



PHILIPPINE PORTS AUTHORITY

CITIZEN'S CHARTER
2021 (3rd Edition)

I. Mandate:

"To establish, develop, regulate, manage and operate a rationalized national port system in support of trade and national development"

II. Vision:

By 2030, the Philippine Ports Authority, as part of an integrated transport and logistics system, shall have provided port facilities and services at par with global best practices and a port regulatory environment conducive to national development.

III. Mission:

- 1. Provide modern, sustainable, and resilient port infrastructures and facilities.*
- 2. Provide responsive, reliable, and efficient port services.*
- 3. Promote a regulatory framework that is transparent, fair, and relevant to the needs of all stakeholders in pursuit of a national port development program.*

IV. Service Pledge:

We, the officials and employees of the Philippine Ports Authority (PPA), commit to:

- 1. Provide safe, efficient and quality frontline services to all port clientele at all times and strive to continually review and revise existing systems in order to attain PPA's goals and objectives.*
- 2. Promote dignity and accountability in public service.*
- 3. Act with efficiency and fairness on all applications, requests, including complaints.*

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PORT MANAGEMENT OFFICE
(External Services)

1. Vessel Entrance Formalities

Facilitate entrance formalities of all vessels whether domestic or foreign calling at the port, upon submission of complete documentary requirements.

Office/Division:	Port Services Division-Marine Section		
Classification:	Simple		
Type of Transaction:	G2B-Government to Business G2G-Government to Government		
Who may avail:	Vessel or Shipping Line Representative/Agent		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
A. Domestic Vessel			
1. Notice of Arrival (3 copies)		PPA website for online application; Marine/Harbor Office for manual application	
2. Application for Berth/Anchorage (3 copies)		PPA website for online application; Marine/Harbor Office for manual application	
3. Vessel's Roll Book		Shipping Lines	
4. Passenger Manifest (3 copies)		Shipping Lines	
5. Dangerous Cargo Manifest (if applicable)		Shipping Lines	
6. Duly signed Inward Coasting Manifest (3 copies)		Shipping Lines	
7. Waste on Board Vessel Information Form (WOBVIF)		PMO Marine Section	
B. Foreign Vessel			
1. Notice of Arrival (3 copies)		PPA website for online application; Marine/Harbor Office for manual application	
2. Application for Berth/Anchorage (3 copies)		PPA website for online application; Marine/Harbor Office for manual application	
3. Passenger Manifest (if applicable) (3 copies)		Shipping Lines	
4. Dangerous Cargo Manifest (if applicable)		Shipping Lines	
5. Inward Foreign Manifest (3 copies)		Shipping Lines	
6. Waste on Board Vessel Information Form (WOBVIF)		PPA PMO Marine/ Harbor Office	
C. Additional requirements for Vessel on Maiden Voyage			
1. Vessel Information Sheet		PPA Website (downloadable forms)	
2. Certificate of Inspection (domestic vessels)		MARINA	

3. International Tonnage Certificate (foreign vessel)		Shipping Lines/ Flag Registry		
* Pursuant to PPA MC Nos. 18-2020 and 22-2020, all PPA employees, including outsourced personnel, service providers , port users , stakeholders and the general public shall follow a minimum health and safety protocols in all PPA offices and facilities.				
* Pursuant to PPA MC No. 02-2020, all ships arriving from China and its Special Administrative Regions (SAR) and Taiwan shall follow port management protocols in response to the Coronavirus Disease (COVID-19) as stated in this issuance.				
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Transmit/submit the Notice of Arrival (NOA) and Application for Berth and Anchorage (ABA) together with the Waste on Board Vessel Information Form (WOBVIF) • Regular liner Vessel (Passenger, Containerized and Roro Vessels): 24 hrs. before arrival • Tramping Vessel: 36 hrs. before arrival • Foreign Vessel: 48 hrs. before arrival * If in any case face-to-face transaction is not possible, submission of documentary requirements may also be done via iPorts and other electronic means such as email or fax message.	1. Acknowledge receipt of documents, evaluates and verifies the accuracy of the entries in the documents. If found in order, schedules the client for a Berthing Meeting.	None	15 mins.	PPA Harbor Operations Officer/ Authorized Representative

2. Attends the Berthing Meeting.	<p>2. Conducts the Berthing Meeting for allocation of berth and discussion and preparation of other important matters.</p> <p>* If in any case face-to-face transaction is not possible, Berthing Meetings can also be done virtually thru videotelephony software such as Zoom, Microsoft Teams, Google Meet, GoToMeeting and the likes.</p>	None	2 hrs.	PPA Harbor Master/ Authorized Representative
<p>3. Submits the complete set of documents for entrance formalities at the PPA Marine Section.</p> <p>a. 3 copies Application for Berth/Anchorage</p> <p>b. 3 copies Passenger Manifest (if applicable)</p> <p>c. Dangerous Cargo Manifest (if applicable)</p> <p>d. Waste on Board Vessel Information Form (WOBVIF)</p> <p>e. Vessel's Roll Book (domestic)</p>	<p>3.1 Checks/ verifies the completeness of the submitted documents.</p> <p>3.2 Logs Actual Time of Arrival at the Vessels Logbook.</p> <p>3.3 Stamps manifest and/ or roll book "Entered".</p>	<p>None</p> <p>None</p> <p>None</p>	3 mins.	PPA Harbor Operations Officer/ Authorized representative

<p>f. 3 copies Inward Coasting Manifest (domestic)</p> <p>g. 3 copies Inward Foreign Manifest (foreign)</p> <p><i>If vessel is on maiden voyage, submits the additional requirements for maiden voyage.</i></p>				
TOTAL:		None	2 hrs. 18 mins.	

2. Vessel Departure Clearance

Facilitate the grant of Departure Clearance of vessels calling at the Ports upon submission of complete documentary requirements.

Office/Division:	Port Services Division-Marine Section/ Finance Division/ Assessment & Collection		
Classification:	Simple		
Type of Transaction:	G2B-Government to Business G2G-Government to Government		
Who may avail:	Vessel or Shipping Line Representative/Agent		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
A. Domestic Vessel			
1. Vessel's Roll Book		Shipping Lines	
2. Passenger Manifest (3 copies)		Shipping Lines	
3. Duly signed Outward Coasting Manifest (3 copies)		Shipping Lines	
4. Certificate of Service Rendered from Shore Reception Facility (if applicable)		Shore Reception Facility Operator	
5. Dockage Report		PPA Vessel Entrance and Clearance Section	
6. Lifting Order for Hold Over (if applicable)		Concerned Agency	
7. Computation Sheet and/or PPA Vessel Invoice for revolving fund payment		PPA Assessment Counter	
8. Official Receipts for payment of Port Dues		PPA Cashier	
9. BIR Form 2307 (if applicable)		Shipping Lines	
10. PPA Certification for Exemption from Port Charges (to be secured 3 hours but not less than 1 hour prior to vessel's departure), if applicable		PPA Office of the Port Manager	
B. Foreign Vessel			
1. Passenger Manifest (3 copies) (if applicable)		Shipping Lines	
2. Outward Foreign Manifest (3 copies)		Shipping Lines	
3. Certificate of Service Rendered from Shore Reception Facility (if applicable)		Shore Reception Facility Operator	
4. Dockage Report		PPA Vessel Entrance and Clearance Section	
5. Lifting Order for Hold Over (if applicable)		Concerned Agency	

6. Clearance of Vessel to Foreign Port	Bureau of Customs
7. Computation Sheet and/or PPA Vessel Invoice for revolving fund payment	PPA Assessment Counter
8. PPA Official Receipts for payment of Port Dues	PPA Cashier
9. BIR Form 2307 (if applicable)	Shipping Lines
10. PPA Certification for Exemption from Port Charges (to be secured 3 hours but not less than 1 hour prior to vessel's departure), if applicable	PPA Office of the Port Manager

* Pursuant to PPA MC Nos. 18-2020 and 22-2020, all PPA employees, including outsourced personnel, **service providers, port users, stakeholders** and the **general public** shall follow a minimum health and safety protocols in all PPA offices and facilities.

Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Submits complete set of documents for vessel departure clearance at the PPA Marine Section.	1.1 Checks/ verifies the completeness of the submitted documents.	None	5 mins.	PPA Harbor Operations Officer/ Authorized Representative
a. Dockage Report b. 3 copies Passenger Manifest (if applicable) c. Certificate of Service Rendered from SRF (if applicable)	1.2 Checks for any violation, hold departure order, or such other similar orders or issuances.	None		
d. Lifting Order for Holdover (if applicable) e. PPA Certification for Exemption from Port Dues (if applicable) f. 3 copies Outward Coasting Manifest (domestic)	1.3 Check/verifies entries on the dockage report. * For clients that could not physically appear, Marine Section forwards the documentary requirements to the Finance Assessment	None		

<p>g. Vessel's Roll Book (domestic)</p> <p>h. 3 copies Outward Foreign Manifest (foreign)</p> <p>i. Clearance of Vessel to Foreign Port (foreign)</p> <p>*If in any case face-to-face transaction is not possible, submission of documentary requirements may also be done via iPorts and other electronic means such as email or fax message.</p>	<p>Section for proper assessment.</p> <p>1.4 For vessels that are exempted from port charges, PPA proceeds to Departure Clearance procedure.</p>	None		
<p>2. Submits the Dockage Report and other documentary requirements to the assessment window.</p> <p>* If in any case face-to-face transaction is not possible, client will have to wait for the email from the Assessment Section of their respective Computation Sheet and/or PPA Invoice.</p>	<p>2.1 Provides assessment by checking and verifying the completeness of the submitted documents and entries on the Dockage Report.</p> <p>2.2 Checks for any violation, hold departure order, or such other similar orders or issuances and compute charge/s against the</p>	<p>None</p> <p>None</p>	5 mins.	PPA Cashier/ Collection Representative/ Authorized Representative

	<p>vessel, if applicable.</p> <p>2.3 Prepares Computation Sheet and/or PPA Invoice for revolving fund payment.</p> <p>2.4 Informs client to proceed to the collection/ cashier section for payment.</p> <p>* For clients that could not physically appear, Assessment Section will send the Computation Sheet and/or PPA invoice to the client via email.</p>	<p>None</p> <p>None</p>		
<p>3. Proceeds to collection/ cashier section presents the Computation Sheet and/or PPA Invoice for payment of port dues.</p> <p>* Client may opt to pay via e-payment facilities or through banks, e-payment Confirmation Receipt or Validated Deposit Slip as proof of payment shall be forwarded to the</p>	<p>3.1 Cashier checks the Computation Sheet and/ or Vessel Invoice and Dockage Report.</p> <p>3.2 Check for BIR Form 2307.</p> <p>3.3 Receives payment and issues Official Receipt.</p> <p>* For payments coursed via e-payment facilities</p>	<p><u>For Domestic Vessel:</u></p> <p>(Dockage (Domestic)) + (Lay-up Fee) + (Share on Pilotage + 12% VAT) + (VTMS Fee +12% VAT (only if applicable))</p> <p>- Usage Fee (GRT</p>	5 mins.	PPA Cashier/ Collection Representative/ Authorized Representative

<p>Treasury Department via email (treasury@ppa.com.ph).</p>	<p>or through banks, proper verification prior to receipting shall be done. The Treasury Department will forward the client's official receipt via email.</p>	<p>x .80 x No. of Days)</p> <p>- Lay-up Fee (GRT x .80 x No. of Days x 50%)</p> <p>- PPA Share on Pilotage (Prescribed Rate x 10%+12% VAT)</p> <p><u>For Foreign Vessel:</u></p> <p>(Port Dues + Dockage-at-Berth + Dockage-at-Anchorage + (PPA Pilotage + 12% VAT) + (VTMS Fee (only if applicable))</p> <p>- Port Dues (GRT x 0.081 x US\$ rate)</p> <p>- Dockage Fee at Berth (GRT x .039 x No.</p>		
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		<p>of days x US \$ rate)</p> <p>- Dockage Fee at Anchorage (GRT x .020 x No. of days x US \$ rate)</p> <p>- PPA Share on Pilotage (Pilotage rate x US \$ rate x 10%)</p>		
4. Proceeds to PPA Marine Section and presents the Official Receipts as proof of payment and original documentary requirements for vessel departure clearance.	<p>4.1 Performs Vessel Departure Clearance procedure.</p> <p>4.2 Checks/ verifies the completeness of the submitted documents.</p> <p>4.3 If in order, for domestic vessels, stamps "Port Clearance Granted per EO 493...." and affixes signature on the Vessel's Roll book, Outward Coasting and Passenger Manifest. For foreign</p>	<p>None</p> <p>None</p> <p>None</p>	5 mins.	PPA Harbor Operations Officer/ Authorized representative

	<p>vessel, stamps "Port Charges Paid" on outward foreign manifest.</p> <p>4.4 For vessels that are exempted from port charges, PPA stamps "Port Charges Exempt"</p>	None		
5. Vessel leaves port before expiration of the clearance or otherwise the same shall be revalidated.	<p>5.1 Ensures the vessels departure at the port.</p> <p>5.2 As per report from the vessel, records the time of departure on the Vessel's Logbook and affixes his signature.</p>	<p>None</p> <p>None</p>	None	PPA Harbor Operations Officer/ Authorized representative
TOTAL:		<p><u>For Domestic Vessel:</u></p> <p>(Dockage (Domestic)) + (Lay-up Fee) + (Share on Pilotage + 12% VAT) + (VTMS Fee +12% VAT (only if applicable))</p>	20 mins.	

	<p><u>For Foreign Vessel:</u></p> <p>(Port Dues + Dockage-at-Berth + Dockage-at-Anchorage + (PPA Pilotage + 12% VAT) + (VTMS Fee (only if applicable))</p>		
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Please see below schedule of vessel charges

CHARGES ON VESSEL

1. Vessels engaged in foreign trade, including those engaged in barter trade, that enter any port, whether private or government, shall be charged PORT DUES on each call based on GRT, as follows:

US\$0.081

2. Vessels engaged in foreign trade, including those engaged in barter trade, that berth at any port of call shall also be charged **DOCKAGE at BERTH** per GRT per calendar day or fraction thereof, as follows, provided that, for purposes of computation, a maximum of 50,000 GRT shall be used:

At a Government Port	US\$0.039/GRT
At a Private Port officially registered with PPA	US\$0.020/GRT

3. Vessels engaged in foreign trade that do not berth but drop anchor at either a government or privately-owned port, whether operated exclusively or commercially, shall also be charged **DOCKAGE at ANCHORAGE** of one-half (1/2) of the corresponding dockage at berth at a government port, subject to the same maximum 50,000 GRT, as follows:

US\$0.020

4. Pursuant to the terms of the BIMP-EAGA agreement, vessels carrying the flag of Indonesia, Brunei, and the Philippines which are accredited to operate under the BIMP-EAGA program shall be entitled to the following special port charges against vessels:

PORT DUES	US\$0.040 per GRT
DOCKAGE	US\$0.020 per GRT per day or fraction thereof

5. Vessels engaged in domestic trade that berth or drop anchor at any government port shall be charged a **DOMESTIC DOCKAGE FEE (USAGE FEE)**, as follows:

	Jan. 01 2007	Jan. 01 2008	Jan. 01 2009
6 to 100 GRT per calendar day or fraction thereof	P61.00	P72.00	P82.00
Over 100 GRT per GRT per calendar day or fraction thereof	P0.60	P0.70	P0.80

5.1 Domestic vessels calling at officially registered private ports shall be charged at one-half (1/2) of the Domestic Dockage Fee at a government port.

5.2 Registered bay and river trade vessels shall also be charged one-half (1/2) of the required Domestic Dockage Fee but in no case less than or more than the following charges for a calendar day or fraction thereof:

	Jan. 01 2007	Jan. 01 2008	Jan. 01 2009
Not less than	P61.00	P72.00	P82.00
Not more than	P308.00	P360.00	P413.00

5.3 Lay-up fee for domestic vessels shall be one-half (1/2) of the applicable Domestic Dockage Fee.

6. Yachts/pleasure crafts staying at a duly registered marina that comply with PPA rules on private ports, specifically on payment of privilege fees shall not be liable to the payment of **DOMESTIC DOCKAGE FEE** (Usage Fee).

7. Yachts/pleasure crafts from 6 GRT up to 100 GRT calling at government ports shall be liable to the payment of **DOMESTIC DOCKAGE FEE (Usage Fee)** at P40.00 per calendar day or fraction thereof. Pleasure crafts of more than 100 GRT shall be charged at P0.40 per GRT Per calendar or fraction thereof.

8. Idle vessels occupying dockside berth at any government port despite a shifting order from the Port Manager or his authorized representative to give way to an incoming operating vessel, shall be assessed a charge of 300% of applicable dockage fee for foreign vessels and 500% of the applicable **DOMESTIC DOCKAGE FEE** (Usage Fee) for domestic vessels, provided, that the payment of such assessed fees shall be made by the owners, agents or representatives prior to actual departure from berth.

9. Vessels occupying dockside berth at any government port, but are subject of a restraining order, injunction, writ of attached, and other similar orders by a competent court or authority shall be assessed a charge of 600% of the applicable dockage for foreign vessels, and 1,000% of the applicable **DOMESTIC DOCKAGE FEE** (Usage Fee) for domestic vessels; provided, that the payment of such assessed fees shall be made by the party granted the favorable judgement or order, and, provided further, that the same is made immediately after the court or competent authority's decision.

3. Entry of Cargoes

Facilitate assessment, collection of cargo charges and approval of cargo entry, to ensure that all cargoes are properly documented and allowed in to the port for loading to vessel.

Office/Division:	Port Services Division-Terminal Section/ Finance Division/ Assessment & Collection		
Classification:	Simple		
Type of Transaction:	G2B-Government to Business G2C-Government to Citizen		
Who may avail:	Shippers, Consignee, Shipping Line Representative		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
A. Domestic Cargoes			
1. Pro-forma Bill of Lading		Shipping Lines	
2. Bill of Lading (3 copies)		Shipping Lines	
3. Cargo Handling Operator Official Receipt		Cargo Handling Operator	
4. Computation Sheet and/or PPA Invoice for revolving fund payment		PPA Assessment Counter	
5. PPA Official Receipts for payment of Wharfage Charges		PPA Cashier	
6. BIR Form 2307 (if applicable)		Shipping Lines	
B. Foreign Cargoes			
1. Export Declaration		Bureau of Customs	
2. Bill of Lading (3 copies)		Shipping Lines	
3. Cargo Handling Operator Official Receipt (3 copies)		Cargo Handling Operator	
4. Computation Sheet and/or PPA Vessel Invoice for revolving fund payment		PPA Assessment Counter	
5. PPA Official Receipts for payment of Wharfage Charges		PPA Cashier	
6. BIR Form 2307 (3 copies) (if applicable)		Shipping Lines	
C. RoRo- Cargoes under RRTS			
1. Shipping Line Lane Meter Official Receipt		Shipping Lines	
2. PPA RoRo Terminal Fee		PPA Terminal Fee Counter	
<p>* Pursuant to PPA MC Nos. 18-2020 and 22-2020, all PPA employees, including outsourced personnel, service providers, port users, stakeholders and the general public shall follow a minimum health and safety protocols in all PPA offices and facilities.</p>			

Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Upon settling all the necessary requirements with the Cargo Handler, proceeds to the PPA assessment counter with the following documents: a) 3 copies Bill of Lading or Pro-forma Bill Lading b) Export Declaration (foreign) c) 3 copies Cargo Handling Operator Official Receipt <i>For cargoes under RRTS:</i> After payment of the Lane Meter Vehicle Fee to the Shipping Lines, proceeds to the PPA RoRo Terminal Fee (RRTF) Counter or the Cashier/ Collection Representative/ Authorized Representative for payment of terminal fee based on vehicle type.	1.1 Provides assessment by checking and verifying the completeness of the submitted documents.	None	5 Mins.	PPA Cashier/ Collection Representative/ Authorized Representative
	1.2 Encodes the cargo details.	None	1 hr.	
	1.3 Prepares Computation Sheet and/or PPA Invoice for revolving fund payment.	None	10 Mins.	
	* For clients that could not physically appear, Assessment Section will send the Computation Sheet and/or PPA invoice to the client via email. 1.4 Informs client to proceed to the collection/ cashier section for payment.	None		

<p>* If in any case face-to-face transaction is not possible, submission of documentary requirements to the Finance Assessment Section may also be via email.</p>				
<p>2. Proceeds to collection/ cashier section and presents the Computation Sheet and/or PPA Invoice for payment of wharfage dues and 3 copies of BIR Form 2307, if any.</p> <p>* Client may opt to pay via e-payment facilities or through banks, e-payment Confirmation Receipt or Validated Deposit Slip as proof of payment shall be forwarded to the Treasury Department via email (treasury@ppa.com.ph).</p>	<p>2.1 Cashier checks the Computation Sheet and/or PPA Invoice and Dockage Report.</p> <p>2.2 Check for BIR Form 2307.</p> <p>2.3 Receives payment and issues Official Receipt.</p> <p>* For payments coursed via e-payment facilities or through banks, proper verification prior to receipting shall be done. The Treasury Department will forward the client's official receipt via email.</p>	<p>Domestic Wharfage:</p> <p><u>Non Containerized</u> :</p> <p>Php 9.00 per metric Ton</p> <p>Php 7.00 per revenue Ton</p> <p><u>Containerized</u> :</p> <p>10 ft: Php 63.00</p> <p>20 ft: Php 126.00</p> <p>35 ft: Php 157.00</p> <p>40 ft: Php 189.00</p> <p>45 ft: Php 221.00</p> <p>Foreign Wharfage:</p> <p><u>Non Containerized</u> :</p>	<p>5 mins.</p>	<p>PPA Cashier/ Collection Representative</p>

		<p>Php 18.35 per metric Ton</p> <p>Php 15.25 per revenue Ton</p> <p><u>Containerized</u> :</p> <p>20 ft: Php 259.70</p> <p>35 ft: Php 329.95</p> <p>40 ft: Php 391.05</p> <p>45 ft: Php 458.25</p>		
<i>For cargoes under RRTS:</i> Pays the correspondin g amount of terminal fee	Issues the RRTF	<p>RRTF inclusive of VAT</p> <p>Type 1: Php 65.00</p> <p>Type 2: Php 129.00</p> <p>Type 3: Php 258.00</p> <p>Type 4: Php 516.00</p>		
3. Proceeds to terminal section and presents the PPA Official receipts and other requirements for stamping of "OK for Loading"	<p>3.1 Checks/ verifies the accuracy of submitted documents.</p> <p>3.2 If in order, stamps "OK for Loading" in the Bill of Lading.</p>	<p>None</p> <p>None</p>	5 mins.	PPA Terminal Supervisor/ Sr. Terminal Operations Officer/ Terminal Operations Officer/ Authorized

For cargoes under RRTS: Presents the RRTF Ticket to the guard on duty/ personnel in-charge for entry to the RoRo marshalling yard prior to loading into the vessel.				Representative
TOTAL:		<u>Domestic Wharfage:</u> (Cargo Volume/Weight/No. of box X Rate) <u>Foreign Wharfage:</u> (Cargo Volume/Weight/No. of box X Rate)	1 hr. and 25 mins.	

Please see below schedule of cargo charges

CHARGES ON CARGOES

1. All non-containerized foreign cargoes coming in (imported), going out (exported) or transshipped through a government-owned wharf shall be charged **WHARFAGE** for the use of port facilities on the basis of the total metric or revenue tonnage whichever is applicable, rounded off to the nearest ton, as follows:

If Imported		
a.	Cargoes in Sack/Bags/Bulk/Uncrated Live Animals/Steel Products Logs and Lumber/Heavy Lift Per Metric Ton	P36.65
b.	Others Per Revenue Ton	P30.55
If Exported		
a.	Cargoes in Sack/Bags/Bulk/Uncrated Live Animals/Steel Products Logs and Lumber/Heavy Lift Per Metric Ton	P18.35
b.	Others Per Revenue Ton	P15.25
Foreign Transshipment A single charge per metric or revenue ton payable by shipping agent		
a.	Cargoes in Sacks/Bags/Bulk/Steel Products, Logs and Lumber/Heavy Lift Per Metric ton	US\$0.833
b.	Others Per Revenue Ton	US\$0.694
PROVIDED that the minimum charge shall be P10.00		

2. All containerized foreign cargoes (FCL or LCL singles) shall be charged **WHARFAGE** per box as follows:

PROVIDED, that if cargoes in a box are owned by more than one (1) shipper/consignee, that is, LCL containers, the **WHARFAGE** for non-containerized cargoes shall apply; and PROVIDED FURTHER that **NO WHARFAGE** shall be charged on empty containers, i.e. without contents of any sort.

3. All non-containerized domestic cargoes shall be charged **WHARFAGE** as they enter or leave a government-owned wharf on the basis of their total revenue or metric tonnage rounded off to the nearest ton, as follows:

If Imported	
20 - ft	P519.35
35 - ft	P656.85
40 - ft	P779.05
45 - ft	P916.50
If Exported	
20 - ft	P259.70
35 - ft	P329.95
40 - ft	P391.05
45 - ft	P458.25
Foreign Transshipment	
Per TEU	US\$ 1.00

Domestic Wharfage Fee	Jan. 01 2007	Jan. 01 2008	Jan. 01 2009
Non-containerized Cargoes			
Cargoes in Sacks/Bags/Bulk/ Uncrated Live Animals /Steel Products/Logs and Lumber/ Heavy Lift Per Metric Ton	P6.00	P7.00	P9.00
Others Per Revenue Ton	P5.00	P6.00	P7.00
Minimum Charge	P10.00	P12.00	P15.00
10' Box or shorter	P43.00	P52.00	P63.00
20' Box	P86.00	P105.00	P126.00
35' Box	P107.00	P131.00	P157.00
40' Box	P129.00	P157.00	P189.00
45' Box	P151.00	P184.00	P221.00

3.1 Domestic cargoes, whether containerized or not, that are loaded/discharged at anchor without using any government wharf or at officially registered private ports shall be charged one-half (1/2) of the usual Domestic Wharfage Fee.

Provided that if cargoes in a box are owned by more than one shipper/consignee (LCL), the **WHARFAGE** for non-containerized cargo shall apply. PROVIDED FURTHER, that **NO WHARFAGE** shall be charged on an empty box, i.e. without contents of any sort.

The **WHARFAGE** for all foreign and domestic cargoes whether containerized or not that are loaded or discharged from a vessel at anchor without using any government wharf or at an officially registered private port whether operated exclusively or commercially, shall be one-half (1/2) of the corresponding charge a government-owned port.

4. Withdrawal of Cargoes

Facilitate assessment, collection of cargo charges and approval of cargo withdrawal, to ensure that only cargoes that are properly documented are allowed withdrawal/release to from the port.

Office/Division:	Port Services Division-Terminal Section/ Finance Division/ Assessment & Collection			
Classification:	Simple			
Type of Transaction:	G2B-Government to Business G2C-Government to Citizen			
Who may avail:	Shippers, Consignee, Shipping Line Representative			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
A. Domestic Cargoes				
1. Pro-forma Bill of Lading		Shipping Lines		
2. Bill of Lading (3 copies)		Shipping Lines		
3. Cargo Handling Operator Official Receipt		Cargo Handling Operator		
4. Cargo Handling Gate Pass		Cargo Handling Operator		
5. Computation Sheet and/or PPA Invoice for revolving fund payment		PPA Assessment Counter		
6. PPA Official Receipts for payment of Wharfage Charges		PPA Cashier		
7. BIR Form 2307 (if applicable)		Shipping Lines		
B. Foreign Cargoes				
1. Export Declaration		Bureau of Customs		
2. Bill of Lading (3 copies)		Shipping Lines		
3. Cargo Handling Operator Official Receipt (3 copies)		Cargo Handling Operator		
4. Cargo Handling Gate Pass		Cargo Handling Operator		
5. Computation Sheet and/or PPA Vessel Invoice for revolving fund payment		PPA Assessment Counter		
6. PPA Official Receipts for payment of Wharfage Charges		PPA Cashier		
7. BIR Form 2307 (if applicable)		Shipping Lines		
* Pursuant to PPA MC Nos. 18-2020 and 22-2020, all PPA employees, including outsourced personnel, service providers, port users, stakeholders and the general public shall follow a minimum health and safety protocols in all PPA offices and facilities.				
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible

<p>1. Upon settling all the necessary requirements with the Bureau of Customs (BOC) and/or Cargo Handler, proceeds to the PPA assessment counter with the following documents:</p> <p>a) 3 copies Bill of Lading or Pro-forma Bill Lading</p> <p>b) 3 copies Cargo Handling Operator Official Receipt</p> <p>c) Cargo Handling Gate Pass</p> <p><i>For cargoes under RRTS: RoRo cargoes are immediately allowed release from the port upon discharge from the vessel.</i></p> <p>* If in any case face-to-face transaction is not possible, submission of documentary requirements to the Finance Assessment</p>	1.1. Provides assessment by checking and verifying the completeness of the submitted documents.	None	5 mins.	PPA Cashier/ Collection Representative/ Authorized Representative
	1.2. Encodes/ checks the cargo details.	None	1 hr.	
	1.3. Prepares Computation Sheet and/or PPA Invoice for revolving fund payment.	None	10 mins.	
	<p>* For clients that could not physically appear, Assessment Section will send the Computation Sheet and/or PPA invoice to the client via email.</p> <p>Informs client to proceed to the collection/ cashier section for payment.</p>			

<p>2. Proceeds to collection/ cashier section and presents the Computation Sheet and/or PPA Invoice for payment of wharfage dues and 3 copies of BIR Form 2307, if any.</p> <p>* Client may opt to pay via e-payment facilities or through banks, e-payment Confirmation Receipt or Validated Deposit Slip as proof of payment shall be forwarded to the Treasury Department via email (treasury@ppa.com.ph).</p>	<p>2.1 Cashier checks the Computation Sheet and/or PPA Invoice.</p> <p>2.2 Check for BIR Form 2307.</p> <p>2.3 Receives payment and issues Official Receipt.</p> <p>* For payments coursed via e-payment facilities or through banks, proper verification prior to receipting shall be done. The Treasury Department will forward the client's official receipt via email.</p> <p>2.4 Stamps "OK for Release" in the Cargo Handling Gate Pass.</p>	<p>Domestic Wharfage:</p> <p><u>Non Containerized:</u></p> <p>Php 9.00 per metric Ton</p> <p>Php 7.00 per revenue Ton</p> <p><u>Containerized:</u></p> <p>10 ft: Php 63.00</p> <p>20 ft: Php 126.00</p> <p>35 ft: Php 157.00</p> <p>40 ft: Php 189.00</p> <p>45 ft: Php 221.00</p> <p>Import Wharfage:</p> <p><u>Non Containerized:</u></p> <p>Php 36.65 per Ton</p> <p>Php 30.55 per revenue Ton</p> <p><u>Containerized:</u></p> <p>20 ft:</p>	<p>5 mins.</p>	<p>PPA Cashier/ Collection Representative/ Authorized representative</p>
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		Php 519.35 35 ft: Php 656.85 40 ft: Php 779.05 45 ft: Php 916.50		
3. Presents the transaction documents and proof of payment of cargo charges to the guard on duty for exit of cargoes from the port.	3. Inspects transaction documents and proof of payment and allows exit of cargoes from the port.	None	2 mins.	PPA Security Personnel
TOTAL:		<u>Domestic Wharfage:</u> (Cargo Volume/Weight/No. of box X Rate) <u>Foreign Wharfage:</u> (Cargo Volume/Weight/No. of box X Rate)	1 hr. and 22 mins.	

Please see below schedule of cargo charges

CHARGES ON CARGOES

1. All non-containerized foreign cargoes coming in (imported), going out (exported) or transshipped through a government-owned wharf shall be charged **WHARFAGE** for the use of port facilities on the basis of the total metric or revenue tonnage whichever is applicable, rounded off to the nearest ton, as follows:

If Imported		
a.	Cargoes in Sack/Bags/Bulk/Uncrated Live Animals/Steel Products Logs and Lumber/Heavy Lift Per Metric Ton	P36.65
b.	Others Per Revenue Ton	P30.55
If Exported		
a.	Cargoes in Sack/Bags/Bulk/Uncrated Live Animals/Steel Products Logs and Lumber/Heavy Lift Per Metric Ton	P18.35
b.	Others Per Revenue Ton	P15.25
Foreign Transshipment A single charge per metric or revenue ton payable by shipping agent		
a.	Cargoes in Sacks/Bags/Bulk/Steel Products, Logs and Lumber/Heavy Lift Per Metric ton	US\$0.833
b.	Others Per Revenue Ton	US\$0.694
PROVIDED that the minimum charge shall be P10.00		

2. All containerized foreign cargoes (FCL or LCL singles) shall be charged **WHARFAGE** per box as follows:

PROVIDED, that if cargoes in a box are owned by more than one (1) shipper/consignee, that is, LCL containers, the **WHARFAGE** for non-containerized cargoes shall apply; and PROVIDED FURTHER that **NO WHARFAGE** shall be charged on empty containers, i.e. without contents of any sort.

3. All non-containerized domestic cargoes shall be charged **WHARFAGE** as they enter or leave a government-owned wharf on the basis of their total revenue or metric tonnage rounded off to the nearest ton, as follows:

If Imported	
20 - ft	P519.35
35 - ft	P656.85
40 - ft	P779.05
45 - ft	P916.50
If Exported	
20 - ft	P259.70
35 - ft	P329.95
40 - ft	P391.05
45 - ft	P458.25
Foreign Transshipment	
Per TEU	US\$ 1.00

Domestic Wharfage Fee	Jan. 01 2007	Jan. 01 2008	Jan. 01 2009
Non-containerized Cargoes			
Cargoes in Sacks/Bags/Bulk/ Uncrated Live Animals /Steel Products/Logs and Lumber/ Heavy Lift Per Metric Ton	P6.00	P7.00	P9.00
Others Per Revenue Ton	P5.00	P6.00	P7.00
Minimum Charge	P10.00	P12.00	P15.00
10' Box or shorter	P43.00	P52.00	P63.00
20' Box	P86.00	P105.00	P126.00
35' Box	P107.00	P131.00	P157.00
40' Box	P129.00	P157.00	P189.00
45' Box	P151.00	P184.00	P221.00

3.1 Domestic cargoes, whether containerized or not, that are loaded/discharged at anchor without using any government wharf or at officially registered private ports shall be charged one-half (1/2) of the usual Domestic Wharfage Fee.

Provided that if cargoes in a box are owned by more than one shipper/consignee (LCL), the **WHARFAGE** for non-containerized cargo shall apply. PROVIDED FURTHER, that **NO WHARFAGE** shall be charged on an empty box, i.e. without contents of any sort.

The **WHARFAGE** for all foreign and domestic cargoes whether containerized or not that are loaded or discharged from a vessel at anchor without using any government wharf or at an officially registered private port whether operated exclusively or commercially, shall be one-half (1/2) of the corresponding charge a government-owned port.

5. Handling Permit for Dangerous Goods

The purpose of this procedure is to ensure that handling of Dangerous Goods inside the ports under the jurisdiction of PPA have corresponding Handling Permit.

Office/Division:	PMO PSD			
Classification:	Simple			
Type of Transaction:	G2B-Government to Business G2C-Government to Citizen			
Who may avail:	Shipping Lines/Agents, Shippers, Consignees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Certificate of Accreditation (for regular transacting port clientele)		PPA-PMO		
2. Permit to Operate (for regular transacting port clientele)		PPA-PMO		
3. Authority to Transact (for one-time transaction)		PPA-PMO		
4. Letter Request		Applicant		
5. Dangerous Goods Manifest		Applicant		
6. Inward/Outward Foreign Manifest (if applicable)		Applicant		
7. Inward/Outward Domestic Manifest (if applicable)		Applicant		
8. Safety Data Sheet (SDS)		Applicant		
9. Delivery Permit and Other Necessary Documents: <ul style="list-style-type: none">• PNP Permit (for Class 1 only)• PNP Transport (for Class 1 only)• PNRI Permit (for Class 7 only)		<ul style="list-style-type: none">• Philippine National Police• Philippine National Police• Philippine Nuclear Research Institute		
* Pursuant to PPA MC Nos. 18-2020 and 22-2020, all PPA employees, including outsourced personnel, service providers , port users , stakeholders and the general public shall follow a minimum health and safety protocols in all PPA offices and facilities.				
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible

1. Applicant submits letter of request together with the other applicable documentary requirements.	1.1 Validate/ assess the completeness and veracity of the submitted documents. Checks valid Accreditation/PTO/ATT. Once validated and found in order, endorses the same to the port manager for approval.	None	20 mins	PMO Chief Safety Officer/ Authorized Representative
	a. Approves/ Disapproves request for the issuance of Handling Permit for DG.	None		Port Manager
	* Once approved by the PM, advises client to pay at the cashier. Cashier collects payment.	Please see schedule of fees		PMO Chief Safety Officer/ Authorized PMO Cashier/ Authorized Representative
	1.2 Releases the Handling Permit for Dangerous Cargo.	None		PMO Chief Safety Officer/ Authorized
TOTAL:		See schedule of fees	20 mins.	

Handling Permit for Dangerous Cargo schedule of fees

Port Management Office	Rates
Northern Luzon	No corresponding fee
Bataan/ Aurora	P25.00 + 12% VAT
NCR-North*	P25.00 + 12% VAT
NCR-South	No corresponding fee
Batangas	No corresponding fee
Marinduque/Quezon	No corresponding fee
Bicol	No corresponding fee
Masbate	No corresponding fee
Mindoro	No corresponding fee
Palawan*	P20.00 + 12% VAT
Eastern Leyte/Samar*	P10.00 + 12% VAT
Western Leyte/Biliran	P50.00 + 12% VAT
Negros Occ./ Bacolod*	P30.00 + 12% VAT
Panay/Guimaras	No corresponding fee
Negros Or./Siquijor	No corresponding fee
Bohol*	P50.00 + 12% VAT
Surigao	No corresponding fee
Agusan	P60.00 + 12% VAT
Zamboanga del Norte*	P15.00 + 12% VAT
Misamis Or./ Cagayan de Oro*	P25.00 + 12% VAT
Misamis Occ./ Ozamis	No corresponding fee
Lanao del Norte/ Iligan	No corresponding fee
Zamboanga	No corresponding fee
Davao	No corresponding fee
Socsargen	No corresponding fee

6. Annual Vehicle Pass/Sticker (AVP)

To ensure safety by regulating the entry of vehicles at port premises in compliance with PPA Administrative Order No. 04-2009 and the International Ship and Port Facility Security Code Description of Service.

Office/Division:	PPA PMO Port Police Division/ Finance Division- Assessment & Collection			
Classification:	Complex			
Type of Transaction:	G2B-Government to Business G2C-Government to Citizen			
Who may avail:	Cargo Handlers, Shipping Lines/Agents, Shippers, Consignees, Truckers/Haulers/Forwarders, other Port Ancillary Services and Port Users Concerned			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Photocopy of LTO Certificate		Applicant (LTO Vehicle Registration)		
2. Photocopy Permit to Operate		Applicant		
3. Sworn Certificate of Assumption of Responsibility/Sworn Certificate of Master List of Transport Units (duly Notarized)		Applicant		
4. Vehicle Safety Clearance (for cargo vehicle/truck only)		PPA PMO Safety Officer		
* Pursuant to PPA MC Nos. 18-2020 and 22-2020, all PPA employees, including outsourced personnel, service providers, port users, stakeholders and the general public shall follow a minimum health and safety protocols in all PPA offices and facilities.				
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Fill-out and submit accomplished application form with the following applicable required documents and submit to PPA Port Police Division or apply online via www.epms.ppa.com and upload the documents requirements.	1. Evaluates and issues order of payment upon receipt of complete documents. Email notification will be sent to the applicant confirming the order of payment.	None	30 mins	Port Police Staff/ Authorized Representative of PPD.

<p>2. Submit the order of payment to any PPA cashier and pay necessary fee for the vehicle pass.</p> <p>* Client may opt to pay via e-payment facilities or through banks, e-payment Confirmation Receipt or Validated Deposit Slip as proof of payment shall be forwarded to the Collection Section via email.</p>	<p>2. Receives payment and issues official receipt.</p> <p>* For payments coursed via e-payment facilities or through banks, proper verification prior to receipting shall be done. A scanned copy of the official receipt will then be emailed back to the client. Collection Section will forward the original copy of the client's Official Receipt to the Port Police to be picked-up by the client later.</p>	<p>Cargo Vehicle/ Truck: ₱100.00 + 12% VAT</p> <p>Non-Cargo/ Light Vehicle: ₱75.00 + 12% VAT</p>	<p>5 mins.</p>	<p>PPA Cashier/ Authorized Representative (AR)</p>
<p>3. Proceed to PPD and submit the proof of payment.</p> <p>*If in any case face-to-face transaction is not possible, client will have to wait the email from the Port Police for their respective schedule of inspection.</p>	<p>3. The PPD to validate the payment and schedules the conduct of physical vehicle inspection.</p> <p>*Notifies the client via email on the schedule date of vehicle inspection.</p>	<p>None</p>	<p>1 hr.</p>	<p>Port Police Staff/ Authorized Representative of PPD</p>

4. Proceed to CSO/AR for the conduct of physical inspection of the vehicle on the inspection schedule date. CSO/AR conducts safety briefing to drivers of the vehicle.	4. Using checklist, CSO/AR will inspect the vehicle and issues certification for approved application. CSO/AR will approve/disapprove the application. For disapproved applications, applicant has to make necessary repair to correct noted deficiencies.	None	1 day (depending on the number of vehicles to be inspected)	Chief Safety Officer / Authorized Representative
5. Return to PPD and submits the Safety Certification as proof prior to the release and installation of pass.	5. The sticker will be installed at the right side of the windshield. * Gives the original copy of the Official Receipt to the client.	None	20 mins.	Port Police
TOTAL:		<u>Cargo Vehicle/ Truck</u> ₱100.00 + 12% VAT <u>Non-Cargo/ Light Vehicle</u> ₱75.00 + 12% VAT	1 day, 1 hr. and 55 mins.	

7. Temporary Vehicle Pass/Sticker (TVP)

To ensure safety by regulating the entry of vehicles at port premises in compliance with PPA Administrative Order No. 04-2009 and the International Ship and Port Facility Security Code Description of Service.

Office/Division:	PPA PMO Port Police			
Classification:	Simple			
Type of Transaction:	G2B-Government to Business G2C-Government to Citizen			
Who may avail:	Cargo Handlers, Shipping Lines/Agents, Shippers, Consignees, Truckers/Haulers/Forwarders, other Port Ancillary Services and Port Users Concerned			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
10. Proof of business inside the port area		Provided by the client		
* Pursuant to PPA MC Nos. 18-2020 and 22-2020, all PPA employees, including outsourced personnel, service providers, port users, stakeholders and the general public shall follow a minimum health and safety protocols in all PPA offices and facilities.				
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Present proof of business inside the port and valid Identification Card.	1. Check proof of business. Verifies and inspects Vehicle. Log vehicle information.	None	5 mins.	PPA Collection representative/ Authorized Representative
2. Pay temporary vehicle pass to the assigned PPA Collector/Authorized Representative at the Main Gate.	2. Collects payment and issues Temporary Vehicle Pass.	₱12.00 (VAT inclusive)	2 mins.	PPA Collection representative/ Authorized Representative
TOTAL:		₱12.00	7 mins.	

8. Pedestrian Annual Pass (Port User's Pass)

To regulate the access of pedestrians and to establish the purpose of their entry for safety and security measures.

Office/Division:	PPA PMO Port Police			
Classification:	Simple			
Type of Transaction:	G2B-Government to Business G2C-Government to Citizen			
Who may avail:	Cargo Handlers, Shipping Lines/Agents, Shippers, Consignees, Truckers/Haulers/Forwarders, other Port Ancillary Services and Port Users Concerned			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly accomplished application form		PPA Port Police Division		
2. Copy of Permit to Operate		BDMO PPA Office		
3. Sworn Certificate of Employer and Master list of employees duly notarized		Applicant		
4. 1½ x 1½ inch picture (2 pcs.)		Applicant		
* Pursuant to PPA MC Nos. 18-2020 and 22-2020, all PPA employees, including outsourced personnel, service providers , port users , stakeholders and the general public shall follow a minimum health and safety protocols in all PPA offices and facilities.				
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Fill-out and submit accomplished application from with the following applicable required documents and submit to PPA Port Police Division or apply online via www.epms.ppa.com and upload the required documents.	1. Evaluates and issues order of payment upon receipt of complete documents. Email notification will be sent to the applicant confirming the order of payment.	None	30 mins.	Port Police Staff/ Authorized representative of PPD.
2. Submit the order of payment to any PPA cashier and pay necessary fee.	2. Receives payment and issues Official Receipt.	₱50.00 + 12% VAT	5 mins.	PPA Cashier
* Client may opt to pay via e-payment facilities or through banks, e-payment Confirmation Receipt or Validated	* For payments coursed via e-payment facilities or through banks.			

Deposit Slip as proof of payment shall be forwarded to the Collection Section via email.	proper verification prior to receipting shall be done. A scanned copy of the official receipt will then be emailed back to the client. Collection Section will forward the original copy of the client's Official Receipt to the Port Police to be picked-up by the client later.			
3. Proceed to PPD and present proof of payment and attend the safety and security briefing. Wait for the release of approved "Pass/ID"	3.1 Validate the payment and prepares Pedestrian Pass / ID.	None	1 hr.	Port Police Staff/ Authorized representative
	3.2 Applicants are required to undergo safety and security briefing.	None	10 mins.	Port Police Staff/ Authorized representative/ Chief Safety Officer
	3.3 Check identification and release approved Annual Pedestrian "Pass/ID"	None	5 mins.	Port Police Staff/ Authorized representative
	* Gives the original copy of the Official Receipt to the client.			
TOTAL:		P56.00	1 hr. and 50 mins.	

9. Temporary Pedestrian Pass

To regulate the access of pedestrians and to establish the purpose of their entry for safety and security measures.

Office/Division:	PPA PMO Port Police			
Classification:	Simple			
Type of Transaction:	G2B-Government to Business G2C-Government to Citizen			
Who may avail:	Cargo Handlers, Shipping Lines/Agents, Shippers, Consignees, Truckers/Haulers/Forwarders, other Port Ancillary Services and Port Users Concerned			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Present proof of business 2. Valid Identification Card		Provided by the client		
* Pursuant to PPA MC Nos. 18-2020 and 22-2020, all PPA employees, including outsourced personnel, service providers, port users, stakeholders and the general public shall follow a minimum health and safety protocols in all PPA offices and facilities.				
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Present proof of business inside the port and Valid Identification Card.	1. Check proof of business. Verifies Purpose. Log necessary information.	None	5 mins.	Security Personnel/ Authorized Representative
2. Present and deposit any valid ID card and pay temporary pedestrian pass.	2. Collects payment and issues Temporary Pedestrian Pass	₱6.00 (VAT inclusive)	2 mins.	Collection Officer at the gate.
TOTAL:		₱6.00	7 mins.	

10. Bunkering Service

To ensure that each bunkering activity is properly controlled, and maximum safety precautions are exercised to prevent untoward incidents.

Office/Division:	PPA PMO Port Service Division- Marine Section/ Finance Division- Assessment & Collection			
Classification:	Simple			
Type of Transaction:	G2B-Government to Business			
Who may avail:	Vessel Representative/Agent, Shipper, Service Operator			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Bunkering Service Permit Form		PPA-PMO-PSD Marine Section		
2. Pre-Transfer Bunkering Checklist Form		PPA-PMO-PSD Marine Section		
3. PCG Bunkering Permit (if applicable)		Philippine Coast Guard		
* Pursuant to PPA MC Nos. 18-2020 and 22-2020, all PPA employees, including outsourced personnel, service providers, port users, stakeholders and the general public shall follow a minimum health and safety protocols in all PPA offices and facilities.				
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Notifies the Harbor Master/ Authorized Representative in advance about the service.	1. Take note of the client's intended activity	None	5 mins.	Harbor Master/ Chief Safety Officer/ Authorized Representative
2. Client proceeds to the PMO Marine Section for the forms that need to be accomplished.	2. Provides the Bunkering Service Permit Form and the Pre-Transfer Bunkering Checklist Form	None	5 mins.	Harbor Master/ Chief Safety Officer/ Authorized Representative
* Client may request the PMO Marine Section to send the forms via email.	* Bunkering Service Permit Form and Pre-Transfer Bunkering- Checklist shall be sent to the client via email..			

<p>3. Client accomplishes the forms and submits them Marine Operations Sections.</p> <p>* Submission can also be done thru electronic means like email and fax message.</p>	<p>3. Receives and evaluates the accomplished forms. Approves and issues Bunkering Precautions Checklist.</p> <p>* Scanned copy of the approved Bunkering Permit and Bunkering Precautions Checklist including amount to be paid shall be sent to the client via email. Marine Section to furnish Collection Section copy of the application.</p>	<p>None</p>	<p>10 mins.</p>	<p>Harbor Master/ Harbor Operations Officer/Chief Safety Officer/ Authorized Representative.</p>
<p>4. Proceed to Cashier for payment.</p> <p>* Client may opt to pay via e-payment facilities or through banks, e-payment Confirmation Receipt or Validated Deposit Slip as proof of payment shall be forwarded to the Collection Section via email.</p>	<p>4. Cashier computes permit fee and receive payment.</p> <p>* For payments coursed via e-payment facilities or through banks, proper verification prior to receipting shall be done. A scanned copy of the official receipt and Bunkering Permit will then be emailed back to the client. Collection</p>	<p>Please refer to the schedule of fees below</p>	<p>10 mins.</p>	<p>Senior Cashier/ Cashier/ Collection Representative/ Authorized Representative</p>

	Section will forward the original copy of the client's Official Receipt and Permit to the Port Police to be picked-up by the client later on.			
5. Provides the copy of the Permit to PPA Security Personnel at the gate upon entry.	<p>5. Checks the receipt and permit. Allows entry to the port to do service.</p> <p>* Gives the original copy of the Official Receipt and Permit to the client.</p>	None	2 mins.	Port Police/ PPA Security Personnel
TOTAL:		Please refer to the schedule of fees below	32 mins.	

Please see below schedule of fees

Bunkering Permit schedule of fees

Port Management Office	Rates
Northern Luzon	with Permit to Operate no corresponding fee; without Permit to Operate: P650.00 + 12%VAT
Bataan/ Aurora	P28.00 per 30 kilos
NCR-North	P28.00
NCR-South	P28.00
Batangas	P1.00 per MT, minimum charge P22.40
Marinduque/Quezon	P29.12; without Permit to Operate: P650.00 + 12%VAT
Bicol	with Permit to Operate, no corresponding fee
Masbate	P25.00 per day/vessel
Mindoro	P16.80
Palawan	P11.20
Eastern Leyte/Samar	P11.20
Western Leyte/Biliran	P22.40
Negros Occ./ Bacolod	P33.60
Panay/Guimaras	P33.60
Negros Or./Siquijor	with Permit to Operate no corresponding fee
Bohol	P56.00
Surigao	P12.00
Agusan	P650.00 + 12% VAT
Zamboanga del Norte	P16.80
Misamis Or./ Cagayan de Oro	P28.00
Misamis Occ./ Ozamis	P11.20
Lanao del Norte/Iligan	with Permit to Operate, no corresponding fee
Zamboanga	P22.40
Davao	P10.00: 1-20 kilos P20.00: 11-20 kilos P40.00: 21-30 kilos
Socsargen	P16.80

11. Repair and Hotworks

To ensure that each repair/Hot Works activity is properly controlled and to ensure maximum safety precautions are exercised to prevent untoward incidents.

Office/Division:	PPA PMO Port Service Division- Marine Section/ Finance Division- Assessment & Collection			
Classification:	Simple			
Type of Transaction:	G2B-Government to Business G2C-Government to Citizen			
Who may avail:	Vessel Representative/Agent, Shipper, Service Operator			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request to undertake repair with notation of clearance from Philippine Coast Guard (PCG), Per PPA AO 03-1988		Applicant and PCG		
2. Application for Repair/Hotworks Service Permit Form		PPA-PMO-PSD Marine Section		
* Pursuant to PPA MC Nos. 18-2020 and 22-2020, all PPA employees, including outsourced personnel, service providers, port users, stakeholders and the general public shall follow a minimum health and safety protocols in all PPA offices and facilities.				
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Submits the request to undertake repair that has notation of clearance from PCG to the office of the PSD Marine Section * Client may submit thru email the scanned copy of the request to undertake repair.	1. Evaluates repair request and if in order, issues Application for Repair/ Hotworks Service Permit Form. * Application for Repair/ Hotworks Service Permit Form may be sent to the client via email.	None	5 mins.	Terminal Supervisor/ Harbor Master/ Authorized Representative

<p>2. Client fills-out form and submits to PSD Marine Section.</p> <p>* Submission can also be done thru electronic means like email and fax message.</p>	<p>2. Evaluates the submitted form and if the repair is Hotworks, a form for the "Minimum Safety Requirements for Carrying Out Hotworks" shall be issued the client.</p> <p>* Scanned copy of the approved Permit including amount to be paid shall be sent to the client via email. Marine section to furnish Collection Section copy of the application.</p>	<p>None</p>	<p>10 mins.</p>	<p>Harbor Master/ Authorized Representative</p>
<p>3. Proceed to Cashier for payment.</p> <p>* Client may opt to pay via e-payment facilities or through banks, e-payment Confirmation Receipt or Validated Deposit Slip as proof of payment shall be forwarded to the Collection Section via email.</p>	<p>3. Cashier computes permit fee, receives payment and issues official receipt.</p> <p>* For payments coursed via e-payment facilities or through banks, proper verification prior to receipting shall be done. A scanned copy of the official receipt and</p>	<p>Please refer to the schedule of fees below</p>	<p>10 mins.</p>	<p>Sr. Cashier/ Cashier/ Collection Representative/ Authorized Representative</p>

	Repair and Hotworks Permit will then be emailed back to the client. Collection Section will forward the original copy of the client's Official Receipt and Permit to the Port Police to be picked-up by the client later on.			
4. Provides the copy of the Permit to PPA Security Personnel at the gate upon entry.	4. Checks receipt and permit. Allows entry to the port to do service. * Gives the original copy of the Official Receipt and Permit to the client.	None	2 mins.	Port Police/ PPA Security Personnel
5. Client reports to the Harbor Master/Harbor Operation Officer that the work is complete.	5.1 Notify/ coordinate with the Terminal Section of the completed works. 5.2 Checks/ conducts inspection to see if the working area is clean and safe. If the working area is found not in order, the	None None	None None	Harbor Master/ Harbor Operations Officer Terminal Supervisor / Terminal Operations Officer/ Chief Safety Officer

	<p>TS/TOO/CS O will require the applicant to immediately clean the area.</p> <p>**work area does not include repair and hotworks on board vessel.</p>			
TOTAL:		Please refer to the schedule of fees below	27 mins.	
<p>Note: The Chief Safety Officer/ Authorized Representative shall inspect the work area before carrying out the works, while the works are in progress, and after the works are completed</p>				

Please see below schedule of fees

Repair and Hotworks schedule of fees

Port Management Office	Rates
Bataan/ Aurora	P28.00
NCR-North	P28.00
NCR-South	P28.00 for 15 days of work per vessel
Batangas	P650.00 +12% VAT
Marinduque/Quezon	P29.12; without Permit to Operate: P650.00 + 12%VAT
Bicol	with Permit to Operate no corresponding fee
Masbate	P25.00 per day/vessel
Mindoro	P650.00 +12% VAT
Palawan	P11.20
Eastern Leyte/Samar	P11.20
Western Leyte/Biliran	P22.40
Negros Occ./ Bacolod	P33.60
Panay/Guimaras	Ordinary repair: P11.20 Chipping and scaling: P56.00
Negros Or./Siquijor	P11.20
Bohol	P56.00
Surigao	P12.00
Agusan	P33.60
Zamboanga del Norte	P16.80
Misamis Or./ Cagayan de Oro	P11.20
Misamis Occ./ Ozamis	P11.20
Lanao del Norte/ Iligan	P11.20
Zamboanga	P22.40
Davao	P33.60
Socsargen	P16.80

12. Watering Service

The purpose of this procedure is to ensure that each watering activity is properly controlled and to ensure maximum safety precautions are exercised to prevent untoward incidents.

Office/Division:	PPA PMO Port Service Division- Marine Section/ Finance Division- Assessment & Collection			
Classification:	Simple			
Type of Transaction:	G2B-Government to Business G2C-Government to Citizen			
Who may avail:	Vessel or Shipping Line Representative/ Client			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Application Form		PSD-Marine Section		
* Pursuant to PPA MC Nos. 18-2020 and 22-2020, all PPA employees, including outsourced personnel, service providers, port users, stakeholders and the general public shall follow a minimum health and safety protocols in all PPA offices and facilities.				
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Notifies in advance the Harbor Master/ Authorized Representative on his intention to conduct watering service inside the port. * Client may submit thru email the scanned copy of intent to conduct watering service.	1. Takes note of the upcoming watering service. * Application Form for Watering Service shall be sent to the client via email.	None	5 mins.	Harbor Master/ Authorized Representative
2. Applicant fills-out the Application Form for Watering Service at the Marine Section. * Submission can also be done thru electronic means	2. Receives and evaluates the accomplished form. If in order, approves the application. *Scanned copy of the approved	None	10 mins.	Harbor Master/ Authorized Representative

like email and fax message.	<p>Application Form including amount to be paid will then be forwarded to the client via email. Marine section to furnish Collection Section copy of the application.</p> <p>If not, denies application and notify the client.</p>			
<p>3. Presents the approved Application Form to the Cashier and pays the corresponding fees.</p> <p>* Client may opt to pay via e-payment facilities or through banks, e-payment Confirmation Receipt or Validated Deposit Slip as proof of payment shall be forwarded to the Collection Section via email.</p>	<p>3. Provides assessment and collects the payment. Issues PPA Official Receipt.</p> <p>* For payments coursed via e-payment facilities or through banks, proper verification prior to receipting shall be done. A scanned copy of the official receipt and Permit will then be emailed back to the client. Collection Section will forward the original copy of the client's Official Receipt and Permit to the Port Police to be picked-up</p>	Please refer to the schedule of fees below	10 mins.	The Senior Cashier/ Cashier A/Cashier B/ Special Collecting Officer

	by the client later.			
4. Provides a copy of the Watering Permit to PPA Security Guard at the gate.	4. Checks watering permit. * Gives the original copy of the Official Receipt and Permit to the client.	None	2 mins.	Port Police/ PPA Security Personnel
5. Vessel/Water Barge/ Water Truck start watering, observing the general requirement and safety precautions	5. Monitors compliance with the general requirement and safety precautions relating to the watering activity. Inspects working area after the activity.	None	None	Harbor Operation Officer /Terminal Operations Officer
TOTAL:		Please refer to the schedule of fees below	27 mins.	

