

LTFRB-ARMM MANUAL OF OPERATION

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I. INTRODUCTION

The Land Transportation Franchising and Regulatory Board (LTFRB-ARMM) is tasked with monitoring that public vehicle meet with the standards of the Board to protect the interest of the riding public.

II. STRATEGIC DIRECTION

Vision

World-class land transportation services contributing to the over-all development of the country, improvement of the socio-economic status of its stakeholders and promotion of the welfare of the general public.

Mission

Ensure that the commuting public has adequate, safe, convenient, environment-friendly and dependable public land transportation services at reasonable rates through the implementation of land-based transportation policies, programs and projects responsive to an investment-led and demand-driven industry.

In line with this, LTFRB-ARMM has two types of application to monitor public land transportation vehicles: 1) Extension of Validity and 2) Confirmation. These two applications compose the bulk of transaction in LTFRB-ARMM.

Public Land Transportation franchise holders are required to apply for extension of validity every five years (standard duration of a franchise). The purpose of the extension of validity type pf application is to renew the franchise granted to an operator if he meets the requirements.

Confirmation is a yearly requirement for franchise holders of LTFRB-ARMM. The purpose of the confirmation type of application is to validate is a franchise is a franchise is still valid. This is a requirement for the yearly registration of vehicles with the Land Transportation office (LTO).

STRATEGIC DIRECTION

Establish a meaningful and strong coordination with other Law enforcement agencies in order to minimize, if not totally eliminate, the existence of Colorum PUV's in the entire ARMM area and thereby ensure the safety of the riding public.

III. LEGAL BASIS

The following are the legal basis for the existence of LTFRB-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. **Memorandum of Agreement** (MOA) signed between LTFRB-National and DOTC-ARMM on January 31, 2007;
6. **Muslim Mindanao Autonomy Act No. 287** or the Administrative Code of the Autonomous Region in Muslim Mindanao

IV. POWERS AND FUNCTIONS

The following are the powers and functions of LTFRB – ARMM:

1. Prescribe and regulate routes, economically viable capacities, and zones or areas of operation of public land transportation services provided by motorized vehicles within the ARMM, consistent with the national public land transportation development policies and plans; provided that the ARG and the LTFRB/DOTC shall coordinate with regard to the establishment and regulation of inter-regional routes, zones or areas of operation that pass through, include or involve the territory of the ARMM;
2. Issue, amend, or revise Certificates of Public Convenience (CPC) or permits authorizing the operation of public land transportation services provided by motorized vehicles exclusively within the ARMM, prescribe the appropriate terms and conditions therefore, and for cause, suspend, cancel or revoke the same; provided that jurisdiction over public utility vehicles with inter-regional CPC's or permits, that ply routes within the ARMM shall remain exclusively with the LTFRB;
3. Determine, prescribe, approve and periodically review and adjust reasonable fares, rates and other related charges, relative to the operation of public land transportation services provided by motorized vehicles exclusively within the ARMM;
4. Issue preliminary or permanent injunction, whether prohibitory or mandatory, in all cases within its jurisdiction in which cases the pertinent provisions of the Rules of Court shall apply;
5. Punish for contempt, both direct and indirect in accordance with the pertinent provisions of, and the penalties prescribed by, the Rule of Court;
6. Issue subpoenas and subpoena duces tecum and summon witnesses to appear in any proceedings of the appropriate office in the ARG, to administer oaths and affirmations, and in appropriate cases, to order the search and seizure of all vehicles and documents, upon probable cause and as may be necessary for the proper disposition of the cause before it;

