



PHILIPPINE PORTS AUTHORITY

**CITIZEN'S CHARTER
2023 (5th Edition)**

57. Handling of Outgoing Communications

This provides details on the procedure of handling outgoing communications that are routed through the Records Section of an organizational unit.

Office/Division:	Port Management Offices/ Head Office			
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
1. Unit routes outgoing communication to the Records Section.	1.1 Receives communication /document.	None	1 min.	Designated Records Officer
	1.2 Logs communication/ document in outgoing logbook and assigns control number.	None	10 mins.	Designated Records Officer
	1.3 Evaluates and assesses the address indicated in the outgoing communication /document.	None	4 hrs.	Designated Records Officer
	1.4 Batches outgoing documents / communication together according to destination and medium of	None	4 hrs.	Designated Records Officer

	transmittal needed. 1.5 Outgoing communication is sent out in batches to various addressees using the appropriate means of dispatch, as indicated in each document.	None		Designated Records Officer
TOTAL:		None	1 day and 11 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				