



**PHILIPPINE PORTS AUTHORITY**

**CITIZEN'S CHARTER**  
**2022 (4<sup>th</sup> Edition)**

**PORT MANAGEMENT OFFICE**  
(External Services)

### 36. 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.

| <b>Office/Division:</b>   | Commercial Services Department-Port Pricing Division /Port Management Office concerned/ Office of the Corporate Board Secretary |  |                 |                    |
|---|---|--|-----------------|--------------------|
| <b>Classification:</b>  | Highly Technical  |  |                 |                    |
| <b>Type of Transaction:</b>   | G2B-Government to Business  |  |                 |                    |
| <b>Who may avail:</b>   | 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 under 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"> <li>• Special Order creating the Hearing Panel;</li> <li>• Notice of Public Hearing;</li> <li>• Minutes of Public Hearing; Attendance Sheet;</li> <li>• Draft Report</li> </ul>    |   | Office of the Corporate Board Secretary (OCBS)<br>Port Management Office<br>Port Management Office<br><br>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"> <li>• Position Paper</li> <li>• Summary of Position Papers with the Reply of the proponent and PMO comments</li> <li>• Publication of the new tariff or rate adjustment</li> </ul> |   | Port Users/Attendees<br>Port Management Office<br>Office   |                 |                    |
| 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 (PSD)/Port Manager (PM) of concerned PMO |
|   | 1.2 Endorses the request to CSD. CSD shall validate, evaluate, prepares CSW/ disposition paper and endorse the application to OCBS.  | None | 3 days  | CSD Manager/Port Pricing Division (PPD)   |
|   | Return of application (add'l 5 working days)   | None | 5 days  | Corporate Board Secretary (CBS)   |
|   | 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  | Board Technical Working Group (TWG), OCBS                                       |
|   | 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  | PMO Authorized Representative   |
|   | 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. |      | 10 days |   |

|                           |  |      |        |   |
|---------------------------|--|------|--------|---|
| 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, Cargo Handling 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 | PMO Authorized Representative   |

|   |  |             |                |  |
|---|--|-------------|----------------|--|
| 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         | PMO Authorized Representative                                      |
|   | 3.2 The PMO, as part of its Secretariat functions shall submit the ff:<br><ul style="list-style-type: none"> <li>• Minutes of the Public Hearing</li> <li>• Attendance Sheet Survey Forms</li> <li>• Summary of Position Paper</li> <li>• Comments of the PMO.</li> </ul>  | None        | 33 days        | PMO Authorized Representative                                      |
|   | 3.3 Draft Report to the PPA Board TWG coursed through the OCBS after the public hearing.   | None        | 10 days        | PMO Authorized Representative                                      |
|   | 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-PPD, other concerned PPA offices, CBS |
|   | 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:<br><ul style="list-style-type: none"> <li>• Executive Brief</li> <li>• Memorandum Circular (MC) for approval of the GM thru the AGMO.</li> <li>• Memorandum for the ASD requesting for the publication of the MC</li> <li>• EB/Operations Memorandum Circular (OMC) for signature of the AGMO.</li> <li>• New tariff attached to the OMC for dissemination to the concerned PMO</li> </ul> | None        | 1 day          | CSD-PPD OPR  |
| <b>TOTAL:</b>   |  | <b>None</b> | <b>84 days</b> |  |