

REPUBLIC OF THE PHILIPPINES



PORT MANAGEMENT OFFICE OF CALAPAN

# CITIZEN'S CHARTER

**PHILIPPINE PORTS AUTHORITY  
PMO CALAPAN  
CITIZENS' CHARTER**

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# PHILIPPINE PORTS AUTHORITY DIRECTORY

PPA Responsibility Center	PPA E-Mail Address/ Hotline Numbers		PPA Responsibility Center	PPA E-Mail Address/ Hotline Numbers
<b>HEAD OFFICE</b>				
<b>Trunk Line</b> - for questions/comments - for official queries  <b>Direct Lines</b>  <b>Office of the General Manager</b> Internal Control Department Legal Services Department Corporate Communications Staff Internal Security Affairs Staff Management & Information Services Department Office of the Corporate Board Secretary Office of the Corporate Affairs & Special Projects	(02) 527-8356           (02) 527-4856 (02) 527-4755 (02) 301-9069 (fax phone) (02) 301-9064/527-7692 (02) 527-4753/301-9041 dacanay dv@yahoo.com  (02) 527-4749  (02) 527-6423  (02) 301-9089		<b>Direct Lines</b>  <b>Office of the Asst. Gen. Manager for Finance, Legal &amp; Administration</b> Treasury Department Administrative Services Dept. Human Resource Mgt. Dept. Controllership Department <b>Office of the Asst. Gen. Manager for Engineering</b> Harbor Maintenance Dept. Facilities Construction & Maintenance Department Project Development Dept. <b>Office of the Asst. Gen. Manager for Engineering</b> Port Operations & Services Dept Commercial Services Dept. Port Police Department PPA Training Center	(02) 527-4838  (02) 301-9062 (02) 301-9063 (02) 404-3884 (02) 301-9066  (02) 527-4723 (02) 301-9070  (02) 301-9068 (02) 527-4436  (02) 527-4726 (02) 301-9065 (02) 527-4438 (02) 527-4748 (02) 301-9513

**REGIONAL/FIELD OFFICES**

<b>Port District Office - Manila/ Northern Luzon</b> <b>Port Management Offices</b> PMO South Harbor PMO North Harbor PMO San Fernando PMO Limay	(02) 525-5264  (02) 525-5264 (02) 245-2930 (072) 700-5620 (047) 244-6246	<b>Port District Office - Visayas</b> <b>Port Management Offices</b> PMO Dumaguete PMO Dumaguete PMO Iloilo PMO Ormoc PMO Pulupandan PMO Tacloban PMO Tagbilaran  <b>Port District Office - Northern Mindanao</b> <b>Port Management Offices</b> PMO Cagayan de Oro  PMO Dapitan PMO Iligan PMO Nasipit  PMO Ozamiz PMO Surigao  <b>Port District Office - Southern Mindanao Mindanao</b> <b>Port Management Offices</b> PMO Cotabato PMO Davao PMO General Santos PMO Zamboanga	(032) 232-3401  (035) 225-0973 to 74 035)225-0973 to 74 (033) 7791 to 93 (053) 561-5299 (034) 435-3836 (053) 321-6704 (038)501-8969  (088) 856-2819  (088) 856-9099  (065) 213-6946 (063) 221-1346 (085) 342-5352/6451 pmo nasipit@yahoo.com (088) 521-1538 (065) 213-6946  (82) 233-2080 to 82  (064) 421-1037 (082) 235-2564 to 68 (-83) 552-4484 (062) 991-2037
<b>Port District Office - Southern Luzon</b> <b>Port Management Offices</b> PMO Batangas PMO Puerto Princesa PMO Legaspi	(02) 301-9577  (043) 723-1701 (048) 434-5626 (052) 482-0304		
<b>PMO Calapan</b> <b>Office of the Port Manager</b>	(043) 288-6187 pmocalapan@yahoo.com (043) 288-1843 (043) 288-6187 0929-128-0403		
<b>Port Services Division</b>  <b>Resource Management Division</b>  <b>Engineering Services Division</b>  <b>Port Police Division</b>   <b>Terminal Management Offices</b> TMO - Abra de Ilog TMO - Dangay, Roxas  TMO - San Jose  TMO - Tilik, Lubang	(043) 288-6187 0929-537-6064 (043) 288-1687 (fax phone) (043) 288-1332 0921-979-5783 0918-652-2762  (043) 2881956 0919-276-2035  0921-974-3452 (043) 289-2813 0921-443-7147 (043) 491-2707 0922-287-4612 0928-425-5740		

## **THE PHILIPPINE PORTS AUTHORITY**

### **VISION**

BY 20 30, CUSTOMERS DOING BUSINESS IN OUR PORTS SHALL HAVE EXPERIENCED PRODUCTIVITY, EFFICIENCY, COMFORT, SAFETY, SECURITY AND CONNECTIVITY OF HOME.

### **MISSION**

WE COMMIT TO PROVIDE RELIABLE AND RESPONSIVE SERVICES IN OUR PORTS, SUSTAIN DEVELOPMENT OF OUR COMMUNITIES AND THE ENVIRONMENT, AND BE A MODEL CORPORATE AGENCY OF THE GOVERNMENT.

## PORT MANAGEMENT OFFICE - CALAPAN

The management of Port Management Office - Calapan has its offices at the Port of Calapan, Oriental Mindoro and under its administrative and operational jurisdiction are terminal offices serving the Provinces of Oriental and Occidental Mindoro.

With five terminals, PMO Calapan is operating six (6) ports, namely:

- 1 **The Port of Calapan** - the main port serving Oriental Mindoro and plays an important role in the transport of general and roll on, roll off (RO-RO) cargoes and passengers to other provinces. The Port of Calapan is a major player in the Strong Republic Nautical Highway (SRNH) project of the government as the entry port for passengers and RO-RO cargoes from Luzon going to Visayas islands.

**Facilities:** Berthing areas - for fastcraft, conventional and RO-RO vessels.

Marshalling area

Public Vehicle Parking Area      parking space for public vehicles for incoming passengers bound for other parts of the Province of Oriental Mindoro

Pay-Parking Area for      Parking Rates :      P 20.00 for first 24 hours; P 5.00 for succeeding hours

Private Vehicles      Operator:      Global Regenerated Port Services, Inc.

Passenger Terminal Building      Operator:      Nautical Ports & Management Services, Inc.

Terminal Fee Rate:      P 20.00 per head (subject discounts for senior citizens & students)

Sitting capacity      572 passengers

Amenities      fully airconditioned waiting areas

baggage x-ray & walk -thru metal detector

public address system

cable tv sets

Wi-Fi

Highly sensitive CCTV's

Sensored Water faucets with soap dispensers

led monitors for continuous public announcements

Mabuhay lounge for VIP guests and passengers

Areas for nursing mothers and child care

Automated teller machine (ATM)

Blind masseurs

Stalls for food and drink stalls

**Port Services**

Cargo Handling

Calapan Labor Services Development Cooperative

Porterage

: Calapan Labor Services Development Cooperative

Shipping Services

Passenger Vessel : "M/V Supercat"

Operated &amp; managed by:

Philippine Fast Ferry Corporation

Schedule of daily trips from Calapan to Batangas

and vice-versa:

ETA	ETD
6:45 a.m.	4:45 a.m.
7:30 a.m.	6:30 a.m.
9:30 a.m.	8:30 a.m.
11:30 a.m.	10:30 a.m.
1:30 p.m.	12:30 p.m.
3:45 p.m.	2:45 p.m.
4:15 p.m.	3:15 p.m.
6:00 p.m.	5:00 p.m.

