



**PHILIPPINE PORTS AUTHORITY**

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

**PORT MANAGEMENT OFFICE**  
(External Services)

## 23. 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 violations of any provision of the lease contract or permit to occupy.

<b>Office/Division:</b>	Commercial Services Department- Real Estate Management Division (CSD-REMD)/ Treasury Department (TD)/ Port Management Office- Finance Services Division (PMO-FSD)			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2B – Government to Business			
<b>Who may avail:</b>	Lessees/ Permittees/ Shipping Companies			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Letter-request of the port user addressed to the Port Manager stating the following: <ul style="list-style-type: none"> <li>Total amount to be refunded</li> <li>Reason/s for the approval of the refund</li> </ul>		Lessees/ Permittees/ Shipping Companies		
2. Original copy of the Official Receipt/s covering the payment of the deposit/s requested for refund		Lessees/ Permittees/ Shipping Companies		
3. Original/authenticated copy of the Permit to Occupy issued by PMO		Lessees/ Permittees/ Shipping Companies		
4. Certificate of No Outstanding Obligation		Port Management Office-Finance Services 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		Port Management Office-Finance Services Division		
<b>Client Steps</b>	<b>Agency Action</b>	<b>Fees to be paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>

1. Requesting Party to submit letter-intent together with complete documentary requirements to PMO via regular mail or electronic means.	1.1 Receives the letter-request for refund of rental deposit. The Port Manager routes the request to the Finance Services Division (FSD), for evaluation.	None	1 day	PMO Records Officer/ Office of the Port Manager (OPM)
	1.2 Evaluates the request for refund of rental deposit. Endorses/ transmits to Treasury Department (TD) the request for refund.	None	4 days	PMO-FSD Authorized Representative
	1.3 Evaluates the request for refund of rental deposit. If complete, endorse the complete evaluation and documentary requirements to the Commercial Services Dept. (CSD).	None	3 days	TD OPR
	1.4 Upon receipt of endorsement from the AGM for Finance Administration (AGMFA)/TD, CSD reviews/ validates the grounds that will warrant the refund. CSD endorses the request to the AGM for Operations (AGMO)	None	5 Days	CSD-REMD OPR
	1.5 Approves the request for refund of rental deposit.	None	1 day	AGMO

	1.6 Endorses/ Transmits the approved request for refund of rental deposit to the AGMFA/ Treasury Department.	None	1 day	CSD-REMD OPR
	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 the refund to be claimed shall be vested to the Treasury Department and PMO.	None	3 days	TD OPR
	1.8 Endorse to the AGMFA the complete staff work.	None	1 day	TD OPR
	1.9 Endorses the request for approval on the request for refund of rental deposit to the General Manager	None	1 day	AGMFA
	1.10 Approves the request for refund of rental deposit.	None	1 day	General Manager
	1.11 Prepares cash transfer and transmit to PMO.	None	2 days	TD OPR

	1.12 Prepares and releases the check.	None	2 days	PMO-FSD Authorized Representative
<b>TOTAL:</b>		<b>None</b>	<b>25 days</b>	