Please see below schedule of fees

Watering Service schedule of fees

Port Management Office	Rates
Northern Luzon	P29.12 without Permit to Operate: P650.00 + 12%VAT
NCR-North	P28.00
NCR-South	P28.00
Batangas	P0.50 per metric ton
Marinduque/Quezon	with Permit to Operate no corresponding fee: P26.00 + 12%VAT; without Permit to Operate: P650.00 + 12%VAT
Bicol	with Permit to Operate no corresponding fee
Masbate	P25.00 per day/vessel
Mindoro	P16.80
Palawan	P11.20
Eastern Leyte/Samar	P11.20
Western Leyte/Biliran	P22.40
Negros Occ./ Bacolod	P33.60
Panay/Guimaras	P33.60
Negros Or./Siquijor	with Permit to Operate no corresponding fee
Bohol	P56.00
Surigao	P12.00
Agusan	P33.60
Zamboanga del Norte	P16.80
Misamis Or./ Cagayan de Oro	P138.88: 0-50 MT P150.08: 51-100 MT P161.28: 101 up MT
Misamis Occ./ Ozamis	P11.20
Lanao del Norte/ Iligan	Domestic Vessel: P56.00 per cubic meter Foreign Vessel: P67.20 per cubic meter
Zamboanga	P22.40
Davao	P20.00: 26-50 MT P30.00: 51-100 MT P40.00: 101 MT and above
Socsargen	P16.80

13. Issuance of Certification of No Objection for Foreshore Lease Application (FLA), Miscellaneous Lease Application (MLA), and Miscellaneous Sales Application (MSA)

This service outlines the procedure for clients that have applied for FLA from the Department of Environment and Natural Resources (DENR)/ Community Environment & Natural Resources Office (CENRO). Certification of No Objection is issued if the area applied for is not part of PPA's 5-Year Port Development Plan, otherwise, objection is issued and CENRO is notified of such.

Office/Division:	Port Management Offices (PMOs)			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Citizen G2B - Government to Business			
Who may avail:	1. Any Filipino citizen of legal age; and 2. Corporations, associations or partnerships duly constituted and organized under the laws of the Philippines; at least sixty percent (60%) of the capital is owned by Filipino citizens.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. CENRO endorsement to PPA		CENRO which has jurisdiction over the area		
2. Survey plan of the land applied for		Provided by applicant and duly signed by a licensed Geodetic Engineer		
3. Location Plan		Provided by applicant		
4. Vicinity Map		Provided by applicant		
* Pursuant to PPA MC Nos. 18-2020 and 22-2020, all PPA employees, including outsourced personnel, service providers, port users, stakeholders and the general public shall follow a minimum health and safety protocols in all PPA offices and facilities.				
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Applicant submits complete requirements to the concerned TMO/PMO. * Submission of documentary requirements can also be done via email.	1.1 Records Officer receives requirements from applicant and routes application to Office of the Port Manager (OPM)	None	15 mins.	Designated Records Officer
	1.2 Port Manager takes note	None	1 hr.	Port Manager/

	the request. Executive Assistant assigns/ routes the document to the Engineering Services Division			Executive Assistant
	<p>1.3 Engineering Services Division (ESD) validates the request and checks completeness of documentary requirement.</p> <p>If found to be in order, the inspector informs the applicant thru email and SMS the schedule of ocular inspection</p> <p>If not, informs the applicant of the lacking documents and returns the application. Procedure ends here.</p>	None	5 days	ESD Manager /Principal Eng'r./ Supervising Eng'r./ Authorized Representative
	1.4 ESD conducts ocular/site inspection on	None	5 days	Principal/ Supervising Eng'r./ Authorized

	scheduled date			Representative
	<p>* If in any case an onsite inspection cannot be permitted/ granted to the location/place of FLA, inspection may be conducted through video call. Geotagged photos and video of the site may be required to be submitted as part of the virtual inspection.</p>			
	1.5 ESD prepares assessment and draft certification/ endorsement for OPM.	None	5 days	Principal/ Supervising Eng'r./ Authorized Representative
	1.6 If area applied for is not part of PPA's 5-Year Port Development Plan, ESD issues order of payment * (may be sent via email) and informs applicant to pay Certification Fee to the Cashier. Draft	None	2 hrs.	ESD/Principal Engineer/ Authorized Representative

	<p>certification is then forwarded to the Port Manager for approval and signature. If applicable, the Port Manager's digital signature and QR Code may be reflected in the Certification.</p>			
	<p>1.6 OPM routes the approved and signed certificate to ESD for release to applicant.</p>	None	5 mins.	Office of the Port Manager and Engineering Services Department
	<p>If area applied for is part of PPA's 5-Year Port Development Plan, PMO officially notifies CENRO concerned with the reason for objection, copy is furnished to the applicant and is advised to proceed to CENRO for further instruction.</p>	None	None	Designated Records Officer

	**Procedure ends			
<p>2. Applicant pays Certification Fee at the cashiering section.</p> <p>* Client may opt to pay via e-payment facilities or through banks, e-payment Confirmation Receipt or Validated Deposit Slip as proof of payment shall be forwarded to the Collection Section via email.</p>	<p>2. Cashier receives payment for Certification Fee and issues corresponding Official Receipt</p> <p>* For payments coursed via e-payment facilities or through banks, proper verification prior to receipting shall be done. A scanned copy of the official receipt will then be emailed back to the client. Collection Section will forward the original copy of the client's Official Receipt to the Engineering Services.</p>	<p>FLA intended for port development:</p> <p>₱1,000.00 + 12% VAT</p> <p>FLA, MLA, MSA and such other similar applications intended for non-port related facilities:</p> <p>₱500.00 + 12%</p>	10 mins.	Cashier
<p>3. Applicant proceeds to ESD for release of certification.</p> <p>* Applicant may opt for the Certification to be sent via regular mail, other courier service or email.</p>	<p>3. ESD issues copy of certification.</p> <p>* ESD shall send the Original Copy of the Certification and via regular mail or other courier service.</p>	None	15 mins.	Engineering Services Department/ Designated Records Officer

<p>TOTAL:</p>	<p>FLA intended for port development:</p> <p>₱1,000.00 + 12% VAT</p> <p>FLA, MLA, MSA and such other similar applications intended for non-port related facilities:</p> <p>₱500.00 + 12%VAT</p>	<p>15 days, 3 hours and 45 minutes</p>	
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14. Permit to Operate Ancillary Services

The purpose of this procedure is to ensure that all ancillary port services being rendered inside all government ports under the jurisdiction of PPA have corresponding Permit to Operate (PTO).

Office/Division:	PMO Port Services Division/ Business Development and Marketing Specialist/Officer			
Classification:	Simple			
Type of Transaction:	G2B- Government to Business G2C-Governemtn to Citizen			
Who may avail:	Lessee/applicants for PTO Ancillary Services			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
A. New Application				
1. PPA Certificate of Accreditation		PPA		
2. PPA application form		Online (www.epms.ppa.com.ph)		
* Pursuant to PPA MC Nos. 18-2020 and 22-2020, all PPA employees, including outsourced personnel, service providers, port users, stakeholders and the general public shall follow a minimum health and safety protocols in all PPA offices and facilities.				
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Applicant shall log in to the PPA Electronic Permit Management System (ePMS) www.epms.ppa.com.ph and fill-out the required details in the application form.	1.1 BDMS is notified via e-PMS that there is an existing application for Permit to Operate (PTO) and checks/ validates the completeness of the submitted information, such as the validity of the accreditation certificate, in the PPA's database in the application for accreditation.	None	1.5 days	Business Development and Marketing Specialist/ Officer (BDMS/O)/ Authorized Representative

	<p>1.2 Checks and coordinates with Division Manager Concerned and other OPR for any violation of PPA rules and regulations and /or financial obligations with PPA.</p> <p>1.3 Once validated and found correct, the e-PMS Officer/ BDMS/O issues an Order of Payment to client thru the e-PMS and or registered email. If not in order the application shall be returned, and the applicant shall be notified accordingly.</p>	<p>None</p> <p>None</p>		
2. After generating the Order of Payment, applicants proceed to PPA Cashier and pays the necessary fees for the PTO.	<p>2.1 Cashier receives the payment and issues a PPA Official receipt.</p> <p>* For payments coursed via e-payment facilities</p>	<p>Regulatory Fee:</p> <p>(P10,500 +12% VAT)</p>	1.5 days	PMO Cashier/ Authorized Representative

<p>* Client may opt to pay via e-payment facilities or through banks, e-payment Confirmation Receipt or Validated Deposit Slip as proof of payment shall be forwarded to the Treasury Department via email (treasury@ppa.com.ph).</p>	<p>or through banks, proper verification prior to receipting shall be done. The Treasury Department will forward the client's official receipt via email.</p> <p>2.2 Validates the payment and submits the application, both hard and soft copies (thru the e-PMS) for processing and approval.</p> <p>2.3 Forwards the PTO to the Port Manager for signature/ approval.</p> <p>2.4 Notifies applicant of the approved PTO.</p>	<p>None</p> <p>None</p> <p>None</p>		<p>Business Development and Marketing Specialist/ Officer /Authorized Representative</p>
<p>3. Applicant picks up the approved PTO.</p> <p>* Applicant may opt for the Permit to be sent via regular mail, other courier service or email.</p>	<p>3. Releases the signed PTO. Ensures/Advises client to sign the "Conforme"</p> <p>* BDMS/O shall send the Original Copy of the Permit via regular mail or other courier service.</p>	<p>None</p>		<p>Business Development and Marketing Specialist/ Officer</p>

TOTAL:	(P10,500 +12% VAT)	3 days	
As per PPA AO No. 09-2020, attendance to Basic Port Operation Seminar shall be required as a post- approval condition in the issuance of PTO to be attended by the personnel and workers of the port service provider not later than 30 days upon issuance of the PTO. Newly hired personnel or workers of the port service provider are required to attend the BPOS before transacting and entering the PPA premises.			

15. Authority to Transact (ATT)

The Authority to Transact is issued where the ancillary service is provided only once a year. ATT is a one-time issuance valid only for a particular transaction and for a certain period.

Office/Division:	Port Management Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen G2B - Government to Business			
Who may avail:	Port Stakeholders/ Private Individuals or Groups			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Written request			Applicant	
* Pursuant to PPA MC Nos. 18-2020 and 22-2020, all PPA employees, including outsourced personnel, service providers, port users, stakeholders and the general public shall follow a minimum health and safety protocols in all PPA offices and facilities.				
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Submits Written request addressed to the Port manager stating the specific service to be performed and the duration covered. * Submission of documentary requirements can also be done via email.	1.1 Checks/ evaluates/ verifies the request. 1.2 If in order, forwards the ATT to the Port Manager for signature/ approval. If not, the applicant shall be notified accordingly. 1.3 Issues an order of payment to the client.	None None	1.5 days	Business Development and Marketing Specialist/ Officer (BDMS/O)/ Authorized Representative
2. Proceeds PPA Cashier and pays the necessary fees for ATT. * Client may opt to pay via e-payment facilities or through	2.1 Cashier receives the payment and issues a PPA Official receipt. * For payments coursed via e-payment facilities or	Regulatory Fee: (P600 + 12% VAT)	1.5 days	PMO Cashier/ Authorized Representative

banks, e-payment Confirmation Receipt or Validated Deposit Slip as proof of payment shall be forwarded to the Collection Section via email.	through banks, proper verification prior to receipting shall be done. A scanned copy of the official receipt will then be emailed back to the client. Collection Section will forward the original copy of the client's Official Receipt to the BDMS/O.			
	1.2 Validates the payment.	None		Business Development and Marketing Specialist/ Officer (BDMS/O)/ Authorized Representative
	1.3 Releases the signed ATT. Ensures/Advises client to sign the "Conforme"	None		
TOTAL:		(P600 + 12% VAT)	3 days	

16. Permit to Occupy (Temporary) Short Term Lease

This procedure aims to ensure that applications for Permit to Occupy (PTOc) in the port are evaluated, approved, and issued in consonance with PPA Administrative Order No. 22-95 and to implement controls relative to port operations, safety, health and environment as embodied in the terms and conditions thereof.

Office/Division:	PMO Port Services Division and Business Development and Marketing Specialist/Officer			
Classification:	Complex			
Type of Transaction:	G2B- Government to Business G2C-Governemtn to Citizen			
Who may avail:	Person, natural or judicial, who is qualified under existing laws to engage in business and existing occupant/lessee/s.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
New Applicant/ Renewal				
1. Unified Application Form		PMO (Business Development and Marketing Specialist/Officer) / PPA Website		
2. Notarized Omnibus Undertaking (Sworn Affidavit)		PMO (Business Development and Marketing Specialist/Officer) / PPA Website		
3. Customer Registration Form		PMO (Business Development and Marketing Specialist/Officer) / PPA Website		
* Pursuant to PPA MC Nos. 18-2020 and 22-2020, all PPA employees, including outsourced personnel, service providers , port users , stakeholders and the general public shall follow a minimum health and safety protocols in all PPA offices and facilities.				
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Submits complete documentary requirement. * Submission of documentary requirements can also be done via email.	1.1 Checks/ evaluates/ verifies the completeness and veracity of the documents submitted. If found in order, process the application, and submits findings to Port	None	3 days	Business Development and Marketing Specialist/ Officer

	<p>Manager for approval.</p> <p>If approved by the Port Manager, encodes lease applications in the REM system. Generates copy of Permit to Occupy (PTOc), Order of Payment Transmittal Letter.</p> <p>If disapproved, BDMO generates copy of letter only. **Procedure ends here</p>	None	1 hr.	Business Development and Marketing Specialist/ Officer
	1.2 Forwards the order of payment and transmittal letter to the Port Manager for signature.	None	1hr.	Business Development and Marketing Specialist/ Officer/ Port Manager
	1.3 Once signed, forwards the transmittal letter, order of payment and generated Permit to Occupy (PTOc) to the lessee for payment of permit fees and signing of the PTOc's conforme field.	None	1hr.	Business Development and Marketing Specialist/ Officer/ Port Manager

	* BDMS/O to forward a copy the order of payment to the client via e-mail.			
<p>2. Proceed to cashier for payment.</p> <p>* Client may opt to pay via e-payment facilities or through banks, e-payment Confirmation Receipt or Validated Deposit Slip as proof of payment shall be forwarded to the Collection Section via email.</p>	<p>2. Receives the payment and issues the PPA Official Receipt.</p> <p>* For payments coursed via e-payment facilities or through banks, proper verification prior to receipting shall be done. A scanned copy of the official receipt will then be emailed back to the client. Collection Section will forward the original copy of the client's Official Receipt to the BDMS/O.</p>	<p>Filing fee 1,000.00+ 12 % VAT and prescribed fees (2 months cash deposit + one-month advance rental)</p>	<p>10 mins.</p>	<p>PMO Cashier/ Authorized Representative</p>
<p>3. Proceeds to the BDMS/O office and present the Official Receipt and signs PTOc.</p> <p>* Client to present the scanned copy of official receipt and submit the original documentary requirements if it was submitted thru email.</p>	<p>3.1 Validates the Official Receipt against the order of payment and let the client sign the PTOc. Forwards the signed PTOc for approval of the Port Manager.</p> <p>3.2 Port Manager signs the PTOc</p>	<p>None</p> <p>None</p>	<p>1 hr.</p> <p>1hr.</p>	<p>Business Development and Marketing Specialist/ Officer/</p> <p>Port Manager</p>

4. Proceeds to the BDMS/O office for release of the PTOc. * Applicant may opt for the Permit to be sent via regular mail, other courier service or email.	4. Releases the approved PTOc. * BDMS/O shall send the Original Copy of the Permit via regular mail or other courier service.	None	10 mins.	Business Development and Marketing Specialist/ Officer/
TOTAL:		Filing fee ₱1,000.00 + 12 %VAT	3 days, 5 hrs. and 20 mins	
Note: Application of renewal shall be filed 30 days prior to the expiration of the PTOc together with the duly accomplished Lease Application Form with an updated CRF and duly notarized Omnibus undertaking.				

17. Handling of Incoming Communications (External)

This provides details on the procedure of handling incoming communications that do not fall under any particular service provided in other specifications in this handbook.

Office/Division:	Port Management Office Records Section			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen G2B - Government to Business G2G - Government to Government			
Who may avail:	Port Stakeholders/ Private Individuals or Groups			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		Not applicable		
* Pursuant to PPA MC Nos. 18-2020 and 22-2020, all PPA employees, including outsourced personnel, service providers , port users , stakeholders and the general public shall follow a minimum health and safety protocols in all PPA offices and facilities.				
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
2. Client transmits communication to the PMO Records Section.	1.1 Receives communication/ document.	None	1 min.	Designated Records Officer
	1.2 Logs and scans communication /document in incoming logbook and assigns control number.	None	10 mins.	Designated Records Officer
	1.3 Prepares routing slip for incoming communication /document.	None	2 mins.	Designated Records Officer
	1.4 Forwards incoming documents / communication to the concerned Responsibility Center.	None	2 min.	Designated Records Officer

	1.5 Incoming communication is evaluated and assessed.	None	1 day	Port Manager /RC Head
	1.6 Documents / communication are routed to concerned person responsible to address the incoming communication.	None	5 mins.	Office of the Port Manager
	1.7 Incoming communication is handled accordingly.	None		Concerned Personnel
TOTAL:		-	1 day and 20 minutes	

18. Releasing of Checks to Creditors, Suppliers, Contractors, and other Claimants

This details the procedure on how checks are to be disbursed to Payees with outstanding collectibles or claims from the Philippine Ports Authority. Before processing of check payments, the Payee should be enrolled as Vendor in the system through the Information and Communications Technology Department (ICTD).

Office/Division:	Port Management Offices / Head Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen G2B - Government to Business G2G - Government to Government			
Who may avail:	Port Stakeholders/ Private Individuals or Groups			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly filled out Vendor Registration Form (VRF)		Downloadable from the PPA website		
2. Valid Identification (ID) Card with picture and signature		To be provided by client		
3. Valid Official Receipt		To be provided by client		
4. Valid authorization or Special Power of Attorney (SPA) if necessary		To be provided by client		
* Pursuant to PPA MC Nos. 18-2020 and 22-2020, all PPA employees, including outsourced personnel, service providers, port users, stakeholders and the general public shall follow a minimum health and safety protocols in all PPA offices and facilities.				
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Client presents Identification to Cashier window. * Claimant may email or call the cashier to verify if they have a check for pick-up.	1. Verifies if claimant has duly signed check for release. If no signed check is found, client is informed of the status.	None	7 mins.	Sr. Cashier/ Cashier/ Authorized Representative
2. Receives check, signs acknowledgment portion of voucher and log book.	2.1 Releases check request Claimant sign the acknowledgment portion	None	2 mins.	Sr. Cashier/ Cashier/ Authorized Representative

	of voucher and abstract.			
TOTAL:		None	10 minutes	
* Adjustments made to adopt to the new normal				

19. Online Application for PPA Accreditation of Port Service Providers

Facilitate the grant of Departure Clearance of vessels calling at the Ports upon submission of complete documentary requirements.

Office/Division:	Port Management Office
Classification:	Highly Technical
Type of Transaction:	G2B-Government to Business
Who may avail:	Port Service Providers and those private entities with port transactions
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Type A: Port Terminal, Cargo Handling, Passenger Terminal, RoRo Services	
1. Duly accomplished Application Form	PPA website/ Business Development Marketing Specialist/ Officer (BDMS/O)
2. Company and Business Profile	Provided by Applicant
3. Authenticated Certificate of registration, Accreditation/ License/Eligibility /Franchise issued by <ul style="list-style-type: none"> • DTI- Sole Proprietorship • SEC- Corporations/ Partnership • CDA- Cooperatives • License Eligibility/ Franchise- Applicants with Accreditation from other government agencies 	Provided by Applicant
4. Certified True Copy of Articles Incorporation/Partnership and By-laws for Corporations/Articles of Partnership/ Incorporation for cooperatives. (Not applicable for applicants with valid certificate of accreditation, licensed or granted franchise by other government agencies.)	Provided by Applicant
5. Certified True Copy of the most recent General Information Sheet duly filed with and received by SEC/CDA. (Not applicable for applicants with valid certificate of accreditation, licensed or granted franchise by other government agencies.)	Provided by Applicant

6. Certified True Copy of the most recent Tax Clearance Certificate per Executive Order No. 398 Series of 2005. (Not applicable for applicants with valid certificate of accreditation, licensed or granted franchise by other government agencies.)	Provided by Applicant
7. Certified True Copy of the Audited Financial Statement immediately preceding the date of application for accreditation was filed with, received by, the Bureau of Internal Revenue together with the corresponding Annual Income Tax Return - For the past three (3) years Bank Statement / Annual Income Tax Return for newly registered business entities and individual professionals. (Not applicable for applicants with valid certificate of accreditation, licensed or granted franchise by other government agencies.)	Provided by Applicant
8. Certified true copy of the Bureau of Internal Revenue Certificate of Registration. (Not applicable for applicants with valid certificate of accreditation, licensed or granted franchise by other government agencies.)	Provided by Applicant
9. Copy of value-added tax or percentage tax return covering the immediately preceding year	Provided by Applicant
10. Duly accomplished and notarized Omnibus Sworn Statement	Provided by Applicant
11. Proof of Authorization (duly notarized) CDA/SEC registered Entities Secretary's Certificate Single Proprietorship Authorization Letter	Provided by Applicant
Type B: Port Ancillary Services	
1. Duly accomplished Application Form	PPA website/ Business Development Marketing Specialist/ Officer (BDMS/O)
2. Company and Business Profile	Provided by Applicant
3. Authenticated Certificate of registration, Accreditation/	Provided by Applicant

<p>License/Eligibility /Franchise issued by</p> <ul style="list-style-type: none"> • DTI- Sole Proprietorship • SEC-Corporations/ Partnership • CDA- Cooperatives • License Eligibility/ Franchise- Applicants with Accreditation from other government agencies 	
<p>4. Certified True Copy of the audited financial statement immediately preceding the date of application for accreditation as filled with, received by, the Bureau of Internal Revenue together with the corresponding annual income tax return for the past 1 year. Bank statement/annual income tax return for newly registered business entities and individual professionals. (Not applicable for applicants with valid certificate of accreditation, licensed or granted franchise by other government agencies)</p>	<p>Provided by Applicant</p>
<p>5. Certified true copy of the Bureau of Internal Revenue Certificate of Registration. (Not applicable for applicants with valid certificate of accreditation, licensed or granted franchise by other government agencies)</p>	<p>Provided by Applicant</p>
<p>6. Duly accomplished and notarized Omnibus Sworn Statement</p>	<p>Provided by Applicant</p>
<p>7. Proof of Authorization (duly notarized) CDA/SEC registered Entities Secretary's Certificate Single Proprietorship Authorization Letter</p>	<p>Provided by Applicant</p>
<p>8. Other documentary requirements</p> <p>a. Service Contract or Authorization/Appointment provided by shipping lines/ company to a shipping agent/ representative (emailed authorization/ appointment is acceptable)</p>	

b. Copy of information of membership or affiliation from trade associations or business groups.	
Type C: Applicant that have been accredited/licensed/ granted franchise by other government agencies	
1. Duly accomplished Application Form	PPA website/ Business Development Marketing Specialist/ Officer (BDMS/O)
2. Company and Business Profile	Provided by Applicant
3. Authenticated Certificate of registration, Accreditation/ License/Eligibility /Franchise issued by <ul style="list-style-type: none"> • DTI- Sole Proprietorship • SEC- Corporations/Partnership • CDA- Cooperatives • License Eligibility/Franchise Applicants with Accreditation from other government agencies 	Provided by Applicant
4. Duly accomplished and notarized Omnibus Sworn Statement	Provided by Applicant
5. Proof of Authorization (duly notarized) CDA/SEC registered Entities Secretary's Certificate Single Proprietorship Authorization Letter	Provided by Applicant
6. Other documentary requirements <ul style="list-style-type: none"> a. Service Contract or Authorization/Appointment provided by shipping lines/ company to a shipping agent/ representative (emailed authorization/ appointment is acceptable) b. Copy of information of membership or affiliation from trade associations or business groups. 	Provided by Applicant

1. PPA Port Management Offices shall, under all circumstances, encourage on-line Registration and Application for PPA Accreditation.
2. All inquiries, follow-ups and updates shall be lodged at the PMOs, where on-line applicants may be directed to the status trail provided in the system.
3. All payments in relation to PPA Accreditation, if cannot be made through on-line facilities, shall be handled at the PMO.
4. Pursuant to PPA AO No. 07-2019, all Licensed Customs Brokers are exempted from the coverage of PPA Accreditation subject to the conditions therein stated.
5. Application for PPA Accreditation is per service type.

Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Performs client registration in the PPA E-Accreditation System	1. Validate documents submitted online.	Please refer to the schedule of fees	1 day	Business Development Marketing Specialist/ Officer (BDMS/O)
2. Determines service type being applied for and files application for PPA Accreditation online.	2. Determines capability of applicant to provide the service applied for.		1 day	
3. Pays accreditation fee online.	3.1 Determines whether applicant has no outstanding account within the PMO jurisdiction.		1 hour	
	3.2 Determines whether the applicant has no derogatory record within the PMO jurisdiction.		1 hour	
	3.3 Determines whether the applicant has no derogatory		1 day	Legal Services Department

	record with PPA.			
	3.4 Determines whether applicant has no outstanding account with PPA.		1 day	Treasury Department
	3.5 Reviews application.		1 day	Port Operations & Services Department
	3.6 Prints Executive Brief (EB) and PPA Accreditation Certificate.		1 day	
	3.7 Endorses EB and Certificate to the General Manager.		1 day	AGM for Operations
	3.8 Approves and signs PPA Accreditation Certificate.		1 day	General Manager
	3.9 Forwards signed PPA Accreditation Certificate to the Office of the Corporate Board Secretary for stamping of PPA seal.		1 day	Port Operations & Services Department
	3.10 Prepares transmittal memorandum of signed PPA Accreditation Certificate to PMO.			

	3.11 Updates inventories of PPA Accreditation.			
4. Secures duly signed PPA Accreditation Certificate	4. Receives the PPA Accreditation Certificate from Head Office and instructs newly accredited service provider to claim the signed PPA Accreditation Certificate.		1 day	Port Management Office
TOTAL:		Accreditation fee + 12% VAT	9 days and 2 hours	
As per PPA Admin Order No. 04-2020, all applicants/grantee of certificate of accreditation , certificate of registration, appointment, or contract are required to plant trees/mangroves of at least 1,000 seedlings. Compliance with the foregoing requirement shall be made not later than one (1) year after the issuance of accreditation , PTO, certificate of registration, appointment, or award of contract.				

Accreditation schedule of fees (PPA MC 03-2019)

Amount	Services
P10,000.00	-Port Terminal Services, -Cargo Handling/Roll On -Roll-off Services, -Pilotage Services, -Passenger Terminal Building Services, -Shore Reception Facility/Environmental Management Services, -Towing/ Tugging Service/ Tug Assistance
P3,000.00	-Mooring/unmooring, -Vessel repair/ Maintenance, -Waste Disposal Services, -Bunkering Services, -Chandling Services, -Brokerage Services, -Cargo Checking Services, -Cargo Surveying Services, -Shipping Lines, -Shipping line agent/Representative, -Lighterage/ Barging, -Watering Services, -Parking/ Garage Services, -Water Taxi Services, -Canteen Services, -Porterage Services, -Parking Services, -Transport services, -Booking/Ticketing Service, -Communication services, -Shops and stores, -Cleaning Service, -Container Repair, -Equipment hire, -Equipment Repair, -Fumigation, -Laundry service, -Water supply, -Reproduction service, -Weighbridge/ Truckscale, -Engineering Contractor, Other services

20. Issuance of Hold Over Authority (HOA)

To ensure continuous provision of cargo handling and other related services in PPA ports.

Office/Division:	PMO-PSD/ POSD - TSD			
Classification:	Highly technical			
Type of Transaction:	G2B – Government to Business			
Who may avail:	Authorized CH & Port Service Operators			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of Intent for HOA Application		CHO/Port Service Operator		
2. Certification of No Outstanding Financial Obligation with PPA		PMO/Head Office		
3. Updated Portworkers retirement and Separation Fund (PRSF) with Actuarial Computation		CHO/Port Service Operator		
4. Updated Remittances of SSS/Philhealth Contributions of workers		CHO/Port Service Operator		
5. Updated DOLE Certification of No Pending Case with Labor		CHO/Port Service Operator		
6. Certification of No Pending Case Against PPA		PMO/Head Office		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Submit application with complete documentary requirements to PMO.	1.1 PMO transmits/ submits the HOA application, together with the complete documentary requirements and the duly accomplished and signed Compliance Checklist, to POSD copy furnished OGM and OAGMO by PMO.	None	5 days	PMO PSD
	1.2 RC Evaluates and verifies the validity of the submitted documents.	None	15 days	POSD Staff
	1.3 Requests Certificate of No Outstanding Account from Treasury Department and No Pending Case with PPA from the Legal Services Department			

	1.4 Processes and prepares Executive Brief for the GM attaching the proposed HOA for consideration.			
TOTAL:		None	20 days	

21. Issuance of Memorandum of Agreement (MOA) to LGUs/GCs

To allow LGU participation in the management, operation, development and maintenance of ports not categorized by PPA as vital or priority ports programmed for development.

Office/Division:	PMO-PSD/ POSD - TSD			
Classification:	Highly Technical			
Type of Transaction:	G2B – Government to Government			
Who may avail:	Local Government Units/Government			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of Intent for MODAM of Port		LGU/GC		
2. Appropriate SB/SP Resolution		LGU/GC		
3. For LGU, proposing for 10% Supervision Fee-Feasibility Study to include prospective port development plans, structure and facilities, projected revenue, projected traffic and return on investment.		LGU/GC		
4. Curriculum Vitae of the Management & Supervisory Office of the LGU/GC		LGU/GC		
5. Organizational Structure of the LGU/GC to include a Port Operations Section		LGU/GC		
6. Approved Port Layout Plan or SB Resolution of the Location of Port Zone		PMO/Head Office		
7. Report containing the result of the evaluation and recommendations of PMO		PMO		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. LGU submit proposal/ application with complete documentary requirements.	1.5 PMO evaluate and submit the complete documentary requirements, evaluation report/ recommendation to the GM thru AGMO/ GM.	None	5 days	PMO PSD
	1.1 RC evaluates and verifies the validity of submitted documents and the recommendation of the PMO.	None	15 days	POSD Staff
	1.2 Processes and prepares Executive Brief for the GM attaching the proposed Board Write-up for consideration.			

	1.3 If approved by the GM, submits to the PPA Board of Directors for consideration.			
TOTAL:		None	20 days	

22. Application for Private Port Permit: Issuance of Clearance to Develop (CTD)

The CTD is being issued pursuant to PPA AO 06-95, and PPA AO 03-2013 or the Liberalized Regulations on Private Ports Construction, Development and Operation, and Simplification on Procedures in the Issuance of Private Port Permits, respectively. And per Governance Committee Resolution No. 2016-01 or the Revised Delegation of Authority for the Office of the Assistant General Manager (AGM) for Operations.

Office/Division:	PPA PMO /PPA Head Office - Commercial Services Department-Business Development Division/ Office of the AGM for Operations/ Office of the General Manager			
Classification:	Highly Technical			
Type of Transaction:	G2B - Government to Business G2G - Government to Government			
Who may avail:	Private Port Owner/ Operator/ Local Government Units			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Requirement (New Application) Formal written request for clearance to develop		Applicant/ Private Port Operator		
2. Unified Application Form with the following supporting documents: a. Summary of project scope and description; b. Copy of Company Profile; c. Copy of Vicinity Map showing the location of the proposed private port facility; d. Copy of SEC registration permit and its articles of incorporation and by-laws; e. Environmental Compliance Certificate; f. PPA Certifications that the applied area is not part of the PPA development plans and that the private port facility will not pose hazard to navigation; g. Duly notarized Foreshore Lease Contract (FLC) or at least certified received application for a foreshore leased permit; h. Certified true copy of land title or transfer certificate of title (TCT)		PPA Website (downloadable forms)		
3. Duly notarized Omnibus undertaking (Sworn Statement)		PPA Website (downloadable forms)		
Client Steps	Agency Action	Fees to be paid	Processing Time (working days)	Person Responsible
1. Submits letter of intent together with Unified Application Form specifying the exact location of the foreshore area, area size, intended use/purpose, proposed structure to be put-up	1.1 Receives letter of intent and routes to the Office of the Port Manager	None	10 mins.	Records Officer
	1.2 Initially assesses the application and forwards to	None	7 hrs. and 30 mins	Office of the Port Manager

and estimated cost of improvement together with duly notarized Omnibus Undertaking (Sworn Statement)	Engineering Services Division for verification/ evaluation/ processing.			
	1.3 Issues order of payment.	None		ESD
2. Applicant receives order of payment and pays the necessary filing fee (non-refundable).	2. Cashier receives the payment and issues PPA official receipt.	Php 1,000.00+ 12% VAT	10 mins.	Cashier
3. Applicant proceeds to ESD for the proof of payment.	3.1 Checks the proof of payment.	None	10 mins.	ESD Manager/ Concerned RC/ Authorized Representative
	3.2 Evaluates, processes application and coordinates with concerned RC. Conducts ocular inspection if necessary and submits findings/ technical report to Port Manager.	None	8 days	
	3.3 If found in order, indorses proposal to Head Office- CSD, with the findings and recommendations.	None	1 day	Port Manager
	3.4 Reviews, prepares complete staff work and recommends application to the AGMO	None	14 days	CSD
	3.5 AGMO recommends approval to GM.	None	3 days	AGMO
	3.6 Approves/ disapproves the clearance to develop, both for private non-commercial and private commercial purposes.	None	2 days	GM/ Authorized representative
	3.7 Releases approved CTD/ notifies the PMO on the denial.	None	1 day	CSD Representative/ Authorized Representative
TOTAL:		Php 1,000.00 + 12% VAT	30 days	

Note: Operations Office has recently issued the following policies relative to private ports and its online submission:

ISSUANCE

SUBJECT

*PPA Memorandum Circular No. 21-2020
(Annex B)*

Processing of Private Port Applications for Energy Related Projects in Compliance with Republic Act No. 11234 or an Act Establishing the Energy Virtual One-Stop-Shop for the Purposes of Streamlining the Permitting Process of Power Generation, Transmission and Distribution Projects or the EVOSS Act

*PPA Memorandum Circular No. 15-2020
(Annex C)*

Guidelines in the Processing of PPA Permits During the Enhanced Community Quarantine (ECQ) Due to COVID-19 Pandemic

There is an ongoing revision on private port applications which will incorporate online submission of applications.

Since, this has not yet been approved, the existing service specification on private ports will continue except for those energy related projects which will be evaluated pursuant to PPA MC 21-2020.

Note: Processing time being used is based on the existing policy on private ports (PPA AO 06-95). Hence, the processing time as prescribed ARTA will be implemented once the revised policy on private ports has been approved.

23. Application for Private Port Permit: Issuance of Permit to Construct (PTC)

The PTC is being issued pursuant to PPA AO 06-95, and PPA AO 03-2013 otherwise known as the Liberalized Regulations on Private Ports Construction, Development and Operation and the Simplification on Procedures in the Issuance of Private Port Permits, respectively. And per Governance Committee Resolution No. 2016-01 or the Revised Delegation of Authority for the Office of the Assistant General Manager (AGM) for Operations.

Office/Division:	PMO (Business Development and Marketing Specialist/Officer and Engineering Services Division)			
Classification:	Highly Technical			
Type of Transaction:	G2B - Government to Business G2G - Government to Government			
Who may avail:	Private Port Owner/Operator/LGU			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Written Request		Applicant		
2. Duly accomplished Unified Application Form		PMO (Business Development and Marketing Specialist/Officer)/PPA Website		
3. Duly Notarized Omnibus Undertaking (Sworn Affidavit)		PMO (Business Development and Marketing Specialist/Officer) / PPA Website		
4. Approved Clearance to Develop		PPA-HO Commercial Services Department		
Other Additional Requirements (supporting documents)		Applicant		
a. Detailed Cost Estimates b. Building Plans and other technical specifications; design computations; working drawings/building plans (signed by a Licensed Civil Engineer) c. Copy of Clearance to Develop; d. Copy of duly notarized Approved Foreshore Lease Contract/Order Award, or Official Receipt representing payment of Annual Occupancy Fee.				
Client Steps	Agency Action	Fees to be paid	Processing Time (working days)	Person Responsible
1. Applicant submits letter request to PPA-PMO together with all documentary requirements (3 copies per PPA AO 06-1995)	1.1 Accepts and routes the letter request to the Office of the Port Manager (OPM)	None	10 mins	Records Officer
	1.2 Port Manager/ Executive Assistant process application and routes to	None	2 days	Port Manager/ Executive Assistant

	<p>1.3 Engineering Division for evaluation.</p> <p>1.4 Evaluates/ conducts site inspection and process application and submits findings/ recommendations for approval of the Port Manager</p> <p>1.5 Approves/ signs the Permit to Construct</p> <p>If disapproved advises the applicant of denial, procedure ends here</p> <p>1.6 Issues the billing (order of payment) and advises the applicant to pay the permit to construct fee.</p>	<p>None</p> <p>None</p> <p>None</p>	<p>10 days and 5 hours</p> <p>2 days and 2 hours</p> <p>20 mins.</p>	<p>ESD Manager/ Principal Engineer/ Supervising Engineer/ Authorized Representative</p> <p>Office of the Port Manager</p> <p>ESD Manager/ Principal Engineer/ Supervising Engineer/ Authorized Representative</p>
2. Applicant the amount necessary	2. Cashier accepts payment and issues PPA Official Receipt.	<p>For Private Non-Commercial Port:</p> <p>Project cost is less than P10M (P20,000 + P1,000 filing fee +12%VAT)</p> <p>Project Cost is greater than P10M (P30,000 + 1/10% of excess of P10M but not to P100,000) + P1,000 filing fee+ VAT)</p>	20 mins.	Cashier

		<p>For Private Commercial Port:</p> <p>Project Cost Is less than P10M (P60,000 + P1,000 filing fee + 12% VAT)</p> <p>Project Cost is greater than P10M (P80,000 + 1/10 of 1% of the excess of P10M but not to exceed P100,000 + 12% VAT)</p>		
3. Applicant presents proof of payment to ESD.	3. Issues the Permit to Construct upon receipt of official receipt	None	10 mins.	ESD Manager/ Principal Engineer/ Supervising Engineer A/ Representative
TOTAL:		Please see schedule of fees below	15 days	

Note: Processing time being used is based on the existing policy on private ports (PPA AO 06-95). Hence, the processing time as prescribed ARTA will be implemented once the revised policy on private ports has been approved.

Note: Penalty for Failure to Commence Construction

Failure to commence construction within six (6) months from the issuance of the Permit to Construct shall be imposed the corresponding penalty charge (6) **(Php 50,000.00)**. (A grace period of another six after months shall be given to private ports owner/s permit to to comply after paying the penalty which the to re-construct shall be rendered null and void. pay the The applicant shall be required apply and Permit to Construct Fee) per PPA AO 02-2009.

Permit to Construct schedule of fees

Type of Port	Particulars	Amount
For Private Non- Commercial Port	Project cost is less than P10 million	P20,000 + P1,000 filing fee + 12%VAT
	Project Cost is greater than P10 million	(P30,000+1/10% of excess of 10M but not to exceed P100,000) + P1,000 filing fee + VAT
For Private commercial Port	Project Cost Is less than P10 million	P60,000 + P1,000 filing fee + 12% VAT
	Project Cost is greater than P10 million	(P80,000 + 1/10 of 1% of the excess of P10M but not to exceed P100,000) + 12% VAT

24. Application for Private Port Permit: Issuance of Certificate of Registration/Permit to Operate (COR/PTO) Private Port Facility/ies

The COR/PTO private port facility/ies is being issued pursuant to PPA AO 06-95, and PPA AO 032013 otherwise known as the Liberalized Regulations on Private Ports Construction, Development and Operation and the Simplification on Procedures in the Issuance of Private Port Permits, respectively. And per Governance Committee Resolution No. 2016-01 or the Revised Delegation of Authority for the Office of the Assistant General Manager (AGM) for Operations.

Office/Division:	Port Management Offices (PMOs) / Head Office Commercial Services Department (CSD)	
Classification:	Highly Technical	
Type of Transaction:	G2B - Government to Business G2G - Government to Government	
Who may avail:	1. Private port investors who have satisfactorily established new port infrastructures 2. Port owners/operators who have developed and operated their facilities prior to the creation of PPA	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
For newly constructed private ports		
1. Written Request		To be provided by applicant
2. Unified Application Form with the following supporting documents: a. Project Completion Report; b. Photocopy of Approved Foreshore Lease Contract (FLC); c. Photocopy of Transfer Certificate of Title (TCT) for private port facilities along riverbank; d. Certification that applicant has no outstanding obligations with PPA		PPA Website (downloadable forms)
3. Duly Notarized Omnibus Undertaking (Sworn Affidavit)		PPA Website (downloadable forms)
4. As Built Plan (when applicable)		To be provided by applicant
For existing private ports with TEMPORARY COR/PTO Private Port Facility		
1. Letter-request for conversion of temporary registration/operating permit into a permanent one		To be provided by applicant
2. One (1) photocopy of SEC Registration Permit		To be provided by applicant
3. One (1) photocopy of Articles of Incorporation and By-laws		To be provided by applicant
4. Unified Application Form with the following supporting documents: a. Project Completion Report b. Photocopy of Approved c. Foreshore Lease Contract d. Photocopy of Transfer Certificate of Title (TCT) for private port facilities along riverbank e. Certification that applicant has no outstanding obligation with PPA		PPA Website (downloadable forms)

5. As Built Plan (when applicable)	To be provided by applicant			
6. Duly Notarized Omnibus Undertaking (Sworn Affidavit)	PPA Website (downloadable forms)			
7. Certification of Structural Soundness	To be provided by Applicant			
For existing ports without any valid permit				
1. Written Request	To be provided by applicant			
2. One (1) copy of duly accomplished Application for Registration form	Downloadable from PPA website			
3. Unified Application Form with the following supporting documents: a. Photocopy of Approved Foreshore Lease Contract b. Photocopy of Transfer Certificate of Title (TCT) for private port facilities along riverbank c. Certification that applicant has no outstanding obligation with PPA	PPA Website (downloadable forms)			
4. As built plans	To be provided by applicant			
5. One (1) photocopy of Approved Permit to Construct	To be furnished to CSD by PMO concerned			
6. Certification that applicant has no outstanding obligation with PPA	To be furnished to CSD by PMO concerned			
7. Duly Notarized Omnibus Undertaking (Sworn Affidavit)	PPA Website (downloadable forms)			
Client Steps	Agency Action	Fees to be paid	Processing Time (working days)	Person Responsible
1. Applicant submits complete requirements to Records	1.1 Receives requirements and routes the document to OPM	None	10 mins.	Designated Records Officer
	1.2 Port Manager assesses the application and routes to Business Development / Marketing Specialist/ Officer (BDMS/BDMO).	None	1 day	Office of the Port Manager (OPM)
	1.3 Reviews completeness and accuracy of submitted documents in coordination with the Engineering Services Division (ESD) and submits findings/ comments/ recommendation to the Port Manager	None	7 days 30 mins.	BDMS/ BDMO
2. Applicant proceeds to PMO to pay corresponding fees	2.1 Issues order of payment for filing fee and certification fee	None	10 mins.	BDMS/ BDMO

	2.2 Receives payment and issues PPA Official Receipt	Filing Fee: ₱1,000 + VAT Certification Fee: ₱100 + VAT	10 mins.	Cashier
	2.3 Prepares endorsement of complete documents to the AGMO thru the CSD	None	1 day	BDMS/ BDMO
A. For Application with Permanent Status or Commercial Status				
	2.4a Prepares complete staff work and recommends application to the AGMO.	None	10 days	Commercial Services Department-Business Development Division Authorized representative
	2.5a Recommends approval to the GM.	None	2 days	Office of the Asst. General Manager for Operations
	2.6a Approves or disapproves application.	None	2 days	Office of the General Manager
	2.7a Releases approved COR/PTO or notifies PMO on the Denial	None	1 day	Commercial Services Department
TOTAL for A:		Filing Fee: ₱1,000 + VAT Certification Fee: ₱100 + VAT	25 days	
B. For Application with Temporary Status and Non-commercial Operation				
	2.4b Prepares complete staff work and recommends application to the AGMO.	None	10 days	Commercial Services Department-Business Development Division Authorized representative
	2.5b Approves or disapproves application.	None	4 days	Office of the Asst. General Manager for Operations

	2.6b Releases approved COR/PTO or notifies PMO on the Denial	None	1 day	Commercial Services Department
TOTAL for B:		Filing Fee: ₱1,000 + VAT Certification Fee: ₱100 + VAT	25 days	

Note: Processing time being used is based on the existing policy on private ports (PPA AO 06-95). Hence, the processing time as prescribed ARTA will be implemented once the revised policy on private ports has been approved.

25. Application for Private Port Permit: Issuance of Certificate of Registration/ Permit to Operate (COR/PTO) Roll-On/ Roll-Off Terminal System (RRTS) Facility/ies

The COR/PTO RRTS facility is being issued pursuant to PPA AO 06-95, PPA AO 03-2004, and PPA AO 03-2013 otherwise known as the Liberalized Regulations on Private Ports Construction, Development and Operation, the Guidelines on the Development, Construction, Management and Operation of Ferry Terminals under the Road Roll-On/Roll-Off Terminal System (RRTS), and the Simplification on Procedures in the Issuance of Private Port Permits, respectively.

Office/Division:	Commercial Services Department/Business Development Division			
Classification:	Highly Technical			
Type of Transaction:	G2B – Government to Business			
Who may avail:	Private Port Owner/Operator			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Written request		To be provided by applicant		
2. Unified Application Form with attached pictures of the following Passenger Terminal facilities: a. Ro-Ro Docking Facilities (an ordinary ramp must be able to accommodate a Ro-Ro vessel with 1,000 GRT or equivalent to the width of two (2) trucks b. Passenger Terminal Facilities with basic amenities such as: sufficient passenger seats, clean comfort rooms for male/female, drinking stations with feeding area for nursing mothers/diaper changing table, access ramps, railings for handicapped passengers/port users, priority lanes for pregnant women, women with children and senior citizens properly labelled receptacles to segregate wastes, and covered walkways within entry/exit doors c. Marshalling yard d. Lane meter measurement areas e. Parking Area f. Security and safety facilities		PPA Website (downloadable forms)		
3. Duly Notarized Omnibus Undertaking (Sworn Affidavit)		PPA Website (downloadable forms)		
Client Steps	Agency Action	Fees to be paid	Processing Time (working days)	Person Responsible

1.1 Submits application with complete documentary requirements and a non-refundable filing fee	1.1 Evaluates application and endorses the same to CSD	Filing Fee: ₱1,000 + VAT Certification Fee: ₱100 + VAT	10 days	Port Management Office
	1.2 Prepares complete staff work and recommends application to the AGMO.	None	10 days	Commercial Services Department-Business Development Division
	1.3 Recommends approval to the General Manager.	None	2 days	Office of the Asst. General Manager for Operations
	1.4 Approves/ Disapproves application.	None	2 days	Office of the General Manager
	1.5 Releases approved COR-PTO RRTS Facility/ Notifies the PMO on the denial.	None	1 day	Commercial Services Department-Business Development Division
TOTAL:		Filing Fee: ₱1,000 + VAT Certification Fee: ₱100 + VAT	25 days	



PPA Memorandum Circular No. 21-2020

Processing of Private Port Applications for Energy Related Projects in Compliance with Republic Act No. 11234 or an Act Establishing the Energy Virtual One-Stop Shop for the Purposes of Streamlining the Permitting Process of Power Generation, Transmission

Time frame: Thirty (30) calendar days

Notes: 1. The thirty (30) calendar daytime frame is for all the applications for a certain project, i.e. issuance of CTD, PTC, and COR/PTO (New), is equivalent to one project.

2. A three (3) working day buffer period will be allotted to check the completeness of the submitted documentary requirements, and notification of acceptance or non-acceptance shall be made within the said period (Section 2 of DC2019-05-0007, or Rules and Regulations Implementing RA 11234 (EVOSS Act))

26. Application for Private Port Permit: Issuance of Clearance to Develop (CTD) (For Energy Related Projects)

The CTD is being issued pursuant to P.D. 857, PPA AO 06-95, R.A. 11234 or EVOSS Act, Administrative Order No. 23 or Eliminating Overregulation to Promote Regulations Implementing R.A. 11234, and Department of Energy Circular No. DC 2019-05-007 (Rules and Regulations Implementing R.A. 11234).

Office/Division:	PPA PMO /PPA Head Office - Commercial Services Department-Business Development Division/ Office of the AGM for Operations/ Office of the General Manager	
Classification:	Highly Technical	
Type of Transaction:	G2B - Government to Business G2G - Government to Government	
Who may avail:	Private Port Owner	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Formal written request for clearance to develop		To be provided by applicant/private port owner
2. Unified Application Form specifying exact location of the foreshore area, area size in sq.m., intended use/purpose, proposed structure to be put-up, with the following attachments: <ul style="list-style-type: none"> a. Estimated cost of project; b. Summary of Project Scope, Description; c. Vicinity Map; d. Certified true copy of SEC Registration and Articles of Incorporation; e. Original copy of Secretary's Certificate Designating Company's Authorized Representative; f. PPA Certification that the port facilities to be put up will not pose hazard to navigation; g. PPA Certification that the area applied for has no future PPA development in the next five years; h. Certified true copy of Approved Foreshore Lease Contract (FLC); or certified true copy of foreshore lease application duly received by DENR; or certified true copy of Deed of Assignment; or certified true copy of Leasehold Rights approved by the DENR; i. Certified true copy of Transfer Certificate of Title (TCT); or certified true copy of Deed of Absolute Sale; or certified true copy of Lease Agreement; whichever is applicable; 		PPA Website (downloadable forms) and supporting documents to be provided by applicant

j. Certified true copy of Approved reclamation projects from PRA, if applicable				
3. Duly Notarized Omnibus Undertaking (Sworn Affidavit)		PPA Website (downloadable forms)		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Submits to PMO the letter of intent together with documentary requirements mentioned in the Checklist of Requirements	1.1 Acknowledges receipt, evaluates, and endorses the proposals to CSD	Filing Fee: P1,000.00 +12% VAT	Two (2) calendar days	PMO/OPM/ Cashier
		None	Three (3) calendar days	CSD/BDD
	1.2 Reviews, prepares complete staff work and recommends application to the AGMO	None	Two (2) calendar days	AGMO
		None	Two (2) calendar days	GM
	1.3 Recommends approval to the GM	None	One (1) calendar day	CSD/BDD
TOTAL:		P1,000.00 + 12% VAT	Ten (10) calendar days	
<i>Note: A three (3) working day buffer period will be allotted to check the completeness of the submitted documentary requirements, and the application of acceptance or non-acceptance shall be made within said period (Section 2 of DC2019-05-0007, or Rules and Regulations Implementing RA 11234 (EVOSS Act))</i>				

27. Application for Private Port Permit: Issuance of Permit to Construct (PTC) (For Energy Related Projects)

The PTC is being issued pursuant to P.D. 857, PPA AO 06-95, R.A. 11234 or EVOSS Act, Administrative Order No. 23 or Eliminating Overregulation to Promote Regulations Implementing R.A. 11234, and Department of Energy Circular No. DC 2019-05-007 (Rules and Regulations Implementing R.A. 11234).

Office/Division:	Port Management Office (PMO)/Engineering Services Division (ESD)			
Classification:	Highly Technical			
Type of Transaction:	G2B - Government to Business G2G - Government to Government			
Who may avail:	Private Port Owner			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Formal Written Request		To be provided by applicant/private port owner		
2. Duly accomplished Application Form		PPA Website (downloadable forms)		
3. Duly Notarized Omnibus Undertaking (Sworn Affidavit)		PPA Website (downloadable forms)		
4. Approved Clearance to Develop		Applicant		
Other Additional Requirements (supporting documents) a. Detailed Cost Estimates; b. Building Plans and other technical specifications; c. Design computations; d. Working drawings signed by a Licensed Civil Engineer; e. Copy of Clearance to Develop; f. Certified true copy of Approved Foreshore Lease Contract/Order Award, or Certified true copy of Official Receipt representing payment of Annual Occupancy Fee; g. Original copy of Secretary's Certificate Designating Company's Authorized Representative		Applicant		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible

1. Applicant submits the documentary requirements mentioned in the Checklist of Requirements	1.1 Acknowledges the receipt of documents and evaluates application for PTC	Filing Fee: Php1,000.00 + 12% VAT	Eight (8) calendar days	PMO-ESD
		None	One (1) calendar day	Port Manager
	1.2 Approves/ Disapproves application	If approved: For Private Non-Commercial Port:	One (1) calendar day	PMO/ESD/ Cashier
	1.3 If approved: Notifies the proponent to pay the corresponding fee and releases PTC upon receipt of Official Receipt	Project cost is less than P10M (P20,000 + P1,000 filing fee +12%VAT)		
		Project Cost is greater than P10M (P30,000 + 1/10% of excess of P10M but not to exceed P100,000) + P1,000 filing fee+ VAT)		
	If denied: Advises the proponent on such denial	For Private Commercial Port:		
		Project Cost Is less than P10M (P60,000 + P1,000 filing fee +12% VAT		
		Project Cost is greater than P10M (P80,000 + 1/10 of 1% of the excess of P10M but not to exceed P100,000 + 12% VAT)		

	TOTAL:	P1,000.00 +12% VAT and corresponding PTC fee	Ten (10) calendar days	
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Note: Penalty for Failure to Commence Construction

*Failure to commence construction within six (6) months from the issuance of the Permit to Construct shall be imposed the corresponding penalty charge **(Php 50,000.00)**. (A grace period of another six (6) months shall be given to private ports owner/s to comply after paying the penalty after which the permit to construct shall be rendered null and void. The applicant shall be required to re-apply and pay the Permit to Construct Fee) per PPA AO 02-2009.*

28. Application for Private Port Permit: Issuance of Certificate of Registration/ Permit to Operate (COR/PTO) (New) Private Port Facility/ies (For Energy Related Projects)

The COR/PTO is being issued pursuant to P.D. 857, PPA AO 06-95, R.A. 11234 or EVOSS Act, Administrative Order No. 23 or Eliminating Overregulation to Promote Regulations Implementing R.A. 11234, and Department of Energy Circular No. DC 2019-05-007 (Rules and Regulations Implementing R.A. 11234).

Office/Division:	Port Management Offices (PMOs) / Head Office Commercial Services Department (CSD)			
Classification:	Highly Technical			
Type of Transaction:	G2B - Government to Business G2G - Government to Government			
Who may avail:	Private port owner who have satisfactorily established new port infrastructures			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Written Request		To be provided by applicant		
2. Unified Application Form with the following supporting documents: a. Project Completion Report; b. Certified true copy of Approved Foreshore Lease Contract (FLC); or certified true copy of Official Receipt representing payment of Annual Occupancy Fee; c. PPA Certification that the owner/operator has no outstanding obligation with PPA; d. Original copy of Secretary's Certificate designating company's Authorized Representative; e. Certified true copy of the Office of the Transport Security (OTS) Approved Port Facility Security Plan (PFSP).		PPA Website (downloadable forms) and supporting documents to be provided by applicant		
3. Duly Notarized Omnibus Undertaking (Sworn Affidavit)		PPA Website (downloadable forms)		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible

1. Applicant submits the documentary requirements mentioned in the Checklist of Requirements	1.1 Acknowledges the receipt of documents, evaluates, and endorses the proposals to CSD	Filing Fee: Php1,000.00 + 12% VAT	Two (2) calendar days	PMO/OPM/ Cashier
		None	Three (3) calendar days	CSD/BDD
	1.2 Reviews, prepares complete staff work and recommends application to the AGMO	None	Two (2) calendar days	AGMO
		None	Two (2) calendar days	GM
		None	One (1) calendar day	CSD/BDD
TOTAL:		P1,000.00 +12% VAT	Ten (10) calendar days	

29. Application for Private Port Permit: Issuance of Certificate of Registration/ Permit to Operate (COR/PTO) (Renewal) Private Port Facility/ies (For Energy Related Projects)

The COR/PTO is being issued pursuant to P.D. 857, PPA AO 06-95, R.A. 11234 or EVOSS Act, Administrative Order No. 23 or Eliminating Overregulation to Promote Regulations Implementing R.A. 11234, and Department of Energy Circular No. DC 2019-05-007 (Rules and Regulations Implementing R.A. 11234).