Current rate:

P 300.00 for air-con area

P 250.00 for non-air con area

Cargo/passenger vessels:

There are three (3) major shipping line companies operating at the Port of Calapan with regular 24-hour daily Calapan to Batangas routes, and vice-versa.

Shipping Liners:

Besta Shipping Lines

Montenegro Shipping Lines

Starlite Ferries, Inc.

Food and Commodities Stalls :

Stalls for drinks, snacks, souvenirs and dining are available and open 24-hours daily.

2 Port of Roxas (Dangay)	- another important key player in the implementation of the Strong Republic Nautical Highway (SRNH) as the gateway to the Visayas and Mindanao being the gateway and jump-off station for tourists and passengers southbound through Caticlan jetty port.	
Facilities:	Berthing areas - for RO-RO, conventional vessels and medium-sized bancas with outriggers.	
	Marshalling area	for rolling cargoes while waiting for embarkation
	Park & Sail Pay Parking Area	parking space for private vehicles of passengers who wish to sail across to Boracay for days of fun and enjoyment or to any part of Panay Island.
		Parking Rates : P 130.00 for first 24 hours; P 5.00 for succeeding hours
		Operator: Roxas Port Park and Sail Operations
	Passenger Terminal Building	Operator: Nautical Ports & Management Services, Inc.
		Terminal Fee Rate: P 15.00 per head (subject discounts for senior citizens & students)
		Amenities fully airconditioned waiting areas
		baggage x-ray & walk -thru metal detector
		public address system
		cable tv sets
		comfort rooms
		feeding/diaper changing areas for nurshing mothers
		water dispenser
		television sets
		canteen
Port Services	Cargo Handling	Moriones Port Services and Trading Inc.
	Shipping Services	
	Cargo/passenger vessels:	There are three (3) major shipping line companies operating at the Port of Calapan with regular 24-hour daily Calapan to Batangas routes, and vice-versa.
		Shipping Liners: Montenegro Shipping Lines Starlite Ferries, Inc. Super Shuttle Ferries, Inc.

**Vessel Trips Daily Schedule at the Port of Roxas (Dangay)**

Vessel Name	Operator/Owner	Frequency	ETA	ETD	ROUTE
	Starlite Ferries Inc.	Daily	5:30 am	2:00 am	Roxas-Caticlan
	Starlite Ferries Inc.	Daily	5:30 pm	2:00 pm	Roxas-Caticlan
	Starlite Ferries Inc.	Daily	2:30 am	11:00 am	Roxas-Caticlan
	Starlite Ferries Inc.	Daily	2:30 pm	11:00 pm	Roxas-Caticlan
	Starlite Ferries Inc.	Daily	8:30 am	5:00 am	Caticlan-Roxas
	Starlite Ferries Inc.	Daily	7:30 pm	4:00 pm	Caticlan-Roxas
	Starlite Ferries Inc.	Daily	12:30 pm	9:00 am	Caticlan-Roxas
	Starlite Ferries Inc.	Daily	5:30 pm	2:00 pm	Caticlan-Roxas
	Starlite Ferries Inc.	Daily	11:30 pm	8:00 pm	Caticlan-Roxas
	Montenegro Shipping	Daily	6:00 am	2:00 am	Roxas-Caticlan
	Montenegro Shipping	Daily	8:00 am	4:00 am	Roxas-Caticlan
	Montenegro Shipping	Daily	10:00 am	6:00 am	Roxas-Caticlan
	Montenegro Shipping	Daily	12:00 am	8:00 am	Roxas-Caticlan
	Montenegro Shipping	Daily	2:00 pm	10:00 am	Roxas-Caticlan
	Montenegro Shipping	Daily	4:00 pm	12:00 pm	Roxas-Caticlan
	Montenegro Shipping	Daily	6:00 pm	2:00 pm	Roxas-Caticlan
	Montenegro Shipping	Daily	8:00 pm	4:00 pm	Roxas-Caticlan
	Montenegro Shipping	Daily	10:00 pm	6:00 pm	Roxas-Caticlan
	Montenegro Shipping	Daily	12:00 pm	8:00 pm	Roxas-Caticlan
	Montenegro Shipping	Daily	2:00 am	10:00 pm	Roxas-Caticlan
	Montenegro Shipping	Daily	4:00 am	12:00 pm	Roxas-Caticlan
	Super Shuttle Ferry 25	Daily	4:30 am	12:30 am	Roxas-Caticlan
	Super Shuttle Ferry 25	Daily	4:30 pm	12:30 pm	Roxas-Caticlan
	Super Shuttle Ferry 25	Daily	9:30 pm	5:30 am	Caticlan-Roxas

**3 The Port of San Jose** - the main port serving Occidental Mindoro.

**Facilities:** Facilities of the existing and old pier includes concrete piles measuring 60 m. long used by wooden seacraft or "batels" and fishing boats.  
Concrete parking area  
Passenger Terminal Building

(The RO-RO operations, however, has long been suspended at the old pier due to heavy siltation)

The newly constructed pier has the following facilities:

Berthing areas - for conventional and RO-RO vessels.  
Marshalling area  
Concrete pier open for marshalling and/or parking services  
Passenger Terminal Building - not yet in operation

**Port Services** Cargo Handling  
Shipping Services

Prudential Customs Brokerage Services, Inc.  
*RO-RO operations has long been suspended due to heavy siltation.*  
*Prior to that, however, there were trips from San Jose to Manila and vice-versa provided by Moreta Shipping Lines while Montenegro Shipping Lines, Inc. provides trips from San Jose to Batangas and vice-versa.*

4 **The Port of  
Abra de Ilog**

- considered as the northern gateway to the Province of Occidental Mindoro.

**Facilities:** Berthing areas - for RO-RO vessels.  
The breakwater per pier structure simultaneous served as breasting to berthing RO-RO vessels and protection to docked vessels during rough sea conditions.

Marshalling area

Parking Area

Passenger Terminal Building

for RO-RO cargoes for embarkation

Operator: Global Regenerated Ports Services, Inc.

Terminal Fee Rate: P 10.00 per head

Sitting capacity 132 passengers

Amenities two public comfort rooms  
child care and nursing room  
ceiling fans  
television sets

Snacks and drinks stall

**Port Services**

Cargo Handling

Shipping Services

Cargo/passenger vessels:

Cabignayan Arrastre & Stevedoring Inc.

There are two (2) major shipping line companies operating at the Port of Abra de Ilog serving Abra de Ilog to Batangas route, and vice-versa.

