



CITIZEN'S CHARTER

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THE PHILIPPINE PORTS AUTHORITY (PPA)

A. Background Information

PPA was created through Presidential Decree (PD) No. 505, otherwise known as the "*Philippine Port Authority Decree of 1974*", issued on July 11, 1974. Under the said PD, PPA is given general jurisdiction and control over all persons, groups and entities that are already existing or are still being proposed to be established within the different port districts throughout the country.

PPA, in coordination with other government agencies, is also mandated to prepare and update annually a "*Ten-Year Philippine Port Development Program*" which shall embody the integrated plan for the development of the country's ports and harbors.

However, recognizing the need to integrate and coordinate port planning, development, control and operations at the national level while at the same time promoting the growth of regional port bodies which may be more familiar with the peculiarities and potentials of their respective localities, PD No. 857, or the "*Revised Charter of the Philippine Ports Authority*", was issued on November 16, 1978.

PD No. 857 expanded the concept of port administration not only to focus on revenue collection, harbor maintenance, and cargo handling but also to include emphasis on the role of ports as key to spurring regional growth.

In 1978, PPA's charter was further amended by Executive Order No. 513, granting police authority to the PPA; creating a National Ports Advisory Council (NPAC) to strengthen cooperation between the government and the private sector; and empowering the PPA to exact reasonable administrative fines for specific violations of its rules and regulations. Other amendments were also introduced to further define the role of PPA.

A.1 Vision

"By 2020, PPA shall have provided port services of global standards".

A.2 Mission

- Provide reliable and responsive services in ports, sustain development of communities and the environment, and be a model corporate agency of the government.
- Establish a mutually beneficial, equitable and fair relationship with partners and service providers.
- Provide meaningful and gainful employment while creating a nurturing environment that promotes continuous learning and improvement.

- Establish a world-class port operation that is globally competitive adding value to the country's image and reputation.

A.3 Mandate

"To establish, develop, regulate, manage and operate a rationalized national port system in support of trade and national development".

A.4 Corporate Values

Excellence, Professionalism, Efficiency

Creativity, Innovation, Adaptability

Customer Satisfaction, Customer Focus

Responsible **C**itizenship, Sustainability, Accountability, Risk Management

Ethics. Integrity within moral bounds

Sincerity. Commitment to fulfill mandate

Teamwork. Synergy of working together, Esprit de corps

A.5 Objectives

As per Article II, Section 2 of P.D. No. 857, the objectives of PPA in implementing an integrated program for the planning, development, financing and operation of Ports or Port Districts for the entire country, are as follows:

To coordinate, streamline, improve and optimize the planning, development, financing, construction, maintenance and operation of ports, port facilities, port physical plants, and all equipment used in connection with the operation of ports.

To ensure the smooth flow of waterborne commerce passing through the country's ports whether public or private, in the conduct of international and domestic trade.

To promote regional development through the dispersal of industries and commercial activities throughout the different regions.

To foster inter-island seaborne commerce and foreign trade.

To redirect and recognize port administration beyond its specific and traditional functions of harbor development and cargo handling operations to the broader function of total port district development, including encouraging the full and efficient utilization of the port's hinterland and tributary areas.

To ensure that all income and revenues accruing out of dues, rates, and charges for the use of facilities and services provided by PPA are properly collected and accounted for by PPA, that all such income and revenues will be adequate to defray the cost of providing the facilities and services (inclusive of operating and maintenance cost, administration and overhead) of the Port Districts, and to ensure that a reasonable return on the assets employed shall be realized.

In more concrete terms and as enshrined in its vision and mission statements, PPA aims for the following:

1. To improve the delivery of port services;
2. To reduce client's costs of business transaction in the ports;
3. To integrate port community development and environmental protection measures in the development and operation of the ports;
4. Maintain revenue enough to finance port development and operation and meet obligations as they fall due;
5. Provide facilities and equipment of internationally accepted standards; and,
6. To provide a viable working environment conducive to improving employee productivity and satisfaction.

A.6 Functions

Based on Article IV Section 6 of its amended charter, the following are the corporate duties of PPA:

1. To formulate in coordination with the National Economic and Development Authority a comprehensive and practicable Port Development for the State and to program its implementation, renew and update the same annually in coordination with other national agencies;
2. To supervise, control, regulate, construct, maintain, operate, and provide such facilities or services as are necessary in the ports vested in, or belonging to PPA;
3. To prescribe rules and regulation, procedures, and guidelines governing the establishment, construction, maintenance, and operations of all other ports, including private ports in the country;
4. To license, control, regulate, supervise any construction or structure within any Port District;
5. To provides services (whether on its own, by contract, or otherwise) within the Port District and the approaches thereof, including but not limited to –
 - berthing, towing, mooring, moving, slipping, or docking any vessel;
 - loading or discharging any vessel; and, sorting, weighing, measuring, warehousing, or otherwise, handling goods.
6. To exercise control of or administer any foreshore rights or leases which may be vested in PPA from time to time;
7. To coordinate with the Bureau of Lands or any other government agency or corporation, in the development of any foreshore area;
8. To control, regulate and supervise pilotage and the conduct of pilots in any Port District;
9. To provide or assist in the provision of training programs and training facilities for its staff of port operators and users for the efficient discharge of its functions, duties, and responsibilities; and,
10. To perform such acts or provide such services as may be deemed proper or necessary to carry out and implement the provisions of the PD, including the adoption of necessary measures to remedy congestion in any government port, and in coordination with the Bureau of Customs in the case of ports of entry (as amplified by Exec. Order No. 513).

