

**PHILIPPINE PORTS AUTHORITY  
PORT MANAGEMENT OFFICE OF NORTH HARBOR**

# **CITIZEN'S CHARTER**

## Frontline Services

**- PMO - North Harbor**

	SERVICES	Office Primarily Responsible (OPR)
1.	Processing of Application for Berth/Anchorage: a. North Harbor Base Port (MNHPI-Operated Terminals) b. Pier 18 and private ports at Vitas Reclamation Area c. Manila Harbour Centre - R II	Marine Operations Section Terminal Office at Pier 18 Terminal Office - RII
2.	Processing of Entrance and Clearance of Vessels: a. North Harbor Base Port (MNHPI-Operated Terminals) b. Pier 18 and private ports at Vitas Reclamation Area c. Manila Harbour Centre - R II	Marine Operations Section Terminal Office at Pier 18 PPA Terminal - RII
3.	Assessment and Collection of Wharfage Fee at North Harbor Base Port (MNHPI-Operated Terminals) for Outbound Cargoes Under Revolving Fund	Terminal Office, Port Services Division
4.	Assessment and Collection of Wharfage Fee at North Harbor Base Port (MNHPI-Operated Terminals) for Outbound Cargoes Under Cash & Carry System	Terminal Office, Port Services Division/Finance, Resource Management Division
5.	Assessment and Collection of Wharfage Fee at North Harbor Base Port (MNHPI-Operated Terminals) for Inbound Cargoes Under Revolving Fund	Terminal Office, Port Services Division/Finance, Resource Management Division
6.	Assessment and Collection of Wharfage Fee at North Harbor Base Port (MNHPI-Operated Terminals) for Inbound Cargoes Under Cash & Carry System	Terminal Office, Port Services Division/Finance, Resource Management Division
7.	Assessment and Collection of Wharfage Fee at Pier 18 for Outbound Cargoes Under Cash & Carry System	Terminal Office, Port Services Division/Finance, Resource Management Division
8.	Assessment and Collection of Wharfage Fee at Pier 18 for Inbound Cargoes Under Cash & Carry System	Terminal Office, Port Services Division/Finance, Resource Management Division
9.	Assessment and Collection of Wharfage Fee at Manila Harbour Center (R-II) for Outbound Cargoes Under Cash & Carry System	Terminal Office, Port Services Division/Finance, Resource Management Division
10.	Assessment and Collection of Wharfage Fee at Manila Harbour Center (R-II) for Inbound Cargoes Under Cash & Carry System	Terminal Office, Port Services Division/Finance, Resource Management Division
11.	Issuance of Permit to Operate (PTO) Ancillary Services	Business Development Marketing Office, Office of the Port Manager (OPM)
12.	Issuance of Permit to Occupy (PTOc)	Business Development Marketing Office, Office of the Port Manager (OPM)
13.	Issuance of Permit to Undertake Hotworks and Other Repairs On Board Vessel	Safety Unit, Office of the Port Manager (OPM)
14.	Issuance of Permit in Handling Dangerous Cargoes	Safety Unit, Office of the Port Manager (OPM)
15.	Handling of Complaints Requiring Police Action	Port Police Division
16.	Processing and Issuance of Vehicle Pass (Sticker)	Port Police Division
17.	Processing and Issuance of Pedestrian Pass (ID)	Port Police Division
18.	Processing and Issuance of Temporary Vehicle Pass (TVP)	Port Police Division



**Processing of Application for Berth \***  
**North Harbor Base Port (MNHPI-Operated Terminals)**

Step	Shipping Company/Agent		Duration of Activity	PPA Official(s) Responsible
1	Applies for berth assignment with MNHPI			
2	Furnishes PPA with yellow copy of approved MNHPI Berth Application Form (BAF) **	a) Receives BAF b) Generates Ship Call Number (SCN) c) Informs shipping representative of vessel's SCN	10 mins.	Harbor Operations Personnel On-Duty

\* Berth management (assignment of berths) is the responsibility of MNHPI

\*\* BAF submitted to PPA for generation of Ship Call Number (SCN)