Shipping Liners: Montenegro Shipping Lines  
Besta Shipping Lines

**Vessel Trips Daily Schedule at the Port of Abra de Ilog**

Vessel Name	Operator/Owner	Frequency	ETA	ETD	ROUTE
	Montenegro Shipping Lines	Daily	4:00 a.m.	2:00 a.m	Abra de Ilog - Batangas
	Besta Shipping Lines	Daily	6:00 a.m.	4:00 a.m.	Abra de Ilog - Batangas
	Montenegro Shipping Lines	Daily	8:00 a.m.	6:00 a.m.	Abra de Ilog - Batangas
	Montenegro Shipping Lines	Daily	10:00 a.m.	8:00 a.m.	Abra de Ilog - Batangas
	Montenegro Shipping Lines	Daily	12:00 noon	10:00 a.m.	
	Besta Shipping Lines	Daily	1:30 a.m.	11:30 a.m.	Abra de Ilog to Batangas
	Montenegro Shipping Lines	Daily	4:00 p.m.	2:00 p.m.	Abra de Ilog to Batangas
	Besta Shipping Lines	Daily	5:30 p.m	3:30 p.m.	Abra de Ilog - Batangas
	Montenegro Shipping Lines	Daily	7:00 p.m.	5:00 p.m.	Abra de Ilog to Batangas
	Besta shipping Lines	Daily	9:30 p.m.	7:30 p.m.	Abra de Ilog to Batangas
	Montenegro Shipping Lines	Daily	11:00 p.m.	9:00 p.m.	Abra de Ilog to Batangas
	Montenegro Shipping Lines	Daily	12:30 a.m.	10:30 p.m.	Abra de Ilog to Batangas
	Besta shipping Lines	Daily	2:00 a.m.	12:00 midnight	Abra de Ilog to Batangas

- 5 **Port of Lubang (Tilik)** - is the main entry point to Lubang Island and serves as the primary link of trade and commerce and of the people of Lubang Island to mainland Luzon, Mindoro and Palawan.

**Facilities:** Berthing areas - for RO-RO, conventional vessels and small to medium size motor boats.

Marshalling area an area of 1,693 square meter area has been allocated for marshalling area of the port

Passenger Terminal Building cum terminal management office	Capacity : Amenities	150 passengers fully airconditioned waiting areas comfort rooms water dispenser television sets ceiling and stand electric fans
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PICO building occupied by local and national government offices with functions dealing in maritime affairs

<b>Port Services</b>	Cargo Handling Shipping Services	PPA-Lubang Port Services (STU)
	Cargo/passenger vessels: Motor boats	Moreta Shipping Lines bound to Calatagan Port, Calatagan, Batangas

- 6 **Port of Pola** - is expected to serve as a sub-entry point for goods from and to Oriental Mindoro and the provinces of Queon and Marinduque and is identified to become a partner port of San Juan Port in Batangas Province.

**Facilities:**

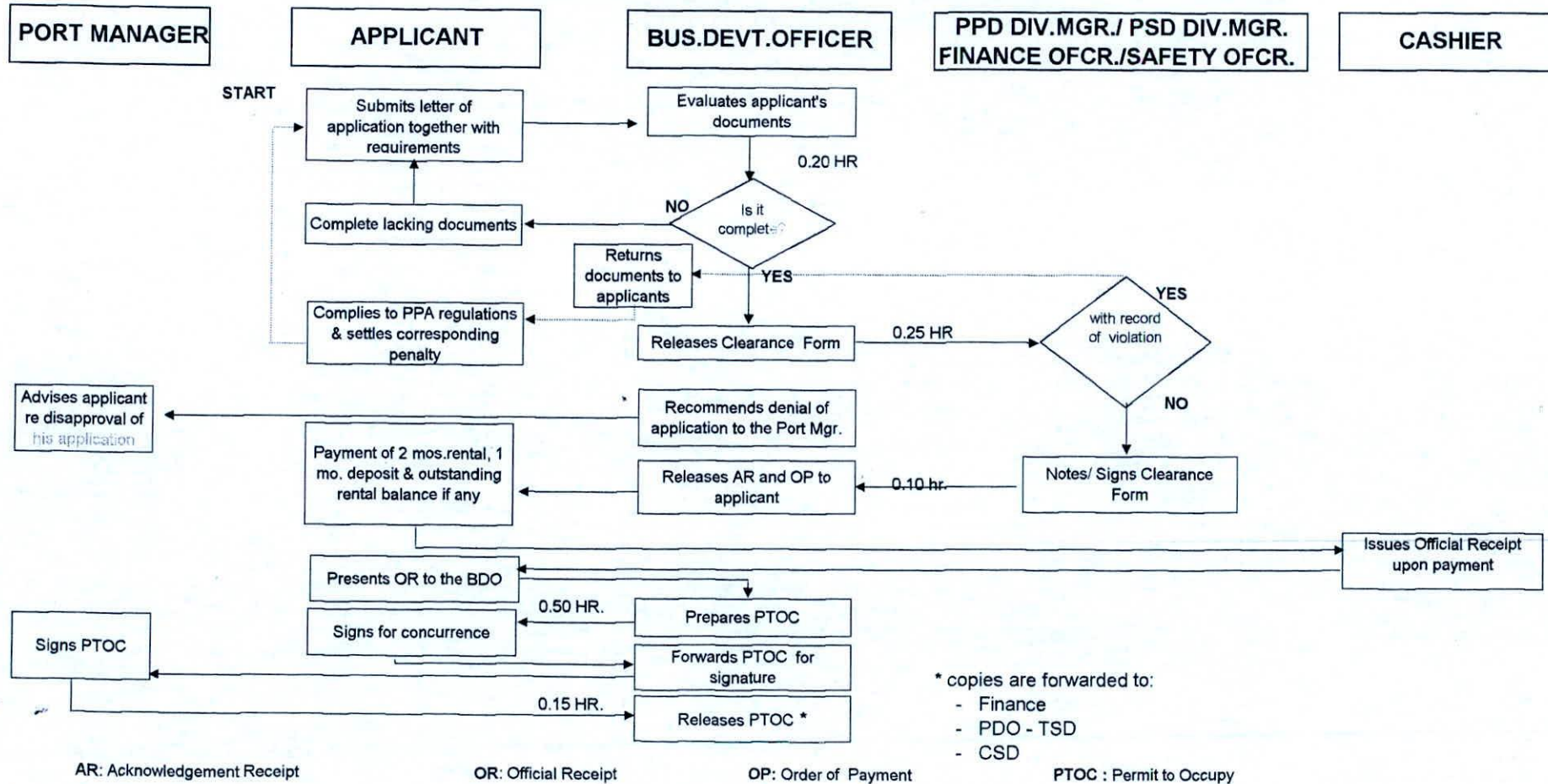
Berthing areas	The port has a berthing area for RORO vessels and may accommodate conventional vessels.
Marshalling area	An area of 1,235 square meters is allocated for back up area and may used sparingly as marshalling area
Vehicle Parking Area	theres is a vehicle parking area inside the port but with a very limited space