7. Conduct investigations and hearings of complaints for violation of the public service laws on land transportation and of the rules and regulations, orders decisions or rulings and to impose fines or penalties for such violations; provided that if the violators possess inter-regional CPC's or permits, the appropriate office of the ARG in charge of enforcement of public service laws on land transportation shall file and prosecute the appropriate cases with the LTFRB;
8. Review motu proprio the decisions/actions of the Provincial Franchising and Regulatory Offices within the ARMM;
9. Promulgate rules and regulations governing proceedings before the appropriate office in the ARG and the Provincial Franchising and Regulatory Office. However, except with respect to paragraphs 4, 5, 6 and 7 hereof, the rules of procedure and evidence prevailing in the courts of law should not be controlling but rather the spirit and intention of said rules. The appropriate office in the ARG and the Provincial Franchising and Regulatory Offices shall use every and all reasonable means to ascertain facts in each case speedily and objectively and without regard to technicalities of law and procedures, all in the interest of due process;
10. Fix, impose and collect, and periodically review and adjust, reasonable fees and other related charges for services rendered within the ARMM;
11. Formulate, promulgate, administer, implement and enforce rules and regulations on land transportation public utilities, standards of measurements or design, and rules and regulations requiring operators of any public land transportation service to equip, install and provide in their utilities and in their stations such devices, equipment, facilities and operating procedures and techniques as may promote safety, protection, comfort and convenience to persons and property in their charges as well as the safety of persons and property within their areas of operation; provided, that the same shall apply only within the ARMM and on public transport vehicles under its jurisdiction; and provided further, that the rules and regulations are consistent with existing laws and national policies, and the designs and standards are not below nationally prescribed levels;
12. Coordinate and cooperate with other government agencies and entities concerned with any aspect involving public land transportation

services with the end view of effecting continuing improvement of such services; and

13. Perform such other functions and duties as may be provided by law, or as may be necessary, or proper or incidental to the purposes and objectives of the ARG.

V. ORGANIZATIONAL STRUCTURE

VI. DUTIES AND RESPONSIBILITIES OF OFFICIALS AND ITS UNIT OFFICES

A. Management Information Division

1. MID Confirmation Clerk

- a) Maintains the database of the agency;
- b) Accepts the application of the operator for confirmation;
- c) Computes the fees the applicant will pay (Fees are computed based on the fees set by LTFRB National); and
- d) Fills up the POS and gives it to the cashier.

2. MID Approving Officer

- a) Ensures that all applications contain all the required documents;
- b) Prints the Confirmation Certificate;
- c) Signs the Confirmation Certificate; and
- d) Gives the Confirmation Certificate to MID Clerk

3. MID Clerk

- a) Prepares Transmittal; and
- b) Gives to PILOT (Courier Service)

4. Cashier

- a) Accepts all the payment for different transactions of LTFRB-ARMM;
- b) Calls the name of applicant;

- c) Signs the **POS** (The POS is signed by the cashier as a proof that the amount indicated there is correct and that the applicant has paid for it);
- d) Prints the OR/CR;
- e) Gives the copy of the OR/CR to the applicant and the **POS** to the **TED** Clerk.

B. Technical Evaluation Division

The Technical Division (TED) is in the frontline of LTFRB-ARMM. The technical evaluation staff of the Board sees to it that operation and safety standards of **commercial as well as private use** vehicles are observed before the issuance of franchise.

1. TED Receiving Clerk

- a) Accepts application of operator for Extension of Validity;
- b) Checks completeness of documents based on the checklist of requirements for Extension of Validity;
- c) Assigns control number and stamps it on applicant's folder;
- d) Attaches Unified Routing Slip to Case Folder of the applicant; and
- e) Gives the Case folder to the TED Clerk

2. TED Clerk

- a) Assigns the Case folder to the applicant;
- b) Gives the Payment Order Slip to the cashier;
- c) Attaches duplicate copy of OR/CR to the Case Folder of applicant; and
- d) Attaches the **POS** to the Case File of the applicant

3. TED Assessor

- a) Computes the fees the applicant has to pay for the extension of validity; and
- b) Fills up the **POS** and gives it to the TED Clerk

4. TED Releasing Clerk

- a) Prints the Notice of Hearing;
- b) Compiles Notice for Hearing with Route Measure Capacity; and
- c) Releases Notice of Hearing and Route Measure Capacity to the applicant

5. Legal Clerk

- a) Calendars the hearing schedules;
- b) Prepares the Case Folders for Hearing;
- c) Attaches the decision of Hearing Officer to the Case Folder of the Applicant; and
- d) Brings the Case Folders with the decision to the Evaluation Unit Board

