports/information to the Officer-in-Charge, Office of the Chairman at contact details, **(02) 332-9311** (Direct Line), Operations Division at **(02) 332-9312** and **0907-832-9890** (Mobile). You may also sent through email your concerns at [concerns.otc@gmail.com](mailto:concerns.otc@gmail.com) and [facebook.com/DOTR.OTC](https://www.facebook.com/DOTR.OTC).

For information, guidance and compliance of all concerned.

  
**MEZEL R. AFALLA**  
OIC, Office of the Chairman