## LIST OF FRONTLINE SERVICES OF PPA PMO-CALAPAN

Division/ Service Hours	TOP SERVICES	Responsible Employee
<b>Office of the Port Manager</b> 8:00 am to 5:00 pm Monday to Friday	Issuance of Permit to Occupy Issuance of Permit to Operate  Granting Permit to Repair	Mr. Elagio P. Fortajada <i>Business Dev't/Marketing Officer A (BDMO)</i>  Mr. Elagio P. Fortajada <i>Business Dev't/Marketing Officer A (BDMO)</i>
<b>Port Services Division</b> 24 hours manning 7 days a week	Granting berthing space Granting clearance prior to vessel arrival Granting vessel entrance clearance Granting vessel departure clearance	Duty Officer of the Day:: Mr. Danilo Acedillo <i>Terminal Supervisor</i>  Mr. Lee A. Manalaysay <i>Harbor Operations Officer</i>  <i>Terminal Operations Officers:</i> Mr. Kimuel S. Fajutagana Ms. Ma. Elena A. Gozar Mr. Rosalio Dio III
<b>Engineering Services Division</b> 8:00 am to 5:00 pm Monday to Friday	Issuance of Foreshore Lease PPA Clearance Certificate	Engr. Eduardo P. Goles <i>Division Manager</i>  Engr. Margarito P. Dimailig <i>Acting Principal Engineer</i>
<b>Port Police Division</b> 24 hours manning 7 days a week	Application for Annual Vehicle Pass	Ms. Mary Pauleneth A. Miraples <i>Civil Security Officer C</i>

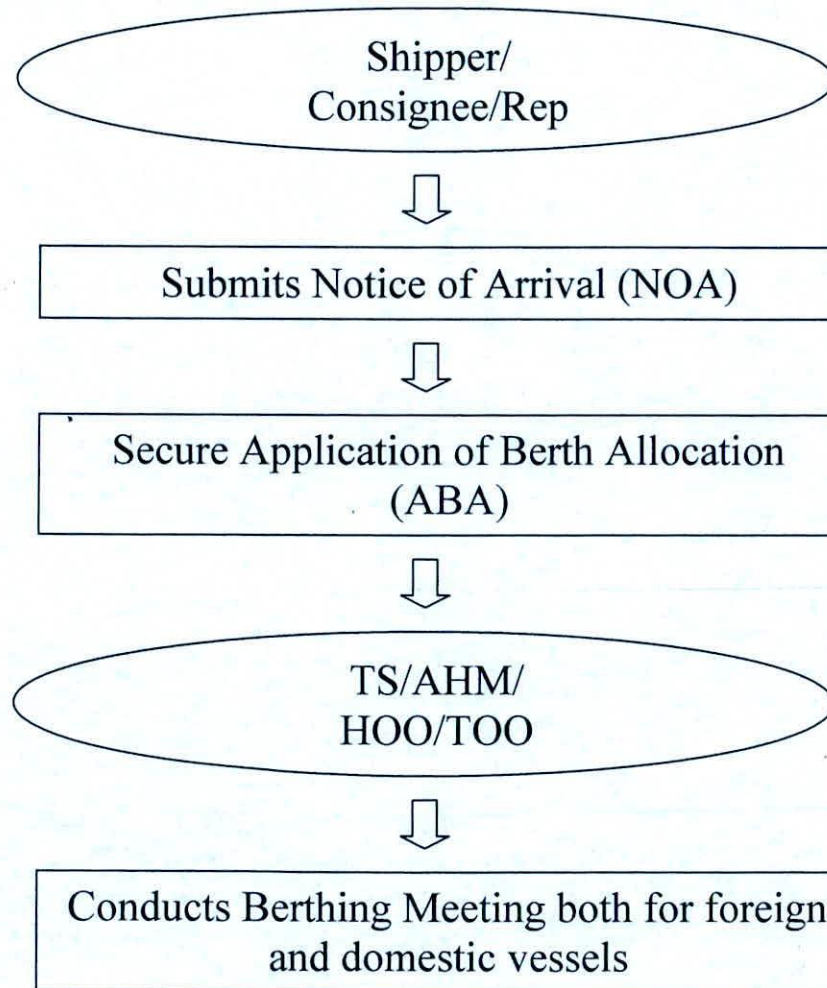
Division/ Service Hours	TOP SERVICES	Responsible Employee
<b>Resource Management Division</b> 8:00 am to 5:00 pm Monday to Friday	Payrment for purchases	Mr. Ladislao E. Estanislao <i>Sr. Corporate Accountant</i> Ms. Jemelyn R. Bartolome <i>Sr. Cashier</i>
24 hours manning 7 days a week	Receive RRTF payment from RO-RO cargo shippers	<i>Duty Collection Representative for the Day:</i> <i>Ms. Eufemia C. Raquem</i> <i>Ms. Rhoda S.Madrigal</i> <i>Ms. Mary Grace A. Malabago</i> <i>Mr. Marlone M. Magbanua</i>
	Receive Incoming Documents	Ms. Maricris A. Geli <i>Acting Records Officer</i>

## PROCESS FLOW OF PERMIT TO OCCUPY

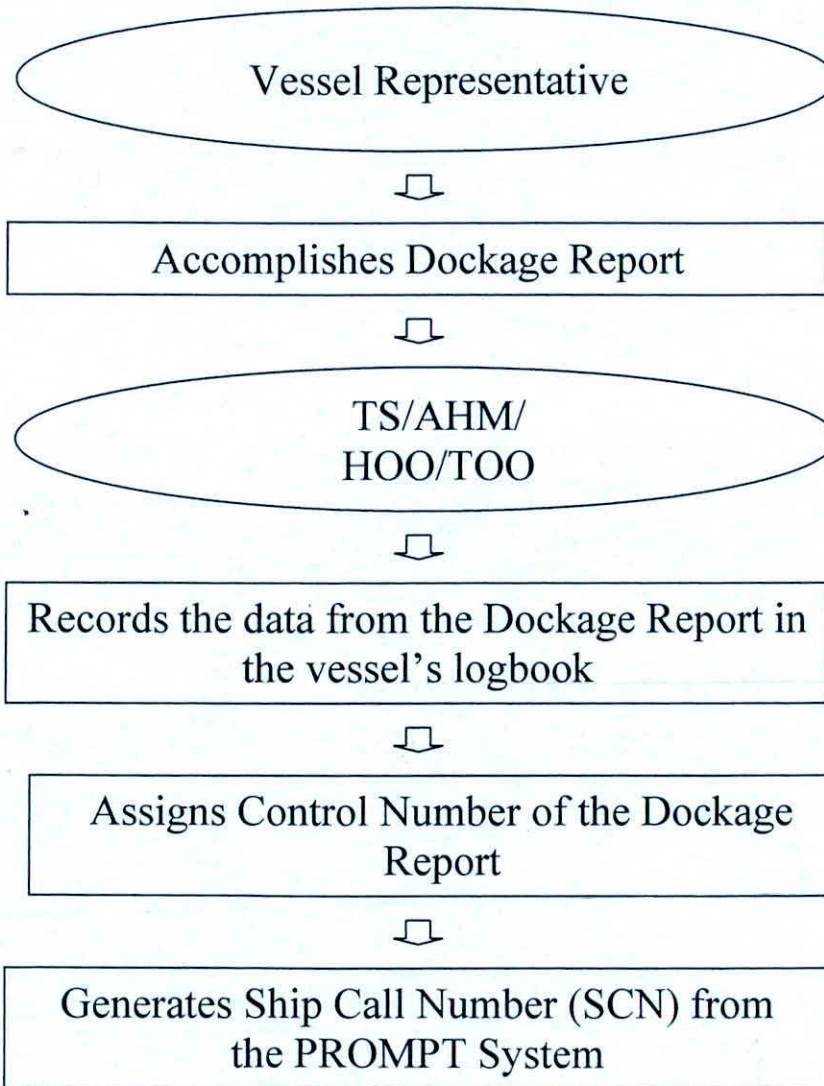


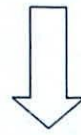
## BEFORE ARRIVAL OF VESSEL

Duration: 30 mins



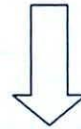
## UPON ARRIVAL OF VESSEL



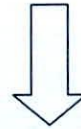


Collects/reviews the following documents:

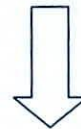
1. Three (3) copies of Dockage Report
2. Three (3) copies of Inward Coasting Manifests
3. One (1) copy of Bill of Lading
4. Permit to ship from Sugar Regulatory Authority (SRA) for sugar cargoes/Permit to Ship Dangerous Cargoes from concerned agencies.
5. Authority to Withdraw from the Shipper/Consignee when the cargo is being claimed by another party other than the declared cargo owner



Stamps "ENTERED" to vessel roll book



File the documents submitted





Shipper/  
Consignee/Rep



Secure Cargo Entry & Withdrawal Permit per Bill of Lading/Export Declaration/ upon presentation of the CHO's Invoice receipt and corresponding payment thereof



TS/AHM  
HOO/TOO

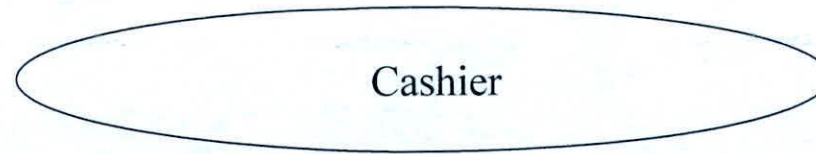


Checks/approves Cargo Entry Permit for cargo to be loaded to the vessel and Cargo Withdrawal Permit for cargo to be unloaded from the vessel



Generates computation sheet for charges on cargo per BL from the Prompt System and/or resort to manual computation sheet when the PROMPT system is down





Reviews the computation sheet and issues official receipt for payment of port charges on cargo from the ORACLE receipting system, and corresponding records the OR number to the dockage report



Files the remaining duplicate/triplicate copies of the OR issued together with the other supporting documents

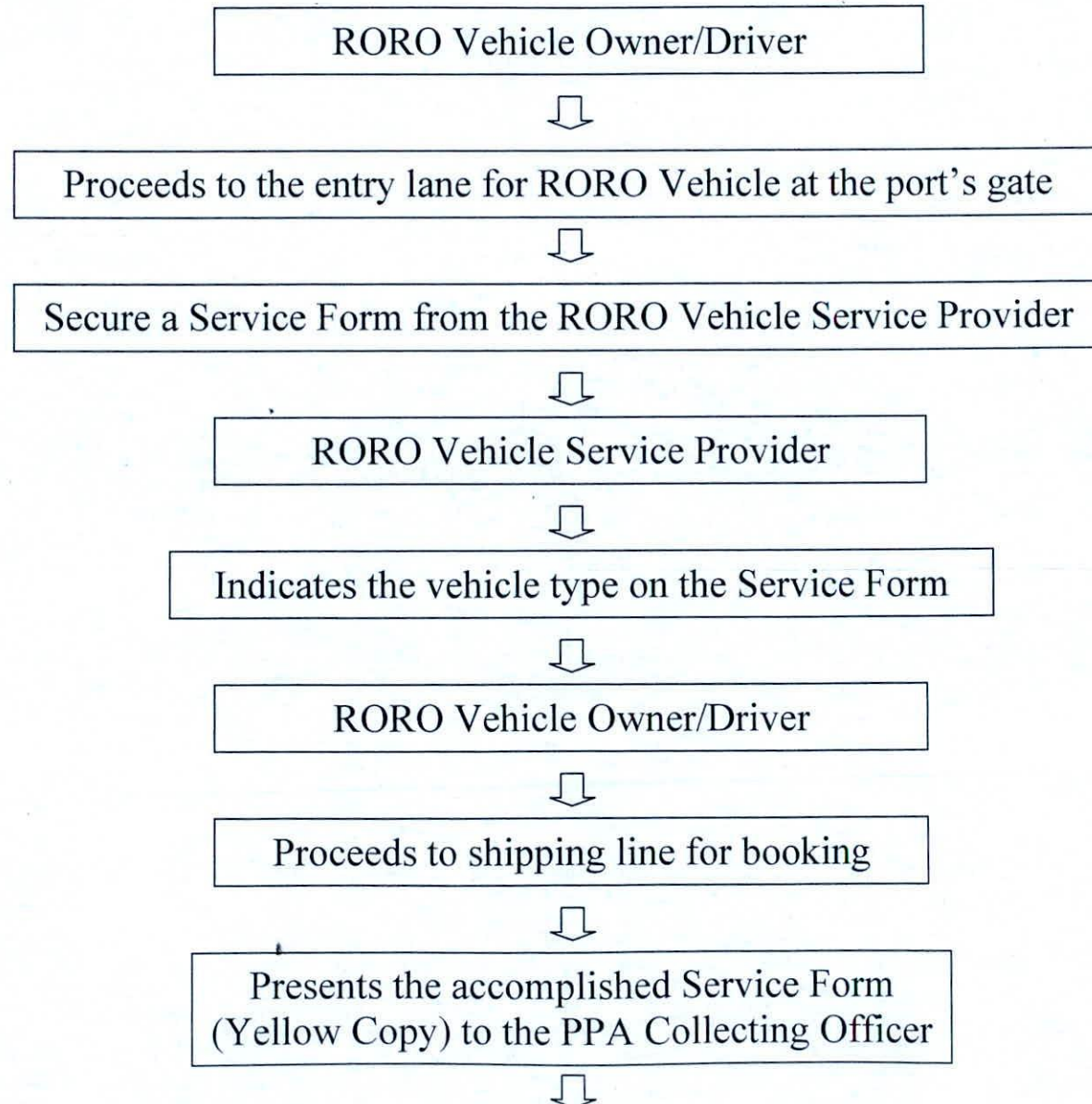


File copies of the manifests and submits copies to PMO

# PROCESS FLOW FOR OUTBOUND RORO CARGO

Duration: Fastest – 10 mins./ RORO Vehicle  
Slow – 20 mmins./ RORO Vehicle

*Upon entering the port*



## PROCESS FLOW FOR OUTBOUND RORO CARGO

continued

PPA Collecting Officer



Collects the amount due and issues an RORO Terminal Fee (RRTF) Ticket



Indicates on the RRTF Tickets (Customer and Gate Copies) and the Service Form, the date issued and the RORO vehicle's plate number



Stamps the RRTF Tickets and Service Form with 'PAID' before handling it to the Driver



