



**PHILIPPINE PORTS AUTHORITY**

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

## 55. Handling of Incoming Communications – Manual (Internal)

This provides details on the procedure of handling incoming communications that do not fall under any particular service provided in other specifications in this handbook.

Office/Division:	Port Management Office Records Section			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	All units within the PMO			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		Not applicable		
* Pursuant to PPA MC Nos. 18-2020 and 22-2020, all PPA employees, including outsourced personnel, <b>service providers</b> , <b>port users</b> , <b>stakeholders</b> and the <b>general public</b> shall follow a minimum health and safety protocols in all PPA offices and facilities.				
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Division/ unit transmits communication to the PMO Records Section.	1.1 Receives communication/ document.	None	1 min.	Designated Records Officer
	1.2 Logs and scans communication /document in incoming logbook and assigns control number.	None	10 mins.	Designated Records Officer
	1.3 Prepares routing slip for incoming communication /document.	None	2 mins.	Designated Records Officer
	1.4 Forwards incoming documents / communication to the concerned Responsibility Center.	None	2 min.	Designated Records Officer

	1.5 Incoming communication is evaluated and assessed.	None	1 day	Port Manager /RC Head
	1.6 Documents / communication are routed to concerned person responsible to address the incoming communication.	None	5 mins.	Office of the Port Manager
	1.7 Incoming communication is handled accordingly	None		Concerned Personnel
<b>TOTAL:</b>		-	<b>1 day and 20 mins.</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				
* Adjustments made to adopt to the new normal				