

MAR 19 2018

**PMO MOC ADMINISTRATIVE CIRCULAR**

No. 007-2018

**TO :** All Employees  
This PMO

**FROM :** The Manager  
Administrative Division  
This PMO

**SUBJECT :** Operational Guidelines for the Digital Media-Public Assistance  
Team Under the Communications Office

Pursuant to the Unnumbered Memorandum from the Manager, Human Resource Management Department, Head Office, dated 01 March 2018, disseminated herewith is the attached copy of the Memorandum from the Department of Transportation dated 11 February 2018 relative to the above-mentioned subject.

For information and guidance.

  
GUILBERT ANTHONY D. GIMENO

**VISION**

By 2020, PPA shall have provided globally competitive port services in the Philippines characterized by increased productivity, efficiency, connectivity, comfort, safety, security and environmental sustainability.

**MISSION**

Provide reliable and responsive services in ports, sustain development of communities and the environment, and be a model corporate agency of the government.

Establish a mutually beneficial, equitable, and fair relationship with partners and service providers.

Provide meaningful and gainful employment while creating a nurturing environment that promotes continuous learning and improvement.

Establish a world-class port operation that is globally competitive adding value to the country's image and reputation.





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 P.O. BOX 436, MANILA, PHILIPPINES  
 TEL. NO. (0632) 527-8356, FAX. NO. (0632) 527-4855  
 http://www.ppa.com.ph

PPA - PMO - AOC  
 Administrative Section  
**RECEIVED**  
 Date 9 MAR 2018 By [Signature]

March 1, 2018

[Signature]  
 18 MAR 2 PM 3:35:08

**MEMORANDUM**

**FOR :** ALL RESPONSIBILITY CENTER HEADS  
 Head Office  
 Port Management Offices

**FROM :** The Manager  
 Human Resource Management Department

**SUBJECT :** OPERATIONAL GUIDELINES FOR THE DIGITAL  
 MEDIA-PUBLIC ASSISTANCE TEAM UNDER THE  
 COMMUNICATIONS OFFICE

For your information and dissemination, transmitted herewith is:

NATURE	DATE	SUBJECT
DOTr Memorandum	February 19, 2018.	“OPERATIONAL GUIDELINES FOR THE DIGITAL MEDIA-PUBLIC ASSISTANCE TEAM UNDER THE COMMUNICATIONS OFFICE”

[Signature]  
**MARK JON S. PALOMAR**

Encl.: As stated

VISION

“By 2020, PPA shall have provided port services of global standards.”

MISSION

1. Provide reliable and responsive services in ports, sustain development of communities and the environment, and be a model corporate agency of the government.
2. Establish a mutually beneficial, equitable and fair relationship with partners and service providers
3. Provide meaningful and gainful employment while creating a nurturing environment that promotes continuous learning and improvement.
4. Establish a world-class port operation that is globally competitive adding value to the country's image and reputation.

009-03 0918



11 February 2018

MEMORANDUM FOR THE SECRETARY

FROM : THE DIRECTOR FOR COMMUNICATIONS

SUBJECT : OPERATIONAL GUIDELINES FOR THE DIGITAL MEDIA-PUBLIC ASSISTANCE TEAM UNDER THE COMMUNICATIONS OFFICE

In order to uphold good governance, transparency, and accountability, the DOTr Communications Office would like to propose for the following Operational Guidelines to be observed by the Digital Media - Public Assistance Team (DM-PAT) in overseeing, monitoring, and resolving complaints/issues reported by concerned citizens through various digital communication channels such as digital e-8888 Hotline, email, social media accounts (Facebook and Twitter), BBB Portal, and the FOI Portal:

Operational Guidelines

The Digital Media - Public Assistance Team shall uphold accuracy in providing information, and shall efficiently resolve complaint/issue within the designated timeline.

