



PORT MANAGEMENT OFFICE

CAGAYAN DE ORO

# *Citizen's Charter*



PORT MANAGEMENT OFFICE

CAGAYAN DE ORO

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PORT MANAGEMENT OFFICE

CAGAYAN DE ORO

#### **D. List of Port Services Division Frontline Services**

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- 3 Service Standard for Cargo Entry Thru RORO Transport System (RRTS)
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- 9 Service Standard for Issuance of Permits (Vessels)



**1 SERVICE TITLE**

**SERVICE STANDARD FOR APPROVAL OF CARGO ENTRY  
(OUTBOUND/EXPORT)**

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**OFFICE ADDRESS :**

Philippine Ports Authority  
Port Management Office of Cagayan de Oro  
Col. E.S. Baclig, Jr. Building  
Port Area, Macabalan, Cagayan de Oro City  
Telephone Numbers: (088) 856-9098; 856-9099  
(088) 310-7968  
Fax Number: (088) 856-9100  
Email Address: ppapmocdo@yahoo.com

**SERVICE DESCRIPTION :**

Facilitate assessment, collection of cargo charges and approval of cargo entry upon submission of documentary requirements.

**SCHEDULE OF AVAILABILITY OF THE SERVICE :**

Monday to Sunday (24 hours)

**WHO MAY AVAIL OF THE SERVICE :**

Shipper (S) / Consignee (C) / Shipping Line Representative (SLR)

**WHAT ARE PPA REQUIREMENTS :**

**A. Loose Cargo (Activity A to E)**

1. Bill of Lading (2nd copy)
2. Cash Invoice (Yellow copy)

**B. Breakbulk/Bulk Cargo (Activity B to E)**

1. Bill of Lading (BL)
2. Cargo Handling Operator's Official Receipt (CHO-OR)



# HOW TO AVAIL OF THE SERVICE :

STEP	CLIENT'S ACTIVITY	SERVICE PROVIDER'S ACTIVITY	DURATION OF ACTIVITY UNDER NORMAL CIRCUMSTANCES (Per B/L)	PERSON/S IN CHARGE	FORMS	FEES	OUTPUT FROM THE SERVICE PROVIDER
<b>A. Bill of Lading Issuance</b>							
1	Secures Bill of Lading (BL) to Shipping Line Office	Issues copy of Bill of Lading (BL) to client	None	Shipping Line Officer	None	None	Bill of Lading (BL)
2	Pays freight and other charges	Computes, collects charges, issues Official Receipt (OR) and stamps BL "PLEASE RELEASE:"	None	SL Cashier	None	Based on the assessed amount	> Official Receipt (OR), Stamped Bill of Lading (BL)
<b>B. Cargo Admeasuring</b>							
3	Presents BL to Oroport Cargo Admeasuring Section located at Transit Shed 2 (TS 2)	Assesses cargo weight & volume	None	Oroport Admeasurer	None	None	Admeasuring Validating Certificate (AVC)
<b>C. Arrastre Payment</b>							
4	Proceeds to PPA Admin Bldg, Gate No. 3 for payment and presents BL to <b>Arrastre Incoming Window</b>	Encodes and assigns batch number	None	Oroport Representative / Data Gatherer	None	None	Numbered transaction
5	Pays arrastre/stevedoring charges to Arrastre Cashier	Receives payment and issues Arrastre Cash Invoice (ACI)	None	Oroport Cashier	None	Based on the assessed amount	Arrastre Cash Invoice (ACI)
6	Secures Withdrawal Slip (WS) to <b>Oroport Withdrawal Window</b>	Issues Withdrawal Slip (WS)	None	Oroport Representative	None	None	Withdrawal Slip (WS)
<b>D. PPA Share Payment</b>							
7	Submits Bill of Lading (BL), Arrastre Cash Invoice (ACI), and Withdrawal Slip (WS) to <b>Window 2</b>	Encodes cargo details into POMS	2 minutes	PPA MIS Encoder	None	None	Encoded BL/Manifest
		Reviews accuracy of entries and	1 minute	Terminal Operations	None	None	System -

3. Other supplemental document/s, if necessary

**C. Containerized Cargo (Activity A to E)**

1. Bill of Lading (BL)/Final Manifest
2. Van Guide (VG) / Vessel Activity Report (VAR)
3. Other supplemental document/s, if necessary

DURATION:

PPA total processing time: **7 minutes** per Bill of Lading (BL) under normal circumstances

**HOW TO AVAIL OF THE SERVICE :**

STEP	CLIENT'S ACTIVITY	SERVICE PROVIDER'S ACTIVITY	DURATION OF ACTIVITY UNDER NORMAL CIRCUMSTANCES (Per B/L)	PERSON/S IN CHARGE	FORMS	FEES	OUTPUT FROM THE SERVICE PROVIDER
<b>A. Bill of Lading Issuance</b>							
1	Books cargo to Shipping Line (SL) and pays freight & other charges, if any  * If dangerous cargoes, secures Handling Permit (HP) to PPA Office and submits the same to Shipping Line	Receives cargo, accepts payment and issues Bill of Lading (BL)  * Inspects cargo and Issues Handling Permit (HP)	None  *5 minutes	Shipping Line Officer  * PPA Safety Officer (SO)	None  * Handling Permit for dangerous cargo Form	None  Permit Fee (P28.00)	Bill of Lading (BL)  * Handling Permit (HP)
<b>B. Cargo Admeasuring</b>							
2	Presents BL to <b>Oroport Cargo Admeasuring Section (OCAS)</b> at PPA Gate No. 3 Parking Area  Proceeds to PPA Bldg. Gate No. 3 for Payment	Verifies cargo weight & volume	None	Oroport Admeasurer	None	None	Admeasuring Validating Certificate (AVC)



STEP	CLIENT'S ACTIVITY	SERVICE PROVIDER'S ACTIVITY	DURATION OF ACTIVITY UNDER NORMAL CIRCUMSTANCES (Per B/L)	PERSON/S IN CHARGE	FORMS	FEES	OUTPUT FROM THE SERVICE PROVIDER
<b>C. Arrastre Payment</b>							
3	Proceeds to PPA Admin Bldg, Gate No. 3 for payment and presents BL to <b>Arrastre Outgoing Cargoes (AOC)</b> Window	Encodes and assigns batch number	None	Oroport Representative / Data Gatherer	None	None	Numbered transaction
4	Pays arrastre/stevedoring charges to <b>Arrastre Cashier</b>	Receives payments and issues Arrastre Cash Invoice (ACI)	None	Oroport Cashier	None	Based on the assessed amount	Arrastre Cash Invoice (ACI)
<b>D. PPA Share Payment</b>							
5	Submits Bill of Lading (BL), Arrastre Cash Invoice (ACI), & other documents, if necessary to Window 2	Encodes cargo details into POMS	2 minutes	PPA MIS Encoder	None	None	Encoded BL/Manifest
		Reviews accuracy of entries and generates Computation Sheet ( <b>Window 3 or 4</b> )	1 minute	Terminal Operations Officer (TOO)	None	None	System - Generated Computation Sheet
6	Pays corresponding charges to Cashier (Window 5, 6 & 7)	Collects payment and issues Official Receipts	3 minutes	Collection Representative	Official Receipt	Refer Figure A.1	Official Receipt (OR)
7	Submits the following documents to <b>Window 2</b> for approval (BL, WS, others, if necessary)	Verifies documents and stamps BL "Port Charges Paid" or "Cargo Entry Approved"	1 minute	PPA MIS Encoder	None	None	Stamped BL and Customer's copy of documents
<b>E. Cargo Entry</b>							
8	Proceeds to <b>Gate No. 2</b> (for non-containerized cargoes), or <b>Gate No. 5</b> (for cargoes subject for weighing)	Verifies documents	None	Gatekeeper	None	None	Checked & inspected cargo/es
		inspects cargo and vehicle	None	Security Guard	None	None	
9	If with vehicle, secures and pays	Issues Temporary Vehicle Pass	None	Collection	None	P5.60 (4w);	Vehicle Pass (VP)



STEP	CLIENT'S ACTIVITY	SERVICE PROVIDER'S ACTIVITY	DURATION OF ACTIVITY UNDER NORMAL CIRCUMSTANCES (Per B/L)	PERSON/S IN CHARGE	FORMS	FEES	OUTPUT FROM THE SERVICE PROVIDER
	vehicle pass at <b>Gate Nos. 2, 4 or 5</b>			Representative (CR)		P11.20 (6w); P16.80 (10w)	
10	Delivers cargo to stacking area and presents Bill of Lading	Verifies, inspects and receives cargoes	None	Oroport's Outgoing Checker	None	None	Duly signed Bill of Lading by Oroport Checker
11	Proceed to PPA Gate No. 2 and exits the port	Allows exit	None	Security Guard on Duty	None	None	Approved exit of vehicle
<b>END OF TRANSACTION.</b>							

#### FIGURE A.1 CARGO COMPUTATION SCHEDULE OF FESS

##### FOR DOMESTIC CARGO

Wharfage = Cargo volume/Weigh/No. of box X Rate	= Px,xxx.xx
Arrastre = Cargo Volume/Weight/No. of box X Rate X 10% Gov't Share	= Px,xxx.xx
Stevedoring = Cargo Volume/Weight/No. of box X Rate X 10% Gov't Share	= P xxx.xx
Sub Total	= Px,xxx.xx
12% Vat	= P xxx.xx
<b>GRAND TOTAL</b>	<b>= Px,xxx.xx</b>

##### FOR FOREIGN CARGO

Wharfage = Cargo volume/Weigh/No. of box X Rate	= Px,xxx.xx
Arrastre = Cargo Volume/Weight/No. of box X Rate X 20% Gov't Share	= Px,xxx.xx
Sub Total	= Px,xxx.xx
12% Vat	= P xxx.xx
Stevedoring = Cargo Volume/Weight/No. of box X Rate X 20% Gov't Share	= P xxx.xx (Non-Vat)
<b>GRAND TOTAL</b>	<b>= Px,xxx.xx</b>

*Note: Other applicable charges such as storage, hazard, stuffing/unstuffing, etc. not included in the above schedule.*

**2 SERVICE TITLE**

**SERVICE STANDARD FOR APPROVAL OF CARGO WITHDRAWAL  
(INBOUND/IMPORT)**

SERVICE DESCRIPTION :	Facilitate assessment, collection of cargo charges and approval of cargo withdrawal upon submission of documentary requirements.
SCHEDULE OF AVAILABILITY OF THE SERVICE :	Monday to Sunday (24 hours)
WHO MAY AVAIL OF THE SERVICE :	Shipper (S) / Consignee (C) / Shipping Line Representative (SLR)
WHAT ARE PPA REQUIREMENTS :	<p><b>A. Loose Cargo (Activity A to E)</b></p> <ol style="list-style-type: none"> <li>1. Bill of Lading (2nd copy)</li> <li>2. Cash Invoice (Pink copy)</li> <li>3. Withdrawal Slip (Pink copy)</li> </ol> <p><b>B. Breakbulk/Bulk Cargo (Activity B to E)</b></p> <ol style="list-style-type: none"> <li>1. Bill of Lading (BL)</li> <li>2. Cargo Handling Operator's Official Receipt (CHO-OR)</li> <li>3. Other supplemental documents, if necessary</li> </ol> <p><b>C. Containerized Cargo (Activity A to E)</b></p> <ol style="list-style-type: none"> <li>1. Bill of Lading (BL) Final Manifest</li> <li>2. Van Guide (VG) Vessel Activity Report (VAR)</li> <li>3. Other supplemental documents, if necessary</li> </ol>
DURATION:	PPA total processing time: <b>7 minutes</b> per Bill of Lading (BL) under normal circumstances

