



PHILIPPINE PORTS AUTHORITY

CITIZEN'S CHARTER
2023 (5th Edition)

45. Preparation of Communications on Request for Comments from Clients and other Government Agencies on Various Issues.

Pursuant to the Implementation of Republic Act No. 11032 or the "Ease of Doing Business and Efficient Government Service Delivery Act of 2018".

Office/Division:	Commercial Services Department-Business Development Division			
Classification:	Complex			
Type of Transaction:	G2B – Government to Government G2G – Government to Business			
Who may avail:	Government Agencies			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Communication/ letter request			Requesting party	
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Submits request for comments on various issues	1.1 Forwards communication request to GM/ AGMO for instructions	None	1/2 day	CSD / AGMO/ GM
	1.2 Prepares comments on various issues	None	4 days	CSD OPR
	1.3 Forwards for approval of the AGMO/ GM	None	1 day	CSD Department Manager (DM)
	1.4 Signs communication/ reply	None	1 day	AGMO/GM
	1.5 Releases signed communication/ reply	None	1/2 day	CSD Authorized Personnel/HO Records Personnel
TOTAL:		None	7 working days	
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				