**Processing of Application for Berth/Anchorage  
(Pier 18 and Private Ports at Vitas Reclamation Area)**

Step		Shipping Company/Agent	PPA	Duration of Activity	PPA Official(s) Responsible
1		Submits the following documents at PPA Terminal Office at Pier 18 at least 24 hours before vessel's arrival: a) Notice of Arrival (NOA) b) Vessel Information Sheet (VIS), if maiden voyage c) Application for Berth/Anchorage (ABA)	a) Receives NOA/ABA + VIS b) Reviews berth situation c) Approves ABA, if warranted, indicating berth assignment therein d) Releases copy of NOA/ABA to shipping agent	10 mins.	Terminal Operations Personnel On-Duty at Pier 18
2		Receives approved ABA and furnishes copy to the Manila Bay Harbor Pilots' Partnership for docking of vessel	Supervises maneuvering of vessel to its assigned berth.	30 mins.	Terminal Operations Personnel On-Duty at Pier 18

**Processing of Application for Berth/Anchorage  
(Manila Harbour Centre - RII)**

<b>Step</b>	<b>Shipping Company/Agent</b>	<b>PPA</b>	<b>Duration of Activity</b>	<b>PPA Official(s) Responsible</b>
1	Submits the following documents at PPA Terminal Office at R-II at least 24 hours before vessel's arrival: a) Notice of Arrival (NOA) b) Vessel Information Sheet (VIS), if maiden voyage c) Application for Berth/Anchorage (ABA) duly processed by HCPTI	a) Receives NOA/ABA + VIS b) Approves ABA, if warranted c) Releases copy of NOA/ABA to shipping agent	10 mins.	Terminal Operations Personnel On-Duty at R-II
2	Receives approved ABA and furnishes copy to the Manila Bay Harbor Pilots' Partnership for docking of vessel	Monitors docking of vessel to its assigned berth	30 mins.	Terminal Operations Personnel On-Duty at R-II



**Issuance of Vessel Clearances  
North Harbor Base Port (MNHPI-Operated Terminals)**

Step	Shipping Company/Agent	PPA	Duration of Activity	PPA Official(s) Responsible
<b><u>ENTRANCE</u></b>				
1	Upon arrival of vessel, proceeds to Marine Operations Section and a. Submits three (3) sets of the following documents: 1) Inward Coasting Manifest 2) Passenger Manifest (for passenger vessels only) 3) Crew List 4) Master's Oath of Safe Departure b. Presents Vessel's Roll Book to the Harbor Operations Personnel On-Duty	Receives copies of documents       Stamps "Entered" and signs on the Vessel Roll Book indicating therein the date and time the vessel arrived and returns same to the shipping representative	3 mins.       3 mins.	Harbor Operations Personnel On-Duty       Harbor Operations Personnel On-Duty
<b><u>DEPARTURE</u></b>				
1	Prior to departure of vessel, proceeds to Marine Section and secures/accomplishes two (2) copies of Dockage Report (DR)	Validates, updates and signs the accomplished DR	5 mins.	Harbor Operations Personnel On-Duty
2	Proceeds to the Terminal Office concerned	Assesses vessel charges, prepares Computation Sheet (CS) and forwards CS and DR to the Cashier	5 mins.	Terminal Operations Personnel On-Duty
3	Pays assessment at the Cashier	Collects payment, issues Official Receipt (OR) and returns original copies of CS and one (1) copy of DR to the shipping representative	5 mins.	Cashier



**Issuance of Vessel Clearances  
(Pier 18 and Private Ports at Vitas Reclamation Area)**

Step	Shipping Company/Agent	PPA	Duration of Activity	PPA Official(s) Responsible
<b><u>ENTRANCE</u></b>				
1	Upon arrival of vessel, proceeds to Pier 18 Terminal Office and: a. Submits three (3) sets of the following documents : 1) Inward Coasting Manifest 2) Passenger Manifest (for passenger vessels only) 3) Crew List 4) Master's Oath of Safe Departure b. Presents Vessel's Roll Book to the Harbor Operations Personnel On-Duty	Receives copies of documents       Stamps "Entered" and signs on the Vessel Roll Book indicating therein the date and time the vessel arrived and returns same to the shipping representative	3 mins.       3 mins.	Terminal Operations Personnel On-Duty       Terminal Operations Personnel On-Duty
<b><u>DEPARTURE</u></b>				
1	Prior to departure of vessel, proceeds to Pier 18 Terminal Office and secures/ accomplishes two (2) copies of Dockage Report (DR)	a) Validates, updates and signs the accomplished DR b) Assesses vessel charges, prepares Computation Sheet (CS) and forwards CS and DR to the Cashier	5-10 mins.	Terminal Operations Personnel On-Duty
2	Pays assessment at the Cashier	Collects payment, issues Official Receipt (OR) and returns original copies of CS and one (1) copy of DR to the shipping representative	5 mins.	Cashier