# HOW TO AVAIL OF THE SERVICE :

STEP	CLIENT'S ACTIVITY	SERVICE PROVIDER'S ACTIVITY	DURATION OF ACTIVITY UNDER NORMAL CIRCUMSTANCES (Per B/L)	PERSON/S IN CHARGE	FORMS	FEES	OUTPUT FROM THE SERVICE PROVIDER
<b>A. Bill of Lading Issuance</b>							
1	Secures Bill of Lading (BL) to Shipping Line Office	Issues copy of Bill of Lading (BL) to client	None	Shipping Line Officer	None	None	Bill of Lading (BL)
2	Pays freight and other charges	Computes, collects charges, issues Official Receipt (OR) and stamps BL "PLEASE RELEASE:	None	SL Cashier	None	Based on the assessed amount	> Official Receipt (OR), Stamped Bill of Lading (BL)
<b>B. Cargo Admeasuring</b>							
3	Presents BL to Oroport Cargo Admeasuring Section located at Transit Shed 2 (TS 2)	Assesses cargo weight & volume	None	Oroport Admeasurer	None	None	Admeasuring Validating Certificate (AVC)
<b>C. Arrastre Payment</b>							
4	Proceeds to PPA Admin Bldg, Gate No. 3 for payment and presents BL to <b>Arrastre Incoming Window</b>	Encodes and assigns batch number	None	Oroport Representative / Data Gatherer	None	None	Numbered transaction
5	Pays arrastre/stevedoring charges to Arrastre Cashier	Receives payment and issues Arrastre Cash Invoice (ACI)	None	Oroport Cashier	None	Based on the assessed amount	Arrastre Cash Invoice (ACI)
6	Secures Withdrawal Slip (WS) to <b>Oroport Withdrawal Window</b>	Issues Withdrawal Slip (WS)	None	Oroport Representative	None	None	Withdrawal Slip (WS)
<b>D. PPA Share Payment</b>							
7	Submits Bill of Lading (BL), Arrastre Cash Invoice (ACI), and Withdrawal Slip (WS) to <b>Window 2</b>	Encodes cargo details into POMS	2 minutes	PPA MIS Encoder	None	None	Encoded BL/Manifest
		Reviews accuracy of entries and	1 minute	Terminal Operations	None	None	System -



STEP	CLIENT'S ACTIVITY	SERVICE PROVIDER'S ACTIVITY	DURATION OF ACTIVITY UNDER NORMAL CIRCUMSTANCES (Per B/L)	PERSON/S IN CHARGE	FORMS	FEES	OUTPUT FROM THE SERVICE PROVIDER
		generates Computation Sheet <b>(Window 3 or 4)</b>		Officer			Generated Computation Sheet
8	Pays corresponding charges to Cashier <b>(Window 5, 6 &amp; 7)</b>	Collects payment and issues Official Receipts	3 minutes	Collection Representative	Official Receipt	Refer Figure A.1	Official Receipt (OR)
9	Submits documents to <b>Window 2</b> for approval (OR, BL, ACI, WS)	Verifies documents and stamps BL "Port Charges Paid" or "Cargo Withdrawal Approved"	1 minute	PPA MIS Encoder	None	None	Stamped BL and Customer's copy of documents
10	Proceeds to the port through Gate Nos. 2, 4 or 5; if with vehicle, secures and pays vehicle pass	Issues Temporary Vehicle Pass and allows entry	3 minute	Collection Representative (CR) / Security Guard	None	P5.60(4w); P11.20(6w); P16.80(10w)	Vehicle Pass (VP)
<b>E. Cargo Releasing</b>							
11	Returns to Transit Shed 2 (TS 2) for releasing of Cargo/es	Verifies documents, inspects vehicle and releases cargo/es	None	Oroport Cargo Releasing Officer	None	None	Cargo released
	For containerized cargoes, presents <b>Equipment Interchange Receipt (EIR)</b>	Directs the location of cargo and orders loading of cargo to truck	None	SL Van Control Officer	None	None	Cargo released
12	Proceeds to PPA Gate No. 2 (Main Gate) and submits the following: BL, OR, ACI, WS, others, if necessary	Verifies payments & documents	None	Gatekeeper	None	None	Cargo released
		Inspects vehicles & cargo and allows exit of vehicle	None	Security Guard On Duty	None	None	Approved exit of vehicle
<b>END OF TRANSACTION.</b>							

**FIGURE A.1 CARGO COMPUTATION SCHEDULE OF FESS**

STEP	CLIENT'S ACTIVITY	SERVICE PROVIDER'S ACTIVITY	DURATION OF ACTIVITY UNDER NORMAL CIRCUMSTANCES (Per B/L)	PERSON/S IN CHARGE	FORMS	FEES	OUTPUT FROM THE SERVICE PROVIDER
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#### FOR DOMESTIC CARGO

Wharfage	= Cargo volume/Weigh/No. of box X Rate	= Px,xxx.xx
Arrastre	= Cargo Volume/Weight/No. of box X Rate X 10% Gov't Share	= Px,xxx.xx
Stevedoring	= Cargo Volume/Weight/No. of box X Rate X 10% Gov't Share	= P xxx.xx
	Sub Total	= Px,xxx.xx
	12% Vat	= P xxx.xx
	<b>GRAND TOTAL</b>	= Px,xxx.xx

#### FOR FOREIGN CARGO

Wharfage	= Cargo volume/Weigh/No. of box X Rate	= Px,xxx.xx
Arrastre	= Cargo Volume/Weight/No. of box X Rate X 20% Gov't Share	= Px,xxx.xx
	Sub Total	= Px,xxx.xx
	12% Vat	= P xxx.xx
Stevedoring	= Cargo Volume/Weight/No. of box X Rate X 20% Gov't Share	= P xxx.xx (Non-Vat)
	<b>GRAND TOTAL</b>	= Px,xxx.xx

*Note: Other applicable charges such as storage, hazard, stuffing/unstuffing, etc. not included in the above schedule.*



PORT MANAGEMENT OFFICE

CAGAYAN DE ORO

### 3 SERVICE TITLE

### SERVICE STANDARD FOR CARGO ENTRY THRU RORO TRANSPORT SYSTEM (RRTS)

SERVICE DESCRIPTION :	Facilitate assessment, collection of cargo charges and approval of cargo entry thru RORO Transport System (RORO).
SCHEDULE OF AVAILABILITY OF THE SERVICE :	Monday to Sunday (24 hours)
WHO MAY AVAIL OF THE SERVICE :	Shipper (S) / Consignee (C) / Shipping Line Representative (SLR)
WHAT ARE PPA REQUIREMENTS :	1. Bill of Lading 2. RORO Terminal Fee (RRTF) Ticket
DURATION:	PPA total processing time: <b>6 minutes</b>

### HOW TO AVAIL OF THE SERVICE :

STEP	CLIENT'S ACTIVITY	SERVICE PROVIDER'S ACTIVITY	DURATION OF ACTIVITY UNDER NORMAL CIRCUMSTANCE S (Per B/L)	PERSON/S IN CHARGE	FORMS	FEES	OUTPUT FROM THE SERVICE PROVIDER
1	Declares vehicle to Shipping Line (SL) and pays freight and other charges, if any	Receives payment and issues Official Receipt (OR) and Bill of Lading (BL) with stamp " <b>RRTS</b> " or " <b>RORO</b> "	SL Service Standards apply	Shipping Line	None	Based on the assessed amount	Official Receipt (OR) and Stamped Bill of Lading
2	Proceeds to <b>PPA Admin Bldg.</b> , Gate No. 3 and submits copy of Bill of Lading (BL) to <b>Window 3 or 4</b>	Assesses cargo based on the type of vehicle	1 minute	Terminal Operations Officer	None	None	Assessed Bill of Lading (BL)



STEP	CLIENT'S ACTIVITY	SERVICE PROVIDER'S ACTIVITY	DURATION OF ACTIVITY UNDER NORMAL CIRCUMSTANCES (Per B/L)	PERSON/S IN CHARGE	FORMS	FEES	OUTPUT FROM THE SERVICE PROVIDER
3	Pays corresponding charges at <b>Windows 5, 6 or 7</b>	Receives payment and issues RORO Terminal Fee (RRTF) Ticket	2 minutes	Collection Representative (CR)	None	Type1 - 65.00; Type2-129.00; Type3-258.00; Type4-516.00	RORO Terminal Fee (RRTF) Ticket
4	Submits Bill of Lading (BL) and RRTF Ticket to <b>Window 2</b> for approval	Verifies documents and stamps BL "Port Charges Paid"	1 minute	Terminal Operations Officer / MIS Encoder	None	None	Stamped Bill of Lading
5	Drives vehicle to Gate No. 2 and presents documents	Verifies/validates documents submitted	1 minute	Gatekeeper	None	None	Validated documents
6	Submits copy of BL to Oroport Gatekeeper	Receives copy of BL	1 minute	Oroport Gatekeeper	None	None	Collected BL
7	Drives vehicle to the designated RRTS Vehicle Queuing Area (Southern portion of <b>Area G</b> ) and surrenders Stub Copy of RRTF Ticket	Receives stub copy of RRTF Ticket	None	Oroport Outgoing Checker	None	None	Filed RRTF stub copy
8	Drives vehicle into the vessel through the vessel's ramp	Directs vehicles to its designated stowage on deck	None	Vessel's chiefmate / Checker	None	None	None
<b>END OF TRANSACTION.</b>							

**4 SERVICE TITLE**

**SERVICE STANDARD FOR CARGO WITHDRAWAL THRU RORO  
TRANSPORT SYSTEM (RRTS)**

SERVICE DESCRIPTION :	Facilitate assessment, collection of cargo charges and approval of cargo withdrawal thru RORO Transport System (RRTS).
SCHEDULE OF AVAILABILITY OF THE SERVICE :	Monday to Sunday (24 hours)
WHO MAY AVAIL OF THE SERVICE :	Shipper (S) / Consignee (C) / Shipping Line Representative (SLR)
WHAT ARE PPA REQUIREMENTS :	1. Bill of Lading (BL) 2. RORO Terminal Fee (RRTF) Ticket
DURATION:	PPA total processing time: a) Complete Documents = 3 minutes or less b) Incomplete Documents (No RRTF Ticket) = 6 minutes

**HOW TO AVAIL OF THE SERVICE :**

STEP	CLIENT'S ACTIVITY	SERVICE PROVIDER'S ACTIVITY	DURATION OF ACTIVITY UNDER NORMAL CIRCUMSTANCES (Per B/L)	PERSON/S IN CHARGE	FORMS	FEES	OUTPUT FROM THE SERVICE PROVIDER
<b>A. INBOUND (Complete Documents)</b>							
1	Drives vehicle off the vessel's ramp and proceeds to Gate No. 2						
	Submits copy of Bill of Lading (BL) to Oroport Checker	Receives copy of BL and Logs RRTF No.	1 minute	Oroport Checker	None	None	Logged entries of RRTF
2	Submits copy of BL and RRTF to PPA Gatekeeper	Receives copy of BL & RRTF Ticket and approves exit of vehicle	1 minute	Gatekeeper	None	None	Collected RRTF & BL



STEP	CLIENT'S ACTIVITY	SERVICE PROVIDER'S ACTIVITY	DURATION OF ACTIVITY UNDER NORMAL CIRCUMSTANCES (Per B/L)	PERSON/S IN CHARGE	FORMS	FEES	OUTPUT FROM THE SERVICE PROVIDER
3	Exits the port	Allows exit of vehicle	1 minute	Security	None	None	None
<b>B. INBOUND (No RRTF Ticket)</b>							
1	Proceeds to <b>PPA Admin Bldg</b> , Gate No. 3, and submits copy of Bill of Lading (BL) to <b>Window 3 or 4</b>	Assesses cargo based on the type of vehicle	1 minutes	Terminal Operations Officer (TOO)	None	None	Assessed RRTF & BL
2	Pays corresponding charges at Window 5, 6 or 7	Receives payment and issues RORO Terminal Fee (RRTF) Ticket	2 minutes	Collector Representative (CR)	None	Type1 - 65.00; Type2-129.00; Type3-258.00; Type4-516.00	RORO Terminal Fee (RRTF) Ticket
3	Submits documents to <b>Window 2</b> for Approval	Verifies documents and stamps BL " <b>Port Charges Paid</b> "	1 minute	TOO / PPA MIS Encoder	None	None	Stamped Bill of Lading
4	Submits copy of BL and to Oroport Gatekeeper	Receives copy of BL & RRTF Ticket	1 minute	Oroport Gatekeeper	None	None	Collected BL
5	Proceeds to <b>Gate No. 2</b> and submits copy of documents	Validates document submitted and approves exit of vehicle	1 minute	Gatekeeper / Security Guard	None	None	None
6	Exits the port	Allows exit	1 minute	Gatekeeper / Security Guard	None	None	None
<b>END OF TRANSACTION.</b>							



