



Republic of the Philippines  
**Autonomous Region in Muslim Mindanao**  
**DEPARTMENT OF TRANSPORTATION AND COMMUNICATIONS**  
**MARITIME INDUSTRY AUTHORITY**  
NTC Bldg., ARMM Complex, Cotabato City



## **CITIZEN'S CHARTER**

**In compliance with Section 6, Republic Act No.  
9485 – Otherwise Known as the**

### **Anti-Red Tape Act of 2007**

The Maritime Industry Authority-ARMM  
Contains the following:

**Vision and Mission**  
**Performance Pledge**  
**Feedback Mechanism**  
**Frontline Services**

# **VISION STATEMENT**

**MARINA-ARMM 2016: A premiere maritime administration in the Philippine Maritime Industry propelling the Autonomous Region in Muslim Mindanao to global competitiveness.**

# **MISSION STATEMENT**

- Lead in the adoption and implementation of a practicable and coordinated Maritime Industry Development Program that will provide an effective supervisory and regulatory regime for an integrated Maritime Industry in the Autonomous Region in Muslim Mindanao.
- Formulate and implement responsive policies that seek to promote and develop a competitive investment climate for the modernization of water transportation in ARMM in accordance

with the International Maritime Organization (IMO) Standard.

- Develop a human resource program that will match the maritime industry requirements;
- Project the ARMM's to compete in the country as responsible member of the International Maritime Community and foster support and confidence of our multilateral/bilateral partners; and
- Promote good governance and adhere to the highest standard of integrity in the delivery of quality and timely service to its clientele through a dynamic organization complemented by a good pool of competent, values-oriented, and highly motivated civil servant.

## **MARINA PLEDGE**

We, the officials and employees of the Maritime Industry Authority, commit to:

**M**aintain, integrity, dignity and quality in the delivery of frontline services to the clientele/stakeholders at all times.

**A**ct expeditiously on all applications and requests, achieve satisfaction and meet the expectations of the clientele/stakeholders from MARINA services.

**R**espond to all queries, feedbacks, comments, complaints, suggestions thru the MARINA Public Assistance, Suggestion Boxes, MARINA's Hotline No. 0926-8392264 (SUMBONG)

**I**nstill the true meaning of "public service" within MARINA and eliminate "graft and corrupt practices" by supporting/implementing anti-fixing campaign and other measures.

**N**urture professionalism of the MARINA officials and employees by continuously upgrading the Capability and competence through necessary training, scholarships; implementation of rewards, Awards and incentives system; and providing conducive work environment.

**A**lways provide efficient, prompt, quality and continuous service to the clientele/stakeholders from Mondays to Fridays: 7:00 am to 6:00 pm.

# **FEEDBACK MECHANISM**

Please let us know how we have served you and how we can further improve our services through the following:

## **MARINA REGIONAL OFFICE**

- MARINA-ARMM Bilis Aksyon Partner or Talk to our Officer of the Day for any assistance regarding our office services.
- Send your feedback, comments, querris, suggestions or complaints through: Cell phone Nos. 0926-8392264/0928-3771978.
- Accomplish MARINA-ARMM Feedback Form Available in the Maritime Regional Office and put in the MARINA ARTA DROP BOX.

THANK YOU for helping us continuously improve our services.



Republic of the Philippines  
 Autonomous Region in Muslim Mindanao  
 Department of Transportation and Communications  
**MARITIME INDUSTRY AUTHORITY**  
 Maritime Regional Office-ARMM, ORG Compound, Cotabato City

## CITIZEN'S CHARTER

### LIST OF FRONTLINE SERVICES

Type of Frontline Service	Fees and Charges	Forms	Processing Time (Under Normal Circumstances per transaction)	Person In-Charge
Registration, Licensing and Franchising of Motorized Bancas/Vessel  <b>REGISTRATION:</b> Issuance of Permit to Operate.  - Regional Office	P 240.00	MARINA Form	2 Hours	DIALOSON A. AMIL Acting Regional Head
Issuance of Certificate of Philippine Registry.  - Regional Office  3GRT and Below 3.01 GT to 14.99 GT 15 GT to 34.99 GT 35 GT to 99.99 GT 100GT to 249.99 GT 250 GT to 499.99 GT 500 GT to and Above	P 300.00 P 600.00 + P 3.00/GT P 900.00 + P 3.00/GT P 1,200.00 + P 3.00/GT P 1, 500.00 + P 3.00/GT P 1, 800.00 + P 3.00/GT P 2, 100.00 + P 3.00/GT	MARINA Form	2 Hours	DIALOSON A. AMIL Acting Regional Head
Inspection Fee	Fees and charges are based on Vessel GRT and Engine Horsepower	MARINA Form	1 day	DIALOSON A. AMIL Acting Regional Head