PLEDGE OF PERFORMANCE

We, the officials and employees of the Philippine Ports Authority (PPA), commit to:

- P** rovide safe, efficient and quality frontline services to all port clientele at all times and strive to continually review and revise existing systems in order to attain PPA's goals and objectives;
- P** romote dignity and accountability in public service;
- A** ct with efficiency and fairness on all applications, requests, including complaints.

Please let us know how we could serve you better through:

- § Accomplishing our **Feedback Form** and dropping the same in our Suggestion Box/es (see Annex "A").
- § Sending your feedback electronically through www.ppa.com.ph.
- § Approaching our Officer of the Day or our **Public Assistance and Complaints Desk** in any of our PPA Offices.

Feedback Forms and email addresses are available, as follows (or refer to the attached PPA Directory)

PPA Responsibility Center	PPA Email Address/ Hotline Numbers
HEAD OFFICE	(02) 527-8356 to 83
- for questions/comments	webmaster@ppa.com.ph
- for official inquiry	info@ppa.com.ph
FIELD OFFICES	
- PMO NCR South	(02) 525-5264
- PMO NCR North	(02) 245-2930
- PMO Northern Luzon	(072) 607-4607
- PMO Bataan/Aurora	(047) 244-6246
- PMO Batangas	(043) 723-0164
- PMO Mindoro	(043) 288-1843
- PMO Bicol	(052) 482-0303/482-0304
- PMO Masbate	(052)482-0303/(056)333-2217
- PMO Palawan	(048) 434-5626
- PMO Marinduque/Quezon	(042) 717-3287
- PMO Panay/Guimaras	(033) 337-6945
- PMO Negros Oriental/Siquijor	(035) 225-0973 to 74
- PMO Eastern Leyte/Samar	(053) 325-7248 pmotacloban@ppavis.com

PPA Responsibility Center	PPA Email Address/ Hotline Numbers
- PMO Bohol	(038) 501-8969
- PMO Negros Occidental/Bacolod	(034) 441-1225
- PMO Western Leyte/Biliran	(053) 561-4663
- PMO Misamis Oriental/CDO	(088) 324-0591 to 92
- PMO Lanao del Norte/Iligan	(063) 221-9123 to 25
- PMO Agusan	(085) 342-5352/341-6451
- PMO Surigao	(086) 826-2015/826-5233
- PMO Misamis Occidental/Ozamiz	(088) 521-1538
- PMO Davao	(082) 235-2563
- PMO Zamboanga del Norte	(065) 213-6594 to 95
- PMO Socsargen	(083) 301-2077
- PMO Cotabato	(064) 421-1205
- PMO Zamboanga	(062) 991-2037

Suggestion boxes are located in conspicuous places at the different PPA Offices

SCOPE/COVERAGE

The PPA Citizen's Charter shall apply to all external clients of the PPA affected by the delivery of frontline services in all PPA Offices nationwide.

DEFINITION OF TERMS

The following terms as used in this Charter are defined as follows:

Authority -refers to the Philippine Ports Authority

Port - refers to a place where ships may anchor or tie up for the purpose of shelter, repair, loading or discharge of cargo, or for other such activities connected with water-borne commerce, and including all the land and water areas and the structures, equipment and facilities related to these functions.

Pier - refers to any structure built into the sea but not parallel to the coast line and includes any stage, stair landing place, landing stage, jetty, floating barge or pontoon, and any bridge or other works connected therewith.

Port Management Office (PMO) - The PPA's administrative and operational arm in every port district of the Philippines. Each PMO maintains a baseport and all or any of the following: terminal, municipal and private ports under its territorial jurisdiction.

Baseport - A port which is the center of the administrative or other operational powers within the Port Management Office.

Terminal Port - A port under the administration of the base port which serves as the extension of the base port in the regulation of ports in the country.

Municipal Port - A public port owned and maintained by the municipal government.

Private Port - A port owned and maintained by a private entity. It maybe commercial or non-commercial as may be allowed by PPA.

Container Yard - A designated area in a container terminal usually adjacent to the marshalling yard where containers and chassis are received, stacked and dispatched.

Vessel -refers to any ship or boat, or any description of a vessel or boat.

