



**REPUBLIC OF THE PHILIPPINES
DEPARTMENT OF TRANSPORTATION
MARITIME INDUSTRY AUTHORITY**



Document Title	OPERATIONAL GUIDELINES FOR THE REGULATORY FUNCTIONS OF THE MARINA REGIONAL OFFICE – NATIONAL CAPITAL REGION AMID THE COVID-19 PANDEMIC		
Document Code	MRO-NCR-01-20	Reviewed by	DAO
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1. RATIONALE

- .1 Pursuant to Administrative Order No. 25-19, the Maritime Industry Authority Central Office Processing Center (MARINA-COPC) is established with the following objectives:
 - .1 To decongest the MARINA Central Office of certain responsibilities that would promote efficiency and effectiveness in the delivery of its mandated functions;
 - .2 To enhance existing services by introducing simplified requirements and streamlined procedures in the implementation of policies relating to Shipping and Seafarers Regulations being applied with the MARINA Central Office; and
 - .3 To increase efficiency in the delivery of services by delineating the promotional and regulatory functions being performed by frontline service units of the MARINA Central Office.
- .2 In view of the State of Public Health Emergency declared over the country due to the Coronavirus Disease 2019 (COVID-19) pandemic, implementation of community quarantine has been in effect nationwide that imposes stringent social distancing and mobility and travel restrictions, among others, to prevent further transmission of the virus and ensure the safety and well-being of all.
- .3 In order to continuously provide unimpeded delivery of service to the stakeholders or clientele, Business Continuity Plans (BCPs) were prepared accordingly by the frontline MARINA Service Units, which include the adoption of alternative work arrangements of personnel and online transactions for shipping and seafarer-related applications.
- .4 Considering that the MARINA-COPC, which is further established as the MARINA Regional Office – National Capital Region (MRO-NCR), is geared



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towards its full operationalization, guidelines are hereby prescribed for the shipping and seafarer regulatory services amid the pandemic.

2. PURPOSE

- .1 To provide guidelines in the receiving, processing, and releasing of shipping and seafarer-related applications applied before the MRO-NCR.
- .2 To adopt Alternative Work Arrangements (AWA) and prepare contingency plans to ensure the health and safety of its personnel whilst continuously delivering public service amid the pandemic.

3. SCOPE

- .1 The guidelines herein shall cover all issuances formerly processed by concerned MARINA Central Office Service Units and by the Certification Division of the STCW Office.

4. GENERAL GUIDELINES

- .1 The MRO-NCR shall be composed of a Shipping Division and a Seafarers Division with the following sections:

Division	Section
Shipping Division	Domestic Shipping Overseas Shipping Franchising Maritime Safety Shipyards Regulation
Seafarers Division	STCW Certification Manpower Development Certification



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- .2 All applications shall be filed online. For shipping-related applications, the same shall be made through the MRO-NCR e-mail, copc@marina.gov.ph. On the other hand, STCW Certification – related applications shall be made through the MARINA Integrated Seafarers Management Online (MISMO) System (online-appointment.marina.gov.ph) while Manpower Development Certification – related applications shall be made through the Online Appointment System (OAS) (sidsrb.marina.gov.ph).
- .3 Applications received shall be recorded with a unique tracking number. The same shall respectively be forwarded to the concerned MRO-NCR Sections for initial evaluation. Only applications with complete documentary requirements shall be processed. Authority to Accept Payment (ATAP) shall be forwarded to the applicant with satisfactory requirements. Otherwise, details relative to incomplete application documents shall be communicated back to the applicant through e-mail. For the certification of seafarers, the usual processing through MISMO and OAS shall continue accordingly.
- .4 The D-TRACK System shall be utilized to monitor the flow / process of transactions and track the paper trail of documents filed at the MRO-NCR.
- .5 Payment of Applications. The applicant shall be advised of the mode of payment, be it thru the MRO-NCR Cash Section or other payment centers.
- .6 Remote inspection / survey / audit of ships and shipyards shall be conducted via online video communication platforms. The Administrative Order implementing the conduct of the same shall be complied with unless the Order has otherwise been revoked or until the pandemic situation ceases.
- .7 The signing of documents, certificates, and other issuances at the MRO-NCR shall be in reference with the Administrative Order, series of 2020, on the Revised Delegation of Signing Authority of MARINA Officials and Employees.



