


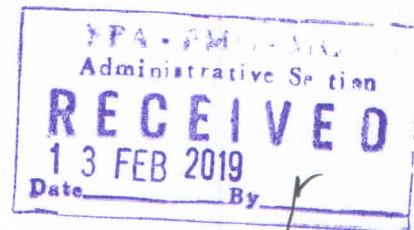
PMO MISAMIS ORIENTAL/ CAGAYAN DE ORO
PHILIPPINE PORTS AUTHORITY
PMO Admin Bldg. 2, Gate 5, Agora Road, Lapasan, Cagayan de Oro City

PORT ADVISORY/BULLETIN/ANNOUNCEMENT PSD PABA No. 04 – 2019

DATE: FEB 15 2019	No. of pages including this page: One (1) pages
TO: All Shipping Lines; Shippers/ Consignees; Other Port Users; All Others Concerned	Emails: (None)
FROM: The Port Services Division Manager	Email: rmogumapon @ppa.com.ph PSD Email: moc_psd@ppa.com.ph PMO Fax: (088) 856-4667
Cc:	
SUBJECT: ESTABLISHMENT OF DOTR MALASKIT HELP DESK	
<small>ATTENTION: if you have receive this communication with missing, incomplete, garbled or unreadable pages, please notify us at once through Tel (088) 856-1264; Fax: (088) 856-4667; email address: ppapmocdo@ppa.com.ph or moc_psd@ppa.com.ph</small>	
MESSAGE: Disseminated herewith is the Memorandum dated 21 February 2019 from Atty. Artemio U. Tuazon, Jr., Chief of staff and Office-In-Charge Undersecretary for Administrative Services, Department of Transportation, with regards to the DOTr Malasakit Help Desk in order to provide necessary assistance to the immediate needs of passengers in all major transportation hubs across the country. In view of the DOTr Malasakit Help Desk, it shall be established in an area within the transport hub, and shall serve as a "one-stop shop for passenger assistance", going over and beyond the basic services a transportation hub is established for. As such, all member agencies are directed to provide the manpower and equipment required for the efficient and systematic operations of the help desks, and maintain close coordination with the DOTr Communications Office for policy guidance. The Malasakit Help Desk must be established in all major transportation hubs within the Month of January 2019. For your guidance and information.  RUBY MARIA O. GUMAPON Port Services Division Manager Encl: A/S (Note: This communication has also digitally scanned and transmitted to your official email addresses. Please be advise this Office of any changes in said addresses, or of alternative addresses. Email Addresses of port users and stakeholders	



Republic of the Philippines
DEPARTMENT OF TRANSPORTATION



21 January 2019

MEMORANDUM

TO : ALL HEADS OF ATTACHED AGENCIES
This Department

SUBJECT : ESTABLISHMENT OF DOTr MALASAKIT HELP DESK

In the exigency of the service, and in order to provide necessary assistance to the immediate needs of passengers, frontline agencies under the Department of Transportation (DOTr) are hereby directed to establish a "Malasakit Help Desk" in all major transportation hubs across the country.

The DOTr Malasakit Help Desk shall be established in an area within the transport hub, and shall serve as "a one-stop shop for passenger assistance," where people can go to as the need arises.

Malasakit means 'concern' or 'care' beyond duty or requirement. For the DOTr, it means going over and beyond the basic services a transportation hub is established for.

For a more organized and efficient operation, help desks shall be clustered based on sector. Each cluster shall be headed by a Lead Coordinator, an agency tasked to ensure the efficient and smooth operation of the help desks through coordination amongst member agencies on matters pertaining to daily operations, and with the DOTr for concerns requiring policy decisions.

The DOTr Malasakit Help Desks must maintain a standard design, color, and signage for branding that the public can easily identify especially in crowded transportation hubs.

