



PHILIPPINE PORTS AUTHORITY

CITIZEN'S CHARTER
2023 (5th Edition)

46. Preparation of Supporting Documents for Request for Refund

Per PPA Memorandum Circular No. 01-2018 or Amendments to PPA Memorandum Circular No. 07-2016 entitled "Procedural Guidelines on the Claims for Refund".

Office/Division:	Commercial Services Department-Port Pricing Division/ Business Development Division/Real Estate Management Division			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government G2B – Government to Business			
Who may avail:	Private Port Owner/Lessee/Operator/LGU			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Letter-request			Requesting party	
2. PMO endorsement and recommendations and details of amount for refund			Port Management Office	
3. Copy of Official Receipt/Computation Sheet stamped with notation “Verified Correct and remitted to PPA’s bank account”, and other				
4. Additional Documents, but not limited to the following to support the claim;				
<ul style="list-style-type: none">• COR/PTO• Lease Contract or Permit to Occupy for Lease				
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible

1. Files request for refund at the concerned PMO	1.1 Receives/ Evaluates Request for Refund and endorses the same to Operations Office.	None	5 days	PMO-Port Services Division/ Business Development and Marketing Specialist/Officer (PSD/BDMS/ BDMO)
	1.2 Receives/ Evaluates Request for Refund.	None	7 days	CSD OPR/ PPD OPR
	1.3 Refers to CSD BDD/REMD for comments/briefer of Private Port/Lease	None	1 day	CSD-PPD/ BDD/REMD OPR
	1.4 Refers to other offices or departments, e.g. LSD, POSD, PMO	None	4 days	CSD-PPD LSD, POSD, PMO
	1.5 Prepares complete staff work with other offices (e.g. LSD, POSD, PMO) comments to CSD Manager for review and corrections.	None	5 days	CSD-PPD OPR/ CSD Manager
	1.6 Prepares complete staff work and recommends approval to the	None	3 days	CSD-PPD OPR / CSD Manager

	AGM for Operations or the General Manager.			
	1.7 Approves/ Disapproves recommendation.	None	5 days	AGMO/G M
	1.8 Releases Memorandum/ Letter	None	1 day	CSD OPR
TOTAL:		None	31 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				