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- .8 Releasing of Certificates. All certificates or documents applied for shall be issued with corresponding tracking numbers to ensure authenticity of the same as released electronically or physically to which the MRO-NCR Records / Releasing Section shall be in-charge therefor.
- .9 Electronic copies of certificates or documents shall only be transmitted to the person involved or authorized personnel/representative for purposes of confidentiality and the same shall be properly acknowledged by the receiver.
- .10 Retention of File Documents. After processing the document, the MRO-NCR Records Section shall file copies of documents released/processed for records keeping and retrieval.

5. SPECIFIC GUIDELINES

- .1 Domestic Shipping
 - .1 A screening officer is designated to screen the application and check the completeness of the documentary requirements.
 - .2 The assigned evaluator shall certify that the documents submitted in the application are complete, genuine, valid, and duly executed. An executive brief and draft letter of approval/disapproval shall be prepared accordingly. Further, a disposition form shall likewise be drafted for issuances requiring the signature of the Administrator.
 - .3 The Section Chief shall review all the documents prepared by the evaluator prior endorsement to the Director.
 - .4 The Director shall sign the documents requiring his/her signature. For issuances to be signed by the Deputy Administrator for Operations and/or the Administrator, endorsement from the Director shall likewise be prepared.



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.5 Upon signing of the documents, electronic copies of the same shall be forwarded to the applicant's email. The original copies shall then be forwarded to the MRO-NCR Records / Releasing Section for releasing.

.2 Overseas Shipping

.1 A designated staff shall be in charge of monitoring the MRO-NCR email and Overseas Shipping Service Information and Monitoring System (OSSIMS) for applications relative to overseas shipping.

.2 An assigned screening officer/evaluator shall check the application for its completeness and screens the validity of documentary requirements.

.3 The applications made through online platforms shall be printed by the concerned evaluators who shall work on-site in accordance with a pre-determined schedule.

.4 After evaluation, a disposition form/executive brief, letter approval and certificate/s shall be drafted accordingly, duly reviewed by the Section Chief prior to endorsement to the Director.

.5 The Director shall sign the documents requiring his/her signature. For applications to be signed by the Deputy Administrator for Operations and/or the Administrator, endorsement from the Director shall likewise be prepared.

.6 An electronic copy of the signed document shall be forwarded to the applicant's email.

.7 The original copies of the documents shall be forwarded to the MRO-NCR Records Section for releasing.



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.3 Franchising

- .1 All applications submitted online and with complete and updated documentary requirements shall be recognized as having been properly and timely filed.
- .2 The Section Chief shall assign the applications to a designated evaluator for screening and evaluation.
- .3 For hearing of applications/cases, the same shall be conducted online through the use of digital communication platforms. The applicant or petitioner shall be provided with log-in details or link upon issuance of Notice of Hearing (NOH) at least one (1) day prior to the scheduled hearing.
- .4 For applications processed and approved, an Electronic Certificate / Document with e-signature shall be released to the applicant online through their official e-mail address.
- .5 All original signed documents, together with the supporting documents shall be forwarded to the MRO-NCR Records Section. Said section shall be in charge in the releasing of the same.

.4 Maritime Safety and Shipyards Regulation

- .1 All applications relative to Maritime Safety and Shipyards Regulation shall be filed / submitted through e-mail.
- .2 All received applications with complete documentary requirements shall then be forwarded to the concerned Section Chief by the administrative staff.
- .3 The concerned Section Chief shall assign an inspector/surveyor/auditor per subject application to issue ATAP, check condition with the company, and arrange the remote inspection/survey/audit.



