



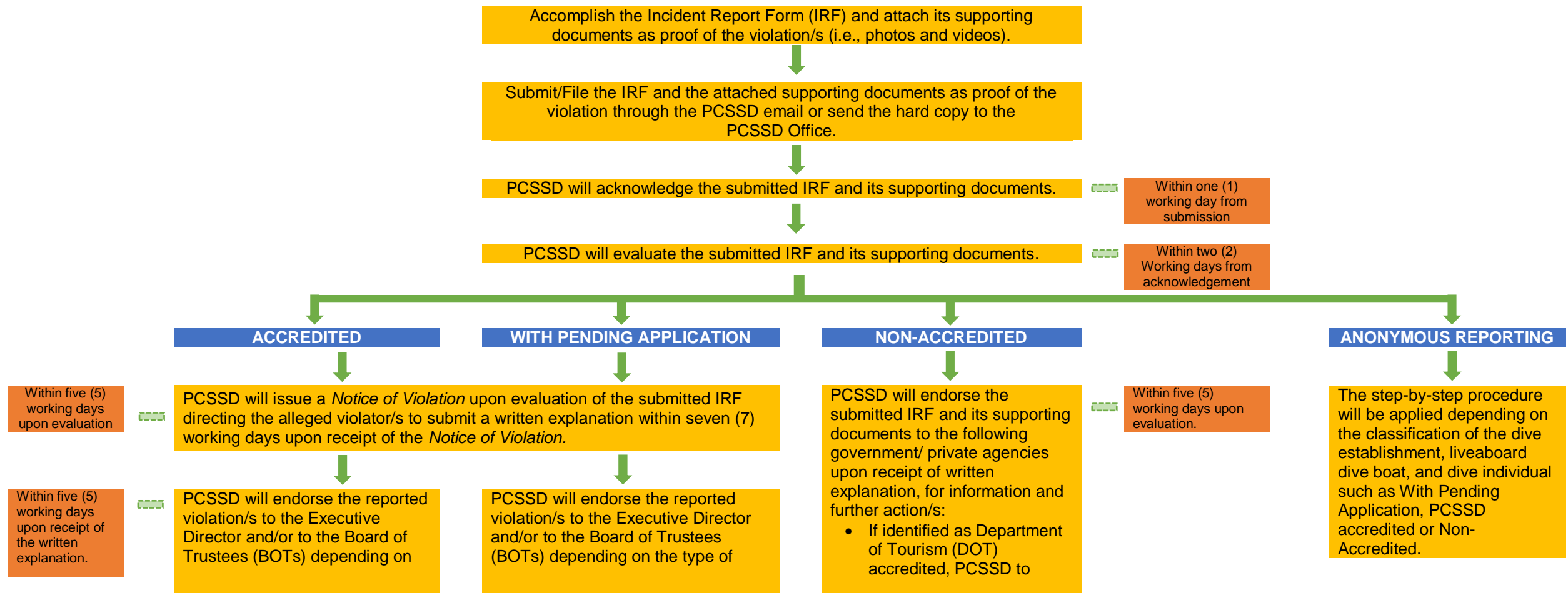
Republic of the Philippines
DEPARTMENT OF TOURISM
PHILIPPINE COMMISSION ON SPORTS SCUBA DIVING



STANDARD OPERATING PROCEDURE ON REPORTED DIVE RELATED VIOLATION/S

- I. **OBJECTIVE:** To serve as the standard operating procedure or guidelines in responding to or taking action on reported dive-related violation/s submitted by complainant/s.
- II. **COVERAGE:** These guidelines shall apply to the following dive establishments, liveboard dive boats and dive individuals: PCSSD Accredited, with pending application, and non-accredited. Anonymous complaints shall be acted on so long as the complainant/s files the IRF and provides the necessary supporting documents.
- III. **STEP-BY-STEP PROCEDURE:**

FLOW CHART



the type of violation/s (e.g., dive accident), for further action.

- If proven guilty of the alleged violation, the PCSSD will determine the penalty in accordance to the violation/s; or
- If proven not guilty of the alleged violation, the PCSSD accreditation will be retained and the submitted IRF from the complainant will be filed as disapproved.

violation/s (e.g., dive accident), for further action.

- If proven guilty of the alleged violation, the PCSSD will determine the penalty in accordance to the violation/s; or
- If proven not guilty of the alleged violation, the PCSSD application for accreditation will reprocess and the submitted IRF from the complainant will be filed as disapproved.

issue a memorandum to its respective DOT Regional Office (RO);

- PCSSD will issue a memorandum to the concerned Local Government Unit (LGU) through its respective DOT RO;
- PCSSD will issue a memorandum to other government agencies if the alleged violation is within their purview (e.g., Maritime Industry Authority (MARINA), Philippine Coast Guard (PCG), Department of Environment and Natural Resources (DENR)); or
- If it is identified that the alleged violator/s failed to comply with agency's standards, the PCSSD will issue a letter to the concerned certifying agency.

Within seven (7) working days upon endorsement to BOT and/or ED.