Aviation Sector

NAIA Terminals

Lead Coordinator: Manila International Airports Authority
Support Agencies: Civil Aeronautics Board
Civil Aviation Authority of the Philippines
Office for Transportation Security
Land Transportation Franchising and Regulatory Board

Other airports across the country

Lead Coordinator: Civil Aeronautics Board
Support Agencies: Civil Aviation Authority of the Philippines
Office for Transportation Security
Land Transportation Franchising and Regulatory Board
Mactan Cebu International Airport Authority (for MCI A)
Clark International Airport Corp. (for CRK)

M-021319

Services

The following services are to be offered at the Malasakit Help Desk:

1. Receiving/handling airport-related complaints, inquiries;
2. Refund of terminal fees;
3. Emergency Medical Assistance;
4. Attestation of cause of flight cancellation/delays;
5. Reporting of possible security threats;
6. Receiving/handling road-related complaints/inquiries (i.e. schedule of P2P to hotel, complaints on taxis, etc.);
7. Providing road-related assistance (i.e. booking TNVS/taxi rides);
8. Free landline and mobile phone calls for stranded passengers (3 minutes only)
9. Other form of assistance that may be provided to passengers

Maritime Sector

Lead Agency: Philippine Ports Authority
Support Agencies: Maritime Industry Authority
Philippine Coast Guard
Office for Transportation Security
Land Transportation Franchising and Regulatory Board

Cebu Ports

Lead Coordinator: Cebu Ports Authority
Support Agencies: Maritime Industry Authority
Philippine Coast Guard
Office for Transportation Security
Land Transportation Franchising and Regulatory Board

Services

The following services are to be offered at the Malasakit Help Desk:

1. Receiving/handling maritime-related complaints, inquiries;
2. Emergency Medical Assistance;
3. Reporting of possible security threats;
4. Receiving/handling road-related complaints/inquiries (i.e. schedule of bus trips, complaints on PUVs, etc.);
5. Providing road-related assistance (i.e. booking TNVS/taxi rides);
6. Providing meals for stranded passengers if and when necessary;
7. Free landline and mobile phone calls for stranded passengers (3 minutes only)
8. Other form of assistance that may be provided to passengers

Road Sector

Lead Coordinator: Land Transportation Franchising and Regulatory Board
Support Agencies: Land Transportation Office
Office for Transportation Security

Services

The following services are to be offered at the Malasakit Help Desk:

1. Emergency Medical Assistance;

2. Reporting of possible security threats;
3. Receiving/handling road-related complaints/inquiries (i.e. schedule of bus trips, complaints on PUVs, etc.);
4. Providing road-related assistance (i.e. booking TNVS/taxi rides);
5. Providing meals for stranded passengers if and when necessary;
6. Free landline and mobile phone calls for stranded passengers (3 minutes only)
7. Other form of assistance that may be provided to passengers

Railways Sector

MRT-3

Lead Coordinator: MRT-3
 Support Agencies: Land Transportation Franchising and Regulatory Board
 Land Transportation Office

LRT-2

Lead Coordinator: Light Rail Transit Authority
 Support Agencies: Land Transportation Franchising and Regulatory Board
 Land Transportation Office

PNR

Lead Coordinator: Philippine National Railways
 Support Agencies: Land Transportation Franchising and Regulatory Board
 Land Transportation Office

Services

The following services are to be offered at the Malasakit Help Desk:

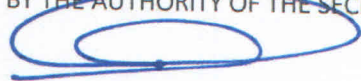
1. Emergency Medical Assistance;
2. Reporting of possible security threats;
3. Receiving/handling railways- and road-related complaints/inquiries (i.e. train schedule, schedule of bus trips, complaints on PUVs, etc.);
4. Handling inquiries on beep cards
5. Providing road-related assistance (i.e. booking TNVS/taxi rides);
6. Providing meals for stranded passengers if and when necessary;
7. Free landline and mobile phone calls for stranded passengers (3 minutes only)
8. Other form of assistance that may be provided to passengers

All member agencies are directed to provide the manpower and equipment required for the efficient and systematic operations of the help desks. They are likewise enjoined to maintain close coordination with the DOTr Communications Office for policy guidance.

The DOTr Malasakit Help Desk must be established in all major transportation hubs within the month of January 2019.

For immediate compliance.

BY THE AUTHORITY OF THE SECRETARY:



ATTY. ARTEMIO U. TUAZON, JR.

Chief of staff and OIC - Undersecretary for Administrative Service

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