6. Hearing Officer

- a) Conducts Hearing;
- b) Evaluates the application based on the documents submitted and the documents presented during the hearing;
- c) Drafts the decision/order;
- d) Initials on the decision; and
- e) Gives the draft decision to the Legal Clerk

7. Administrative Clerk

- a) Receives the Original copy of the decision;
- b) Places the decision in an envelope with the address of the operator; and
- c) Gives the decision to the courier service provider

VII. CITIZEN CHARTER

A. Approval by CSC (to be submitted later)

B. Definition of Terms

C. Performance Pledge

We, the officials and employees of the Land Transportation Franchising and Regulatory Board, ARMM Regional Office, commit to declare under penalties of perjury that we shall faithfully perform our duties and functions effectively and efficiently.

D. Contact Information

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

Postal Address	DOTC Bldg., ARMM ORC Compound, Cotabato City
Direct Line	(064) 390-1498
Fax Number	(064) 390-1498
Mobile	09287716055
Email-Address	ltfrbarmm@gmail.com

1	Submit Requirements	Check on the completeness of documentary requirements; <i>and</i> Compute for the fees and charges applicable	Records Section/ Administrative Aide III	LTFRB- ARMM Regional Office DOTC Building, ORG Compound, Cotabato City	5 mins
2	Pay fees	Receive Assessment Form and payment; and issue Official Receipt	Cash Section/ Cashier		5 mins
		Print Verification and Confirmation; Encode other details; Approval;	Records Section/ Administrative Aide III Office of the Regional Head / Regional Head		10 mins *1 day
3	Receive Certification/Sticker	Issue Confirmation Certificate/Sticker and segregate documents for retention or releasing; <i>and</i> Recording and Releasing	Records Section/ Administrative Aide III		10 minutes
END OF TRANSACTION					
<i>*Time may vary depending on the volume of applications/documents received on the day</i>					

2. Application for New Certificate of Public Convenience

Clients:

- Any person or any juridical person with intention to file a new franchise application on any denomination and requests for the issuance of a new Certificate of Public Convenience (CPC).

Requirements:

1. For individual accounts, personal appearance of franchise holder required. However, should it not be possible for petitioner to be physical present, authorized representative is allowed upon presentation of authorization letter and valid identification documents.
2. For corporations/cooperative/others, please see corresponding requirements below:
 - 5 copies of Verified Application Form
 - Original and copy of valid government issued identification card with photograph of applicant (Driver's License, SSS, GSIS, Postal, Voter's ID or Passport);
 - Original and copy of LTO OR/CR of the previous year with year model indicated;
 - 2 copies of Operator's Data Sheet with recent 2x2 photograph;
 - Authenticated Birth Certificate from National Statistics Office (NSO);
 - Original and copy of Barangay Clearance;
 - Evidence of financial capability - Latest copy of Income Tax Return;
 - Certificate of Average Daily Balance from the bank;
 - Passenger Accident Insurance Coverage;
 - 5R photograph of unit/s (front, back, and sides of the vehicle)
 - Location map and picture with dimension of garage;
 - Emission Test;
 - Deeds of Sale with Documentary Stamp; and
 - Proof of Publication of Notice of Hearing-*To be submitted during actual hearing*

Additional Requirements:

For Cooperatives:

- Valid Certificate of Registration from the Cooperative Development Authority (CDA)
- Endorsement from the Office of Transportation Cooperatives (OTC)
- Management Agreement between the Cooperative and the member
- Board Resolution authorizing the representative to file petition, follow-up, appear in the hearing, receive order on decision, and sign paper on document to the realization of the aforesaid matters

For Corporations:

- Board Resolution/ Secretary's certificate of authorized representative
- Certificate of Good Standing from Securities and Exchange Commission (SEC) if incorporated for more than 2 years

Schedule of Availability of Service: Monday to Friday 8:00 AM to 5:00 PM No Noon Break
Ramadhan Monday-Friday 7:00 AM to 3:00 PM

Fees:

- New CPC for the 1st 2 units Php 510.00
- In excess of 2 units Php 70.00 per unit

Total Processing Time: 3 working days and 170 minutes

How to avail of the service:

