



**PHILIPPINE PORTS AUTHORITY**

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

**PORT MANAGEMENT OFFICE**  
(External Services)

### 37. 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 (CSD-PPD)/ Port Management Office (PMO)			
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"><li>• Bill of Lading</li><li>• Commercial Invoice</li><li>• Packing List</li><li>• Consular Invoice</li><li>• Deed of Donation and Acceptance</li></ul>		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		
Note: CSD may require other supporting documents aside from the list to verify the validity/veracity of the request.				
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 OPR
	1.4 PMO requests the TO for comments/ recommendation including the amount requested to be waived.	None	3 days	PMO PM

	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	2hrs.	Receiving Officer/ Secretary/ CSD 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	CSD Department Manager
	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	1 day	AGMO/GM
	1.10 Release of said letter to the OP through records.	None	1 day	CSD-PPD/ Head Office (HO) Records
	1.11 Wait for the reply of the OP.	None	100 days	OGM/OAGMO/ CSD-PPD
	1.12 Preparation of memorandum to concerned PMO forwarding the OP approval.	None	3 hrs.	CSD-PPD OPR
<b>TOTAL:</b>		<b>None</b>	<b>116 days</b>	