<p>Ad measurement Certificate</p> <p>3GRT and Below  3.01 GT to 14.99 GT  15 GT to 34.99 GT  35 GT to 99.99 GT  100GT to 249.99 GT  250 GT to 499.99 GT</p> <p>Issuance of Tonnage Measurement</p>	<p>pursuant to MARINA Circular No. 2008-06</p> <p>P 390.00  P 470.00  P 620.00  P 1, 170.00  P 4, 060.00  P 5, 460.00</p> <p>Based on the Net Tonnage x P 16.00 pursuant to MARINA Circular 2008-06 Private Surveyor</p>	<p>MARINA Form</p> <p>MARINA Form</p>	<p>2 Hours</p> <p>2 Hours</p>	<p>DIALOSON A. AMIL Acting Regional Head</p> <p>DIALOSON A. AMIL Acting Regional Head</p>
<p><b>LICENSING:</b></p> <p>Issuance of Motorboat Operator's License (MBOL)</p> <p>- Regional Office</p>	<p>P 310.00</p>	<p>MARINA Form</p>	<p>2 Hours</p>	<p>DIALOSON A. AMIL Acting Regional Head</p>
<p>Issuance of Coastwise License</p> <p>- Regional Office</p>	<p>Based on the Tonnage x P 18.00 pursuant to MARINA Circular 2008-06</p>	<p>MARINA Form</p>	<p>2 Hours</p>	<p>DIALOSON A. AMIL Acting Regional Head</p>
<p>Issuance of Fishing Vessel Safety Certificate (FVSC)</p> <p>- Regional Office</p>	<p>P 300.00</p>	<p>MARINA Form</p>	<p>2 Hours</p>	<p>DIALOSON A. AMIL Acting Regional Head</p>
<p>Issuance of Certificate of Ownership (CO)</p> <p>- Regional Office</p>		<p>MARINA Form</p>	<p>2 Hours</p>	<p>DIALOSON A. AMIL Acting Regional Head</p>

3GRT and Below	P 300.00			
3.01 GT to 14.99 GT	P 600.00 + P 3.00/GT			
15 GT to 34.99 GT	P 900.00 + P 3.00/GT			
35 GT to 99.99 GT	P 1, 200.00 + P 3.00/GT			
100GT to 249.99 GT	P 1, 500.00 + P 3.00/GT			
250 GT to 499.99 GT	P 1, 800.00 + P 3.00/GT			
500 GT and Above	P 2, 100.00 + P 3.00/GT			
Issuance of Bay and River License				
- Regional Office	P16.00/NT or P250.00/Ship whichever is higher.	MARINA Form	2 Hours	DIALOSON A. AMIL Acting Regional Head
1.Power Driven Ships				
2. Non-power driven (Barges, etc.)	P13.00/NT or P250.00/Ship whichever is higher.			
Issuance of Special Permit to Navigate (SPN)				
- Regional Office	P 620.00	MARINA Form	2 Hours	DIALOSON A. AMIL Acting Regional Head
Issuance of Minimum SafetyManning Certificate.				
- Regional Office		MARINA Form	2 Hours	DIALOSON A. AMIL Acting Regional Head
a. Issuance/Renewal of Minimum Safe Manning Certificate.				
> Over 1,600 GT	P 1, 950.00/Ship			
> Over 1,000 GT to 1,600 GT	P 1,630.00/Ship			
> Over 500 GT to 1,000 GT	P 1,300.00/Ship			
> Over 250 GT to 500 GT	P 980.00/Ship			
> Over 100 GT to 250 GT	P 650.00/Ship			
> Over 35 GT to 100 GT	P 330.00/Ship			