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- .4 Remote inspection/survey/audit shall then be undertaken by the designated inspector/surveyor/auditor. The Administrative Order implementing the guidelines for the conduct of the same shall be complied with.
- .5 After the conduct of inspection/survey/audit, the inspector/surveyor/auditor shall prepare and submit the draft Certificate to be issued, inspection/audit report, and executive brief to the Section Chief.
- .6 The concerned Section Chief shall review the draft Certificate and reports submitted by the inspector/surveyor/auditor and recommend approval of the same if found satisfactory.
- .7 The complete report and draft Certificates with recommending approval shall then be forwarded by the Section Chief to the Director for final review and approval.
- .8 After review and approval of the Director, the administrative staff shall print the Certificate together with the hard copies of the attachments or supporting documents and submit the same to the Director for signature.
- .9 Once signed by the Director, the certificates/documents shall be forwarded to the MRO-NCR Records / Releasing Section for releasing.
- .10 For electronic certificates and/or certificates with stamped extension, the same will be released by the administrative staff through the e-mail of the applicant.
- .11 Electronic certificates shall only be issued in urgent situations so as not to hamper the operations of a particular ship. However, validity of said certificates should not exceed two (2) months from issuance or reference to the anniversary date of the certificates, whichever is desirable.



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- .12 The electronic certificates cease to be valid once the original certificates have been issued since the latter are issued in their full term. No electronic certificate shall be issued once the original certificate has been processed and is ready for releasing.
- .5 Certification and Manpower Development
- .1 The processing of applications relative to seafarers as presently undertaken albeit the pandemic at the PITX, SM Manila, POEA, and MARINA Central Office Processing Centers shall continue accordingly.
- .2 Only applications filed through MISMO or OAS system shall be accepted and processed in accordance with the certification and manpower development procedures.
- .3 The applicant – seafarers or Liaison Officers only need to appear at the MARINA Processing Centers to claim their printed STCW certificates.
- .4 Applicants for Manpower Development (SID/SRB) shall physically appear before the processing center on their scheduled date/s of appointment to process their applications, and on the corresponding releasing date/s to claim their certificates / IDs.

6. WORK ARRANGEMENTS

- .1 The MRO-NCR shall adopt the guidelines for Alternative Work Arrangement (AWA) as prescribed by the Civil Service Commission pursuant to its Memorandum Circular No. 10 s. 2020.
- .2 A combined skeletal workforce and work-from-home arrangement will be implemented by the MRO-NCR to ensure the health and safety of its personnel whilst continuously delivering public service amid the pandemic.



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- .3 Personnel assigned for issuances relative to shipping may report on a mixed work-from-home and work-on-site arrangement for the processing of applications, preparation and submission of reports therefor, and printing of certificates or documents. If required, said personnel shall make themselves available to report to the office.
- .4 For issuances relative to seafarers, frontline personnel shall report on a daily basis from Monday to Friday, or until Saturday if the situation necessitates.
- .5 Personnel who are exhibiting symptoms of the virus shall not be allowed to physically report to work.
- .6 The Director may change the AWA accordingly, if necessary under the circumstances.

7. CONTINGENCY FOR VIRUS INFECTION

- .1 In the event that the personnel get infected or declared “COVID-19 Positive”, the workplace will temporarily be closed down for purposes of disinfection.
- .2 All personnel who have been exposed to the “positive” personnel shall undergo the necessary test (RT-PCR Test), in coordination with the MFAS, and shall stay at home until the release of negative test results.
- .3 The personnel assigned for issuances relative to shipping shall continue working from home, until such time that contact tracing has been made and the workplace is cleared for resumption of work.
- .4 The operations related to seafarer transactions of the affected workplace shall be temporarily transferred to other processing centers, until such time that contact tracing has been made and the workplace is cleared for resumption of



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work. Necessary information dissemination to seafarers and stakeholders shall be made immediately.

8. EFFECTIVITY

- .1 These guidelines shall take effect immediately upon the launching of the MRO-NCR and shall remain valid and subsisting until otherwise revoked/amended or until the pandemic situation ceases, whichever comes earlier.