



REPUBLIC OF THE PHILIPPINES
DEPARTMENT OF TRANSPORTATION
OFFICE OF TRANSPORTATION COOPERATIVES

27 May 2019

MEMORANDUM CIRCULAR NO. 2019- 05- 019

TO : CONCERNED OTC – ACCREDITED TRANSPORT SERVICE COOPERATIVES (TSCs)

SUBJECT: TSC's SUPPORT/INVOLVEMENT TO THE "OPLAN BALIK ESKWELA: IMPLEMENTATION OF HEIGHTENED ALERT STATUS DURING THE START OF CLASSES"

The Department of Transportation (DOTr) is one of the prime-movers and front-liners in providing transport services/assistance to public especially during special national holidays/special occasions and season, specifically this coming "Balik Eskwela" season. To ensure the public that transport-related services are being appropriately extended and monitored, DOTr, in coordination with this Office and various line, sectoral and attached agencies, are regularly implementing the "OPLAN BALIK ESKWELA" under specified period (usually a week before and after the actual event).

In line with this, Transport Service Cooperatives are encouraged and 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;
- Report of the incident.

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. You can coordinate with this Office thru email address official@otc.gov.ph and telephone numbers (02) 332-9312, 0977-832-9890 or 0921-556-9820 and look for Mr. Celino Y. Geronimo.

For information, guidance and compliance of all concerned.


MEDEL H. AFALLA
OIC, Office of the Chairperson