



**PHILIPPINE PORTS AUTHORITY**

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

#### 48. Request for Refund of Port Charges, PPA Government Share on Cargo Handling (CH) Charges

Request for refund arises when there is overpayment of port tariff due to erroneous computation, overpayment in check payment, intended stay-time of vessel is cut-short after advanced payment of vessel charges, etc

<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			
<b>Who may avail:</b>	Concerned company or PMO			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Letter request of the port user for refund addressed to the concerned PMO		PMO/Consignee/Shipping Line		
2. PMO endorsement with recommendations and details of amount for refund.		PMO/Consignee/Shipping Line		
3. Machine copies of PPA Official Receipt/ Computation Sheet stamped with notation "verified correct and remitted to PPA's bank account" by the PMO upon presentation of their original copies.		PMO/Consignee/Shipping Line		
4. Other documents a. Wharfage/Storage refund: Bill of Lading, PEZA/BOI certificate of registration, shipping manifest, certification of actual cargoes handled, etc. b. Dockage/VTMS refund: Notice of Arrival of Vessel, Preliminary/Final Dockage and Anchorage Report, Contract of Agency or SPA between principal and local ship agent, Vessel Movement Report, etc.		PMO/Consignee/Shipping Line		
<b>Client Steps</b>	<b>Agency Action</b>	<b>Fees to be paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>

1. Port User files request for refund at the PMO concerned.	1.1 PMO evaluates request and endorses the same to Operations Office together with comments and recommendation with complete documents.	None	5 days	PMO PM
	1.2 Receives/logs and disseminate the request.	None	1 day	CSD OPR
	1.3 Acknowledges receipt and evaluates	None	1 day	CSD-PPD OPR
	1.4 Refers to other offices or departments, e.g. LSD, POSD, PMO for comments	None	5 days	CSD – PPD OPR / CSD Manager/LSD/ POSD OPR
	1.5 Prepares complete staff work for review and correction of the CSD Manager	None	7days	CSD-PPD OPR
	1.6 Recommends approval to the AGM for Operations or the General Manager	None	2 days	CSD Department Manager
	1.7 Approves/ Disapproves recommendation	None	5 days	AGMO/ GM
	1.8 Releases Memorandum or Letter	None	1 day	CSD OPR
<b>TOTAL:</b>		<b>None</b>	<b>27 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				