PCSSD will issue a Resolution or Result of the Investigation (ROI) to the complainant and to the alleged violator/s. If either of the parties are not amenable to the Resolution or ROI. An appeal may be filed by any party to the PCSSD within fifteen (15) working days upon receipt of the Resolution or ROI, and reinvestigation should be made upon receipt of the appeal. Otherwise, the ROI will become final and executory if there is no appeal filed.

Within five (5) working days upon issuance of the ROI and/or receipt of appeal.

PCSSD will issue a memorandum to the following government/private agency, for information and further action/s;

- If identified as accredited by the Department of Tourism (DOT), PCSSD will issue a memorandum to its respective DOT Regional Office (RO);
- PCSSD will issue a memorandum to the concerned Local Government Unit (LGU) through its respective DOT RO;
- PCSSD will issue a memorandum to other government agencies if the alleged violation is within their purview (e.g., Maritime Industry Authority (MARINA), Philippine Coast Guard (PCG), Department of Environment and Natural Resources (DENR)); or

If it is identified that the alleged violator/s failed to comply with agency's standards, the PCSSD will issue a letter to the concerned certifying agency.

PCSSD will follow-up the concerned agency after fifteen (15) working days upon endorsement

Concerned government and/or private agencies will provide PCSSD a document for the action taken to the violator.

Within two (2) working days upon endorsement.

PCSSD will issue a letter to the complainant that the alleged violator is not PCSSD accredited, and the complaint has been forwarded to the concerned agency.

PCSSD will follow-up the concerned agency after fifteen (15) working days upon endorsement.

Concerned government and/or private agencies will provide a copy of their ROI to the PCSSD

Violator/s can re-apply for the PCSSD Accreditation once the violation is resolved.

PCSSD will re-process the application of the alleged violator/s once resolved.

PCSSD will provide a copy of the ROI to the complainant for information.



Violator/s can apply for the PCSSD Accreditation once the violation is resolved

IV. TYPES OF VIOLATION/S:

| FOR ENDORSEMENT TO THE EXECUTIVE DIRECTOR ONLY | FOR ENDORSEMENT TO THE BOARD OF TRUSTEES |
|--|--|
| PCSSD MC 2021-001 or the Interim Guidelines for Applications for Accreditation | Dive Accidents |
| PCSSD MC 2021-002 or the Amended Health and Safety Guidelines Governing the Operations of Dive Establishments and Liveboard Dive Boats in the New Normal | Missing Diver or with fatality |
| PCSSD AO 2021-001 or the Amended Guidelines on the Operations of Dive Establishments and Liveboard Dive Boats Under a Community Quarantine | |
| PCSSD Implementing Rules and Regulations 2003 | |
| Note: Alleged violation/s that are not within the purview of the Commission will be endorsed to the concerned agency. | |

V. TYPES OF FINES AND PENALTIES: The fines and penalties will be updated upon ratification of the draft 2019 PCSSD Implementing Rules and Regulations

VI. CONTACT INFORMATION:

| | |
|-------------------------------|---|
| Accreditation Officers | Dive Establishment and Liveboard Dive Boat Ms. Cristy Barrameda Ms. Shaliane Carvajal Mr. Renlie Castillo (Cebu Office) Dive Individual Ms. Katrish Degoma |
| Address | The New Department of Tourism Building, 5th Floor, 351 Sen Gil Puyat Avenue, Makati City 1200 |
| Contact Number | (02) 459-5200 loc. 510 or (02) 8524-2242 |
| Email Address | morefun@divephilippines.com.ph |
| Website | www.divephilippines.com.ph |

VII. RELEVANT DOCUMENTS

PCSSD Incident Report Form: <http://www.divephilippines.com.ph/documents/>



Republic of the Philippines
DEPARTMENT OF TOURISM
PHILIPPINE COMMISSION ON SPORTS SCUBA DIVING



INCIDENT REPORT FORM

Any individual reporting possible violation/s regarding standards and regulations on the practice of scuba diving in the Philippines based on the below checklist of the PCSSD issuances should complete this form and attach the necessary proof/supporting documents.

Please submit the accomplished form to the Philippine Commission on Sports Scuba Diving (PCSSD) at 5th Floor, PCSSD Office, 351 Sen. Gil Puyat Ave., Makati City or email at pcssd_dot@yahoo.com.ph within three (3) working days from the occurrence of the incident/s or violation/s.

INCIDENT/S INFORMATION

Name of Complainant/s (Optional) : _____
Name of Alleged Violator/s : _____
(Individual or Establishment)
Date and Time of Incident : _____
Location of Incident : _____
Email Address of Complainant/s : _____
Types of Proof/Supporting Document/s : _____

INCIDENT DESCRIPTION

Please attach a separate sheet of paper if you need more space to narrate the occurred incident.

ACTION REQUESTED

RELEVANT INFORMATION

| COMPLAINANT/S' SIGNATURE | DATE SUBMITTED |
|--------------------------|----------------|
| | |

I certify that I am the complainant of the above-stated case and I have caused the preparation of the foregoing complaint. I have read the contents thereof and the facts stated therein are true and correct to the best of my knowledge and/or on the basis of copies of documents and records in my possession.

TO BE FILLED-OUT BY THE PCSSD OFFICER

INCIDENT CONTROL NO. : _____
DATE RECEIVED : _____
PCSSD STAFF IN-CHARGE : _____
SIGNATURE : _____