



**DOTC-ARMM  
&  
SECTORAL  
OFFICES  
MANUAL OF  
OPERATIONS**

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## **I. INTRODUCTION**

### **Brief History**

Pursuant to Section 2, Article V of Republic Act 6734 as amended by RA 9054 otherwise known as the Organic Act creating the Autonomous Region in Muslim Mindanao, President Fidel V. Ramos signed on August 28, 1997 Executive Order No. 435 devolving to the Autonomous Regional Government of the Autonomous Region in Muslim Mindanao certain powers and functions of the Department of Transportation and Communications, its sectoral offices and attached agencies in the region. In line with this, the Department of Transportation and Communication – Central Office (Manila) issued Department Order No. 97-1113 on November 11, 1997 implementing the rules and regulations of the devolution.

The DOTC – ARMM is the primary policy, planning, programming, coordinating, implementing, regulating and administrative entity of the Executive Department of the Autonomous Regional Government in the promotion, development and regulation of dependable and coordinated networks of transportation and communication system as well as in the fast, safe, efficient and reliable related services under the expanded Autonomous Region.

## **II. STRATEGIC DIRECTION**

### **Vision**

The DOTC-ARMM is a VEHICLE towards peace and development.

<b>V</b>	-	<b>Viable</b>
<b>E</b>	-	<b>Efficient</b>
<b>H</b>	-	<b>Humane</b>
<b>I</b>	-	<b>Informative</b>
<b>C</b>	-	<b>Committed</b>
<b>L</b>	-	<b>Leading</b>
<b>E</b>	-	<b>Enduring</b>

### **Mission**

**We, DOTC-ARMM, continually deliver our services to the satisfaction of our clients;**

**We ensure the safety and security of the riding public;**

**We make possible the channel for reliable and timely information;  
and**

**We will always be transparent and accountable to the positions we  
hold and to the people we serve.**

### **III. LEGAL BASIS**

The following are the legal basis for the existence of LTO-ARMM:

1. **RA 6734** also known as “An Act Providing For An Organic Act For The Autonomous Region In Muslim Mindanao” approved on August 1, 1989;
2. **RA-9054** entitled “An Act To Strengthen And Expand The Organic Act For The Autonomous Region In Muslim Mindanao, Amending For The Purpose Republic Act No. 6734, Entitled ‘An Act Providing For The Autonomous Region In Muslim Mindanao’ As Amended” approved on March 31, 2001;
3. **Executive Order No. 435** “Devolving To The Autonomous Regional Government Of The Autonomous Region In Muslim Mindanao Certain Powers And Functions Of The Department Of Transportation And Communications, Its Sectoral Offices And Attached Agencies In The Region, And For Other Purposes” signed by then President Fidel V. Ramos on August 28, 1997;
4. **D.O. No. 97-1113** “Devolving Certain Powers and Functions of LTO, ATO, NTC, MARINA, PPA and CAB to the Autonomous Regional Government (ARG) of the Autonomous Region in Muslim Mindanao (ARMM)” signed by then DOTC Secretary Arturo T. Enrile
5. **Muslim Mindanao Autonomy Act No. 287** or the Administrative Code of the Autonomous Region in Muslim Mindanao

#### **IV. POWERS AND FUNCTIONS**

The Department of Transportation and Communications of the Autonomous Region in Muslim Mindanao or DOTC-ARMM shall be the primary policy, planning, programming, coordinating, implementing, regulating and administrative entity of the Executive Branch of the Autonomous Regional Government in the promotion, development and regulation of dependable and coordinated networks of transportation and communications systems as well as in the fast, safe, efficient and reliable transportation and communications services in the areas of ARMM.