Listed hereunder are the Guidelines in responding, categorizing, and referring public complaints/issues/requests to concerned offices/agencies:

- 1.) Acknowledge receipt of complaint/issue of the concerned citizen and send referrals within 24 hours upon receipt of the complaint;
- 2.) Verify facts stated in the complaint and ask for additional information if necessary;
- 3.) Review and determine the proper agency/office to which the complaint/issue shall be forwarded;
- 4.) Referrals to offices concerned shall be signed by the Permanent Focal Person (Director for Communications) or the Alternate Focal Person (Division Chief, Public Information Division);
- 5.) Replies to be sent outside DOTr shall be signed by the Permanent Focal Person (Director for Communications) and initialed by the Alternate Focal Person (Division Chief, Public Information Division), and noted by the Head Executive Assistant / Chief of Staff;
- 6.) Each Public Assistance Officer (PAO) shall pass a daily report in a form of a "Public Assistance Individual Report Sheet" to the Public Assistance Team Manager (PATM) every 5:00 PM, and the latter shall collate and submit report to the Permanent Focal Person every Monday at 10:00 AM. The Permanent Focal Person shall review and report the same to the DOTr Secretary, through a memorandum, every Tuesday at 11:00AM;
- 7.) The PAO in-charge shall follow-up any action taken by concerned agencies/offices in line with the transmitted complaints not exceeding five (5) working days for simple

transactions and ten (10) working days for complex transactions upon receipt of the referral as prescribed by the ARTA. In some cases where agency/office are expected to reply directly to the complainant, the said agency/office shall send a reply to the complainant copy furnished the Public Assistance Team for reference/monitoring purposes; and,


- 8.) Head of offices who fail to submit any reply/report/update on actions within the prescribed period shall be issued with a Memorandum (warning) signed by the Secretary, or his duly authorized representative.

The aforementioned guidelines shall be strictly adopted in responding to the various concerns and issues lodged through this Department's digital communication channels.

For the Secretary's information, consideration, and/or further instructions.

  
GODDES HOPE OLIVEROS – LIBIRAN

Recommending Approval:

  
ATTY. ARTEMIO U. TUAZON, JR.  
Head Executive Assistant / Chief of Staff

APPROVED / DISAPPROVED

  
ARTHUR P. TUGADE  
Secretary

  
DOT-OSEC OUTGOING 18-00284



Republic of the Philippines  
DEPARTMENT OF TRANSPORTATION

**ROUTING/ACTION SLIP**

(Always Attached this Form to All Communications)

Reference No. 6442 18-0157  
AUTIS-038901  
18-001316

<b>ORIGINATING OFFICE</b>	COMMUNICATIONS OFFICE
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MEMO FOR THE SECRETARY RE: OPERATIONAL GUIDELINES FOR THE DIGITAL MEDIA-PUBLIC ASSISTANCE TEAM UNDER THE COMMUNICATIONS OFFICE	<b>Date of Document</b>
	<b>Date/Time Received</b>

**ACTION/S UNDERTAKEN**

DATE/TIME	FROM	TO	REMARKS/INSTRUCTIONS/ACTION REQUESTED <small>(As provided for in the 06 March 2000 Memorandum on the new RAS format)</small>
	Position and Name of Official / Signature	Position and Name of Official / Signature	
			<ul style="list-style-type: none"> <li><input type="checkbox"/> Evaluate/ Prepare BRIEF and Recommended Action</li> <li><input type="checkbox"/> Monitor Developments and Submit UPDATES with Recommended Action</li> <li><input type="checkbox"/> Process Requests for Travel/Training of Job Application</li> <li><input type="checkbox"/> For Appropriate Legal Action</li> <li><input type="checkbox"/> Recommend and Prepare Appropriate Action Document</li> </ul> <ul style="list-style-type: none"> <li><input type="checkbox"/> For Initial/Signature</li> <li><input type="checkbox"/> For Information</li> <li><input type="checkbox"/> For Funding</li> <li><input type="checkbox"/> In Coordination with _____</li> <li><input type="checkbox"/> Others _____</li> </ul>
2/13/2018	<i>Poddas</i>	<i>COS Ochie</i>	<i>Sir, for your review/signature, please.</i>
2/14/18	<i>COS AUT</i>	<i>SAPT</i>	
2.19.18	<i>COMMS office</i>	<i>GSD-Records</i>	<p>Please have this disseminated to all UNDERSECRETARIES, ASSISTANT SECRETARIES, HEADS of ATTACHED AGENCIES, as well as ALL OFFICES in DOTR, for information &amp; reference.</p> <p>KINDLY FURNISH THIS OFFICE WITH PROOF of RECEIPT. Thank you.</p>

20180222080

DOTR  
HEAD EXECUTIVE ASSISTANT  
ARTEMIO U. TUAZON, JR.

**RECEIVED**  
FEB 14 2018

BY: ROGART E. ... TIME: 5:00

DOTC  
OFFICE OF THE SECRETARY

**RECEIVED**  
FEB 14 2018

BY: \_\_\_\_\_

*Handwritten notes and signatures at the bottom right.*