



PHILIPPINE PORTS AUTHORITY

**CITIZEN'S CHARTER
2023 (5th 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

Office/Division:	Commercial Services Department-Port Pricing Division (CSD-PPD)/ Port Management Office (PMO), Legal Services Department (LSD)/ Port Operation Services Department (POSD)			
Classification:	Highly Technical			
Type of Transaction:	G2B - Government to Business G2G - Government to Government			
Who may avail:	Concerned company or PMO			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
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.				
Client Steps	Agency Action	Fees to be	Processing Time	Person Responsible
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
TOTAL:		None	20 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				