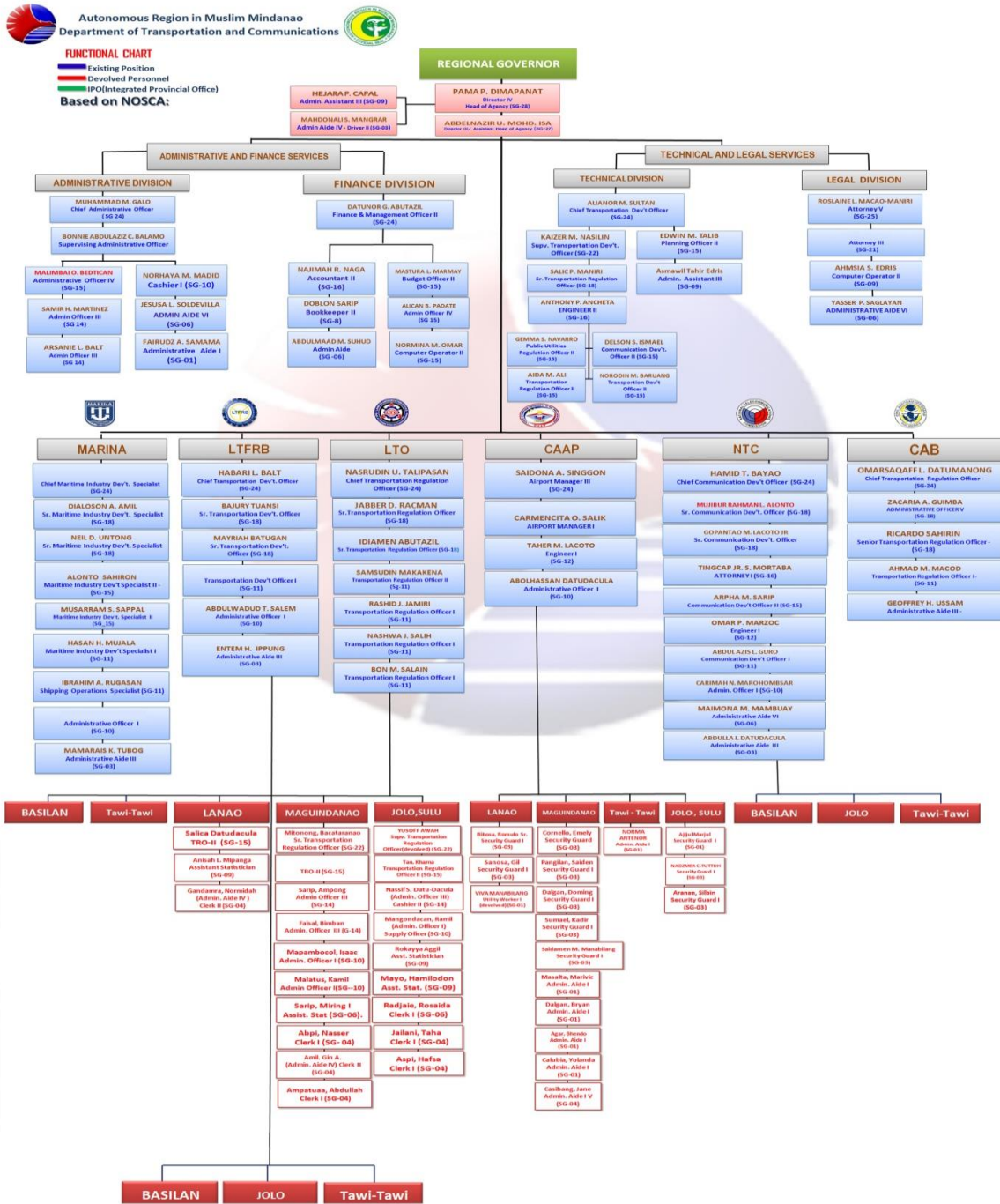
To accomplish its mandate, the DOTC-ARMM:

- (1) Formulate and recommend regional policies and guidelines that will aid in the preparation and implementation of an integrated and comprehensive transportation and communications systems at the regional and local levels;
- (2) Establish and administer comprehensive and integrated programs for transportation and communications, and for this purpose, it may call on any agency, corporation or organization, whether public or private, whose development programs include transportation and communications as integral parts thereof, to participate and assist in the preparation and implementation of such programs;
- (3) Assess, review and provide direction to transportation and communications research and development programs of the Autonomous Regional Government in coordination with other institutions concerned;
- (4) Administer and enforce all laws, rules and regulations in the field of transportation and communications;
- (5) Coordinate with the Department of Public Works and Highways in the design, location, development, rehabilitation, improvement, construction, maintenance and repair of all infrastructure projects and facilities of the Department. However, government corporate entities that maybe attached to the Department shall be authorized to undertake specialized telecommunications, ports, airports and railway projects and facilities as directed by the Regional Governor or as provided by law;

- (6) Coordinate with the Philippine Postal Corporation to ensure speed, efficiency, and reliability of postal services in the region;
- (7) Issue Certificates of Public Convenience for the operation of public land, water, and rail transportation utilities and services plying routes within the Autonomous Region;
- (8) Establish and prescribe rules and regulations for identification of routes, zones or areas of operation of particular operators of public land and water services plying routes within the Autonomous Region;
- (9) Establish and prescribe rules and regulations for the establishment, operation and maintenance of such telecommunications facilities in areas not adequately served by the private sector in order to render such services that are necessary with due consideration for advances in technology;
- (10) Establish and prescribe rules and regulations for the issuance of Certificates of Public Convenience for public land and water transportation utilities such as motor vehicles, tri-mobiles, railways, and vessels plying routes within the autonomous Region;
- (11) Establish and prescribe rules and regulations for the inspection and registration of land and water transportation facilities such as motor vehicles, tri-mobiles, railways and vessels plying routes within the Autonomous Region;
- (12) Establish and prescribe rules and regulations for the issuance of licenses to qualified motor vehicle drivers and conductors plying routes within the Autonomous Region. The same shall be applied to airmen plying the routes within the Autonomous Region subject however to the limitations set forth under the devolved powers and functions to the Autonomous Regional Government;
- (13) Establish and prescribe the corresponding rules and regulations for the enforcement of laws governing land, water and air transportation within the Autonomous Region including the penalties for the violation thereof, and for the deputation of appropriate law enforcement agencies in pursuance thereof subject however to the limits defined under devolution. It shall also recommend measures to improve the operation of the postal services in the Autonomous Region;

- (14) Determine, fix or prescribe charges or rates pertinent to the operation of public land and water transportation facilities and services in the Autonomous Region, except such rates or charges already fixed by law and, in cases where charges or rates are established by international bodies or associations of which the Philippines is a participating member or by bodies or associations recognized by the Philippine government as the proper arbiter of such charges or rates;
- (15) Determine, fix or prescribe charges or rates pertinent to the operation of public air transportation facilities and services in the Autonomous Region subject to the limitations set forth under devolution. It shall coordinate with the Civil Aviation Authority of the Philippines (CAAP)-ARMM and in no case shall it interfere with rates or charges prescribed under its charter. The conditions set forth under the preceding item shall apply;
- (16) Determine, fix or prescribe charges or rates pertinent to the use and operation of devolved facilities and services of the Air Transportation Office in the ARMM such as terminal, concessions, and vehicular parking fees. This includes aircraft landing, take-off and parking fees, excluding those exempted by existing regulations, in accordance with International Civil Aviation Organization (ICAO) standards and practices;
- (17) Establish and prescribe the rules, regulations, procedures and standards for accreditation of driving schools;
- (18) Coordinate with the Civil Aviation Training Center (CATC) and the National Telecommunications Training Institute (NTTI) to ensure professional training of its personnel and enhance their career development;
- (19) Administer and enforce all other functions that had been devolved to it by the national government;
- (20) Ensure that the rights of the Autonomous Regional Government in all negotiations or concerns with DOTC National are properly represented or taken care of for inter-regional routes. It shall be conscious at all times that the shares in revenues of the Autonomous Region shall not be compromised or put in a disadvantaged position; and
- (21) Perform such other powers and functions as may be provided by law.