3	Proceeds to the Terminal Office and: a. Submits three (3) sets of the following documents before departure of vessel: 1) Outward Coasting Manifest 2) Passenger Manifest (for passenger vessels only) 3) Crew List 4) Master's Oath of Safe Departure 5) One (1) copy of DR	Receives copies of the documents	5 mins.	Terminal Operations Personnel On-Duty
	b. Presents the following: 1) Vessel's Roll Book 2) OR and CS	Stamps clearance and signs on the Vessel's Roll Book/Outward Manifest indicating therein the validity date of vessel's clearance and returns same together with the OR, CS and other supporting documents to the shipping representative	5 mins.	Terminal Operations Personnel On-Duty

**Issuance of Vessel Clearances  
(Manila Harbour Centre - RII)**

Step	Shipping Company/Agent	PPA	Duration of Activity	PPA Official(s) Responsible
<b>ENTRANCE</b>				
1	Upon arrival of vessel, proceeds to the Terminal Office at R-II and: a. Submits three (3) sets of the following documents : 1) Inward Coasting Manifest 2) Passenger Manifest (for passenger vessels only) 3) Crew List 4) Master's Oath of Safe Departure b. Presents Vessel's Roll Book to the Harbor Operations Personnel On-Duty	Receives copies of documents         Stamps "Entered" and signs on the Vessel Roll Book indicating therein the date and time the vessel arrived and returns same to the shipping representative	3 mins.         3 mins.	Terminal Operations Personnel On-Duty         Terminal Operations Personnel On-Duty
<b>DEPARTURE</b>				
1	Prior to departure of vessel, proceeds to the Terminal Office at R-II and secures/ accomplishes two (2) copies of Dockage Report (DR)	a) Validates, updates and signs the accomplished DR b) Assesses vessel charges, prepares Computation Sheet (CS) and forwards CS and DR to the Cashier	5-10 mins.	Terminal Operations Personnel On-Duty
3	Pays assessment at the Cashier	Collects payment, issues Official Receipt (OR) and returns original copies of CS and one (1) copy of DR to the shipping representative	5 mins.	Cashier





**Payment of Wharfage Fee at Manila North Harbor  
(Outbound Cargoes Under Revolving Fund System)**

Step	Shipper	PPA	Duration	PPA Official(s) Responsible
1	Presents at the PPA Terminal Office the Bill of Lading which has been stamped "Guaranteed" by the shipping company and processed by MNHPI.	<ul style="list-style-type: none"> <li>a) Reviews documents</li> <li>b) Assesses wharfage due from cargoes and prepares corresponding computation sheet and invoice for subsequent billing to the shipping company</li> <li>c) Stamps "Authority to Load" on the B/L</li> <li>d) Returns Customer &amp; Arrastre copies of B/L to cargo owner/ consignee</li> </ul>	10 mins.	Terminal Operations Personnel On-Duty
2	Receives processed B/L and proceeds to MNHPI			

**Payment of Wharfage Fee at Manila North Harbor  
(Outbound Cargoes Under Cash & Carry System)**

Step	Shipper	PPA	Duration	PPA Official(s) Responsible
1	Presents MNHPI Official Receipt (OR) for cargo handling services and Bill of Lading at the PPA Terminal Office	<ul style="list-style-type: none"> <li>a) Reviews documents</li> <li>b) Assesses wharfage due from cargoes and prepares corresponding computation sheet</li> <li>c) Forwards Computation Sheet and other supporting documents to Cashier</li> <li>d) Advises shipper to pay wharfage fee at Cashier</li> </ul>	10 mins.	Terminal Operations Personnel On-Duty
2	Proceeds to Cashier and pays assessed wharfage	<ul style="list-style-type: none"> <li>a) Receives payment for wharfage fee</li> <li>b) Generates Official Receipt (OR)</li> <li>c) Forwards OR and other supporting documents to the Terminal Operations Officer</li> </ul>	5 mins.	Cashier
3	Returns to the Terminal Operations Officer	<ul style="list-style-type: none"> <li>a) Stamps "Authority to Load" on the B/L</li> <li>b) Releases B/L, OR, Computation Sheet and other supporting documents to shipper</li> <li>c) Advises shipper to proceed to MNHPI</li> </ul>	2 mins.	Terminal Operations Personnel On-Duty
4	Receives B/L, OR, CS and other supporting documents and proceeds to MNHPI			

