



PHILIPPINE PORTS AUTHORITY

CITIZEN'S CHARTER
2023 (5th Edition)

56. Handling of Incoming Communications – Electronic (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, service providers , port users , stakeholders and the general public 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
2. Division/ unit transmits communication to the PMO Records Section thru electronic mail (email).	1.8 Receives communication/ document.	None	2 hrs	Designated Records Officer
	1.9 Logs and scans communication /document in incoming logbook and assigns control number.	None	10 mins.	Designated Records Officer
	1.10 Prepares routing slip for incoming communication /document.	None	2 mins.	Designated Records Officer
	1.11 Forwards incoming documents / communication to the concerned Responsibility Center.	None	2 min.	Designated Records Officer

	1.12 Incoming communication is evaluated and assessed.	None	1 day	Port Manager /RC Head
	1.13 Documents / communication are routed to concerned person responsible to address the incoming communication.	None	5 mins.	Office of the Port Manager
	1.14 Incoming communication is handled accordingly	None		Concerned Personnel
TOTAL:		-	1 day, 2 hrs, and 19 mins.	
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				
* Adjustments made to adopt to the new normal				