RORO Vehicle Owner/Driver



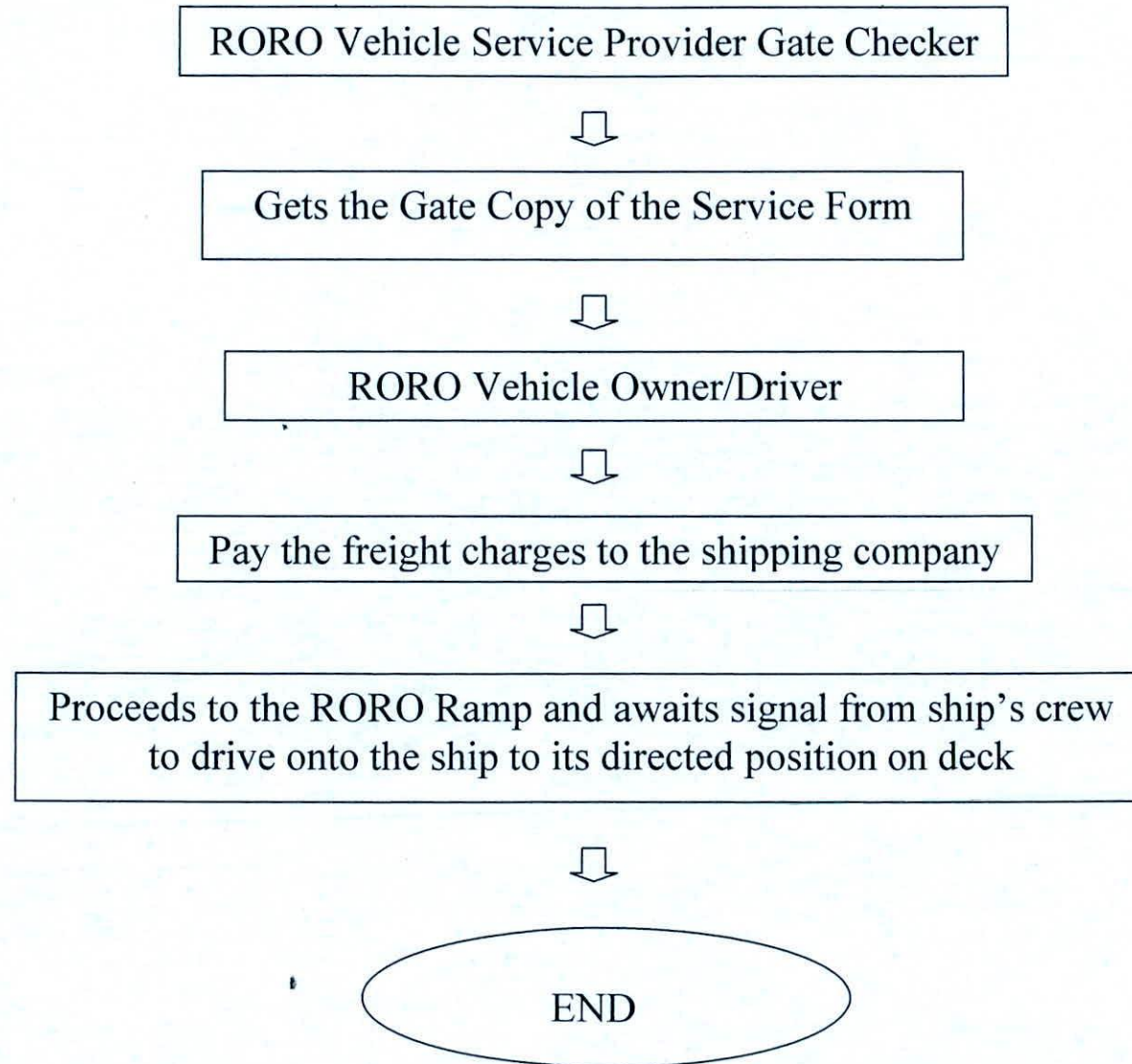
Proceed to the Marshalling Area to await vessel arrival and the start of the loading operations