**Payment of Wharfage Fee at Manila North Harbor  
(Inbound Cargoes Under Revolving Fund System)**

Step	Consignee	PPA	Duration	PPA Official(s) Responsible
1	Presents the Gatepass issued by MNHPI and Release/Delivery Order (RDO) from shipping lines at the PPA Terminal Office	<ul style="list-style-type: none"> <li>a) Reviews documents</li> <li>b) Assesses wharfage due from cargoes and prepares corresponding computation sheet and invoice for subsequent billing to the shipping company</li> <li>c) Stamps "Authority to Deliver" on the Gatepass</li> <li>d) Returns Gatepass and RDO to consignee</li> </ul>	10 mins.	Terminal Operations Personnel On-Duty
2	Receives Gatepass and RDO from shipping lines, and proceeds to MNHPI			



**Payment of Wharfage Fee at Manila North Harbor  
(Inbound Cargoes Under Cash & Carry System)**

Step	Consignee	PPA	Duration	PPA Official(s) Responsible
1	Presents MNHPI Official Receipt (OR) for cargo handling services, Gatepass and Release/Delivery Order (RDO) from shipping lines at the PPA Terminal Office	<ul style="list-style-type: none"> <li>a) Reviews documents</li> <li>b) Assesses wharfage due from cargoes and prepares corresponding computation sheet</li> <li>c) Forwards computation sheet and other supporting documents to Cashier</li> <li>d) Advises shipper/consignee to pay wharfage fee at Cashier</li> </ul>	10 mins.	Terminal Operations Personnel On-Duty
2	Proceeds to Cashier and pays assessed wharfage	<ul style="list-style-type: none"> <li>a) Receives payment for wharfage fee</li> <li>b) Generates Official Receipt (OR)</li> <li>c) Forwards OR and other supporting documents to the Terminal Operations Officer</li> </ul>	5 mins.	Cashier
3	Returns to the Terminal Operations Officer	<ul style="list-style-type: none"> <li>a) Stamps "Authority to Deliver" on the Gatepass</li> <li>b) Releases Gatepass, OR, Computation Sheet and RDO to consignee</li> <li>c) Advises consignee to proceed to MNHPI</li> </ul>	2 mins.	Terminal Operations Personnel On-Duty
4	Receives Gatepass, OR, CS and RDO, and proceeds to MNHPI			

**Payment of Port Charges at Pier 18  
(Outbound Cargoes Under Cash & Carry System)**

Step	Shipper	PPA	Duration	PPA Official(s) Responsible
1	Presents Official Receipt (OR) for cargo handling services and Bill of Lading at the PPA Terminal Office	<ul style="list-style-type: none"> <li>a) Reviews documents</li> <li>b) Assesses Wharfage fee and 10% Gov't. Share from cargo handling services and prepares corresponding Computation Sheet</li> <li>c) Forwards Computation Sheet and other supporting documents to Cashier</li> <li>d) Advises shipper to pay assessment at Cashier</li> </ul>	10 mins.	Terminal Operations Personnel On-Duty
2	Proceeds to Cashier and pays assessment	<ul style="list-style-type: none"> <li>a) Receives payment for assessment</li> <li>b) Generates Official Receipt (OR)</li> <li>c) Forwards OR and other supporting documents to the Terminal Operations Personnel On-Duty</li> </ul>	5 mins.	Cashier
3	Returns to the Terminal Operations Personnel On-Duty	<ul style="list-style-type: none"> <li>a) Stamps "Authority to Load" on the B/L</li> <li>b) Releases B/L, OR, Computation Sheet and other supporting documents to shipper</li> <li>c) Advises shipper to proceed to cargo handling operator</li> </ul>	2 mins.	Terminal Operations Personnel On-Duty
4	Receives B/L, OR, CS and other supporting documents and proceeds to cargo handling operator			