Step No.	Client Step	Agency Action	Responsible Office/Position	Location	Maximum Duration of Step
1	Submit requirements	Check on the completeness of documentary requirements; <i>and</i>	Records Section/ Administrative Aide III	LTFRB- ARMM Regional Office DOTC Building, ORG Compound, Cotabato City	*5 minutes
		Encode and verify application			*30 minutes
		Compute for the fees and charges applicable			*5 minutes
2	Pay fees	Receive Assessment Form and payment; and issue Official Receipt	Cash Section/ Cashier		*5 minutes
		Forward application documents to the Regional Director	Office of the Regional Head/ Regional Head/ <i>Administrative officer I</i>		*10 minutes
		Receive, log case folder and stamp schedule of hearing on the case folder	Records Section/ Administrative Aide III		*2 days
		Prepare 5 copies of Notice of Hearing and forward to the Regional Director			
		Sign 5 copies of Notice of Hearing	Office of the Regional Head / Regional Head		
		Release Notices of Hearing to recipients: 1) Applicant/Counsel 2) Regional Director 3) Case Folder 4) LTO <i>Note: Notice of Hearing should be published and copies forwarded to affected parties. Proof of publication of the Notice of Hearing and originals of documentary requirements shall be presented during the Hearing.</i>	Records Section/ Administrative Aide III	*10 minutes	

3. Issuance of Special Permits

Clients:

- Holders of valid Certificate of Public Convenience (CPC) who intend to request for permission to make trips outside of his/her authorized route for purposes of excursions, educational trip, outings, retreat, etc.

Requirements:

1. For individual accounts, personal appearance of franchise holder required. However, should it not be possible for petitioner to be physical present, authorized representative is allowed upon presentation of authorization letter and valid identification documents.
2. For corporations/cooperative/others, please see corresponding requirements below:
 - Accomplished Request Form
 - Original and copy of valid government issued identification card with photograph of applicant (Driver's License, SSS, GSIS, Postal, Voter's ID or Passport)
 - Original and copy of LTO OR/CR of the previous year with year model indicated
 - Original and copy of Passenger Accident Insurance Coverage

Additional Requirements:

For Cooperatives:

- Original and Copy of the Board Resolution authorizing the application for special permit.
- Original and Copy of the Board Resolution authorizing the representative to file petition, follow-up, receive order, and sign paper on document to the realization of the aforesaid matters.

For Corporations:

- Original and Copy of Board Resolution authorizing the application for special permit.
- Original and Copy of Board Resolution/ Secretary's certificate of authorized representative/s

Schedule of Availability of Service: Monday to Friday 8:00 AM to 5:00 PM No Noon Break
 Ramadhan Monday-Friday 7:00 AM to 3:00 PM

Fees:

- Filing Fee Php 120.00 per unit
- Franchise Verification Fee Php 40.00

Total Processing Time: 1 working day and 25 minutes

How to avail of the service:

S t e p N o.	Client Step	Agency Action	Responsible Office/Position	Location	Maximum Duration of Step
1	Submit requirements	Check on the completeness of	Records Section/	LTFRB-	

		documentary requirements; <i>and</i> Compute for the fees and charges applicable	Administrative Aide III	ARMM Regional Office DOTC Building, ORG Compound, Cotabato City	5 minutes
2	Pay fees	Receive Assessment Form and payment; and Issue Official Receipt	Cash Section/ Cashier		5 minutes
		Verification and Approval; Issue Special Permit	Office of the Regional Head/ Regional Head Administrative officer I		*1 day
3	Receive Special Permit	Record and Release Special Permit	Records Section/ Administrative Aide III		10 minutes
END OF TRANSACTION					
<i>*Time may vary depending on the volume of applications/documents received on the day</i>					