Office/Division:	Port Management Offices (PMOs) / Head Office Commercial Services Department (CSD)			
Classification:	Highly Technical			
Type of Transaction:	G2B - Government to Business G2G - Government to Government			
Who may avail:	Private port owner who have satisfactorily established new port infrastructures			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Written Request		To be provided by applicant		
2. Unified Application Form with the following supporting documents: a. Certified true copy of Approved Foreshore Lease Contract (FLC); or certified true copy of DENR-issued Official Receipt representing payment of Annual Occupancy Fee; b. PPA certification that the owner/operator has no outstanding obligations with PPA; c. Original copy of Secretary's Certificate designating company's Authorized Representative; d. Certified true copy of the Office of the Transport Security (OTS) Approved Port Facility Security Plan (PFSP).		PPA Website (downloadable forms) and supporting documents to be provided by applicant		
3. Duly Notarized Omnibus Undertaking (Sworn Affidavit)		PPA Website (downloadable forms)		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible

1. Applicant submits the documentary requirements mentioned in the Checklist of Requirements	1.1 Acknowledges the receipt of documents, evaluates, and endorses the proposals to CSD	Filing Fee: Php1,000.00 + 12% VAT	Seven (7) calendar days	PMO/OPM/ Cashier
		None	Ten (10) calendar days	CSD/BDD
	1.2 Reviews, prepares complete staff work and recommends application to the AGMO	None	Six (6) calendar days	AGMO
		None	Six (6) calendar days	GM
		None	One (1) calendar days	CSD/BDD
TOTAL:		P1,000.00 +12% VAT	Thirty (30) calendar days	
<p>approval to the Giv</p> <p><i>Note: A three (3) working day buffer period will be allotted to check the completeness of the submitted documentary requirements, and notification of acceptance or non-acceptance shall be made within the said period (Section 2 of DC2019-05-0007, or Rules and Regulations Implementing RA 11234 (EVOSS Act))</i></p>				

30. Request for Improvement/Expansion/Rehabilitation of Existing Private Ports with Valid COR/PTO (Issuance of Permit to Construct) (For Energy Related Projects)

The COR/PTO is being issued pursuant to P.D. 857, PPA AO 06-95, R.A. 11234 or EVOSS Act, Administrative Order No. 23 or Eliminating Overregulation to Promote Regulations Implementing R.A. 11234, and Department of Energy Circular No. DC 2019-05-007 (Rules and Regulations Implementing R.A. 11234).

Office/Division:	Port Management Offices (PMO)/Engineering Services Division (ESD)			
Classification:	Highly Technical			
Type of Transaction:	G2B - Government to Business G2G - Government to Government			
Who may avail:	Private port owner who have satisfactorily established new port infrastructures			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Written Request		To be provided by applicant		
2. Unified Application Form with the following supporting documents: a. Summary of proposed improvement/expansion/ rehabilitation; b. Detailed Cost Estimates; c. Design Computations; d. Working drawings/building plans signed by a Licensed Civil Engineer; e. Original copy of Secretary's Certificate designating company's Authorized Representative; f. Certified true copy of Approved reclamation projects from PRA, if applicable.		PPA Website (downloadable forms) and supporting documents to be provided by applicant		
3. Duly Notarized Omnibus Undertaking (Sworn Affidavit)		PPA Website (downloadable forms)		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible

1. Applicant submits the documentary requirements mentioned in the Checklist of Requirements	1.1 Acknowledges the receipt of documents, and endorses the proposals to ESD	Filing Fee: Php1,000.00 + 12% VAT	Two (2) calendar days	OPM
		None	Ten (10) calendar days	ESD
	1.2 Evaluates the request upon receipt of the complete documents Conducts ocular inspection	Please refer to schedule of fees below	Two (2) calendar days	OPM/Cashier
	1.3 If approved: Notifies the proponent to pay the corresponding Permit to Construct Fee	None	One (1) calendar day	OPM
TOTAL:		P1,000.00 +12% VAT and corresponding PTC Fee	Fifteen (15) calendar days	

Permit to Construct schedule of fees

Type of Port	Particulars	Amount
For Private Non-Commercial Port	Project cost is less than P10 million	P20,000 + P1,000 filing fee + 12%VAT
	Project Cost is more than P10 million	(P30,000+1/10% of excess of 10M but not to exceed P100,000) + P1,000 filing fee + VAT
For Private Commercial Port	Project Cost Is less than P10 million	P60,000 + P1,000 filing fee + 12% VAT
	Project Cost is more than P10 million	(P80,000 + 1/10 of 1% of the excess of P10M but not to exceed P100,000) + 12% VAT

31. Request for Improvement/Expansion/Rehabilitation of Existing Private Ports with Valid COR/PTO (Issuance of Amended COR/PTO) (For Energy Related Projects)

The COR/PTO is being issued pursuant to P.D. 857, PPA AO 06-95, R.A. 11234 or EVOSS Act, Administrative Order No. 23 or Eliminating Overregulation to Promote Regulations Implementing R.A. 11234, and Department of Energy Circular No. DC 2019-05-007 (Rules and Regulations Implementing R.A. 11234).

Office/Division:	Port Management Offices (PMO)/Head Office/Commercial Services Department (CSD)/Business Development Division (BDD)			
Classification:	Highly Technical			
Type of Transaction:	G2B - Government to Business G2G - Government to Government			
Who may avail:	Private port owner who have satisfactorily established new port infrastructures			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Written Request		To be provided by applicant		
2. Unified Application Form with the following supporting documents: a. Project Completion Report; b. Certified true copy of Approved Foreshore Lease Contract (FLC); or certified true copy of Official Receipt representing payment of Annual Occupancy Fee; c. PPA Certification that the owner/operator has no outstanding obligations with PPA; d. Original copy of Secretary's Certificate designating company's Authorized Representative. e. Certified true copy of the Office of the Transport Security (OTS) Approved Port Facility Security Plan (PFSP).		PPA Website (downloadable forms) and supporting documents to be provided by applicant		
3. Duly Notarized Omnibus Undertaking (Sworn Affidavit)		PPA Website (downloadable forms)		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible

1. Applicant submits to PMO the Application for Certificate of Registration/Permit to Operate a private port with documentary requirements mentioned in the Checklist of Requirements	1.1 Acknowledges the receipt of documents, evaluates, and endorses the proposals to CSD	Filing Fee: Php1,000.00 + 12% VAT	Five (5) calendar days	PMO/OPM/ Cashier
		None	Five (5) calendar days	CSD/BDD
		None	Two (2) calendar days	AGMO
		None	Two (2) calendar day	GM
	1.2 Reviews, prepares complete staff work and recommends application to the AGMO	None	One (1) calendar day	CSD/BDD
TOTAL:		P1,000.00 +12% VAT	Fifteen (15) calendar days	

32. REQUEST FOR REFUND OF RENTAL DEPOSIT

This provides the detailed procedures in the processing of request for refund of rental deposit which are required by PPA from all PPA lessees, whether PTOc holders or lease contract holders. The rental deposits are collected from lessees/permittees as safeguard for possible damages resulting from violation/s of any provision of the lease contract or permit to occupy.

Office/Division:	Commercial Services Department- Real Estate Management Division/ Treasury Department/ Port Management Office-Finance Services Division/			
Classification:	Highly Technical			
Type of Transaction:	G2B – Government to Business			
Who may avail:	Lessees/ Permittees/ Authorized Representative			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter-request of the port user stating the following: <ul style="list-style-type: none">• Total amount to be refunded• Reason/s for the approval of the refund		Lessees/ Permittees/ Authorized Representative, as applicable		
2. Original copy of the Official Receipt/s covering the payment of the deposit/s				
3. Original/authenticated copy of the Permit to Occupy issued by PMO				
4. Certificate of No Outstanding Obligation		Port Management Office-Finance Division		
5.If original copy is lost, machine copies of PPA Official Receipt or invoices stamped with PMO Notation “Verified correct and remitted to PPA’s bank account				
Client Steps	Agency Action	Fees to be paid	Processing Time ¹	Person Responsible
1. Submits request for refund of rental deposit including supporting documents	1.1 Checks the compliance and completeness of the submitted documents and receive the application. Applications with incomplete requirements shall not be accepted	None		Port Management Office/ Cashier/ Lessee/ Permittee/ Authorized Representative
	1.2 Endorses/transmits to Treasury Department (TD) the request for refund.	None		Port Management Office

¹ Under the IRR of R.A. No. 11032 (EODB Law), processing time refers to "the time consumed from the acceptance of an application or request with complete requirements, accompanying documents and payment of fees up to the issuance of certification or such similar documents approving or disapproving an application or request." The time spent in assessing the completeness and sufficiency of the application and the supporting documents submitted shall not be included in the determination of processing time. Further, as stated therein, requirements shall only be considered complete when all the necessary or appropriate documents that are required to be submitted together with an application form by the applicant or requesting party fully satisfy the formal and substantive requirements of the relevant law.

	1.3 Endorses to CSD the request for refund.	None		Treasury Department
	1.4 Reviews/validates the ground that will warrant the refund. Endorses the request to the AGM for Operations	None		Commercial Services Department
	1.5 Recommends for the approval of the request for refund of rental deposit.	None		AGM for Operations
	1.6 Endorses/transmits to the AGMFA/ Treasury Department (TD) the recommendation of the AGMO for the request for refund of rental deposit.	None		Commercial Services Department
	1.7 Evaluates completeness of documents submitted by PMO and lessee. The confirmation of the authenticity of official receipts and completeness of supporting documents including the amount of refund to be claimed shall be vested to the Treasury Department and PMO. Endorse to the AGMFA/GM the complete staff work. Processing of the request shall only commence upon receipt of complete and sufficient documents/information	None		Treasury Department
	1.8 Approves the request for refund of rental deposit	None		General Manager
	1.9 Prepares cash transfer and transmit to PMO			Treasury Department

	1.10 Prepares and releases the check			Treasury Department
TOTAL:		None	20 working days²	

² The PPA-TD may extend the processing time once for the same number of days, provided that the applicant/requesting party shall be notified prior to the lapse of the initial processing time. The applicant/requesting party shall likewise acknowledge receipt of PPA-TD's notification. The prescribed processing time shall be suspended and appropriate adjustments shall be made in case of delays due to force majeure or natural or man-made disasters, which result in damage or destruction of documents and/or system failure. The applicant will be notified in writing and through other means of communication of the suspension of the processing time without any delay.

33. PROCESSING OF APPLICATION FOR MEDIUM AND LONG-TERM LEASE PROPOSALS (NEW)

This provides the detailed procedure in the processing of applications for medium and long-term lease contracts. The processing of application for medium and long-term leases shall be processed in accordance with PPA AO 22-95 and PPA AO 02-2016.

Medium-Term Lease are those which are granted with a duration of more than one (1) year up to five (5) years while Long-Term Lease are those which are granted for more than five (5) years, depending on the economic life of the permanent structures to be put up.

Office/Division:	Commercial Services Department-Real Estate Management Division/ Port Management Office-Port Services Division			
Classification:	Highly Technical			
Type of Transaction:	G2B – Government to Business G2G – Government to Government			
Who May Avail:	Lessees/ Permittees/ Shipping Companies Other Government Agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
a. Letter-proposal		From the applicant/authorized representative, as applicable		
b. Duly accomplished Lease Application Form with Customer Registration Form (CRF) together with the following documents: <ul style="list-style-type: none"> • Business Plan/Project Brief • Secretary's Certificate designating the authorized representative to enter into contract with PPA • Vicinity/Location Map 		May be downloaded from the PPA Website https://www.ppa.com.ph/q=content/downloadable-forms		
c. Duly Notarized Omnibus Undertaking				
4. Official Receipt representing payment of filing fee		Applicant/ PPA e-Payment in participating Banks or Cash Payment at concerned PMO		
Client Steps	Agency Action	Fees to be Paid	Processing Time ¹	Person Responsible
1. Submits application for medium/long-term lease including supporting documents	1.1 Concerned PMO checks the compliance and completeness of the submitted documents and receive the application Applications with incomplete requirements based on the application form and incorrect versions of forms used shall not be accepted 1.2 Evaluates the application and endorses the same to the Commercial Services Department	Filing Fee Per PPA AO 02-2016 Medium Term: Php 3,000.00 Long-Term: Php 5,000.00 (exclusive of VAT)		Port Management Office/Cashier/ Authorized Representative

¹ Under the IRR of R.A. No. 11032 (EODB Law), processing time refers to "the time consumed from the acceptance of an application or request with complete requirements, accompanying documents and payment of fees up to the issuance of certification or such similar documents approving or disapproving an application or request." The time spent in assessing the completeness and sufficiency of the application and the supporting documents submitted shall not be included in the determination of processing time.

- ² Preliminary assessment covers initial receipt of the application up to applicant's submission of complete and sufficient documents and information, and proof of payment of filing fee. The time spent in assessing the completeness and sufficiency of the application and the documents/information submitted shall not be included in the determination of processing time. Accordingly, the steps performed under preliminary assessment are for applicant's reference only and shall not form part of the processing time of the application.
- ³ An acknowledgment signifying acceptance and commencement of the processing of the application shall be sent, upon determination of completeness and sufficiency of the application in form and substance.
- ⁴ In case the application of request is deficient, an abeyance letter/email shall be sent to the applicant/requesting party and memo to PMO specifying all the missing requirements/information

	<p>2.5 If approved, signs the Memo to PMO transmitting the Notice to Lease Ad for publication. If disapproved, notifies the PMO on the denial.</p> <p>2.6 Releases the memo to PMO</p> <p>2.7 Signs the Notice to Lease Ad and advises applicant of the publication requirement (cost of publication to be borne by the applicant).</p>			<p>AGM for Operations/ General Manager</p> <p>Commercial Services Department</p> <p>Port Manager</p>
3. Applicant publishes the Notice to Lease Ad in a newspaper of general circulation (Medium and Long-Term Lease proposals eligible to undergo simplified bidding or publicity requirements shall be published twice (2x) over a minimum period of one week/7 days	<p>3.1 Await until the publication ends.</p> <p>3.2 Await submission of comparative offers/counter proposals within 15 days from the last date of publication</p>			
	<p>3.1 Advises applicant of publication result, if there are no comparative applications or counter proposals, recommends/endorse publication result and complete documents to CSD</p> <p>3.2 Upon receipt of PMO recommendation and copy of published Notice to Lease Ad, CSD perform pre-assessment and issue an</p> <p>1. Acknowledgment</p>			<p>Port Management Office</p> <p>Commercial Services Department</p>

	<p>Memo ⁵; or</p> <p>2. Abeyance letter/memo, as applicable ⁶</p>			
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⁵ An acknowledgment signifying acceptance and commencement of the processing of the application shall be sent, upon determination of completeness and sufficiency of the application in form and substance.

⁶ In case the application or request is deficient, an abeyance letter/email shall be sent to the applicant/requesting party and memo to PMO specifying all the missing requirements/information

	<p>Processing of the application shall only commence upon receipt of complete and sufficient documents/information .</p> <p>3.3 If in order, CSD, in coordination with LSD prepares the lease contract agreement and endorses same to the AGM for Operations</p> <p>3.4 Endorses the Lease Contract Agreement to the approving authority</p> <p>3.5 Approving authority signs the letter to the proponent, transmitting the lease contract agreement for signature</p> <ul style="list-style-type: none"> • For lease contract of 2-5 years • For lease contract of more than 5 years up to 10 years • For lease contract more than 10 years <p>3.7 Transmits lease contract agreement to the applicant for signature</p>			<p>Commercial Services Department/ Legal Services Department</p> <p>AGM for Operations</p> <p>AGM for Operations</p> <p>General Manager</p> <p>General Manager</p> <p>Commercial Services Department</p>
4. Applicant/ authorized representative signs the lease contract agreement. Returns the lease contract agreement to	4.1 Upon receipt of the duly signed lease contract agreement from the proponent, CSD, in coordination with LSD endorses the signed contract to the AGM for Operations			Commercial Services Department

PPA	4.2 Endorses to the approving authority the lease contract agreement, for counter-signature			AGM for Operations
	4.3 Approving authority signs the lease contract agreement			
	a. For lease contract of 2-5 years			AGM for Operations
	b. For lease contract of more than 5 years up to 10 years			General Manager
	c. For lease contract more than 10 years			General Manager
	4.4 Releases lease contract agreement to the lessee for notarization			
5. Lessee notarizes	a. CSD furnishes copy of five (5) sets of lease contract. Returns four (4) sets of the duly notarized lease contract to CSD			Commercial Services Department
Total:		Filing Fee Per PPA AO 02-2016 Medium Term: Php 3,000.00 Long-Term: Php 5,000.00 (exclusive of VAT)	20 working days ⁷ upon receipt of complete documents/information/inputs/comments required for evaluation	

⁷ The PPA-CSD may extend the processing time once for the same number of days, provided that the applicant/requesting party shall be notified prior to the lapse of the initial processing time. The applicant/requesting party shall likewise acknowledge receipt of PPA-CSD's notification. The prescribed processing time shall be suspended and appropriate adjustments shall be made in case of delays due to force majeure or natural or man-made disasters, which result in damage or destruction of documents and/or system failure. The applicant will be notified in writing and through other means of communication of the suspension of the processing time without any delay.

34. PROCESSING OF REQUEST FOR RENEWAL OF LEASE (MEDIUM AND LONG TERM LEASE)

This provides the detailed procedure in the processing of renewal of medium and long-term lease contracts. All request for renewal of medium and long-term leases shall be processed in accordance with PPA AO 22-95 and PPA AO 02-2016.

Office/Division:	Commercial Services Department-Real Estate Management Division/ Legal Services Department/ Port Management Office-Port Services Division			
Classification:	Highly Technical			
Type of Transaction:	G2B – Government to Business			
Who may avail:	Lessees/Port Users/Shipping companies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter request for renewal		From the Lessee/applicant/authorized representative, as applicable		
2. Duly accomplished lease application form together with the following documents: <ul style="list-style-type: none">Secretary’s Certificate designating the authorized representative to enter into contract with PPA		May be downloaded from the PPA Website (https://www.ppa.com.ph/q=content/downloadable-forms)		
3. Duly notarized omnibus undertaking (Sworn affidavit)				
4. Deed of conveyance/inventory of turned over facilities, if any		Executed by PPA and Lessee/Applicant		
5. Official Receipt Representing Payment of Filing fee		Applicant/ PPA e-Payment in participating Banks or Cash Payment at concerned PMO		
Client Steps	Agency Action	Fees to be Paid	Processing Time ¹	Person Responsible
1. Submits application for renewal of medium/long-term lease including supporting documents	1.1 Concerned PMO checks the compliance and completeness of the submitted documents and receive the application Applications with incomplete requirements based on the application form and incorrect versions of forms used shall not be accepted	Filing Fee Per PPA AO 02-2016 Medium Term: Php 3,000.00 Long-Term: Php 5,000.00 (exclusive of VAT)	20 days	Port Management Office/ Cashier/ Lessee/ Authorized Representative
	1.2 Receives payment and issues official receipt.			

¹ Under the IRR of R.A. No. 11032 (EODB Law), processing time refers to "the time consumed from the acceptance of an application or request with complete requirements, accompanying documents and payment of fees up to the issuance of certification or such similar documents approving or disapproving an application or request." The time spent in assessing the completeness and sufficiency of the application and the supporting documents submitted shall not be included in the determination of processing time. Further, as stated therein, requirements shall only be considered complete when all the necessary or appropriate documents that are required to be submitted together with an application form by the applicant or requesting party fully satisfy the formal and substantive requirements of the relevant law.

<p>2. No action required from the client, unless an abeyance letter is received where the client shall submit additional documents/information requested</p>	<p>2.1 Perform pre-assessment² and issue an</p> <ul style="list-style-type: none"> a. Acknowledgment letter³, or b. Abeyance letter/memo to PMO, as applicable⁴ <p>Processing of the application shall only commence upon receipt of complete and sufficient documents/information.</p> <p>2.2 Prepares complete staff work, in coordination with LSD. Recommends approval to the AGM for Operations</p> <p>2.3 Recommends approval of the application</p> <p>2.4 Approving authority approves/disapproves the application.</p> <ul style="list-style-type: none"> b. Lease contract of 2 years up to 5 years c. Lease contract of more than 5 years up to 10 years d. Lease contract of more than 10 years <p>2.5 If approved, signs the Memo to PMO transmitting the Notice to Lease Ad for publication. If disapproved, notifies the PMO on the denial.</p>			<p>Commercial Services Department-Real Estate Management Division</p> <p>AGM for Operations</p> <p>AGM for Operations</p> <p>General Manager</p> <p>PPA Board</p> <p>General Manager/AGM for Operations</p>
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² Preliminary assessment covers initial receipt of the application up to applicant's submission of complete and sufficient documents and information, and proof of payment of filing fee. The time spent in assessing the completeness and sufficiency of the application and the documents/information submitted shall not be included in the determination of processing time. Accordingly, the steps performed under preliminary assessment are for applicant's reference only and

- shall not form part of the processing time of the application.
- ³ An acknowledgment signifying acceptance and commencement of the processing of the application shall be sent, upon determination of completeness and sufficiency of the application in form and substance.
- ⁴ In case the application or request is deficient, an abeyance letter/email shall be sent to the applicant/requesting party and memo to PMO specifying all the missing requirements/information

	2.6 Releases the memo to PMO			Commercial Services Department
	2.7 Signs the Notice to Lease Ad and advises applicant of the publication requirement (cost of publication to be borne by the applicant).			Port Manager
3. Applicant publishes the Notice to Lease Ad in a newspaper of general circulation (Medium and Long-Term Lease proposals eligible to undergo simplified bidding or publicity requirements shall be published twice (2x) over a minimum period of one week/7 days	3.1 Await until the publication ends. 3.2 Await submission of comparative offers/counter proposals within 15 days from the last date of publication			
	3.3 Advises applicant of publication result, if there are no comparative applications or counter proposals, recommends/endorse s publication result to CSD 3.4 Upon receipt of PMO recommendation and copy of published Notice to Lease Ad, CSD perform pre-assessment and issue an a) Acknowledgment letter/Memo ⁵ ; or b) Abeyance memo, as applicable ⁶			Port Management Office Commercial Services Department-Real Estate Management Division

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⁵ An acknowledgment signifying acceptance and commencement of the processing of the application shall be sent, upon determination of completeness and sufficiency of the application in form and substance.

⁶ In case the application or request is deficient, an abeyance letter/email/memo shall be sent to the applicant/requesting party and memo to PMO specifying all the missing requirements/information

	<p>Processing of the application shall only commence upon receipt of complete and sufficient documents/information</p> <p>3.5 If in order, CSD, in coordination with LSD prepares the lease contract agreement and endorses same to the AGM for Operations</p> <p>3.6 Endorses the Lease Contract Agreement to the approving authority</p> <p>3.7 Approving authority signs the letter to the proponent, transmitting the lease contract agreement for signature</p> <p>a. For lease contract of 2-5 years</p> <p>b. For lease contract of more than 5 years up to 10 years</p> <p>c. For lease contract more than 10 years</p> <p>3.8 Transmits lease contract agreement to the applicant for signature</p>			<p>Commercial Services Department-Real Estate Management Division</p> <p>AGM for Operations</p> <p>AGM for Operations</p> <p>General Manager</p> <p>General Manager</p> <p>Commercial Services Department-Real Estate Management Division</p>
4. Applicant/lessee/authorized representative signs the lease contract agreement. Returns the lease	4.1 Upon receipt of the duly signed lease contract agreement from the proponent, CSD, in coordination with LSD endorses the signed contract to			Commercial Services Department

contract agreement to PPA	the AGM for Operations			
	4.2 Endorses to the approving authority the lease contract agreement, for counter-signature			AGM for Operations
	4.3 Approving authority signs the lease contract agreement a. For lease contract of 2-5 years b. For lease contract of more than 5 years up to 10 years c. For lease contract more than 10 years			AGM for Operations General Manager General Manager
	4.4 Releases lease contract agreement to the lessee for notarization			Commercial Services Department
5. Lessee notarizes five (5) sets of lease contract. Returns four (4) sets of the duly notarized lease contract to CSD	5.1 CSD furnishes copy of duly notarized lease contract to LSD and PMO concerned.			Commercial Services Department
Total:		Filing Fee Per PPA AO 02-2016 Medium Term: Php 3,000.00 Long-Term: Php 5,000.00 (exclusive of VAT)	20 working days⁶ upon receipt of complete documents/information/inputs/comments required for evaluation	

⁶ The PPA-CSD may extend the processing time once for the same number of days, provided that the applicant/requesting party shall be notified prior to the lapse of the initial processing time. The applicant/requesting party shall likewise acknowledge receipt of PPA-CSD's notification. The prescribed processing time shall be suspended and appropriate adjustments shall be made in case of delays due to force majeure or natural or man-made disasters, which result in damage or destruction of documents and/or system failure. The applicant will be notified in writing and through other means of communication of the suspension of the processing time without any delay.

35. Processing of Request for Renewal of PTOc (4th Renewal)

This provides the detailed procedure in the processing of request for the renewal of short-term lease permit renewed for the 4th time. Said short-term lease are granted for a maximum period of one year and covered by a Permit to Occupy.

Office/Division:	Commercial Services Department- Real Estate Management Division/ Port Management Office- Port Services Division			
Classification:	Highly Technical			
Type of Transaction:	G2B – Government to Business			
Who may avail:	Permittees/Shipping companies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter request for renewal of Permit to Occupy		Applicant/Permittee/Authorized Representative, as applicable		
2. Duly accomplished lease application form		PPA Website (Downloadable Forms)		
3. Duly notarized omnibus undertaking (Sworn Affidavit)		https://www.ppa.com.ph/q=content/downloadable-forms		
4. Official Receipt Representing Payment of Filing fee Permit to Occupy (to be signed by the AGMO)		Applicant/ PPA e-Payment in participating Banks or Cash Payment at concerned PMO		
5. Original or Authenticated Copy of Permit to Occupy		Permittee/Port Management Office		
Client Steps	Agency Action	Fees to be paid	Processing Time ¹	Person Responsible
1. Submits application for renewal of permit to occupy (4 th renewal) including supporting documents	1.1 PMO checks the compliance and completeness of the submitted documents and receive the application. Applications with incomplete requirements based on the application form and incorrect versions of forms used shall not be accepted	None		Port Management Office-Port Services Division/ Authorized Representative
	1.2 PPA receives payment and issues Official Receipt.	Filing Fee Php 1,000.00 + VAT		Port Management Office-Cashier

¹ Under the IRR of R.A. No. 11032 (EODB Law), processing time refers to "the time consumed from the acceptance of an application or request with complete requirements, accompanying documents and payment of fees up to the issuance of certification or such similar documents approving or disapproving an application or request." The time spent in assessing the completeness and sufficiency of the application and the supporting documents submitted shall not be included in the determination of processing time. Further, as stated therein, requirements shall only be considered complete when all the necessary or appropriate documents that are required to be submitted together with an application form by the applicant or requesting party fully satisfy the formal and substantive requirements of the relevant law.

	1.3 Evaluates the application and endorses the request to the Commercial Services Department			Port Management Office
2. No action required from the client, unless an abeyance letter is received where the client shall submit additional documents/information requested	<p>2.1 Perform pre-assessment² and issue an</p> <ol style="list-style-type: none"> Acknowledgment letter³ or Abeyance letter/memo to PMO as applicable⁴ <p>Processing of the application shall only commence upon receipt of complete and sufficient documents/information</p> <p>2.2 Prepares complete staff work, Recommends approval to the AGM for Operations</p> <p>2.3 Approves/disapproves the application. If approved, signs the Permit to Occupy.</p> <p>2.4 Releases the approved PTOc to PMO. If disapproved, informs the PMO of the denial.</p> <p>2.5 Informs the permittee of the approval of the request for renewal of PTOc</p>			Commercial Services Department-Real Estate Management Division

² Preliminary assessment covers initial receipt of the application up to applicant's submission of complete and sufficient documents and information, and proof of payment of filing fee. The time spent in assessing the completeness and sufficiency of the application and the documents/information submitted shall not be included in the determination of processing time. Accordingly, the steps performed under preliminary assessment are for applicant's reference only and shall not form part of the processing time of the application.

³ An acknowledgment signifying acceptance and commencement of the processing of the application shall be sent, upon determination of completeness and sufficiency of the application in form and substance.

⁴ In case the application or request is deficient, an abeyance letter/email shall be sent to the applicant/requesting party and memo to PMO specifying all the missing requirements/information

3. Permittee signs the Permit to Occupy and pays the necessary fees.	3.1 PMO furnishes Operations Office/CSD copy of duly signed/conformed Permit to Occupy			Port Management Office
TOTAL:		Filing Fee Php 1,000.00 + VAT	20 working days ⁵ upon receipt of complete documents/information/input s/comment required for evaluation	

⁵ The PPA-CSD may extend the processing time once for the same number of days, provided that the applicant/requesting party shall be notified prior to the lapse of the initial processing time. The applicant/requesting party shall likewise acknowledge receipt of PPA-CSD's notification. The prescribed processing time shall be suspended and appropriate adjustments shall be made in case of delays due to force majeure or natural or man-made disasters, which result in damage or destruction of documents and/or system failure. The applicant will be notified in writing and through other means of communication of the suspension of the processing time without any delay.

36. Request approval of Sub-leasing Operation

This provides the detailed procedure in the processing of request of lessee with valid PPA-issued lease contracts to sublease the leased area. Request for subleasing operation shall be processed in accordance with PPA AO 22-95 and PPA AO 07-2009.

Office/Division:	Commercial Services Department-Real Estate Management Division/ Port Management Office-Port Services Division			
Classification:	Highly Technical			
Type of Transaction:	G2B – Government to Business			
Who may avail:	Lessees/Shipping Companies/Other Port users			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter request of the lessee requesting approval of the subleasing operation, indicating the following information: <ul style="list-style-type: none"> Proposed subleasing arrangement between the lessee and the sublessee Exact location of the area to be subleased Intention of the sublessee for using the facility Proposed services/facilities to be provided including detailed specifications/descriptions, if any Recommended contract term and proposed rental 		Lessee		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Lessee to submit through electronic mail to the concerned PMO the Portable Document Format (PDF) copy of documents indicated in Item 1 of the requirements.	1.1 Receives the letter- request for approval of subleasing operation.	None	1 day	Port Management Office-Port Services Division/ Authorized Representative
	1.2 Evaluates the request including completeness of documents submitted by applicant, endorses the request to Commercial Services Department.	None	5 days	Port Management Office-Port Services Division/ Authorized Representative
	1.3 Upon receipt of complete documents from PMO, CSD, in coordination with LSD assess the merits and reviews the request for subleasing operation.	None	10 days	Commercial Services Department-Real Estate Management Division

	1.4 Endorses the complete staff work to the AGM for Operations.	None	1 day	Commercial Services Department
	1.5 Endorses the request for approval of subleasing operation to the General Manager	None	1 day	Asst. General Manger for Operations
	1.6 Approves the request for subleasing	None	1 day	General Manager
	1.7 Releases the letter-approval to the proponent, copy furnished PMO.	None	1 day	Commercial Services Department
TOTAL:		None	20 days	
Note: Upon approval of the request for subleasing, the lessee shall be charged 10% sublease rental share per month plus VAT pursuant to PPA AO 07-2009				

37. Preparation of Supporting Documents for Request for Refund

Per PPA Memorandum Circular No. 01-2018 or Amendments to PPA Memorandum Circular No. 07-2016 entitled "Procedural Guidelines on the Claims for Refund".

Office/Division:	Commercial Services Department-Port Pricing Division/ Business Development Division			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government G2B – Government to Business			
Who may avail:	Private Port Owner/Operator/LGU			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Letter-request			Requesting party	
2. PMO endorsement and recommendations and details of amount for refund 3. copy of Official Receipt/Computation Sheet stamped with notation "Verified Correct and remitted to PPA's bank account", and other 4. documents to support the claim: <ul style="list-style-type: none">COR/PTO for private ports orLease Contract or Permit to Occupy for lease			Port Management Office	
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Files request for refund at the concerned PMO	1.1 Receives/ Evaluates Request for Refund and endorses the same to Operations Office.	None	5 days	PMO-Port Services Division/ Business Development and Marketing Specialist/Officer
	1.2 Receives/ Evaluates Request for Refund.	None	2 days	-CSD-Port Pricing Division (PPD)
	1.3 Refers to other offices or departments, e.g. LSD, POSD, PMO	None	5 days	-CSD-PPD
	1.4 Attach documents to support the request.	None	1/2 day	-CSD
	1.5 Prepares complete staff work and recommends approval to the	None	4 and 1/2 days	- Business Development Division (BDD)

	AGM for Operations or the General Manager.			
	1.6 Approves/ Disapproves recommendation .	None	2 days	Office of the Asst. General Manager/ General Manager
	1.7 Releases Memorandum Letter	None	1 day	CSD-PPD/BDD
TOTAL:		None	20 days	

38. Request for Clarification of Issues on Port Charges, Cargo Handling (CH) and other related services

Port clients/stakeholders, government offices including other PPA offices request for clarification pertaining to rates or the proper implementation of rules and regulations related to port tariff and other related issues on operations

Office/Division:	Commercial Services Department-Port Pricing Division/ Port Management Office, Legal Services Department/ Port Operation Services Department			
Classification:	Highly Technical			
Type of Transaction:	G2B - Government to Business G2G - Government to Government			
Who may avail:	Concerned company or PMO			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request from the PMO or Port User;		PMO, Port User or PPA website/Files		
2. Port rules and regulation being requested to be clarified;				
3. Other pertinent data, e.g.: computation sheets, official receipts, bill of lading, Dockage/Anchorage Report, etc.				
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. PMO or Port User submits request for clarification to Operations Office/CSD.	1.1 PMO evaluates and submits to Operations Office/CSD the comments and recommendation on the matter.	None	5 days	Port Management Office
	1.2 Acknowledges receipt and evaluates.	None	2 days	Commercial Services Department (CSD)
	1.3 Refers to other offices or departments, e.g. LSD, POSD, PMO.	None	5 days	LSD/POSD
	1.4 Prepares complete staff work.	None	3 days	CSD
	1.5 Recommends approval to the AGM for Operations or the General Manager.	None	1 day	CSD
	1.6 Approves/ Disapproves recommendations	None	1 day	AGMO/GM
	1.7 Releases memorandum or letter	None	1 day	CSD
TOTAL:		None	18 days	

39. Request for Refund of Port Charges, PPA Government Share on Cargo Handling (CH) Charges

Request for refund arises when there is overpayment of port tariff due to erroneous computation, overpayment in check payment, intended stay-time of vessel is cut-short after advanced payment of vessel charges, etc

Office/Division:	Commercial Services Department-Port Pricing Division/ Port Management Office/ Legal Services Department/ Port Operation Services Department			
Classification:	Highly Technical			
Type of Transaction:	G2B - Government to Business			
Who may avail:	Concerned company or PMO			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter request of the port user for refund addressed to the concerned PMO.		PMO/Consignee/Shipping Line		
2. PMO endorsement with recommendations and details of amount for refund.		PMO/Consignee/Shipping Line		
3. Machine copies of PPA Official Receipt/ Computation Sheet stamped with notation "verified correct and remitted to PPA's bank account" by the PMO upon presentation of their original copies.		PMO/Consignee/Shipping Line		
4. Other documents a. Wharfage/Storage refund: Bill of Lading, PEZA/BOI certificate of registration, shipping manifest, certification of actual cargoes handled, etc. b. Dockage/VTMS refund: Notice of Arrival of Vessel, Preliminary/Final Dockage and Anchorage Report, Contract of Agency or SPA between principal and		PMO/Consignee/Shipping Line		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible

1. Port User files request for refund at the PMO concerned.	1.1 PMO evaluates request and endorses the same to Operations Office together with comments and recommendation with complete documents.	None	5 days	Port Management Office
	1.2 Acknowledges receipt and evaluates	None	2 days	Commercial Services Department (CSD)
	1.3 Refers to other offices or departments, e.g. LSD, POSD, PMO	None	5 days	Legal Services Department/ Port Operations Services Dept.
	1.4 Prepares complete staff work	None	3 days	CSD
	1.5 Recommends approval to the AGM for Operations or the General Manager	None	2 days	CSD
	1.6 Approves/ Disapproves recommendation	None	2 days	AGMO/ GM
	1.7 Releases Memorandum or Letter	None	1 day	CSD
TOTAL:		None	20 days	

40. Request for Adjustment on Cargo Handling (CH) Tariff and Other Related Charges

Approval of Request for New Tariff and/or Adjustment under AO No. 11-2019 (Omnibus rule of Procedure on Private Service Provider-Initiated Applications for New Tariff and/or Adjustment of Fees and Charges in Port under the Administrative Jurisdiction of PPA) may be granted upon submission of complete documentary requirements.

Office/Division:	Commercial Services Department-Port Pricing Division /Port Management Office concerned/ Office of the Corporate Board Secretary			
Classification:	Highly Technical			
Type of Transaction:	G2B-Government to Business			
Who may avail:	Private Service Providers, e. g.: Port Terminal Operators, Cargo Handlers, Shipping Lines, etc.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. 3 copies of Sworn Filing as prescribed in Rule 4, Sections 7 and 8 of the PPA AO No. 11-2019		Proponent or applicant		
2. Eligibility Requirements as prescribed in Rule 5, Section 11 of the PPA AO No. 112019		Proponent or applicant		
3. Disposition Form as prescribed Rule 6, Section 14 of the PPA AO No. 11-2019		Commercial Services Department		
4. Following requirements as prescribed in Rule 7, Sections 15 & 17 of the PPA AO No. 11-2019				
<ul style="list-style-type: none"> • Special Order creating the Hearing Panel; • Notice of Public Hearing; • Minutes of Public Hearing; Attendance Sheet; • Draft Report 		Office of the Corporate Board Secretary Port Management Office Port Management Office Port Management Office		
5. Following requirements as prescribed in Rule 7, Section 23 of the PPA AO No. 112019				
<ul style="list-style-type: none"> • Position Paper • Summary of Position Papers with the Reply of the proponent and PMO comments • Publication of the new tariff or rate adjustment 		Port Users/Attendees Port Management Office Commercial Services Department		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible

1. Submission of request with complete documentary requirements for new rate or rate adjustment	1.1 Acknowledges receipt of documents, evaluates, and verifies the accuracy of the documents.	None	3 days	Records Section/Port Services Division/Port Manager of concerned PMO
	1.2 Endorses the request to CSD. CSD shall validate, evaluate and endorse the application to OCBS. Return of application (add'l 5 working days)	None	3 days	CSD Manager/Port Pricing Division
	1.3 OCBS shall within two (2) working days prepare the PPA SO creating the Hearing Panel for the conduct of Public Hearing to be signed by the GM.	None	2 days	Office of the Corporate Board Secretary
	1.4 Upon receipt of the signed Special Order from OCBS, the PPA Board TWG within two (2) working days shall organize themselves to appoint a Chairperson.	None	2 days	Board TWG, OCBS
	1.5 The PMO shall post and send the notices/invitations through letters, e-mails and other acceptable means, at least ten (10) working days before the scheduled public hearing.	None	10 days	PMO
1. Attends Public Hearing	2.1 Public Hearing (including preparation of the venue) Includes the presentation by proponent to Board TWG/PPA prior to Public Hearing.	None	1 day	Board TWG, PMO, CSD, Terminal Operator, CHO, Port Users, Shipping Lines
	2.2 The participants shall submit their position in writing, addressed to the proponent, copy furnished the concerned PMO within five (5) working days from the conduct of public hearing.	None	5 days	Port Management Office

2. The proponent shall reply to the participants in writing copy furnished the concerned PMO within three (3) working days.	3.1 The PMO shall wait for the copy of the proponent's reply to the participants.	None	3 days	Port Management Office
	3.2 The PMO, as part of its Secretariat functions shall submit the ff: <ul style="list-style-type: none"> Minutes of the Public Hearing Attendance Sheet Survey Forms Summary of Position Paper Comments of the PMO. 	None	33 days	Port Management Office
	3.3 Draft Report to the PPA Board TWG coursed through the OCBS after the public hearing.	None	10 days	Port Management Office
	3.4 Final evaluation of the application by the PPA Board TWG, with assistance from CSD and other concerned offices of PPA. The TWG to submit a report, including recommendations to the PPA Board of Directors through the OCBS.	None	5 days	PPA Board TWG/Directors, CSD, other concerned PPA offices, OCBS
	3.5 PPA Board of Directors may, upon recommendation of the PPA Board TWG, approve said application in a Board Meeting.	None	1 day	PPA Board TWG/Directors
	3.6 CSD prepares the following: <ul style="list-style-type: none"> Executive Brief Memorandum Circular (MC) for approval of the GM thru the AGMO. Memorandum for the ASD requesting for the publication of the MC EB/Operations Memorandum Circular (OMC) for signature of the AGMO. New tariff attached to the OMC for dissemination to the concerned PMO 	None	1 day	Commercial Services Department
TOTAL:		None	84 days	

PPA AO no. 11-2019 (Omnibus rule of Procedure on Private Service Provider-Initiated Applications for New Tariff and/or Adjustment of Fees and Charges in Port under the Administrative Jurisdiction of PPA) timeline for the whole process and execution of the said type of service is 84 days.

There are instances that the process exceeds the given timeline since this process is elevated to the Board. The availability that requests for tariff adjustment may be taken up is dependent to the Board.

41. Request for Waiver of Port Charges

For recommendation to the Office of the President for Approval based on Presidential Decree No. 857

Office/Division:	Commercial Services Department- Port Pricing Division/ Port Management Office			
Classification:	Highly Technical			
Type of Transaction:	G2B - Government to Business G2G - Government to Government			
Who may avail:	Bureau of Customs. Dept. of Social Welfare and Dev., Department of Health, Phil. National Red Cross			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter request for Waiver of Port Charges supported by the following: <ul style="list-style-type: none"> • Bill of Lading • Commercial Invoice • Packing List • Consular Invoice • Deed of Donation and Acceptance 		Port User		
2. Comments and recommendation from concerned PMO.		Concerned PMO		
3. Comments and recommendation from the Terminal Operator or cargo handler, including computation of port and other charges that may be waived or reduced.		Concerned Terminal Operator or Cargo Handler		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Consignee files request for waiver with complete supporting documents.	1.1 Incoming documents are received, scanned and recorded. Department Manager gives initial instruction to Port Pricing Division (PPD).	None	2 hrs.	Receiving Officer/ Secretary/ CSD Department Manager
	1.2 Division Manager gives instruction to Section Chief/OPR	None	1 hr.	PPD Division Manager
	1.3 OPR prepares memorandum for the PMO requiring its comments/ recommendation based on RDA, together with that of the authorized Terminal Operator (TO)	None	1 day	PPD Authorized Representative
	1.4 PMO requests the TO for comments/ recommendation including the amount	None	3 days	Port Management Office

	requested to be waived.			
	1.5 PMO submits its comments and recommendation to CSD together with that of the TO via regular mail or electronic means.	None	3 days	PMO Records Officer
	1.6 Incoming documents are scanned and recorded. Department Manager gives instruction to Division concerned.	None	2 hrs.	Receiving Officer/ Secretary/ Department Manager
	1.7 Division Manager gives instruction to Section Chief/ OPR to evaluate said request. OPR prepares Executive Brief and letter to the Office of the President of the Philippines (OP) for approval based on PD No, 857 and other justifications submitted by TO.	None	5 days	PPD Division Manager
	1.8 Forwards complete staff work to Office of the Asst. General Manager for Operations (OAGMO)	None	1 day	Commercial Services Department-Port Pricing Division (CSD-PDD)
	1.9 AGMO forwards the same to the Office of the General Manager (OGM) for approval of the letter to the Office of the President (OP).	None	2 hrs	Assist. General Manager for Operation/ General Manager
	1.10 Release of said letter to the OP through records.	None	1 day	CSD-PPD/ Admini-Records
	1.11 Wait for the reply of the OP.	None	100 days	OGM/OAGMO/ CSD
	1.12 Preparation of memorandum to concerned PMO forwarding the OP approval.	None	3 hrs.	CSD-PPD
TOTAL:		None	115 days and 2 hrs.	

Requests for waiver of port charges are elevated to Office of the President (OP) for approval or disapproval.

PD857 Art. VII Section 19 states that *“the President upon recommendation of the Authority may increase or decrease such dues, collectible by the Authority to protect the interest of the Government...”*

The request for waiver of port charges usually takes 1-3 months of processing. Hence, 100 days is allocated for this request.

42. Request for Adoption of CH Tariff and other Related Charges

Office/Division:	Commercial Services Department-Port Pricing Division/ Port Management Office			
Classification:	Highly Technical			
Type of Transaction:	G2B - Government to Business			
Who may avail:	Concerned company or PMO			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter request for adoption of CH Tariff including justification and recommendation based on the parameters of OMO No. 01-2016 for the following ports: a. For Ports with Authorized CHO and Prescribed Rates but Some Tariff Items are not existing; b. For Ports where CH services are subject for Bidding and where there is no Prescribed or Authorized CH Tariff Schedule.		Cargo Handling Operator/Port Management Office		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Cargo Handling Operator files request for adoption of cargo handling or other related charges to the PMO with justification.	1.1 Submits the request for adoption of CH tariff including justification and recommendation based the parameters to OAGMO, attention CSD.	None	4 days	Port Management Office (PMO)
	1.2 Reviews/ evaluates the proposal. Coordinates with POSD relative to the CHO's contract with PPA	None	4 days	Commercial Services Department (CSD)
	1.3 Forwards the recommendation to the OAGMO thru OAGMO	None	1 day	CSD
	1.4 Approves/ Disapproves the proposal	None	1 day	Office of the Asst. General Manager for Operations
	1.5 If approved, forwards the approval to the PMO for public hearing	None	1 day	CSD
	1.6 Presents the	None	1 day	PMO

	proposal in a public hearing and submits result of the hearing to OAGMO/CSD			
	1.7 Reviews the result of the public hearing and forwards the recommendation to OGM for approval	None	4 days	CSD
	1.8 Approves/ disapproves the proposal	None	1 day	Office of the General Manager
	1.9 If approved, forwards the approval to the PMO for publication in a local newspaper to be effective 15 days after publication	None	1 day	CSD
	1.10 Furnishes CSD/AGMO of the published CH rates	None	1 day	PMO
	1.11 Validates the published rates and forwards to PMO the final CH tariff	None	1 day	CSD
TOTAL:		None	20 days	

PORT MANAGEMENT OFFICE
(Internal Services)

43. Handling of Incoming Communications (Internal)

This provides details on the procedure of handling incoming communications that do not fall under any particular service provided in other specifications in this handbook.

Office/Division:	Port Management Office Records Section			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	All units within the PMO			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		Not applicable		
* Pursuant to PPA MC Nos. 18-2020 and 22-2020, all PPA employees, including outsourced personnel, service providers , port users , stakeholders and the general public shall follow a minimum health and safety protocols in all PPA offices and facilities.				
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Division/ unit transmits communication to the PMO Records Section.	1.1 Receives communication/ document.	None	1 min.	Designated Records Officer
	1.2 Logs and scans communication /document in incoming logbook and assigns control number.	None	10 mins.	Designated Records Officer
	1.3 Prepares routing slip for incoming communication /document.	None	2 mins.	Designated Records Officer
	1.4 Forwards incoming documents / communication to the concerned Responsibility Center.	None	2 min.	Designated Records Officer

	1.5 Incoming communication is evaluated and assessed.	None	1 day	Port Manager /RC Head
	1.6 Documents / communication are routed to concerned person responsible to address the incoming communication.	None	5 mins.	Office of the Port Manager
	1.7 Incoming communication is handled accordingly	None		Concerned Personnel
TOTAL:		-	1 day and 20 minutes	
* Adjustments made to adopt to the new normal				

44. Handling of Outgoing Communications

This provides details on the procedure of handling outgoing communications that are routed through the Records Section of an organizational unit.

Office/Division:	Port Management Offices/ Head Office			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	All units within the PMO			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		Not applicable		
* Pursuant to PPA MC Nos. 18-2020 and 22-2020, all PPA employees, including outsourced personnel, service providers , port users , stakeholders and the general public shall follow a minimum health and safety protocols in all PPA offices and facilities.				
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Unit routes outgoing communication to the Records Section.	1.1 Receives communication /document.	None	1 min.	Designated Records Officer
	1.2 Logs communication/ document in outgoing logbook and assigns control number.	None	10 mins.	Designated Records Officer
	1.3 Evaluates and assesses the address indicated in the outgoing communication /document.	None	4 hrs.	Designated Records Officer
	1.4 Batches outgoing documents / communication together according to destination and medium of	None	4 hrs.	Designated Records Officer

	transmittal needed.			
	1.5 Outgoing communication is sent out in batches to various addressees using the appropriate means of dispatch, as indicated in each document.	None		Designated Records Officer
TOTAL:		None	1 day and 11 minutes	
* Adjustments made to adopt to the new normal				

45. Releasing of Check to PPA Employees

This details the procedure on how checks are to be disbursed to Payees with outstanding collectibles or claims from the Philippine Ports Authority. Before processing of check payments, the Payee should be enrolled as Vendor in the system through the Information and Communications Technology Department (ICTD).

Office/Division:	Port Management Offices / Head Office			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Payees that have collectibles or claims from PPA			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly filled out Vendor Registration Form (VRF)		Downloadable from the PPA website		
2. Valid Identification (ID) Card with picture and signature		To be provided by client		
3. Valid Official Receipt		To be provided by client		
4. Valid authorization or Special Power of Attorney (SPA) if necessary		To be provided by client		
* Pursuant to PPA MC Nos. 18-2020 and 22-2020, all PPA employees, including outsourced personnel, service providers , port users , stakeholders and the general public shall follow a minimum health and safety protocols in all PPA offices and facilities.				
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Client presents Identification to Cashier window. * Claimant may email or call the cashier to verify if they have a check for pick-up.	1. Verifies if claimant has duly signed check for release. If no signed check is found, client is informed of the status.	None	7 mins.	Sr. Cashier/ Cashier/ Authorized Representative
2. Receives check, signs acknowledgment portion of voucher and log book. * In any case face to face transaction	2. Releases check request Claimant sign the acknowledgment portion of voucher and abstract.	None	2 mins.	Sr. Cashier/ Cashier/ Authorized Representative

cannot be implemented, claimant may request for the check to be deposited to his/her payroll bank account.	* Finance to deposit the check to the claimant's payroll bank account.			
TOTAL:		None	10 minutes	
* Adjustments made to adopt to the new normal				

HEAD OFFICE
(External & Internal Services)

OFFICE OF THE CORPORATE BOARD SECRETARY (OCBS)
External Services

1. Freedom of Information

Facilitate requests for documents and information pursuant to Executive Order No. 2, s. 2016 and the PPA Freedom of Information (FOI) Agency Manual.

Office/Division:	FOI Receiving Officer or his/her authorized representative/Appropriate Repository Office/Officer/Custodian (Unit/Department/Port Management Office)		
Classification:	Not Applicable; Governed by E.O. No. 2, s. 2016 and PPA FOI Agency Manual		
Type of Transaction:	G2G – Government to Government; G2C – Government to Client; and G2B – Government to Business		
Who may avail:	Filipinos (Section 3, E.O. No. 2, s. 2016)		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
A. Juridical Entities			
1. Duly accomplished and signed Access to Information Request Form		PPA website (downloadable forms)	
2. Government-issued Identification Card		Appropriate government office/agency	
3. Notarized Secretary’s Certificate or Board Resolution authorizing the requesting party to make the FOI request on behalf of the juridical entity and the purpose		Corporate Board Secretary of the company (Board Resolution/Secretary’s Certificate) and notary public (for notarization)	
B. Partnerships/Joint Ventures			
1. Duly accomplished and signed Access to Information Request Form		PPA website (downloadable forms)	
2. Government-issued Identification Card		Appropriate government office/agency	
3. Notarized power of attorney authorizing the requesting party to request in its behalf		Appropriate partner/s (Power of Attorney) and notary public (for notarization)	
C. Mass Media			
1. Duly accomplished and signed Access to Information Request Form		PPA website (downloadable forms)	
2. Government-issued Identification Card		Appropriate government office/agency	
3. Letter from immediate supervisor authorizing him to request on behalf of the office		Immediate supervisor of the requesting party	
D. Academic Purposes			
1. Duly accomplished and signed Access to Information Request Form		PPA website (downloadable forms)	
2. Government-issued Identification Card		Appropriate government office/agency	

3. Indorsement from the school stating the purpose for the request and certifying that the requesting party is a student of the school for the current semester		School dean, professor, and/or adviser of the student		
E. Interview				
1. Duly accomplished and signed Access to Information Request Form		PPA website (downloadable forms)		
2. Government-issued Identification Card		Appropriate government office/agency		
3. In addition to the requirements, Item No. 3 of A to E, questionnaire/list of questions		Requesting party		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Transmittal/ Submission of the Access to Information Request Form and other required documents personally, through registered mail, or electronically through the foi1@ppa.com.ph *, or through the eFOI portal	1.1 Ascertain the completeness of the request;	None	Subject to initial evaluation;	FOI Receiving Officer or his/her authorized representative;
	1.2 Transmit to Record Custodian of the Information/ Record Custodian the request	None	Four (4) working days from receipt of the request;	Information/ Record Custodian;
	1.3 In case of proactive disclosure, inform the requesting party of the proactive disclosure of the data;	None	In case of proactive disclosure, five (5) working days from receipt of the request	FOI Receiving Officer or his/her authorized representative/ FOI Decision Maker;
	1.4 FOI Decision Maker shall decide to grant, partially grant, or	None	Eight (8) days from receipt of the request;	FOI Decision Maker

	deny the request; 1.5 Transmit of the decision of the FOI Decision Maker to the requesting party	None	Upon transmittal of the decision of the FOI Decision Maker	FOI Receiving Officer or his/her authorized representative
2. Claim of the requested information/ document	2. Issue fees notice and release after payment	<p>A. Certification/ authentication of every signature on any official records or documents , and of every information or documents based on records - PhP20/page;</p> <p>B. Copy fee for every page/sheet of official records or documents including contracts: (i)computer print-out – PhP6.00 minimum charge for one or first page, and PhP5.00 for every</p>		<p>A. FOI Receiving Officer or his/her authorized representative ;</p> <p>B. Cashier, Treasury Department</p>

		additional page; and (ii) Electronic/ photocopy – PhP6.00 minimum charge for one or first page, and PhP3.00 for every additional page**		
TOTAL:		Refer to step 2 for the fees		
<p><i>N.B. * - Only upon the receipt of the complete request shall the running of the period of 15 working days start; failure to provide any of the requirements, the request shall be deemed incomplete and/or as not filed;</i></p> <p><i>** - Pursuant to PPA Memorandum Circular No. 31-2000 dated July 8, 2000</i></p>				

2. Citizen's Complaints

Facilitates the monitoring and assistance regarding citizen's concerns/issues received by PPA from the Presidential Complaints Center (PCC-Office of the President), Contact Center ng Bayan (CCB-Civil Service Commission), Citizens' Complaints Center (8888), or Department of Transportation (DOTr) pursuant to Executive Order No. 6, s. 2016, PPA Memorandum Order No. 09-2018, and PPA Special Order No. 830-2018.

Office/Division:	Corporate Board Secretary as Head, Technical Officer (Office of the Corporate Board Secretary)			
Classification:	Not Applicable; Governed by E.O. No. 6, s. 2016, PPA Memorandum Order No. 09-2018, and PPA Special Order No. 830-2018			
Type of Transaction:	G2G – Government to Government; G2C – Government to Client; and G2B – Government to Business			
Who may avail:	Filipino citizens (Section 2, E.O. No. 6, s. 2016)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Complaints from the PCC, 8888, CCB, or DOTr through personal service, registered mail, or electronic mail		Complaints to be coursed through the communication channels prescribed by PCC, 8888, CCB, or DOTr		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Complaints from the PCC, 8888, CCB, or DOTr through personal service, registered mail, or electronic mail	1.1 Transmittal to the Responsibility Center/Unit who can best address the concern/issue referred by PCC, 8888, CCB, or DOTr;	None	A. Transmit requests received: (i) until 4:30 P.M. – within the same day; or (ii) after 4:30 P.M. – within the day or the following day but not later than 8:30 A.M.	A. Head, Technical Officer, Citizens' Complaints Focal Team;
	1.2 Responsibility Center/	None	B. Within 72 hours from	B. Appropriate Responsibility

	Unit to directly reply to the complainant, copy furnished the referring Agency and the PPA Citizens' Complaints Focal Team; unless the complaint is anonymous or without contacts, in which case it will be furnished to the referring Agency		receipt of the concern/ issue	y Center/Unit;
TOTAL:		None		

CORPORATE COMMUNICATIONS STAFF (CSS)
External Services

1. Handling of Digital Media and Public Assistance Team: Common Inquiries and Concerns

Description of Service: Pieces of information from the Authority needed for the usual daily grind of the public.

Office/Division:	CCS-OGM			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Media, passengers, job applicants, port stakeholders			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Text / Phone Call / Email /		Client		
2. Letter		Client		
3. Authority to represent firm		Client		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Send a text/email or call CCS for common inquiries like vessel calls, career openings, minor concerns.	1. Agency evaluates and determine proper response to the query.	None	10 mins	CCS social media administrator or any staff
TOTAL:		None	10 mins	

2. Handling of Digital Media and Public Assistance Team: Technical/ Operational Concerns

Description of Service: Pieces of information from the Authority that require technical expertise/validation from specific unit of the agency.

Office/Division:	CCS-OGM			
Classification:	Complex			
Type of Transaction:	G2C – Government to Client G2G – Government to Government G2B – Government to Business			
Who may avail:	Media, government instrumentalities, port stakeholders, engineering students/practitioners			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Text / Phone Call / Email /		Client		
2. Letter		Client		
3. Authority to represent firm		Applicant		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Send a text/email/Letter or call CCS for technical / operational concerns like cargo-handling process, engineering designs, among others.	1.1 Agency evaluates and determine proper response to the query.	None	7 days	CCS PRO III, IO IV
	1.2 Writes response to query	None		CCS PRO III, IO IV
	1.3 Concerned RC to approve response crafted	None		Concerned RC (depending on query)
TOTAL:		None	7 days	

3. Handling of Press Release and Media Interviews: Regular Developmental Releases

Description of Service: Piece of information from the Authority that usually distributed to the public in a form of press release or news item. This is commonly a result of queries from the public or to inform the public about certain port developments.

Office/Division:	CCS-OGM			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client G2G – Government to Government G2B – Government to Business			
Who may avail:	Media, government instrumentalities, port stakeholders, business entities			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter		Client		
2. Authority to represent firm		Client		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Send a Letter to CCS	1.1 Agency evaluates request.	None	10 min	PRO III; IO IV
	1.2 Agency requests data from concerned agency department	None	1 day	Concerned RC based on query
	1.3 Agency drafts press release	None	5 hrs	PRO III; IO IV
	1.4 Agency to seek approval of PR release from GM	None	1 day	CCS staff
	1.5 Agency to send approved PR to client via email and fax.	None	10 mins	CCS staff
TOTAL:		None	2 days, 5 hrs. and 20 mins.	