# V. ORGANIZATIONAL STRUCTURE





## **VI. DUTIES AND RESPONSIBILITIES OF OFFICIALS AND ITS UNIT OFFICES**

### **A. Office of the Director IV**

**The Director IV as Head of the Office is vested with the following powers and functions:**

1. Recommend to the Regional Governor policies and programs;
2. Manage the implementation of department's programs, projects, and activities;
3. Establish policies and standards for the operation of the department pursuant to the approved programs of government;
4. Promulgate rules and regulations necessary to carry out the department objectives, policies, functions, plans, programs and projects;
5. Promulgate administrative issuances necessary for the efficient administration of the department's sectoral offices and for proper execution of laws relative thereto;
6. Exercise disciplinary powers over officers and employees of the department and its sectoral offices in accordance with law, including their investigation and the designation of a committee or officer to conduct such investigation;
7. Appoint all officers and employees of the Department except those whose appointments are vested with the Regional Governor or in some other appointing authority;
8. Exercise jurisdiction over all bureaus, offices, agencies and corporations under the department as are provided by law, and in accordance with the applicable relationships;
9. Delegate authority to officers and employees under the Regional Secretary's direction in accordance with this Code; and
10. Perform such other functions as may be provided by law.

## **B. Office of the Director III**

The Director III shall assist the Director IV in the supervision and management of the department to ensure the smooth and efficient administration of the Department.

## **C. Legal Division**

The Legal Division shall provide the Department with services pertaining to legal matters to include, but not limited to, legislative proposals, legal research, and investigation, adjudication, franchise and fees and license regulation, and the review on appeal of the decisions of the traffic Adjudication Service. It shall assist the Head of the Office in the review and preparation of decisions of appealed cases emanating from the sectoral offices.

## **D. Administrative Division**

The Administrative Division shall have the following powers and functions:

1. Provide services relating to Human Resource Management and Development like career planning and development, personnel transactions and employee welfare;
2. Responsible for the other aspect of administrative functions which shall include, but not limited to, records, correspondence, supplies, property and equipment, and general services;
3. Perform such other function as may be provided by law or assigned by proper authority

## **E. Finance Division**

The Finance Division shall have the following powers and functions:

1. Provide services relating to accounting, budget, collection, disbursement, and other related financial matters;
2. Collect all fees and payments prescribed by and payable to CAAP-ARMM and ensure its remittance to the Office of the Regional Treasury of ARMM or other agencies of the government as may be applicable;

3. Perform such other function as may be provided by law or assigned by proper authority

## **F. Technical Division**

The Technical Division shall be the technical arm of the Department and shall be responsible in the policy formulation, strategic and operational planning, management systems or procedures, and the evaluation and monitoring of Department programs, projects, and other related services. It shall:

1. Formulate plans and programs for institutional development;
2. Coordinate with other agencies in the compilation and analysis of statistical data needed for the transportation and communications program, planning, review and evaluation;
3. Monitor all transportation and communications activities in the department and its sectoral agencies;
4. Conduct in-house planning and policy studies on telecommunication, water and land transportation; and
5. Perform such other function as may be provided by law or assigned by proper authority

## **VII. CITIZEN'S CHARTER**

### **A. Approval by CSC**

### **B. Definition of Terms**

### **C. Performance Pledge**

We, at DOTCARM, commit:

1. Our enthusiasm and readiness to perform our duties and obligations as public servants;
2. Our dedication to the mandate, vision and mission of our agency;

3. Our willingness to serve our clients with respect and high esteem; and
4. All for the opportunity of being able to contribute to the formation of a better and peaceful society and in the service of the Almighty.

