



REPUBLIC OF THE PHILIPPINES
DEPARTMENT OF TRANSPORTATION
OFFICE OF TRANSPORTATION COOPERATIVES

23 October 2019

MEMORANDUM CIRCULAR NO. 2019-10- 024

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: UNDAS 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, DOTr, in cooperation with its various line, sectoral and attached agencies, are regularly implementing the "**OPLAN BIYAHENG AYOS**" under specified period (usually a week before and after the actual event).

In line with the same, 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
- Establish "Malasakit Help Desk" in your terminal/s and prepare Malasakit Help Kits for our passengers especially the elderly, persons with disability (PWDs), and women particularly those with children.

To show the support of your transportation cooperative to the Oplan, post a "Oplan Biyaheng Ayos: Undas 2019" tarpaulin in all Malasakit Help Desks that will be establish indicating the DOTr's and OTC's official logo together with your cooperative's logo and name for purposes of recognition.

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 date and time when it happened, location where the incident occurred, details/summary of the incident (e.g. passenger injuries, related damages, set-backs to transport service operations), reason/s for the incident and action/s taken/recommended. You may communicate reports/information to the OIC, Office of the Chairperson at contact details, (02) 332-9311 and 332-93-12 (Direct Line), 0977-8329890 (Mobile), official@otc.gov.ph and [facebook.com/DOTR.OTC](https://www.facebook.com/DOTR.OTC).

For information, guidance and compliance of all concerned.


MEDEL A. AFALLA
OIC, Office of the Chairman