4. Handling of Press Release and Media Interviews: Technical and Operational Releases

Description of Service: Piece of information from the Authority that usually distributed to the public in a form of press release or news item. This is commonly a result of queries from the public or to inform the public about certain port developments. However, technical approval or validation is needed before such information is released.

Office/Division:	CCS-OGM			
Classification:	Complex			
Type of Transaction:	G2C – Government to Client G2G – Government to Government G2B – Government to Business			
Who may avail:	Media, government instrumentalities, port stakeholders, business entities			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter		Client		
2. Authority to represent firm		Client		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Send a Letter to CCS	1.1 Agency evaluates request.	None	15 min	PRO III; IO IV; PRO V
	1.2 Agency requests data from concerned agency department	None	2 days	Concerned RC based on query
	1.3 Agency drafts press release	None	2 hours	PRO III; IO IV
	1.4 Agency to seek approval of PR release from Concerned RC.	None	2 days	CCS staff
	1.5 Agency to seek approval of PR release from GM	None	2 days	CCS staff
	1.6 Agency to send approved PR to	None	10 mins.	CCS staff

	client via email and fax.			
TOTAL:		None	6 days, 2 hrs and 25 min.	

5. Crisis Management

Description of Service: Pieces of information made available to the public of utmost importance particularly during disasters.

Office/Division:	CCS-OGM			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client G2G – Government to Government G2B – Government to Business			
Who may avail:	Media, passengers, port stakeholders, business firms			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Text / Phone Call / Email /		Client		
2. Letter		Client		
3. Authority to represent firm		Client		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Send a text/email or call CCS for inquiries	1. Agency evaluates and determine proper response to the query.	None	10 mins	PRO V, PRO IV, IO IV, PRO III
TOTAL:		None	10 mins	

6. Regular Developmental Interviews and Technical and Operations Interviews

Description of Service: Piece of information from the Authority that usually distributed to the public in a form of press release or news item. This is commonly a result of queries from the public or to inform the public about certain port developments. However, technical approval or validation is needed before such information is released. This is usually done via roundtable discussions, press conferences, on-cam interviews and phone patches.

Office/Division:	CCS-OGM			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client G2G – Government to Government G2B – Government to Business			
Who may avail:	Media, government instrumentalities, port stakeholders, business entities			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter		Client		
2. Authority to represent firm		Client		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Send a Letter to CCS	2.1 Agency evaluates request.	None	10 mins	PRO III; IO IV
	2.2 Agency requests sked from concerned RC head	None	1 day	Concerned RC based on query
	2.3 Agency skeds interview based on available time of concerned RC head	None	10 mins	CCS Staff
	2.4 Agency to seek approval of interview from GM	None	1 day	PRO III; IO IV
	2.5 Agency to conduct interview with client.	None	1 hr	CCS staff
TOTAL:		None	2 days, 1 hr and 20 mins	

INTERNAL SERVICES AFFAIRS STAFF (ISAS)
External Services

1. Handling of External Communication

This provides the details on the process of handling the exchange of information between ISAS and other government organizations outside the PPA.

Office/Division:	Internal Security Affairs Staff			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government G2C – Government to Citizen			
Who may avail:	Concerned Government Agency/Private Individual			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Memo Request		ISAS		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Submit request letter for appropriate action	1.1 Acknowledge receipt of letter/e-letter.	None	5 mins	ISAS Authorized Personnel
	1.2 Evaluate the request letter and route to the officer-in-charge for proper disposition.		2 hrs	ISAS Authorized Personnel
	1.3 Prepare the appropriate reply.		1 day	ISAS OIC
	1.4 Submit to the Division Manager for checking and approval.		1 day	ISAS Division Manager
	1.5 Scan the approved request and send or transmit to the requesting party through the records Division for regular correspondence or through ISAS official email for confidential correspondence.		30 mins	ISAS Authorized Personnel
	1.6		5 mins	ISAS Authorized Personnel

	Record the document in the Outgoing Monitoring Sheet.			
TOTAL:		None	2 days, 2 hrs and 40 mins	

2. Review of CCTV Footage

This provides the details on the process of handling requests to review CCTV footage.

Office/Division:	Internal Security Affairs Staff			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government G2C – Government to Citizen			
Who may avail:	Concerned Department/ Personnel of PPA/Private Individual			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Memo Request		ISAS		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Submit request form.	1.1 Acknowledge request form.	None	1 min	ISAS Authorized Personnel
	1.2 Evaluate the request form and forward to the Division Manager.		2 mins	ISAS Authorized Personnel
	1.3 Approve the review request form.		1 min	ISAS Division Manager
	1.4 Inform the client that the request was approved and assist client for the review of CCTV footage.		30 mins	ISAS Authorized Personnel
TOTAL:		None	34 mins	

INTERNAL SERVICES AFFAIRS STAFF (ISAS)
Internal Services

3. Handling of Internal Communications

This provides the details on the process of handling the exchange of information between ISAS and other departments or divisions within the PPA.

Office/Division:		Internal Security Affairs Staff		
Classification:		Simple		
Type of Transaction:		G2G – Government to Government		
Who may avail:		Concerned Department/Divisions of PPA		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Memo Request		ISAS		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Submit memo letter for appropriate action.	1.1 Acknowledge receipt of memo letter/e-memo letter.	None	5 mins	ISAS Authorized Personnel
	1.2 Evaluate the memo letter/e-memo letter.	None	2 hrs	ISAS Division Manager
	1.3 Prepare the appropriate reply to the memo letter/e-memo letter.	None	1 day	ISAS Authorized Personnel
	1.4 Submit to the Division Manager.	None	1 day	ISAS Authorized Personnel
	1.5 Scan reply letter and send or transmit to the appropriate concerned Department.	None	30 mins	ISAS Authorized Personnel
	1.6 Record the sent document in the Outgoing Monitoring Sheet.	None	5 mins	ISAS Authorized Personnel
TOTAL:		None	2 days, 2 hrs and 40 mins	

**PORT MANAGEMENT SYSTEMS & ORGANIZATIONAL
DEVELOPMENT DEPARTMENT (PMSODD)
External Services**

Handling of Customer Feedback and Complaints

1. Customer Feedback Form

The Office shall monitor the customer's perception of how their needs and expectations are being delivered and fulfilled. The feedback/complaints originated from the Customer Satisfaction Feedback (CSF) Form taken from the designated drop box of the PMSOD Department and Public Assistance and Complaints Desks (PACD).

Office/Division:	Port Management Systems and Organizational Development Department (PMSODD)			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Client G2G – Government to Government G2B – Government to Business			
Who may avail:	Any Filipino citizen of legal age with transacting business in the Philippine Ports Authority (PPA).			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. the Customer Satisfaction Feedback (CSF) Form		Designated Public Assistance and Complaint Desks.		
		PMSODD		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Fill-out the Customer Satisfaction Feedback (CSF) Form and drop it at the designated drop box found in the designated Public Assistance Desks (PACD) and PMSODD.	1.1 The designated member of the Customer Satisfaction Feedback Team, at the end of each week, opens the drop box and collects, compiles and records all the feedback submitted.	None	20 days	Customer Satisfaction Feedback Team
	1.2 Upon evaluation of feedback/complaints, the CSF Team Leader shall start the investigation on the complaints and forward the same to the relevant office for their explanation/action. Offices are required	None		Concerned Department/ Division

	<p>to answer within twenty (20) days upon the receipt of the complaints and/or the CSF Form.</p> <p>1.3 The answer of the office is then relayed to the citizen thru their filled-up contact information.</p> <p>*** For inquiries and follow-ups, clients may contact the following information:</p> <p>Contact Nos: (02) 8-527-6439</p> <p>Email: pmsodd@ppa.com.ph mabcipriano@ppa.com.ph</p>	None		Customer Satisfaction Feedback Team/ Concerned Department/ Division
TOTAL:		None	20 days	

2. Customer Feedback thru Letter/Email

The Office shall monitor the customer's perception of how their needs and expectations are being delivered and fulfilled. The feedback/complaints originated from letter /email addressed to PPA thru PMSODD and PPA official email address.

Office/Division:	Port Management Systems and Organizational Development Department (PMSODD)			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Client G2G – Government to Government G2B – Government to Business			
Who may avail:	Any Filipino citizen of legal age with transacting business in the Philippine Ports Authority (PPA).			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter/Email				
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Send a letter/email for to the Philippines Ports Authority address c/o PMSODD incorporating the feedback/complaints and the complainant's personal information. (i.e. Name, Address, Contact Number).	1.1 Upon evaluation of feedback/complaints, the CSF Team Leader shall start the investigation on the complaints and forward the same to the relevant office for their explanation/action. Offices are required to answer within twenty (20) days upon the receipt of the complaint letter/email.	None	20 days	Customer Satisfaction Feedback Team
	1.2 The answer of the office is then relayed to the citizen thru their filled-up contact information. *** For inquiries and follow-ups, clients may	None		Customer Satisfaction Feedback Team/ Concerned Department/ Division

	<p>contact the following information:</p> <p>Contact Nos: (02) 8-527-6439</p> <p>Email: pmsodd@ppa.com.ph mabcipriano@ppa.com.ph</p>			
	TOTAL:	None	20 days	

3. Customer Feedback thru Phone Call

The Office shall monitor the customer's perception of how their needs and expectations are being delivered and fulfilled. The feedback/complaints originated from phone call to PPA thru PMSODD.

Office/Division:	Port Management Systems and Organizational Development Department (PMSODD)			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Client G2G – Government to Government G2B – Government to Business			
Who may avail:	Any Filipino citizen of legal age with transacting business in the Philippine Ports Authority (PPA).			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Phone Call				
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Dial the number of the Philippines Ports Authority official number or (02) 8-527-6439 c/o PMSODD and communicate regarding your feedback/complaints. Also include your contact information. (i.e. Name, Address, Contact Number).	1.1 Greet the client and politely ask for his/her complaint/feedback on our service. Verify the complainants contact information.	None	20 days	Customer Satisfaction Feedback Team
	1.2 Upon evaluation feedback/complaints, the CSF Team Leader shall start the investigation on the complaints and forward the same to the relevant office for their explanation/action. Offices are required to answer within twenty (20) days upon the receipt	None		Customer Satisfaction Feedback Team/ Concerned Department/ Division

	<p>of the complaint letter/email.</p> <p>1.3 The answer of the office is then relayed to the citizen thru their filled-up personal information.</p> <p>*** For inquiries and follow-ups, clients may contact the following information:</p> <p>Contact Nos: (02) 8-527-6439 Email: pmsodd@ppa.com.ph mabcipriano@ppa.com.ph</p>	None		Customer Satisfaction Feedback Team/ Concerned Department/ Division
TOTAL:		None	20 days	

LEGAL SERVICES DEPARTMENT (LSD)
Internal Services

1. Processing of Clearances/ Certificates of No Pending Case

Processing of requested clearances / certificates

Office/Division:	Legal Services. Department - Investigation & Litigation Division			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	PPA Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request for Certificate of No Pending Case		HRMD – Personnel Division		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Clearance is forwarded to LSD	1.1 Receives and forwards the same to ILD staff for checking and verification from file. Forwards the Certificate to the ILD Manager for initials.	None	3 days	LSD Staff/ ILD Manager
	1.2 Initialed certificate is then forwarded to the Office of the Dept. Manager for signature.			LSD Manager
	1.3 The signed Certificate is released by the LSD Staff to the HRMD.			LSD Staff
TOTAL:		None	3 Days	

2. Legal Opinions/ Comments

Requests for Legal Opinions / Comments from different PMOs and RCs

Office/Division:	Legal Services Department - Regulatory and Documentation Division			
Classification:	Highly Technical			
Type of Transaction:	G2G			
Who may avail:	PPA Responsibility Centers (HO Department/PMOs)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter/memo request		Requesting Responsibility Center		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. PMO/RC forwards their request for legal opinion to LSD together with relevant documents.	1.1 Receives the request and records incoming documents and transmits the same to the Secretary who then records incoming documents to the LSD Tracer Log then forwards the same to the Dept. Manager for direction or instruction.	None	15 days	RC Staff
	1.2 With instructions from the Dept. Manager, the request is then forwarded to the concerned Division Manager for review. Upon logged-in in the LSD tracer log. The Secretary then forwards it to the Researcher Analyst of RDD and ILD for their proper			Secretary

	<p>recording into their own log book.</p> <p>1.3 Forwards the request to the lawyer (Atty. IV or Atty. III) who will be assigned to handle/ evaluate the request.</p> <p>1.4 The handling lawyer evaluates the legal issue raised based on the factual background and/or the relevant documents.</p> <p>If the handling lawyer finds that there is a need for research on some relevant documents or to clarify with the concerned RC some facts, he/she may direct the Senior Researcher to do so.</p> <p>1.5 After all documents were reviewed, researched and evaluated, the lawyer prepares a draft legal opinion and presents the same to the Div. Manager for review.</p> <p>1.6 The Div. Manager together with the Attys. IV or III will have an informal meeting to determine precision in the evaluation of</p>			<p>Researcher Analyst/ LSD Staff</p> <p>Atty. IV or Atty. III</p> <p>Atty. IV or Atty. III</p> <p>Div. Mgr. (Atty. V) and Atty. IV or Atty. III</p>
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	<p>facts and/or relevant documents, the legal issue presented and the corresponding opinion.</p> <p>If there are some corrections or comments thereto, the Div. Mgr. (Attorney V) shall return draft to the Atty. IV or III for corrections.</p> <p>After such revision, the Atty. IV or III submits the draft to Div. Mgr.</p> <p>1.7 If the Div. Mgr. finds the revised draft acceptable, it shall be submitted to the Dept. Mgr. and recommends approval of the revised draft legal opinion.</p> <p>1.8 If upon finding that the revised draft is proper, the Department Manager directs the printing of its final copy. Otherwise, if the Department Manager wants to have some clarifications or have some comments on the revised draft opinion, he/she will call for an informal meeting with the</p>			
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	<p>Attorney IV or Attorney III and Attorney V or ask for further revision of the revised draft.</p> <p>If the revised draft is for further revision, the same will be returned to the Attorney IV or Attorney III for further revision. Afterwards, the same will be presented, if upon finding that the revised draft is proper, the Department Manager directs the printing of the opinion in its final version.</p> <p>1.9 The routing of the legal opinion in its final version shall be recorded by the Researcher Analyst and the Executive Secretary before the necessary signatures. The file copy of the legal opinion shall be signed by the Attorney IV or Attorney III and Attorney V in their abbreviated signature, while the original copy is signed by the Department Manager.</p>			
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	1.10 The Clerk Processor shall indicate the serial number of the legal opinion on its original and file copy, have it recorded as an outgoing document, retain the file copy including the relevant documents and transmit the original copy to the concerned Responsibility Center directly or through the Administrative Services Department.			
TOTAL:		-	15 days	

3. Review of Contracts

Requests for Review of Contracts from different PMOs and RCs

Office/Division:	Legal Services. Department / Regulatory and Documentation Division			
Classification:	Highly Technical			
Type of Transaction:	G2G			
Who may avail:	PPA Responsibility Centers (HO Department/PMOs)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter request for review of contract		Responsibility Center Concerned		
2. Checklist of Contract Documents as required under Section 37.2.3 of the Revised IRR of R.A. 9184 (If the contract is for goods and services)		Responsibility Center Concerned		
3. Checklist of Contract Documents as required under Section 37.2.3 of the Revised IRR of R.A. 9184 (If the contract is an infrastructure contract)		Contract documents based on the 2016 Revised IRR of R.A. 9184		
4. Checklist of Documentary Requirements if the contract is for goods and services, and a supplemental agreement is to be executed for <u>extension of the contract duration</u> .		Wage Order of DOLE		
5. Checklist of Documentary Requirements if the contract is for goods and services, and a supplemental agreement is to be executed is for <u>adjustment of contract rate/consideration</u> .		Responsibility Center Concerned		
6. Checklist of Documentary Requirements if the contract is for goods and services, and a supplemental agreement is to be executed is for <u>assignment of additional Janitor, Technical or Administrative Support, or Security Guard</u> .		Responsibility Center Concerned		
7. Lease contracts and other contracts		End-User		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. The PMO or RC forwards a request for review of contract to LSD.	1.1 The Clerk Processor receives the request for review of contract/ agreement and records it as an incoming document for the	None	15 days	RC Staff

	Department, afterwards, he/she transmits the same to the Secretary and logged in incoming documents in the LSD Tracer Log.			
	<p>1.2 With instructions from the Dept. Manager, the contract/agreement is then forwarded to the Researcher Analyst of RDD and logged incoming documents on the logbook and forwards it to the Division Manager of RDD for review.</p> <p>1.3 Forwards the contract/agreement to the lawyer (Atty. IV or Atty. III) and staff who will be assigned to handle/ evaluate the same.</p> <p>1.4 With instructions from the lawyer, check the completeness of the contract documents using the documentary requirement list.</p> <p>If found in order, forwards the contract / agreement including the contract documents to the Attorney IV or III to whom the contract is assigned for review.</p> <p>If not, the Memorandum for Contract Documents shall be transmitted to the responsibility</p>			<p>Secretary/ Researcher Analyst of Regulatory Documentation Division (RDD)</p> <p>Researcher Analyst/ LSD Staff</p> <p>Senior Researcher/ LSD Staff</p>

LSD Staff/
Atty. IV or III/
Division
Manager (Atty.
V).

	<p>contract/agreement as contained in either Executive Brief or Memorandum.</p> <p>1.7 Submits the Executive Brief or Memorandum to the Department Manager and recommends approval of the comments/ observations as contained in either Executive Brief or Memorandum.</p> <p>1.8 Upon finding that the contract/agreement is acceptable and that the Executive Brief or Memorandum is proper, directs the printing of the final copy of the Executive Brief or Memorandum including that of the contract/agreement, if applicable.</p> <p>If applicable, the contract/agreement shall be printed in four (4) copies with the contract documents and presented with the Executive Brief or Memorandum.</p> <p>1.9 On the final copy of the Executive Brief or Memorandum, the Attorneys III or IV and V shall sign in their abbreviated signature, and have it recorded by the Researcher Analyst and the Secretary before the same is</p>			<p>Division Manager (Atty. V).</p> <p>Department Manager</p> <p>Department Manager/ Division Manager (Atty. V). Atty. IV or Atty. III</p>
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	<p>signed by the Department Manager.</p> <p>1.10 The contract / agreement in four (4) copies with the contract documents and with the Executive Brief or Memorandum will be recorded as an outgoing document by the Clerk Processor and forward it to the proper contractor and its witness for their signature.</p> <p>1.11 Once signed and returned to LSD, the Clerk notifies the Department Manager for its approval to be forwarded to the Office of the General Manager for his approval recommendation.</p> <p>1.12 Once approved and signed by the General Manager, the Senior Researcher Analyst will draft transmittal memorandum forwarding the signed Contract to requesting Responsible Centers or PMO's.</p> <p>1.13 Upon the approval of the transmittal Memorandum by the Department Manager. The signed contract / agreement in four (4) copies with the contract documents together with its</p>			LSD Staff
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	<p>attachments and Memorandum will be recorded as an outgoing document by the Executive Secretary on the LSD Tracer Log then forwards it to the Clerk Processor for recording into LSD Outgoing Logbook to be release to the requesting Responsible Centers/PMO's thru Records.</p>			
TOTAL:		None	15 days	

**INFORMATION, COMMUNICATION AND TECHNOLOGY
DEPARTMENT (ICTD)**

External Services

1. Registration of Vessel in the PPA System

Facilitate registration of vessels in PPA system whether domestic or foreign calling at the Port upon submission of completed documentary requirements

Office/Division:	Information and Communication Technology Department (ICTD)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government G2B – Government to Business			
Who may avail:	Port Management Office, Terminal Management Office, Port Users, Stakeholders			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
A. Domestic Vessel				
1. Request for System Update		PPA Website (Downloadable form)		
2. Vessel Information Sheet		PPA Website (Downloadable form)		
3. Marina Certificate		MARINA		
B. Foreign Vessel				
1. Request for System Update		PPA Website (Downloadable form)		
2. Vessel Information Sheet		PPA Website (Downloadable form)		
3. International Tonnage Certificate (ITC)		Issued by the Government of Vessel's Port of Registry (member of the International Maritime Organization (IMO))		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Transmits/ submits Documentary requirements	1.1 Acknowledges receipt of documents, evaluates and validates in PPA System	None	5 mins	ICTD-Helpdesk
	1.2 Registers/sets-up/updates the corresponding record in the PPA System	None	10 mins	ICTD-Helpdesk
	1.3 Logs the RSU as USR in the Helpdesk System	None	5 mins	ICTD-Helpdesk

	1.4 Informs the User concerned of successful changes/updates in the PPA System	None	5 mins	ICTD-Helpdesk
TOTAL:		None	25 mins	

- Assumption:**
- a. Complete documentary requirement submitted
 - b. Working PPA Application System
 - c. Stable Network Connection

2. Registration of Debtor/ Customer in Oracle System

Facilitate registration of Debtor/ Customer in Oracle System for Stakeholders doing transactions at the Port upon submission of completed documentary requirements

Office/Division:	Information and Communication Technology Department (ICTD)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government G2B – Government to Business			
Who may avail:	Responsibility Centers, Port Management Office, Terminal Management Office, Port Users, Stakeholders			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request for System Update		PPA Website (Downloadable form)		
2. Customer Registration Form		PPA Website (Downloadable form)		
3. BIR Form 2303		Bureau of Internal Revenue (BIR)		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Transmits/ submits Documentary requirements	1.1 Acknowledges receipt of documents, evaluates and validates in Oracle System	None	5 mins	ICTD- Helpdesk/ Data Conversion
	1.2 Registers/sets-up/updates the corresponding record in the PPA System	None	10 mins	ICTD- Helpdesk/ Data Conversion
	1.3 Logs the RSU in the Customer Registration Monitoring Log	None	5 mins	ICTD- Helpdesk/ Data Conversion
	1.4 Informs the User concerned of successful changes/updates in the Oracle System	None	5 mins	ICTD- Helpdesk/ Data Conversion
TOTAL:		None	25 mins	

Assumption:

- a. Complete documentary requirement submitted
- b. Working PPA Application System
- c. Stable Network Connection

3. Registration of Vendor/Supplier in Oracle System

Facilitate registration of Vendor/ Supplier in Oracle System for Stakeholders doing transactions at the Port upon submission of completed documentary requirements.

Office/Division:	Information and Communication Technology Department (ICTD)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government G2B – Government to Business			
Who may avail:	Responsibility Centers/ Port Management Offices/ Terminal Management Offices, Port Users, Stakeholders			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request for System Update		PPA Website (Downloadable form)		
2. Customer Registration Form		PPA Website (Downloadable form)		
3. BIR Form 2303		Bureau of Internal Revenue (BIR)		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Transmits/ submits Documentary requirements	1.1 Acknowledges receipt of documents, evaluates and validates in Oracle System	None	5 mins	ICTD- Helpdesk/ Data Conversion
	1.2 Registers Vendor/Supplier in the PPA System	None	10 mins	ICTD- Helpdesk/ Data Conversion
	1.3 Logs the RSU in the Vendor/ Supplier Monitoring Log	None	5 mins	ICTD- Helpdesk/ Data Conversion
	1.4 Informs the User concerned of successful changes/updates in the Oracle System	None	5 mins	ICTD- Helpdesk/ Data Conversion
TOTAL:		None	25 mins	

- Assumption:**
- a. Complete documentary requirement submitted
 - b. Working PPA Application System
 - c. Stable Network Connection

4. Reset/Change Password in PPA Application System

Facilitate resetting of password in all PPA Application System for Stakeholders/ Clients/ PPA Users upon submission of completed documentary requirements.

Office/Division:	Information and Communication Technology Department (ICTD)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government G2B – Government to Business			
Who may avail:	Responsibility Centers, Port Management Offices, Terminal Management Offices, Port Users, Stakeholders			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request for System Update		PPA Website (Downloadable form)		
2. User Account Registration Form		PPA Website (Downloadable form)		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Transmits/ submits Documentary requirements	1.1 Acknowledges receipt of documents, evaluates and validates in specified PPA Application System.	None	5 mins	ICTD- Helpdesk/ Data Conversion
	1.2 Reset/changes password in specified PPA Application System.	None	5 mins	ICTD- Technical Personnel/ ICTD- Helpdesk
	1.3 Logs the RSU as USR in the Helpdesk System.	None	5 mins	ICTD- Technical Personnel/ ICTD- Helpdesk
	1.4 Informs the User concerned of successful changes/updates in specified PPA Application System.	None	5 mins	ICTD- Technical Personnel/ ICTD- Helpdesk
TOTAL:		None	20 mins	

- Assumption:**
- a. Complete documentary requirement submitted
 - b. Working PPA Application System
 - c. Stable Network Connection

5. Helpdesk Technical Support – Simple

Provide technical support to PPA user/s Stakeholders/ Clients on software / PPA application systems.

Office/Division:	Information and Communication Technology Department (ICTD)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government G2B – Government to Business			
Who may avail:	Responsibility Centers, Port Management Offices, Terminal Management Offices, Port Users, Stakeholders			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Incident Report		PPA Website (Downloadable form)		
2. Request for System Update		PPA Website (Downloadable form)		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Transmits/ submits Documentary requirements	1.1 Receives incident report/query by phone, fax or email.	None	5 mins	ICTD- Helpdesk/ Data Conversion
	1.2 Logs valid incident report as User Support Request (USR) and provides first level of support to Customer.	None	10 mins	ICTD- Helpdesk
	1.3 Advises user for solution to reported problem.	None	10 mins	ICTD- Helpdesk
	1.4 Validates/verifies with user the effectiveness and workability of solution.	None	60 mins	ICTD- Helpdesk

2. Client will affirm or discussed concerns if not resolved.	2.1a If resolved, close USR.	None	5 mins	ICTD- Helpdesk
	2.1.b If problem was not resolved, Helpdesk escalates to the Second Level of Support which is the PPA Implementation Support Team.	None	2 mins	ICTD- Helpdesk
TOTAL:		None	1 hr and 32 mins	

6. Helpdesk Technical Support - Complex

Provide technical support to PPA user/s Stakeholders/ Clients/ on software / PPA application systems.

Office/Division:	Information and Communication Technology Department (ICTD)			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government G2B – Government to Business			
Who may avail:	Responsibility Centers, Port Management Offices, Terminal Management Offices, Port Users, Stakeholders			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Incident Report		PPA Website (Downloadable form)		
2. Request for System Update		PPA Website (Downloadable form)		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Transmits/ submits Documentary requirements	1.1 Receives incident report/query by phone, email and facsimile from customer.	None	5 mins	ICTD- Helpdesk/ Data Conversion
	1.2a Logs valid incident report as User Support Request (USR) and provides first level of support to Customer.	None	10 mins	ICTD- Helpdesk
	1.2.b If escalated issue, pull up USR and check the report.	None	10 mins	Second Level Support Group
	1.3 Start incident analysis and investigation.	None	5 days	Second Level Support Group
	1.4 Provides solution to reported incident.	None	120 mins	Second Level Support Group

2. Client will affirm or discussed concerns if not resolved	1.5 Informs user of implemented solution.	None	10 mins	Second Level Support Group
	2.1a If the solution works, close USR.	None	2 mins	Second Level Support Group
	2.1.b If not yet resolved, Support Group elevates problem to third Level of Support which is the External Support Group.	None	15 mins	Second Level Support Group
TOTAL:		None	5 days, 2 hrs. and 47 mins.	

7. Helpdesk Technical Support – Highly Technical

Provide technical support to PPA user/s Stakeholders/ Clients/ on software / PPA application systems.

Office/Division:	Information and Communication Technology Department (ICTD)			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government G2B – Government to Business			
Who may avail:	Responsibility Centers, Port Management Offices, Terminal Management Offices, Port Users, Stakeholders			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
3. Incident Report		PPA Website (Downloadable form)		
4. Request for System Update		PPA Website (Downloadable form)		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Transmits/ submits Documentary requirements	1.1 Receives incident report/query by phone, email and facsimile from customer.	None	5 mins	ICTD- Helpdesk/ Data Conversion
	1.2.a Logs valid incident report as User Support Request (USR) and provides first level of support to Customer.	None	10 mins	ICTD- Helpdesk
	1.2.b If escalated issue for the 2 nd time, pull up USR and check the report.	None	10 mins	External Support Group
	1.3 External Support Group investigates and provides solution	None	14 days	External Support Group
	1.4 Validates effectiveness and	None	5 days	External Support Group

	workability of solution.			
	1.5 Prepares and implements the RSU.	None	10 mins	External Support Group
	1.6 Informs user to validate solution and closes USR	None	120 mins	External Support Group
TOTAL:		None	19 days, 2 hrs. and 37 mins.	

8. Registration of EAS/EPMS/iPORTs Account

Facilitate registration of user account in Electronic Accreditation System (EAS), Electronic Permit Management System (EPMS) and Internet-based Port Operations and Receipting for Terminals System (iPORTs) for Stakeholders doing transactions at the Port upon submission of completed documentary requirements.

Office/Division:	Information and Communication Technology Department (ICTD)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government G2B – Government to Business			
Who may avail:	RCs/ PMO/TMOs/ Port users			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request for System Update		PPA Website (Downloadable form)		
2. Customer Registration Form		PPA Website (Downloadable form)		
3. BIR 2303		Bureau of Internal Revenue (BIR)		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Transmits/ submits Documentary requirements.	1.1 Acknowledges receipt of documents, evaluates and validates EAS/EPMS/iPORTs	None	5 mins	ICTD-Helpdesk
	1.2 Registers/sets-up/verifies/updates the corresponding record in the PPA System.	None	10 mins	ICTD-Helpdesk
	1.3 Logs the RSU in the HITS ticketing System.	None	5 mins	ICTD-Helpdesk/AMS Team
	1.4 Informs the User concerned of successful registration of account.	None	5 mins	ICTD-Helpdesk
TOTAL:		None	25 mins	

9. Registration of Online Port Charges Exemption (OPCE) Account

Facilitate registration of user account in Online Port Charges Exemption (OPCE) System for Stakeholders doing transactions at the Port upon submission of completed documentary requirements.

Office/Division:	Information and Communication Technology Department (ICTD)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government G2B – Government to Business			
Who may avail:	RCs/ PMO/TMOs/ Port users			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. User Account Request Form		PPA Website (Downloadable form)		
2. BIR 2303		Bureau of Internal Revenue (BIR)		
3. PEZA/BOI Certificate		Philippine Economic Zone Authority (PEZA)/Board of Investments (BOI)		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Transmits/ submits Documentary requirements	1.1 Acknowledges receipt of documents and evaluation.	None	5 mins	ICTD-Helpdesk
	1.2 Logs the RSU in the HITS ticketing System.	None	5 mins	ICTD-Helpdesk
	1.3 Registers/sets-up/verifies/updates the corresponding record in the OPCE System.	None	10 mins	ICTD Technical Group
	1.4 Informs the User concerned of successful registration of account.	None	5 mins	ICTD-Helpdesk
TOTAL:		None	25 mins	

**INFORMATION, COMMUNICATION AND TECHNOLOGY
DEPARTMENT (ICTD)**

Internal Services

10. Technical Support (Hardware)

Provides technical support to PPA user/s on Computer Hardware Issues.

Office/Division:		Information and Communication Technology Department (ICTD)		
Classification:		Complex		
Type of Transaction:		G2G – Government to Government		
Who may avail:		Responsibility Centers/ Port Management Offices/ Terminal Management Offices		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. IT Equipment Services Request Form		PPA Website (Downloadable form)		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Customer accomplishes IT Equipment Service Request Form duly signed by RC head	1.1 Acknowledges receipt of documents.	None	10 mins	ICTD Technical Group
	1.2 ICTD Tech team inspects requested job (if unit with hardware warranty or without warranty)	None	30 mins	ICTD Technical Group
	1.3.a Hardware Problem (with warranty units)	None	6 days	ICTD Technical Group
	1.3.a.1 ICTD Technical personnel will check problem and accomplishes Request for Pre-Inspection form (IT Recommendation and submits to ASD).			
	1.3.b Hardware Problem (out of warranty units)	None	30mins	ICTD Technical Group
	1.3.b.1 Clean or realign defective parts			

	1.3.b.2 If defective parts found, the said part will be requested to ASD for replacement.	None	30mins	ICTD Technical Group
	1.3 Hands over the customer feedback form to the user.	None	5 mins	ICTD Technical Group
TOTAL:		None	5 days, 2 hrs and 40 mins	

11. Technical Support (Software)

Provides technical support to PPA user/s on Computer Software Issues.

Office/Division:	Information and Communication Technology Department (ICTD)			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Responsibility Centers/ Port Management Offices/ Terminal Management Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. IT Equipment Services Request Form		PPA Website (Downloadable form)		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Customer accomplishes IT Equipment Service Request Form duly signed by RC head	1.1 Acknowledges receipt of documents	None	10 mins	ICTD Technical Group
	1.2 ICTD Tech team inspects requested Software Problem.	None	30 mins	ICTD Technical Group
	1.3.a Start simple installation / reinstallation / software repair or patching.	None	1 day	ICTD Technical Group
	1.3.b For reformat units, start back up of files, reformat, recover of operating system, and install drivers and software.	None	5 days	ICTD Technical Group
	1.4 Burn test (test the repaired unit) and hand over the unit and the customer feedback form.	None	60 mins	ICTD Technical Group
TOTAL:		None	6 days, 1 hr and 40 mins	

12. Technical Support (Network)

Provides technical support to PPA user/s on Network Issues.

Office/Division:		Information and Communication Technology Department (ICTD)		
Classification:		Simple		
Type of Transaction:		G2G – Government to Government		
Who may avail:		Responsibility Centers/ Port Management Offices/ Terminal Management Offices		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. IT Equipment Services Request Form		PPA Website (Downloadable form)		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Customer accomplishes IT Equipment Service Request Form duly signed by RC head	1.1 Acknowledges receipt of documents	None	10 mins	ICTD Technical Group
	1.2 ICTD Tech team inspects requested network problem.	None	30 mins	ICTD Technical Group
	1.3 Checks physical connection problem (cable, connector, LAN port, etc.), report to ASD.	None	30 mins	ICTD Technical Group
	1.4 Checks network setup and configuration.	None	30 mins	ICTD Technical Group
	1.5 Burn test (test the repaired unit) and hand over customer feedback form.	None	60 mins	ICTD Technical Group
TOTAL:		None	2 hrs and 40 mins	

13. Website Posting

Facilitate posting of request/s in the PPA Website upon submission of completed documentary requirements.

Office/Division:	Information and Communication Technology Department (ICTD)			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Responsibility Centers/ Port Management Offices/ Terminal Management Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Website Posting Request Form		PPA Website (Downloadable form)		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Transmits/ submit documentary requirements.	1.1 Acknowledges receipt of documents	None	10 mins	ICTD Personnel
	1.2 Forwards request form to RC Head for approval	None	10 mins	ICTD Personnel
	1.3 RC Head approves the request form	None	10 mins	ICTD RC Head
	1.4 Posting of request in the PPA Website.	None	15 mins	ICTD Personnel
	1.5 Inform client that the post was uploaded and handover the customer feedback form.	None	10 mins	ICTD Personnel
TOTAL:		None	55 mins	

14. Authorization and Installation of Remote Access

Authorization and Installation of Remote Access for PPA users upon submission of completed documentary requirements.

Office/Division:	Information and Communication Technology Department (ICTD)			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Responsibility Centers/ Port Management Offices/ Terminal Management Offices/ Port Users			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. It Equipment/Service Request Form		PPA Website (Downloadable form)		
2. Work-From-Home Task List duly approved		HRMD Manager or RC/PMO Manager		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Transmits/ submit documentary requirements.	1.1 Acknowledges receipt of documents.	None	10 mins	ICTD- Helpdesk Technical Group
	1.2 Configure home desktop/laptop of user with Anydesk Remote Application.	None	45 mins	ICTD- Technical Group
	1.3 Inform user that installation is complete	None	5 mins	ICTD- Helpdesk
TOTAL:		None	60 mins	

Assumption:

- Complete documentary requirement submitted.
- Minimum requirements: Desktop or Laptop should have at least a minimum specification of 4 GB RAM and 4 CPU processor. The support operating system (OS) versions are Windows 7, 8, and 10 and for Mac OS X which is also an SSL VPN (secure socket layer/virtual private network) installation requirements.
- Minimum Internet Speed should be at 2mbps (5mbps recommended). This minimum internet speed is necessary to avoid/prevent connectivity issues while connecting using SSL VPN.
- An updated Anti-Virus Software installed in desktop or Laptop to prevent viruses from passing through the VPN.

CORPORATE PLANNING DEPARTMENT (CPD)
External Services

1. Processing of Port Statistics Report - Simple

Port Statistics is the numerical representation of the actual port operations. These data contain the information on the shipcalls and its particulars, cargo throughput, passenger traffic, container throughput, and the RORO traffic. If the data needed is already available in the PPA website, CPD gives a walkthrough on how to access the statistical data.

Office/Division:	Corporate Planning Department (CPD)			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Government Agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Official/Transmittal letter		To be provided by the Client		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Sends the official letter via courier and/or email.	1.1 Acknowledge the receipt of the letter.	None	10 mins	Statistician, CPD
	1.2 Evaluates the request which includes clarifications sent to the Client. If the request covers only the Annual nationwide summary totals (1978 to present) and quarterly nationwide summary totals (2015 to present) on Port Statistics.	None	3 hrs	Statistician, CPD
	1.3 The data request is being processed.	None	2 days	Statistician, CPD
	1.4 Reviews the data by the immediate supervisor.	None	4 hrs	Division Manager, Planning Division, CPD
	1.5 Submits the data to the requesting Government	None	50 mins	Statistician, CPD

	Agency through email and/or courier.			
TOTAL:		None	3 days	

2. Processing of Port Statistics Report - Complex

Port Statistics is the numerical representation of the actual port operations. These data contain the information on the shipcalls and its particulars, cargo throughput, passenger traffic, container throughput, and the RORO traffic. If the data needed is already available in the PPA website, CPD gives a walkthrough on how to access the statistical data.

Office/Division:		Corporate Planning Department (CPD)		
Classification:		Complex		
Type of Transaction:		G2G – Government to Government		
Who may avail:		Government Agencies		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Official/Transmittal letter			To be provided by the Client	
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Sends the official letter via courier and/or email.	1.4 Acknowledge the receipt of the letter.	None	10 mins	Statistician, CPD
	1.5 Evaluates the request which includes clarifications sent to the Client. If the request requires: (a) customized data for annual port statistics by PMO/Port with maximum of 5-Year data; and (b) Port Traffic Statistics (PTS) with maximum of 3-Year data.	None	3 hrs	Statistician, CPD
	1.6 The data request is being processed.	None	6 days	Statistician, CPD
	1.7 Reviews the data by the immediate supervisor.	None	4 hrs	Division Manager, Planning Division, CPD

	1.8 Submits the data to the requesting Government Agency through email and/or courier.	None	50 mins	Statistician, CPD
TOTAL:		None	7 days	

3. Processing of Port Statistics Report - Highly Technical

Port Statistics is the numerical representation of the actual port operations. These data contain the information on the shipcalls and its particulars, cargo throughput, passenger traffic, container throughput, and the RORO traffic. If the data needed is already available in the PPA website, CPD gives a walkthrough on how to access the statistical data.

Office/Division:		Corporate Planning Department (CPD)		
Classification:		Complex		
Type of Transaction:		G2G – Government to Government		
Who may avail:		Government Agencies		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Official/Transmittal letter			To be provided by the Client	
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Sends the official letter via courier and/or email.	1.1 Acknowledge the receipt of the letter.	None	10 mins	Statistician, CPD
	1.2 Evaluates the request which includes clarifications sent to the Client. If the request requires: (a) customized data with specific requirements such as Port Types, Types of Traffic etc; (b) Forecasted Port Traffic; (c) annual port statistics by PMO/Port with more than 5-Year; and (d) Port Traffic Statistics (PTS) with 3-to-5-Year data .	None	7 hrs	Statistician, CPD
	1.3 The data request is being processed.	None	18 days	Statistician, CPD

	1.4 Reviews the data by the immediate supervisor.	None	1 day	Division Manager, Planning Division, CPD
	1.5 Submits the data to the requesting Government Agency through email and/or courier.	None	50 mins	Statistician, CPD
TOTAL:		None	20 days	

PPA TRAINING INSTITUTE (PPATI) External Services

1. Request for Use of PPATI Dormitory

Facilitate the request for use of PPA Dormitory.

Office/Division:	Office of the Department Manager			
Classification:	Complex			
Type of Transaction:	G2B - Government to Business G2G - Government to Government			
Who may avail:	PPA employees and stakeholder			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter Request to include: <ul style="list-style-type: none"> • Duration of Stay • No of Pax • Contact person/ • number/address 		Prepared by the requesting party		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Transmit/submit the letter request	1.1 Acknowledge receipt of documents and evaluates the completeness of the details. -Ascertain availability of dormitory	None	1 day	Admin Officer
	1.2 Write/notify stakeholder on the status of the request.	None	1 day	Admin Officer
	1.3 If approved, Assignment of Rooms and Provision of Dormitory Essentials	None	1 day	Admin Officer/Staff
	1.4 Issue check-out Notification	None	2 days before checking out	Admin Officer

2. Settlement of fees	2. Issuance of official receipt		1 day	Special Collecting Officer
TOTAL:		None	4 days	

2. Use of PPA Library

Facilitate the request for use of PPATI Library

Office/Division:	Curriculum Development and Research Division			
Classification:	Simple			
Type of Transaction:	G2B - Government to Business G2G - Government to Government			
Who may avail:	PPA employees and the public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter Request/endorsement to include: -List of resource material to be looked for		Prepared by the requesting/endorsing party		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Transmit/ submit the letter/ endorsement request and register in the visitor's logbook	1.1 Ask client on what resource material is needed and search in the OPAC (Online Public Access)	None	5 mins	Librarian
	1.2 If not available, assist the client to find another resource material from the OPAC	None	10 mins	Librarian
	1.3 If already available, release the book for reading inside the library	None	5 mins	Librarian
	1.4 Ask if there are request for photocopying of pages	None	1 min	Librarian

2. Pay the necessary amount for photocopying	2.1 Issuance of official receipt	Based on the number of pages and PPA existing rates	5 mins	Special Collecting Officer
	2.2 Photocopy the resource materials -Release of the photocopies	None	10 mins	Admin Staff
	TOTAL:	None	36 mins	

3. Request for Use of Training Room

Facilitate the request for use of PPATI Training Room

Office/Division:	Office of the Department Manager			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government			
Who may avail:	PPA employees and stakeholder			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter Request to include: <ul style="list-style-type: none"> Purpose Date of use No. of pax 		Prepared by the requesting party		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Transmit/ submit the letter request	1.1 Acknowledge receipt of documents and evaluates the completeness of the details - Ascertain the availability of training room	None	1 day	Admin Officer
	1.2 Write/notify stakeholder on the status of the request	None	1 day	Admin Officer
	1.3 If approved, Issuance of Notice to Avail	None	1 day	Admin Officer
	1.4 Preparation of Terms of Agreement	None	2 days	Admin Officer
2. Signs the Terms of Agreement	2. Prepare the training room, set-up sound system and projector	None	1 day	Admin Staff

3. Settlement of fees	3. Issuance of official receipt		1 day	Special Collecting Officer
TOTAL:		None	7 days	

**PORT CONSTRUCTION AND MAINTENANCE DEPARTMENT
(PCMD)
External Services**

1. Request for Processing of Payment/Billing of Contractor

Covers all the payments to the contractors relative to the implementation of the Locally Funded Projects from Advanced Payments through Monthly Progress Billing, up to Final Billing and Retention Money.

Office/Division:	Port Construction and Maintenance Department
Classification:	Highly Technical
Type of Transaction:	G2B – Government to Business
Who may avail:	Contractor
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Progress Payment	
1. Disbursement Voucher and Budget Utilization Request (BUR)	PCMD Office
2. Project Brief History, Payment Releases, Abstract of Bids and Development Plan	PCMD Office
3. Contractor's request for Progress Payment	Contractor
4. Certificate of Payment No. _____ and Progress Accomplishment Computation	Contractor
5. Statement of Work Accomplished/ verified and certified by the PPA Supervising Project Engineer/ Project Engineer	PCMD Office
6. Statement of time elapsed and slippage computation	PCMD Office
7. Supporting computations: cross-sections showing actual accomplishments (where applicable)	Project Site/ PCMD Office
8. Approved Variation Order(s)/ time extension(s) if there is (are) any	PCMD Office
9. Approved Contract time suspension and resumption orders duly supported by justification	PCMD Office
10. Progress colored photos with Project billboard by showing sections that are accomplished for payment, 2 sets	Project Site/ PCMD Office
11. Copy of results of materials and quality tests	Project Site/ PCMD Office/ Contractor
12. Duly notarized affidavit certifying to the fact that claimant is the owner/ contractor	Contractor

13. Duly notarized affidavit certifying to the fact of the payment of labor, supplies, materials, equipment, insurance premiums, etc., in the work		Contractor		
14. Copy of Performance bond		Contractor/ Corporate Treasurer/ PCMD Office		
15. Surety bond/ LC posted for advanced payment		Contractor		
16. CAR insurance		Contractor/ PCMD Office		
Release/ Substitution of 10% Retention Money				
1. Contractor's request for the release/submission of 10% retention money.		Contractor		
2. Copy of Approved Certificate of Payments		PCMD Office		
3. Summary of the deduction of 10% Retention Money		PCMD Office		
4. Certificate of Project Completion/ Project Acceptance (if applicable)		Contractor/ PCMD Office		
5. Acknowledgment of Turn-over (if applicable)		Contractor/ PCMD Office		
6. Surety Bond (for substitution/ release of 10% retention money)		Contractor		
7. Validation Certificate of Surety Bond		Contractor		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Contractor shall submit request for progress billing/ payment (Including computation and supporting documents requirements) • If in any case face-to-face transaction	1.1 PCMD Record Officer/Secretary received the Contractor's request	None	20 days	PCMD Record Officer/ Secretary/ Authorized Personnel
	1.2 PCMD Manager acknowledge and forward the submitted request to concerned Division Manager.	None		Department Manager
	1.3 Division Manager assigned technical staff to evaluate and check quantity/ items of	None		Division Manager/ Technical Staff

is not possible, submission of documentary requirements may also be done via couriers and other electronic means such as email.	work to be billed against Project Accomplishment Report (PAR) and its supporting quantity calculation sheet and the compliance with requirements (test results of the billed items, insurances). (The submitted documents is to be printed).			
	1.4 Advised contractor via phone call/email with regards to lacking documents (if any).	None		Technical Staff
2. Submission of lacking documents.	3.1 Performs technical evaluation/ re-evaluation (on the submitted lacking documents).	None		Technical Staff
• If in any case face-to-face transaction is not possible, submission of documentary requirements may also be done via couriers and other electronic means such as email.	3.2 Checks compliance with requirements.	None		Technical Staff
	3.3 Endorses for payment and preparation of Disbursement Voucher and Budget Utilization Report (if found in order).	None		Admin Staff CSS Staff
	3.4 Recommends the payments and signs (PAR, COP & Voucher) and endorses to Top	None		Division Manager, Department Manager

	Management for approval.			
TOTAL:		None	20 days	

2. Request for Accreditation of Supplier/Manufacturer

Covers all materials being used to H.O. CAPEX projects supplied by the accredited suppliers of Port Construction and Maintenance Department (PCMD) as well as all required tests as specified in the project specification.

Office/Division:	Port Construction and Maintenance Department			
Classification:	Highly Technical			
Type of Transaction:	G2B – Government to Business			
Who may avail:	Supplier, Manufacturer & Fabricator			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of Intent/Endorsement Letter		Supplier/Manufacturer/Fabricator/Contractor		
2. Company Profile		Supplier/Manufacturer/Fabricator		
3. DTI Certificate		Department of Trade and Industry/Supplier		
4. SEC Certificate		SEC/Supplier		
5. BIR Certificate		BIR/Supplier		
6. Business Permit/ Mayor's Permit		Local Government Unit/Supplier		
7. Latest Audited Financial Statement and BIR Latest Income Tax Return		Supplier/Manufacturer/Fabricator		
8. List of Work Experience/ Track Record/ List of Completed Projects		Supplier/Manufacturer/Fabricator		
9. List of Equipment/ Facilities (including photos)		Supplier/Manufacturer/Fabricator		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Contractor to submit for request for accreditation of their endorsed supplier. / Supplier to submit request of accreditation/ re-accreditation (including the complete requirements)	1.1 PCMD records receipt of Contractor's/ Supplier's request for accreditation and forward to the PCMD Manager.	None	20 days	PCMD Records Officer/ Secretary/ Authorized Personnel
	1.2 PCMD Manager acknowledges request and forward to Construction Support Staff for evaluation.	None		Department Manager
	1.3 Evaluate request for accreditation	None		

*The request may be submitted manually or electronically	based on the submitted documents and advise supplier/contractor with regards to lacking documents thru letter (if any).			Division Manager/ CSS Staff
2. Shall provide documents that are lacking.	2.1 Evaluate documents.	None		CSS Technical Staff
	2.2 Submit recommendation/evaluation results.	None		Division Manager/ CSS Technical Staff
	2.3 Schedule the plant inspection for new supplier/s. (If possible) but if not, schedule a virtual presentation of the facilities and meetings with the officers/ plant in-charge of the company.	None		CSS Technical Staff
	2.4 Prepare report of inspection and recommend approval.	None		Technical Staff
	2.5 Prepare letter of accreditation and recommends approval. (if the documents are in order)	None		CSS Technical Staff/ Division Manager
	2.6 Approved the request for accreditation of supplier/endorsed	None		Department Manager

	supplier of the contractor.			
	2.7 Forward to the Contractor/ supplier via email or thru records the letter of approval/ disapproval of their request for accreditation.	None		Record Officer
TOTAL:		None	20 days	

3. Request for Contract Time Extension/Suspension

This is applicable to all projects, from issuance of Notice to Proceed (NTP) to project completion.

Office/Division:	Port Construction and Maintenance Department		
Classification:	Highly Technical		
Type of Transaction:	G2B – Government to Business		
Who may avail:	Contractor		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Letter of Request		Contractor	
2. Supporting Documents			
2.1 For unworkable weather/ rough sea condition:			
- PAGASA Certification (Attachment-1)		} Contractor	
- Coast Guard Certification (Attachment-2)			
- Daily Accomplishment Report			
2.2 For suspension/resumption order (Refer to Sec.9, Paragraphs 1-3 of IRR of RA 9184):		Assigned PM/PE	
- Duly signed letter/communication regarding suspension/resumption orders. (Attachment-3)			
2.3 For port operation obstruction:		PMO/ TMO	
- Suspension Order for affected items of work (Attachment-4)			
- Certification and/or Summary Schedule of Port Operations (Attachment-5)			
2.4 For quantity overruns, changes/ revisions and additional works being covered by an approved variation order but have not been given a corresponding time extension:		Contractor/ PCMD Office	
- Approved Variation Order/ Tabulated Computation (Attachment-6)			
2.5 For destructive typhoons, floods, earthquakes and epidemics, shortage of construction materials, general labor strikes,		Contractor/ DILG/ PAGASA/ Coast Guard/ DTI	

<p>peace and order problems that disrupt construction operations though no fault of the contractor.</p> <ul style="list-style-type: none"> - Certification of Appropriate Government Agencies such as DTI, DOLE, DILG, and DND, among others (Attachment-7) <p>2.6 Every request shall attach Revised PERT/CPM</p>		Contractor		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
<p>1. Submit letter of request (Letter shall be addressed to Department Manager, specifying number of extension days being requested, with attached supporting documentation.</p> <p>Note: Supporting documents may be submitted electronically for the purposed of evaluation, however original copy of the documents should be submitted to the assigned Project Engineer</p>	1.1 PCMD records receipt of the Contractor's request for Time Extension.	None	20 days	PCMD Record Officer
	1.2 PCMD Manager acknowledges and forwards the request to concerned Division Manager.	None		Department Manager
	1.3 Division Manager assigned Technical Staff to evaluate/ review.	None		Division Manager
	1.4 Evaluate the submitted documents/ attachments for completeness and appropriateness and compute the favorable number of days to be considered for extension. (For the pre-determined unfavourable to the prosecution of the works at site, refer to SCC Clause 1.16 of the project bid document)	None		Technical Staff

	1.5 Prepare evaluation report and submit to Division Manager concerned.	None		Technical Staff
	1.6 Advise contractor with regards to lacking documents thru letter (if any).	None		Department Manager
2. To submit/ provide documents, which are lacking or inappropriate.	2.1 Re-evaluation of documents/ attachments for completeness and appropriateness based on the additional documents submitted.	None		Division Manager/PM/ PE/ Technical Staff
	2.2 Submit evaluation results on the favourable number of days for contract time extension.	None		Division Manager/ Technical Staff
	2.3 Recommends the approval of the evaluated CTE to AGM-EO/OGM.	None		Department Manager
TOTAL:		None	20 days	

4. Request for Variation Order/Change Order/Extra Work Order

Covers the request of Variation Order (VO) of original contract price Applicable to all projects, from pre-construction to construction phase.

Office/Division:	Port Construction and Maintenance Department			
Classification:	Highly Technical			
Type of Transaction:	G2B – Government to Business			
Who may avail:	Contractor			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Justification for a need of Variation Order		Contractor/ Port Management Office		
2. Lay-Out Plan/ Revised Plan		PPDD/ PCMD/ AGM-EO		
3. Detailed Estimates		Field Office PPA/ Contractor		
4. Quantity Calculation Sheets		Field Office PPA/ Contractor		
5. Canvass Costing for Materials		Field Office PPA		
6. Related Communications		PCMD Office		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Submit/ prepare required documents for request for variation order/change order/extra work order	1.1 PCMD records receipt of Contractor's conforme on the proposed V.O. and forward to PCMD Manager.	None	20 days	PCMD Secretary/ Authorized Personnel
	1.2 PCMD Manager acknowledges and forwards the submitted documents to the concerned Division Manager.	None		Department Manager
	1.3 Division Manager assigns Technical Staff to check computations/ evaluate documents submitted from the Project Manager/ Project Engineer and prepare	None		Division Manager/ Technical Staff

	evaluation report and other justification to support variation order. If necessary, require Contractor to submit additional documents thru letter			
2. To submit/ provide documents, which are lacking or inappropriate.	2.1 Re-evaluation of documents/ attachments for completeness and appropriateness. And, submit evaluation results to the concerned Division Manager	None		Project Manager/ Technical Staff
	2.2 Endorses for approval the tabulated computations for variation orders (including time extension analysis [if any]) to the Department Manager	None		Division Manager
	2.3 Recommends the approval of VO to the AGM-EO/ OGM.	None		Department Manager
TOTAL:		None	20 days	

5. Customer Communication Procedure - Simple

This procedure applies to all forms of external communication relevant to the quality performance of PPA-PCMD.

Office/Division:	Port Construction and Maintenance Department			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government G2B – Government to Business G2C – Government to Citizen			
Who may avail:	Contractor			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		Not Applicable		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Letter of Communication. *May be submitted manually or electronically.	1.1 PCMD record receipts of customer communication and forward to PCMD Manager	None	3 days	PCMD Secretary/ Authorized Personnel
	1.2 PCMD Department Manager designates OPR to prepare reply.	None		Department Manager
	1.3 The concerned Division Manager/ CSS personnel will prepare letter of reply/response	None		Concerned Division Manager/ CSS Staff
	1.4 PCMD Manager approves letter of reply.	None		Department Manager
	1.5 Forward the reply thru email or thru Records	None		Record Officer/ Secretary
TOTAL:		None	3 days	

6. Customer Communication Procedure - Complex

This procedure applies to all forms of external communication relevant to the quality performance of PPA-PCMD.

Office/Division:	Port Construction and Maintenance Department			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government G2B – Government to Business G2C – Government to Citizen			
Who may avail:	Contractor			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		Not Applicable		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Request for Information/ Reports.	1.1 PCMD record receipts of customer's request for information/ reports and forwards to PCMD Manager	None	7 days	PCMD Record Officer/ Secretary/ Authorized Personnel
	1.2 PCMD Manager designates OPR to prepare reply.	None		Department Manager
	1.3 The concerned Division Manager/ CSS personnel evaluate validity/ sensitivity; consolidate required information/ data and prepare reply letter.	None		Division Manager/ CSS Staff
	1.4 PCMD Manager approves requested information/ data for release. And, endorse to AGM-EO (if the request	None		Department Manager

	is addressed to AGM-EO			
	1.5 Record response in log sheet/ file response	None		PCMD Records Officer/ Secretary
TOTAL:		None	7 days	

7. Customer Communication Procedure-Complaints/Concerns

This procedure applies to all forms of external communication relevant to the quality performance of PPA-PCMD.

Office/Division:	Port Construction and Maintenance Department			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government G2B – Government to Business G2C – Government to Citizen			
Who may avail:	Contractor			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		Not Applicable		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Complaints/ Concerns:	1.1 PCMD record receipts of customer's complaints/ concerns and forwards to PCMD Manager	None	7 days	PCMD Record Officer/ Secretary/ Authorized Personnel
	1.2 PCMD Manager designates OPR for appropriate action.	None		Department Manager
	1.3 The Customer Satisfaction and Feedback Team (CSFT) evaluate validity/ sensitivity and provide corrective/ preventive action and inform the concerned function/ concerned personnel.	None		CSFT
	1.4 The CSFT implements/ integrates in QMS and prepares reply to the	None		CSFT

	PCMD Manager including the actions taken.			
	1.5 PCMD Manager acknowledges the response and approves the reply letter/ memorandum.	None		Department Manager
	1.6 PCMD forward the response to customer via email.	None		Record Officer/ Secretary
TOTAL:		None	7 days	

**PORT CONSTRUCTION AND MAINTENANCE DEPARTMENT
(PCMD)
Internal Services**

8. Release of Funds for Approved POWs for Repair and Maintenance Project

This procedure covers the evaluation of POW and processing of release of funds for the repair and maintenance of PMOs.