**5 SERVICE TITLE**

**SERVICE STANDARD FOR VESSEL ENTRANCE FORMALITIES FOR  
VESSELS CALLING AT THE BASEPORT**

SERVICE DESCRIPTION :	Facilitate Entrance Formalities of vessels calling at the Baseport of Cagayan de Oro, upon submission of documentary requirements.
SCHEDULE OF AVAILABILITY OF THE SERVICE :	Monday to Sunday (24 hours)
WHO MAY AVAIL OF THE SERVICE :	Master of Vessel (MOV) or Shipping Agent (SA) / Shipping Line Representative (SLR)
WHAT ARE THE REQUIREMENTS:	<p><b>1. For Domestic Vessels:</b></p> <ul style="list-style-type: none"> <li>1.1 Notice of Arrival (NOA)</li> <li>1.2 Application for Berth/Anchorage (ABA)</li> <li>1.3 Roll Book</li> <li>1.4 Inward Coasting Manifest (3 copies)</li> <li>1.5 Passenger Manifest (if Applicable)</li> <li>1.6 Dangerous Cargo Manifest (if Applicable)</li> <li>1.7 Waste on Board Vessel Information (WOBVIF)</li> <li>1.8 Certificate of Service Rendered (CSR)</li> </ul> <p><b>2. For Foreign Vessels:</b></p> <ul style="list-style-type: none"> <li>2.1 Notice of Arrival (NOA)</li> <li>2.2 Application for Berth/Anchorage (ABA)</li> <li>2.3 Inward Foreign Manifest (3 copies)</li> <li>2.4 Dangerous Cargo Manifest (if Applicable)</li> <li>2.5 Waste on Board Vessel Information (WOBVIF)</li> </ul> <p><b>3. For Maiden Voyage (Additional Requirements):</b></p> <ul style="list-style-type: none"> <li>3.1 Vessel Information Sheet (VIS), 2 copies</li> <li>3.2 International Ship Security Certificate (ISSC), for foreign vessels</li> <li>3.3 International Tonnage Certificate (ITC), for foreign vessels</li> <li>3.4 MARINA Tonnage Measurement Certificate or Certificate of Inspection,</li> </ul>

for Domestic Vessels

**4. For Unregistered in POMS/ORACLE Companies:**

**4.1 Customer Registration Form (CRF)**

DURATION:

Total processing Time:

- a) Straight transaction with complete documents - 1 hour & 40 minutes (minimum)
- b) No debtor code/lacking Entrance Documents - 2 days & 40 minutes more or less

**HOW TO AVAIL OF THE SERVICE:**

STEP	CLIENT'S ACTIVITY	SERVICE PROVIDER'S ACTIVITY	DURATION OF ACTIVITY UNDER NORMAL CIRCUMSTANCES (Per B/L)	PERSON/S IN CHARGE	FORMS	FEES	OUTPUT FROM THE SERVICE PROVIDER
1	Transmits the Notice of Arrival (NOA)	Records the transmitted advance vessel and cargo information	3 minutes	Harbor Master (HM)/Harbor Operations Officer (HOO)	Notice of Arrival (NOA) Form	None	Duly accomplished Notice of Arrival (NOA) Form
2	Files Application for Berth/Anchorage (ABA)	Evaluates accuracy of entries in the form	10 minutes	HM / HOO	Application for Berth / Anchorage (ABA) Form	None	Duly accomplished ABA Form
	Submits additional requirements for maiden voyage	Processes additional requirements for Maiden Voyage	1 Day	HM / HOO	Vessel Information Sheet (VIS)	None	Vessel Information Sheet (VIS)  Vessel Code created
3	Files Waste on Board Vessel Information Sheet (WOBVIF)	Assists Client in the filling-up of WOBVIF form	3 minutes	HM / HOO	Waste on Board Vessel Information Sheet Form (WOBVIF)	None	Accomplished WOBVIF

STEP	CLIENT'S ACTIVITY	SERVICE PROVIDER'S ACTIVITY	DURATION OF ACTIVITY UNDER NORMAL CIRCUMSTANCES (Per B/L)	PERSON/S IN CHARGE	FORMS	FEES	OUTPUT FROM THE SERVICE PROVIDER
4	If the Shipping Line has no Debtor Code yet, submits the Customer Registration Form (CRF)	Checks accuracy of entries in the CRF	3 minutes	HM / HOO	Customer Registration Form (CRF)	None	Duly accomplished Customer Registration Form (CRF)
		Processes CRF for creation of Debtor Code by MISD	1 day	HM / HOO	Customer Registration Form (CRF)	None	Debtor Code created
		Generates Ship Call Number (SCN)	3 minutes	HM / HOO	None	None	SCN generated
5	Attends Berthing Meeting	Conduct Daily Berthing Meeting	1 hour	HM / HOO	Daily Berthing Schedule	None	Approved Daily Berthing Schedule distributed to attendees
6	Fills-in the Vessel's Logbook upon Vessel's arrival	Evaluates accuracy of entries in the Logbook	5 minutes	HM / HOO	Vessel's Logbook (VL)	None	Accomplished Vessel's Logbook entries
7	Submits complete set of Entrance Documents	Verifies completeness of submitted entrance documents	10 minutes	HM / HOO	None	None	Verified documents
		Stamps manifest and/or roll book "Entered"	3 minutes	HM / HOO	None	None	Stamped & signed Entrance Documents
END OF ENTRANCE FORMALITIES							





PORT MANAGEMENT OFFICE

CAGAYAN DE ORO

**6 SERVICE TITLE**

**SERVICE STANDARD FOR VESSEL ENTRANCE FORMALITIES FOR  
VESSELS CALLING AT THE PRIVATE PORTS**

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**SERVICE DESCRIPTION :**

Facilitate Entrance Formalities of vessels calling at the Private Port (within the jurisdiction of the Port of Cagayan de Oro), upon submission of documentary requirements.

**SCHEDULE OF AVAILABILITY OF THE SERVICE :**

Monday to Sunday (24 hours)

**WHO MAY AVAIL OF THE SERVICE :**

Master of Vessel (MV) or Shipping Agent (SA) / Shipping Line Representative (SLR)

**WHAT ARE THE REQUIREMENTS:**

**1. For Domestic Vessels:**

- 1.1 Notice of Arrival (NOA)
- 1.2 Application for Berth/Anchorage (ABA)
- 1.3 Roll Book
- 1.4 Inward Coasting Manifest (3 copies)
- 1.5 Passenger Manifest (if Applicable)
- 1.6 Dangerous Cargo Manifest (if Applicable)
- 1.7 Waste on Board Vessel Information (WOBVIF)
- 1.8 Certificate of Service Rendered (CSR)

**2. For Foreign Vessels:**

- 2.1 Notice of Arrival (NOA)
- 2.2 Application for Berth/Anchorage (ABA)
- 2.3 Inward Foreign Manifest (3 copies)
- 2.4 Dangerous Cargo Manifest (if Applicable)
- 2.5 Waste on Board Vessel Information (WOBVIF)

**3. For Maiden Voyage (Additional Requirements):**

- 3.1 Vessel Information Sheet (VIS), 2 copies
- 3.2 International Ship Security Certificate (ISSC), for foreign vessels
- 3.3 International Tonnage Certificate (ITC), for foreign vessels
- 3.4 MARINA Tonnage Measurement Certificate or Certificate of Inspection, for Domestic Vessels

DURATION:

Total processing Time: 1 day and 29 minutes

**HOW TO AVAIL OF THE SERVICE:**

STEP	CLIENT'S ACTIVITY	SERVICE PROVIDER'S ACTIVITY	DURATION OF ACTIVITY UNDER NORMAL CIRCUMSTANCES (Per B/L)	PERSON/S IN CHARGE	FORMS	FEES	OUTPUT FROM THE SERVICE PROVIDER
1	Transmits the Notice of Arrival (NOA)	Records the transmitted advance vessel and cargo information	3 minutes	Harbor Master (HM)/Harbor Operations Officer (HOO)	Notice of Arrival (NOA) Form	None	Duly accomplished Notice of Arrival (NOA) Form
2	Files Application for Berth/Anchorage (ABA)	Evaluates accuracy of entries in the form	5 minutes	HM / HOO	Application for Berth / Anchorage (ABA) Form	None	Duly accomplished ABA Form
	Submits additional requirements for maiden voyage	Processes additional requirements for Maiden Voyage	1 Day	HM / HOO	Vessel Information Sheet (VIS)	None	Vessel Information Sheet (VIS) Vessel Code created
3	Files Waste on Board Vessel Information Sheet (WOBVIF)	Assists Client in the filling-up of WOBVIF form	3 minutes	HM / HOO	Waste on Board Vessel Information Sheet Form (WOBVIF)	None	Accomplished WOBVIF

STEP	CLIENT'S ACTIVITY	SERVICE PROVIDER'S ACTIVITY	DURATION OF ACTIVITY UNDER NORMAL CIRCUMSTANCES (Per B/L)	PERSON/S IN CHARGE	FORMS	FEES	OUTPUT FROM THE SERVICE PROVIDER
4	Fills-in the Vessel's Logbook upon Vessel's arrival	Evaluates accuracy of entries in the Logbook	5 minutes	HM / HOO	None	None	Duly Accomplished Vessel's Logbook
5	Submits complete set of Entrance Documents	Verifies completeness of submitted entrance documents	10 minutes	HM / HOO	None	None	Verified documents
		Stamps manifest and/or roll book " <b>Entered</b> "	3 minutes	HM / HOO	None	None	Stamped & signed Entrance Documents
END OF ENTRANCE FORMALITIES							





PORT MANAGEMENT OFFICE

CAGAYAN DE ORO

## 7 SERVICE TITLE

## SERVICE STANDARD FOR VESSEL DEPARTURE CLEARANCE

### SERVICE DESCRIPTION :

Facilitate the grant of Departure Clearance of vessels calling at the Ports upon submission of documentary requirements.

### SCHEDULE OF AVAILABILITY OF THE SERVICE :

Monday to Sunday (24 hours)

### WHO MAY AVAIL OF THE SERVICE :

Master of Vessel (MV) or Shipping Agent (SA) / Shipping Line Representative (SLR)

### WHAT ARE THE REQUIREMENTS:

1. PPA Official Receipts (OR) - for Cash payments
2. Vessel Invoice (VIV) for Debit Memo (DM) - for payments thru Revolving Fund (RF)

### DURATION:

Total processing Time: 9 minutes (Straight transaction with no Hold Orders)

### HOW TO AVAIL OF THE SERVICE:

STEP	CLIENT'S ACTIVITY	SERVICE PROVIDER'S ACTIVITY	DURATION OF ACTIVITY UNDER NORMAL CIRCUMSTANCES	PERSON/S IN CHARGE	FORMS	FEES	OUTPUT FROM THE SERVICE PROVIDER
1	Submits Proof of Payment to Marine Section (Official Receipt, Debit Memo, or Vessel Invoice)	Accepts proof of payment and checks for Hold Order  If vessel is subject to Hold Order, requires SA/SLR to submit lifting Order (LO)	1 minutes	HM / HOO	None	None	None
2	If with Hold Order, submits copy of the Lifting Order	Verifies validity of Lift Order	5 minutes	HM / HOO	None	None	None

STEP	CLIENT'S ACTIVITY	SERVICE PROVIDER'S ACTIVITY	DURATION OF ACTIVITY UNDER NORMAL CIRCUMSTANCES	PERSON/S IN CHARGE	FORMS	FEES	OUTPUT FROM THE SERVICE PROVIDER
3	Requests grant of Departure Clearance	Grants departure clearance, For Domestic Vessels, STAMPS Manifests and Roll Book " <b>Port Clearance Granted per E.O. 493, Port Charges Paid and No Hold Order Received From Other Government Agencies</b> "	3 minutes	HM / HOO	None	None	Duly STAMPED and signed Roll Book and Outward Manifests
<b>END OF DEPARTURE CLEARANCE</b>							