F. SCHEDULE OF FEES, PENALTIES AND OTHER CHARGES

FEES AND CHARGES	Approved Rates (PHP)	in excess of 2 units (per unit)
A. Applications		
New CPC for the 1st 2 units	510.00	70.00
Extension of /validity of CPC	510.00	70.00
Increase of fare rate	510.00	
Sale & Transfer of franchise 1st 2 units	510.00	70.00
Amendment of line for the 1st 2 units	510.00	70.00
Upgrading of units/services for the 1st 2 units	510.00	70.00
Change base of operation for the 1st 2 units	510.00	70.00
Amendment of services for the 1st 2 units	510.00	70.00
B. Franchise and changes		
Petition for dropping	250.00	
Dropping and Substitution 1st 2 units	250.00	70.00
Interchange of unit	250.00	
To register Lieu 1st 2 units	250.00	70.00
Adopt color scheme/trade name	250.00	
Extension of time to register authorized units 1st 2 units	250.00	70.00
Correction of motors and chassis number	250.00	
Authority to install advertising. Sign On authorized units 1st 2 units	600.00	200.00
Petition to register unit	250.00	
Approval of assignment 1st 2 units	510.00	70.00
Application for shortening of route for the first 2 units	510.00	
Consolidation of cases for the first 2 units	510.00	
Appropriation for first 2 units	510.00	70.00
Applicaton for increase/additional unit-1st 2 units	510.00	70.00
Petition to establish terminal	510.00	
Petition to pick and drop passenger from garage	250.00	
Special permit for out of line/ per unit basis	130.00	
Complaint filed by the operator	510.00	
Petition for storage of plate	250.00	
Second Motion	250.00	
Other pleading aside from motion	250.00	
Change place of registration	250.00	
II.SUPERVISION FEES		
A. For each automobile	70.00	
B. Less than 2 tons gross capacity	70.00	
C. Less than 3 tons gross capacity	140.00	
D. For 3 tons gross capacity or more but less than 4 tons	210.00	
E. For 4 tons gross capacity and \above (per ton)	210.00	

G. ACCOUNTABLE FORMS

1. Request for Confirmation of Units

REPUBLIC OF THE PHILIPPINES
Autonomous Region in Muslim Mindanao
Department of Transportation and Communications
LAND TRANSPORTATION FRANCHISING AND REGULATORY BOARD
DOTC Building, ORG Compound, Cotabato City

REQUEST FOR CONFIRMATION OF UNITS

FILING DATE : _____

DUE DATE : _____

CASE NO. : _____

NAME OF OPERATOR/ REPRESENTATIVE

COMPLETE ADDRESS :

MOBILE NO. : _____

TYPE OF SERVICE : _____

CHASIS NO. : _____ YEAR MODEL: _____ PLATE NO.: _____

NAME AND SIGNATURE OF REQUESTING PARTY

2. Application/Petition Forms

REPUBLIC OF THE PHILIPPINES
 Autonomous Region in Muslim Mindanao
 Department of Transportation and Communications
LAND TRANSPORTATION FRANCHISING AND REGULATORY BOARD
 DOTC Building, ORG Compound, Cotabato City

Application for a Certificate of Public
 Convenience to Operate a
 _____ Service

CASE NO. _____

_____,
 Applicant/s
 X ----- X

APPLICATION

COMES NOW, Applicant/s and unto this Honorable Board most respectfully allege:

That applicant/s is/are a Filipino citizen/ corporation existing and duly organized under Philippine laws and with business address at _____;

That applicant/s hereby apply/ies for the issuance of a Certificate of Public Convenience to operate a _____ service for the transportation of passengers and freight within/on the route _____ with the use of _____ () unit/s, to

wit:

MAKE	MOTOR NO.	CHASSIS NO.	PLATE NO.

That applicant/s is/are financially capable to operate and maintain the service being applied for;

That applicant/s will comply with all the requirements of this Honorable Board and will abide with the existing LTFRB Rules and Regulations, the Public Service Act, and other pertinent laws/policies; and

That with the consideration and approval of this application, public necessity and convenience will be promoted in a suitable manner;

WHEREFORE, it is most respectfully prayed unto this Honorable Board that this Application for a Certificate of Public Convenience to Operate a _____ Service be accepted and considered. Thereafter, a Notice of Hearing be issued by this Honorable Board.

 Applicant/s

WAIVER

I, (name of Applicant/s), hereby grants authority to LTFRB, to verify the authenticity of all the documents herein submitted together with this application from both government and private sources.