Office/Division:	Port Construction and Maintenance Department	
Classification:	Highly Technical	
Type of Transaction:	G2G – Government to Government	
Who may avail:	PMOs	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Program of Works (POW) <i>OP-PCMD-6.2F1</i>		PMO
2. Supporting Documents: 2.1 Memorandum for AGM-E from PMO on POW 2.2 Program of Works 2.3 Summary of Cost Derivation 2.4 Detailed Cost Estimate 2.5 FORM re Listing of Proposed Engineering Projects classified as Capital Outlay Projects or Repair & Maintenance (R/M) Projects 2.6 Canvass of Prices of at least three (3) on each material 2.7 Summary Sheet of Prices (signed by ESD/PM) 2.8 Colored Pictures of the Existing Facilities/ Proposed Repair 2.9 Cash Flow Schedule (signed by ESD/PM) 2.10 Approved Prioritized List of Proposed R/M Projects 2.11 Plans 2.12 Certification per AGM-EO memo dated 12 August 2011 2.13 History of Repair Works Previously Done on the Area of the Proposed Project 2.14 Justification on the Proposed Project 2.15 Certification that Repair Project is not covered by MTPIP or Proposed Capital Outlay Projects		PMO

Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Submit POW *May be submitted manually or electronically	1.1 PCMD Record Officer Record receipts of approved POWs of PMOs from AGM-EO. And forwards to PCMD Manager	None	3 days	PCMD Secretary/ Authorized Personnel
	1.2 PCMD Manager forward to the Division Manager concerned.	None		Department Manager
	1.3 The Division Manager delegates Technical Staff to review/ evaluate the computations and supporting documents and prepares results of evaluation/review Discuss with the concerned Division Manager the results of evaluation. If necessary, require the PMO to submit lacking/missing documents thru letter/memorandum	None		Division Manager/ Technical Staff
2. Request for Information/ Reports.	2.1 Technical Staff re-evaluates documents/ attachments for completeness and appropriateness and submits to the Division Manager.	None	7 days	Technical Staff

	2.2 If found complete, the PCMD Manager recommends for funding and endorse request for fund to AGM-EO.	None		Department Manager
TOTAL:		None	20 days	

DREDGING AND SURVEY DEPARTMENT (DSD)
External Services

1. Joint Hydrographic Survey/Conduct of Joint Hydrographic Survey

Contractor's Letter request for either pre, progress and post dredging joint hydrographic survey to determine the actual volume of silts to be removed or accomplished;

With the instruction of the DSD Manager, DMD to evaluate the request and PSD to determine the availability of Survey Team;

Survey works includes field work, gathering and processing of data and plotting of survey output.

Office/Division:	Dredging and Survey Department- PSD and DMD			
Classification:	Highly Technical			
Type of Transaction:	G2B – Government to Business			
Who may avail:	Contractor			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
3. Letter from Contractor, requesting joint hydrographic survey to determine the actual volume of silts to be removed or accomplished		Contractor		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Submit letter request for the joint hydrographic survey	1.1 DSD records receipt of Contractor's request;	None	2 days	DSD - Secretary
	1.2 DSD Manager review the submitted request and instruct DMD / PSD to evaluate the request;	None		DSD Manager
	1.3 DMD, along with the Project Manager, evaluates the Contractor's request and/or the present dredging accomplishment;	None		DMD Manager / Project Manager

	<p>1.4 DMD Manager or Project Manager confers with the PSD concerning the Contractor's request to determine the availability of DSD Survey Team;</p> <p>1.5 Checks compliance with requirements (test results of the billed items, insurances)</p> <p>1.6 Advise contractor with regards to lacking documents (if any)</p>	<p>None</p> <p>None</p> <p>None</p>		<p>DMD and PSD Managers and Survey Section Chief</p> <p>PSD Manager /Section Chief</p> <p>Survey Team DMD Manager / Project Manager</p>
2. Confirms thru letter, email or text the schedule for the conduct of joint hydrographic survey, and send representative/s at the project site on the agreed date of joint survey	<p>2.1 Courtesy call / coordinate with concerned PMO Official regarding the purpose of the survey works;</p> <p>2.2 Conduct survey work:</p> <ul style="list-style-type: none"> - Reconnaissance survey of area of concern; - Preparation of survey equipment and materials; - Establishment / verification of control points; - Survey proper; - Review / evaluation of raw data; - If inconsistency was found in the raw data; re- 	<p>None</p> <p>None</p>	18 days	<p>DMD Project Manager and PSD Survey Team</p> <p>PSD Survey Team / Contractor</p>

	survey the affected area;			
	2.3 Processing of survey data: - Consolidation and processing of survey data; - Plotting; - Submission of survey plan;	None		PSD Survey Team
	2.4 Signing of survey plan;	None		PSD, Contractor and DSD Manager
	2.5 Dissemination of survey plan (DMD and Contractor)	None		DMD / Signed by DSD Manager
TOTAL:		None	20 days	

2. Time Extension / Temporary Suspension of the Project/ Evaluation Processing

In the event that the Contractor encounters delay in obtaining the required permit and/or clearances from concerned government office/s, environmental issues with the LGU's, introduction of new work items that are either due change of plans, design or alignment to suit actual field conditions resulting in disparity between the pre-construction plan used for purposes of bidding and "as staked plans" or construction drawings prepared after a joint survey, the contractor shall promptly notify PPA of such delay and may request an appropriate temporary suspension of work and/or extension of project duration;

An extension of time or a temporary suspension of the implementation of dredging project maybe granted only if it is and justified that the cause of delay is beyond control of both PPA and contractor;

Verification works includes coordination with the concerned PMOs, if applicable, and project inspector to ascertain the Contractor's claim;

Require the Contractor to submit justification, if warranted, including supporting documents; Staff work includes examination for completeness of supporting documents and preparation of evaluation report;

Approval of Work Suspension and Time Extension is dependent on the Revised Delegation of Authority (RDA) of Engineering Office.

Office/Division:		Dredging and Survey Department- PSD and DMD		
Classification:		Highly Technical		
Type of Transaction:		G2B – Government to Business		
Who may avail:		Contractor		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter, justification and supporting documents		Contractor		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Submit letter request for Time Extension / Temporary Suspension of the project including the corresponding justification and supporting documents,	1.1 DSD records receipt of Contractor's request;	None	20 days	DSD - Secretary
	1.2 DSD Manager review the submitted request and instruct DMD to evaluate the request, take	None		DSD Manager

addressed to Office of the of the Assistant General Manager for Engineering (OAGME).	necessary action/ recommendation;			
	1.3 DMD Manager confers with the Project Manager and Contractor concerning the issues at hand (suspension and / or extension of work duration);	None		DMD Manager and/or Project Manager
	1.4 DMD to report to the DSD Manager the status of the project and proposed recommendation / action to be taken;	None		DMD Manager
	1.5 Coordination with the concerned PMOs, if applicable, and / or project inspector concerning the Contractor's request (Work Suspension and / or Time Extension);	None		Project Manager
	1.6 Determination of Contractor's justification falls under "Annex E" of the IRR of the Revised RA 9184;	None		Project Manager
	1.7 Analyze the completeness of the supporting documents, if	None		Project Manager

	necessary, require Contractor to submit additional documents / information;			
	1.8 Prepares evaluation report or recommendation, including Executive Brief if for approval by Top Management;	None		Project Manager
	1.9 DMD Manager reviews the Evaluation Report or PM's Recommendation and submits to the DSD Manager for approval or his endorsement if document is for approval by Top Management;	None		DMD Manager
	1.10 Approval or Endorsement to Top Management by the DSD Manager.	None		DSD Manager
TOTAL:		None	20 days	

3. Variation / Change Order / Project Recapitulation / Evaluation Processing

In the event that the Project encounters necessary variation or changes to cover any increase/decrease in quantities or introduction of new work items that are either due to change of plans, design or alignment to suit actual field conditions resulting in disparity between the preconstruction plans used for purposes of bidding and "as staked plans" or construction drawings prepared after a joint survey or where there are subsurface or latent physical conditions at site differing materially from those indicated in the contract, variation order is necessary;

Variation Orders (or Recapitulation) is issued to cover any increase/decrease in quantities; Introduction of new work items that are either due to change of plans, design or alignment to suit actual field conditions resulting in disparity between the preconstruction plans used for purposes of bidding and "as staked plans" whenever there subsurface or latent physical conditions at site differing materially from those indicated in the contract;

If the Project Manager believes that a Variation Order should be issued or there is an urgent request from the PMO/Port Users, there is a need to prepare the proposed VO accompanied with the notices submitted by the contractor, the plans and quantity computations the works involved (increase/decrease per item indicating the specific area where such works are needed, inspections/investigation thereon; and a detailed cost estimate of the items of work together with justifications for the need of such Variation Order and shall submit the same to the Head of Agency concerned.

Office/Division:	Dredging and Survey Department- PSD and DMD			
Classification:	Highly Technical			
Type of Transaction:	G2B – Government to Business			
Who may avail:	Contractor			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter (either from the Contractor, PMOs or Port Users)		Contractor / PMO's/ Port Users		
2. Project Status/ Accomplishment Report		Project Manager/Project Engineer		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Submit letter request for Variation Order (Recapitulation), including the corresponding justification	1.1 DSD records receipt of Contractor / PMO or Port User's request; or Project Status Report by the Project Inspector / Manager;	None	20 days	DSD - Secretary

and supporting documents.	1.2 DSD Manager review the submitted request and instruct DMD to evaluate the request, take necessary action/ recommendation;	None		DSD Manager
	1.3 DMD Manager confers with the Project Manager concerning the issues at hand (Variation / Change Orders / Project Recapitulation);	None		DMD Manager and Project Manager
	1.4 DMD to report to the DSD Manager the status of the project and proposed recommendation / action to be taken;	None		DMD / Project Manager
	1.5 Coordinate / discuss with the concerned PMOs, if applicable and / or project inspector concerning the Status of the project;	None		DMD / Project Manager
	1.6 Prepare the proposed Order accompanied with the plans, computations as to the quantities	None		Project Manager

	of the increase/ decrease works involved per item and a detailed estimate of the unit cost of such items of work, together with justifications work, together with justifications Order or Extra Work Order;			
1.7	DMD Manager upon receipt of the proposed Variation Order (Recapitulation) conducts investigation /review to verify the need for the work to be prosecuted and evaluate the proposed plan, quantity calculation and prices of the work involved and submits to the DSD Manager for approval or his endorsement if document is for approval by Top Management;	None		DMD Manager
1.8	Approval or Endorsement to Top Management by the DSD Manager.	None		DSD Manager
TOTAL:		None	20 days	

4. Contractor's Request for Progress/Final Billing

Once a month, the contractor may submit a request for payment for work accomplished; prior to approval of the request, DSD to review / evaluate the project status / accomplishment;

The contractor submits a request for payment for work accomplished (Statement of Work Accomplished -SWA), in which SWA indicates the amount considered for payment based on the Bill of Quantities to cover the accumulative value of the works executed;

Office/Division:	Dredging and Survey Department- PSD and DMD			
Classification:	Highly Technical			
Type of Transaction:	G2B – Government to Business			
Who may avail:	Contractor			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter from the Contractor		Contractor		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Submit letter request for Billing, including corresponding justification /supporting documents.	1.1 DSD records receipt of Contractor request for payment;	None	20 days	DSD - Secretary
	1.2 DSD Manager review the submitted request and instruct DMD to further evaluate the request, take necessary recommendation;	None		DSD Manager
	1.3 DMD Manager confers with the Project Manager and/or Inspector concerning the request and verifies the cumulative accomplishment to date;	None		DMD Manager and Project Manager

	1.4 DMD to report to the DSD Manager the status of the project and proposed recommendation / action to be taken;	None		DMD Manager
	1.5 Coordinate / discuss with the Project Manager and / or project inspector concerning the Status of the project;	None		DMD / Project Manager
	1.6 Review and evaluates the Contractor's SWA including the accompanied plans and computations as to the correctness of quantities of works involved per item and the unit cost of such items of work, together with other pertinent supporting documents;	None		Project Manager
	1.7 DMD Manager upon receipt of evaluated SWA, checks its completeness including the attached supporting documents, if necessary,	None		DMD Manager

	<p>require Contractor to submit additional documents / information; work involved and submits to the DSD Manager for approval and subsequent endorsement to Top Management;</p> <p>1.8 Approval or Endorsement to Top Management by the DSD Manager.</p>	None		DSD Manager
TOTAL:		None	20 days	

5. Request for Survey Works, Internal (PMOs and PPDD) and by the NG/LGU, etc.

DSD is PPA lead surveyor that carry-out an efficient delineation of the Port's metes and bounds and clearly map out the contours of the ground, including the description of the existing features on the surface (natural and man-made) and subsurface (seabed) of the earth and accurately present the existing water depth around the port.

To provide a well-defined survey plan, survey works includes field work, gathering and processing of data and plotting of survey output.

Office/Division:		Dredging and Survey Department- PSD and DMD		
Classification:		Highly Technical		
Type of Transaction:		G2G-Government to Government		
Who may avail:		NG/LGU		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter from NG/LGU, requesting hydrographic and or Topographic Surveys		NG/LGU		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Submit letter request for the survey	1.1 DSD records receipt of request;	None	2 days	DSD - Secretary
	1.2 DSD Manager review the submitted request and instruct PSD to evaluate the request, take necessary action and coordinate with the requesting party, if necessary;	None		DSD Manager
	1.3 PSD, along with the Principal Engr, evaluates the request, work includes research on the proposed site, prevailing	None		PSD Manager

	weather pattern, assigning of survey team, scheduling, right of way issue, etc.			
	1.4 PSD submits recommendation to the DSD Manager, either for approval or not;	None		PSD Manager
	1.5 If considered, PSD to schedule the survey work and prepares travel documents and needed equipment;	None		PSD Manager
	1.6 PSD to prepare reply letter to the Requesting Office informing the schedule of the requested survey and to be signed by the DSD Manager	None		PSD Manager
2. Confirms thru letter, phone call, email or text the schedule for the conduct of joint hydrographic survey and send representative/s at the project site on the agreed date of joint survey	2.1 PSD to prepare reply letter to the Requesting Office informing the schedule of the requested survey and to be signed by the DSD Manager;	None		PSD Survey Team Leader
	2.2 Conduct survey work: - Reconnaissance survey of area of concern; - Preparation of	None		PSD Survey Team

	<p>survey equipment and materials; - Establishment / verification of control points; - Survey proper; - Review / evaluation of raw data; - If inconsistency was found in the raw data; re-survey the affected area;</p>			
	<p>2.3 Processing of survey data: - Consolidation and processing of survey data; - Plotting; - Submission of survey plan;</p>	None		PSD Survey Team
	<p>2.4 Signing of survey plan;</p>	None		PSD and DSD Manager
	<p>2.5 Dissemination of survey plan</p>	None		DSD Manager
TOTAL:		None	20 days	

6. Evaluation / Recommendation of request for Dredging Projects (LGUs, Congressional Concerns)

DSD is PPA lead office that implements dredging works.

Office/Division:	Dredging and Survey Department- PSD and DMD			
Classification:	Complex			
Type of Transaction:	G2G-Government to Government			
Who may avail:	PMO'S/NG/LGU			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter from NG/LGU, requesting hydrographic and or Topographic Surveys		NG/LGU		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Submit letter request for the survey	1.1 DSD records receipt of request;	None	2 days	DSD - Secretary
	1.2 DSD Manager review the submitted request and instruct PSD to evaluate the request, take necessary action and coordinate with the requesting party, if necessary;	None		DSD Manager
	1.3 PSD, along with the Principal Engr, evaluates the request, work includes research on the proposed site, prevailing weather pattern, assigning of survey team, scheduling, right of way issue, etc.	None		PSD Manager

	1.4 PSD submits recommendation to the DSD Manager, either for approval or not;	None		PSD Manager
	1.5 If considered, PSD to schedule the survey work and prepares travel documents and needed equipment;	None		PSD Manager
	1.6 PSD to prepare reply letter to the Requesting Office informing the schedule of the requested survey and to be signed by the DSD Manager	None		PSD Manager
2. Confirms thru letter, phone call, email or text the schedule for the conduct of joint hydrographic survey and send representative/s at the project site on the agreed date of joint survey	2.1 PSD to prepare reply letter to the Requesting Office informing the schedule of the requested survey and to be signed by the DSD Manager;	None		PSD Survey Team Leader
	2.2 Conduct survey work: - Reconnaissance survey of area of concern; - Preparation of survey equipment and materials; - Establishment / verification of control points;	None		PSD Survey Team

	<ul style="list-style-type: none"> - Survey proper; - Review / evaluation of raw data; - If inconsistency was found in the raw data; re-survey the affected area; 			
	2.3 Processing of survey data: <ul style="list-style-type: none"> - Consolidation and processing of survey data; - Plotting; - Submission of survey plan; 	None		PSD Survey Team
	2.4 Signing of survey plan;	None		PSD and DSD Manager
	2.5 Dissemination of survey plan	None		DSD Manager
TOTAL:		None	20 days	

DREDGING AND SURVEY DEPARTMENT (DSD)
Internal Services

7. Survey Works for PPDD (For Port Development)

DSD is PPA lead surveyor that carry-out an efficient delineation of the Port's metes and bounds and clearly map out the contours of the ground, including the description of the existing features on the surface (natural and man-made) and subsurface (seabed) of the earth and accurately present the existing water depth around the port.

To provide a well-defined survey plan, survey works includes field work, gathering and processing of data and plotting of survey output

Office/Division:		Dredging and Survey Department- PSD and DMD		
Classification:		Highly Technical		
Type of Transaction:		G2B – Government to Government		
Who may avail:		PPDD		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter		PPDD		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Submit memo request for the survey	1.1 DSD records receipt of PPDD's request;	None	2 days	DSD - Secretary
	1.2 DSD Manager review the submitted request and instruct PSD to evaluate the request, take necessary action and coordinate with the requesting party, if necessary;	None		DSD Manager
	1.3 PSD, along with the Principal Engineer, evaluates the request, work includes research on the proposed site, prevailing weather pattern, assigning of survey team,	None		PSD Manager

	<p>scheduling, right of way issue, etc.</p> <p>1.4 PSD submits recommendation to the DSD Manager, either for approval or not;</p> <p>1.5 If considered, PSD to schedule the survey work and prepares travel documents and needed equipment;</p> <p>1.6 PSD to prepare reply letter to the Requesting Office informing the schedule of the requested survey and to be signed by the DSD Manager.</p>	<p>None</p> <p>None</p> <p>None</p>		<p>PSD Manager</p> <p>PSD Manager</p> <p>PSD Manager</p>
2. Confirms thru letter or informal meeting the schedule for the conduct of topo-hydro survey and send representative/s at the project site on the agreed date of survey works	<p>2.1 Courtesy call / coordinate with concerned PMO or LGU Official regarding the purpose of the survey works;</p> <p>2.2 Conduct survey work: -Reconnaissance survey of area of concern; - Preparation of survey equipment and materials; - Establishment / verification of control points;</p>	<p>None</p> <p>None</p>	18 days	<p>PSD Survey Team Leader</p> <p>PSD Survey Team</p>

	<ul style="list-style-type: none"> - Survey proper; - Review / evaluation of raw data; - If inconsistency was found in the raw data; re-survey the affected area; 			
	2.3 Processing of survey data: <ul style="list-style-type: none"> - Consolidation and processing of survey data; - Plotting; - Submission of survey plan; 	None		PSD Survey Team
	2.4 Signing of survey plan;	None		PSD and DSD Manager
	2.5 Dissemination of survey plan	None		PSD / Signed by DSD Manager
TOTAL:		None	20 days	

8. Evaluation of PMO's Request for Dredging Project or Survey Works (POW or Letter Request)

DSD is PPA lead office that implements dredging works.

Office/Division:		Dredging and Survey Department- PSD and DMD		
Classification:		Highly Technical		
Type of Transaction:		G2B – Government to Government		
Who may avail:		PMO		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Memo		PMO's		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Submit memo request for the dredging or survey works.	1.1 DSD records receipt of PMO's request;	None	2 days	DSD - Secretary
	1.2 DSD Manager review the submitted request and instruct PSD to evaluate the request, take necessary action and coordinate with the requesting party, if necessary;	None		DSD Manager
	1.3 PSD, along with the Principal Engineer, evaluates the request, work includes research on the proposed site, prevailing weather pattern, assigning of survey team, scheduling, right of way issue, etc.	None		PSD Manager
	1.4 PSD submits recommendation	None		PSD Manager

	to the DSD Manager, either for approval or not;			
	1.5 If considered, PSD to : - Include the proposed dredging on DSD Annual Dredging Program;	None		PSD Manager
	1.6 PSD to prepare reply letter to the Concerned PMO informing the management decision.	None		DSD Manager
TOTAL:		None	20 days	

PORT PLANNING AND DESIGN DEPARTMENT (PPDD)
External Services

1. Request for Time Extension

In the event that the Consultant encounters delay in obtaining the required support services and facilities under the contract with PPA, it shall promptly notify PPA of such delay and may request an appropriate extension for completion of the services.

An extension of time maybe granted only if it is established that the cause of the delay in the performance of the work is due to the failure of PPA to provide the required services and facilities.

Any extension of contract time for any reason shall not involve additional cost on the part of PPA.

Office/Division:	Port Planning and Design Department (PPDD)			
Classification:	Highly Technical			
Type of Transaction:	G2B – Government to Business			
Who may avail:	Consultancy Services Providers (Consultants)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter requesting for Time Extension		Provided by the Consultant		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Submits letter of request for time extension addressed to the Assistant General Manager for Engineering (AGME). <i>Note: If in any case face-to-face transaction is not possible, submission of documentary requirements may also be done electronically.</i> <i>The request should be officially sent to the ASD's e-mail address: horecords@ppa.com.ph, for</i>	1.1 Upon receipt of the letter-request from the OAGME with instructions, the PPDD Secretary records the Consultant's request for time extension.	None	1 day	PPDD Secretary
	1.2 The PPDD Manager instructs the PPD Manager to conduct the evaluation of the request and prepare appropriate recommendation/s thereof with corresponding justification/s, if needed.	None	1 day	PPDD Manager/ Secretary
	1.3 PPD conducts the evaluation of the request for time extension,	None	12 days	PPD Manager/ Staff

transmittal to PPDD.	with complete supporting documents, and prepares appropriate recommendations/ documentations.			
	Note: Evaluation/s and recommendation/s are based on the existing Terms of Reference (TOR) and Contract.			
	1.4 PPDD prepares and forwards the results of the evaluation with Executive Brief (EB) to the AGME for his approval/ endorsement of the same to the General Manager (GM), for subsequent approval or disapproval.	None	2 days	PPDD Manager/ Secretary
	1.5 The GM approves or disapproves the request for time extension.	None	3 days	General Manager
	1.6 PPD informs the Consultant whether the request for time extension has approved or disapproved.	None	1 day	PPD Manager/ Staff
	Note: Consultant is provided with a copy of approved/disapproved request for time extension.			

	<i>If in any case face-to-face transaction is not possible, PPDD shall forward a copy of the approved/disapproved request to the ASD's e-mail address for official transmittal of the same to the Consultant.</i>			
TOTAL:		None	20 days	

2. Request for Processing of Payment/Billing of Consultant

PPA shall pay or reimburse to the Consultant for the expenditures incurred in respect of the services but subject to the ceiling amount specified in the contract.

The Consultant shall provide PPA all the supporting documents and appropriate receipts for the expenses incurred which shall not exceed the ceiling amount as stated on the contract.

Office/Division:		Port Planning and Design Department (PPDD)		
Classification:		Complex		
Type of Transaction:		G2B – Government to Business		
Who may avail:		Consultancy Services Providers (Consultants)		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter request with complete Billing Documents (1 original, 1 duplicate)		Provided by the Consultant		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Submits letter of request for processing of payment/billing addressed to the AGME, with complete supporting documents. <i>Note: If in any case face-to-face transaction is not possible, submission of documentary requirements may also be done electronically.</i> <i>The request should be officially sent to the ASD's e-mail address: horecords@ppa.com.ph, for transmittal to PPDD.</i>	1.1 Upon receipt of the letter-request from the OAGME with instructions, the PPDD Secretary records the Consultant's request for processing of payment/billing.	None	1 day	PPDD Secretary
	1.2 The PPDD Manager instructs the PPD Manager to evaluate the submitted billing documents.	None	1 day	PPDD Manager/ Secretary
	1.3 PPD evaluates the submitted billing documents with complete supporting documents.	None	3 days	PPD Manager/ Staff
	1.4 PPD forwards to the PPDD Manager the evaluated billing	None	1 day	PPD Manager/ Staff

	documents along with the Executive Brief (EB), Consultancy Brief (CB), Project Status, Budget Utilization Request (BUR), and Disbursement Voucher (DV).			
	1.5 PPDD forwards the evaluated billing documents, with pertinent supporting documents, to the AGME for his approval/ endorsement of the same to the General Manager, for subsequent approval or disapproval.	None	1 day	PPDD Manager/ Secretary
TOTAL:		None	7 days	

3. Request for Technical Assistance (External Services)

This procedure covers the provision of technical assistance on related port infrastructure projects.

Office/Division:		Port Planning and Design Department (PPDD)		
Classification:		Highly Technical		
Type of Transaction:		G2G – Government to Government		
Who may avail:		Government Agencies (e.g. LGU, DPWH, DOTr)		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter requesting for Technical Assistance		Provided by the Client		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Submits letter of request for technical assistance addressed to the AGME. <i>Note: If in any case face-to-face transaction is not possible, submission of documentary requirements may also be done electronically.</i> <i>The request should be officially sent to the ASD's e-mail address: horecords@ppa.com.ph, for transmittal to PPDD.</i>	1.1 Upon receipt of the letter-request from the OAGME with instructions, the PPDD Secretary records the Client's request for technical assistance.	None	15 mins	PPDD Secretary
	1.2 The PPDD Manager reviews the request and instructs the concerned Division Manager (PIAD, PPD or DED) to facilitate the same.	None	1 hr	PPDD Manager
	1.3 Request is forwarded to the concerned Division (PIAD, PPD or DED) for appropriate action/s. PIAD evaluates the facility requirements of the port.	None	15 mins	PPDD Secretary

	1.3.1a The PIAD Manager instructs the Technical Staff to prepare the evaluation report of the facility requirements.	None	30 mins	PIAD Manager
	1.3.1b The Technical Staff prepares the evaluation report of the facility requirements.	None	3 days	Technical Staff
	1.3.1c The PIAD Manager reviews the submitted evaluation report of the facility requirements.	None	1 hr	PIAD Manager
	1.3.1d The PIAD Manager submits the evaluation report to the PPDD Manager.	None	30 mins	PIAD Manager /Staff
	PPD facilitates the project evaluation.			
	1.3.2a The PPD Manager instructs the Technical Staff to conduct and prepare project evaluation.	None	30 mins	PPD Manager
	1.3.2b The Technical Staff conducts and prepares project evaluation.	None	3 days	Technical Staff
	1.3.2c The PPD Manager reviews and submits the project evaluation summary report to the PPDD Manager	None	1 hr	PPDD Manager

	for review/ consideration.			
	DED evaluates the design plans and prepares evaluation report.			
	1.3.3a The DED Manager reviews the request and instructs the concerned Technical Staff (Designer, Estimator, Architect and Electrical Engineer) to conduct and prepare evaluation report.	None	30 mins	DED Manager
	<ul style="list-style-type: none"> • Design/ Structural 		2 days	Civil/Structural Engineer
	<ul style="list-style-type: none"> • Architectural 		2 days	Architect
	<ul style="list-style-type: none"> • Electrical 		2 days	Electrical Engineer
	<ul style="list-style-type: none"> • Estimating 		2 days	Civil Engineer/ Estimator
	<ul style="list-style-type: none"> • Duration for the need to request/ coordinate additional data from client. 		2 days	Technical Staff/Client
	<ul style="list-style-type: none"> • Duration for the need to conduct joint site inspection. 		2 days	Technical Staff/Client
	1.3.3b The DED Manager reviews and submits the evaluation report summary to the	None	1 hr	DED Manager/ Staff

	<p>PPDD Manager for review/ consideration.</p> <p>1.4 The PPDD Manager receives the results of the evaluation from the concerned Division (PIAD, PPD or DED), and instructs to finalize the report.</p> <p>1.5 PPDD submits the evaluation report with draft reply/ memo to the AGME for consideration.</p>	<p>None</p> <p>None</p>	<p>1 hr</p> <p>1 day</p>	<p>PPDD Manager</p> <p>PPDD Manager/ Secretary</p>
2. Receives the results of the evaluation report.	<p>2. PPDD releases the results of the evaluation report.</p> <p>Note: <i>If in any case face-to-face transaction is not possible, PPDD Shall forward the results of the evaluation report to the ASD's e-mail address for official transmittal of the same to the Client.</i></p>	None	30 mins	PPDD Manager/ Staff
TOTAL:		None	20 days	

PORT PLANNING AND DESIGN DEPARTMENT (PPDD)
Internal Services

4. Request for Documents and Data

Requests from other Departments at PPA Head Office (HO) and Port Management Offices (PMOs) for documents and data, including Development Plan/Master Plan, Port Profile, and Feasibility Study, to be used for different specific purposes.

Office/Division:		Port Planning and Design Department (PPDD)			
Classification:		Complex			
Type of Transaction:		G2G – Government to Government			
Who may avail:		Other Departments at PPA Head Office, Port Management Offices			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
1. Accomplished Request for Copy of Records Form			PPDD		
2. Memo requesting for documents and data			Provided by the HO Department or PMO		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible	
1. Submits accomplished request for copy of records form or memo/request for documents and data. <i>Note: If in any case face-to-face transaction is not possible, submission of documentary requirements may also be done electronically.</i> <i>The request should be officially sent to the ASD's e-mail address: horecords@ppa.com.ph, for transmittal to PPDD.</i>	1.1 The PPDD Secretary records receipt of the request for documents/data.	None	1 day	PPDD Secretary	
	1.2 The PPDD Manager evaluates the request and instructs the concerned Division Manager/s (PIAD, PPD or DED) to facilitate the request.	None	1 day	PPDD Manager/Secretary	
	1.3 The PIAD, PPD or DED Manager prepares the requested documents/data and a memorandum transmitting the same to the requesting party and submits it to	None	3 days	PPD, PIAD or DED Manager/Staff	

	the PPDD Manager for review/approval.			
	1.4 The PPDD Manager signs the memorandum/ communication letter.	None	1 day	PPDD Manager
2. Receives requested documents/ data.	<p>2. PPDD forwards the requested documents/data to the requesting party.</p> <p>Note: <i>If in any case face-to-face transaction is not possible, PPDD shall forward the requested documents/data to the ASD's e-mail address for official transmittal of the same to the requesting party.</i></p>	None	1 day	PPDD Secretary
TOTAL:		None	7 days	

5. Request of PMOs for Evaluation of POW (Locally Funded Projects)

Port Management Offices (PMOs) submit Program of Work (POW) of Proposed Locally Funded Projects for approval and funding of the Assistant General Manager for Engineering (AGME).

Port Planning and Design Department prepares recommendation/s for AGME's approval/disapproval based on the result/s of the evaluation of the submitted POWs.

Office/Division:	Port Planning and Design Department (PPDD)				
Classification:	Highly Technical				
Type of Transaction:	G2G – Government to Government				
Who may avail:	Port Management Offices (PMOs)				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
1. Memo requesting for Evaluation of POW			Provided by the PMO		
2. Project Evaluation Checklist			Project Identification and Appraisal Division		
3. Summary of Facility Requirements			Project Identification and Appraisal Division		
4. Summary of Past and Present Historical Port Traffic Template			Project Identification and Appraisal Division		
5. Port Traffic Projection Template			Project Identification and Appraisal Division		
6. Project Evaluation Report Form			Project Preparation Division		
7. Checklist in preparation of POW			Detailed Engineering Division		
8. Project Feature			Detailed Engineering Division		
9. Individual Project Program of Work			Detailed Engineering Division		
10. Breakdown of Estimated Expenditures			Detailed Engineering Division		
11. Approved Budget for the Contract			Detailed Engineering Division		
12. Bill of Quantities			Detailed Engineering Division		
13. Construction Schedule and Cash-Flow			Detailed Engineering Division		
14. Detailed Cost Estimates			Detailed Engineering Division		
15. Labour Rates and Equipment using the latest edition of ACEL.			Detailed Engineering Division		
16. Unit Price of Materials			Detailed Engineering Division		
17. Summary of Canvassed Price of Materials			Detailed Engineering Division		
18. Summary of Construction Materials			Detailed Engineering Division		
19. Design Calculation			Detailed Engineering Division		
Client Steps	Agency Action		Fees to be paid	Processing Time	Person Responsible
1. Submits POW for evaluation, with complete	1.1 Upon receipt of the letter-request from the OAGME with		None	5 mins	PPDD Secretary

<p>supporting documents, for the approval and funding of the AGME.</p> <p>Note: <i>If in any case face-to-face transaction is not possible, submission of documentary requirements may also be done electronically.</i></p> <p><i>The request should be officially sent to the ASD's e-mail address: horecords@ppa.com.ph, for transmittal to PPDD.</i></p>		instructions, the PPDD Secretary records the submitted POW with complete supporting documents.			
	1.2	The PPDD Manager forwards the POW to different divisions (PIAD, PPD and DED) depending on the status of the submitted POW.	None	10 mins (1.2 & 1.3)	PPDD Manager/ Secretary
		Note: <i>PPDD identifies if the submitted project proposal is included in the MTPIP.</i>			
	1.3	If the submitted proposed project is not included in the MTPIP, POW will be forwarded to PIAD and PPD.	None		PPDD Manager/ Secretary
		Note: <i>POW is forwarded to PIAD.</i>			
	1.3.1	The PIAD Secretary then receives/logs the submitted POW and supporting documents.	None	30 mins	PIAD Secretary
	1.3.2	The PIAD Manager instructs the assigned Section Chief to facilitate the review, assessment and validation of the	None	30 mins	PIAD Manager

	proposed project necessity.			
	Note: PIAD identifies if the proposed project is already evaluated by the Head Office.			
	1.3.3 If the proposed project is already evaluated by the Head Office, then the Section Chief assigns the Technical Staff to review, assess and validate the necessity of the proposed project.	None	30 mins	Section Chief (Principal Engineer A)
	1.3.3a The Technical Staff validates the necessity of the proposed project based on the following documents submitted by the PMO and the prepared Head Office evaluation: <ul style="list-style-type: none"> Assessment of existing port facilities. Analysis of the past and present port traffic analysis, including berth occupancy rate, and traffic forecast. Calculation of actual facility requirements. 	None	1 day	Technical Staff with the Section Chief Section Chiefs, Principal Engineer C/Supervising Engineer A, Principal Port Draftsman, Financial Planning Analyst, and Assistant Port Engineers
	1.3.3b The Technical Staff presents and discusses the final	None	2 hrs	Technical Staff with the Section Chief

	<p>result of the review, assessment and validation of the necessity of the proposed project with the assigned Section Chief.</p> <p>Note: The PIAD identifies if the proposed project is necessary or not based on PIAD review, assessment and validation.</p>			<p>Section Chiefs, Principal Engineer C/Supervising Engineer A, Principal Port Draftsman, Financial Planning Analyst, and Assistant Port Engineers</p>
1.3.3.1	<p>If the proposed project is necessary based on the result, the PIAD Manager reviews the final report of the reviewed, assessed and validated proposed project to be referred to PPD for re-validation.</p>	None	2 hrs	PIAD Manager
1.3.3.2	<p>If the proposed project is not necessary based on PIAD review, assessment and validation, the Technical Staff discusses with the</p>	None	2 hrs	<p>Technical Staff with the Section Chief</p> <p>Section Chiefs, Principal Engineer C/Supervising Engineer A, Principal Port Draftsman, Financial</p>

	assigned Section Chief the preparation of draft memo with attached documents and justifications to return the POW to PMO.			Planning Analyst, and Assistant Port Engineers
	1.3.3.2a The PIAD Manager reviews the draft memo, supporting documents/ justifications.	None	30 mins	PIAD Manager
	1.3.4 If the proposed project is not yet evaluated by the Head Office, the PIAD Secretary receives/logs the submitted POW and supporting documents.	None	30 mins	PIAD Secretary
	1.3.4a The PIAD Manager instructs the Section Chief for the review and evaluation of the submitted POW.	None	30 mins	PIAD Manager
	1.3.4b The Section Chief instructs the Technical Staff to evaluate the proposed project.	None	30 mins	Section Chief (Principal Engineer A)
	1.3.4c The Technical Staff evaluates the necessity of the proposed project	None	2 days	

	<p>through project evaluation.</p> <p>The following steps will be used in evaluating the necessity of the proposed project:</p> <ul style="list-style-type: none"> • Assessment of the existing port facilities. • Analysis of past and present port traffic, including berth occupancy rate, and undertake traffic forecast. • Calculation of actual facility requirements. 			<p>Principal Port Draftsman</p> <p>Financial Planning Analyst</p> <p>Principal Engineer C/ Supervising Engineer A and Assistant Port Engineers</p>
1.3.4.1	<p>If the proposed project is necessary, based on PIAD Evaluation, the Technical Staff discusses with Section Chief the recommendation of the proposed project.</p>	None	2 hrs	<p>Technical Staff with the Section Chief</p> <p>Section Chiefs, Principal Engineer C/Supervising Engineer A, Principal Port Draftsman, Financial Planning Analyst, and Assistant Port Engineers</p>
1.3.4.1a	<p>The PIAD Manager reviews the recommended proposed project to be referred to PPD</p>	None	1 hr	PIAD Manager

	for further evaluation.			
	1.3.4.2 If the proposed project is not necessary based on PIAD Evaluation, the Technical Staff discusses with Section Chief the preparation of draft memo, including the complete evaluation and other supporting documents, returning the POW to PMO.	None	2 hrs	Technical Staff with the Section Chief Section Chiefs, Principal Engineer C/Supervising Engineer A, Principal Port Draftsman, Financial Planning Analyst, and Assistant Port Engineers
	1.3.4.2a The PIAD Manager reviews the draft memo returning the POW to PMO.	None	1 hr	PIAD Manager
	1.4 The PPD Secretary receives/ logs the submitted POW and supporting documents.	None	30 mins	PPD Secretary
	1.4.1 The PPD Manager instructs the Section Chief to evaluate/validate the proposed project.	None	1 hr	PPD Manager

	1.4.2	The Section Chief assigns the Technical Staff to review, evaluate and validate the proposed project if in accordance with the Master Plan.	None	30 mins	Section Chief (Principal Engineer A)
	1.4.3	<p>The Technical Staff reviews, evaluates, validates the proposed projects based on the following port development parameters:</p> <ul style="list-style-type: none"> • Orientation, scale, character, direction and location of the proposed development project in relation to the Master Plan of the subject port. • Proposed development configuration if within the scope of the development plan and aligned with the Master Plan of the port. 	None	2 days	<p>Technical Staff</p> <p>Principal Port Draftsman</p> <p>Principal Engineer C/ Supervising Engineer A</p>
	1.4.4	The Technical Staff presents and discusses the final result of the review,	None	2 hrs	Technical Staff with Section Chief

	<p>evaluation and validation of the submitted project proposal with the Section Chief. (Presentation of Project Evaluation Report Form)</p> <p>Note: PPD identifies if the proposed project is in accordance with the Master Plan.</p>			
	<p>1.4.5 If the proposed project is in accordance with the Master Plan, the PPD Manager reviews the final report/result of the reviewed, evaluated and validated proposed project to be referred to DED for POW evaluation.</p>	None	30 mins	PPD Manager
	<p>1.4.6 If the proposed project is not in accordance with the Master Plan, the Technical Staff discusses with the Section Chief for the preparation of draft memo with attached supporting documents/justifications and/or recommended/revised suggested plans to return</p>	None	30 mins	Technical Staff with Section Chief

	the POW to PMO.			
	1.4.6a The PPD Manager reviews the draft memo, supporting documents/justifications, suggestions and recommendations of the PPD.	None	30 mins	PPD Manager
	1.5 If the submitted proposed project is in accordance with the Master Plan, forward to DED, and the DED Secretary receives/logs the submitted POW and supporting documents.	None	30 mins	DED Secretary
	1.5.1 The DED Manager instructs the Technical Staff to study the POW, and after that review and evaluate it through log and route of the Secretary.	None	30 mins	DED Manager
	1.5.2 The DED Secretary to log/route POW to Technical Staff based on handwritten instructions from the DED Manager.	None	5 mins	DED Secretary
	1.5.3 The Technical Staff (Design,	None		Technical Staff

	<p>Estimate, Architect and Electrical) submits the evaluation reports. POW returns to the DED Manager with evaluation reports from the Technical Staff.</p> <ul style="list-style-type: none"> • The Structural Engineer/ Principal Engineer reviews and evaluates the design and detail drawings of the submitted POW (including related documents). • The Estimating Engineer/ Principal Engineer reviews and evaluates the Quantity take off and Detailed Cost Estimates of the submitted POW (including related documents). • The Architect/ Principal Architect reviews and evaluates the architectural designs and 		<p>3 days</p> <p>3 days</p> <p>3 days</p>	<p>Structural Engineer/ Principal Engineer</p> <p>Estimating Engineer/ Principal Engineer</p> <p>Architect/ Principal Architect</p>
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	<p>drawings as needed.</p> <ul style="list-style-type: none"> The Electrical Engineer/ Principal Engineer reviews and evaluates electrical plans and drawings as needed. 		3 days	Electrical Engineer/ Principal Engineer
1.5.4	<p>The DED Manager returns POW to PPDD Manager with attached memo for signature.</p> <p>Note: DED identifies if the POW is in order.</p>	None	30 mins	DED Manager
1.5.5	<p>If POW found to be in order (No Findings), the DED Manager submits memo to be signed by the PPDD Manager endorsing the POW to AGME for funding.</p>	None	30 mins	DED Manager
1.5.5a	<p>The PPDD Manager reviews and signs the memo attached to POW.</p>	None	5 mins	PPDD Manager
1.5.6	<p>If POW found not to be in order or have findings (have one or more findings), the DED Manager submits memo to be signed by PPDD Manager returning the said</p>	None	30 mins	DED Manager

	<p>POW to PMO for revision based on the attached evaluation reports.</p> <p>1.5.6a The PPDD Manager reviews and signs the memo attached to POW.</p> <p>Note: PPDD forwards to OAGME the signed memo for AGME's approval and signature.</p>	None	5 mins	PPDD Manager
TOTAL:		None	20 days	

6. Request of PMOs for Funds on ECC Application

Port Management Offices (PMOs) submit Program of Work (POW) for Environmental Compliance Certificate (ECC) Application for approval and funding of the Assistant General Manager for Engineering (AGME).

Port Planning and Design Department prepares recommendation/s for AGME's approval/disapproval based on the result/s of the evaluation of the submitted POWs.

Office/Division:		Port Planning and Design Department (PPDD)			
Classification:		Complex			
Type of Transaction:		G2G – Government to Government			
Who may avail:		Port Management Offices (PMOs)			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
1. Memo requesting for Evaluation of POW			Provided by the PMO		
2. Project Feature (including Scope of Work, Cost and Duration)			Detailed Engineering Division		
3. Individual Project Program of Work			Detailed Engineering Division		
4. Detailed Cost Estimates			Detailed Engineering Division		
5. Summary of Cost Derivation			Detailed Engineering Division		
6. Construction Schedule and Cash-Flow			Detailed Engineering Division		
7. Canvass of Items and Activities for ECC			Detailed Engineering Division		
8. Terms of Reference (if needed)			Project Preparation Division		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible	
1. Submits POW for ECC application, with complete supporting documents, for the approval and funding of the AGME. <i>Note: If in any case face-to-face transaction is not possible, submission of documentary requirements may also be done electronically.</i>	1.1 The PPPD Secretary records receipt of the submitted POW with complete supporting documents.	None	5 mins	PPDD Secretary	
	1.2 The PPDD Manager instructs the PPD Manager to evaluate the POW for ECC application.	None	30 mins	PPDD Manager/ Secretary	
	1.3 The PPD Manager instructs the Section Chief to undertake appropriate action/s.	None	30 mins	PPD Manager	

<p>The request should be officially sent to the ASD's e-mail address: shorerecords@ppa.com.ph, for transmittal to PPDD.</p>	<p>1.4 The Section Chief assigns the PPD Staff to evaluate the POW.</p>	None	30 mins	Section Chief
	<p>1.5 The PPD Staff undertakes the following:</p> <ul style="list-style-type: none"> a. Evaluates the POW with complete supporting documents covering the amount of funds necessary for ECC application; and b. Prepares appropriate action papers for review and approval of the PPDD Manager. <p>Note: If POW is not in order, it will be returned to PMO for revision and the PPD Staff prepares memo to PMO returning said POW (Processing Time ends upon release of memo to PMO).</p>	None	3 days	PPD Staff
	<p>1.6 The PPD Staff discusses with the Section Chief the recommended action and drafts a memorandum to the AGME for approval and funding (or memo returning the POW to PMO for revision).</p>	None	2 hrs	Section Chief with PPD Staff

	1.7 The PPD Manager reviews the draft memorandum.	None	30 mins	PPD Manager
	1.8 The PPDD Manager reviews and instructs to finalize the memorandum.	None	30 mins	PPDD Manager
	Note: PPDD forwards to OAGME the signed memo for AGME's approval and signature.			
TOTAL:		None	3 days, 4 hrs. 35 mins	

7. Request for Technical Assistance (Internal Services)

Provide technical assistance to other Departments at PPA Head Office (HO) and Port Management Offices (PMOs) for Programmed Projects included in the Medium-Term Public Investment Program (MTPIP) or Annual Procurement Plan (APP).

Office/Division:		Port Planning and Design Department (PPDD)		
Classification:		Highly Technical		
Type of Transaction:		G2G – Government to Government		
Who may avail:		Other Departments at PPA Head Office, Port Management Offices		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Memo requesting for Technical Assistance		Provided by the HO Department or PMO		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Submits memo/request for technical assistance addressed to the AGME.	1.1 Upon receipt of the memo/request from the OAGME with instructions, the PPDD Secretary records the Client's request for technical assistance.	None	15 mins	PPDD Secretary
Note: If in any case face-to-face transaction is not possible, submission of documentary requirements may also be done electronically. The request should be officially sent to the ASD's e-mail address: horecords@ppa.com.ph , for transmittal to PPDD.	1.2 The PPDD Manager reviews the request and instructs the concerned Division Manager (PIAD, PPD or DED) to facilitate the same.	None	1 hr	PPDD Manager
	1.3 Request is forwarded to the concerned Division (PIAD, PPD or DED) for appropriate action/s. PIAD evaluates the facility requirements of the port.	None	15 mins	PPDD Secretary

	1.3.1a The PIAD Manager instructs the Technical Staff to prepare the evaluation report of the facility requirements.	None	30 mins	PIAD Manager
	1.3.1b The Technical Staff prepares the evaluation report of the facility requirements.	None	3 days	Technical Staff
	1.3.1c The PIAD Manager reviews the submitted evaluation report of the facility requirements.	None	1 hr	PIAD Manager
	1.3.1d The PIAD Manager submits the evaluation report to the PPDD Manager.	None	30 mins	PIAD Manager /Staff
	PPD facilitates the project evaluation.			
	1.3.2a The PPD Manager instructs the Technical Staff to conduct and prepare project evaluation.	None	30 mins	PPD Manager
	1.3.2b The Technical Staff to conduct and prepare project evaluation.	None	3 days	Technical Staff
	1.3.2c The PPD Manager reviews and submits the project evaluation summary report to	None	1 hr	PPDD Manager

	the PPDD Manager for review/ consideration.			
	DED evaluates the design plans and prepares evaluation report.			
	1.3.3a The DED Manager reviews the request and instructs the concerned Technical Staff (Designer, Estimator, Architect and Electrical Engineer) to conduct and prepare evaluation report.	None	30 mins	DED Manager
	<ul style="list-style-type: none"> • Design/ Structural 		2 days	Civil/Structural Engineer
	<ul style="list-style-type: none"> • Architectural 		2 days	Architect
	<ul style="list-style-type: none"> • Electrical 		2 days	Electrical Engineer
	<ul style="list-style-type: none"> • Estimating 		2 days	Civil Engineer/ Estimator
	<ul style="list-style-type: none"> • Duration for the need to request/ coordinate additional data from client. 		2 days	Technical Staff/Client
	<ul style="list-style-type: none"> • Duration for the need to conduct joint site inspection. 		2 days	Technical Staff/Client
	1.3.3c The DED Manager reviews and submits the evaluation report	None	1 hr	DED Manager/ Staff

	summary to the PPDD Manager for review/ consideration.			
	1.4 The PPDD Manager receives the results of the evaluation from the concerned Division (PIAD, PPD or DED), and instructs to finalize the report.	None	1 hr	PPDD Manager
	1.5 PPDD submits the evaluation report with draft reply/ memo to the AGME for consideration.	None	1 day	PPDD Manager/ Secretary
2. Receives the results of the evaluation report.	2. PPDD releases the results of the evaluation report. Note: <i>If in any case face-to-face transaction is not possible, PPDD Shall forward the results of the evaluation report to the ASD's e-mail address for official transmittal of the same to the Client.</i>	None	30 mins	PPDD Manager/ Staff
TOTAL:		None	20 days	

CONTROLLERSHIP DEPARTMENT (CD)
External Services

1. Processing of Disbursement Vouchers for Payment of Claims

Office/Division:	Controllership Department/Accounting Division
Classification:	Complex
Type of Transaction:	G2B – Government to Business G2G – Government to Government
Who may avail:	Supplier of Goods and Services of PPA
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
A. Services and Utilities	
1. Budget Utilization Request (BUR)	Administrative Services Department
2. Disbursement Voucher (DV)	Administrative Services Department
3. Purchase Requisition	Administrative Services Department
4. Billing Statement	Supplier
5. Certification on the Correctness of amount to be paid	Administrative Services Department or Info. and Communication Technology Dept.
B. Outsourced Personnel and General Support Services	
1. Budget Utilization Request (BUR)	Administrative Services Department
2. Disbursement Voucher (DV)	Administrative Services Department
3. Purchase Requisition	Administrative Services Department
4. Contract	Bids and Awards Committee
5. Statement of Account	Supplier
6. Notice to Proceed (<i>1st billing</i>)	Bid and Awards Committee
7. Performance Bond (<i>1st billing</i>)	Supplier
8. Notice of Award (<i>1st billing</i>)	Bids and Awards Committee
9. BAC Resolution declaring lowest calculated and responsive bid (<i>1st billing</i>)	Bids and Awards Committee
10. Abstract of Bids (<i>1st billing</i>)	Bids and Awards Committee
11. Daily Time Record of personnel	Supplier
12. Payroll Register	Supplier
C. Purchase of Supplies, Materials and Equipment	
1. Budget Utilization Request (BUR)	Administrative Services Department
2. Disbursement Voucher (DV)	Administrative Services Department

3. Purchase Request		Administrative Services Department		
4. Purchase Order		Administrative Services Department		
5. Request for Quotation		Administrative Services Department		
6. Abstract of Canvass		Administrative Services Department		
7. Delivery Receipt/Invoice Receipt		Supplier		
8. Charge Invoice/Billing Statement		Supplier		
9. Store Requisition Slip (SRS) for Supplies and Property Acknowledgement Receipt for equipment		Administrative Services Department		
10. Other additional requirements as needed				
D. Payment of Honoraria, Per Diems and Allowances				
1. Office Order		Human Resource Management Dept./PPA Training Institute/Resource Person		
2. Purchase Request		Human Resource Management Dept./PPA Training Institute		
3. Coordinator's report on lecturer's schedule		Human Resource Management Dept./PPA Training Institute		
4. Course Syllabus/Program of Lectures		Human Resource Management Dept./PPA Training Institute		
5. Duly approved DTR in case of claims by the coordinator and facilitators		Human Resource Management Dept./PPA Training Institute		
D.2 Board of Directors				
1. Appointment/designation as member of the Board		Office of the General Manager/Office of the Corporate Board Secretary		
2. Minutes of meeting and Attendance Sheet as certified by the Board Secretary		Office of the Corporate Board Secretary		
3. Official Receipts (<i>for reimbursement of representation expenses</i>)		Board of Director Concerned		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Submits the complete required documents	1.1 Receives the documents and records it to the logbook. Then, forwards the DV and supporting documents to the Supervising Fiscal	None	3 mins	Controllership Department Secretary

	Examiner for pre-audit.			
	1.2 Evaluates the completeness of documents and accuracy of amount requested for cash advance. If found to be complete and correct, forwards said documents to the Sr. Corporate Accounts Analyst	None	5 mins	PPA Supervising Fiscal Examiner
	1.3 Prepares the Journal Entry Sheet (JES) and validates the AP Invoice in the oracle system	None	5 mins	Sr. Corporate Accounts Analyst
	1.4 Post the transaction in the oracle system	None	5 mins	Sr. Corporate Accountant/ Corp. Finance Services Chief
	1.5 Certifies and approves the Disbursement Voucher	None	1 day	
	<ul style="list-style-type: none"> Up to P0.500M 			Accounting Division Manager and CD Department Manager
	<ul style="list-style-type: none"> Up to P2.00M 			CD Department Manager and AGM-FLA/GM

	<ul style="list-style-type: none"> Over P2.00M 			AGM Concerned and GM
	1.6 Forwards the approved DV and supporting documents to the Treasury Dept. for check preparation	None	3 mins	Controllership Department Secretary
TOTAL:		None	1 day and 21 mins	

2. Processing of Disbursement Vouchers for Payment to Contractors

Office/Division:	Controllership Department/Accounting Division	
Classification:	Complex	
Type of Transaction:	G2B – Government to Business	
Who may avail:	Contractors of PPA Projects	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Budget Utilization Request (BUR)		Administrative Services Department
2. Disbursement Voucher (DV)		Administrative Services Department
Release of 10% Retention Money		
3. Contractor’s request of release of 10% retention money		Contractor
4. Summary of the deduction of 10% retention		Respective Responsibility Centers (RCs)
5. Photocopy of approved monthly Certificate of Payment/s		Respective Responsibility Centers (RCs)
6. Surety Bond and its validity		Contractor
7. Performance bond and its validity		Contractor
Progress billing (1st)		
3. Letter request for progress payment		Contractor
4. Contractor’s notarized Affidavit on payment of labors and materials		Contractor
5. Monthly Certificate of Payment and Progress Billing		Respective Responsibility Centers (RCs)
6. Statement of time elapsed and slippage computation		Respective Responsibility Centers (RCs)
7. Statement of Work Accomplished (verified and certified by the Agency’s Authorized Engineer)		Respective Responsibility Centers (RCs)
8. Progress colored pictures before, during and after construction of items of work especially the embedded items		Respective Responsibility Centers (RCs)
9. Copy of Contract Agreement		Respective Responsibility Centers (RCs)
10. Copy of Performance bond and its validity		Contractor
11. Copy of Surety bond and its validity		Contractor
12. Contractor’s All Risk Insurance		Contractor
Progress billing (succeeding)		

3. Letter request for progress payment	Contractor
4. Contractor's notarized Affidavit on payment of labors and materials	Contractor
5. Monthly Certificate of Payment and Progress Billing	Respective Responsibility Centers (RCs)
6. Previous Monthly Certificate of Payment/s and Progress billing/s	Respective Responsibility Centers (RCs)
7. Statement of time elapsed and slippage computation	Respective Responsibility Centers (RCs)
8. Statement of Work Accomplished (verified and certified by the Agency's Authorized Engineer)	Respective Responsibility Centers (RCs)
9. Progress colored pictures before, during and after construction of items of work especially the embedded items	Respective Responsibility Centers (RCs)
10. Copy of Contract Agreement	Respective Responsibility Centers (RCs)
11. Copy of Performance bond and its validity	Contractor
12. Copy of Surety bond and its validity	Contractor
13. Contractor's All Risk Insurance	Contractor
Final Billing	
3. Letter request for Final progress payment	Contractor
4. Contractor's notarized Affidavit on payment of labors and materials	Contractor
5. Final Certificate of Payment and Final Progress Billing	Respective Responsibility Centers (RCs)
6. Certificate of Completion and Acceptance	Respective Responsibility Centers (RCs)
7. Previous Monthly Certificate of Payment/s and Progress billing/s	Respective Responsibility Centers (RCs)
8. Statement of time elapsed and slippage computation	Respective Responsibility Centers (RCs)
9. Statement of Work Accomplished (verified and certified by the Agency's Authorized Engineer)	Respective Responsibility Centers (RCs)
10. Approved Final Recapitulation, if any	Respective Responsibility Centers (RCs)
11. Photos of the completed project	Respective Responsibility Centers (RCs)
12. Certificate of Final Report and Inspection	Respective Responsibility Centers (RCs)
13. Warranty / Surety Bond	Contractor

Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Submits the complete required documents	1.1 Receives the documents and records it to the logbook. Then, forwards the DV and supporting documents to the Supervising Fiscal Examiner for pre-audit.	None	3 mins	Controllership Department Secretary
	1.2 Evaluates the completeness of documents and accuracy of amount requested for cash advance. If found to be complete and correct, forwards said documents to the Sr. Corporate Accounts Analyst.	None	2-3 days (for 1st billing); 1 day (for succeeding billings)	PPA Supervising Fiscal Examiner
	1.3 Prepares the Journal Entry Sheet (JES) and validates the AP Invoice in the oracle system	None	30 mins	Sr. Corporate Accounts Analyst
	1.4 Post the transaction in the oracle system	None	15 mins	Sr. Corporate Accountant/ Corp. Finance Services Chief
	1.5 Certifies and approves the Disbursement Voucher <ul style="list-style-type: none"> Up to P0.500M 	None	1-2 days	Accounting Division Manager and CD Department Manager