**8 SERVICE TITLE**

**ASSESSMENT OF VESSEL CHARGES**

SERVICE DESCRIPTION :	Facilitate Assessment of Vessel Charges upon submission of documentary requirements.
SCHEDULE OF AVAILABILITY OF THE SERVICE :	Monday to Sunday (24 hours)
WHO MAY AVAIL OF THE SERVICE :	Master of Vessel (MOV) or Shipping Agent (SA) / Shipping Line Representative (SLR)
WHAT ARE THE REQUIREMENTS :	<p><b>1. Domestic Vessels:</b></p> <p>1.1 Outward Coasting Manifest (3 copies)</p> <p>1.2 Passenger Manifest (if Applicable)</p> <p><b>2. Foreign Vessels:</b></p> <p>2.1 Outward Foreign Manifest (3 copies)</p>
DURATION:	Total processing time: <b>21 minutes</b>

**HOW TO AVAIL OF THE SERVICE :**

STEP	CLIENT'S ACTIVITY	SERVICE PROVIDER'S ACTIVITY	DURATION OF ACTIVITY UNDER NORMAL CIRCUMSTANCES	PERSON/S IN CHARGE	FORMS	FEES	OUTPUT FROM THE SERVICE PROVIDER
1	Notifies the Harbor Master/Harbor Operations Officer on duty of the vessel's estimated departure date and time	Records the transmitted information	1 minute	HM/HOO	None	None	None



STEP	CLIENT'S ACTIVITY	SERVICE PROVIDER'S ACTIVITY	DURATION OF ACTIVITY UNDER NORMAL CIRCUMSTANCES	PERSON/S IN CHARGE	FORMS	FEES	OUTPUT FROM THE SERVICE PROVIDER
2	Submits complete set of Outward Documents	Verifies completeness of outward documents	5 minutes	HM/HOO	None	None	None
3	Accomplishes and submits Dockage Report	Verifies accuracy of entries in the Dockage Report	10 minutes	HM/HOO	Dockage Report Form	None	Duly accomplished Dockage Report
4	Requests Assessment of Vessel Charges	Generates and issues system generated or Manual Computation Sheet	5 minutes	HM/HOO	Manual Comp'n Sheet	See Figure B.1	System Generated or Manual Computation Sheet
<b>END OF ASSESSMENT</b>							

#### FIGURE B.1 SCHEDULE OF FEES

##### FOR DOMESTIC VESSEL

Usage Fee ( $\text{GRT} \times 0.80 \times \text{No. of Days}$ )	= Px,xxx.xx
Line Handling (Based on Tariff)	= Px,xxx.xx
Pilotage Share per E.O. 1088 (10%)	= P xxx.xx
Sub Total	= Px,xxx.xx
12% Vat	= P xxx.xx
<b>GRAND TOTAL</b>	= Px,xxx.xx

##### FOR FOREIGN VESSEL

Port Dues ( $\text{GRT} \times 0.81 \times \text{US\$ Rate}$ )	= Px,xxx.xx
Dockage at Berth* ( $\text{GRT} \times 0.039 \times \text{US\$ Rate} \times \text{No. of Days}$ )	= Px,xxx.xx
Dockage at Anchorage ( $\text{GRT} \times 0.020 \times \text{US\$ Rate} \times \text{No. of Days}$ )	= Px,xxx.xx
Line Handling (Based on Tariff)	= Px,xxx.xx
Pilotage Share (Pilotage Rate $\times 2 \times \text{US\$ Rate} \times 10\%$ )	= P xxx.xx
<b>GRAND TOTAL</b>	= Px,xxx.xx

*Note: Factor of Dockage at Berth for Private Port is 0.020*



PORT MANAGEMENT OFFICE

CAGAYAN DE ORO

**9 SERVICE TITLE**

**ISSUANCE OF PERMITS (VESSELS)**

**SERVICE DESCRIPTION :** Issuance of Permits on minor works to be conducted on vessels presently at Berth, and for permits to load provision on board vessels.

**SCHEDULE OF AVAILABILITY OF THE SERVICE :** Monday to Sunday (24 hours)

**WHO MAY AVAIL OF THE SERVICE :** Master of Vessel (MOV) or Shipping Agent (SA) / Shipping Line Representative (SLR)

**WHAT ARE THE REQUIREMENTS :** **NONE**

**DURATION:** Total processing time: **8 minutes**

**HOW TO AVAIL OF THE SERVICE :**

STEP	CLIENT'S ACTIVITY	SERVICE PROVIDER'S ACTIVITY	DURATION OF ACTIVITY UNDER NORMAL CIRCUMSTANCES	PERSON/S IN CHARGE	FORMS	FEES	OUTPUT FROM THE SERVICE PROVIDER
1	Secures application form for Permit to Load Provisions/To Undertake Work On Board Vessels from Marine Section	Provides three (3) copies of application form to the SA/SLR	1 minute	HM/HOO	Permit to Load Provisions/ To Undertake Work On Board Vessels	None	None

STEP	CLIENT'S ACTIVITY	SERVICE PROVIDER'S ACTIVITY	DURATION OF ACTIVITY UNDER NORMAL CIRCUMSTANCES	PERSON/S IN CHARGE	FORMS	FEES	OUTPUT FROM THE SERVICE PROVIDER
2	Accomplishes the required information in the application form	Assesses charges due	3 minutes	HM/HOO	None	None	Assessment of applicable charges
3	Pays applicable charges at the Cashier	Collects charges due and issues Official Receipt	3 minutes	Cashier	Official Receipt	P11.20 - For Chipping, Painting, Washing, Welding, Minor Repairs, and 28.00 - For Bunkering, Supply of Fresh Water	None
4	Presents Official Receipt and Assessment to the HOO	Issues copy of Permit to Load Provisions/To Undertake Work On Board Vessels and original copy of Official Receipt to the SA/SLR	1 minutes	HM/HOO	None	None	Approved Permit to Load Provisions/To Undertake Work On Board Vessels
<b>END OF TRANSACTION</b>							





PORT MANAGEMENT OFFICE

CAGAYAN DE ORO

### **E. List of Port Police Division Frontline Services**

- 1 Processing of Annual Vehicle Pass (Cargo and Non-cargo)
- 2 Processing of Entry of CHO Hired-Workers
- 3 Evaluation of Application for Permit to Operate - Security Services
- 4 Processing of Complaints

**1 SERVICE TITLE PROCESSING OF ANNUAL VEHICLE PASS (CARGO AND NON-CARGO)**

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**OFFICE ADDRESS :**

Philippine Ports Authority  
Port Management Office of Cagayan de Oro  
Col. E.S. Baclig, Jr. Building  
Port Area, Macabalan, Cagayan de Oro City  
Telephone Numbers: (088) 856-9098; 856-9099  
(088) 310-7793  
Fax Number: (088) 856-9100  
Email Address: ppapmocdo@yahoo.com

**SERVICE DESCRIPTION :**

Processing/Evaluation/Assessment & Issuance of Annual Vehicle Pass (Stickers)  
pursuant to Port District Office of Northern Mindanao Access Control Regulations.

**WHO MUST AVAIL OF THE SERVICE :**

All legitimate Port Users of the Port of Cagayan de Oro

**REQUIREMENTS :**

1. Fill-up Applications Forms
2. Submit photocopy of Permit to Operate Trucking Service/Auxiliary Services Issued by PPA for the current year (for Trucking/Forwarding Services)
3. Submit photocopy of Vehicle Safety Inspection Report
4. Compile in a long folder with fastener

**SCHEDULE OF AVAILABILITY OF THE SERVICE :**

Monday to Friday, 8:00 A.M. to 5:00 P.M.

FEES :

Stickers (Cargo) = P112.00 (Vat Inclusive)

Stickers (Non-Cargo) = P56.00 (Vat Inclusive)

**HOW TO AVAIL OF THE SERVICE :**

STEP	CLIENT'S ACTIVITY	SERVICE PROVIDER'S ACTIVITY	DURATION OF ACTIVITY UNDER NORMAL CIRCUMSTANCES	PERSON/S IN CHARGE	FORMS	FEES	OUTPUT FROM THE SERVICE PROVIDER
1	Proceeds to PPA PPD Office and secure Annual Vehicle Pass (AVP) Application form and list of requirements	Briefs applicant how to fill-up forms, what requirements to attach per vehicle type and order of filing in the folder. Advice applicant to Safety Officer & Secure Vehicle Safety Inspection Report form	3 minutes	PPD Secretary	Application Form; List of Requirements		
2	Fill-up (AVP) form, attach requirements, file in order in long folder with fastener and submit to PPD Office	Review/verify/classify AVP application against requirements submitted. Prepares Computation Sheet (2 copies) and recommend for approval if order	5 minutes	Civil Security Officer A	Application Form; Computation Sheet		
3		Review/approve AVP application	3 minutes	PPD Manager	Application Form; Computation Sheet		
4	Proceeds to Cashier for payment of corresponding fess	Cashier receives payment, review mathematical computation and issues Official Receipt	3 minutes	Collection Representative	Official Receipt	Based on assessed amount	File O.R.



STEP	CLIENT'S ACTIVITY	SERVICE PROVIDER'S ACTIVITY	DURATION OF ACTIVITY UNDER NORMAL CIRCUMSTANCES	PERSON/S IN CHARGE	FORMS	FEES	OUTPUT FROM THE SERVICE PROVIDER
5	Presents Official Receipts (OR) of payment and duplicate copy of Computation Sheet to PPD	Verify O.R. and Computation Sheet and files duplicate copy to folder. Assign sticker numbers to every vehicle in the AVP from and enters the same in the control logbook. Issue stickers and have applicant sign receive in control logbook. PPD Desk Security guard installs sticker (AVP) to vehicle	10 minutes	Civil Security Officer A			File doc's

## 2 SERVICE TITLE

## PROCESSING OF ENTRY OF CHO HIRED-WORKERS

SERVICE DESCRIPTION :	To ensure that entry of CHO Hired-Workers are properly, orderly implemented rules and regulations while inside the port premises.
WHO MUST AVAIL OF THE SERVICE :	Gang Foreman / Capataz
REQUIREMENTS :	List of Workers and Schedule to work duly signed by the CHO Head Operations Admin.
SCHEDULE OF AVAILABILITY OF THE SERVICE :	Monday to Sunday, 8:00 A.M. to 5:00 P.M.
FEES :	None

### HOW TO AVAIL OF THE SERVICE :

STEP	CLIENT'S ACTIVITY	SERVICE PROVIDER'S ACTIVITY	DURATION OF ACTIVITY UNDER NORMAL CIRCUMSTANCES	PERSON/S IN CHARGE	FORMS	FEES	OUTPUT FROM THE SERVICE PROVIDER
1	Submit list of workers to Oroport Rotation/Deployment (RD) Officer	Oroport reviews and approves list of workers for deployment		Oroport			
2	Present list prepared by Oroport R/D Officer duly noted by manpower, R/D Superintendent to PPD Office for approval	Review list noting, time, date, area and nature of work. Approves entry if in order	3 minutes	Port Police On Duty	Duly prepared list of workers		
3	Submit one copy of approved master list to PPD Desk Guard for filing	Receive copy of master list and files in folder	2 minutes	PPD Desk Guard	Copy of Master List		

STEP	CLIENT'S ACTIVITY	SERVICE PROVIDER'S ACTIVITY	DURATION OF ACTIVITY UNDER NORMAL CIRCUMSTANCES	PERSON/S IN CHARGE	FORMS	FEES	OUTPUT FROM THE SERVICE PROVIDER
4	Present approved copy of list at Access Control Center for the issuance of the security pass and Personal Protective Equipment (PPE)						



### 3 SERVICE TITLE

### EVALUATION OF APPLICATION FOR PTO SECURITY SERVICES

SERVICE DESCRIPTION :	Processing of Permit to Operate (PTO) for Security Services
WHO MUST AVAIL OF THE SERVICE :	Duly Licensed Private Security Agency
REQUIREMENTS :	As prescribed by Business Development/Marketing Officer (BDMO)
SCHEDULE OF AVAILABILITY OF THE SERVICE :	Monday to Friday, 8:00 A.M. to 5:00 P.M.
FEES :	Based on assessed amount

#### HOW TO AVAIL OF THE SERVICE :

STEP	CLIENT'S ACTIVITY	SERVICE PROVIDER'S ACTIVITY	DURATION OF ACTIVITY UNDER NORMAL CIRCUMSTANCES	PERSON/S IN CHARGE	FORMS	FEES	OUTPUT FROM THE SERVICE PROVIDER
1	Secure Application Form for PRO Security Services and List of Requirements at OPM Staff Office	Issue application form including list of requirements and instructs applicants on how to file on folder		BDMO	Application Form		
2	Fill-up application form, attach requirements and submit to BDMO and wait for notification through telephone	Receive application form and requirements folder, reviews the same and inform applicant of notification through telephone		BDMO			
3		After review forward application folder to PPD for evaluation		BDMO			

STEP	CLIENT'S ACTIVITY	SERVICE PROVIDER'S ACTIVITY	DURATION OF ACTIVITY UNDER NORMAL CIRCUMSTANCES	PERSON/S IN CHARGE	FORMS	FEES	OUTPUT FROM THE SERVICE PROVIDER
4		Evaluate application and recommend for approval	10 minutes	PPD Manager			
5		Notify applicant to pay Permit Fee and to present duplicate copy of O.R. to BDMO		BDMO			
6	Proceed to Cashier upon notification for payment of fees and presentation of duplicate copy of O.R. to BDMO	Prepare PTO for signature of the Port Manager and attach duplicate copy of O.R. to folder. Notify applicant to claim PTO.		BDMO			

**4 SERVICE TITLE**

**PROCESSING OF COMPLAINTS**

SERVICE DESCRIPTION : Processing of the complaints/reports of the Port Users of Incidents happening inside the port.

