

[MARINA CIRCULAR NO. 2009-04, March 13, 2009]

ESTABLISHMENT OF MARINA TELEPHONE HOTLINE 2985 (AZUL)

Pursuant to the relevant provisions of Presidential Decree No. 474, Executive Order No. 125/125-A, and Republic Act No. 9295, and in accordance with Section 5, Republic Act No. 9485 or the "Anti-Red Tape Act of 2007", the MARINA Telephone Hotline and SMS are hereby established.

I. OBJECTIVES

1. To facilitate the reporting of maritime-related violations due to non-compliance of international conventions, national laws, circulars, rules and regulations, complaints, grievances, and observed suspicious or illegal /unlawful activity on board Philippine-registered domestic ships.
2. To provide supplemental tools that would further enhance the enforcement functions of the MARINA in order to achieve a higher rate of compliance with applicable maritime laws, rules and regulations, policies and other issuance.
3. To provide mechanism by which the clients of MARINA may adequately express their complaints, comments or suggestions.

II. COVERAGE

This Circular covers all reports of non-compliance, maritime-related violations, complaints, grievances, observed suspicious or illegal / unlawful activity on board Philippine-registered ships, comments, suggestions and other types of maritime-related issues communicated through the MARINA telephone hotline and/or short messaging system (SMS).

III. DEFINITION OF TERMS

1. **Complaint / Grievance** – refers to an expression of discontent/dissatisfaction against an unjust act.
2. **Maritime violation** – refers to non-conformity or non-compliance to applicable maritime laws, rules and regulations, policies, and other issuances.
3. **Suspicious Illegal/Unlawful Activity** – refers to any behavior that is indicative of a potential security threat to a ship or person.

IV. GENERAL PROVISIONS

1. All concerned individuals are strongly encouraged to report non-compliance, maritime-related violations, complaints, grievances, observed suspicious or illegal/unlawful activities on board Philippine-registered ships as well as feedback, comments, suggestions, recommendations, and requests for assistance, through the