**Payment of Port Charges at Pier 18  
(Inbound Cargoes Under Cash & Carry System)**

Step	Consignee	PPA	Duration	PPA Official(s) Responsible
1	Presents Gatepass, Official Receipt (OR) for cargo handling services and Delivery or Release Order issued by shipping company at the PPA Terminal Office	<ul style="list-style-type: none"> <li>a) Reviews documents</li> <li>b) Assesses Wharfage fee, 10% Gov't. Share from cargo handling services and storage charges, if any, and prepares corresponding Computation Sheet</li> <li>c) Forwards Computation Sheet and other supporting documents to Cashier</li> <li>d) Advises consignee to pay assessment at Cashier</li> </ul>	10 mins.	Terminal Operations Personnel On-Duty
2	Proceeds to Cashier and pays assessment	<ul style="list-style-type: none"> <li>a) Receives payment for assessment</li> <li>b) Generates Official Receipt (OR)</li> <li>c) Forwards OR and other supporting documents to the Terminal Operations Personnel On-Duty</li> </ul>	5 mins.	Cashier
3	Returns to the Terminal Operations Personnel On-Duty	<ul style="list-style-type: none"> <li>a) Stamps "Authority to Deliver" on the Gatepass</li> <li>b) Releases Gatepass, OR, Computation Sheet and other supporting documents to consignee</li> <li>c) Advises consignee to proceed to cargo handling operator</li> </ul>	2 mins.	Terminal Operations Personnel On-Duty
4	Receives Gatepass, OR, CS and other supporting documents and proceeds to cargo handling operator			



**Payment of Wharfage Fee at Manila Harbour Centre (R-II)**  
**(Outbound Cargoes Under Cash & Carry System)**

Step	Shipper	PPA	Duration	PPA Official(s) Responsible
1	Presents Official Receipt (OR) for cargo handling services and Bill of Lading at the PPA Terminal Office	a) Reviews documents b) Assesses wharfage due from cargoes and prepares corresponding computation sheet c) Forwards Computation Sheet and other supporting documents to Cashier d) Advises shipper to pay wharfage fee at Cashier	10 mins.	Terminal Operations Personnel On-Duty
2	Proceeds to Cashier and pays assessed wharfage	a) Receives payment for wharfage fee b) Generates Official Receipt (OR) c) Forwards OR and other supporting documents to the Terminal Operations Officer	5 mins.	Cashier
3	Returns to the Terminal Operations Officer	a) Stamps "Authority to Load" on the B/L b) Releases B/L, OR, Computation Sheet and other supporting documents to shipper c) Advises shipper to proceed to MNHPI	2 mins.	Terminal Operations Personnel On-Duty
4	Receives B/L, OR, CS and other supporting documents and proceeds to MNHPI			

**Payment of Wharfage Fee at Manila Harbour Centre (R-II)**  
**(Inbound Cargoes Under Cash & Carry System)**

Step	Consignee	PPA	Duration	PPA Official(s) Responsible
1	Presents MNHPI Official Receipt (OR) for cargo handling services, Gatepass and Release/Delivery Order (RDO) from shipping lines at the PPA Terminal Office	<ul style="list-style-type: none"> <li>a) Reviews documents</li> <li>b) Assesses wharfage due from cargoes and prepares corresponding computation sheet</li> <li>c) Forwards computation sheet and other supporting documents to Cashier</li> <li>d) Advises shipper/consignee to pay wharfage fee at Cashier</li> </ul>	10 mins.	Terminal Operations Personnel On-Duty
2	Proceeds to Cashier and pays assessed wharfage	<ul style="list-style-type: none"> <li>a) Receives payment for wharfage fee</li> <li>b) Generates Official Receipt (OR)</li> <li>c) Forwards OR and other supporting documents to the Terminal Operations Officer</li> </ul>	5 mins.	Cashier
3	Returns to the Terminal Operations Officer	<ul style="list-style-type: none"> <li>a) Stamps "Authority to Deliver" on the Gatepass</li> <li>b) Releases Gatepass, OR, Computation Sheet and RDO to consignee</li> <li>c) Advises consignee to proceed to MNHPI</li> </ul>	2 mins.	Terminal Operations Personnel On-Duty
4	Receives Gatepass, OR, CS and RDO, and proceeds to MNHPI			