WHO MUST AVAIL OF THE SERVICE : All Port User

REQUIREMENTS : Formal Complaint/Affidavit of Complaint

SCHEDULE OF AVAILABILITY OF THE SERVICE : Monday to Sunday, 24 hours

FEES : None

**HOW TO AVAIL OF THE SERVICE :**

STEP	CLIENT'S ACTIVITY	SERVICE PROVIDER'S ACTIVITY	DURATION OF ACTIVITY UNDER NORMAL CIRCUMSTANCES	PERSON/S IN CHARGE	FORMS	FEES	OUTPUT FROM THE SERVICE PROVIDER
1	Proceed to PPA PPD Office to report the incident	PPD conducts preliminary investigation/queries and assessment of the incident. With probable cause, PPD proceeds with investigation proper.	Variables depending on nature of complaint and the reglamentary period required in the filing of the case	Chief Intelligence / Investigation Section Duty Investigator			



STEP	CLIENT'S ACTIVITY	SERVICE PROVIDER'S ACTIVITY	DURATION OF ACTIVITY UNDER NORMAL CIRCUMSTANCES	PERSON/S IN CHARGE	FORMS	FEES	OUTPUT FROM THE SERVICE PROVIDER
2		Preparation of required documents in filing a case. If the case falls under the level that requires Lupong Tagapayapa's intervention, the investigator endorses it to the Barangay which has jurisdiction of the case.	The Lupong Tagapayapa (LT) chair schedules the case for hearing giving ample time for complainant to cool off. If not settled amicably in the 1st hearing the LT reschedules it for the 2nd time with the aim to have the parties involved to settle amicably. If not settled the LT issues certification for the case to be elevated to the court.	Investigator			
3		Endorse complaint to City Prosecutors Office		PPD Manager			
4		Files formal complaint to appropriate office/court		Investigator			



PORT MANAGEMENT OFFICE

CAGAYAN DE ORO

## **F. List of Engineering Services Division Frontline Services**

- 1 Issuance of Clearance for Foreshore Lease Applications (FLA), Miscellaneous Lease Applications (MLA), Miscellaneous Sales Applications (MSA)
- 2 Application of Clearance to Develop a Private Port
- 3 Application for the Permit to Construct a Private Port
- 4 Application for a Certificate of Registration / Permit to Operate a Private Port
- 5 Application for Eligibility for Engineering Projects
- 6 Issuance of Bid Documents and Submission of Bids for Engineering Projects
- 7 Contract Signing and Issuance of Notice to Proceed (NTP)



PORT MANAGEMENT OFFICE

CAGAYAN DE ORO

**1 SERVICE TITLE**

**ISSUANCE OF CLEARANCE FOR FORESHORE LEASE APPLICATIONS (FLA), MISCELLANEOUS LEASE APPLICATIONS (MLA), MISCELLANEOUS SALES APPLICATIONS (MSA).**

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**OFFICE ADDRESS :**

Philippine Ports Authority  
Port Management Office of Cagayan de Oro  
Col. E.S. Baclig, Jr. Building  
Port Area, Macabalan, Cagayan de Oro City  
Telephone Numbers:  
(088) 856-9098; 856-9099  
(088) 310-7793  
Fax Number:  
(088) 856-9100  
Email Address:  
ppapmocdo@yahoo.com

**SERVICE DESCRIPTION :**

As per PD 857 - The Revised Charter of the Philippine Ports Authority, PMO Memo Circular No. 30-2004 and DENR DAO 2004-24, Clearance for the Development of any Foreshore Lease is required from concerned government agencies including the Philippine Ports Authority that the foreshore area is not needed for port development.

**WHO MUST AVAIL OF THE SERVICE :**

Persons who wish to use and develop any foreshore area within the jurisdiction of the Port Management Office of Cagayan de Oro, specifically from the eastern part of Magsaysay, Misamis Oriental down to the city proper and from western part of Misamis Oriental from Lugait down to the city proper.

**REQUIREMENTS :**

- a. Endorsement from the DENR-CENRO for the FLA Application
- b. Survey Plan of the land applied for;



- c. Location Plan of the land, and
- d. Vicinity Map

**SCHEDULE OF AVAILABILITY OF THE SERVICE :**

Monday to Friday, 8:00 A.M. to 5:00 P.M.

**FEES :**

Certification Fee  
 Php500.00 + 12% VAT = Php560.00

**HOW TO AVAIL OF THE SERVICE :**

STEP	CLIENT'S ACTIVITY	SERVICE PROVIDER'S ACTIVITY	DURATION OF ACTIVITY UNDER NORMAL CIRCUMSTANCES	PERSON/S IN CHARGE	FORMS	FEES	OUTPUT FROM THE SERVICE PROVIDER
1	Proceed to PMO Records Officer and submit DENR Endorsement, requirements for FLA Clearance	Records Section receives documents and forward application to the Office of the Port Manager	3 minutes	Records Officer	None	None	Letter Received
2		Office of the Port Manager initially process letter request and forwards to Engineering Services Division for verification/processing	15 minutes	Executive Assistant A	None	None	File request
3		ESD conducts verification and site inspection, then prepares and submits draft letter for endorsement to DENR-CENRO	2 days	ESD Manager / Principal Engineer A / Supervising Engineer A / Representative	None	None	File Doc's
4	Proceed to Cashier and pay application/processing fee	Cashier receives payment of certification fee, and issues Official Receipt	10 minutes	Collection Officer On Duty	Certification	Non-Port related = P560.00; Port related = P1,120.00	File Doc's

STEP	CLIENT'S ACTIVITY	SERVICE PROVIDER'S ACTIVITY	DURATION OF ACTIVITY UNDER NORMAL CIRCUMSTANCES	PERSON/S IN CHARGE	FORMS	FEES	OUTPUT FROM THE SERVICE PROVIDER
5		Port Manager review draft endorsement for corrections and forward back to ESD for finalization of the draft endorsement	15 minutes	Port Manager A / Executive Assistant A	None	None	File Doc's
6	Proceed to ESD and receives copy of the certification	ESD issues copy of certification	5 minutes	ESD Manager / Representative	None	None	File Doc's

**2 SERVICE TITLE**

**APPLICATION OF CLEARANCE TO DEVELOP A PRIVATE PORT**

**SERVICE DESCRIPTION :**

As per PD 857 - The Revised Charter of the Philippine Ports Authority and PPA Administrative Order No. 06-95, Clearance to Develop a Private Port is required to regulate the development, constructions and operation of all other ports. Including Private Ports.

**WHO MUST AVAIL OF THE SERVICE :**

Person/s or parties seeking for clearance to develop any port facility.

**REQUIREMENTS :**

Submit three (3) folders, each containing the following documents:

1. Three (3) copies of letter-proposal to develop a port, specifying the exact location of the foreshore area, area size, intended use/purpose of the facility proposed, contract term/duration, proposed structure to be put-up, estimated cost of improvements.
2. A summary of the projects scope and description.
3. A copy of the company profile.
4. Two (2) copies of vicinity map showing the location of the proposed port facility relative to the foreshore site reclaimed land or private lands and to the nearest government port.
5. DENR/PPA Documentary requirements.

For Private Ports facilities constructed on foreshore area:

- 5.1 Two (2) copies of DENR - Issued Foreshore Lease Contract or at least a certified "Received" application for a foreshore lease permit;
- 5.2 A copy of the PPA Certificate that the applied area is not a part of the PPA Development Plans;

For anchorage-based facilities such as mooring buoys, breasting dolphins, concrete jetties and similar berthing or mooring facilities:



5.3 Two (2) copies of PPA Port Manager certification that the structure will not pose hazard to navigation.

For private port facilities constructed along the river banks:

5.4 Two (2) certified true copies of land titles;

For private port facilities constructed on reclaimed lands:

5.5 Two (2) certified true copies of land titles;

6. One (1) photocopy of Securities and Exchange Commission Registration Permit;

7. One (1) photocopy of Articles of Incorporation and By-laws, and

8. Environmental Clearance Certificate.

**SCHEDULE OF AVAILABILITY OF THE SERVICE :**

Monday to Friday, 8:00 A.M. to 5:00 P.M.

**FEES :**

None

**HOW TO AVAIL OF THE SERVICE :**

STEP	CLIENT'S ACTIVITY	SERVICE PROVIDER'S ACTIVITY	DURATION OF ACTIVITY UNDER NORMAL CIRCUMSTANCES	PERSON/S IN CHARGE	FORMS	FEES	OUTPUT FROM THE SERVICE PROVIDER
1	Proceed to PMO Records Section and submits three (3) folders of requirements	Records section receives letter request and routes to the office of the Port Manager	5 minutes	Records Officer	None	None	File Doc's
2		Office of the Port Manager initially processes application and forwards to Engineering Service Division for verification/processing	15 minutes	Port Manager A / Executive Assistant A	None	None	File Doc's
3		ESD conducts site verification/inspection, evaluation. And submits technical report of findings to the Port Manager	5 days	ESD Manager / Principal Engineer A / Supervising Engineer A / Representative	None	None	Requests filed

STEP	CLIENT'S ACTIVITY	SERVICE PROVIDER'S ACTIVITY	DURATION OF ACTIVITY UNDER NORMAL CIRCUMSTANCES	PERSON/S IN CHARGE	FORMS	FEES	OUTPUT FROM THE SERVICE PROVIDER
4		Port Manager evaluates ESD technical report and approve	1 day	Port Manager A / Executive Assistant A	None	None	File Doc's



PORT MANAGEMENT OFFICE

CAGAYAN DE ORO

### 3 SERVICE TITLE

### APPLICATION FOR THE PERMIT TO CONSTRUCT A PRIVATE PORT

#### SERVICE DESCRIPTION :

As per PD 857 - The Revised Charter of the Philippine Ports Authority and PPA Administrative Order No. 06-95, a permit to construct private port is required to regulate the development, constructions and operation of all other ports, including private ports.

#### WHO MUST AVAIL OF THE SERVICE :

Person/s or parties seeking for clearance to construct any port facility.

#### REQUIREMENTS :

Submit three (3) folders, each containing the following documents:

1. Three (3) copies of duly accomplished Application for Permit to Construct;
2. Three (3) copies of the detailed cost estimates, building plans and other technical specifications and design computation;
3. Three (3) copies of working drawings duly signed by a licensed Civil Engineer with PTR#, date of issue, TIN, and dry seal;
4. One (1) copy of the letter advice of clearance to develop a Private Port from PPA Commercial Services Department, and
5. One (1) copy of the Approved Foreshore Lease Contract.

#### SCHEDULE OF AVAILABILITY OF THE SERVICE :

Monday to Friday, 8:00 A.M. to 5:00 P.M.

