



**PHILIPPINE PORTS AUTHORITY**

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

## 47. Request for Clarification of Issues on Port Charges, Cargo Handling (CH) and other related services

Port clients/stakeholders, government offices including other PPA offices request for clarification pertaining to rates or the proper implementation of rules and regulations related to port tariff and other related issues on operations

<b>Office/Division:</b>	Commercial Services Department-Port Pricing Division (CSD-PPD)/ Port Management Office (PMO), Legal Services Department (LSD)/ Port Operation Services Department (POSD)			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2B - Government to Business G2G - Government to Government			
<b>Who may avail:</b>	Concerned company or PMO			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Request from the PMO or Port User;		PMO, Port User or PPA website/Files		
2. Port rules and regulation being requested to be clarified;				
3. Other pertinent data, e.g.: computation sheets, official receipts, bill of lading, Dockage/Anchorage Report, etc.				
<b>Client Steps</b>	<b>Agency Action</b>	<b>Fees to be</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. PMO or Port User submits request for clarification to Operations Office/CSD.	1.1 PMO evaluates and submits to Operations Office/CSD the comments and recommendation on the matter.	None	5 days	Port Management Office
	1.2 Receives/logs and acknowledges receipt and evaluates.	None	2 days	CSD OPR/PPD OPR
	1.3 Refers to other offices or departments, e.g. LSD, POSD, PMO.	None	5 days	CSD-PPD OPR/CSD Manager/LSD/POSD
	1.4 Prepares complete staff work and submits to CSD Manager for Review and correction.	None	5 days	CSD-PPD OPR
	1.5 Reviews/corrects complete staff work and recommends to the approval of the AGM for Operations/ General Manager.	None	1 day	CSD-PPD OPR /CSDManager
	1.6 Approve/Disapproved recommendation	None	1 day	AGMO/GM
	1.7 Releases memorandum or letter	None	1 day	CSD OPR
<b>TOTAL:</b>		<b>None</b>	<b>20 days</b>	
<b>Per Part 6.3.1.1 of ARTA M.C. No. 2019-002 as provided in Reference B:</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				