### Issuance of Permit to Operate (PTO) Ancillary Services

Step	Applicant	Activity (PPA)	Duration	PPA Official(s) Responsible
1	Secures and accomplishes application form and submits the same together with the required documents to the Business Development Marketing Office (BDMO)	a) Authenticates and ascertains completeness of documents submitted b) Issues acknowledgement slip indicating therein the tentative date of release of the Permit to Operate (approximately one week from receipt of application) c) Starts processing of application	3-5 mins.  2 mins.  5 days	BDMO  BDMO  BDMO & other PMO Units concerned
2	Returns to PPA on the date indicated on the acknowledgement slip	a) Issues Order of Payment to applicant for payment of permit/regulatory fees at the Cashier's Office	2 min.	BDMO
3	Proceeds to Cashier and pays permit fee	a) Receives payment of permit fee b) Issues Official Receipt (O.R.) to applicant	5 min.	PPA Cashier
4	Returns to BDMO, presents proof of payment (OR), signs on the "Conforme" portion of the permit	a) Indicates details of payment in the PTO and BDMO logbook b) Briefs the Grantee on the terms and conditions of the Permit c) Releases PTO to applicant/grantee d) Files documents	5 mins	BDMO
5	Receives approved permit to operate and proceeds to Pass Control Unit, PPD-NH for the vehicle stickers/port user's pass	a) Issues the corresponding vehicle stickers/port user's pass to applicant based on the list of vehicles indicated in the approved PTO and upon submission of the required documents and payment of the corresponding fees to PPA	5-10 min.	PPD-NH Pass Control Unit



### Issuance of Permit to Occupy (PTOc)

Step	Applicant	Activity (PPA)	Duration	PPA Official(s) Responsible
1	Submits Letter of Intent (LOI) to PPA thru PMO Records Office	a) Records the Letter of Intent and routes to the Office of the Port Manager	2 mins.	Records Officer
		b) Formally informs applicant of status of request and required documents	2 days	PM/BDMO
2	Submits required documents	a) Proceeds with the processing of PTOc b) Transmits proposed PTOc to applicant, for conformity	10 mins.	BDMO
3	Returns duly signed PTOc to PPA	a) Receives proposed PTOc and recommends approval by the Port Manager	5 mins.	BDMO
4	Returns to PPA to claim the approved PTOc	a) Issues Order of Payment to applicant for payment of required deposit (for new lessees)	3 mins.	BDMO
5	If new lessee, proceeds to Cashier and pays required deposit	a) Receives payment and issues Official Receipt (OR) to applicant	3 mins.	PPA Cashier
6	Presents Official Receipt (OR) to BDMO	a) Indicates details of payment in the BDMO logbook b) Briefs the Grantee on the terms and conditions of the PTOc c) Releases PTOc to applicant/grantee	5 mins	BDMO

### Issuance of Permit to Undertake Hotworks and Other Repairs On Board Vessel

Step	Port User	Activity (PPA)	Duration	PPA Official(s) Responsible
1	Secures and accomplishes application form and submits the same together with the required documents to Safety Office	a) Evaluates and ascertains completeness of documents submitted	2 mins.	Safety Officer
		b) Starts processing of application	2 mins.	Safety Officer
		c) Issues Order of Payment to applicant	2 mins.	Safety Officer
2	Proceeds to Cashier and pays permit fee	a) Receives payment of permit fee b) Issues Official Receipt (O.R.) to applicant	5 mins.	PPA Cashier
3	Presents Official Receipt (OR) to Safety Officer	a) Indicates details of payment on the permit and on Safety logbook	3 mins.	Safety Officer
		b) Releases permit to applicant	2 mins.	Safety Officer
4	Receives approved permit			

### Issuance of Permit to Handle Dangerous Cargoes

Step	Port User	Activity (PPA)	Duration	PPA Official(s) Responsible
1	Secures and accomplishes application form (Dangerous Goods List Form) and submits the same together with the required documents to Safety Office	a) Evaluates and ascertains completeness of documents submitted b) Conducts inspection of dangerous goods (time of inspection depends on the distance/location of the cargoes) c) Starts processing of application d) Issues Order of Payment to applicant	2 mins.  30 mins. to 1 hour  2 mins. 2 mins.	Safety Officer  Safety Officer  Safety Officer Safety Officer
2	Proceeds to Cashier and pays permit fee	a) Receives payment of permit fee b) Issues Official Receipt (O.R.) to applicant	5 mins.	PPA Cashier
3	Presents Official Receipt (OR) to Safety Officer	a) Indicates details of payment on the permit and on Safety logbook b) Releases permit to applicant	3 mins.  2 mins.	Safety Officer  Safety Officer
4	Receives approved permit			