#### FEES :

For Private Non-Commercial Port

#### Project Cost

Below P10 Million  
P10 Million and Above

#### Permit Fee

P20,000.00 + VAT  
P30,000.00 plus 1/10% of the excess of  
P10 Million but not to exceed  
P100,000.00 + VAT

For Private Commercial Port

Below P10 Million

P60,000.00 + VAT



P10 Million and Above

P80,000.00 plus 1/10% of the excess of  
P10 Million but not to exceed  
P100,000.00 + VAT

**HOW TO AVAIL OF THE SERVICE :**

STEP	CLIENT'S ACTIVITY	SERVICE PROVIDER'S ACTIVITY	DURATION OF ACTIVITY UNDER NORMAL CIRCUMSTANCES	PERSON/S IN CHARGE	FORMS	FEES	OUTPUT FROM THE SERVICE PROVIDER
1	Proceed to PMO Records Section and submits three (3) folders of requirements	Records section receives letter request and routes to the office of the Port Manager	5 minutes	Records Officer	None	None	File Doc's
2		Office of the Port Manager initially processes application and routes to Engineering Service Division for evaluation	1 day	Port Manage A / Executive Assistant A	None	None	File Doc's
3		ESD evaluates and process application, and submits findings to the Port Manager	3 days	ESD Manager / Principal Engineer A / Supervising Engineer A / Representative	None	None	File Doc's
4		Port Manager evaluates findings from ESD and forwarded same for finalization of the application	1 day	Port Manage A / Executive Assistant A	None	None	File Doc's
5		PM indorses application to Port District Office with the findings and recommendations	2 days	ESD Manager / Principal Engineer A / Supervising Engineer A / Representative	None	None	File Doc's

**4 SERVICE TITLE**

**APPLICATION FOR A CERTIFICATION OF REGISTRATION / PERMIT TO  
OPERATE A PRIVATE PORT**

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**SERVICE DESCRIPTION :**

As per PD 857 - The Revised Charter of the Philippine Ports Authority and PPA Administrative Order No. 06-95, a Certificate of Registration and to operate a Private Port is required to regulate the development, constructions and operation of all other ports, including private ports.

**WHO MUST AVAIL OF THE SERVICE :**

Private Ports Investors who have satisfactory established new port infrastructure in accordance to PPA Administrative Order No. 06-95.

**REQUIREMENTS :**

To be submitted in a folder with following documents:

**A. For newly-constructed ports:**

1. One (1) copy of duly accomplished Application form for Registration;
2. Duly accomplished Project Completion Report form;
3. One (1) photocopy of approved Foreshore Lease Contract (FLC);
4. For private port facilities along the river bank, one (1) photocopy of transfer of title (TCT);
5. One (1) photocopy of approved;
6. PPA PMO Certification that applicant has no outstanding obligations with PPA;
7. Certificate of structure safety, soundness, stability and integrity of the facility, signed and sealed by a license Structural/Civil Engineer.

**B. For existing private ports with temporary certificate of registration, permit to operate private port facility:**

1. Letter-request for conversion of temporary registration/operating permit to permanent one;
2. One (1) photocopy of SEC Registration Permit;
3. One (1) photocopy of Articles of Incorporation and By-Laws;
4. Duly accomplished Project Completion Report Form;
5. One (1) photocopy of the approves Foreshore Lease Contract (FLC);

6. For private facilities along river bank, One (1) photocopy of Transfer Certificate of Title (TCT);
7. PPA PMO Certification that applicant has no outstanding obligations with PPA;
8. Certificate of structural safety, soundness, stability and integrity of the facility, signed and sealed by a license Structural/Civil Engineer.

C. For existing ports without any valid permit:

1. One (1) copy of duly accomplished Application form for Registration;
2. Three (3) sets of As-built plans duly signed and sealed by licensed Civil Engineer;
3. One (1) photocopy of approved Foreshore Lease Contract (FLC);
4. For private port facilities along the river bank, one (1) photocopy of transfer of title (TCT);
5. One (1) photocopy of approved permit to construct;
6. PPA PMO Certification that applicant has no outstanding obligations with PPA;
7. Certificate of structural safety soundness, stability and integrity of the facility, signed and sealed by a license Structural/Civil Engineer.

SCHEDULE OF AVAILABILITY OF THE SERVICE :

Monday to Friday, 8:00 A.M. to 5:00 P.M.

FEES :

Type	Privilege Fee
Private commercial port	P80,000.00 per annum + VAT
Private non-commercial port	P30,000.00 per annum + VAT
Marina	P15,000.00 per annum + VAT
Private River port	P15,000.00 per annum + VAT

HOW TO AVAIL OF THE SERVICE :

STEP	CLIENT'S ACTIVITY	SERVICE PROVIDER'S ACTIVITY	DURATION OF ACTIVITY UNDER NORMAL CIRCUMSTANCE	PERSON/S IN CHARGE	FORMS	FEES	OUTPUT FROM THE SERVICE PROVIDER
1	Proceed to PMO Records Section and submits three (3) folders of requirements	Records section receives application and routes to the Office of the Port Manager	5 minutes	Records Officer	None	None	File Doc's



STEP	CLIENT'S ACTIVITY	SERVICE PROVIDER'S ACTIVITY	DURATION OF ACTIVITY UNDER NORMAL CIRCUMSTANCE	PERSON/S IN CHARGE	FORMS	FEES	OUTPUT FROM THE SERVICE PROVIDER
2		Office of the Port Manager initially processes application and routes to Engineering Service Division for evaluation	1 day	Port Manager / Executive Assistant A	None	None	File Doc's
3		ESD conducts evaluation and submit technical report/findings to the Port Manager	5 days	ESD Manager / Principal Engineer A / Supervising Engineer A / Representative	None	None	File Doc's
4		Port Manager evaluates ESD technical report and indorses to the Port District Office with the findings	2 days	ESD Manager / Principal Engineer A / Supervising Engineer A / Representative	None	None	File Doc's

**5 SERVICE TITLE**

**APPLICATION FOR ELIGIBILITY FOR ENGINEERING PROJECTS**

**SERVICE DESCRIPTION :**

RA 9184 - Otherwise known as the Government Procurement Reform Act requires the pre-qualification of prospective bidders of government engineering projects.

**WHO MUST AVAIL OF THE SERVICE :**

Duly licensed Filipino constructors who may wish to bid for engineering (civil works) projects of the Philippine Ports Authority, Port Management Office of Cagayan de Oro.

**REQUIREMENTS :**

Letter to Intent to the BAC-EP

**SCHEDULE OF AVAILABILITY OF THE SERVICE :**

Monday to Friday, 8:00 A.M. to 5:00 P.M., within the 7-day period prescribed for the issuance of eligibility from the last date of posting of the invitation to Apply for Eligibility and to Bid.

**FEES :**

None

**HOW TO AVAIL OF THE SERVICE :**

STEP	CLIENT'S ACTIVITY	SERVICE PROVIDER'S ACTIVITY	DURATION OF ACTIVITY UNDER NORMAL CIRCUMSTANCES	PERSON/S IN CHARGE	FORMS	FEES	OUTPUT FROM THE SERVICE PROVIDER
1	Proceed to PMO Records Section and submits Letter of Intent (LOI) with attach credentials	Records section receives LOI with attach credentials	5 minutes	Records Officer	None	None	File Doc's
2		BAC-EP files LOI	5 minutes	Supervising Engineer A / Representative	Eligibility	None	File Doc's

*Eligibility forms are available at the Engineering Services Division.*

**6 SERVICE TITLE**

**ISSUANCE OF BID DOCUMENTS AND SUBMISSION OF BIDS FOR  
ENGINEERING PROJECTS**

**SERVICE DESCRIPTION :**

Interested contractor/bidder will be issued forms of prescribed tender documents to bid for the engineering projects after paying the corresponding fees.

**WHO MUST AVAIL OF THE SERVICE :**

Bidders (pre-qualified/eligible to bid) who may wish to submit bid proposal/s on the particular engineering project.

**REQUIREMENTS :**

Bid Form Fees per PPA Memorandum Circular No. 17-2009

**SCHEDULE OF AVAILABILITY OF THE SERVICE :**

A. Issuance of Bid Documents: (8:00 AM to 5:00 PM, Monday to Friday, within seven (7) calendar days from the date of publication of Invitation to Bid.

B. Submission of Bids: (On or before the specified deadline of submission of bids in the Published Invitation to Bid.

**FEES :**

Project Cost	Fees
Above P20 Million up to P40 Million	P30,000.00 + 12% VAT
Above P5 Million up to P20 Million	P10,000.00 + 12% VAT
Above P500 Thousand up to P5 Million	P5,000.00 + 12% VAT
Above P500 Thousand	P3,000.00 + 12% VAT

**HOW TO AVAIL OF THE SERVICE :**

STEP	CLIENT'S ACTIVITY	SERVICE PROVIDER'S ACTIVITY	DURATION OF ACTIVITY UNDER NORMAL CIRCUMSTANCES	PERSON/S IN CHARGE	FORMS	FEES	OUTPUT FROM THE SERVICE PROVIDER
1	Proceed to PMO BAC-EP Secretariat and present LOI Bid	BAC-EP Secretariat prepares assessment of fee for bid/tender documents	5 minutes	Supervising Engineer A / Representative	None	None	File doc's



STEP	CLIENT'S ACTIVITY	SERVICE PROVIDER'S ACTIVITY	DURATION OF ACTIVITY UNDER NORMAL CIRCUMSTANCES	PERSON/S IN CHARGE	FORMS	FEES	OUTPUT FROM THE SERVICE PROVIDER
2	Proceed to Cashier and pay the corresponding fees	Cashier receives payment and issues Official Receipt	10 minutes	Collection Officer On Duty	Official Receipt	Cost depends on the amount of ABC	File doc's
3	Proceed to BAC-EP Secretariat, present proof of payment (OR) and secure the bid forms and checklist	BAC-EP Secretariat records OR# date and amount of payment, and issues bid documents and checklist of requirements	10 minutes	Supervising Engineer A / Representative	Bid Forms	None	File doc's
4	Accomplish the bid proposal forms				Bid Forms		File doc's
5	Proceed to PMO BAC-EP and submit Bid Proposals	BAC-EP Secretariat stamps the Bid Envelope as "Received" indicating the date and time of receipt, and have the stamp countersigned by the bidder/representative	10 minutes	Supervising Engineer A / Representative	None	None	File doc's
6		BAC-EP opens the Bid proposals, conduct preliminary examination of bids, and forwards to BAC-EP TWG	1 day	ESD Manager / Supervising Engineer A / BAC Members / Representative	None	None	File doc's
7		BAC-EP TWG conducts a detailed evaluation of bids, prepares abstract of bids and submits to BAC-EP	1 day	TWG Members	Abstract of Bids	None	File doc's
8		BAC-EP TWG conducts a post-qualification of bidder with the lowest calculated bid and prepares resolution of award	7 days	TWG Members	Post-Qual Form	None	File doc's

STEP	CLIENT'S ACTIVITY	SERVICE PROVIDER'S ACTIVITY	DURATION OF ACTIVITY UNDER NORMAL CIRCUMSTANCES	PERSON/S IN CHARGE	FORMS	FEES	OUTPUT FROM THE SERVICE PROVIDER
9		PM approves/disapproves resolution of award and issues Notice of Awards to winning bidder	4 days	ESD Manager / Supervising Engineer A / Representative	Notice of Award / BAC Resolution	None	File doc's

*NOTE: Bid Form are available at the Engineering Services Division.*



PORT MANAGEMENT OFFICE

CAGAYAN DE ORO

**7 SERVICE TITLE**

**CONTRACT SIGNING AND ISSUANCE OF NOTICE TO PROCEED (NTP)**

**SERVICE DESCRIPTION :**

The bidder in whom the contract for the particular engineering project has been awarded shall enter into contract with the PPA PMO Cagayan de Oro and be issued corresponding Notice to Proceed. The Notice to Proceed (NTP) will be issued together with a copy of the approved contract to the Lowest Calculated and Responsive Bidder within seven (7) calendar days by the Head of the Procuring Entity, PMO Cagayan de Oro.

**WHO MUST AVAIL OF THE SERVICE :**

The contractor/bidder in whom the particular engineering project contract was awarded the engineering project.