 Applicant/s

VERIFICATION AND CERTIFICATION OF NON-FORUM SHOPPING

I/We _____ Filipino and with business address at _____ after having been duly sworn to in accordance with law hereby depose and say that:

1. I/We am/are, the Applicant/s in the above-entitled case;
2. I/WE have caused the preparation of the foregoing application;
3. I/WE have read the contents thereof and the same are true to the best of my knowledge and belief;
4. I/WE have not commenced any other action or proceeding involving the same issues in any other LTFRB Office;
5. To the best of my knowledge, no such other application, petition or pleading is pending therein;
6. If I/we learn of the same or similar application, petition, or pleading has been filed or is pending, I/we shall report of such fact within five (5) days therefrom to this Honorable Board.

Applicant/s

SUBSCRIBED AND SWORN to before me this _____ day of _____ at _____ Affiant exhibited to me his _____ issued at _____ on _____.

Doc No. : _____ Book No. : _____
Page No : _____ Series of : _____

3. Special Permit

REPUBLIC OF THE PHILIPPINES
Autonomous Region in Muslim Mindanao
Department of Transportation and Communications
LAND TRANSPORTATION FRANCHISING AND REGULATORY BOARD
DOTC Building, ORG Compound, Cotabato City

_____,

Petitioner/s

CASE NO.

x ----- x
RE: **SPECIAL PERMIT FOR OUT OF LINE OPERATION**

P E T I T I O N

COMES NOW, Petitioner/s and unto this Honorable Board most respectfully state/s that:

That Petitioner/s is/are grantee of Certificate of Public Convenience to operate an air-conditioned/ordinary PUB service on the line:

_____ via _____.

That, in view of the expected increase in the volume of passengers who will commute to different provinces due to _____,

Petitioner/s hereby ask/s for authority to operate under Special Permit with said service on the line: _____

_____ vice versa, from _____ with the use of _____ () unit/s, to wit:

<u>MAKE</u>	<u>MOTOR NO.</u>	<u>CHASSIS NO.</u>	<u>PLATE NO.</u>

That the number of units being applied for this authority does not exceed 25% of the total number of authorized units granted to the Operator on the specified route/case number.

That public service and convenience will be served most in a proper and suitable manner with the approval of this petition;

That the Petitioner/s hereby abide/s to comply with the requirements and regulations of this Honorable Board relevant to this Petition.

WHEREFORE, it is respectfully prayed that after due consideration, the foregoing petition be approved.

Petitioner/s

4. Certificate of Public Convenience

5. Provisional Authority

H. VIOLATIONS AND INFRINGEMENTS

See JAO 2014-01 to be attached later

Procedure of filing Complaints / Feedback and/or Complaints Form

Thank you for giving us the opportunity to serve you. We shall appreciate your suggestions for us to improve our services.

If you have any comment/s, suggestion/s or complaint/s, please don't hesitate to write us at:

LTFRB-ARMM Regional Office
DOTC Building, ORG Compound
Cotabato City

Or you may contact us at (064) 390-1498 or 09287716055.

I. REDRESS MECHANISM

We are committed to do everything we can in order that your complaints will be properly addressed and ensure that the appropriate penalties will be imposed upon the erring employee/official.

Should there be any failure on the part of LTFRB-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.

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

LTFRB-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 LTFRB-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:

LTFRB-ARMM shall maintain close coordination and cooperation with the following agencies:

1. Office of the ARMM Regional Governor
2. DOTC-ARMM
3. LTFRB-National;
4. LTO-ARMM
- 5.

X – DUTIES AND OBLIGATIONS TO THE PUBLIC

LTFRBB-ARMM shall conduct information dissemination of relevant laws, rules, and regulations to enhance public awareness regarding the duties and obligations of LTFRB-ARMM within the areas of ARMM. Conduct of public hearings and others 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;
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. **Memorandum of Agreement** (MOA) signed between LTFRB-National and DOTC-ARMM on January 31, 2007;
6. **Muslim Mindanao Autonomy Act No. 287** or the Administrative Code of the Autonomous Region in Muslim Mindanao;
7. **Joint Administrative Order No. 2014-01** or the Revised rules of fines and penalties for violation of laws rules, and regulations governing Land Transportation.