### Processing and Issuance of Vehicle Pass (Sticker)

Step	Applicant	Activity (PPA)	Duration	PPA Official(s) Responsible
1	<p>Secures and accomplishes application form and submits the same together with the following required documents to PPD-NH Pass Control Unit:</p> <p>a) Authority to represent the firm;  b) Copy of Permit to Operate (PTO);  c) OR/CR of vehicles; and  d) Affidavit of Vehicle Ownership (duly notarized)</p>	<p>a) Verifies completeness of documents submitted</p> <p>b) Advises applicant to return for the issuance of the applied vehicle stickers</p> <p>c) Prepares recommendation and forwards same together with the required documents to the Office of the Port Manager for indorsement to the Office of the Port District Manager, PDO-Manila/NL, for approval and release of the applied stickers to PMO-NH</p> <p>d) Approves and releases vehicle stickers to Supply Unit, PMO-NH</p>	<p>3 mins.</p> <p>2 mins.</p> <p>15-30 mins.</p>	<p>Port Police In-Charge</p> <p>Port Police In-Charge</p> <p>Port Police In-Charge</p> <p>PDO Manila/NL</p>
2	Returns to PPD-NH Pass Control Unit for claim of the applied stickers	Issues Order of Payment and advises applicant to pay corresponding fees at the Cashier	3 mins.	Port Police In-Charge
3	<p>Proceeds to cashier's window and pays the corresponding fees</p> <p>Vehicle Pass – P112.00</p> <p>*Inclusive of 12% VAT</p>	Receives payment and issues official receipt	3 mins.	PPA Cashier
4	Returns to PPD-NH Pass Control Unit, presents OR and claims the applied vehicle stickers	<p>a) Receives copy of OR and records payment in PPD Logbook</p> <p>b) Releases vehicle stickers to applicant; assists in placing the stickers in the vehicle's windshield</p>	5-10 mins.	Port Police In-Charge

### Processing and Issuance of Port User's Pass (ID)

Step	Applicant	Activity (PPA)	Duration	PPA Official(s) Responsible
1	Secures and accomplishes application form and submits the same together with the following required documents to PPD-NH Pass Control Unit: a) Authority to represent the firm; b) Copy of Permit to Operate (PTO); c) Masterlist of Employees	a) Verifies completeness of documents submitted b) Prepares applied IDs and forwards same to the Office of the Port Manager for approval c) Advises applicant to return for the issuance of the applied port user's pass/es (IDs)	2 mins. 10-15 mins. 2 mins.	Port Police In-Charge
2	Returns to PPD-NH Pass Control Unit for payment and claim of the applied IDs	Issues Order of Payment and advises applicant to pay corresponding fees at the Cashier	3 mins.	Port Police In-Charge
3	Proceeds to cashier's window and pays the corresponding fees	Receives payment and issues official receipt	3 mins.	PPA Cashier
5	Returns to PPD-NH Pass Control Unit, presents OR and claims the applied IDs	a) Receives copy of OR and records payment in PPD Logbook b) Releases port user's pass/es (IDs) to applicant	5 mins.	Port Police In-Charge



### Processing and Issuance of Temporary Vehicle Pass (TVP)

Step	Applicant	Activity (PPA)	Duration	PPA Official(s) Responsible
1	For companies with no regular transaction or with one time transaction only at North Harbor and those who were not yet issued PPA stickers for their vehicles, proceed to PPD-Pass Control Unit, present Bill of Lading and apply for temporary vehicle pass valid for one (1) day only	a) Receives copy of Bill of Lading as proof of transaction at North Harbor b) Issues Order of Payment and advises applicant to pay the corresponding fees at the Cashier's Office	3 mins.	Port Police In-Charge
2	Proceeds to Cashier's window and pays required fees	Receives payment and issues Official Receipt (OR)	3 mins.	PPA Cashier
3	Returns to PPD-NH Pass Control Unit and presents OR	Receives copy of OR and issues the TVP to applicant	2 mins.	Port Police In-Charge
4	Proceeds to Entrance Gate and presents the TVP to the Security Guard on duty	Inspects issued Temporary Vehicle Pass (TVP) and allows entry of vehicle	2 mins.	Security Guard on duty