**REQUIREMENTS :**

- a. Performance Security
- b. Contractor's All Risk Insurance (CARI)
- c. Credit Line Issued by a Licensed Bank
- d. Notice of Award of Contract

**SCHEDULE OF AVAILABILITY OF THE SERVICE :**

A. Contract Preparation and Signing: (8:00 AM to 5:00 PM, Monday to Friday, within ten (10) calendar days from the date of receipt of Notice of Award of Contract.

B. Issuance of Notice to Proceed: (8:00 AM to 5:00 PM, Monday to Friday, within two (2) calendar days after approval of Contract.

**FEES :**

None



# **HOW TO AVAIL OF THE SERVICE :**

STEP	CLIENT'S ACTIVITY	SERVICE PROVIDER'S ACTIVITY	DURATION OF ACTIVITY UNDER NORMAL CIRCUMSTANCES	PERSON/S IN CHARGE	FORMS	FEES	OUTPUT FROM THE SERVICE PROVIDER
1	Proceed to PMO BAC-EP Secretariat and submit documentary requirements	The ESD validates the submitted documents prepares the contract and forwards contract to OPM for review	2 days	ESD Manager / Supervising Engineer A / Representative	None	None	File doc's
2	Proceed to the PMO and signs contract	OPM Staff reviews the contract document and forwards same to the Port Manager for approval and signature together with the contractor	5 days	Executive Assistant A	None	None	File doc's
3		ESD have the contract notarized and prepare Notice to Proceed (NTP). Submits NTP to OPM for signature by the Port Manager	1 day	Executive Assistant A	None	None	File doc's
4		OPM Staff submits NTP to the Port Manager for approval and returns documents to ESD	1 hour	Executive Assistant A	None	None	File doc's
5		ESD issues a copy of the contract to the contractor together with the Notice to Proceed and corresponding Construction, Drawing Plans	1 hour	ESD Manager / Supervising Engineer A / Representative	None	None	File doc's



PORT MANAGEMENT OFFICE

CAGAYAN DE ORO

### **G. List of Resource Management Division Frontline Services**

- 1 Receiving of Incoming Communications
- 2 Receiving of Inter-Office Communications
- 3 Mailing/Dispatching of Outgoing Communications
- 4 Preparation of Purchase Request (PR), Request for Price Quotation (RFP), Abstract for Price Quotation (AFPQ), Purchase Order (PO) and Generates Disbursement Voucher (DV) & Budget Utilization Report (BUR)



PORT MANAGEMENT OFFICE

CAGAYAN DE ORO

**1 SERVICE TITLE**

**RECEIVING OF INCOMING COMMUNICATIONS**

**OFFICE ADDRESS :**

Philippine Ports Authority  
Port Management Office of Cagayan de Oro  
Col. E.S. Baclig, Jr. Building  
Port Area, Macabalan, Cagayan de Oro City  
Telephone Numbers:  
(088) 856-9098; 856-9099  
(088) 310-7793  
Fax Number:  
(088) 856-9100  
Email Address:  
ppapmocdo@yahoo.com

**SERVICE DESCRIPTION :**

Incoming Letters/Communications for Data, Quires, Foreshore Clearance, Use of PPA Grounds/Facilities, Field Trips, Invitations for Meetings/Conferences/Seminars.

**WHO MUST AVAIL OF THE SERVICE :**

All government/private agencies, port users, shipping lines and other customers.

**REQUIREMENTS :**

Letters/Requests/Email

**SCHEDULE OF AVAILABILITY OF THE SERVICE :**

Monday to Friday, 8:00 A.M. to 5:00 P.M.

**FEES :**

None



**HOW TO AVAIL OF THE SERVICE :**

STEP	CLIENT'S ACTIVITY	SERVICE PROVIDER'S ACTIVITY	DURATION OF ACTIVITY UNDER NORMAL CIRCUMSTANCES	PERSON/S IN CHARGE	FORMS	FEES	OUTPUT FROM THE SERVICE PROVIDER
1	Presents letter/communications to the Records Officer	Reads/receives the letter/communication	3 minutes	Records Officer	None	None	Letter Received
2	Gets file copy	Stamped "Received", recorded and photocopied for Central File Unit (CFU) file copy	3 minutes	Records Officer	None	None	Letter Stamped "Received" and CFU copy
3		Assigns CFU code to Routing Slip	3 minutes	Records Officer	Routing Slip	None	Routing Slip Attached
4		Forwards communications to the OPM Staff	2 minutes	Records Officer	None	None	Routing Slip duplicate copy received
5		Received PM's acted communications	2 minutes	Records Officer	None	None	Routing Slip Initialed
6		Acted communication/s routed to concerned Division/s	2 minutes	Records Officer	None	None	Routing Slip duplicate copy received



PORT MANAGEMENT OFFICE

CAGAYAN DE ORO

## 2 SERVICE TITLE

## RECEIVING OF INTER-OFFICE COMMUNICATIONS

### SERVICE DESCRIPTION :

Receiving of PPA Unnumbered Memorandum, Special Orders, Memorandum Circulars/Orders, Operations Memorandum Orders, Administrative Circulars/Orders, Finance Memorandum Orders, Letter/Requests, ATPs JVs, NBAs, SNAOBs.

### WHO MUST AVAIL OF THE SERVICE :

PPA PMO Cagayan de Oro Employees from different Divisions/Sections.

### REQUIREMENTS :

Special Orders, Travel Orders, Unnumbered Memorandum Invitations and Programs.

### SCHEDULE OF AVAILABILITY OF THE SERVICE :

Monday to Friday, 8:00 A.M. to 5:00 P.M.

### FEES :

None

### HOW TO AVAIL OF THE SERVICE :

STEP	CLIENT'S ACTIVITY	SERVICE PROVIDER'S ACTIVITY	DURATION OF ACTIVITY UNDER NORMAL CIRCUMSTANCES	PERSON/S IN CHARGE	FORMS	FEES	OUTPUT FROM THE SERVICE PROVIDER
1	Office of the Port Manager	Received Special/Travel Orders, Unnumbered Memo's	2 minutes	Records Officer	None	None	SO's / TO's / Unnumbered Memo's signed
2		Assigned numbers all approved SO's / TO's / Unnumbered Memo's	5 minutes	Records Officer	None	None	Recorded to corresponding logbook

STEP	CLIENT'S ACTIVITY	SERVICE PROVIDER'S ACTIVITY	DURATION OF ACTIVITY UNDER NORMAL CIRCUMSTANCES	PERSON/S IN CHARGE	FORMS	FEES	OUTPUT FROM THE SERVICE PROVIDER
3		Central File Unit (CFU) disseminates copies to concerned Division/Personnel	3 minutes	Records Officer	None	None	SO's / TO's / Unnumbered Memo's received





PORT MANAGEMENT OFFICE

CAGAYAN DE ORO

### 3 SERVICE TITLE

### MAILING/DISPATCHING OF OUTGOING COMMUNICATIONS

**SERVICE DESCRIPTION :**

Mailing/Dispatching of Monthly/Quarterly/Annual Reports, Letter Requests, Queries to PPA Head Office, PDO's, Other PMO's, governments agencies, private agencies and other customers.

**WHO MUST AVAIL OF THE SERVICE :**

Couriers such as Libcap, Postal Services from the Philippine Postal Corporation.

**REQUIREMENTS :**

Monthly/Quarterly/Annual Reports, Letter Requests, Queries to PPA Head Office, PDO's, Other PMO's, governments agencies, private agencies and other customers.

**SCHEDULE OF AVAILABILITY OF THE SERVICE :**

Monday to Friday, 8:00 A.M. to 5:00 P.M.

**FEES :**

None

**HOW TO AVAIL OF THE SERVICE :**

STEP	CLIENT'S ACTIVITY	SERVICE PROVIDER'S ACTIVITY	DURATION OF ACTIVITY UNDER NORMAL CIRCUMSTANCES	PERSON/S IN CHARGE	FORMS	FEES	OUTPUT FROM THE SERVICE PROVIDER
1	Concerned Division	Receives various communications for mailing	5 minutes	Records Officer	None	None	Communications Stamped "Dispatched"
2		Segregates the communications to different addresses	5 minutes	Records Officer	None	None	Communications placed in Pouches

STEP	CLIENT'S ACTIVITY	SERVICE PROVIDER'S ACTIVITY	DURATION OF ACTIVITY UNDER NORMAL CIRCUMSTANCES	PERSON/S IN CHARGE	FORMS	FEES	OUTPUT FROM THE SERVICE PROVIDER
3		Signs Airway Bill	2 minutes	Records Officer	Airway Bill	Small Pouch = P70.00; Big Pouch = 170.00	Signed Airway Bill Filed

**4 SERVICE TITLE**

**PREPARATION OF PURCHASE REQUESTS, REQUEST FOR PRICE  
QUOTATIONS, ABSTRACT FOR PRICE QUOTATIONS, PURCHASE ORDERS.**

**OFFICE ADDRESS :**

Philippine Ports Authority  
Port Management Office of Cagayan de Oro  
Col. E.S. Baclig, Jr. Building  
Port Area, Macabalan, Cagayan de Oro City  
Telephone Numbers: (088) 856-9098; 856-9099  
(088) 310-7793  
Fax Number: (088) 856-9100  
Email Address: ppapmocdo@yahoo.com

**SERVICE DESCRIPTION :**

Receiving of Purchase Request (PR) for the requisitions of construction materials, office supplies, vehicle parts, various repairs of equipment, fuel and oil consumption.

**WHO MUST AVAIL OF THE SERVICE :**

Division/Section Chief concerned.

**REQUIREMENTS :**

Purchase Request (PR)

**SCHEDULE OF AVAILABILITY OF THE SERVICE :**

Monday to Friday, 8:00 A.M. to 5:00 P.M.

**FEES :**

None



# **HOW TO AVAIL OF THE SERVICE :**

STEP	CLIENT'S ACTIVITY	SERVICE PROVIDER'S ACTIVITY	DURATION OF ACTIVITY UNDER NORMAL CIRCUMSTANCES	PERSON/S IN CHARGE	FORMS	FEES	OUTPUT FROM THE SERVICE PROVIDER
1	Presents Purchase Request (PR)	Prepares and generates PR in the system "ORACLE" with system generated PR number, signed by the Division/Section Head	3 minutes	RMD / ESD / PSD / PPD	Purchase Request (PR)	None	None
2		Receives PR for approval	3 minutes	Executive Assistant A / Port Manager	Purchase Request (PR)	None	None
3	Preparation of Request for Price Quotation	Receives approved PR and prepares Request for Price Quotations (RFPQ) in three (3) sets for canvassing	5 minutes	Procurement Officer	RFPQ	None	None
4		Serves RFPQ to three (3) bonafide and reputable suppliers/bidders	1 hour	Procurement Officer	RFPQ	None	None
5	Submission of Request for Price Quotation	Submits sealed RFPQ to BAC Secretariat or supplier requests canvasser to pick sealed RFPQ	1 hour	Supplier / Procurement Officer	RFPQ	None	None
6		Drops/receives sealed RFPQ to BAC Lock Box	5 minutes	BAC Secretariat	RFPQ	None	None
7	Preparation of Abstract for Price Quotation (AFPQ)	Opens & signs sealed RFPQ, evaluates, determines & recommends lowest and responsive supplier/bidder	5 minutes	BAC Secretariat	AFPQ	None	None

STEP	CLIENT'S ACTIVITY	SERVICE PROVIDER'S ACTIVITY	DURATION OF ACTIVITY UNDER NORMAL CIRCUMSTANCES	PERSON/S IN CHARGE	FORMS	FEES	OUTPUT FROM THE SERVICE PROVIDER
8		Prepares AFPQ and signed same	3 minutes	BAC Secretariat / BAC Members / TWG Members	AFPQ	None	None
9	Preparation of Purchase Order (PO)	Receives signed AFPQ, prepares Purchase Order (PO) encodes price, quantity, supplier's name and account code of materials, and generates PO in the system	15 minutes	Sr. Supply Officer / Procurement Officer	PO	None	None
10		Forwards PO to Finance Section for budget allocation and certification of funds availability	15 minutes	Fiscal Examiner / Finance Services Chief	PO	None	None
11		Forwards PO to RMD Manager for recommending approval	3 minutes	RMD Manager	PO	None	None
12		Endorses PO to the Port Manager for approval	3 minutes	Port Manager / Executive Assistant	PO	None	None
13	Serves/delivery of Purchase Order (PO)	Receives approved PO and serves same to winning supplier/bidder for conformation	15 minutes	Sr. Supply Officer / Procurement Officer	PO	None	None
14		Submits to resident COA copy of PO within 5 days from receipt of the original PO stamp received by COA	3 minutes	Sr. Supply Officer / Procurement Officer	PO	None	None
15	Delivery of Supplies	Winning supplier/bidder delivers supply per approved PO	15 minutes	Supplier / Bidder	PO	None	None



