GUIDELINES IN INCIDENT REPORTING SYSTEM

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I. As it is the mandate of the Department of Transportation and Communications to promote, develop and regulate a dependable and coordinated network of transportation system, as well as safety, fast, efficient and reliable transportation services. Crucial to this mandate is the maintenance of an effective and reliable incident reporting system.

It has been observed that several recent transportation-related incidents were not reported immediately to the Department. Hence this is to reiterate to our Office and all concerned, the need to observe a more efficient system in reporting incidents to the Department.

Said incidents, insofar as our Office is concerned, include, but are not limited to the following:

- Events that resulted into (or could have resulted into) serious injury/ies or death of at least one person - e.g. all traffic related incidents, of whatever nature, and from whatever cause.

- Events which caused/led to environmental damage - e.g. traffic incident on motor vehicles carrying hazardous materials; burning of motor vehicles, etc

- Incidents involving VIPs (high level government officials) - either traffic incident or through the performance of our functions/services.

- Other hindrances/disruptions to normal operations or to the smooth flow of our transactions - extra-ordinary lack of supply and materials necessary to serve our functions and perform our services; extra-length of offline, lack of power supply, violence, injury or death, accidental or otherwise, while in the Office premises, regardless of cause in our Office whether involving our personnel or third persons, natural disasters affecting our offices, and the like.

II. All are hereby enjoined to REPORT all incidents in REAL-TIME and provide regular updates to the undersigned and to the Executive Director, through any and all means of communications available.

III. The SMS/Viber/emailed/faxed Initial/Preliminary Report/s shall include the following necessary information:

- Date and Time of the Incident;

- Exact Location where the incident occurred;

- Preliminary Details on the Incident, such as:
a. Description of Damage/Injury/Death incurred; and/or
b. Set-Backs to Service Operations;

- Cause of Incident;

- Responses/Actions Taken and Action Plan of the office concerned

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IV. A formal written report of such incident/s must then be submitted within 24 hrs. from the happening or conclusion of the incident to the Executive Director, who in turn is required to make the necessary Memorandum and/or Compilation of all reports and submit the same to the undersigned immediately upon receipt of such report/s.

For your Strict Compliance.

(SGD) ATTY. ALFONSO V. TAN. JR.
Assistant Secretary

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