



Republic of the Philippines
DEPARTMENT OF TRANSPORTATION



08 May 2017

DEPARTMENT ORDER NO. 2017 - 2017-010

SUBJECT : **CREATION OF THE OFFICE OF COMMUTER AFFAIRS
AT THE DOTr-CENTRAL OFFICE**

In the exigency and best interest of the service and in order to improve the quality of services provided to the riding public, the Office of Commuter Affairs is hereby established at the DOTr-Central Office and in key development areas as specified in the Road Map of Philippine Transport.

1.0 FUNCTIONS AND RESPONSIBILITIES

The Office of Commuter Affairs shall be tasked to perform the following functions and responsibilities:

1. Coordinate with DOTr Agencies dealing with road, rail, air and maritime transportation to ensure safe, efficient and comfortable travel of commuters;
2. Operate Help Desks for the riding public;
3. Assist the commuters whenever the safety and efficiency of travel is compromised;
4. Undertake massive commuter education programs for the travelling public to know their rights and responsibilities;
5. Ensure legal assistance for commuters, when necessary; and
6. Reactivate the DOTr Action Center by the use of landline, web, social media, and radio and television.

2.0 ORGANIZATION

To effectively carry out its functions and responsibilities, the Office of Commuter Affairs shall be under the direct supervision of an Assistant Secretary and shall be composed of the following offices:

- a. Commuter Affairs – takes charge of ensuring safe, efficient and comfortable travel of passengers from arrival to departure at terminals, train stations, airports and seaports (road, rail, air and maritime)
- b. Commuter Education – responsible for public, school and corporate trainings and publications on all modes of transportation
- c. Commuter Communications – manages the DOTr-CO Hotline/call center, website and social media for commuters' complaints, concerns and suggestions

For that matter, the DOTr Action Center shall be transferred from the Office of the Assistant Secretary for Communications Office to the Office of Commuter Affairs.

- d. Legal – provision of legal assistance to affected commuters

Further, the Office of the Commuter Affairs shall work hand-in-hand with existing DOTr-CO offices, such as the Office of the Assistant Secretary for Communications Office, the Legal Service as well as the Driver's Academy under the Land Transportation Franchising and Regulatory Board (LTFRB) on areas of mutual concerns and common interests for the good and welfare of the riding public.

30. FUNDING AND MANPOWER REQUIREMENTS

Funding for the manpower and operational activities, programs as well as other needs of the Office of the Commuter Affairs shall be sourced from the General Appropriations Act (GAA), subject to the applicable accounting and auditing rules and regulations.

Support assistance from the Administrative, Finance and Management and Comptrollership Services of the DOTr-CO shall be made available for the operationalization of the said Office.

4.0 SEPARABILITY CLAUSE

Should any provision of this Order be subsequently declared unconstitutional or invalid, the other provisions not so declared and not affected by such declaration shall remain in full force and effect.

5.0 REPEALING CLAUSE

All other issuances which are inconsistent with the provisions of this Order are repealed or modified accordingly.

6.0 EFFECTIVITY CLAUSE

This Department Order shall take effect immediately.


ARTHUR P. TUGADE
Secretary




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