STEP	CLIENT'S ACTIVITY	SERVICE PROVIDER'S ACTIVITY	DURATION OF ACTIVITY UNDER NORMAL CIRCUMSTANCES	PERSON/S IN CHARGE	FORMS	FEES	OUTPUT FROM THE SERVICE PROVIDER
16		Receives checks/verifies the quantity & quality of supplies/items in conformity of PO	5 minutes	Sr. Supply Officer / Technical Inspector	Charge Invoice / Delivery Receipt	None	None
17	Issuance of Inspection and Acceptance Report (IAR)	Prepares/generates and signs the Inspection and Acceptance Report	5 minutes	Sr. Supply Officer / Technical Inspector	IAR	None	None
18	Preparation of Disbursement Voucher (DV) and Budget Utilization Report	Submits generated DV and BUR with complete supporting docs (PR, RFPQ, AFPQ, PO, NOE, IAR, Charge Invoice)	3 minutes	Sr. Supply Officer / Procurement Officer	DV / BUR	Based on assessed amount	None
19	Validate DV, BUR and generates JES for approval	Receives DV & BUR for clarification and generate Journal Entry Sheet (JES) for approval	5 minutes	Fiscal Examiner / Sr. CAA / Finance Services Chief	DV / BUR / JES	None	None
20		Signed DV and forwards same to the Disbursement Officer (DO)	3 minutes	RMD Manager	DV / BUR / JES	None	None
21	Preparation of Checks	Issues Checks to the winning supplier with the corresponding amount and forwards to RMD Manager for signature	3 minutes	Sr. Cashier / Disbursement Office	Check	Based on assessed amount	None
22		Signed checks and forwards same to the Port Manager for counter signature	1 minutes	RMD Manager	Check	None	None
23		Countersigned checks and forwards to the DO	3 minutes	Port Manager	Check	None	None
24		Receives signed checks and informs supplier for pick-up of payments	15 minutes	Sr. Cashier / Disbursement Office	Official Receipt (OR)	None	None





PORT MANAGEMENT OFFICE

CAGAYAN DE ORO

## **H. List of Real Estate Management Frontline Services**

- 1 Granting of New and Renewal of Existing Permit to Occupy (PTOc)
- 2 Granting of New and Renewal of Existing Permit to Operate (PTO)

**1 SERVICE TITLE: GRANTING OF NEW AND RENEWAL OF EXISTING PERMIT TO OCCUPY (PTOc)**

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**OFFICE ADDRESS:**

Philippine Port Authority  
Port Management Office of Cagayan de Oro  
Port Area, Macabalan, Cagayan de Oro City 9000  
Telephone Numbers: (088) 856-9098 local 127  
856-9099  
Fax Number: (088) 856-9100  
Email Address: [ppapmocdo@yahoo.com](mailto:ppapmocdo@yahoo.com)

**SERVICE DESCRIPTION**

Any person/organization, natural or juridical, who is qualified under existing laws to engage in business and existing operators who proposes to rent/lease a property, land or building shall apply for a Permit to Occupy (PTOc) from the Port Management Office (PMO) of Cagayan de Oro

**WHO MUST AVAIL OF THE SERVICE**

All persons/organization doing business or plan to do business and proposes to rent/lease a property, land or building within the area of jurisdiction of the Port Management Office (PMO) of Cagayan de Oro

If requirements are complete, this transaction can normally be completed in seven (7) working days.

**REQUIREMENTS:**

***(For New Applicant)***

1. Duly accomplished Application Form
2. Duly accomplished Customer Registration Form (CRF)
3. Duly notarized Omnibus Undertaking

***(For Renewal Applicant)***

1. Duly accomplished Lease Application Form
2. Duly notarized Omnibus Undertaking

**SCHEDULE OF AVAILABILITY OF THE SERVICE:**

Monday to Friday, 8:00 A.M. to 5:00 P.M

**FEES:**

Subject to size of area applied for and corresponding rental rates

- \* Rental rate plus 12% VAT depends on the area applied
- \* Processing Fee P1,000 plus 12% VAT
- \* Two (2) months advance rent
- \* One (1) month deposit
- \* Permit Fee P300 plus 12% VAT
- \* Regulatory Fee P1,500 plus 12% VAT
- \* Real Estate Tax (RET x sq.m. x 1 yr)
- \* Insurance Premium (IP x sq.m. x 1 yr)

NOTE: All fees/charges are subject to change after due notice

**HOW TO AVAIL OF THE SERVICE:**

STEP	CLIENT'S ACTIVITY	SERVICE PROVIDER'S ACTIVITY	DURATION OF ACTIVITY UNDER NORMAL CIRCUMSTANCES	PERSON/S IN CHARGE	FORMS	FEES	OUTPUT FROM THE SERVICE PROVIDER
1	Proceeds to the Business Development and Marketing Section, Office of the Port Manager. Secures application forms and other documentary requirements and makes clarificatory inquires.	Provides the client with a short briefing on the service and its requirements	5 minutes	BDMO	Application Forms	-	
2	Submits the duly accomplished Lease Application, duly notarized Omnibus Undertaking and Customer Registration Forms(CRF), if new	BDMO receives and evaluates the application. Discuss with the ESD, PSD or RMD with the details of the application. The BDMO gathers all staff work and forwards to Port Manager.	2 hours	BDMO, applicant and Division Manager/s	-		
3		Port Manager approves the Application Form	30 minutes to 2 hours (depending on the official schedule of the Port Manager)	Port Manager			



STEP	CLIENT'S ACTIVITY	SERVICE PROVIDER'S ACTIVITY	DURATION OF ACTIVITY UNDER NORMAL CIRCUMSTANCES	PERSON/S IN CHARGE	FORMS	FEES	OUTPUT FROM THE SERVICE PROVIDER
4		When approved, the BDMO makes assessment for payment	10 minutes	BDMO			
5	Applicant pays the required fees at the Cashier		3 minutes	Applicant	-	Processing Fee, Permit Fee, Regulatory Fee, 2mos advance rent, 1month deposit, IP & RET	
6		The BDMO processes all the necessary steps in the REMSystem	1 day	BDMO	-	-	
7		The Port Manager approves the PTOc proposal at the system	30 minutes to 2 hours (depending on the official schedule of the Port Manager)	Port Manager / BDMO	-	-	
8		The BDMO inputs the payment in the REMSystem	10 minutes	BDMO	-	-	
9		If there are adjustments to be made in the REMSystem, BDMO makes and fax RSU to MIS for necessary adjustments. Helpdesk will make adjustments in the system	4 hours	BDMO	-	-	
10		BDMO activates the PTOc in the REMS and prints the PTOc	20 minutes	BDMO	-	-	
11	Applicant signs the PTOc and returns to the BDMO	REMS Officer calls/informs the applicant	5 minutes to 1 day (depending if the processor is on duty)	Applicant / Authorized Representative	-	-	

STEP	CLIENT'S ACTIVITY	SERVICE PROVIDER'S ACTIVITY	DURATION OF ACTIVITY UNDER NORMAL CIRCUMSTANCES	PERSON/S IN CHARGE	FORMS	FEES	OUTPUT FROM THE SERVICE PROVIDER
12		The BDMO gathers all staff work and forwards to the Port Manager for approval	3 minutes	BDMO	-	-	
13		The Port Manager signs and approves the PTOc	30 minutes to 2 hours (depending on the official schedule of the Port Manager)	Port Manager	-	-	
14	The applicant receives the signed PTOc	The BDMO releases the PTOc and records the receipt	5 minutes	BDMO			Approved PTOc

**2 SERVICE TITLE: GRANTING OF NEW AND RENEWAL OF EXISTING PERMIT TO OPERATE (PTO)**

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**SERVICE DESCRIPTION** Any person/organization, natural or juridical, who is qualified under existing laws to engage in business and existing operators who are not yet holders of PPA permit of those operating on a "holder capacity" shall apply for a Permit to Operate (PTO) ancillary services from the Port Management Office (PMO) of Cagayan de Oro.

**WHO MUST AVAIL OF THE SERVICE:** All persons/organizations doing business or plan to do business within the area of jurisdiction of the Port Management Office (PMO) of Cagayan de Oro.

If requirements are complete, this transaction can normally be completed within half day to two (2) working days the maximum.

**REQUIREMENTS:**

**(For New Applicant) :**

1. Filled up PTO Application Form
2. Duly notarized Omnibus Undertaking
3. Duly accomplished Customer Registration Form (CRF)
4. Area of Operation with Sketch

**(For Renewal Applicant) :**

1. Filled up PTO Application Form
2. Duly notarized Omnibus Undertaking

**SCHEDULE OF AVAILABILITY OF THE SERVICE:** Monday to Friday, 8:00 A.M, to 5:00 P.M

<b>FEES:</b>	Permit Fee	Php	300.00
	Annual Regulatory	Php	1,500.00
	VAT (12%)	Php	216.00
	<b>Total</b>	<b>Php</b>	<b><u>2,016.00</u></b>

**NOTE:** The fees prescribed (or those to be prescribed) by the Authority shall not be limited



or confined to services mentioned herein and shall not preclude the Authority from collecting fees on other ancillary services not mentioned thereon or from increasing the floor rates as it may deem necessary.

#### HOW TO AVAIL OF THE SERVICE:

STEP	CLIENT'S ACTIVITY	SERVICE PROVIDER'S ACTIVITY	DURATION OF ACTIVITY UNDER NORMAL CIRCUMSTANCES	PERSON/S IN CHARGE	FORMS	FEES	OUTPUT FROM THE SERVICE PROVIDER
1	Proceeds to the Business Development and Marketing Section, Office of the Port Manager. Secures application forms and other documentary requirements and makes clarificatory inquires.	Provide the client with a short briefing on the service and its requirements	5 minutes	BDMO	Application Form and Omnibus Undertaking	-	Application Forms
2	Submits the accomplished application form and other documents to the Business Development and Marketing Section, Office of the Port Manager	Receives and evaluates the application and submitted documents.	10 minutes	BDMO	-	-	
3		Forwards the evaluated documents to the Port Manager for approval	30 minutes to 2 hours (depending on the official schedule of the Port Manager)	BDMO	-	-	
4		If approved, BDMO makes assessment for payment	3 minutes	BDMO		Permit Fee: P300.00 Annual Reg Fee: P1,500.00 Add: 12%	
5	Proceeds to Cashier's Office to pay fees	Issues Official Receipt and instructs client to return to BDMO Section	3 minutes	Cashier	-	-	

STEP	CLIENT'S ACTIVITY	SERVICE PROVIDER'S ACTIVITY	DURATION OF ACTIVITY UNDER NORMAL CIRCUMSTANCES	PERSON/S IN CHARGE	FORMS	FEES	OUTPUT FROM THE SERVICE PROVIDER
6	Returns to BDMO Section and presents Official Receipt of the payment	Prepares / Encodes / Prints PTO	10 minutes	BDMO	-	-	Printed PTO
7		If the processor of the permit is not the authorized signatory, the BDMO advises the applicant where to sign and let them bring the printed PTO	5 minutes	BDMO	-	-	
8	Signs the PTO		10 minutes to 1 day	Applicant	-		
9	Returns the signed PTO to the BDMO	The Port Manager signs / approves the PTO	30 minutes to 2 hours (depending on the official schedule of the Port Manager)	Port Manager	-	-	
10	Receives Approved Permit to Operate (PTO)	Gives Clients copy of Approved PTO to client and records the receipt	2 minutes	BDMO	-	-	Approved PTO