



PHILIPPINE PORTS AUTHORITY

CITIZEN'S CHARTER
2023 (5th Edition)

16. Handling of Incoming Communications - Manual (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 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 transmits the 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 the 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 the 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:		None	1 day and 20 mins	
Per Part 6.3.1.1 of ARTA M.C. No. 2019-002 as provided in Reference B: -for 8 hours use 1 day, for 60 minutes use 1 hour, for 60 seconds use 1 minute except for hospitals and government agencies with 24 hours operations				