

Department of Transportation and Communications
PUNONGHIMPILAN TANOD BAYBAYIN NG PILIPINAS
(Headquarters Philippine Coast Guard)
139 25th Street, Port Area
1018 Manila

CGAO/CGWCEISS

19 January 2004

STANDING OPERATING PROCEDURES)

NUMBER 01-04.....)

UTILIZATION OF THE PCG HOTLINES "0917-PCG-DOTC" FOR TEXTERS AND "5272-PCG" FOR CALLERS

- I. **PURPOSE:** To provide guidelines in the utilization of the newly activated Philippine Coast Guard (PCG) Hotlines for Texters and Callers.
- II. **SCOPE:** The provision of this SOP applies to the proper steps to be undertaken by any PCG units upon receiving texts and calls from individuals reporting any maritime emergencies, complaints and or other information relevant to the PCG functions.
- III. **OBJECTIVES:**
 - a. To provide an alternative medium or easy means of contacting the PCG Action Center and other PCG Units Operation Centers by any subscribers to report maritime incidents and other PCG related activities.
 - b. To prescribe the procedures in the proper handling of reported calls and or text messages.
 - c. To provide guidance on the things to be reported to the PCG Action/Operation Centers.
- IV. **POLICIES:**
 - a. The Cellular Nr. 0917-724-3682 or 0917-PCG-DOTC and landline Nr 5272-724 or 5272-PCG were designated as **PCG HOTLINES FOR TEXTERS AND CALLERS** respectively.
 - b. The HPCG Action Center and the different Coast Guard Districts Operation Centers were designated as the recipient of the **PCG HOTLINES FOR TEXTERS** while the former likewise entertains for all **CALLERS**.
 - c. All personnel designated to handle all texts and calls shall be very vigilant and shall observe utmost courtesy in answering at all times.
 - d. Text messages and calls received shall be properly evaluated and acted with dispatch.

- 1) Any telephone subscribers can call from any landline by dialing the PLDT Nr 5272-PCG to report any maritime incidents and or other PCG related activities.
- 2) Upon receipt of the calls, the operator shall log on the designated logbook all information that can be answered by the 4W's and 1H. The data shall be immediately given to the Director, CGAC or the Command Duty Officer during off-office hour for evaluation and the corresponding immediate and appropriate action.

VI RESPONSIBILITIES:

a. AC of S for Operation, CG-3

- 1) Responsible for the over-all monitoring and implementation of this SOP
- 2) Shall regularly evaluate the effectiveness and how to improve the system through lateral coordination with cognizant staffs.

b. Commander, CGWCEISS

- 1) Responsible for the proper operation, monitoring, repair and maintenance of the system.
- 2) Shall allocate funds as payment for the subscription of the cellular and landline phones used in the system.
- 3) Conduct training/seminar on a regular basis on all personnel assigned to operate the system.

c. Districts Commanders

- 1) Shall be responsible for the proper operation and the corresponding appropriate and immediate actions on the received text messages.
- 2) Shall direct subordinate units to religiously comply by sending to CGAC TEXT HOTLINE the needed information per para V (a) 2.
- 3) Shall designate responsible personnel to man and make sure that the system is in operation anytime 24 hours a day.
- 4) In coordination with shipowners in their respective AOR requests for the posting at conspicuous location especially aboard passenger vessels the PCG TEXT HOTLINE with the information as in para V (a) 1.

d. Director, CGAC

V

PROCEDURES:

a. Texting the HOTLINE 0917-PCG-DOTC;

- 1) Any individual can send text messages indicating the following information by keying the letters which will indicate:
 - A – Name of Vessel/Craft or PCG Units
 - B – Type of Emergency situation/Complaint
 - C – Approximate location of vessel when the incident happened
 - D – Date and Time the incident happened

- 2) PCG Units likewise can send text messages to the above number to inform CG Action Center on the Statistics of Passengers leaving the Port located within their AOR:
 - A – Reporting Unit
 - B – Time of Departure
 - C – Name of Passenger Vessel
 - D – Port of Origin
 - E – Port of Destination
 - F – Authorized Passenger Capacity
 - G – Nr of Paying Passengers
 - H – Nr of Non Paying Passengers
 - I – Nr of Crew

- 3) Upon receipt of the text, the operator shall inform the Director, CGAC or the Command Duty Officer (CDO) during off-office hour as to the content of the text for evaluation and the corresponding immediate and appropriate action.

- 4) Duty Operator shall copy/save the received text messages to Microsoft Word by following the user friendly prompt that goes along with the Nokia Data Suite.

- 5) Printing of the received text messages shall be done as the need arises but not to exceed one day.

- 6) To reply/send messages, duty operator shall type the message at the computer then click the send button.

- 7) To forward receive text messages, click the forward button on the dialog box, then select the caller group or designated recipient cellular number.

b. Calling the HOTLINE 5272-PCG

- 1) Shall assign, designate and train responsible personnel to man and operate the system.
- 2) Shall make sure that all the informations received from texters/callers be properly evaluated and that appropriate actions be promptly done.
- 3) Shall closely monitor the actions taken and verify the results.
- 4) Shall make sure that all the messages received from texters/callers be properly printed/recorded/downloaded indicating therein the actions taken as well as the results thereof.

e. AC of S for Vessel Safety, CG-8

Shall as much as possible closely coordinate with ship owners for the widest dissemination by requesting the inclusion of the above info to be printed on the passenger ticket being sold to passengers.

f. CG Public Information Officer (CGPIO)

Shall coordinate with various media (TV, radio, print etc.) for the widest dissemination and conduct press releases on the PCG HOTLINES FOR TEXTERS AND CALLERS.

VII RECISSION:

Provisions of existing SOP's directives and circulars in conflict with the provision of this SOP are hereby rescinded.

VIII EFFECTIVITY:

The provisions of this SOP shall take effect immediately upon publication.

BY COMMAND OF COMMODORE GOSINGAN:

OFFICIAL:


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