**D. Contact Information**

For inquiries, you may contact us at Public Assistance/Complaints Desk:

<b>Postal Address</b>	DOTCARMM Regional Office ORG Compound, Cotabato City 9600
<b>Direct Line</b>	(064) 552-0055 (Connecting all unit offices)
<b>Fax Number</b>	(064) 552-0055
<b>Mobile</b>	09264118211
<b>Email-Address</b>	dotcarmm@gmail.com

**E. Frontline Service Delivery and Schedule of Fees (Requirements and Procedural Flow)**

**1. General Frontline Services**

**a) ISSUANCE OF CERTIFICATIONS (TO INCLUDE CERTIFIED TRUE COPIES)**

Clients:		General Public			
Requirements:		Please inquire from the responsible officer			
Schedule of Availability of Service:		Monday to Friday from 8:00 AM to 5:00 PM			
Fees:		None			
Total Processing Time:		30 minutes			
<b>Step No.</b>	<b>Client Step</b>	<b>Agency Action</b>	<b>Responsible Office/Position</b>	<b>Location of Office</b>	<b>Maximum Time Duration of the Step</b>
1	Ask for certificate of either of the following;	Evaluation clients records and papers. Prepare the	HRMO/Officer of the Day	Administrative Division	20 Minutes

	Earned Leave Credits, Employment, Loan Concerns, Retirement Concerns (GSIS, Philhealth Pag-ibig, etc. Ask for required form (if any) and fill up the same.	requested Certification and have it signed by the applicant/ Requesting Party.			
2	Wait for the release of the certificate or clearance	Check and sign the certificate.	Director IV or his duly authorized representatives	Director's Office	5 minutes
3	Client receives the certificate.	Release to the Requesting Client or customer.	HRMO/Officer of the Day	Administrative Division	4 minutes

**b) ISSUANCE OF COPIES OF DECISIONS/ORDERS**

<p>Clients: General Public  Requirements: Please inquire from the Responsible Officer  Schedule of Availability of Service: Monday to Friday from 8:00 AM to 5:00 PM  Fees: None  Total Processing Time: 40 minutes</p>					
<b>Step No.</b>	<b>Client Step</b>	<b>Agency Action</b>	<b>Responsible Office/Position</b>	<b>Location of Office</b>	<b>Maximum Time Duration of the Step</b>
1	Ask the officer of the day or any representative from the Administrative Division for the required form.	Inform client of the required documents such as necessity of formal letter requests stating purpose	HRMO/Officer of the Day	Administrative Division	20 minutes

		and etc.			
2	Comply with the required form of requests if any. Submit the requirements.	Evaluation of the submitted form for the issuance of requested copies of orders/decisions	Director IV or his duly authorized representatives	Director's Office	5 minutes
3	Wait for the release of the Orders/Decisions.	Issuance of the requested Decision or Order.	HRMO/Officer of the Day	Administrative Division	14 minutes
4	Client receives the copies requested	Released to the requesting client or customer.	HRMO/Officer of the Day	Administrative Division	1 minute

**c) COMPLAINT SERVICES (WILL BE PROVIDED BY EACH SECTORAL OFFICES)**

Clients: General Public Requirements: Please inquire from the Responsible Officer Schedule of Availability of Service: Monday to Friday from 8:00 AM to 5:00 PM Fees: None Total Processing Time: 15 minutes					
<b>Step No.</b>	<b>Client Step</b>	<b>Agency Action</b>	<b>Responsible Office/Position</b>	<b>Location of Office</b>	<b>Maximum Time Duration of the Step</b>
1	Talk to our Officer of the day for the Concerned Issues and complaints.	Officer of the Day will assist the client and refer the issues to the Sectoral Offices concerned or to the authorized representative in the Regional Office.	Officer of the Day	Public Assistance Desk	10 minutes
2	Accomplish our feedback form and Call	Drop the accomplished form in the provided	Officer of the Day.	Public Assistance	5 minutes

	us at 064 552- 0055 or directly E- mail us at dotcarmm@gma il.com	Suggestion Box at the Public Assistance Desk.		Desk	
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#### d) INQUIRIES

