



**PHILIPPINE PORTS AUTHORITY**

**CITIZEN'S CHARTER**  
**2023 (5<sup>th</sup> Edition)**

## 17. Handling of Incoming Communications - Electronic (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<br>G2B - Government to Business<br>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, <b>service providers, port users, stakeholders,</b> and the <b>general public</b> 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 thru electronic mail (email).  | 1.1 Receives communication/ document.   | None            | 2 hrs           | 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 |
| <b>TOTAL:</b>   |  | -    | <b>1 day, 2 hrs, and 19 mins</b> |                     |
| <b>Per Part 6.3.1.1 of ARTA M.C. No. 2019-002 as provided in Reference B:</b><br>-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 |  |      |                                  |                     |