## PROCESS FLOW FOR OUTBOUND RORO CARGO

continued

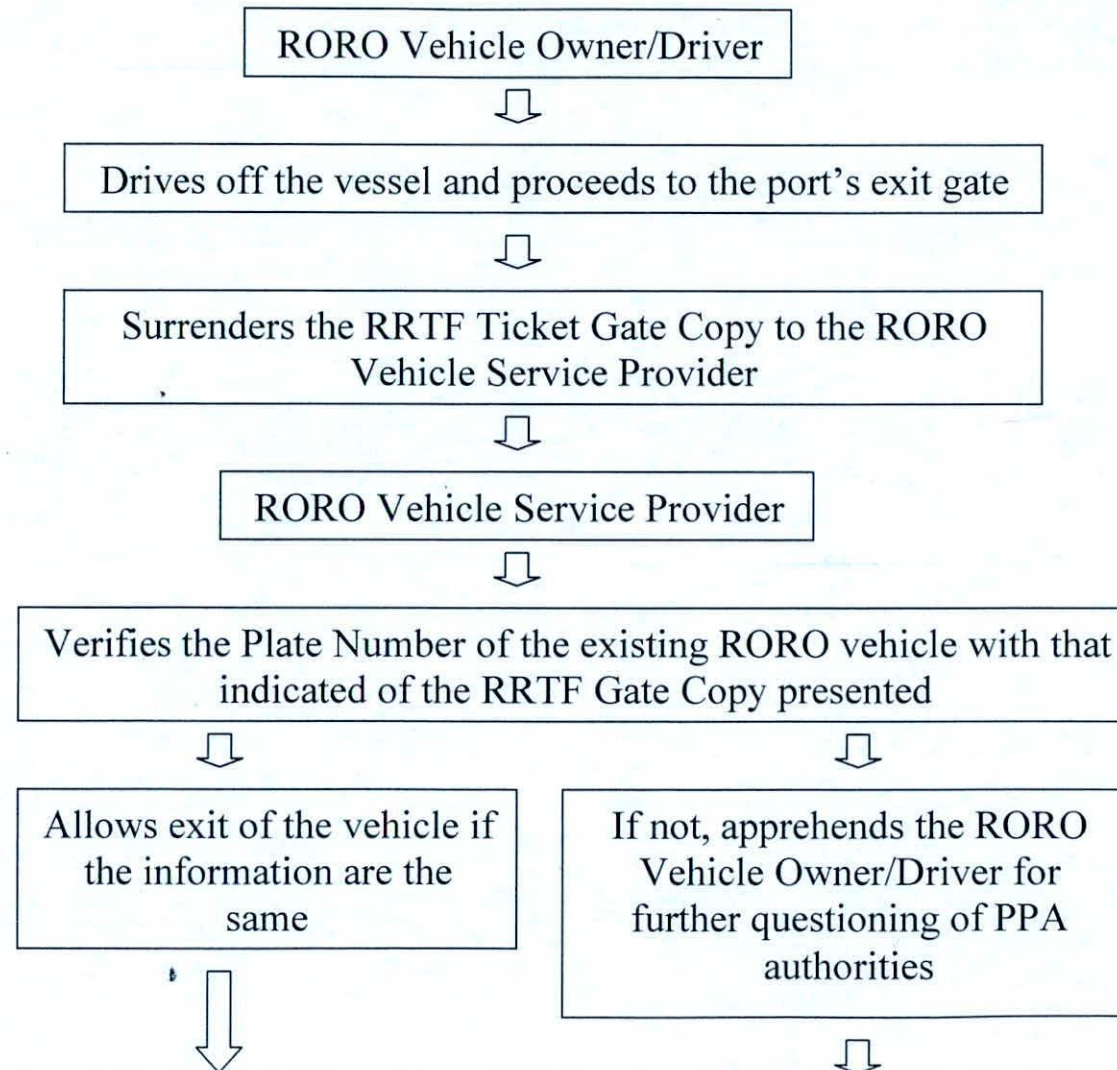
During loading period



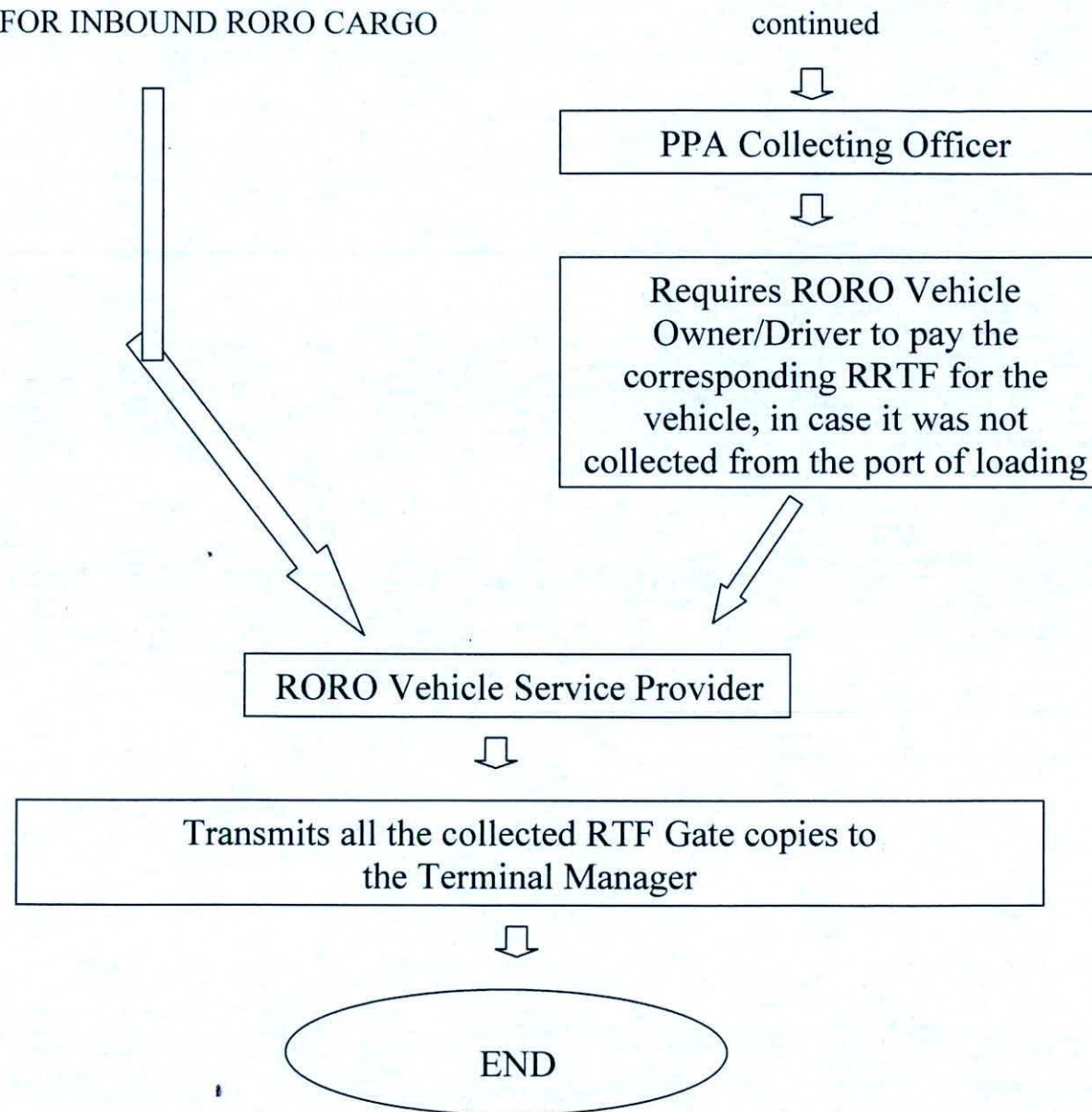
# PROCESS FLOW FOR INBOUND RORO CARGO

Duration: Fastest – 10 mins. / RORO Vehicle  
Slow – 20 mins. / RORO Vehicle

Upon vessel arrival

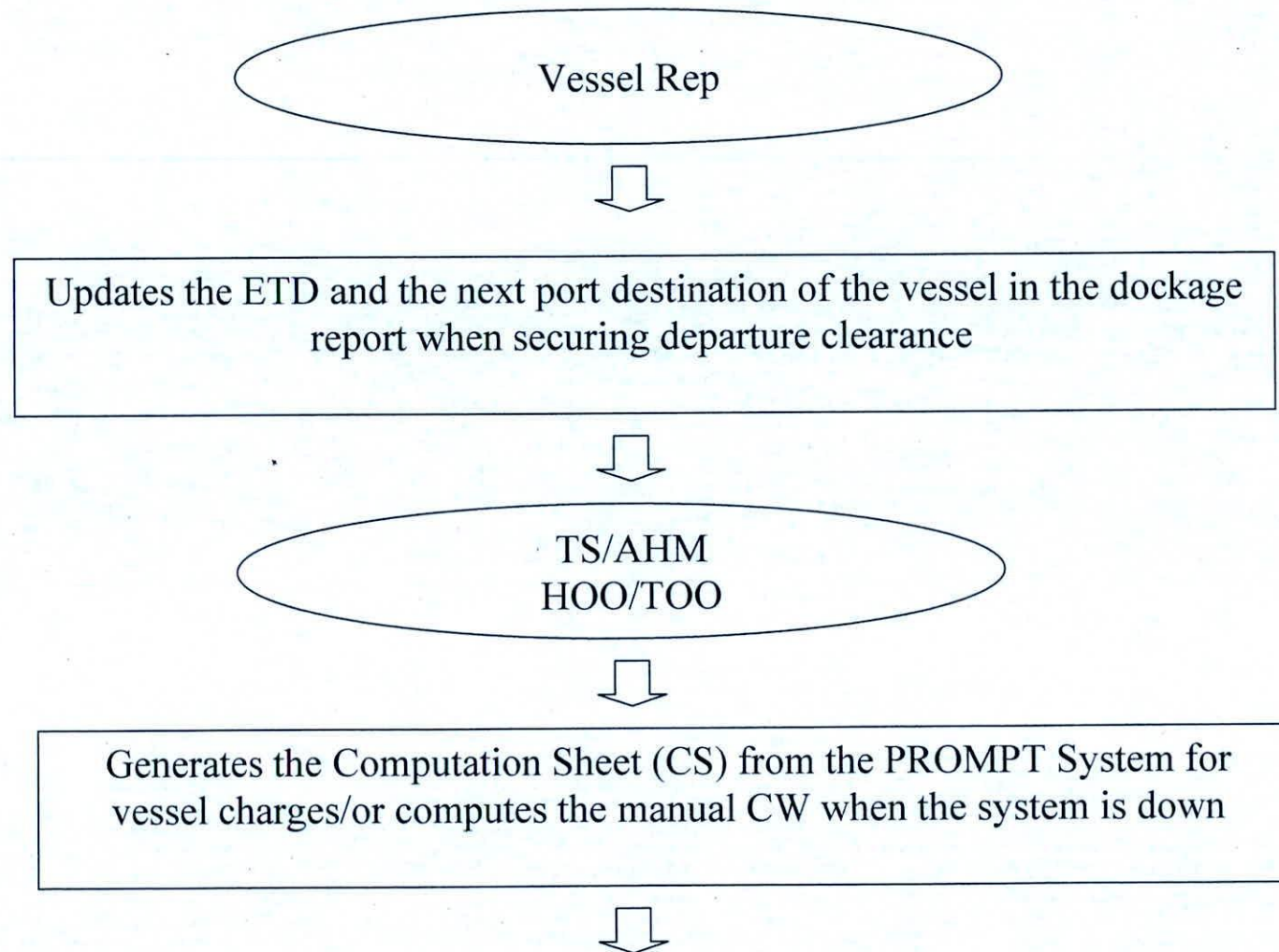


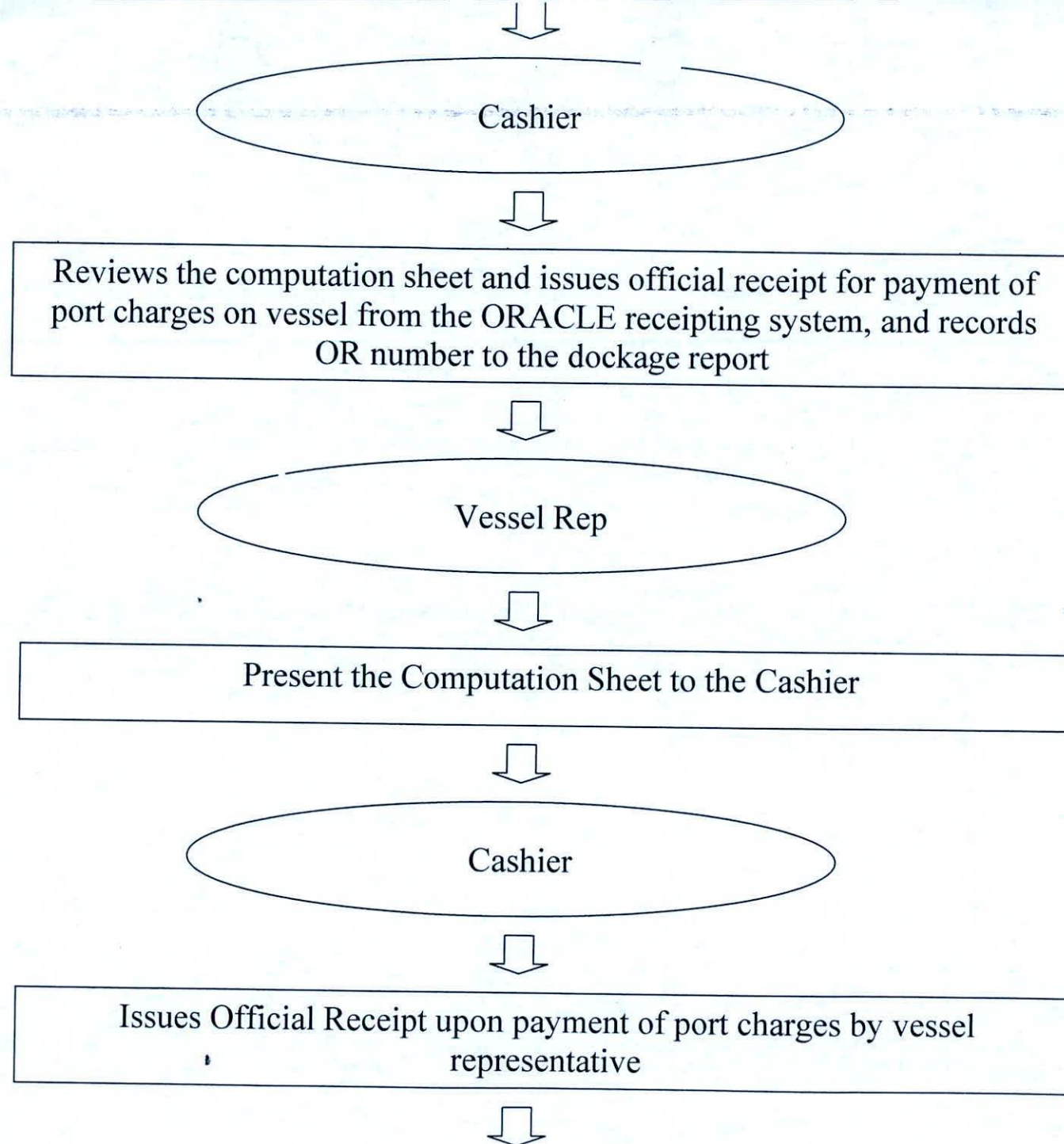
## PROCESS FLOW FOR INBOUND RORO CARGO



## UPON DEPARTURE OF VESSEL

Duration: 10 mins.







```
graph TD; A([TS/AHM  
HOO/TOO]) --> B[Issues/approves the departure clearance of the vessel]; B --> C[Stamps "PORT CLEARANCE GRANTED PER EO 493 PORT CHARGES PAID AND NO HOLD ORDER RECEIVED FROM TOGETHER GOVERNMENT AGENCIES"]; C --> D[Collects the following documents:  
1. Three (3) copies of the updated Dockage Report  
2. Three (3) copies of the Outward Coasting Manifests for domestic and foreign vessels  
3. One (1) copy of Bill of Lading/Export Declaration/CHO Invoice Receipt for loaded cargo for domestic and foreign vessel  
4. One (1) copy of the Surveyor's Cargo Report]; D --> E[File the documents and submits copies to PMO]; E --> F{END};
```

TS/AHM  
HOO/TOO



Issues/approves the departure clearance of the vessel



Stamps "PORT CLEARANCE GRANTED PER EO 493 PORT CHARGES PAID AND NO HOLD ORDER RECEIVED FROM TOGETHER GOVERNMENT AGENCIES"



Collects the following documents:

1. Three (3) copies of the updated Dockage Report
2. Three (3) copies of the Outward Coasting Manifests for domestic and foreign vessels
3. One (1) copy of Bill of Lading/Export Declaration/CHO Invoice Receipt for loaded cargo for domestic and foreign vessel
4. One (1) copy of the Surveyor's Cargo Report



File the documents and submits copies to PMO



END