> 35 GT and below	P 130.00/Ship			
b. Re-issuance of Minimum Safe Manning Certificate.	P 130.00/Ship			
Issuance of Change of Ownership				
- Regional Office				
> Ships 35 GT and Above	P 1,300.00	MARINA Form	1 Hour	DIALOSON A. AMIL Acting Regional Head
> Ships below 35 GT	P 650.00			
Issuance of Change of Engine				
- Regional Office				
	P 200.00	MARINA Form	1 Hour	DIALOSON A. AMIL Acting Regional Head
Issuance of Change of Name of Vessel.				
- Regional Office				
	P 200.00	MARINA Form	2 Hours	
Issuance of Pleasure Yacht				
- Regional Office				
		MARINA Form	2 Hours	DIALOSON A. AMIL Acting Regional Head
1. License				
2. Motorboat Operator License	P 310.00 P 310.00			
3. Energy Tax				
a. 5 Meter and below	P 3,120.00			
b. Not more than 15 Meter	P 7,500.00			
c. Not more than 25 Meter	P 12,480.00			
d. Not more than 35 Meter	P 17,160.00			

<p><b>FRANCHISING:</b></p> <p>Application of Company Certificate of Public Convenience (CPC)</p> <p>- Regional Office</p> <p>a. New/Renewal of Company CPC</p> <p>&gt; Steel Hulled Vessel NEW</p> <p>a. Liner (Passenger &amp; Cargo/Purely Cargo)</p> <p>Issuance of Special Permit</p> <p>1. Steel Hulled Ships 2. Wooden-Hulled Ships.</p> <ul style="list-style-type: none"> <li>• For ships 35 GT and above and</li> <li>• For ships below 35 GT</li> </ul>	<p>P 11.00/GT or Minimum of P 7, 800.00/Vessel</p> <p>P 3,040.00/ship</p> <p>P 1,950.00/ship</p> <p>P 810.00/ship</p>	<p>MARINA Form</p>	<p>Three (3) Weeks</p>	<p>DIALOSON A. AMIL Acting Regional Head</p> <p>DIALOSON A. AMIL Acting Regional Head</p>
<p><b>MARITIME MANPOWER SECTOR</b></p> <p>Boat Captains &amp; Marine Diesel Mechanic</p> <ul style="list-style-type: none"> <li>• Examination Fee</li> <li>• License Fee/Renewal</li> <li>• Replacement or lost/damaged license</li> </ul>	<p>P 390.00</p> <p>P 1, 040.00</p> <p>P 1, 040.00</p>	<p>MARINA Form</p>	<p>One Week</p>	<p>DIALOSON A. AMIL Acting Regional Head</p>
<p>Issuance of SIRB (MC No. 163)</p> <p>New Replacement</p> <p>&gt; All Seafarers &gt; Fishermen</p>	<p>P 550.00</p> <p>P 200.00</p>	<p>Passport Size Booklet with Security Paper</p>	<p>3 to 4 days</p>	<p>DIALOSON A. AMIL Acting Regional Head</p>

<p>- Domestic</p> <p>Special Permit for Temporary Utilization of Domestic Ships in Overseas Trade/Operation (BIMP-EAGA)</p> <p>- Regional Office</p> <p>Duration of Special Permit shall be valid for one (1) up to a Maximum of Three (3) Months per issuance renewable for the same period but shall not exceed One (1) year. MARINA Circular No. 2013-04</p> <p>a. Tramping Operation</p> <p>b. Liner Operation</p>	<p>P 8, 050.00</p> <p>P 39, 700.00</p>	<p>MARINA Form</p>	<p>2 Hours</p>	<p>DIALOSON A. AMIL Acting Regional Head</p>
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- The Maritime Industry Authority-ARMM shall collect their Fees and Charges pursuant to MARINA Circular No. 2008-06, Series of 2008 dated 19 April 2007 issued by the Maritime Industry Authority National.
- Forms are available at the Regional Office.
- All application for Registration, Licensing and franchising both new and renewal in the Provincial Offices should be forwarded to the Regional Office of this agency.
- Processing of Application imposes on and issuances for Registration, Licensing and Franchising of Motorized Bancas/Vessel 3 Gross Tonnage Below or above plying exclusively in ARMM are only issued by the Regional Office takes one to two days.