	<ul style="list-style-type: none"> ▪ Up to P2.00M ▪ Over P2.00M 			<p>CD Department Manager and AGM-FLA/GM</p> <p>AGM Concerned and GM</p>
	1.6 Forwards the approved DV and supporting documents to the Treasury Dept. for check preparation	None	3 mins	Controllership Department Secretary
TOTAL:		None	5 days and 51 mins	

CONTROLLERSHIP DEPARTMENT (CD)
Internal Services

3. Processing of Disbursement Vouchers for the Request of Cash Advance

Office/Division:	Controllership Department/Accounting Division
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	PPA Officials and Employees
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
A. Local Travel	
Budget Utilization Request (BUR)	Respective Responsibility Centers (RCs)
Disbursement Voucher (DV) – <i>Prepayment Invoice</i>	Respective Responsibility Centers (RCs)
Office Order/Travel Order approved in accordance with Section 3 of EO No. 298	Respective Responsibility Centers (RCs)
Duly approved itinerary of travel	Respective Responsibility Centers (RCs)
Certification from the accountant that the previous cash advance has been liquidated and accounted for in the books	Accounting Division, Controllership Department
B. Foreign Travel	
Budget Utilization Request (BUR)	Respective Responsibility Centers (RCs)
Disbursement Voucher (DV)	Respective Responsibility Centers (RCs)
Office Order/Travel Order approved in accordance with the provisions of Sections 1 and 2 of EO No. 459 dated September 1, 2005	Department of Transportation/Office of the President
Duly approved itinerary of travel	Respective Responsibility Centers (RCs)
Letter of invitation of host/sponsoring country/agency/organization	Host/sponsoring country/agency/organization
For plane fare quotations of three travel agencies or its equivalent	Travel agencies
Flight itinerary issued by the airline/ticketing office/travel agency	Travel agency
Copy of the United Nations Development Programme (UNDP) rate for the daily subsistence allowance (DSA) for the country of destination for the computation of DSA to be claimed	UNDP website

Document to show the dollar to peso exchange rate at the date of grant of cash advance		BSP Exchange Rate Bulletin		
Where applicable, authority from the OP to claim representation expenses		Office of the President		
In case of seminars/trainings (1) Invitation addressed to the agency inviting the participants (issued by the foreign country) (2) Acceptance of the nominees as participants (issues by the foreign country) (3) Programme Agenda and Logistics Information		Host/sponsoring country/agency/organization		
Certification from the accountant that the previous cash advance has been liquidated and accounted for in the books		Corporate Accounts Section, Controllership Dept.		
C. Other Cash Advances - Field/Activity Current Operating Expenses (COE)				
Budget Utilization Request (BUR)		Respective Responsibility Centers (RCs)		
Disbursement Voucher (DV)		Respective Responsibility Centers (RCs)		
Special Order as SDO		Human Resource Management Dept.		
Approved Budget for COE of the agency field office or agency activity in the field		Budget Section, Controllership Department		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Submits the complete required documents	1.1 Receives the documents and records it to the logbook. Then, forwards the DV and supporting documents to the Supervising Fiscal Examiner for pre-audit.	None	3 mins	Controllership Department Secretary
	1.2 Evaluates the completeness of documents and accuracy of amount requested for cash advance. If found to be complete and correct, forwards said documents to the Sr. Corporate Accounts Analyst	None	5 mins	PPA Supervising Fiscal Examiner

	1.3 Prepares the Journal Entry Sheet (JES) and validates the AP Invoice in the oracle system	None	5 mins	Sr. Corporate Accounts Analyst
	1.4 Post the transaction in the oracle system	None	4 mins	Sr. Corporate Accountant/Corp. Finance Services Chief
	1.5 Certifies and approves the Disbursement Voucher	None	10 mins	Division Manager and Department Manager
	1.6 Forwards the approved DV and supporting documents to the Treasury Dept. for check preparation	None	3 mins	Controllership Department Secretary
TOTAL:		None	30 mins	

4. Processing of Disbursement Vouchers for Reimbursement of Claims

Office/Division:	Controllership Department/Accounting Division	
Classification:	Simple	
Type of Transaction:	G2G – Government to Government	
Who may avail:	Authorized PPA Officials and Employees	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
A. Gasoline		
Budget Utilization Request (BUR)		Respective Responsibility Centers (RCs)
Disbursement Voucher (DV)		Respective Responsibility Centers (RCs)
Purchase Requisition		Respective Responsibility Centers (RCs)
Billing Statement/Delivery Receipt/Official Receipt		Supplier
Report of Official Travels/Vehicle Trip Ticket		Administrative Services Department
B. Purchase of Supplies, Materials and Equipment		
Budget Utilization Request (BUR)		Respective Responsibility Centers (RCs)
Disbursement Voucher (DV)		Respective Responsibility Centers (RCs)
Purchase Request		Respective Responsibility Centers (RCs)
Purchase Order		Respective Responsibility Centers (RCs)
BAC Resolution		Bid and Awards Committee
Inspection and Acceptance Report		Respective Responsibility Centers (RCs)
Billing Statement/Delivery Receipt/Invoice Receipt		Supplier
Abstract of Canvass/Price Quotation		Supplier
Store Requisition Slip for Supplies/Property Acknowledgement Receipt for Equipment		Administrative Services Department
Certification of Unavailability of Item		Administrative Services Department
Other additional documents as needed		
C. Repair of Motor Vehicles and Equipment		
Budget Utilization Request (BUR)		Administrative Services Department

Disbursement Voucher (DV)	Administrative Services Department
Purchase Request	Administrative Services Department
Request for Pre-Inspection	Administrative Services Department
Waste Materials Report	Administrative Services Department
Request for Quotation	Administrative Services Department
Abstract of Canvass	Supplier
Charge Invoice/Billing Statement	Supplier
Inspection and Acceptance Report	Administrative Services Department
Certification on the Emergency Purchase	Administrative Services Department
D. Travel Allowances	
Budget Utilization Request (BUR)	Respective Responsibility Centers (RCs)
Disbursement Voucher (DV)	Respective Responsibility Centers (RCs)
D.1 Local Travel	
Liquidation Report (if previously issued a cash advance)	Respective Responsibility Centers (RCs)
Office Order/Travel Order approved in accordance with Section 3 of EO No. 298	Respective Responsibility Centers (RCs)
Actual Itinerary of Travel	Respective Responsibility Centers (RCs)
Certificate of Travel Completed	Respective Responsibility Centers (RCs)
Certificate of Appearance/Attendance	Office or Port of Destination/Host/Sponsoring Agency
Certificate of expenses not requiring receipts or Official Receipt	Respective Responsibility Centers (RCs)
Paper/electronic plane, boat or bus tickets, boarding pass, terminal fee	Airline Company, Bus Company, Shipping Company
Official Receipt (OR) in case of refund of excess cash advance	Treasury Department
Revised or supplemental Office Order or any proof supporting the change of schedule	Respective Responsibility Centers (RCs)
Revised itinerary of Travel if the previous approved itinerary was not followed	Respective Responsibility Centers (RCs)
Other additional documents as needed	
D.2 Foreign Travel	
Liquidation Report (if previously issued a cash advance)	Respective Responsibility Centers (RCs)
Office Order/Travel Order approved in accordance with the provisions of Sections I	Respective Responsibility Centers (RCs)

and 2 of EO No. 459 dated September 1, 2005				
Actual Itinerary of Travel		Respective Responsibility Centers (RCs)		
Certificate of Travel Completed		Respective Responsibility Centers (RCs)		
Passport/Visa (Photocopy)		Employee Concerned		
Certificate of Appearance/Attendance		Host/Sponsoring Agency		
UNDP Rate (DSA)		UNDP website		
Document to show the dollar to peso exchange rate at the date of grant of cash advance		BSP Exchange Rate Bulletin		
Paper/electronic plane, boat or bus tickets, boarding pass, terminal fee		Airline Company, Bus Company, Shipping Company		
Official Receipt (OR) in case of refund of excess cash advance		Treasury Department		
Narrative report on trip undertaken/Report on Participation		Employee Concerned		
Revised itinerary of Travel, if applicable		Respective Responsibility Centers (RCs)		
Other additional documents as needed				
E. Payment of Honoraria to Government Personnel involved in Government Procurement				
Budget Utilization Request (BUR)		Respective Responsibility Centers (RCs)		
Disbursement Voucher (DV)		Respective Responsibility Centers (RCs)		
Office Order creating and designating the BAC composition and authorizing the members to collect honoraria		Bids and Awards Committee		
Minutes of BAC Meeting		Bids and Awards Committee		
Notice of award to the winning bidder of procurement activity being claimed		Bids and Awards Committee		
Certification that the procurement involves competitive bidding		Bids and Awards Committee		
Attendance Sheet listing names of attendees to the BAC meeting		Bids and Awards Committee		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Submits the complete required documents	1.1 Receives the documents and records it to the logbook. Then, forwards the DV and supporting	None	3 mins	Controllership Department Secretary

	documents to the Supervising Fiscal Examiner for pre-audit.			
	1.2 Evaluates the completeness of documents and accuracy of amount requested for cash advance. If found to be complete and correct, forwards said documents to the Sr. Corporate Accounts Analyst	None	5 mins	PPA Supervising Fiscal Examiner
	1.3 Prepares the Journal Entry Sheet (JES) and validates the AP Invoice in the oracle system	None	5 mins	Sr. Corporate Accounts Analyst
	1.4 Post the transaction in the oracle system	None	5 mins	Sr. Corporate Accountant/Corp. Finance Services Chief
	1.5 Certifies and approves the Disbursement Voucher <ul style="list-style-type: none"> ▪ Up to P0.500M ▪ Up to P2.00M ▪ Over P2.00M 	None	1 day	Accounting Division Manager and CD Department Manager CD Department Manager and AGM-FLA/GM AGM Concerned and GM

	1.6 Forwards the approved DV and supporting documents to the Treasury Dept. for check preparation	None	3 mins	Controllership Department Secretary
TOTAL:		None	1 day, 21 mins	

TREASURY DEPARTMENT (TD)
External Services

1. Application for Centralized Revolving Fund

To respond to the port client's request to centralize their payment for all their shipments transactions PPA-wide to facilitate the clearance of cargoes and vessel and to avoid incurrence of late charges and/or penalties.

Office/Division:	Treasury Department			
Classification:	Complex			
Type of Transaction:	G2B – Government to Business			
Who may avail:	Oil Companies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter request		Oil Company		
2. Customer Registration Form (CRF)		PPA Website (www.ppa.com.ph) Download Form		
3. Set the minimum maintaining Revolving Fund		PMOs		
4. Initial Deposit – RF Account		RF Account		
5. PPA Non-VAT Official Acknowledgement Receipt		PPA Treasury Department		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Submits the letter request for the application of Revolving Fund	1. Acknowledged receipt of the letter request.	None	5 mins	PPA TD Secretary Receiving Clerk
2. Accomplishes the Customer Registration Form (CRF)	2. Customer Registration Form (CRF)	None	15 mins	RF Customer
3. Submits the duly accomplished CRF to Treasury Department	3.1 Check the CRF to be approved by HO-Treasury Department	None	10 mins	Treasury Management Specialist
	3.2 Submission of CRF to ICTD for enrollment in the system	None	15 mins	TD, RF Administrator and ICTD Help Desk personnel
	3.3 TD sends memo to all servicing PMOs for the submission of the	None		Treasury Management Specialist and

	Summary List of Clients transactions			PMOs Finance Officer
	3.4 TD consolidates the PMOs' Reports and computes the required minimum Cash Deposit	None	3 days	Treasury Management Specialist
	3.5 Inform the RF customer of the required amount of initial Deposit	None	1 day	RF Customer
4. Pay the required Initial Deposit to PPA	4. Issuance of PPA Non-VAT Official Acknowledgment Receipt	None	5 mins upon receipt of payment	PPA Treasury Department Cashier
TOTAL:		None	4 days and 50 mins	

2. Application for Certification of No Outstanding Account

Certification is issued to the Port Service Providers/Cargo Handling Operators with No Outstanding Account with PPA, as primary requirement for the renewal of their Accreditation with PPA.

Office/Division:	Treasury Department				
Classification:	Simple				
Type of Transaction:	G2B – Government to Business G2C – Government to Citizen G2G – Government to Government				
Who may avail:	Port Customers				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
Request of Walk-in port user 1. Letter Request			Requesting Party/Port Customer		
Request through Port Operations Services Department 1. Memo from Port Operation Services Department			POSD		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible	
1. Submits the Original copy of Letter Request	1.1 Acknowledged receipt of the letter request	None	2 mins	PPA TD Secretary/ Clerk Processor	
	1.2 Verify said account from the Accounts Receivable (A/R) Database	None	5 mins	Treasury Department Specialist	
	1.3 Prepare the Certificate of No Outstanding Account	None	3 mins	Treasury Department Specialist	
	1.4 Review the Certificate of No Outstanding Account	None	3 mins	TMSD Manager/ SCS Chief	
	1.5 Signs the Certificate of No Outstanding Account	None	1 hr	TD Manager	
2. Receive the Certificate of No of Outstanding Account	2. Release the Certificate to the requesting port user/customer	None	2 mins	Treasury Management Specialist/ Clerk Processor	

TOTAL:		None	1 hour and 15 mins	

3. Releasing of check to Creditors, Suppliers, Contractors and Other Claimants

This details the procedure on how checks are to be disbursed to Payees with outstanding collectibles or claims from the Philippine Ports Authority. Before processing of check payments, the Payee should be enrolled as Vendor in the system through the Information and Communications Technology Department (ICTD).

Office/Division:	Port Management Offices / Head Office - Treasury Department			
Classification:	Simple			
Type of Transaction:	G2B – Government to Business G2C – Government to Citizen G2G – Government to Government			
Who may avail:	Payees that have collectibles or claims from PPA			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly filled out Vendor Registration Form (VRF)		Downloadable from the PPA website		
2. Valid Identification (ID) Card with picture and signature		To be provided by client		
3. Valid Official Receipt		To be provided by client		
4. Valid authorization or Special Power of Attorney (SPA) if necessary		To be provided by client		
*Pursuant to PPA MC No. 18-2020 all PPA employees, including outsourced personnel, service providers , port users , stakeholders and the general public shall follow a minimum health and safety protocols in all PPA offices and facilities.				
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Presents Valid Identification Card (with picture and signature) to Cashier Window 1.	1.1 .a Verifies if claimant/ payee has duly signed check for release.	None	7 min	Cashier A/B
*Claimant may email or call the Cashier to verify if they have a check for pick-up.	1.1.b If no signed check is found, client is informed of the status. Process ends here	None	7 mins	Cashier A/B

2. Receives the check, sign on the acknowledgment portion of the voucher and abstract and issues Official Receipt.	2.1 Releases the check and request the payor to issue official receipt sign the acknowledgment portion of the voucher and abstract.	None	2 mins	Cashier A/B
	2.2 Checks the authenticity of the official receipt issued by the Claimant	None	1 min	Cashier A/B
TOTAL:		None	8 mins	

Note:

*Adjustments made to adopt to the new normal

1. Before the processing of check payment the payor shall fill up the Vendor Registration Form (VRF) and should be enrolled as Vendor in the system.
2. Vendor Registration Form (VRF) is available FREE OF CHARGE and downloadable in the PPA website (www.DDa.com.ph)
3. Releasing of the signed check shall be based on the availability of the official receipt from the claimant.

4. Replenishment for Centralized Revolving Fund

The RF Customer shall replenish its Revolving Fund to ensure that their transaction are adequately covered by the RF balance.

Office/Division:	Treasury Department			
Classification:	Complex			
Type of Transaction:	G2B – Government to Business			
Who may avail:	Oil Companies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Wharfage Clearance Certificate (WCC) Form		PPA Port Loading (Operations Division)		
2. Summary of Wharfage Fees Report		PPA Port Loading (Operations and Finance Division)		
3. Oil Shipment Report		RF Customer		
4. SOA and Schedule of Revenues		PPA Treasury Department		
5. Replenishment payment (direct deposit to LBP Account)		RF Customer		
6. Form 2307 (EWT)		RF Customer		
7. Official Receipt		PPA Treasury Department		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Submit duly accomplished pre-numbered Wharfage Clearance Certificate (WCC)	1.1 PMO Operations acknowledged receipt of Wharfage Clearance Certificate (WCC) and records in the Logbook	None	2 mins	PPA Port of Loading Operations
	1.2 PMO Operations prepares Summary of Wharfage Fees Report and Submit to Finance Division.	None	2 days after cut-off	PPA Port of Loading Operations
	1.3 PMO Finance validate the Summary of Wharfage Fees Report and Email the same to RF Customer and Treasury Department	None	1 day	PPA Port of Loading Finance Division

2. Upon receipt of the Summary of Wharfage Fees Report, client will prepare the Oil Shipment report on Loading/unloading Wharfage Dues and send it to Treasury Department.	2.1 TD prepares Statement of Account (SOA) and Summary of Revenue Schedule based on the validated Oil Shipment report from RF customer.	None	2 days	Treasury Management Specialist
	2.2 TD sends the approved SOA for replenishment to the RF customer	none	5 mins	Treasury Management Specialist
3. Receives the SOA for replenishment and prepares the check payment for the revolving fund replenishment and email the WTC Form 2307.	3.1 Validates payment in the PPA LBP Passbook Account.	None	3 days	Treasury Management Specialist
	3.2 Prepares and upload the NCP Template based on the Schedule of Revenues for PMOs.	None	1 day	Treasury Management Specialist/ / Corporate Finance Services Chief/TMSD Manager
	3.3 Generate the Statement of Account and issues the Official Receipt on the replenished amount.	None	10 mins	TD Cashier
	3.4 Sends to RF Customer the Official Receipt.	None	5 mins	Treasury Management Specialist
TOTAL:		None	9 days and 22 mins	

5. Request for Restructuring of Unpaid Accounts

To settle all dormant unpaid accounts/assessments thru Restructuring Agreement.

Office/Division:	Treasury Department			
Classification:	Highly Technical			
Type of Transaction:	G2B – Government to Business G2C – Government to Citizen			
Who may avail:	Port Users			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter Request		Port Users		
2. PMO Recommendation		Operations Unit (OU) (PMO)		
3. Updated Statement of Account		Operations Unit (PMO)		
4. Port User's Audited Financial Statement for the last three (3) years		Port Customer		
5. Post-dated checks equivalent to the no. of approved amortization period.		Port Customer		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. PMO Sends recommendation for the customer.	1.1a TD checks the submitted required documents and confirms the validity of the request. Review the submitted SOA. Coordinates with the PMO concerned if accurate & complete, then proceed.	None	2 days	Corp. Finance Services A
	1.1b If not return to the Operations Unit (OU). Process ends here.			
	1.2 Prepares, Initials and Reviews Restructuring Agreement (RA)	None	2 day	Corp. Finance Services A/ TMSD Manager/ TD Manager
	1.3 The unsigned Restructuring Agreement will be sent to the OU thru memo	None	1 hr	Corp. Finance Services A General Manager

	1.4 The OU will present the RA to the requesting party, and if they are amenable, then the requesting port user will sign the Agreement	None	14 days	Concerned PMO (OU)
	1.5 PMO will send the signed RA to TD	None	5 min	Receiving Clerk
	1.6 Prepares, initials and signs the required executive brief and submits to the general Manager.	None	2 hrs	Corp. Finance Services/ TMSD. Manager/TD Manager
	1.7 Signs the RA	None	1 day	General Manager
	1.8 TD prepares transmittal memo and releases the signed Restructuring Agreement to the requesting PMO for conformity of the requesting port user.	None	2 hrs	Treasury Management Specialist A
TOTAL:		None	19 days, 5 hrs and 5 mins	

6. Claims for Refund

The refund of overpayment on charges and fees collected by the Authority shall be granted either as Cash Refund or thru the issuance of Credit Memo

Office/Division:	Treasury Department			
Classification:	Complex			
Type of Transaction:	G2B – Government to Business G2C – Government to Citizen			
Who may avail:	Port Consumers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter Request		Port Customer		
2. Recommendation of AGM for Operations		PPA-Assistant Manager for Operations		
3. PMO's Recommendation		Operations Unit (OU) (PMO)		
4. Duly verified PPA Official Receipt		Operations Unit (PMO)		
5. Photocopies of Computations Sheets, Credit Memo, Certifications, Authorization, and other supporting documents that may be required during the evaluation of the request		Operations Unit (PMO)		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Recommendation from AGM for Operations.	1.1a TD confirms the authenticity of Official Receipts and the validity of the Claim for refund, if complete, then proceed.	None	1 day	Treas. Mgmt. Specialist/ Corp. Finance Services A
	1.1b If not return to the Operating Unit (OU).			
	1.2 Process the claim for approval and submits to the General Manager.	None	2 day	Corp. Finance Services/ TMSD Manager/TD Manager
	1.3 Approves and signs the Claim for Refund.	None	1 day	General Manager

	1.4 Prepares cash transfer/credit memo.	None	2 days	Corporate Accounts Analyst/ Corp. Finance Services A/TMSD Manager/TD Manager
	1.5 TD prepares approved claim and cash transfer or credit memo to the PMO where the claim was filed.	None	1 day	Treas. Mgmt. Specialist/ Corp. Finance Services A
TOTAL:		None	7 days	

7. Payment of Port Charges, Vessel Charges, Bidding Documents, Calamity Loans and Other Fees (Thru Bank to Bank Fund Transfer)

To accept payment of port charges and other fees thru bank to bank transfer. Before the payment was done, the client/port user should be enrolled as Debtor in the system through the ICTD.

Office/Division:	Treasury Department			
Classification:	Simple			
Type of Transaction:	G2B – Government to Business G2C – Government to Citizen G2G – Government to Government			
Who may avail:	Port Users, Debtors, PPA Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Deposit slip/bank Confirmation		Port Users, Debtors, PPA Employees		
2. Order of payment		Port Users, Debtors, PPA Employees		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Email to TD (treasury@ppa.com.ph) the scanned copy of Deposit Slip/ Bank Confirmation and Order of Payment / Computation Sheet/ Invoice/ Bill of Charges.	1.1 Verifies from the First Receipting Module if the Port User/Debtor/PPA Employee is already enrolled as Customer in the Oracle System.	None	5 mins	Supervising Cashier/ Sr. Cashier
	1.1a If not yet enrolled, request the Payor to accomplish the Customer Registration Form (CRF) and email the form to helpdesk@ppa.com.ph together with the COR. ICTD will enroll the customer on the PPA Debtor Master List (Oracle System). Process ends here.	None	5 mins	Supervising Cashier/ Sr. Cashier
	1.1b If enrolled, the Deposit Slip/ Bank Confirmation and Order of Payment / Computation Sheet/	None	5 mins	Supervising Cashier/ Sr. Cashier

	Invoice/ Bill of Charges will be printed from email.			
	1.2 Confirms deposit slip from PPA bank statement and issues Official Receipt to the client.	None	5 mins	Supervising Cashier/ Sr. Cashier
	1.3 Sends the scanned copy of Official Receipt thru email.	None	5 mins	Supervising Cashier/ Sr. Cashier
TOTAL:		None	15mins	
<p>Note:</p> <ol style="list-style-type: none"> 1. Customer Registration Form (CRF) is available FREE OF CHARGE and downloadable in the PPA website (www.ppa.com.ph) 2. Receipting of payment shall be based on the completeness of the documents presented. 3. If payment is for account of the PMO, the Clerk Processor sends thru fax or email the copy of the official receipt to the Serving PMO for clearance of the vessel/withdrawal of the cargoes. 				

8. Accreditation of Surety and Insurance Companies/Corporation

To provided safeguards and ensure that only reputable and financially qualified insurance and surety company, including its re-insurers, shall be authorized and allowed to do business with PPA.

Office/Division:	OGM and Treasury Department (TD)		
Classification:	Highly Technical		
Type of Transaction:	G2B – Government to Business		
Who may avail:	Surety and Insurance Companies/Corporation		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Duly accomplished Application Form		PPA Head Office – Treasury Department or can be downloaded from the PPA website	
2. Company and Business Profile		Provided by Applicant	
3. Authenticated Certificate of Registration, Accreditation / License / Eligibility/ Franchise issued by DTI - Sole Proprietorship SEC - Corporations / Partnership CDA - Cooperatives License/eligibility/Franchise - Application with Accreditation from other government agencies		Provided by Applicant	
4. Certified true copy of the most recent General Information Sheet duly filed with, and received by SEC/CDA		Provided by Applicant	
5. Certified true copy of the most recent Tax Clearance Certificate per Executive Order No. 398. series of 2005		Provided by Applicant	
6. Certified true copy of the Audited Financial Statement for the last three (3) years duly stamped received by BIR		Provided by Applicant	
7. Certified copy of Certificate of Accreditation issued by the Insurance Commission		Provided by Applicant	
8. Current Mayor’s Permit / City Municipal Licenses		Provided by Applicant	
9. Tax Clearance Certificate for the current year		Provided by Applicant	
10. Duly accomplished and notarized Omnibus Sworn Statement stating that:		Provided by Applicant	

<ul style="list-style-type: none"> a) It is not blacklisted or barred from engaging in business with the government or any of its agencies, offices, corporations or LGUs including non-inclusion in the consolidated blacklisting report issued by the Office of the Insurance Commission (OIC); b) It has no unsettled money claims to any government office/agency or instrumentality, national or local, as well as any private entity; c) It is not facing any litigation in regular courts or any administrative bodies arising from non-compliance of its obligation under any issued bonds or insurance policy using prescribed form; and d) All documents submitted in satisfaction of the accreditation requirements are authentic or a true and faithful reproduction of the original copy, and that all statements and information provided therein are true and correct. 	
<p>11. Board Resolution, in case of a corporation, or Special Power of Attorney, in case of single proprietorship, authorizing PPA to verify any or all documents submitted for accreditation.</p>	<p>Provided by Applicant</p>
<p>12. Amount of exposure of the Applicant Surety or Insurance Company and its re-insurer, supported by details at the time of the application for registration</p>	<p>Provided by Applicant</p>
<p>13. Other Documentary Requirements:</p> <ul style="list-style-type: none"> a. Duly notarized Certification stating that: <ul style="list-style-type: none"> 1. The company/corporation does not have an owner, incorporator, organizer, stockholder, member of the board of director, trustee, officer, consultant, counsel, broker, agent, 	<p>Provided by Applicant</p>

<p>trustee or nominee who is an employee or official of PPA, including those separated from PPA within one (1) year from separation.</p> <p>2. The company/corporation does not have any owner, incorporator, organizer, stockholder, member of the board of director, trustee, officer, consultant, counsel, broker, agent, trustee, nominee or personnel with a case filed by or against PPA.</p> <p>b. Certificate of no outstanding account with PPA</p> <p>c. Articles of Incorporation/Partnership and By-laws for Corporations Articles of Cooperation for Cooperatives</p> <p>d. Certified true copy of the Bureau of Internal Revenue Certificate of Registration</p>		<p>Issued by Treasury Department upon request of the Applicant</p> <p>Provided by the Applicant</p> <p>Provided by the Applicant</p>		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Applicant submits application letter and documentary requirements for accreditation to the Office of the General Manager in hard copy or digital copy (new Application)	1.1 The Office of the General Manager forwards the application letter and documentary requirements to Treasury Department	None	3 days	OGM – Clerk Processor
	1.2 TD performs completeness check after receipt of the documentary requirements	None	30 mins	Senior Insurance / Risk Analyst A (SI/RAA)
	1.2a If incomplete, TD informs the applicant for the lacking documentary requirements thru	None	30 mins	(SI/RAA)

	email and phone call. Procedure ends here.			
	1.2b If complete, TD evaluates the submitted documents for accreditation.	None	3 days	(SI/RAA)
	1.3 TD reviews the evaluation.	None	3 days	Corporate Finance Services Chief (CFSC)
	1.4 TD recommends approval of the Certificate of Accreditation to the OGM thru OAGMFA	None	1 day	TD Department Manager
	1.5 OAGMFA forwards the Certificate of Accreditation to OGM.	None	1 day	OAGMFA Clerk Processor
	1.6 OGM approves and signs the Certificate of Accreditation.	None	3 days	General Manager
	1.7 OGM forwards the signed Certificate of Accreditation to OAGMFA	None	1 day	OGM Clerk Processor
	1.8 OAGMFA forwards the approved Certificate of Accreditation to OCBS for the affixing of PPA Dry Seal	None	2 days	OAGMFA Clerk Processor
	1.9 OCBS forwards the dry sealed Certificate of Accreditation to TD	None	1 day	OCBS – Clerk Processor

	1.10 TD informs the applicant the status of the application.	None	1 day	SI/RAA / CFSC
2. Applicant will secure Order of Payment at Treasury Department	2. TD issues Order of Payment for the accreditation fee to the applicant.	None	10 mins	SI/RAA / CFSC
3. Applicant will proceed to Cashier's Window for payment	3. Receives payment and issues PPA Official Receipt.	Php 5000.00	10 mins	Supervising Cashier / Senior Cashier
4. Applicant will present the proof of payment for the releasing of Certificate of Accreditation	4. Validates proof of payment and releases the Certificate of Accreditation.	None	10 mins	SI/RAA / CFSC
TOTAL:		Php 5000.00	19 days, 1 hr and 30 mins	

TREASURY DEPARTMENT (TD)
Internal Services

9. Releasing of Check to PPA Employees

This details the procedure on how checks are to be disbursed to Payees with outstanding collectibles or claims from the Philippine Ports Authority. Before processing of check payments, the Payee should be enrolled as Vendor in the system through the Information and Communications Technology Department (ICTD).

Office/Division:	Port Management Offices / Head Office - Treasury Department			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Payees that have collectibles or claims from PPA			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly filled out Vendor Registration Form (VRF)		Downloadable from the PPA website		
2. Valid Identification (ID) Card with picture and signature		To be provided by client		
3. Valid authorization or Special Power of Attorney (SPA) if necessary		To be provided by client		
*Pursuant to PPA MC No. 18-2020 all PPA employees, including outsourced personnel, service providers , port users , stakeholders and the general public shall follow a minimum health and safety protocols in all PPA offices and facilities.				
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Presents Valid Identification Card (with picture and signature) to Cashier Window 1. *Claimant may email or call the Cashier to verify if they have a check for pick-up.	1.1.a Verifies if claimant/ payee has duly signed check for release and inform the client. 1.1.b If no signed check is found, client is informed of the status. Process ends here.	None	7 min	Cashier A/B
2. Receives the check, sign on the acknowledgment portion of the voucher and abstract and	2.1a Releases the check and requests the claimant to sign the acknowledgement portion of the voucher and abstract.	None	2 Mins	Cashier A/B

issues Official Receipt. *In any case of face to face transactions cannot be implemented, claimant may request for the check to be deposited to his/her payroll bank account.	2.1b *Deposits the check to the claimant's payroll bank account.	None	30 mins	Cashier A/B
TOTAL:		None	37 mins	
Note: *Adjustments made to adopt to the new normal				

HUMAN RESOURCE MANAGEMENT DEPARTMENT (HRMD)
External Services

1. Status of Employment Applications – Without Deadline

Description of Service: Replies to applicant's status of employment applications

Office/Division:	PPA, HRMD, HRSD-HRSS			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Applicants			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Text / Phone Call / Email with the name of the applicant and port of application.		Client		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Applicant sends inquiries regarding the status of their application thru Text Message/Telephone Call/Email.	1.1 Acknowledges receipt of the inquiry and checks appropriate response depending on the applicants' case. 1.2 Informs the applicant on the procedures of PPA Recruitment process.	None	1 day	HRMPSB Secretariat
TOTAL:		None	1 day	

2. Status of Employment Applications – With Deadline

Description of Service: Replies to applicant's status of employment applications

Office/Division:	PPA, HRMD, HRSD-HRSS			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Applicants			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Text / Phone Call / Email with the name of the applicant and port of application.		Client		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Applicant sends inquiries regarding the status of their application thru Text Message/Telephone Call/Email.	1.1 Acknowledges receipt of the inquiry and checks the applicant's documents. 1.2 Informs the applicant if there are additional requirements needed to proceed evaluation and the current stage of the recruitment procedure.	None	1 day	HRMPSB Secretariat
TOTAL:		None	1 day	

3. Status of Employment Applications – After Deliberation

Description of Service: Replies to applicant's status of employment applications

Office/Division:	PPA, HRMD, HRSD-HRSS			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Applicants			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Text / Phone Call / Email with the name of the applicant and port of application.		Client		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Applicant sends inquiries regarding the status of their application thru Text Message/Telephone Call/Email.	1.1 Acknowledges receipt of the inquiry and checks the applicant's name.	None	2 days	HRMPSB Secretariat
	1.2 Checks the minutes of the meeting during the HRMPSB deliberation proceedings and informs the applicant of the status of the application.		1 day	
TOTAL:		None	3 days	

4. Status of Employment Applications – After Interview

Description of Service: Replies to applicant's status of employment applications

Office/Division:	PPA, HRMD, HRSD-HRSS			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Applicants			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Text / Phone Call / Email with the name of the applicant and port of application.		Client		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Applicant sends inquiries regarding the status of their application thru Text Message/Telephone Call/Email.	1.1 Acknowledges receipt of the inquiry and checks the applicant's name.	None	1 day	HRMPSB Secretariat
	1.2 Checks the status of application in the deliberation documents.		5 day	HRMPSB Secretariat
	1.3 Informs the applicant of the status of the application.		1 day	HRMPSB Secretariat
TOTAL:		None	7 days	

HUMAN RESOURCE MANAGEMENT DEPARTMENT (HRMD)
Internal Services

5. Request for PPA Special Order Reassignments

Responsibility Center (RC) Heads requests HRMD for the preparation/issuance of Special Orders for personnel movements

Office/Division:	PPA, HRMD, HRSD-HRSS			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government			
Who may avail:	RC Heads			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Memo from requesting RC Head.		Requesting PMO and HO-RC Heads		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. RC Head sends memo request to HRMD for the issuance of a Special Order.	1.1 HRMD requests comments from "mother" RC and the receiving RC of the personnel to be reassigned.	None	5 days	HRSS Personnel
	1.2 Upon receipt of the memo indicating that both RCs interposes no objection, the SO will be prepared subject to the GM's approval.	None	1 day	HRSS Personnel
	1.3 The signed SO will be sent to ASD for numbering & dissemination.	None	1 day	HRSS Personnel
TOTAL:		None	7 days	

6. Request for PPA Special Order Designations

Responsibility Center (RC) Heads requests HRMD for the preparation/issuance of Special Orders for personnel movements

Office/Division:	PPA, HRMD, HRSD-HRSS			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government			
Who may avail:	RC Heads			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Memo from requesting RC Head.		Requesting PMO and HO-RC Heads		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. RC Head sends memo request to HRMD for the issuance of a Special Order.	1.1 Prepares memo reply for requests where Department Order will suffice i.e. Chief & below.	None	1 day	HRSS Personnel
	1.2 Prepares the Special Order, subject to the GM's approval.	None	5 days	HRSS Personnel
	1.3 The signed Special Order will be sent to ASD for numbering and dissemination.	None	1 day	HRMD staff
TOTAL:		None	7 days	

7. Request for PPA Special Order Designations-Special Collecting Officers (SCO), Special Disbursing Officer (SDO) & Petty Cash Fund Custodian (PCFC)

Responsibility Center (RC) Heads requests HRMD for the preparation/issuance of Special Orders for personnel movements

Office/Division:	PPA, HRMD, HRSD-HRSS			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government			
Who may avail:	RC Heads			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Memo from requesting RC Head.		Requesting PMO and HO-RC Heads		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. RC Head sends memo request to HRMD for the issuance of a Special Order.	1.1 Evaluates the completeness of documents.	None	1 day	HRSS Personnel
	1.2a Informs the requesting RC if lacks document.	None	5 days	HRSS Personnel
	1.2b If complete, prepares the Special Order, subject to the GM's approval.	None		
	1.3. The signed Special Order will be sent to ASD for numbering and dissemination.	None	1 day	HRMD staff
TOTAL:		None	7 days	

8. CERTIFICATES (Certificate of Employment with or without Compensation, Service Record, Pendency and Non-Pendency)

Personnel Concerned requests HRMD for Certificate of Employment with or without Compensation, Service Record, Pendency and Non-Pendency for personal and official use.

Office/Division:	PPA, HRMD, HRSD, CBS			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government G2C - Government to Citizen			
Who may avail:	PPA Employees, Retirees, Separated from the service			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request form.		HRMD-CBS		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Client requests for Certificate of employment.	1.1 Receives request and prepares requested certificate.	None	1 day	Personnel Specialist/ HRMO, HRMO II
	1.2 Forwards certificate to Secretary for signature of HRS Division Manager.	None	4 hrs	HRMO, HRS Division Manager
	1.3 Forwards certificate to other signatories.	None	1 day	Secretary
	1.4 Returns signed certificate to HRMO.	None	2 hrs	Secretary
	1.5 Informs client that the cert is ready for pick-up.	None	1 hr and 50 mins	Personnel Specialist/ HRMO, HRMO II
2. Goes to the receiving area to claim the requested certificate.	2. Releases certificate to client.	None	10 mins	HRMO, HRMO II
TOTAL:		None	3 days	

9. APPLICATION FOR CLEARANCE (RETIREMENT) Regular Process and cleared from Legal Services Department of No Pending Cases - HEAD OFFICE

Personnel concerned requests for application for clearance and No-Pendency Cases for retirement purposes.

Office/Division:	PPA-HRMD-HRSD-CBS / PPA-PMO-ASD			
Classification:	Highly Technical			
Type of Transaction:	G2G - Government to Government G2C - Government to Citizen			
Who may avail:	PPA Employees, Retirees, Separated from the service			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of intent to retire.		From client		
2. Ombudsman Clearance		HRMD-HRSD-CBS		
3. HO Clearance and Deed of Undertaking		HRMD-HRSD-CBS		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Client submits letter of intent.	<p>1.1 Upon receipt of letter of intent from Head Office retirees, HRMD prepares HO Clearance, Deed of Undertaking. Provides retiree the application for Ombudsman Clearance Form to be filled-up.</p> <p>1.2 HRMD sends the HO clearance and Deed of Undertaking for the retiree's signature and his/her immediate supervisor and Department Manager. Other pertinent documents are also provided to be filled-up by the retiree.</p> <p>1.3 HRMD provides for the retiree's</p>	None	2 days	HRMO

	service record, Certificate of last day of actual service, and certificate of no pending administrative case.			
2. Fills-up the application for Ombudsman Clearance & submits to HRMD with the corresponding clearance fee to be paid during the filing.	2.1 Receives the Ombudsman Clearance Form and prepares letter to Office of the Ombudsman to secure Ombudsman Clearance, for signature of the HRMD Manager.	Php 150	1 day	HRMO
	2.2 Pays the corresponding fees at the Post Office and secure receipt as proof of payment to the client.	None	4 hrs	Liaison Officer
3. Retiree forwards the accomplished HO Clearance and the Deed of Undertaking to HRMD.	3.1 Receives Clearance and routes to other signatories.	None	10 days	HRMO
	3.2 Upon completion of signatories for the clearance and deed of undertaking and submission of complete retirement documents, HRMD evaluates and prepares other documents.	None	1 days	HRMO
	3.3 HRMO prepares EB and attached complete retirement documents for the GM's signature.	None	5 days	HRMO

	3.4 Once the GM signed the clearance and other retirement documents, OGM returns the documents to HRMD.	None	2 hrs	OGM Staff
	3.5 HRMD prepares endorsement letter to GSIS for submission of pertinent documents. Retains copy for 201 file.		2 hrs	HRMO/Liaison Officer
TOTAL:		Php 150	20 days	

Note: Due to pandemic, Ombudsman Clearance Application is thru postal money order and registered mail, thus, additional payment of Php 183.

10. APPLICATION FOR CLEARANCE (RETIREMENT) Regular Process and cleared from Legal Services Department of No Pending Cases - PMOs

Description of Service: Personnel concerned requests for application for clearance and No-Pendency Cases for retirement purposes.

Office/Division:	PPA-HRMD-HRSD-CBS / PPA-PMO-ASD			
Classification:	Highly Technical			
Type of Transaction:	G2G - Government to Government G2C - Government to Citizen			
Who may avail:	PPA Employees, Retirees, Separated from the service			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of intent to retire.		PMO		
2. PMO Clearance		PMO		
3. Ombudsman Clearance		PMO		
4. HO Clearance		HRMD-CBS		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. PMO endorses intent letter and retirement documents.	1.1 Upon receipt and evaluation of the complete documentary requirements from PMO, HRMD prepares HO Clearance.	None	1 day	Personnel Specialist/ HRMO, HRMO II
	1.2 Clearance routed for signatories.	None	12 days	Personnel Specialist/ HRMO, HRMO II
	1.3 Upon receipt of accomplished/ signed clearance, HRMO evaluates and prepares other documents.	None	2 days	Personnel Specialist/ HRMO, HRMO II
	1.4 HRMO prepares EB and attached complete retirement documents for the GM's signature.	None	5 days	Personnel Specialist/ HRMO, HRMO II

	1.5 Once the GM signed the clearance and other retirement documents, OGM returns the documents to HRMD.	None	4 hrs	OGM Staff
	1.6 HRMD prepares endorsement letter of the approved retirement documents to the PMO and retains copy for 201 file.	None	4 hrs	HRMD Staff
TOTAL:		None	20 days	

11. APPLICATION FOR CLEARANCE (RETIREMENT) If with Issues /Problems - HEAD OFFICE

Head Office and PMO Personnel requesting for Application for clearance with issues and/or problems applying for retirement.

Office/Division:	PPA-HRMD-HRSD-CBS / PPA-PMO-ASD			
Classification:	Highly Technical			
Type of Transaction:	G2G - Government to Government G2C - Government to Citizen			
Who may avail:	PPA Employees, Retirees, Separated from the service			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of intent to retire.		HRMD-CBS		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Client submits letter of intent.	1.1 Upon receipt of letter of intent from Head Office retirees, HRMD prepares HO Clearance, Deed of Undertaking. Provides retiree the application for Ombudsman Clearance Form to be filled-up.	None	2 days	HRMO
	1.2 HRMD sends the HO clearance and Deed of Undertaking for the retiree's signature and his/her immediate supervisor and Department Manager. Other pertinent documents are also provided to be filled-up by the retiree.	None		
	1.3 HRMD provides for the retiree's service record, Certificate of last day of actual service, and			

	certificate of no pending administrative case.			
2. Fills-up the application for Ombudsman Clearance and submit to HRMD with the corresponding clearance fee to be paid during the filing.	2.1 Receives the Ombudsman Clearance Form and prepares letter to Office of the Ombudsman to secure Ombudsman Clearance, for signature of the HRMD Manager.	Php 150	1 day	HRMO
	2.2 Pays the corresponding fees at the Post Office and secure receipt as proof of payment to the client.	None	4 hrs	Liaison Officer
3. Retiree forwards the accomplished HO Clearance and the Deed of Undertaking to HRMD.	3.1 Receives Clearance and routes to other signatories.	None	9 days	HRMO
	3.2 In case of issue on accountability or pending administrative case, the Controllership Department or Legal Services Department returns the unsigned Clearance to HRMD informing the accountability/ case of the retiree.			CD/ LSD Staff
	3.3 HRMD informs client on the status of the clearance.			HRMO
4. Retiree responds to the issue/problems seen during the routing of the	4.1 Receives information and returns the clearance to CD with attached		1 day	HRMO

clearance. Retiree informs HRMD that the issue was already settled.	Official receipt. For LSD, copy of the resolution/decision of the case will be attached to the clearance.			
	4.2 Upon completion of signatories for the clearance and deed of undertaking and submission of complete retirement documents, HRMO evaluates and prepares other documents.	None	1 days	HRMO
	4.3 HRMO prepares EB and attached complete retirement documents for the GM's signature.	None	5 days	HRMO
	4.4 Once the GM signed the clearance and other retirement documents, OGM returns the documents to HRMD.	None	2 hrs	OGM Staff
	4.5 HRMD prepares endorsement letter to GSIS for submission of pertinent documents. Retains copy for 201 file.	None	2 hrs	HRMO/Liaison Officer
TOTAL:		None	20 days	

12. APPLICATION FOR CLEARANCE (RETIREMENT) If with Issues /Problems - PMOs

Head Office and PMO Personnel requesting for Application for clearance with issues and/or problems applying for retirement.

Office/Division:	PPA-HRMD-HRSD-CBS / PPA-PMO-ASD			
Classification:	Highly Technical			
Type of Transaction:	G2G - Government to Government G2C - Government to Citizen			
Who may avail:	PPA Employees, Retirees, Separated from the service			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of intent to retire.		HRMD-CBS		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. PMO submits complete documentary requirement on behalf of the retiree.	1.1 Upon receipt and evaluation of the complete documentary requirements from PMO, HRMD prepares HO Clearance.	None	12 days	Personnel Specialist/ HRMO, HRMO II
	1.2 Clearance routed for signatories.	None		HRMO
	1.3 In case of issue on accountability or pending administrative case, the Controllership Department or Legal Services Department returns the unsigned Clearance to HRMD informing the accountability/ case of the retiree.	None		CD/ LSD Staff
	1.4 HRMD informs client on the status of the clearance.	None		HRMO
2. Retiree responds to the issue/problems seen during the routing of the	2.1 Receives information and returns the clearance to CD with attached	None	1 day	HRMO

clearance. Retiree informs HRMD that the issue was already settled.	Official receipt. For LSD, copy of the resolution/decision of the case will be attached to the clearance.			
	2.2 Upon receipt of accomplished/ signed clearance, HRMO evaluates and prepares other documents.	None	1 days	Personnel Specialist/ HRMO, HRMO II
	2.3 HRMO prepares EB and attached complete retirement documents for the GM's signature.	None	5 days	Personnel Specialist/ HRMO, HRMO II
	2.4 Once the GM signed the clearance and other retirement documents. OGM returns the documents to HRMD.	None	4 hrs	OGM Staff
	2.5 HRMD prepares endorsement letter of the approved retirement documents to the PMO and retains copy for 201 file.	None	4 hrs	HRMD Staff
TOTAL:		None	20 days	

13. APPLICATION FOR CLEARANCE (TRAVEL ABROAD) - HEAD OFFICE

Head Office and PMO personnel applying for clearance and issuance of travel authority for travel abroad.

Office/Division:	PPA-HRMD-HRSD-CBS / PPA-PMO-ASD			
Classification:	Highly Technical			
Type of Transaction:	G2G - Government to Government			
Who may avail:	PPA Employees, Retirees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of intent to travel abroad		From Client		
2. Authorization/Deed of Undertaking		HRMD (HO)		
3. Duly Approve Leave Application Form		From Client		
4. Certification of personnel who will assume the duties and responsibilities		From Client		
5. Certification of No Pending Administrative Case		HRMD (HO)		
6. Indorsement from the RC Head (for PMO)		From Client		
7. HO/PMO Clearance		HRMD (HO)		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Submits the following (2 copies): *duly approved Application for Leave Form *Certificate to Take Over Duties and Responsibilities (with signature of concerned personnel noted by the RC Head *Authorization/Deed of Undertaking *Certification of No pending Admin Case *Clearance *Letter request for Authority to Travel Abroad *Indorsement form RC Head (for PMOs)	1.1 Receives the request and evaluates the documents.	None	2 days	Personnel Specialist/ HRMO, HRMO II
	1.2 Prepares HO Clearance, Deed of Undertaking for personal travel abroad.			
	1.3 Clearance routed to signatories.		15 days	HRMO
	1.4 Upon completion of signatories for the clearance and deed of undertaking and submission of complete documents, HRMO		1 day	HRMO

	evaluates other documents.			
	1.5 HRMO prepares EB and attached complete required documents for the GM's signature.		1 day	HRMO
	1.6 After the GM signed and approved the clearance, OGM returns the documents to HRMD.		4 hrs	OGM Staff
	1.7 HRMD records and retains copy of documents for 201 File. Forwards the approved documents to the requesting client.		4 hrs	HRMO
TOTAL:		None	20 days	

14. ISSUANCE OF TRAVEL AUTHORITY – Head Office/PMO

Issuance of Travel Authority to Head Office and PMO Personnel for Travel Abroad

Office/Division:	PPA-HRMD-HRSD-CBS / PPA-PMO-ASD			
Classification:	Complex			
Type of Transaction:	G2G - Government to Government			
Who may avail:	PPA Employees, Retirees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of intent to travel abroad		From Client		
2. Authorization/Deed of Undertaking		HRMD (HO)		
3. Duly Approve Leave Application Form		From Client		
4. Certification of personnel who will assume the duties and responsibilities		From Client		
5. Certification of No Pending Administrative Case		HRMD (HO)		
6. Indorsement from the RC Head (for PMO)		From Client		
7. HO/PMO Clearance		HRMD (HO)		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Submits the ff: *duly approved Application for Leave Form *Certificate to Take Over Duties and Responsibilities (with signature of concerned personnel noted by the RC Head *Authorization/Deed of Undertaking *Certification of No pending Admin Case *Clearance *Letter request for Authority to Travel Abroad *Indorsement form RC Head (for PMOs)	1.1 Receives and evaluates required documents.	None	1 day	Personnel Specialist/ HRMO, HRMO II
	1.2 HRMO prepares EB and Travel Authority and attached complete required documents for the GM's signature.	None	5 days	HRMO II
	1.3 Once signed, the documents will be returned to HRMD.	None	4 hrs	OGM Staff
	1.4 HRMD indorses the Approved Travel Authority to concerned PMO/HO personnel.	None	10 mins	HRMO/ Personnel Specialist
TOTAL:		None	6 days 4 hrs. and 10 mins.	

15. APPLICATION FOR LEAVE MONETIZATION (50% of Leave Credit and more than 30 days)

Application for leave monetization using 50% of personnel's leave credits and more than 30 days.

Office/Division:	PPA-HRMD-HRSD-CBS / PPA-PMO-ASD			
Classification:	Highly Technical			
Type of Transaction:	G2G - Government to Government			
Who may avail:	PPA Employees, Retirees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Application for leave		HRMD-CBS		
2. Justification (Purpose of the Monetization)		Client		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Submits the duly accomplished Application for Leave Form (signed by RC Head) to HRMD.	1.1 Receives and evaluates application for leave monetization.	None	1 day	Personnel Specialist/ HRMO, HRMO II
	1.2 Consolidates all application for leave monetization.	None	10 days	HRMO/ Personnel Specialist
	1.3 Computes for leave balances and allowable leave for monetization.	None	3 days	HRMO/ Personnel Specialist
	1.4 Forwards evaluated application and prepared EB/Memo to HRMD Manager for signature.	None	1 day	HRSD
	1.5 Forwards Documents for GM's Approval and Signature.	None	4 days	HRSD
	1.6 Once signed, the documents will be returned to HRMD.	None	4 hrs	HRMO/ Personnel Specialist

	1.7 Submits documents for payroll preparation.	None	4 hrs	HRMO/ Personnel Specialist
TOTAL:		None	20 days	

16. APPLICATION FOR LEAVE MONETIZATION (Less than 50% of Leave Credit but more than 30 days)

Application for leave monetization using less than 50% of personnel's leave credits but more than 30 days.

Office/Division:	PPA-HRMD-HRSD-CBS / PPA-PMO-ASD			
Classification:	Highly Technical			
Type of Transaction:	G2G - Government to Government			
Who may avail:	PPA Employees, Retirees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Application for leave (Monetization)		HRMD-CBS		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Submits the duly accomplished Application for Leave Form (signed by RC Head) to HRMD.	1.1 Receives and evaluates application for leave monetization.	None	1 day	Personnel Specialist/ HRMO, HRMO II
	1.2 Consolidates all application for leave monetization.	None	10 days	HRMO/ Personnel Specialist
	1.3 Computes for leave balances and allowable leave for monetization.	None	3 days	HRMO/ Personnel Specialist
	1.4 Prepares endorsement for approval of monetization application.	None	1 day	HRSD
	1.5 Forwards endorsement to concerned Office Head after signature of HRMD Manager.	None	4 days	HRMD Staff
	1.5 Once signed, the documents will be returned to HRMD.	None	4 hrs	Concerned Office Staff (OAGMO, OAGME, OAGFA)

	1.7 Submits documents for payroll preparation.	None	4 hrs	HRMO/ Personnel Specialist
TOTAL:		None	20 days	

17. APPLICATION FOR LEAVE MONETIZATION (Less than 50% and less than 30 days of Leave Credits)

Application for leave monetization of less than 50% and less than 30 days of personnel's leave credits.

Office/Division:	PPA-HRMD-HRSD-CBS / PPA-PMO-ASD			
Classification:	Complex			
Type of Transaction:	G2G - Government to Government			
Who may avail:	PPA Employees, Retirees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Application for leave (Monetization)		HRMD-CBS		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Submits the duly accomplished Application for Leave Form (signed by RC Head) to HRMD.	1.1 Receives and evaluates application for leave monetization.	None	1 day	Personnel Specialist HRMO II
	1.2 Consolidates all application for leave monetization.	None	4 days	HRMO/ Personnel Specialist
	1.3 Computes for leave balances and allowable leave for monetization and forwards application to signatories.	None	1 day	HRMO/ Personnel Specialist
	1.4 Signs the application for leave Monetization.	None	4 hrs	HRMD Manager
	1.5 Submits documents for payroll preparation.	None	4 hrs	HRSD
TOTAL:		None	7 days	

18. ISSUANCE OF SPECIAL ORDER – Local Training

Responsibility Center (RC) Heads requests HRMD for the preparation/issuance of Special Orders for local training.

Office/Division:	PPA-HRMD-CDD-SGS			
Classification:	Complex			
Type of Transaction:	G2G - Government to Government			
Who may avail:	PPA Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Form		HRMD, Requesting PMOs/RCs		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. RCs concerned sends training request to HRMD/CDD.	1.1 Receives training request from RCs concerned and evaluates the request and qualifications of nominee/s.	None	2 day	HRMO or Personnel-In-Charge
	1.2 Coordinates the status of nomination with the unit/nominee concerned.	None	1 day	HRMO or Personnel In-charge
	1.3 a. If declined: Prepares memo regret for HRMD Manager's approval.	None	1 day	HRMO or Personnel In-charge; HRMD Manager
	1.3 b. If acceptable: Prepares PPA Special Order of participants for GM's approval.			HRMO or Personnel In-charge
	1.4 Once signed, sends the approved PPA Special Order from Records-Administrative Services Division for dissemination.	None	2 days	HRMO or Personnel In-charge
TOTAL:		None	6 days	

19. ISSUANCE OF SPECIAL ORDER – In-House, Integrated Management Systems/Quality Management Systems, Gender and Development

PMO and HO RCs requests HRMD for the preparation/issuance of Special Orders for In-house Training.

Office/Division:	PPA-HRMD-CDD-TDS			
Classification:	Highly Technical			
Type of Transaction:	G2G - Government to Government			
Who may avail:	PPA Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Form		HRMD, Requesting PMOs/RCs		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. PPATI or PMO/RC sends memo-request re: conduct of training program with attached program of activity, course design and proposed budget.	1.1 Received and evaluates memo-request from PPATI or PMO/RC re: conduct of training program.	None	1 day	HRMO or Personnel-In-Charge
	1.2 HRMO prepares memo/nomination signed by the HRMD Manager.	None	1 day	HRMO or Personnel In-charge; HRMD Manager
	1.3 Records Unit of Admin Dept. transmit/disseminate signed memo/nomination form to concerned RC Heads.	None	1 day	Records Officer Admin Dept.
2. PMO/RC receives signed memo/nomination re: conduct of training program. Accomplished nomination forms will be submitted to HRMD.	2.1 Receives document and evaluates participants and process submitted nomination/confirmation for shortlisting.	None	2 days	RC's/PMO's Personnel In-charge; HRMO or Personnel In-charge

	2.2 Prepares Executive Brief/Special Order for endorsement of HRMD Manager.	None	4 days	HRMO or Personnel In-charge
	2.3 Transmit endorsed Executive Brief with attached Special Order to AGM-FA/OGM.	None	1 day	HRMO or Personnel In-charge; HRMD Manager
	2.4 Inform/update PMO/RC concerned.	None	10 mins	HRMO or Personnel-In-Charge; AGMFA/OGM personnel
	2.5 Transmits signed Special Order to Records Unit-Admin. Department for numbering and dissemination.	None	10 mins	HRMO or Personnel In-charge; Records Officer -Admin Department
TOTAL:		None	10 days and 20 mins.	

ADMINISTRATIVE SERVICES DEPARTMENT (ASD)
External Services

1. Request for Copy of Records – Manual


Facilitate retrieval of Documented Information (DI), upon submission of accomplished prescribed request form.

Office/Division:	Administrative Services Department/Records and Communication Division (ASD-RCD)			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Responsibility Centers, Port Management Offices, Terminal Management Office			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Copy of Records Form (RCRF) (Doc. Ref. Code: PM-APC-PPA-CDI-FM-07)		RCD, ASD and at the PPA Website/ Downloads/Forms or https://www.ppa.com.ph?q=content/downloadable-forms		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Submits duly accomplished Request for Copy of Records Form (RCRF) to the RCD-ASD	1.1 Checks the mandatory fields in the RCRF are completely filled-out prior to the receipt, or if detail/s is/are missing, notifies the requesting entity.	None	10 mins	OPR- Documented Information (OPR-DI)
	1.2 Evaluates the request and affixes signature on the accomplished RCRF.	None	10 mins	Authorized Representative
	1.3 Submits RCRF for electronic date and time stamping to records onset of retrieval process.	None	10 mins	(OPR-DI)
	1.4 Retrieves the requested DI at RCD recordskeeping systems.	None	2 days, 7hrs and 30 mins.	(OPR-DI)
	1.5 Submits RCRF for electronic date and time stamping to record end of retrieval process.	None	10 mins	(OPR-DI)

	1.6 Releases the DI and requires the requesting entity to acknowledge receipt on the RCRF.	None	10 mins	(OPR-DI)
2. Acknowledges receipt of the requested DI and affixes signature on the RCRF.	2. Checks if RCRF is acknowledged/signed, files copy for reference.	None	10 mins	(OPR-DI)
TOTAL:		None	3 days	

2. Request for Copy of Records – Electronic Mail

Facilitate retrieval of Documented Information (DI), upon submission of accomplished prescribed request form.