Clients: General Public Requirements: None Schedule of Availability of Service: Monday to Friday from 8:00 AM to 5:00 PM Fees: None Total Processing Time: 5 minutes					
Step No.	Client Step	Agency Action	Responsible Office/Position	Location of Office	Maximum Time Duration of the Step
1	Person may see the person in charge for any inquiries.			Officer of the Day	5 minutes
2	End of Service				

#### F. List of Accountable Forms

#### G. Violations and Infringements

Should there be any failure on the part of DOTC-ARMM to meet the requirements of the Citizen's Charter, the agency shall issue an official apology at the minimum. Other types of redress shall be considered based on the gravity and impact of the failure to comply with the conditions of the charter.

#### H. Feedback and Redress Mechanism

Please let us know how we have served you by doing any of the following:

1. Accomplish our Feedback Form available at our Regional and Provincial Offices and drop it in the provided Suggestion Box;
2. Directly E-mail us at [dotcarmm@gmail.com](mailto:dotcarmm@gmail.com) ;
3. Call us at 064 552-0055;
4. Talk to our Officer of the Day at the Public Assistance desk

### **VIII – COMPLIANCE TO RA 9485 OR THE ANTI-RED TAPE ACT OF 2007**

DOTC-ARMM shall comply with the provisions of the ANTI-RED TAPE ACT OF 2007. Pursuant to this, the following are strictly being observed in the office:

- A. Wearing of the ARTA ID.** All employees are required to wear at all times during office hours their Identification Card that would make them readily identifiable to the clients and guide the clients as to their duties and functions in the office.
- B. Presence of Anti-fixer campaign poster.** Posters against fixers in the office vicinity are displayed in such a way that clients are clearly advised not to deal with fixers.
- C. Feedback Forms and Feedback Mechanism Process Report.** Feedback forms are readily available in our office for us to promptly get the feedbacks of our clients.
- D. Suggestion Box.** A suggestion box is visibly placed in our office to enable the client to drop their suggestions.
- E. Flow of Frontline Services.** Process flow of our frontline services are conspicuously displayed in our office to guide our clients.
- F. No Noon break policy.** Our office services are available to our clients from 8:00 in the morning to 5:00 in the afternoon without noon break.
- G. Automatic Extension of Licenses, Permits and Authorities**



If DOTC-ARMM fails to act on an application and/or request for renewal of a license, permit or authority subject to renewal within the prescribed period, said permit, license or authority shall automatically be extended until a decision or resolution is rendered on the application for renewal. In this instance, the applicant shall be informed prior to the expiration of the original period that more time is required to evaluate the application or request. No automatic extension or extension shall apply to an expired permit, license, or authority that covers activities which pose danger to public health, public safety, public morals, or public policy including but not limited to, national resource extraction activities.

#### **IX - LINKAGES/COORDINATION:**

Proper Coordination with the Office of the ARMM Regional Governor, DOTC-Central Office, CAAP-National, Philippine National Police Aviation Security Group, Office for Transportation Security, Airlines Operator, Concessionaires, Armed Forces of the Philippines, Philippine Air Force and the Local Government Units on the implementation of the airport security and the landside operation.

#### **X – DUTIES AND OBLIGATIONS TO THE PUBLIC**

DOTC-ARMM shall conduct information dissemination of relevant laws, rules, and regulations to enhance public awareness regarding land, water and air transportation as well as telecommunication laws within the areas of ARMM. Conduct of public hearings and other form of public consultations will be done whenever necessary.

#### **XI – ANNEXES**

1. **RA 6734** also known as “An Act Providing For An Organic Act For The Autonomous Region In Muslim Mindanao” approved on August 1, 1989;
2. **RA-9054** entitled “An Act To Strengthen And Expand The Organic Act For The Autonomous Region In Muslim Mindanao, Amending For The Purpose Republic Act No. 6734, Entitled ‘An Act Providing For The Autonomous Region In Muslim Mindanao’ As Amended” approved on March 31, 2001;

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