Office/Division:	Administrative Services Department/Records and Communication Division (ASD-RCD)			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government G2C – Government to Citizen			
Who may avail:	Responsibility Centers, Port Management Offices, Terminal Management Office, Port Users			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Copy of Records Form (RCRF) (Doc. Ref. Code: PM-APC-PPA-CDI-FM-07)		<p>On the link below the signature line of horecords@ppa.com.ph to access RCRF Online:</p> <div style="text-align: center;">  </div> <p>https://forms.office.com/Pages/ResponsePage.aspx?id=IIDy3hYE_EywuZiVmoM5x96N96ShzBhHnX-iCYW1dxRUM1c1VU1aV0w2Szk1MDYxRTRURFVNWjRLUC4u</p>		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Clicks on the link to the RCRF Online, fills out all mandatory fields, and submits accomplished form.	1.1 Downloads the attached RCRF, checks if mandatory fields are completely filled-out prior to receipt, and/or notifies the requesting entity for other concern/s.	None	15 mins	OPR- Documented Information (OPR-DI)
	1.2 Evaluates the request and affixes signature on the accomplished RCRF.	None	15 mins	Authorized Representative
	1.3 Retrieves the requested DI at RCD recordkeeping systems.	None	2 days, 7hrs and 30 mins.	(OPR-DI)

	1.4 Sends electronic copy/ies of the requested DI to the requesting entity and prints file copy for reference.	None	10 mins	(OPR-DI)
2. Acknowledges receipt to the OPR-DI	2. Downloads acknowledgement receipt; files copy for reference	None	10 mins	(OPR-DI)
TOTAL:		None	3 days	

3. Handling of Internal and External Documented Information – Incoming Internal and External Documented Information (DI)

Performs set processes in handling of incoming internal DI (mails/communications) from PPA PMOs and external DI (mails/communications from other agency/ies) at the PPA Head Office.

Office/Division:	Administrative Services Department Records and Communications Division (ASD-RCD)			
Classification:	Simple			
Type of Transaction:	G2B - Government to Business G2C - Government to Citizen G2G - Government to Government			
Who may avail:	Internal and External Customers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Documented Information and enclosure/s (if any)		Internal and External Customers		
2. a.) Receiving Copy of External Customer/ Waybill		External Customers		
b.) CCS Routing Slip or Transmittal Slip		Internal Customers		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Submits the documented information (DI) to the OPR for Receiving at ASD-RCD	1.1 Checks DI if properly addressed and in good condition (not tampered/ damaged) prior to receipt;	None	5 mins	OPR for Receiving
	1.2 Acknowledges receipt in the receiving copy, waybill, transmittal or CCS routing slip;	None	5 mins	OPR for Receiving
	1.3 Classifies and evaluates each DI according to its requirements; performs data entry process at the PPA Computerized Communication System (PPA Comsys) to generate document control number, prints routing slip as required;	None	2 days	OPR for Receiving
	1.4	None	7 hrs	

	<p>Prepares the DI as per number of recipients and according to the requirements, i.e. attaches the routing slip and/or marks with appropriate notification/s;</p> <p>1.5 Batches DI and forwards to the Liaison Aide for routing to concerned PPA Head Office Responsibility Centers (RCs); or e-mails DI to concerned RC/s as required.</p>	None	50 mins	<p>OPR for Receiving</p> <p>OPR for Receiving</p>
TOTAL:		None	3 days	

ADMINISTRATIVE SERVICES DEPARTMENT (ASD)
Internal Services

4. Vehicle Service Request (VSR) within Metro Manila

Facilitate the use of Service Vehicle upon submission of approved Vehicle Service Request (VSR).

Office/Division:	ASD/General Services Division (GSD) -Transport Services Section (TSS)			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Head Office Responsibility Centers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Vehicle Service Request (VSR) Form for trips within Metro Manila		Transport Services Section, GSD-ASD		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Secure VSR Form for trips within Metro Manila	1.1 Issue VSR Form 1.2 Evaluate the request form.	None	3 min	Transport Dispatcher (TD)
2. Submits accomplished VSR Form	2.1 Checks/verify the completeness of information in the form and availability of service vehicle and driver.	None	6 mins	TD
	2.1a If in order, signs initials in the recommending approval portion of the VSR and indorses it to the Chief, TSS for signature.			
	2.1b If not in order, return to requesting entity for correction.			
	2.2 Indorses the signed VSR to the GSD-Div. Manager for signature/ approval.	None	3 mins	Chief, TSS-GSD
	2.3 For approved request, prepares trip ticket and assigns service vehicle and driver to the VSR.	None	3 mins	TD
TOTAL:		None	15 mins	

5. Vehicle Service Request (VSR) outside Metro Manila

Facilitate the use of Service Vehicle upon submission of approved Vehicle Service Request (VSR).

Office/Division:	ASD/General Services Division (GSD) -Transport Services Section (TSS)			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Head Office Responsibility Centers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Vehicle Service Request (VSR) Form for trips outside Metro Manila		Transport Services Section, GSD-ASD		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Secure VSR Form for trips outside Metro Manila	1. Issue VSR Form 1.2 Evaluate the request form.	None	3 min	Transport Dispatcher (TD)
2. Submits accomplished VSR Form	2.1 Checks/verify the completeness of information in the form and availability of service vehicle and driver.	None	6 mins	TD
	2.1a If in order, assign a Control Number and indorses it to the Chief, TSS for initials in the recommending approval portion.			
	2.1b If not in order, return to requesting entity for correction.			
	2.2 Indorses the VSR to the GSD-Div. Manager for signature in the recommending approval portion.	None	3 mins	Chief, TSS-GSD, Div. Manager

	2.3 Indorses the signed VSR to the ASD Manager for signature/approval.	None	3 mins	GSD, Manager/ ASD Manager
	2.4 For approved request, prepares trip ticket and assigns service vehicle and driver to the VSR.	None	3 mins	TD
TOTAL:		None	18 mins	

6. Repair and Maintenance (R/M)

Facilitate the Repair and Maintenance of Head Office, PPATI & GAD Center office facilities upon submission of approved R/M Request Form.

Office/Division:	ASD/ General Services Division-Building & Equipment Maintenance Section (BEMS)			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Head Office Responsibility Centers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Repair and Maintenance (R/M) Request Form		BEMS-GSD-ASD		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Secure R/M Request Form	1. Issue R/M Request Form	None	3 mins	Clerk Processor
2. Submits accomplished R/M Request Form	2.1 Checks/verify the completeness of information in the form.	None	3 mins	Clerk Processor
	2.1a If in order, indorses it to the Chief, BEMS for initials.	None	3mins	Clerk Processor
	2.1b If not in order, return to requesting entity for correction.			
	2.2 Indorses the R/M Request Form to the GSD-Div. Manager for signature/ approval.	None	3 mins	Chief, BEMS/GSD Div. Manager
	2.3 Checks the approved R/M Request Form. Schedule and assign a GSD personnel as per the nature work requested.	None	3 mins	Building Foreman
TOTAL:		None	15 mins	

7. Request for Supply/ies

Facilitate distribution of available supplies upon submission of complete documentary requirement.

Office/Division:	Administrative Services Department/Property Management Division			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Head Office Responsibility Centers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Purchase Request		Via ORACLE provided by the RC concern/ end user		
2. Requisition and Issue Slip (RIS)		PMD/ Storekeeper		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Submit Purchase Request	1.1 Received documentary requirement and checks availability of stocks.	None	5 mins	PMD staff
	1.1a If available, prepares the stocks and the RIS to be signed by the requesting RC/end user.	None	10 mins	Storekeeper
	1.1b If not available, Procurement Officer will proceed to canvassing and follow R.A. 9184 process.			Procurement Officer
	1.2 Indorses the RIS to the PMD-Div. Manager for approval.	None	15 mins	Storekeeper/ PMD-Div. Manager
	1.3 Upon approval, issues the supply/ies to the requesting end user.	None	5 mins	Storekeeper
2. Signs the requisition and Issue Slip (RIS) and receives supply/ies.b	2.Receives the signed slip and file.	None	5 mins	Storekeeper
TOTAL:		None	40 mins	

8. Request for Procurement of Goods and Services

Facilitate the request for procurement upon submission of complete documentary requirements by the end user.

Office/Division:	Administrative Services Department/Property Management Division			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Head Office Responsibility Centers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Purchase Request		Via ORACLE provided by the RC concern/ end user		
2. Specifications or Terms of Reference (if applicable)		End user		
3. Canvass Documents (if applicable)		End user		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Submit complete documentary requirements.	1.1 Check/review the veracity of the submitted documentary requirements. Check if item is included in the current year's APP. (Annual Procurement Plan)	None	5 days	PMD staff/ Authorized Representative (AR)
	1.1a If yes, request for CAF (Certificate of Availability of Funds).			
	1.1b If not, items are subject for approval of the Top Management.			
	1.2 Prepare other pertinent documents for use of the BAC Office to facilitate the procurement process.	None	10 days	PMD staff/ Authorized Representative (AR)
	1.3 Follow R.A. 9184 process.			
TOTAL:		None	15 days	

9. Request for Procurement of Goods and Services (Alternative Method)

Facilitate consolidation of Purchase Request (PR), upon submission of various RC's together with the Specification and Terms of Reference provided by the end user, and prepared documentary requirements for BAC Office's reference.

Office/Division:	Administrative Services Department/Property Management Division			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Head Office Responsibility Centers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Purchase Request		Via ORACLE provided by the RC concern/ end user		
2. Specifications or Terms of Reference (if applicable)		End user		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Submit Purchase Request	1.1 Received documentary requirements for consolidation.	None	5 days	PMD staff/ Procurement Officer
	1.2 After consolidation, will check for availability of stocks.	None	1 day	Storekeeper
	1.2a If available from stocks, the item will be issued to the concerned RC.			
	1.2b If not available, Procurement Officer will proceed to canvassing and follow R.A. 9184 process.			Procurement Officer
TOTAL:		None	6 days	

10. Handling of Internal and External Documented Information – Outgoing Internal Documented Information

Performs set processes in handling of outgoing internal DI (mails/communications from Head Office RCs to PPA PMOs and other agency/ies) at PPA Head Office

Office/Division:	Administrative Services Department/Records and Communication Division (ASD-RCD)			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Internal Customers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Documented Information and enclosure/s (if any)		Internal Customers		
2. a. CCS Routing Slip and /or		Internal Customers		
b. Locator Slip (Doc.Ref. Code: PM-APC-ASD-PD-FM-02)		ASD-RCD		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Submits the documented Information (DI) and enclosure/s if any, to the OPR for receiving at ASD-RCD	1.1 Checks DI if properly addressed; ensures completeness of attached enclosure/s as stated.	None	3 days	OPR for Receiving
	1.2 Acknowledges receipt on the CCS routing slip, receiving copy, and/or logbook of origin Responsibility Center.	None		OPR for Receiving
	1.3 Performs date entry process in the PPA Computerized Communication System (CCS), generates a control number for the DI as required, prints CCS Routing Slip.	None		OPR for Receiving
	1.4 Classifies and prepares the DI as per number of recipients, based on the requirements i.e.,	None		OPR for Receiving

	<p>attaches the CCS routing slip, and/or marks with appropriate notification; if with urgency, submits for electronic dissemination, or transmits thru fax.</p> <p>1.5 Batches DI according to its destination: if for dispatch to Manila based offices, records batched DI in the Locator Slip and forwards to the assigned Liaison Aide; or if for dispatch outside Metro Manila, forwards to the Administrative Services Assistant.</p>	None		OPR for Receiving
TOTAL:		None	3 days	

11. Handling of Internal and External Documented Information - Delivery of Internal and External Documented Information by Liaison Aide

Performs set processes on the dispatch and dissemination of documented information (mails, communications, numbered or unnumbered PPA issuances, and other records material).

Office/Division:	Administrative Services Department/Records and Communication Division (ASD-RCD)			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Internal Customers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Documented Information		Internal Customers		
2. a. CCS Routing Slip; or		Internal Customers		
b. Locator Slip (Doc. Ref. Code: PM-APC-ASD-PD-FM-02)		ASD-RCD		
Delivery Receipt (Doc. Ref. Code: PM-APC-ASD-PD-FM-06)		ASD-RCD		
Approved Vehicle Request Slip (Doc. Ref. Code: PM-ASD-VR-01)		ASD-RCD		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Forwards documented information (DI) and enclosure/s to Liaison Aides for dispatch to destination.	1.1 Checks if the DI is recorded and has receiving copy or with attached prescribed routing form/s;	None	3 days	Liaison Aides
	1.2 Checks if properly addressed and/or marked with appropriate notification/s;	None		Liaison Aides
	1.3 Facilitates interoffice delivery of DI or secures an approved Vehicle Request Slip to facilitate routing destination within Metro Manila.	None		Liaison Aides

	<p>1.4 Requires recipients to acknowledge receipt of the DI on the receiving copy or attached controlled routing forms.</p> <p>1.5 Submits received copy/ies and/or acknowledged routing forms as proof of delivery.</p>	<p>None</p> <p>None</p>		<p>Liaison Aides</p> <p>Liaison Aides</p>
TOTAL:		None	3 days	

12. Handling of Internal and External Documented Information - Delivery of Internal and External Documented Information by Courier

Performs set processes on the dispatch and dissemination of documented information (mails, communications, numbered or unnumbered PPA issuances, and other records material).

Office/Division:	Administrative Services Department/Records and Communication Division (ASD-RCD)			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Internal Customers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Documented Information		Internal Customer		
2. CCS Routing Slip		Internal Customer		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Forwards batched documented information (DI) to the ASD - Administrative Services Assistant A.	1.1 Records the outgoing DI on the prescribed controlled routing forms.	None	1 day	Administrative Services Assistant A
	1.2 Packs, labels and/or marked with appropriate notifications if any, if with urgency, submits for electronic dissemination, transmit thru fax.	None		Administrative Services Assistant A
	1.3 Coordinates pick-up schedule with the service provider or delivers the DI to the service provider whichever is appropriate.	None		Administrative Services Assistant A
TOTAL:		None	1 day	

PORT OPERATIONS AND SERVICES DEPARTMENT (POSD)
External Services

1. Online Application for PPA Accreditation of Port Service Providers

Facilitate the grant of Departure Clearance of vessels calling at the Ports upon submission of complete documentary requirements.

Office/Division:	Port Management Office		
Classification:	Highly Technical		
Type of Transaction:	G2B-Government to Business		
Who may avail:	Port Service Providers and those private entities with port transactions		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Type A: Port Terminal, Cargo Handling, Passenger Terminal, RoRo Services			
1. Duly accomplished Application Form		PPA website/ Business Development Marketing Specialist/ Officer (BDMS/O)	
2. Company and Business Profile		Provided by Applicant	
3. Authenticated Certificate of registration, Accreditation/ License/Eligibility /Franchise issued by <ul style="list-style-type: none">• DTI- Sole Proprietorship• SEC- Corporations/ Partnership• CDA- Cooperatives• License Eligibility/ Franchise- Applicants with Accreditation from other government agencies		Provided by Applicant	
4. Certified True Copy of Articles Incorporation/Partnership and By-laws for Corporations/Articles of Partnership/ Incorporation for cooperatives. (Not applicable for applicants with valid certificate of accreditation, licensed or granted franchise by other government agencies.)		Provided by Applicant	
5. Certified True Copy of the most recent General Information Sheet duly filed with and received by SEC/CDA. (Not applicable for applicants with valid certificate of accreditation, licensed or granted franchise by other government agencies.)		Provided by Applicant	

6. Certified True Copy of the most recent Tax Clearance Certificate per Executive Order No. 398 Series of 2005. (Not applicable for applicants with valid certificate of accreditation, licensed or granted franchise by other government agencies.)	Provided by Applicant
7. Certified True Copy of the Audited Financial Statement immediately preceding the date of application for accreditation was filed with, received by, the Bureau of Internal Revenue together with the corresponding Annual Income Tax Return - For the past three (3) years Bank Statement / Annual Income Tax Return for newly registered business entities and individual professionals. (Not applicable for applicants with valid certificate of accreditation, licensed or granted franchise by other government agencies.)	Provided by Applicant
8. Certified true copy of the Bureau of Internal Revenue Certificate of Registration. (Not applicable for applicants with valid certificate of accreditation, licensed or granted franchise by other government agencies.)	Provided by Applicant
9. Copy of value-added tax or percentage tax return covering the immediately preceding year	Provided by Applicant
10. Duly accomplished and notarized Omnibus Sworn Statement	Provided by Applicant
11. Proof of Authorization (duly notarized) CDA/SEC registered Entities Secretary's Certificate Single Proprietorship Authorization Letter	Provided by Applicant
Type B: Port Ancillary Services	
1. Duly accomplished Application Form	PPA website/ Business Development Marketing Specialist/ Officer (BDMS/O)
2. Company and Business Profile	Provided by Applicant
3. Authenticated Certificate of registration, Accreditation/	Provided by Applicant

<p>License/Eligibility /Franchise issued by</p> <ul style="list-style-type: none"> • DTI- Sole Proprietorship • SEC-Corporations/ Partnership • CDA- Cooperatives • License Eligibility/ Franchise- Applicants with Accreditation from other government agencies 	
<p>4. Certified True Copy of the audited financial statement immediately preceding the date of application for accreditation as filled with, received by, the Bureau of Internal Revenue together with the corresponding annual income tax return for the past 1 year. Bank statement/annual income tax return for newly registered business entities and individual professionals. (Not applicable for applicants with valid certificate of accreditation, licensed or granted franchise by other government agencies)</p>	<p>Provided by Applicant</p>
<p>5. Certified true copy of the Bureau of Internal Revenue Certificate of Registration. (Not applicable for applicants with valid certificate of accreditation, licensed or granted franchise by other government agencies)</p>	<p>Provided by Applicant</p>
<p>6. Duly accomplished and notarized Omnibus Sworn Statement</p>	<p>Provided by Applicant</p>
<p>7. Proof of Authorization (duly notarized) CDA/SEC registered Entities Secretary's Certificate Single Proprietorship Authorization Letter</p>	<p>Provided by Applicant</p>
<p>8. Other documentary requirements</p> <p>a. Service Contract or Authorization/Appointment provided by shipping lines/ company to a shipping agent/ representative (emailed authorization/ appointment is acceptable)</p>	

b. Copy of information of membership or affiliation from trade associations or business groups.	
Type C: Applicant that have been accredited/licensed/ granted franchise by other government agencies	
1. Duly accomplished Application Form	PPA website/ Business Development Marketing Specialist/ Officer (BDMS/O)
2. Company and Business Profile	Provided by Applicant
3. Authenticated Certificate of registration, Accreditation/ License/Eligibility /Franchise issued by <ul style="list-style-type: none"> • DTI- Sole Proprietorship • SEC- Corporations/Partnership • CDA- Cooperatives • License Eligibility/Franchise Applicants with Accreditation from other government agencies 	Provided by Applicant
4. Duly accomplished and notarized Omnibus Sworn Statement	Provided by Applicant
5. Proof of Authorization (duly notarized) CDA/SEC registered Entities Secretary's Certificate Single Proprietorship Authorization Letter	Provided by Applicant
6. Other documentary requirements <ul style="list-style-type: none"> a. Service Contract or Authorization/Appointment provided by shipping lines/ company to a shipping agent/ representative (emailed authorization/ appointment is acceptable) b. Copy of information of membership or affiliation from trade associations or business groups. 	Provided by Applicant

1. PPA Port Management Offices shall, under all circumstances, encourage on-line Registration and Application for PPA Accreditation.
2. All inquiries, follow-ups and updates shall be lodged at the PMOs, where on-line applicants may be directed to the status trail provided in the system.
3. All payments in relation to PPA Accreditation, if cannot be made through on-line facilities, shall be handled at the PMO.
4. Pursuant to PPA AO No. 07-2019, all Licensed Customs Brokers are exempted from the coverage of PPA Accreditation subject to the conditions therein stated.
5. Application for PPA Accreditation is per service type.

Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Performs client registration in the PPA E-Accreditation System	1. Validate documents submitted online.	Please refer to the schedule of fees	1 day	Business Development Marketing Specialist/ Officer (BDMS/O)
2. Determines service type being applied for and files application for PPA Accreditation online.	2. Determines capability of applicant to provide the service applied for.		1 day	
3. Pays accreditation fee online.	3.1 Determines whether applicant has no outstanding account within the PMO jurisdiction.		1 hour	
	3.2 Determines whether the applicant has no derogatory record within the PMO jurisdiction.		1 hour	
	3.3 Determines whether the applicant has no derogatory		1 day	Legal Services Department

	record with PPA.			
	3.4 Determines whether applicant has no outstanding account with PPA.		1 day	Treasury Department
	3.5 Reviews application.		1 day	Port Operations & Services Department
	3.6 Prints Executive Brief (EB) and PPA Accreditation Certificate.		1 day	
	3.7 Endorses EB and Certificate to the General Manager.		1 day	AGM for Operations
	3.8 Approves and signs PPA Accreditation Certificate.		1 day	General Manager
	3.9 Forwards signed PPA Accreditation Certificate to the Office of the Corporate Board Secretary for stamping of PPA seal.		1 day	Port Operations & Services Department
	3.10 Prepares transmittal memorandum of signed PPA Accreditation Certificate to PMO.			

	3.11 Updates inventories of PPA Accreditation.			
4. Secures duly signed PPA Accreditation Certificate	4. Receives the PPA Accreditation Certificate from Head Office and instructs newly accredited service provider to claim the signed PPA Accreditation Certificate.		1 day	Port Management Office
TOTAL:		Accreditation fee + 12% VAT	9 days and 2 hours	
As per PPA Admin Order No. 04-2020, all applicants/grantee of certificate of accreditation , certificate of registration, appointment, or contract are required to plant trees/mangroves of at least 1,000 seedlings. Compliance with the foregoing requirement shall be made not later than one (1) year after the issuance of accreditation , PTO, certificate of registration, appointment, or award of contract.				

Accreditation schedule of fees (PPA MC 03-2019)

Amount	Services
P10,000.00	-Port Terminal Services, -Cargo Handling/Roll On -Roll-off Services, -Pilotage Services, -Passenger Terminal Building Services, -Shore Reception Facility/Environmental Management Services, -Towing/ Tugging Service/ Tug Assistance

P3,000.00	-Mooring/unmooring, -Vessel repair/ Maintenance, -Waste Disposal Services, -Bunkering Services, -Chandling Services, -Brokerage Services, -Cargo Checking Services, -Cargo Surveying Services, -Shipping Lines, -Shipping line agent/Representative, -Lighterage/ Barging, -Watering Services, -Parking/ Garage Services, -Water Taxi Services, -Canteen Services, -Porterage Services, -Parking Services, -Transport services, -Booking/Ticketing Service, -Communication services, -Shops and stores, -Cleaning Service, -Container Repair, -Equipment hire, -Equipment Repair, -Fumigation, -Laundry service, -Water supply, -Reproduction service, -Weighbridge/ Truckscale, -Engineering Contractor, Other services
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2. Issuance of Hold Over Authority (HOA)

To ensure continuous provision of cargo handling and other related services in PPA ports.

Office/Division:	PMO-PSD/ POSD - TSD			
Classification:	Highly technical			
Type of Transaction:	G2B – Government to Business			
Who may avail:	Authorized CH & Port Service Operators			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of Intent for HOA Application		CHO/Port Service Operator		
2. Certification of No Outstanding Financial Obligation with PPA		PMO/Head Office		
3. Updated Portworkers retirement and Separation Fund (PRSF) with Actuarial Computation		CHO/Port Service Operator		
4. Updated Remittances of SSS/Philhealth Contributions of workers		CHO/Port Service Operator		
5. Updated DOLE Certification of No Pending Case with Labor		CHO/Port Service Operator		
6. Certification of No Pending Case Against PPA		PMO/Head Office		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Submit application with complete documentary requirements to PMO.	1.1 PMO transmits/ submits the HOA application, together with the complete documentary requirements and the duly accomplished and signed Compliance Checklist, to POSD copy furnished OGM and OAGMO by PMO.	None	5 days	PMO PSD
	1.2 RC Evaluates and verifies the validity of the submitted documents.	None	15 days	POSD Staff
	1.3 Requests Certificate of No Outstanding Account from Treasury Department and No Pending Case with PPA from the Legal Services Department			

	1.4 Processes and prepares Executive Brief for the GM attaching the proposed HOA for consideration.			
TOTAL:		None	20 days	

3. Issuance of Memorandum of Agreement (MOA) to LGUs/GCs

To allow LGU participation in the management, operation, development and maintenance of ports not categorized by PPA as vital or priority ports programmed for development.

Office/Division:	PMO-PSD/ POSD - TSD			
Classification:	Highly Technical			
Type of Transaction:	G2B – Government to Government			
Who may avail:	Local Government Units/Government			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of Intent for MODAM of Port		LGU/GC		
2. Appropriate SB/SP Resolution		LGU/GC		
3. For LGU, proposing for 10% Supervision Fee-Feasibility Study to include prospective port development plans, structure and facilities, projected revenue, projected traffic and return on investment.		LGU/GC		
4. Curriculum Vitae of the Management & Supervisory Office of the LGU/GC		LGU/GC		
5. Organizational Structure of the LGU/GC to include a Port Operations Section		LGU/GC		
6. Approved Port Layout Plan or SB Resolution of the Location of Port Zone		PMO/Head Office		
7. Report containing the result of the evaluation and recommendations of PMO		PMO		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. LGU submit proposal/ application with complete documentary requirements.	1.5 PMO evaluate and submit the complete documentary requirements, evaluation report/ recommendation to the GM thru AGMO/ GM.	None	5 days	PMO PSD
	1.1 RC evaluates and verifies the validity of submitted documents and the recommendation of the PMO.	None	15 days	POSD Staff
	1.2 Processes and prepares Executive Brief for the GM attaching the proposed Board Write-up for consideration.			

	1.3 If approved by the GM, submits to the PPA Board of Directors for consideration.			
TOTAL:		None	20 days	

PORT POLICE DEPARTMENT (PPD)
External Services

1. Certificate of Completion and Acceptance

An end-user's certificate of completion and acceptance indicating the security agency's overall performance quality rating within the duration of PPA-Security Agency security services contract period. The certificate shall become a qualification requirement for existing security agency for the next procurement of security services.

Office/Division:		Port Police Department		
Classification:		Simple		
Type of Transaction:		G2B		
Who may avail:		Security Agency with previous contract with PPA		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request from Security Agency addressed to the General Manager through the PPD Manager		Security Agency		
Contract information		Security Agency		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request to the Office of the General Manager, copy furnished the Port Police Department	1.1 Receive letter request. Verify contract information.	None	3 days	Port Police Officer Operations Division
	1.2 Verify and evaluate ratings of security agency from PMO-PPD			
	1.3 Prepare Certificate of Completion and Acceptance and Final Performance Rating			
	1.4 Issue Certificate to the client			
Total Processing Time		None	3 days	

2. Conduct of Investigation

An investigation is conducted for the benefit of government agencies requesting Investigation on an incident or complaint that occurred within the jurisdiction of PPA. An investigation report is submitted to the General Manager which contains the outcome of the investigation.

Office/Division:		Port Police Department/Intelligence and Investigation Division		
Classification:		Technical		
Type of Transaction:		G2G, G2C		
Who may avail:		Other Government Agencies/Other Complainant		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of request for investigation		Complaint Center Agency Head/ Government Agency		
Complaint from concerned citizen		Email sent by complainant		
Other attachments/evidence				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits letter request/complaint from other Government Agencies/Citizen	1.1 Forward letter/complaint to the OGM/AGMO.	None	1 day	Port Police Division
	1.2 Direct PPD to conduct investigation.	None	1 day	GM/AGMO
	1.3 Reviews and evaluates submitted complaint	None	3 days	Assigned investigator
	1.4 Conduct the investigation	None	25 days*	Assigned investigator/ Team
	1.5 Prepares and finalizes investigation report with findings and recommendation.	None	5 days	Assigned investigator
	1.6 Submits	None	1 day	Department Manager,

	investigation report to the GM thru the AGMO.			PPD
Total Processing Time		None	36 days	

- * Processing time (in the conduct of investigation) maybe reduced / extended depending on the nature of complaint.

3. Administration of Technical and Physical Agility Examinations for Port Police Applicants

Technical and physical agility examinations are administered by the Port Police Department to determine the merit and fitness of port police applicants. This qualifying examination is requested by HRMD/PMOs with port police job openings

Office/Division:		Port Police Department		
Classification:		Complex		
Type of Transaction:		G2G		
Who may avail:		HRMD/PMO		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter request		PMO/HRMD		
List of applicants and position applied for		PMO Admin/HRMD Personnel Division		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. PMO /HRMD requests for a technical and physical agility examinations for port police applicants	1.1 Reply to request of PMO/HRMD indicating schedule (date, time, and venue) of examinations	None	3 days	Department Manager PPD
	1.2 Assign personnel who will administer or facilitate the examination (from PMO and PPD HO)			PPD Operations Division Mgr
	1.3 Prepare venue and equipment			Assigned port police officer
2. Wait for reply from PPD and inform port police applicants on examination schedule*	2.1 Administer technical examination.	None	1 day	Assigned Port Police officer
	2.2 Administer physical agility test.			

3. Wait for the result of examination	3.1 Checks and submits examination results to HRMD, copy furnished PMO concerned	None	3 days	Department Manager PPD
Total Processing Time:		None	7 days	

* Depending on travel constraints, PPD may opt for an online administration of examinations.

4. Quality and Timeliness Rating of Submitted Port Security and Law Enforcement Reports (PSLER)

The Port Police Department submits to the CPD/AGMO every month the consolidated quality and timeliness rating for the submitted Port Security and Law Enforcement Reports of PPD indicating the PMO's average and total rating in each report. These shall be the basis in evaluating the PMO OPCR commitment in accordance with PPA SPMS.

Office/Division:		Port Police Department/Operations Division /Research and Planning Section		
Classification:		Simple		
Type of Transaction:		G2G		
Who may avail:		CPD/OAGMO		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Memorandum/Request		CPD		
Additional Information		CPD		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit to PPD request for quality and timeliness rating of report.	1.1 Consolidated reports from PMOs. 1.2 Assess each report as to the quality of its content and timeliness of submission. 1.3 Rate each report and compute the average rating per PMO.	None	2 days	Port Police Officer Research and Planning Section, Operations Division
2. Wait for the submission of the quality and timeliness rating from PPD.	2. Submit the overall rating to CPD	None	1 day	Port Police Officer Research and Planning Section, Operations Division
Total Processing Time:			3 days	

COMMERCIAL SERVICES DEPARTMENT

(External Services)

1. Application for Private Port Permit: Issuance of Clearance to Develop (CTD)

The CTD is being issued pursuant to PPA AO 06-95, and PPA AO 03-2013 or the Liberalized Regulations on Private Ports Construction, Development and Operation, and Simplification on Procedures in the Issuance of Private Port Permits, respectively. And per Governance Committee Resolution No. 2016-01 or the Revised Delegation of Authority for the Office of the Assistant General Manager (AGM) for Operations.

Office/Division:	PPA PMO /PPA Head Office - Commercial Services Department-Business Development Division/ Office of the AGM for Operations/ Office of the General Manager			
Classification:	Highly Technical			
Type of Transaction:	G2B - Government to Business G2G - Government to Government			
Who may avail:	Private Port Owner/ Operator/ Local Government Units			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Requirement (New Application) Formal written request for clearance to develop		Applicant/ Private Port Operator		
2. Unified Application Form with the following supporting documents: a. Summary of project scope and description; b. Copy of Company Profile; c. Copy of Vicinity Map showing the location of the proposed private port facility; d. Copy of SEC registration permit and its articles of incorporation and by-laws; e. Environmental Compliance Certificate; f. PPA Certifications that the applied area is not part of the PPA development plans and that the private port facility will not pose hazard to navigation; g. Duly notarized Foreshore Lease Contract (FLC) or at least certified received application for a foreshore leased permit; h. Certified true copy of land title or transfer certificate of title (TCT)		PPA Website (downloadable forms)		
3. Duly notarized Omnibus undertaking (Sworn Statement)		PPA Website (downloadable forms)		
Client Steps	Agency Action	Fees to be paid	Processing Time (working days)	Person Responsible
1. Submits letter of intent together with Unified Application Form specifying the exact location of the foreshore area, area size, intended use/purpose, proposed structure to be put-up	1.1 Receives letter of intent and routes to the Office of the Port Manager	None	10 mins.	Records Officer
	1.2 Initially assesses the application and forwards to	None	7 hrs. and 30 mins	Office of the Port Manager

and estimated cost of improvement together with duly notarized Omnibus Undertaking (Sworn Statement)	Engineering Services Division for verification/ evaluation/ processing.			
	1.3 Issues order of payment.	None		ESD
2. Applicant receives order of payment and pays the necessary filing fee (non-refundable).	2. Cashier receives the payment and issues PPA official receipt.	Php 1,000.00+ 12% VAT	10 mins.	Cashier
3. Applicant proceeds to ESD for the proof of payment.	3.1 Checks the proof of payment.	None	10 mins.	ESD Manager/ Concerned RC/ Authorized Representative
	3.2 Evaluates, processes application and coordinates with concerned RC. Conducts ocular inspection if necessary and submits findings/ technical report to Port Manager.	None	8 days	
	3.3 If found in order, indorses proposal to Head Office- CSD, with the findings and recommendations.	None	1 day	Port Manager
	3.4 Reviews, prepares complete staff work and recommends application to the AGMO	None	14 days	CSD
	3.5 AGMO recommends approval to GM.	None	3 days	AGMO
	3.6 Approves/ disapproves the clearance to develop, both for private non-commercial and private commercial purposes.	None	2 days	GM/ Authorized representative
	3.7 Releases approved CTD/ notifies the PMO on the denial.	None	1 day	CSD Representative/ Authorized Representative
TOTAL:		Php 1,000.00 + 12% VAT	30 days	

Note: Operations Office has recently issued the following policies relative to private ports and its online submission:

ISSUANCE	SUBJECT
<i>PPA Memorandum Circular No. 21-2020 (Annex B)</i>	<i>Processing of Private Port Applications for Energy Related Projects in Compliance with Republic Act No. 11234 or an Act Establishing the Energy Virtual One-Stop-Shop for the Purposes of Streamlining the Permitting Process of Power Generation, Transmission and Distribution Projects or the EVOSS Act</i>
<i>PPA Memorandum Circular No. 15-2020 (Annex C)</i>	<i>Guidelines in the Processing of PPA Permits During the Enhanced Community Quarantine (ECQ) Due to COVID-19 Pandemic</i>

There is an ongoing revision on private port applications which will incorporate online submission of applications.

Since, this has not yet been approved, the existing service specification on private ports will continue except for those energy related projects which will be evaluated pursuant to PPA MC 21-2020.

Note: *Processing time being used is based on the existing policy on private ports (PPA AO 06-95). Hence, the processing time as prescribed ARTA will be implemented once the revised policy on private ports has been approved.*

2. Application for Private Port Permit: Issuance of Permit to Construct (PTC)

The PTC is being issued pursuant to PPA AO 06-95, and PPA AO 03-2013 otherwise known as the Liberalized Regulations on Private Ports Construction, Development and Operation and the Simplification on Procedures in the Issuance of Private Port Permits, respectively. And per Governance Committee Resolution No. 2016-01 or the Revised Delegation of Authority for the Office of the Assistant General Manager (AGM) for Operations.

Office/Division:	PMO (Business Development and Marketing Specialist/Officer and Engineering Services Division)			
Classification:	Highly Technical			
Type of Transaction:	G2B - Government to Business G2G - Government to Government			
Who may avail:	Private Port Owner/Operator/LGU			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Written Request		Applicant		
2. Duly accomplished Unified Application Form		PMO (Business Development and Marketing Specialist/Officer)/PPA Website		
3. Duly Notarized Omnibus Undertaking (Sworn Affidavit)		PMO (Business Development and Marketing Specialist/Officer) / PPA Website		
4. Approved Clearance to Develop		PPA-HO Commercial Services Department		
Other Additional Requirements (supporting documents)		Applicant		
a. Detailed Cost Estimates b. Building Plans and other technical specifications; design computations; working drawings/building plans (signed by a Licensed Civil Engineer) c. Copy of Clearance to Develop; d. Copy of duly notarized Approved Foreshore Lease Contract/Order Award, or Official Receipt representing payment of Annual Occupancy Fee.				
Client Steps	Agency Action	Fees to be paid	Processing Time (working days)	Person Responsible
1. Applicant submits letter request to PPA- PMO together with all documentary requirements (3 copies per PPA AO 06-1995)	1.1 Accepts and routes the letter request to the Office of the Port Manager (OPM)	None	10 mins	Records Officer
	1.2 Port Manager/ Executive Assistant process application and routes to	None	2 days	Port Manager/ Executive Assistant

	<p>1.3 Engineering Division for evaluation.</p> <p>1.4 Evaluates/ conducts site inspection and process application and submits findings/ recommendations for approval of the Port Manager</p> <p>1.5 Approves/ signs the Permit to Construct</p> <p>If disapproved advises the applicant of denial, procedure ends here</p> <p>1.6 Issues the billing (order of payment) and advises the applicant to pay the permit to construct fee.</p>	<p>None</p> <p>None</p> <p>None</p>	<p>10 days and 5 hours</p> <p>2 days and 2 hours</p> <p>20 mins.</p>	<p>ESD Manager/ Principal Engineer/ Supervising Engineer/ Authorized Representative</p> <p>Office of the Port Manager</p> <p>ESD Manager/ Principal Engineer/ Supervising Engineer/ Authorized Representative</p>
2. Applicant the amount necessary	2. Cashier accepts payment and issues PPA Official Receipt.	<p>For Private Non-Commercial Port:</p> <p>Project cost is less than P10M (P20,000 + P1,000 filing fee +12%VAT)</p> <p>Project Cost is greater than P10M (P30,000 + 1/10% of excess of P10M but not to exceed P100,000) + P1,000 filing fee+ VAT)</p>	20 mins.	Cashier

		For Private Commercial Port: Project Cost Is less than P10M (P60,000 + P1,000 filing fee +12% VAT) Project Cost is greater than P10M (P80,000 + 1/10 of 1% of the excess of P10M but not to exceed P100,000 + 12% VAT)		
3. Applicant presents proof of payment to ESD.	3. Issues the Permit to Construct upon receipt of official receipt	None	10 mins.	ESD Manager/ Principal Engineer/ Supervising Engineer A/ Representative
TOTAL:		Please see schedule of fees below	15 days	
Note: Processing time being used is based on the existing policy on private ports (PPA AO 06-95). Hence, the processing time as prescribed ARTA will be implemented once the revised policy on private ports has been approved.				
Note: Penalty for Failure to Commence Construction Failure to commence construction within six (6) months from the issuance of the Permit to Construct shall be imposed the corresponding penalty charge (Php 50,000.00) . (A grace period of another six (6) months shall be given to private ports owner/s to comply after paying the penalty after which the permit to construct shall be rendered null and void. The applicant shall be required to re-apply and pay the Permit to Construct Fee) per PPA AO 02-2009.				

Permit to Construct schedule of fees

Type of Port	Particulars	Amount
For Private Non- Commercial Port	Project cost is less than P10 million	P20,000 + P1,000 filing fee + 12%VAT
	Project Cost is greater than P10 million	(P30,000+1/10% of excess of 10M but not to exceed P100,000) + P1,000 filing fee + VAT
For Private commercial Port	Project Cost Is less than P10 million	P60,000 + P1,000 filing fee + 12% VAT
	Project Cost is greater than P10 million	(P80,000 + 1/10 of 1% of the excess of P10M but not to exceed P100,000) + 12% VAT

3. Application for Private Port Permit: Issuance of Certificate of Registration/ Permit to Operate (COR/PTO) Private Port Facility/ies

The COR/PTO private port facility/ies is being issued pursuant to PPA AO 06-95, and PPA AO 03-2013 otherwise known as the Liberalized Regulations on Private Ports Construction, Development and Operation and the Simplification on Procedures in the Issuance of Private Port Permits, respectively. And per Governance Committee Resolution No. 2016-01 or the Revised Delegation of Authority for the Office of the Assistant General Manager (AGM) for Operations.

Office/Division:	Port Management Offices (PMOs) / Head Office Commercial Services Department (CSD)
Classification:	Highly Technical
Type of Transaction:	G2B - Government to Business G2G - Government to Government
Who may avail:	1. Private port investors who have satisfactorily established new port infrastructures 2. Port owners/operators who have developed and operated their facilities prior to the creation of PPA
CHECKLIST OF REQUIREMENTS WHERE TO SECURE	
For newly constructed private ports	
1. Written Request	To be provided by applicant
2. Unified Application Form with the following supporting documents: a. Project Completion Report; b. Photocopy of Approved Foreshore Lease Contract (FLC); c. Photocopy of Transfer Certificate of Title (TCT) for private port facilities along riverbank; d. Certification that applicant has no outstanding obligations with PPA	PPA Website (downloadable forms)
3. Duly Notarized Omnibus Undertaking (Sworn Affidavit)	PPA Website (downloadable forms)
4. As Built Plan (when applicable)	To be provided by applicant
For existing private ports with TEMPORARY COR/PTO Private Port Facility	
1. Letter-request for conversion of temporary registration/operating permit into a permanent one	To be provided by applicant
2. One (1) photocopy of SEC Registration Permit	To be provided by applicant
3. One (1) photocopy of Articles of Incorporation and By-laws	To be provided by applicant
4. Unified Application Form with the following supporting documents: a. Project Completion Report b. Photocopy of Approved Foreshore Lease Contract c. Photocopy of Transfer Certificate of Title (TCT) for private port facilities along riverbank d. Certification that applicant has no outstanding obligation with PPA	PPA Website (downloadable forms)

5. As Built Plan (when applicable)		To be provided by applicant		
6. Duly Notarized Omnibus Undertaking (Sworn Affidavit)		PPA Website (downloadable forms)		
7. Certification of Structural Soundness		To be provided by Applicant		
For existing ports without any valid permit				
1. Written Request		To be provided by applicant		
2. One (1) copy of duly accomplished Application for Registration form		Downloadable from PPA website		
3. Unified Application Form with the following supporting documents: a. Photocopy of Approved Foreshore Lease Contract b. Photocopy of Transfer Certificate of Title (TCT) for private port facilities along riverbank c. Certification that applicant has no outstanding obligation with PPA		PPA Website (downloadable forms)		
4. As built plans		To be provided by applicant		
5. One (1) photocopy of Approved Permit to Construct		To be furnished to CSD by PMO concerned		
6. Certification that applicant has no outstanding obligation with PPA		To be furnished to CSD by PMO concerned		
7. Duly Notarized Omnibus Undertaking (Sworn Affidavit)		PPA Website (downloadable forms)		
Client Steps	Agency Action	Fees to be paid	Processing Time (working days)	Person Responsible
1. Applicant submits complete requirements to Records	1.1 Receives requirements and routes the document to OPM	None	10 mins.	Designated Records Officer
	1.2 Port Manager assesses the application and routes to Business Development / Marketing Specialist/ Officer (BDMS/BDMO).	None	1 day	Office of the Port Manager (OPM)
	1.3 Reviews completeness and accuracy of submitted documents in coordination with the Engineering Services Division (ESD) and submits findings/ comments/ recommendation to the Port Manager	None	7 days 30 mins.	BDMS/ BDMO
2. Applicant proceeds to PMO to pay corresponding fees	2.1 Issues order of payment for filing fee and certification fee	None	10 mins.	BDMS/ BDMO

	2.2 Receives payment and issues PPA Official Receipt	Filing Fee: ₱1,000 + VAT Certification Fee: ₱100 + VAT	10 mins.	Cashier
	2.3 Prepares endorsement of complete documents to the AGMO thru the CSD	None	1 day	BDMS/ BDMO
A. For Application with Permanent Status or Commercial Status				
	2.4a Prepares complete staff work and recommends application to the AGMO.	None	10 days	Commercial Services Department-Business Development Division Authorized representative
	2.5a Recommends approval to the GM.	None	2 days	Office of the Asst. General Manager for Operations
	2.6a Approves or disapproves application.	None	2 days	Office of the General Manager
	2.7a Releases approved COR/PTO or notifies PMO on the Denial	None	1 day	Commercial Services Department
TOTAL for A:		Filing Fee: ₱1,000 + VAT Certification Fee: ₱100 + VAT	25 days	
B. For Application with Temporary Status and Non-commercial Operation				
	2.4b Prepares complete staff work and recommends application to the AGMO.	None	10 days	Commercial Services Department-Business Development Division Authorized representative
	2.5b Approves or disapproves application.	None	4 days	Office of the Asst. General Manager for Operations

	2.6b Releases approved COR/PTO or notifies PMO on the Denial	None	1 day	Commercial Services Department
TOTAL for B:		Filing Fee: ₱1,000 + VAT Certification Fee: ₱100 + VAT	25 days	

Note: Processing time being used is based on the existing policy on private ports (PPA AO 06-95). Hence, the processing time as prescribed ARTA will be implemented once the revised policy on private ports has been approved.

4. Application for Private Port Permit: Issuance of Certificate of Registration/ Permit to Operate (COR/PTO) Roll-On/ Roll-Off Terminal System (RRTS) Facility/ies

The COR/PTO RRTS facility is being issued pursuant to PPA AO 06-95, PPA AO 03-2004, and PPA AO 03-2013 otherwise known as the Liberalized Regulations on Private Ports Construction, Development and Operation, the Guidelines on the Development, Construction, Management and Operation of Ferry Terminals under the Road Roll-On/Roll-Off Terminal System (RRTS), and the Simplification on Procedures in the Issuance of Private Port Permits, respectively.

Office/Division:	Commercial Services Department/Business Development Division			
Classification:	Highly Technical			
Type of Transaction:	G2B – Government to Business			
Who may avail:	Private Port Owner/Operator			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Written request			To be provided by applicant	
2. Unified Application Form with attached pictures of the following Passenger Terminal facilities: a. Ro-Ro Docking Facilities (an ordinary ramp must be able to accommodate a Ro-Ro vessel with 1,000 GRT or equivalent to the width of two (2) trucks b. Passenger Terminal Facilities with basic amenities such as: sufficient passenger seats, clean comfort rooms for male/female, drinking stations with feeding area for nursing mothers/diaper changing table, access ramps, railings for handicapped passengers/port users, priority lanes for pregnant women, women with children and senior citizens properly labelled receptacles to segregate wastes, and covered walkways within entry/exit doors c. Marshalling yard d. Lane meter measurement areas e. Parking Area f. Security and safety facilities			PPA Website (downloadable forms)	
3. Duly Notarized Omnibus Undertaking (Sworn Affidavit)				
Client Steps	Agency Action	Fees to be paid	Processing Time (working days)	Person Responsible

1.1 Submits application with complete documentary requirements and a non-refundable filing fee	1.1 Evaluates application and endorses the same to CSD	Filing Fee: ₱1,000 + VAT Certification Fee: ₱100 + VAT	10 days	Port Management Office
	1.2 Prepares complete staff work and recommends application to the AGMO.	None	10 days	Commercial Services Department-Business Development Division
	1.3 Recommends approval to the General Manager.	None	2 days	Office of the Asst. General Manager for Operations
	1.4 Approves/ Disapproves application.	None	2 days	Office of the General Manager
	1.5 Releases approved COR-PTO RRTS Facility/ Notifies the PMO on the denial.	None	1 day	Commercial Services Department-Business Development Division
TOTAL:		Filing Fee: ₱1,000 + VAT Certification Fee: ₱100 + VAT	25 days	

Note: Processing time being used is based on the existing policy on private ports (PPA AO 06-95). Hence, the processing time as prescribed ARTA will be implemented once the revised policy on private ports has been approved.

PPA Memorandum Circular No. 21-2020

Processing of Private Port Applications for Energy Related Projects in Compliance with Republic Act No. 11234 or an Act Establishing the Energy Virtual One-Stop Shop for the Purposes of Streamlining the Permitting Process of Power Generation, Transmission

Time frame: Thirty (30) calendar days

- Notes: 1. The thirty (30) calendar daytime frame is for all the applications for a certain project, i.e. issuance of CTD, PTC, and COR/PTO (New), is equivalent to one project.*
- 2. A three (3) working day buffer period will be allotted to check the completeness of the submitted documentary requirements, and notification of acceptance or non-acceptance shall be made within the said period (Section 2 of DC2019-05-0007, or Rules and Regulations Implementing RA 11234 (EVOSS Act))*

5. Application for Private Port Permit: Issuance of Clearance to Develop (CTD) (For Energy Related Projects)

The CTD is being issued pursuant to P.D. 857, PPA AO 06-95, R.A. 11234 or EVOSS Act, Administrative Order No. 23 or Eliminating Overregulation to Promote Regulations Implementing R.A. 11234, and Department of Energy Circular No. DC 2019-05-007 (Rules and Regulations Implementing R.A. 11234).

Office/Division:	PPA PMO /PPA Head Office - Commercial Services Department-Business Development Division/ Office of the AGM for Operations/ Office of the General Manager	
Classification:	Highly Technical	
Type of Transaction:	G2B - Government to Business G2G - Government to Government	
Who may avail:	Private Port Owner	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Formal written request for clearance to develop		To be provided by applicant/private port owner
2. Unified Application Form specifying exact location of the foreshore area, area size in sq.m., intended use/purpose, proposed structure to be put-up, with the following attachments: <ul style="list-style-type: none"> a. Estimated cost of project; b. Summary of Project Scope, Description; c. Vicinity Map; d. Certified true copy of SEC Registration and Articles of Incorporation; e. Original copy of Secretary's Certificate Designating Company's Authorized Representative; f. PPA Certification that the port facilities to be put up will not pose hazard to navigation; g. PPA Certification that the area applied for has no future PPA development in the next five years; h. Certified true copy of Approved Foreshore Lease Contract (FLC); or certified true copy of foreshore lease application duly received by DENR; or certified true copy of Deed of Assignment; or certified true copy of Leasehold Rights approved by the DENR; i. Certified true copy of Transfer Certificate of Title (TCT); or certified true copy of Deed of Absolute Sale; or certified true copy of Lease Agreement; whichever is applicable; 		PPA Website (downloadable forms) and supporting documents to be provided by applicant

j. Certified true copy of Approved reclamation projects from PRA, if applicable				
3. Duly Notarized Omnibus Undertaking (Sworn Affidavit)		PPA Website (downloadable forms)		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Submits to PMO the letter of intent together with documentary requirements mentioned in the Checklist of Requirements	1.1 Acknowledges receipt, evaluates, and endorses the proposals to CSD	Filing Fee: P1,000.00 +12% VAT	Two (2) calendar days	PMO/OPM/ Cashier
		None	Three (3) calendar days	CSD/BDD
	1.2 Reviews, prepares complete staff work and recommends application to the AGMO	None	Two (2) calendar days	AGMO
		None	Two (2) calendar days	GM
	1.3 Recommends approval to the GM	None	One (1) calendar day	CSD/BDD
TOTAL:		P1,000.00 + 12% VAT	Ten (10) calendar days	
<i>Note: A three (3) working day buffer period will be allotted to check the completeness of the submitted documentary requirements, and notification of acceptance or non-acceptance shall be made within the said period (Section 2 of DC2019-05-0007, or Rules and Regulations Implementing RA 11234 (EVOSS Act))</i>				

6. Application for Private Port Permit: Issuance of Permit to Construct (PTC) (For Energy Related Projects)

The PTC is being issued pursuant to P.D. 857, PPA AO 06-95, R.A. 11234 or EVOSS Act, Administrative Order No. 23 or Eliminating Overregulation to Promote Regulations Implementing R.A. 11234, and Department of Energy Circular No. DC 2019-05-007 (Rules and Regulations Implementing R.A. 11234).

Office/Division:	Port Management Office (PMO)/Engineering Services Division (ESD)			
Classification:	Highly Technical			
Type of Transaction:	G2B - Government to Business G2G - Government to Government			
Who may avail:	Private Port Owner			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Formal Written Request		To be provided by applicant/private port owner		
2. Duly accomplished Application Form		PPA Website (downloadable forms)		
3. Duly Notarized Omnibus Undertaking (Sworn Affidavit)		PPA Website (downloadable forms)		
4. Approved Clearance to Develop		Applicant		
Other Additional Requirements (supporting documents) a. Detailed Cost Estimates; b. Building Plans and other technical specifications; c. Design computations; d. Working drawings signed by a Licensed Civil Engineer; e. Copy of Clearance to Develop; f. Certified true copy of Approved Foreshore Lease Contract/Order Award, or Certified true copy of Official Receipt representing payment of Annual Occupancy Fee; g. Original copy of Secretary's Certificate Designating Company's Authorized Representative		Applicant		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible

1. Applicant submits the documentary requirements mentioned in the Checklist of Requirements	1.1 Acknowledges the receipt of documents and evaluates application for PTC	Filing Fee: Php1,000.00 + 12% VAT	Eight (8) calendar days	PMO-ESD
		None	One (1) calendar day	Port Manager
	1.2 Approves/ Disapproves application	If approved: For Private Non-Commercial Port:	One (1) calendar day	PMO/ESD/ Cashier
	1.3 If approved: Notifies the proponent to pay the corresponding fee and releases PTC upon receipt of Official Receipt	Project cost is less than P10M (P20,000 + P1,000 filing fee +12%VAT)		
	If denied: Advises the proponent on such denial	Project Cost is greater than P10M (P30,000 + 1/10% of excess of P10M but not to exceed P100,000) + P1,000 filing fee+ VAT)		
		For Private Commercial Port:		
		Project Cost Is less than P10M (P60,000 + P1,000 filing fee +12% VAT)		
		Project Cost is greater than P10M (P80,000 + 1/10 of 1% of the excess of P10M but not to exceed P100,000 + 12% VAT)		

TOTAL:	P1,000.00 +12% VAT and corresponding PTC fee	Ten (10) calendar days	
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Note: Penalty for Failure to Commence Construction
*Failure to commence construction within six (6) months from the issuance of the Permit to Construct shall be imposed the corresponding penalty charge **(Php 50,000.00)**. (A grace period of another six (6) months shall be given to private ports owner/s to comply after paying the penalty after which the permit to construct shall be rendered null and void. The applicant shall be required to re-apply and pay the Permit to Construct Fee) per PPA AO 02-2009.*

7. Application for Private Port Permit: Issuance of Certificate of Registration/Permit to Operate (COR/PTO) (New) Private Port Facility/ies (For Energy Related Projects)

The COR/PTO is being issued pursuant to P.D. 857, PPA AO 06-95, R.A. 11234 or EVOSS Act, Administrative Order No. 23 or Eliminating Overregulation to Promote Regulations Implementing R.A. 11234, and Department of Energy Circular No. DC 2019-05-007 (Rules and Regulations Implementing R.A. 11234).

Office/Division:	Port Management Offices (PMOs) / Head Office Commercial Services Department (CSD)			
Classification:	Highly Technical			
Type of Transaction:	G2B - Government to Business G2G - Government to Government			
Who may avail:	Private port owner who have satisfactorily established new port infrastructures			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Written Request		To be provided by applicant		
2. Unified Application Form with the following supporting documents: a. Project Completion Report; b. Certified true copy of Approved Foreshore Lease Contract (FLC); or certified true copy of Official Receipt representing payment of Annual Occupancy Fee; c. PPA Certification that the owner/operator has no outstanding obligation with PPA; d. Original copy of Secretary's Certificate designating company's Authorized Representative; e. Certified true copy of the Office of the Transport Security (OTS) Approved Port Facility Security Plan (PFSP).		PPA Website (downloadable forms) and supporting documents to be provided by applicant		
3. Duly Notarized Omnibus Undertaking (Sworn Affidavit)		PPA Website (downloadable forms)		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible

1. Applicant submits the documentary requirements mentioned in the Checklist of Requirements	1.1 Acknowledges the receipt of documents, evaluates, and endorses the proposals to CSD	Filing Fee: Php1,000.00 + 12% VAT	Two (2) calendar days	PMO/OPM/ Cashier
		None	Three (3) calendar days	CSD/BDD
	1.2 Reviews, prepares complete staff work and recommends application to the AGMO	None	Two (2) calendar days	AGMO
		None	Two (2) calendar days	GM
		None	One (1) calendar day	CSD/BDD
TOTAL:		P1,000.00 +12% VAT	Ten (10) calendar days	

8. Application for Private Port Permit: Issuance of Certificate of Registration/Permit to Operate (COR/PTO) (Renewal) Private Port Facility/ies (For Energy Related Projects)

The COR/PTO is being issued pursuant to P.D. 857, PPA AO 06-95, R.A. 11234 or EVOSS Act, Administrative Order No. 23 or Eliminating Overregulation to Promote Regulations Implementing R.A. 11234, and Department of Energy Circular No. DC 2019-05-007 (Rules and Regulations Implementing R.A. 11234).

Office/Division:	Port Management Offices (PMOs) / Head Office Commercial Services Department (CSD)			
Classification:	Highly Technical			
Type of Transaction:	G2B - Government to Business G2G - Government to Government			
Who may avail:	Private port owner who have satisfactorily established new port infrastructures			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Written Request		To be provided by applicant		
2. Unified Application Form with the following supporting documents: a. Certified true copy of Approved Foreshore Lease Contract (FLC); or certified true copy of DENR-issued Official Receipt representing payment of Annual Occupancy Fee; b. PPA certification that the owner/operator has no outstanding obligations with PPA; c. Original copy of Secretary's Certificate designating company's Authorized Representative; d. Certified true copy of the Office of the Transport Security (OTS) Approved Port Facility Security Plan (PFSP).		PPA Website (downloadable forms) and supporting documents to be provided by applicant		
3. Duly Notarized Omnibus Undertaking (Sworn Affidavit)		PPA Website (downloadable forms)		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible

1. Applicant submits the documentary requirements mentioned in the Checklist of Requirements	1.1 Acknowledges the receipt of documents, evaluates, and endorses the proposals to CSD	Filing Fee: Php1,000.00 + 12% VAT	Seven (7) calendar days	PMO/OPM/ Cashier
		None	Ten (10) calendar days	CSD/BDD
	1.2 Reviews, prepares complete staff work and recommends application to the AGMO	None	Six (6) calendar days	AGMO
		None	Six (6) calendar days	GM
		None	One (1) calendar days	CSD/BDD
TOTAL:		P1,000.00 +12% VAT	Thirty (30) calendar days	
<i>Note: A three (3) working day buffer period will be allotted to check the completeness of the submitted documentary requirements, and notification of acceptance or non-acceptance shall be made within the said period (Section 2 of DC2019-05-0007, or Rules and Regulations Implementing RA 11234 (EVOSS Act))</i>				

9. Request for Improvement/Expansion/Rehabilitation of Existing Private Ports with Valid COR/PTO (Issuance of Permit to Construct) (For Energy Related Projects)

The COR/PTO is being issued pursuant to P.D. 857, PPA AO 06-95, R.A. 11234 or EVOSS Act, Administrative Order No. 23 or Eliminating Overregulation to Promote Regulations Implementing R.A. 11234, and Department of Energy Circular No. DC 2019-05-007 (Rules and Regulations Implementing R.A. 11234).

Office/Division:	Port Management Offices (PMO)/Engineering Services Division (ESD)			
Classification:	Highly Technical			
Type of Transaction:	G2B - Government to Business G2G - Government to Government			
Who may avail:	Private port owner who have satisfactorily established new port infrastructures			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Written Request		To be provided by applicant		
2. Unified Application Form with the following supporting documents: a. Summary of proposed improvement/expansion/ rehabilitation; b. Detailed Cost Estimates; c. Design Computations; d. Working drawings/building plans signed by a Licensed Civil Engineer; e. Original copy of Secretary's Certificate designating company's Authorized Representative; f. Certified true copy of Approved reclamation projects from PRA, if applicable.		PPA Website (downloadable forms) and supporting documents to be provided by applicant		
3. Duly Notarized Omnibus Undertaking (Sworn Affidavit)		PPA Website (downloadable forms)		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible

1. Applicant submits the documentary requirements mentioned in the Checklist of Requirements	1.1 Acknowledges the receipt of documents, and endorses the proposals to ESD	Filing Fee: Php1,000.00 + 12% VAT	Two (2) calendar days	OPM
		None	Ten (10) calendar days	ESD
	1.2 Evaluates the request upon receipt of the complete documents/ Conducts ocular inspection	Please refer to schedule of fees below	Two (2) calendar days	OPM/Cashier
	1.3 If approved: Notifies the proponent to pay the corresponding Permit to Construct Fee	None	One (1) calendar day	OPM
TOTAL:		P1,000.00 + 12% VAT and corresponding PTC Fee	Fifteen (15) calendar days	

Permit to Construct schedule of fees

Type of Port	Particulars	Amount
For Private Non-Commercial Port	Project cost is less than P10 million	P20,000 + P1,000 filing fee + 12%VAT
	Project Cost is more than P10 million	(P30,000+1/10% of excess of 10M but not to exceed P100,000) + P1,000 filing fee + VAT
For Private Commercial Port	Project Cost Is less than P10 million	P60,000 + P1,000 filing fee + 12% VAT
	Project Cost is more than P10 million	(P80,000 + 1/10 of 1% of the excess of P10M but not to exceed P100,000) + 12% VAT

10. Request for Improvement/Expansion/Rehabilitation of Existing Private Ports with Valid COR/PTO (Issuance of Amended COR/PTO) (For Energy Related Projects)

The COR/PTO is being issued pursuant to P.D. 857, PPA AO 06-95, R.A. 11234 or EVOSS Act, Administrative Order No. 23 or Eliminating Overregulation to Promote Regulations Implementing R.A. 11234, and Department of Energy Circular No. DC 2019-05-007 (Rules and Regulations Implementing R.A. 11234).

Office/Division:	Port Management Offices (PMO)/Head Office/Commercial Services Department (CSD)/Business Development Division (BDD)			
Classification:	Highly Technical			
Type of Transaction:	G2B - Government to Business G2G - Government to Government			
Who may avail:	Private port owner who have satisfactorily established new port infrastructures			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Written Request		To be provided by applicant		
2. Unified Application Form with the following supporting documents: a. Project Completion Report; b. Certified true copy of Approved Foreshore Lease Contract (FLC); or certified true copy of Official Receipt representing payment of Annual Occupancy Fee; c. PPA Certification that the owner/operator has no outstanding obligations with PPA; d. Original copy of Secretary's Certificate designating company's Authorized Representative. e. Certified true copy of the Office of the Transport Security (OTS) Approved Port Facility Security Plan (PFSP).		PPA Website (downloadable forms) and supporting documents to be provided by applicant		
3. Duly Notarized Omnibus Undertaking (Sworn Affidavit)		PPA Website (downloadable forms)		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible

1. Applicant submits to PMO the Application for Certificate of Registration/Permit to Operate a private port with documentary requirements mentioned in the Checklist of Requirements	1.1 Acknowledges the receipt of documents, evaluates, and endorses the proposals to CSD	Filing Fee: Php1,000.00 + 12% VAT	Five (5) calendar days	PMO/OPM/Cashier
		None	Five (5) calendar days	CSD/BDD
		None	Two (2) calendar days	AGMO
		None	Two (2) calendar day	GM
	1.2 Reviews, prepares complete staff work and recommends application to the AGMO	None	One (1) calendar day	CSD/BDD
TOTAL:		P1,000.00 +12% VAT	Fifteen (15) calendar days	

11. Preparation of Communications on Request for Comments from other Government Agencies on Various Issues.

Pursuant to the Implementation of Republic Act No. 11032 or the "Ease of Doing Business and Efficient Government Service Delivery Act of 2018".

Office/Division:	Commercial Services Department-Business Development Division			
Classification:	Complex			
Type of Transaction:	G2B – Government to Government			
Who may avail:	Government Agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Communication/ letter request		Requesting party		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Submits request for comments on various issues	1.1 Forwards communication request to GM/ AGMO for instructions	None	1/2 day	Commercial Services Department/ Office of the Asst. General Manager for Operations/ General Manager
	1.2 Prepares comments on various issues	None	4 days	Commercial Services Department
	1.3 Forwards for approval of the AGMO/ GM	None	1 day	Commercial Services Department
	1.4 Signs communication/ reply	None	1 day	Office of the Asst. General Manager for Operation/ General Manager
	1.5 Releases signed communication/ reply	None	1/2 day	Commercial Services Department
TOTAL:		None	7 days	

12. REQUEST FOR REFUND OF RENTAL DEPOSIT

This provides the detailed procedures in the processing of request for refund of rental deposit which are required by PPA from all PPA lessees, whether PTOc holders or lease contract holders. The rental deposits are collected from lessees/permittees as safeguard for possible damages resulting from violation/s of any provision of the lease contract or permit to occupy.

Office/Division:	Commercial Services Department- Real Estate Management Division/ Treasury Department/ Port Management Office-Finance Services Division/			
Classification:	Highly Technical			
Type of Transaction:	G2B – Government to Business			
Who may avail:	Lessees/ Permittees/ Authorized Representative			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.Letter-request of the port user stating the following: <ul style="list-style-type: none">• Total amount to be refunded• Reason/s for the approval of the refund		Lessees/ Permittees/ Authorized Representative, as applicable		
2. Original copy of the Official Receipt/s covering the payment of the deposit/s requested for refund				
3. Original/authenticated copy of the Permit to Occupy issued by PMO				
4. Certificate of No Outstanding Obligation		Port Management Office-Finance Division		
5. If original copy is lost, machine copies of PPA Official Receipt or invoices stamped with PMO Notation “Verified correct and remitted to PPA’s bank account				
Client Steps	Agency Action	Fees to be paid	Processing Time ¹	Person Responsible
1. Submits request for refund of rental deposit including supporting documents	1.1 Checks the compliance and completeness of the submitted documents and receive the application. Applications with incomplete requirements shall not be accepted	None		Port Management Office/ Cashier/ Lessee/ Permittee/ Authorized Representative
	1.2 Endorses/transmits to Treasury Department (TD) the request for refund.	None		Port Management Office

¹ Under the IRR of R.A. No. 11032 (EODB Law), processing time refers to "the time consumed from the acceptance of an application or request with complete requirements, accompanying documents and payment of fees up to the issuance of certification or such similar documents approving or disapproving an application or request." The time spent in assessing the completeness and sufficiency of the application and the supporting documents submitted shall not be included in the determination of processing time. Further, as stated therein, requirements shall only be considered complete when all the necessary or appropriate documents that are required to be submitted together with an application form by the applicant or requesting party fully satisfy the formal and substantive requirements of the relevant law.

	1.3 Endorses to CSD the request for refund.	None		Treasury Department
	1.4 Reviews/validates the ground that will warrant the refund. Endorses the request to the AGM for Operations	None		Commercial Services Department
	1.5 Recommends for the approval of the request for refund of rental deposit.	None		AGM for Operations
	1.6 Endorses/transmits to the AGMFA/ Treasury Department (TD) the recommendation of the AGMO for the request for refund of rental deposit.	None		Commercial Services Department
	1.7 Evaluates completeness of documents submitted by PMO and lessee. The confirmation of the authenticity of official receipts and completeness of supporting documents including the amount of refund to be claimed shall be vested to the Treasury Department and PMO. Endorse to the AGMFA/GM the complete staff work. Processing of the request shall only commence upon receipt of complete and sufficient documents/information	None		Treasury Department
	1.8 Approves the request for refund of rental deposit	None		General Manager
	1.9 Prepares cash transfer and transmit to PMO			Treasury Department

	1.10 Prepares and releases the check			Treasury Department
TOTAL:		None	20 working days²	

² The PPA-TD may extend the processing time once for the same number of days, provided that the applicant/requesting party shall be notified prior to the lapse of the initial processing time. The applicant/requesting party shall likewise acknowledge receipt of PPA-TD's notification. The prescribed processing time shall be suspended and appropriate adjustments shall be made in case of delays due to force majeure or natural or man-made disasters, which result in damage or destruction of documents and/or system failure. The applicant will be notified in writing and through other means of communication of the suspension of the processing time without any delay.

13. PROCESSING OF APPLICATION FOR MEDIUM AND LONG-TERM LEASE PROPOSALS (NEW)

This provides the detailed procedure in the processing of applications for medium and long-term lease contracts. The processing of application for medium and long-term leases shall be processed in accordance with PPA AO 22-95 and PPA AO 02-2016.

Medium-Term Lease are those which are granted with a duration of more than one (1) year up to five (5) years while Long-Term Lease are those which are granted for more than five (5) years, depending on the economic life of the permanent structures to be put up.

Office/Division:	Commercial Services Department-Real Estate Management Division/ Port Management Office-Port Services Division			
Classification:	Highly Technical			
Type of Transaction:	G2B – Government to Business G2G – Government to Government			
Who May Avail:	Lessees/ Permittees/ Shipping Companies Other Government Agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
a. Letter-proposal		From the applicant/authorized representative, as applicable		
b. Duly accomplished Lease Application Form with Customer Registration Form (CRF) together with the following documents: <ul style="list-style-type: none">• Business Plan/Project Brief• Secretary’s Certificate designating the authorized representative to enter into contract with PPA• Vicinity/Location Map		May be downloaded from the PPA Website (https://www.ppa.com.ph/q=content/downloadable-forms)		
c. Duly Notarized Omnibus Undertaking				
4. Official Receipt representing payment of filing fee		Applicant/ PPA e-Payment in participating Banks or Cash Payment at concerned PMO		
Client Steps	Agency Action	Fees to be Paid	Processing Time ¹	Person Responsible
1. Submits application for medium/long-term lease including supporting documents	1.1 Concerned PMO checks the compliance and completeness of the submitted documents and receive the application	Filing Fee Per PPA AO 02-2016 Medium Term: Php 3,000.00		Port Management Office/Cashier/ Authorized Representative
	Applications with incomplete requirements based on the application form and incorrect versions of forms used shall not be accepted	Long-Term: Php 5,000.00 (exclusive of VAT)		
	1.2 Evaluates the application and endorses the same to the Commercial Services Department			

¹ Under the IRR of R.A. No. 11032 (EOB Law), processing time refers to "the time consumed from the acceptance of an application or request with complete requirements, accompanying documents and payment of fees up to the issuance of certification or such similar documents approving or disapproving an application or request." The time spent in assessing the completeness and sufficiency of the application and the supporting documents submitted shall not be included in the determination of processing time.

Further, as stated therein, requirements shall only be considered complete when all the necessary or appropriate documents that are required to be submitted together with an application form by the applicant or requesting party fully satisfy the formal and substantive requirements of the relevant law.

<p>2. No action required from the client, unless an abeyance letter is received where the client shall submit additional documents/information requested</p>	<p>2.1 Perform pre-assessment² and issue an</p> <p>a. Acknowledgment letter ³, or</p> <p>b. Abeyance letter/memo to PMO, as applicable ⁴</p> <p>Processing of the application shall only commence upon receipt of complete and sufficient documents/information</p> <p>2.2 Prepares complete staff work, in coordination with LSD. Recommends approval to the AGM for Operations</p> <p>2.3 Endorses the approval to the approving authority</p> <p>2.4 Approving authority approves/disapproves the application.</p> <p>1. Lease contract of 2 years up to 5 years</p> <p>2. Lease contract of more than 5 years up to 10 years</p> <p>3. Lease contract of more than 10 years</p>			<p>Commercial Services Department-Real Estate Management Division</p> <p>AGM for Operations</p> <p>AGM for Operations</p> <p>General Manager</p> <p>PPA Board</p>
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² Preliminary assessment covers initial receipt of the application up to applicant's submission of complete and sufficient documents and information, and proof of payment of filing fee. The time spent in assessing the completeness and sufficiency of the application and the documents/information submitted shall not be included in the determination of processing time. Accordingly, the steps performed under preliminary assessment are for applicant's reference only and shall not form part of the processing time of the application.

³ An acknowledgment signifying acceptance and commencement of the processing of the application shall be sent, upon determination of completeness and sufficiency of the application in form and substance.

⁴ In case the application of request is deficient, an abeyance letter/email shall be sent to the applicant/requesting party and memo to PMO specifying all the missing requirements/information

	<p>2.5 If approved, signs the Memo to PMO transmitting the Notice to Lease Ad for publication. If disapproved, notifies the PMO on the denial.</p> <p>2.6 Releases the memo to PMO</p> <p>2.7 Signs the Notice to Lease Ad and advises applicant of the publication requirement (cost of publication to be borne by the applicant).</p>			<p>AGM for Operations/ General Manager</p> <p>Commercial Services Department</p> <p>Port Manager</p>
3. Applicant publishes the Notice to Lease Ad in a newspaper of general circulation (Medium and Long-Term Lease proposals eligible to undergo simplified bidding or publicity requirements shall be published twice (2x) over a minimum period of one week/7 days	<p>3.1 Await until the publication ends.</p> <p>3.2 Await submission of comparative offers/counter proposals within 15 days from the last date of publication</p>			
	<p>3.1 Advises applicant of publication result, if there are no comparative applications or counter proposals, recommends/endorsees publication result and complete documents to CSD</p> <p>3.2 Upon receipt of PMO recommendation and copy of published Notice to Lease Ad, CSD perform pre-assessment and issue an</p> <p>1. Acknowledgment</p>			<p>Port Management Office</p> <p>Commercial Services Department</p>

	Memo ⁵ ; or			
	2. Abeyance letter/memo, as applicable ⁶			

⁵ An acknowledgment signifying acceptance and commencement of the processing of the application shall be sent, upon determination of completeness and sufficiency of the application in form and substance.

⁶ In case the application or request is deficient, an abeyance letter/email shall be sent to the applicant/requesting party and memo to PMO specifying all the missing requirements/information

	<p>Processing of the application shall only commence upon receipt of complete and sufficient documents/information .</p> <p>3.3 If in order, CSD, in coordination with LSD prepares the lease contract agreement and endorses same to the AGM for Operations</p> <p>3.4 Endorses the Lease Contract Agreement to the approving authority</p> <p>3.5 Approving authority signs the letter to the proponent, transmitting the lease contract agreement for signature</p> <ul style="list-style-type: none"> • For lease contract of 2-5 years • For lease contract of more than 5 years up to 10 years • For lease contract more than 10 years <p>3.7 Transmits lease contract agreement to the applicant for signature</p>			<p>Commercial Services Department/ Legal Services Department</p> <p>AGM for Operations</p> <p>AGM for Operations</p> <p>General Manager</p> <p>General Manager</p> <p>Commercial Services Department</p>
4. Applicant/ authorized representative signs the lease contract agreement. Returns the lease contract agreement to	4.1 Upon receipt of the duly signed lease contract agreement from the proponent, CSD, in coordination with LSD endorses the signed contract to the AGM for Operations			Commercial Services Department

PPA	4.2 Endorses to the approving authority the lease contract agreement, for counter-signature			AGM for Operations
	4.3 Approving authority signs the lease contract agreement			
	a. For lease contract of 2-5 years			AGM for Operations
	b. For lease contract of more than 5 years up to 10 years			General Manager
	c. For lease contract more than 10 years			General Manager
	4.4 Releases lease contract agreement to the lessee for notarization			
5. Lessee notarizes	a. CSD furnishes copy of five (5) sets of lease contract. Returns four (4) sets of the duly notarized lease contract to CSD			Commercial Services Department
Total:		Filing Fee Per PPA AO 02-2016 Medium Term: Php 3,000.00 Long-Term: Php 5,000.00 (exclusive of VAT)	20 working days ⁷ upon receipt of complete documents/information/inputs/comments required for evaluation	

⁷ The PPA-CSD may extend the processing time once for the same number of days, provided that the applicant/requesting party shall be notified prior to the lapse of the initial processing time. The applicant/requesting party shall likewise acknowledge receipt of PPA-CSD's notification. The prescribed processing time shall be suspended and appropriate adjustments shall be made in case of delays due to force majeure or natural or man-made disasters, which result in damage or destruction of documents and/or system failure. The applicant will be notified in writing and through other means of communication of the suspension of the processing time without any delay.

14. PROCESSING OF REQUEST FOR RENEWAL OF LEASE (MEDIUM AND LONG TERM LEASE)

This provides the detailed procedure in the processing of renewal of medium and long-term lease contracts. All request for renewal of medium and long-term leases shall be processed in accordance with PPA AO 22-95 and PPA AO 02-2016.

Office/Division:	Commercial Services Department-Real Estate Management Division/ Legal Services Department/ Port Management Office-Port Services Division			
Classification:	Highly Technical			
Type of Transaction:	G2B – Government to Business			
Who may avail:	Lessees/Port Users/Shipping companies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter request for renewal		From the Lessee/applicant/authorized representative, as applicable		
2. Duly accomplished lease application form together with the following documents: <ul style="list-style-type: none">Secretary’s Certificate designating the authorized representative to enter into contract with PPAVicinity/Location Map		May be downloaded from the PPA Website (https://www.ppa.com.ph/q=content/downloadable-forms)		
3. Duly notarized omnibus undertaking (Sworn affidavit)				
4. Deed of conveyance/inventory of turned over facilities, if any		Executed by PPA and Lessee/Applicant		
5. Official Receipt Representing Payment of Filing fee		Applicant/ PPA e-Payment in participating Banks or Cash Payment at concerned PMO		
Client Steps	Agency Action	Fees to be Paid	Processing Time¹	Person Responsible
1.Submits application for renewal of medium/long-term lease including supporting documents	1.1 Concerned PMO checks the compliance and completeness of the submitted documents and receive the application Applications with incomplete requirements based on the application form and incorrect versions of forms used shall not be accepted	Filing Fee Per PPA AO 02-2016 Medium Term: Php 3,000.00 Long-Term: Php 5,000.00 (exclusive of VAT)	20 days	Port Management Office/ Cashier/ Lessee/ Authorized Representative
	1.2 Receives payment and issues official receipt.			

¹ Under the IRR of R.A. No. 11032 (EODB Law), processing time refers to "the time consumed from the acceptance of an application or request with complete requirements, accompanying documents and payment of fees up to the issuance of certification or such similar documents approving or disapproving an application or request." The time spent in assessing the completeness and sufficiency of the application and the supporting documents submitted shall not be included in the determination of processing time.

Further, as stated therein, requirements shall only be considered complete when all the necessary or appropriate documents that are required to be submitted together with an application form by the applicant or requesting party fully satisfy the formal and substantive requirements of the relevant law.

2.No action required from the client, unless an abeyance letter is received where the client shall submit additional documents/information requested	2.1 Perform pre-assessment ² and issue an <ul style="list-style-type: none"> a. Acknowledgment letter³, or b. Abeyance letter/memo to PMO, as applicable⁴ <p>Processing of the application shall only commence upon receipt of complete and sufficient documents/information.</p>			Commercial Services Department-Real Estate Management Division
	2.2 Prepares complete staff work, in coordination with LSD. Recommends approval to the AGM for Operations			
	2.3 Recommends approval of the application			AGM for Operations
	2.4 Approving authority approves/disapproves the application. <ul style="list-style-type: none"> b. Lease contract of 2 years up to 5 years c. Lease contract of more than 5 years up to 10 years d. Lease contract of more than 10 years 			AGM for Operations General Manager PPA Board
	2.5 If approved, signs the Memo to PMO transmitting the Notice to Lease Ad for publication. If disapproved, notifies the PMO on the denial.			General Manager/ AGM for Operations

² Preliminary assessment covers initial receipt of the application up to applicant's submission of complete and sufficient

documents and information, and proof of payment of filing fee. The time spent in assessing the completeness and sufficiency of the application and the documents/information submitted shall not be included in the determination of processing time. Accordingly, the steps performed under preliminary assessment are for applicant's reference only and shall not form part of the processing time of the application.

³ An acknowledgment signifying acceptance and commencement of the processing of the application shall be sent, upon determination of completeness and sufficiency of the application in form and substance.

⁴ In case the application or request is deficient, an abeyance letter/email shall be sent to the applicant/requesting party and memo to PMO specifying all the missing requirements/information

	2.6 Releases the memo to PMO			Commercial Services Department
	2.7 Signs the Notice to Lease Ad and advises applicant of the publication requirement (cost of publication to be borne by the applicant).			Port Manager
3. Applicant publishes the Notice to Lease Ad in a newspaper of general circulation (Medium and Long-Term Lease proposals eligible to undergo simplified bidding or publicity requirements shall be published twice (2x) over a minimum period of one week/7 days	3.1 Await until the publication ends. 3.2 Await submission of comparative offers/counter proposals within 15 days from the last date of publication			
	3.3 Advises applicant of publication result, if there are no comparative applications or counter proposals, recommends/endorse s publication result to CSD 3.4 Upon receipt of PMO recommendation and copy of published Notice to Lease Ad, CSD perform pre-assessment and issue an a) Acknowledgment letter/Memo ⁵ ; or			Port Management Office Commercial Services Department-Real Estate Management Division

	b) Abeyance memo, as applicable ⁶			
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⁵ An acknowledgment signifying acceptance and commencement of the processing of the application shall be sent, upon determination of completeness and sufficiency of the application in form and substance.

⁶ In case the application or request is deficient, an abeyance letter/email/memo shall be sent to the applicant/requesting party and memo to PMO specifying all the missing requirements/information

	<p>Processing of the application shall only commence upon receipt of complete and sufficient documents/information</p> <p>3.5 If in order, CSD, in coordination with LSD prepares the lease contract agreement and endorses same to the AGM for Operations</p> <p>3.6 Endorses the Lease Contract Agreement to the approving authority</p> <p>3.7 Approving authority signs the letter to the proponent, transmitting the lease contract agreement for signature</p> <p>a. For lease contract of 2-5 years</p> <p>b. For lease contract of more than 5 years up to 10 years</p> <p>c. For lease contract more than 10 years</p> <p>3.8 Transmits lease contract agreement to the applicant for signature</p>			<p>Commercial Services Department-Real Estate Management Division</p> <p>AGM for Operations</p> <p>AGM for Operations</p> <p>General Manager</p> <p>General Manager</p> <p>Commercial Services Department-Real Estate Management Division</p>
4. Applicant/lessee/ authorized representative signs the lease	4.1 Upon receipt of the duly signed lease contract agreement from the proponent,			Commercial Services Department

contract agreement. Returns the lease contract agreement to PPA	CSD, in coordination with LSD endorses the signed contract to the AGM for Operations			AGM for Operations
	4.2 Endorses to the approving authority the lease contract agreement, for counter-signature			
	4.3 Approving authority signs the lease contract agreement a. For lease contract of 2-5 years b. For lease contract of more than 5 years up to 10 years c. For lease contract more than 10 years			AGM for Operations General Manager General Manager
	4.4 Releases lease contract agreement to the lessee for notarization			Commercial Services Department
5. Lessee notarizes five (5) sets of lease contract. Returns four (4) sets of the duly notarized lease contract to CSD	5.1 CSD furnishes copy of duly notarized lease contract to LSD and PMO concerned.			Commercial Services Department
Total:		Filing Fee Per PPA AO 02-2016 Medium Term: Php 3,000.00 Long-Term: Php 5,000.00 (exclusive of VAT)	20 working days⁶ upon receipt of complete documents/information/inputs/comments required for evaluation	

⁶ The PPA-CSD may extend the processing time once for the same number of days, provided that the applicant/requesting party shall be notified prior to the lapse of the initial processing time. The applicant/requesting party shall likewise acknowledge receipt of PPA-CSD's notification. The prescribed processing time shall be suspended and appropriate adjustments shall be made in case of delays due to force majeure or natural or man-made disasters, which result in damage or destruction of documents and/or system failure. The applicant will be notified in writing and through other means of communication of the suspension of the processing time without any delay.

15. Processing of Request for Renewal of PTOc (4th Renewal)

This provides the detailed procedure in the processing of request for the renewal of short-term lease permit renewed for the 4th time. Said short-term lease are granted for a maximum period of one year and covered by a Permit to Occupy.

Office/Division:	Commercial Services Department- Real Estate Management Division/ Port Management Office-Port Services Division			
Classification:	Highly Technical			
Type of Transaction:	G2B – Government to Business			
Who may avail:	Permittees/Shipping companies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter request for renewal of Permit to Occupy		Applicant/Permittee/Authorized Representative, as applicable		
2. Duly accomplished lease application form		PPA Website (Downloadable Forms)		
3. Duly notarized omnibus undertaking (Sworn Affidavit)		https://www.ppa.com.ph/q=content/downloadable-forms		
4. Official Receipt Representing Payment of Filing fee Permit to Occupy (to be signed by the AGMO)		Applicant/ PPA e-Payment in participating Banks or Cash Payment at concerned PMO		
5. Original or Authenticated Copy of Permit to Occupy		Permittee/Port Management Office		
Client Steps	Agency Action	Fees to be paid	Processing Time ¹	Person Responsible
1. Submits application for renewal of permit to occupy (4 th renewal) including supporting documents	1.1 PMO checks the compliance and completeness of the submitted documents and receive the application.	None		Port Management Office-Port Services Division/ Authorized Representative
	Applications with incomplete requirements based on the application form and incorrect versions of forms used shall not be accepted			
	1.2 PPA receives payment and issues Official Receipt.	Filing Fee Php 1,000.00 + VAT		Port Management Office-Cashier

¹ Under the IRR of R.A. No. 11032 (EODB Law), processing time refers to “the time consumed from the acceptance of an application or request with complete requirements, accompanying documents and payment of fees up to the issuance of certification or such similar documents approving or disapproving an application or request.” The time spent in assessing the completeness and sufficiency of the application and the supporting documents submitted shall not be included in the

determination of processing time. Further, as stated therein, requirements shall only be considered complete when all the necessary or appropriate documents that are required to be submitted together with an application form by the applicant or requesting party fully satisfy the formal and substantive requirements of the relevant law.

	1.3 Evaluates the application and endorses the request to the Commercial Services Department			Port Management Office
2. No action required from the client, unless an abeyance letter is received where the client shall submit additional documents/information requested	<p>2.1 Perform pre-assessment² and issue an</p> <ul style="list-style-type: none"> a. Acknowledgment letter³ or b. Abeyance letter/memo to PMO as applicable⁴ <p>Processing of the application shall only commence upon receipt of complete and sufficient documents/information</p> <p>2.2 Prepares complete staff work, Recommends approval to the AGM for Operations</p> <p>2.3 Approves/disapproves the application. If approved, signs the Permit to Occupy.</p> <p>2.4 Releases the approved PTOc to PMO. If disapproved, informs the PMO of the denial.</p> <p>2.5 Informs the permittee of the approval of the request for renewal of PTOc</p>			Commercial Services Department-Real Estate Management Division

² Preliminary assessment covers initial receipt of the application up to applicant's submission of complete and sufficient documents and information, and proof of payment of filing fee. The time spent in assessing the completeness and sufficiency of the application and the documents/information submitted shall not be included in the determination of processing time. Accordingly, the steps performed under preliminary assessment are for applicant's reference only and shall not form part of the processing time of the application.

³ An acknowledgment signifying acceptance and commencement of the processing of the application shall be sent, upon determination of completeness and sufficiency of the application in form and substance.

⁴ In case the application or request is deficient, an abeyance letter/email shall be sent to the applicant/requesting party and memo to PMO specifying all the missing requirements/information

3. Permittee signs the Permit to Occupy and pays the necessary fees.	3.1 PMO furnishes Operations Office/CSD copy of duly signed/conformed Permit to Occupy			Port Management Office
TOTAL:		Filing Fee Php 1,000.00 + VAT	20 working days ⁵ upon receipt of complete documents/information/inputs/comment required for evaluation	

⁵ The PPA-CSD may extend the processing time once for the same number of days, provided that the applicant/requesting party shall be notified prior to the lapse of the initial processing time. The applicant/requesting party shall likewise acknowledge receipt of PPA-CSD's notification. The prescribed processing time shall be suspended and appropriate adjustments shall be made in case of delays due to force majeure or natural or man-made disasters, which result in damage or destruction of documents and/or system failure. The applicant will be notified in writing and through other means of communication of the suspension of the processing time without any delay.

16. Request approval of Sub-leasing Operation

This provides the detailed procedure in the processing of request of lessee with valid PPA-issued lease contracts to sublease the leased area. Request for subleasing operation shall be processed in accordance with PPA AO 22-95 and PPA AO 07-2009.

Office/Division:	Commercial Services Department-Real Estate Management Division/ Port Management Office-Port Services Division			
Classification:	Highly Technical			
Type of Transaction:	G2B – Government to Business			
Who may avail:	Lessees/Shipping Companies/Other Port users			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter request of the lessee requesting approval of the subleasing operation, indicating the following information: <ul style="list-style-type: none"> Proposed subleasing arrangement between the lessee and the sublessee Exact location of the area to be subleased Intention of the sublessee for using the facility Proposed services/facilities to be provided including detailed specifications/descriptions, if any Recommended contract term and proposed rental 		Lessee		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Lessee to submit through electronic mail to the concerned PMO the Portable Document Format (PDF) copy of documents indicated in Item 1 of the requirements.	1.1 Receives the letter-request for approval of subleasing operation.	None	1 day	Port Management Office-Port Services Division/ Authorized Representative
	1.2 Evaluates the request including completeness of documents submitted by applicant, endorses the request to Commercial Services Department.	None	5 days	Port Management Office-Port Services Division/ Authorized Representative
	1.3 Upon receipt of complete documents from PMO, CSD, in coordination with LSD assess the merits and reviews the request for	None	10 days	Commercial Services Department-Real Estate Management Division

	subleasing operation.			
	1.4 Endorses the complete staff work to the AGM for Operations.	None	1 day	Commercial Services Department
	1.5 Endorses the request for approval of subleasing operation to the General Manager	None	1 day	Asst. General Manger for Operations
	1.6 Approves the request for subleasing	None	1 day	General Manager
	1.7 Releases the letter-approval to the proponent, copy furnished PMO.	None	1 day	Commercial Services Department
TOTAL:		None	20 days	
Note: Upon approval of the request for subleasing, the lessee shall be charged 10% sublease rental share per month plus VAT pursuant to PPA AO 07-2009				

17. Preparation of Supporting Documents for Request for Refund

Per PPA Memorandum Circular No. 01-2018 or Amendments to PPA Memorandum Circular No. 07-2016 entitled "Procedural Guidelines on the Claims for Refund".

Office/Division:	Commercial Services Department-Port Pricing Division/ Business Development Division			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government G2B – Government to Business			
Who may avail:	Private Port Owner/Operator/LGU			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Letter-request			Requesting party	
2. PMO endorsement and recommendations and details of amount for refund			Port Management Office	
3. copy of Official Receipt/Computation Sheet stamped with notation "Verified Correct and remitted to PPA's bank account", and other				
4. documents to support the claim:				
<ul style="list-style-type: none">• COR/PTO for private ports or• Lease Contract or Permit to Occupy for lease				
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible

1. Files request for refund at the concerned PMO	1.1 Receives/ Evaluates Request for Refund and endorses the same to Operations Office.	None	5 days	PMO-Port Services Division/ Business Development and Marketing Specialist/Officer
	1.2 Receives/ Evaluates Request for Refund.	None	2 days	-CSD-Port Pricing Division (PPD)
	1.3 Refers to other offices or departments, e.g. LSD, POSD, PMO	None	5 days	-CSD-PPD
	1.4 Attach documents to support the request.	None	1/2 day	-CSD
	1.5 Prepares complete staff work and recommends approval to the	None	4 and 1/2 days	- Business Development Division (BDD)

	AGM for Operations or the General Manager.			
	1.6 Approves/ Disapproves recommendation .	None	2 days	Office of the Asst. General Manager/ General Manager
	1.7 Releases Memorandum Letter	None	1 day	CSD-PPD/BDD
TOTAL:		None	20 days	

18. Request for Clarification of Issues on Port Charges, Cargo Handling (CH) and other related services

Port clients/stakeholders, government offices including other PPA offices request for clarification pertaining to rates or the proper implementation of rules and regulations related to port tariff and other related issues on operations

Office/Division:	Commercial Services Department-Port Pricing Division/ Port Management Office, Legal Services Department/ Port Operation Services Department			
Classification:	Highly Technical			
Type of Transaction:	G2B - Government to Business G2G - Government to Government			
Who may avail:	Concerned company or PMO			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request from the PMO or Port User;		PMO, Port User or PPA website/Files		
2. Port rules and regulation being requested to be clarified;				
3. Other pertinent data, e.g.: computation sheets, official receipts, bill of lading, Dockage/Anchorage Report, etc.				
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. PMO or Port User submits request for clarification to Operations Office/CSD.	1.1 PMO evaluates and submits to Operations Office/CSD the comments and recommendation on the matter.	None	5 days	Port Management Office
	1.2 Acknowledges receipt and evaluates.	None	2 days	Commercial Services Department (CSD)
	1.3 Refers to other offices or departments, e.g. LSD, POSD, PMO.	None	5 days	LSD/POSD
	1.4 Prepares complete staff work.	None	3 days	CSD
	1.5 Recommends approval to the AGM for Operations or the General Manager.	None	1 day	CSD
	1.6 Approves/ Disapproves recommendations	None	1 day	AGMO/GM
	1.7 Releases memorandum or letter	None	1 day	CSD
TOTAL:		None	18 days	

19. Request for Refund of Port Charges, PPA Government Share on Cargo Handling (CH) Charges

Request for refund arises when there is overpayment of port tariff due to erroneous computation, overpayment in check payment, intended stay-time of vessel is cut-short after advanced payment of vessel charges, etc

Office/Division:	Commercial Services Department-Port Pricing Division/ Port Management Office/ Legal Services Department/ Port Operation Services Department			
Classification:	Highly Technical			
Type of Transaction:	G2B - Government to Business			
Who may avail:	Concerned company or PMO			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter request of the port user for refund addressed to the concerned PMO.		PMO/Consignee/Shipping Line		
2. PMO endorsement with recommendations and details of amount for refund.		PMO/Consignee/Shipping Line		
3. Machine copies of PPA Official Receipt/ Computation Sheet stamped with notation "verified correct and remitted to PPA's bank account" by the PMO upon presentation of their original copies.		PMO/Consignee/Shipping Line		
4. Other documents a. Wharfage/Storage refund: Bill of Lading, PEZA/BOI certificate of registration, shipping manifest, certification of actual cargoes handled, etc. b. Dockage/VTMS refund: Notice of Arrival of Vessel, Preliminary/Final Dockage and Anchorage Report, Contract of Agency or SPA between principal and local ship agent, Vessel Movement Report, etc.		PMO/Consignee/Shipping Line		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible

1. Port User files request for refund at the PMO concerned.	1.1 PMO evaluates request and endorses the same to Operations Office together with comments and recommendation with complete documents.	None	5 days	Port Management Office
	1.2 Acknowledges receipt and evaluates	None	2 days	Commercial Services Department (CSD)
	1.3 Refers to other offices or departments, e.g. LSD, POSD, PMO	None	5 days	Legal Services Department/ Port Operations Services Dept.
	1.4 Prepares complete staff work	None	3 days	CSD
	1.5 Recommends approval to the AGM for Operations or the General Manager	None	2 days	CSD
	1.6 Approves/ Disapproves recommendation	None	2 days	AGMO/ GM
	1.7 Releases Memorandum or Letter	None	1 day	CSD
TOTAL:		None	20 days	

20. Request for Adjustment on Cargo Handling (CH) Tariff and Other Related Charges

Approval of Request for New Tariff and/or Adjustment under AO No. 11-2019 (Omnibus rule of Procedure on Private Service Provider-Initiated Applications for New Tariff and/or Adjustment of Fees and Charges in Port under the Administrative Jurisdiction of PPA) may be granted upon submission of complete documentary requirements.

Office/Division:	Commercial Services Department-Port Pricing Division /Port Management Office concerned/ Office of the Corporate Board Secretary			
Classification:	Highly Technical			
Type of Transaction:	G2B-Government to Business			
Who may avail:	Private Service Providers, e. g.: Port Terminal Operators, Cargo Handlers, Shipping Lines, etc.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. 3 copies of Sworn Filing as prescribed in Rule 4, Sections 7 and 8 of the PPA AO No. 11-2019		Proponent or applicant		
2. Eligibility Requirements as prescribed in Rule 5, Section 11 of the PPA AO No. 11-2019		Proponent or applicant		
3. Disposition Form as prescribed Rule 6, Section 14 of the PPA AO No. 11-2019		Commercial Services Department		
4. Following requirements as prescribed in Rule 7, Sections 15 & 17 of the PPA AO No. 11-2019				
<ul style="list-style-type: none"> Special Order creating the Hearing Panel; Notice of Public Hearing; Minutes of Public Hearing; Attendance Sheet; Draft Report 		Office of the Corporate Board Secretary Port Management Office Port Management Office Port Management Office		
5. Following requirements as prescribed in Rule 7, Section 23 of the PPA AO No. 11-2019				
<ul style="list-style-type: none"> Position Paper Summary of Position Papers with the Reply of the proponent and PMO comments Publication of the new tariff or rate adjustment 		Port Users/Attendees Port Management Office Commercial Services Department		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible

1. Submission of request with complete documentary requirements for new rate or rate adjustment	1.1 Acknowledges receipt of documents, evaluates, and verifies the accuracy of the documents.	None	3 days	Records Section/Port Services Division/Port Manager of concerned PMO
	1.2 Endorses the request to CSD. CSD shall validate, evaluate and endorse the application to OCBS. Return of application (add'l 5 working days)	None	3 days	CSD Manager/Port Pricing Division
	1.3 OCBS shall within two (2) working days prepare the PPA SO creating the Hearing Panel for the conduct of Public Hearing to be signed by the GM.	None	2 days	Office of the Corporate Board Secretary
	1.4 Upon receipt of the signed Special Order from OCBS, the PPA Board TWG within two (2) working days shall organize themselves to appoint a Chairperson.	None	2 days	Board TWG, OCBS
	1.5 The PMO shall post and send the notices/invitations through letters, e-mails and other acceptable means, at least ten (10) working days before the scheduled public hearing.	None	10 days	PMO
2. Attends Public Hearing	2.1 Public Hearing (including preparation of the venue) Includes the presentation by proponent to Board TWG/PPA prior to Public Hearing.	None	1 day	Board TWG, PMO, CSD, Terminal Operator, CHO, Port Users, Shipping Lines
	2.2 The participants shall submit their position in writing, addressed to the proponent, copy furnished the concerned PMO within five (5) working days from the conduct of public hearing.	None	5 days	Port Management Office

3. The proponent shall reply to the participants in writing copy furnished the concerned PMO within three (3) working days.	3.1 The PMO shall wait for the copy of the proponent's reply to the participants.	None	3 days	Port Management Office
	3.2 The PMO, as part of its Secretariat functions shall submit the ff: <ul style="list-style-type: none"> • Minutes of the Public Hearing • Attendance Sheet Survey Forms • Summary of Position Paper • Comments of the PMO. 	None	33 days	Port Management Office
	3.3 Draft Report to the PPA Board TWG coursed through the OCBS after the public hearing.	None	10 days	Port Management Office
	3.4 Final evaluation of the application by the PPA Board TWG, with assistance from CSD and other concerned offices of PPA. The TWG to submit a report, including recommendations to the PPA Board of Directors through the OCBS.	None	5 days	PPA Board TWG/Directors, CSD, other concerned PPA offices, OCBS
	3.5 PPA Board of Directors may, upon recommendation of the PPA Board TWG, approve said application in a Board Meeting.	None	1 day	PPA Board TWG/Directors
	3.6 CSD prepares the following: <ul style="list-style-type: none"> • Executive Brief • Memorandum Circular (MC) for approval of the GM thru the AGMO. • Memorandum for the ASD requesting for the publication of the MC • EB/Operations Memorandum Circular (OMC) for signature of the AGMO. • New tariff attached to the OMC for dissemination to the concerned PMO 	None	1 day	Commercial Services Department
TOTAL:		None	84 days	

PPA AO no. 11-2019 (Omnibus rule of Procedure on Private Service Provider-Initiated Applications for New Tariff and/or Adjustment of Fees and Charges in Port under the Administrative Jurisdiction of PPA) timeline for the whole process and execution of the said type of service is 84 days.

There are instances that the process exceeds the given timeline since this process is elevated to the Board. The availability that requests for tariff adjustment may be taken up is dependent to the Board.

21. Request for Waiver of Port Charges

For recommendation to the Office of the President for Approval based on Presidential Decree No. 857

Office/Division:	Commercial Services Department- Port Pricing Division/ Port Management Office			
Classification:	Highly Technical			
Type of Transaction:	G2B - Government to Business G2G - Government to Government			
Who may avail:	Bureau of Customs. Dept. of Social Welfare and Dev., Department of Health, Phil. National Red Cross			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter request for Waiver of Port Charges supported by the following: <ul style="list-style-type: none"> • Bill of Lading • Commercial Invoice • Packing List • Consular Invoice • Deed of Donation and Acceptance 		Port User		
2. Comments and recommendation from concerned PMO.		Concerned PMO		
3. Comments and recommendation from the Terminal Operator or cargo handler, including computation of port and other charges that may be waived or reduced.		Concerned Terminal Operator or Cargo Handler		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Consignee files request for waiver with complete supporting documents.	1.1 Incoming documents are received, scanned and recorded. Department Manager gives initial instruction to Port Pricing Division (PPD).	None	2 hrs.	Receiving Officer/ Secretary/ CSD Department Manager
	1.2 Division Manager gives instruction to Section Chief/OPR	None	1 hr.	PPD Division Manager
	1.3 OPR prepares memorandum for the PMO requiring its comments/ recommendation based on RDA, together with that of the authorized Terminal Operator (TO)	None	1 day	PPD Authorized Representative
	1.4 PMO requests the TO for comments/ recommendation including the amount	None	3 days	Port Management Office

	requested to be waived.			
	1.5 PMO submits its comments and recommendation to CSD together with that of the TO via regular mail or electronic means.	None	3 days	PMO Records Officer
	1.6 Incoming documents are scanned and recorded. Department Manager gives instruction to Division concerned.	None	2 hrs.	Receiving Officer/ Secretary/ Department Manager
	1.7 Division Manager gives instruction to Section Chief/ OPR to evaluate said request. OPR prepares Executive Brief and letter to the Office of the President of the Philippines (OP) for approval based on PD No, 857 and other justifications submitted by TO.	None	5 days	PPD Division Manager
	1.8 Forwards complete staff work to Office of the Asst. General Manager for Operations (OAGMO)	None	1 day	Commercial Services Department-Port Pricing Division (CSD-PDD)
	1.9 AGMO forwards the same to the Office of the General Manager (OGM) for approval of the letter to the Office of the President (OP).	None	2 hrs	Assist. General Manager for Operation/ General Manager
	1.10 Release of said letter to the OP through records.	None	1 day	CSD-PPD/ Admini-Records
	1.11 Wait for the reply of the OP.	None	100 days	OGM/OAGMO/ CSD
	1.12 Preparation of memorandum to concerned PMO forwarding the OP approval.	None	3 hrs.	CSD-PPD
TOTAL:		None	115 days and 2 hrs.	

Requests for waiver of port charges are elevated to Office of the President (OP) for approval or disapproval.

PD857 Art. VII Section 19 states that *“the President upon recommendation of the Authority may increase or decrease such dues, collectible by the Authority to protect the interest of the Government...”*

The request for waiver of port charges usually takes 1-3 months of processing. Hence, 100 days is allocated for this request.

22. Request for Adoption of CH Tariff and other Related Charges

Office/Division:	Commercial Services Department-Port Pricing Division/ Port Management Office			
Classification:	Highly Technical			
Type of Transaction:	G2B - Government to Business			
Who may avail:	Concerned company or PMO			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter request for adoption of CH Tariff including justification and recommendation based on the parameters of OMO No. 01-2016 for the following ports: a. For Ports with Authorized CHO and Prescribed Rates but Some Tariff Items are not existing; b. For Ports where CH services are subject for Bidding and where there is no Prescribed or Authorized CH Tariff Schedule.		Cargo Handling Operator/Port Management Office		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Cargo Handling Operator files request for adoption of cargo handling or other related charges to the PMO with justification.	1.1 Submits the request for adoption of CH tariff including justification and recommendation based the parameters to OAGMO, attention CSD.	None	4 days	Port Management Office (PMO)
	1.2 Reviews/ evaluates the proposal. Coordinates with POSD relative to the CHO's contract with PPA	None	4 days	Commercial Services Department (CSD)
	1.3 Forwards the recommendation to the OAGMO thru OAGMO	None	1 day	CSD
	1.4 Approves/ Disapproves the proposal	None	1 day	Office of the Asst. General Manager for Operations
	1.5 If approved, forwards the approval to the PMO for public hearing	None	1 day	CSD
	1.6 Presents the	None	1 day	PMO

	proposal in a public hearing and submits result of the hearing to OAGMO/CSD			
	1.7 Reviews the result of the public hearing and forwards the recommendation to OGM for approval	None	4 days	CSD
	1.8 Approves/ disapproves the proposal	None	1 day	Office of the General Manager
	1.9 If approved, forwards the approval to the PMO for publication in a local newspaper to be effective 15 days after publication	None	1 day	CSD
	1.10 Furnishes CSD/AGMO of the published CH rates	None	1 day	PMO
	1.11 Validates the published rates and forwards to PMO the final CH tariff	None	1 day	CSD
TOTAL:		None	20 days	

VI. Feedback and Complaints

FEEDBACK AND COMPLAINTS MECHANISM	
1. How to send Feedback?	<p>The following methods may be used to send feedback:</p> <ol style="list-style-type: none"> 1. Fill-out the Customer Satisfaction Feedback (CSF) Form and drop it at the designated drop box ideally placed on all Divisions of Port Management Offices and Head Office Departments. 2. Fill-out the Customer Satisfaction Feedback (CSF) Form and drop it at the designated drop box placed the designated Public Assistance and Complaint Desks.
2. How Feedback are processed?	<p>The designated member of the Customer Satisfaction Feedback Team, at the end of each week, opens the drop box and collects, compiles and records all the feedback submitted.</p> <p>Feedback requiring answers are forwarded to the relevant offices and they are required to answer within twenty (20) days upon the receipt of the CSF Form.</p> <p>The answer of the office is then relayed to the citizen.</p> <p>For inquiries and follow-ups, clients may contact the following information:</p> <p>For PMO: Contact Nos: <u>Refer to Section VII – List of Offices</u></p> <p>For Head Office: Contact Nos: (02) 8-527-6439 Email: PMSODD@ppa.com.ph</p>

<p>3. How to file a complaint?</p>	<p>The following methods may be used to file complaint:</p> <ol style="list-style-type: none"> 1. Fill-out the Customer Satisfaction Feedback (CSF) Form and drop it at the designated drop box ideally placed on all Divisions of Port Management Offices and Head Office Departments. 2. Fill-out the Customer Satisfaction Feedback (CSF) Form and drop it at the designated drop box placed in the designated Public Assistance and Complaint Desks. 3. Complaints can also be filed via telephone, e-mail and letter. Make sure to provide the following information: <ul style="list-style-type: none"> • Name of person being complained • Incident • Evidence • Contact information of the complainant <p>For inquiries and follow-ups, clients may contact the following information:</p> <p>For PMO: Contact Nos: <u>Refer to Section VII – List of Offices.</u></p> <p>Email: <u>Please provide email address per PMO.</u></p> <p>For Head Office: Contact Nos: (02) 8-301-9513 (02) 8-527-6439</p> <p>Email: dsjaramillo@ppa.com.ph jifvillena@ppa.com.ph</p>
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<p>4. How complaints are processed?</p>	<p>The procedure hereunder shall be applied to process complaints:</p> <ol style="list-style-type: none"> 1. For complaints originating from the Customer Satisfaction Feedback (CSF), the designated member of the CSF Team, at the end of each week, opens the drop boxes and collects, compiles and records all complaints/feedback submitted. 2. For complaints from phone call, email and letter, the designated Complaint Officer evaluate the details of the complaint and logs the same for monitoring purposes. 3. Upon evaluation, the Complaints Officer and or CSF Team Leader shall start the investigation on the complaints and forward the same to the relevant office for their explanation/action. Offices are required to answer within twenty (20) days upon the receipt of the complaints and/or the CSF Form. <p>The answer of the office is then relayed to the citizen.</p> <p>For inquiries and follow-ups, clients may contact the following information:</p> <p>For PMO: Contact Nos: <u>Refer to Section VII – List of Offices.</u> Email: <u>Please provide email address per PMO.</u></p> <p>For Head Office: Contact Nos: (02) 8-301-9513 (02) 8-527-6439 Email: dsjaramillo@ppa.com.ph jifvillena@ppa.com.ph</p>
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5. Contact Information:	<p>ARTA Email: complaints@arta.gov.ph Contact Nos: 1-ARTA (2782)</p> <p>Presidential Complaints Center (PCC) Contact Nos: 8888</p> <p>Contact Center ng Bayan (CCB) Contact Nos: 0908-881-6565 (SMS)</p>
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VII. List of Offices

Office	Address	Contact Information
Port Management Offices		
Port Management Office of NCR-North	PMO Administration Bldg., Radial Road 10, North Harbor, Tondo Manila	<ul style="list-style-type: none"> • 8-245-2930 • 8-245-2931
Port Management Office of NCR-South	Marsman Bldg., Muelle De San Francisco St., South Harbor, Port Area Manila	<ul style="list-style-type: none"> • 8-527-4424
Port Management Office of Northern Luzon	Gov. Joaquin L. Ortega, Poro Point, San Fernando City, La Union	<ul style="list-style-type: none"> • (072) 607-4607
Port Management Office of Bataan/Aurora	Administration Bldg., Brgy. Lamao, Limay Bataan	<ul style="list-style-type: none"> • (047) 244-6936 • (047) 244-6246
Port Management Office of Batangas	PPA Administration Building, Por Access Road, Calincanto, Batangas City	<ul style="list-style-type: none"> • (043) 722-2429 • (043) 723-0164
Port Management Office of Marinduque/Quezon	Port Operations Building, Brgy. Talao-talao, Port Area, Lucena City	<ul style="list-style-type: none"> • (042) 785-1250
Port Management Office of Mindoro	PMO Administration Bldg., Port Area, San Antonio, Calapan City	<ul style="list-style-type: none"> • (043) 441-6696 • (043) 288-1843
Port Management Office of Palawan	Port Area, Brgy. Bagong Pag-asa, Puerto Princesa City	<ul style="list-style-type: none"> • (048) 434-5626 • (048) 434-4881
Port Management Office of Bicol	PMO Administration Bldg., Government Regional Center, Rawis, Legazpi City	<ul style="list-style-type: none"> • (052) 482-0303
Port Management Office of Masbate	Port Area, Brgy. Bapor Pier Site, Masbate City	<ul style="list-style-type: none"> • (056) 578-6618
Port Management Office of Panay/Guimaras	Iloilo Commercial Port Complex, Iloilo City	<ul style="list-style-type: none"> • (033) 337-6945 • (033) 337-7791 to 93
Port Management Office of Negros Occidental/Bacolod/Banago/Bredco	Barangay Banago, Banago Port, Bacolod City	<ul style="list-style-type: none"> • (034) 458-0095
Port Management Office of Negros Oriental/Siquijor	Port Area Lo-oc, Dumaguete City, Negros Oriental	<ul style="list-style-type: none"> • (035) 422-8914
Port Management Office of Bohol	Port Area, Tagbilaran City, Bohol	<ul style="list-style-type: none"> • (038) 501-8969 • (038) 501-8138
Port Management Office of Eastern Leyte/Samar	Port Area, Tacloban City	<ul style="list-style-type: none"> • (053) 321-6704
Port Management Office of Western Leyte/Biliran	Lot 2, Block 13 Dona Feliza Meija Subd., Veloso St. Ormoc City	<ul style="list-style-type: none"> • (053) 832-1815 • (053) 561-4664

Port Management Office of Misamis Occidental/Ozamiz	Port Area, Ozamiz City	<ul style="list-style-type: none"> • (088) 521-0238 • (088) 521-1538
Port Management Office of Lanao Del Norte/Iligan	Port Area, Iligan City	<ul style="list-style-type: none"> • (063) 223-1346 • (063) 223-9124
Port Management Office of Surigao	Brgy. Taft, Port Area, Surigao City	<ul style="list-style-type: none"> • (086) 826-2015
Port Management Office of Agusan	Port Area, San Francisco St., Butuan City	<ul style="list-style-type: none"> • (085) 342-5352
Port Management Office of Misamis Oriental / Cagayan De Oro	PPA Bldg. 2 Agora, Cagayan de Oro City	<ul style="list-style-type: none"> • (088) 856-9098 • (088) 856-1264
Port Management Office of Socsargen	Makar Wharf, Labagal, General Santos City	<ul style="list-style-type: none"> • (083) 552-4446 • (083) 552-4484
Port Management Office of Davao	Km. 10 Port Area, Sasa Davao City	<ul style="list-style-type: none"> • (082) 235-2564-68
Port Management Office of Zamboanga	R.T. Lim Boulevard, Zamboanga City	<ul style="list-style-type: none"> • (062) 991-2037 to 39 • (062) 991-2360
Port Management Office of Zamboanga del Norte	Port Area, San Vicente, Dapitan City	<ul style="list-style-type: none"> • (064) 213-6595 • (064) 213-3606
Head Office Departments		
Philippine Ports Authority-Head Office	PPA Corporate Bldg. Bonifacio Drive, South Harbor, Port Area, Manila 1018, Philippines	<ul style="list-style-type: none"> • (0632) 7-954-8800 • (0632) 8-405-5500 • (0632) 8-527-8356 up to 83
Port Management Systems & Organization Development Department	PPA Corporate Building, Mezzanine Floor	<ul style="list-style-type: none"> • (02) 8-527-8356 loc 222
Internal Audit Department	PPA Corporate Building, Fifth (5 th) Floor	<ul style="list-style-type: none"> • (02) 5-301-9069
Information & Communication Technology Department	PPA Corporate Building, Fifth (5 th) Floor	<ul style="list-style-type: none"> • (02) 5-301-9452
Corporate Planning Department	PPA Corporate Building, Fifth (5 th) Floor	<ul style="list-style-type: none"> • (02) 8-527-4755 • (02) 8-527-4721
Legal Services Department	PPA Corporate Building, Fifth (5 th) Floor	<ul style="list-style-type: none"> • (02) 5-301-9064 • (02) 8-527-7892
Port Operations & Services Department	PPA Corporate Building, Third (3 rd) Floor	<ul style="list-style-type: none"> • (02) 5-301-9065
PPA Training Institute	Moserco Bldg. Gate 4, South Harbor, Port Area, Manila	<ul style="list-style-type: none"> • (02) 5-301-95-12 • (02) 5-301-95-13
Port Police Department	Moserco Bldg. Gate 4, South Harbor, Port Area, Manila	<ul style="list-style-type: none"> • (02) 8-527-2492 • (02) 8-527-2489
Port Construction & Maintenance Department	PPA Corporate Building, Fourth (4 th) Floor	<ul style="list-style-type: none"> • (02) 5-301-9068
Dredging & Survey Department	PPA Corporate Building, Fourth (4 th) Floor	<ul style="list-style-type: none"> • (02) 5-301-9070

Port Planning and Design Department	PPA Corporate Building, Fourth (4 th) Floor	• (02) 5-336-5157
Controllership Department	PPA Corporate Building, Third (3 rd) Floor	• (02) 5-301-9062
Treasury Department	PPA Corporate Building, Ground Floor	• (02) 5-336-5149
Human Resource Management Department	PPA Corporate Building, Third (3 rd) Floor	• (02) 8-404-38-81 • (02) 5-301-95-13
Administrative Services Department	PPA Corporate Building, Mezzanine Floor	• (02) 8-527-4830
Office of the Corporate Board Secretary	PPA Corporate Building, Sixth (6 th) Floor	• (02) 8-310-9513
Corporate Communication Staff	PPA Corporate Building, Fifth (5 th) Floor	• (02) 8-527-4753
Internal Security Affairs Staff	PPA Corporate Building, Third (3 rd) Floor	• (02) 8-527-8356 loc 554

Prepared by:



CORDELIA C. SIDON
Acting Manager,
Port Management Systems &
Organization Development Department

Approved by:



JAY DANIEL R. SANTIAGO
General Manager