Goods -includes animals, carcasses, baggage, and any movable property of any kind.

Containerized Cargo - Cargo packed in vans or container for easy handling and transporting of the same as a unit.

Conventional/Breakbulk - Cargo that is handled in units, packages, crates, bags and the like.

Due - includes harbor fees, tonnage and wharfage dues, berthing charges, and port dues and any other dues or fees imposed by virtue of existing laws.

Rates - refer to any rates or charges including any toil or rent under existing law or imposed by the Authority.

PORT MANAGEMENT OFFICE BICOL

General Information

The **Port Management Office Bicol** (PMO Bicol) has its seat of administration at the Government Regional Center, Rawis, Legazpi City and has under its administrative and/or operational jurisdiction, a total of **forty (40)** ports, as follows:

A.	TERMINAL MANAGEMENT OFFICES	LOCATION
1	Baseport Legazpi	Legazpi City, Albay
2	TMO Tabaco	Tabaco City, Albay
3	TMO Matnog	Matnog, Sorsogon
4	TMO Catanduanes	Virac, Catanduanes
5	TMO Bulan	Bulan, Sorsogon
6	TMO Camarines	Pasacao, Camarines Sur
7	TMO Pio Duran	Pio Duran, Albay
B.	FEEDER/SECONDARY PORT	
1	Port of Jose Panganiban	Jose Panganiban, Camarines Norte
2	Port of Pantao	Pantao, Libon Albay
3	Port of Bacacay	Bacacay, Albay
4	Port of Caramoan	Caramoan, Camarines Sur
5	Port of Nato	Nato, Sagnay, Camarines Sur
6	Port of Sorsogon City	Sorsogon City, Sorsogon
7	Port of Castilla	Castilla, Sorsogon
D.	MUNICIPAL PORTS	
1	Port of Malobago	Malobago, Albay
2	Port of Rapu-Rapu	Rapu-Rapu, Albay
3	Port of Calangcawan	Camarines Norte
4	Port of Larap/Calambayungan	Larap, Camarines Norte
5	Port of Balatan	Camarines Sur
6	Port of Bongalon	Bongalon, Camarines sur
7	Port of Garchitorena	Garchitorena, Camarines Sur
8	Port of Ragay	Ragay, Camarines Sur
9	Port of San Jose Sabang	Sabang, Camarines Sur
10	Port of San Jose Sabang, Talisay	Sabang-Talisay, Camarines Sur
11	Port of Tamban (Tinambac)	Tinambac, Camarines Sur

12	Port of Tandoc (Siruma)	Tandoc, Siruma, Camarines Sur
13	Port of San Andres	San Andres, Catanduanes
14	Port of Cabugao	Cabugao, Catanduanes
15	Port of Codon	Catanduanes
16	Port of Pilar	Pilar, Sorsogon
E.	PRIVATE PORTS	
1	Globe Coco	Lidong, Sto. Domingo, Albay
2	Legazpi Oil	Arimbay, Legazpi City, Albay
3	Rapu-Rapu Minerals, Inc.	Batan, Albay
4	Investwell	Larap, Camarines Norte
5	Pan Century Surfactants	Camarines Norte
6	Uni-Dragon Mining Devt Corp	Camarines Norte
7	BESCOM Commodities	Pasacao, Camarines Sur
8	NFH (Camangui)	Camangui, Pasacao, Camarines Sur
9	Shell Pasacao	Pasacao, Camarines Sur
10	Powerzone Caltex	Virac, Catanduanes

PORT PROFILES

1. The **PORT OF LEGAZPI** has been renowned as haven for ships cruising the Pacific Ocean and voyage-weary seafarers. More than this, it has become a main channel for the exchange of seaborne commodities between the Bicol peninsula and certain trade centers in the country.

Nestled in the heart of Legazpi City beside the imposing splendor of Mount Mayon, the national port of entry has immensely contributed to the geometric growth of Legazpi into a bustling commercial hub. It is no wonder then that the city became the easy choice as seat of the regional government offices in Bicolandia.

Location

Latitude 13° 10'N Longitude 123° 45'E. Situated at the mouth of Albay Gulf on the southern portion of Legazpi City.

COMMUNICATION FACILITIES

Mobile phone users can enjoy GLOBE, SUN and SMART's optimum signal within the port.

Road/Sea Distance

By land to Manila - 525 kilometers
By land to Tabaco - 27 kilometers
By land to Naga City - 97 kilometers

By sea to Manila - 386 nautical miles
By sea to Cebu City - 205 nautical miles
By sea to Bacolod City- 235 nautical miles
By sea to Iloilo City - 252 nautical miles

Port Facilities

Marginal Wharf/Pier

a) Berth # 1 - 7.5 m. wide x 85 m. long
b) Berth # 2-5- 15 m. wide x 254.90 m. long
c) Berth # 6 - 15 m. wide x 69.10 m. long
RORO ramp - 6 m. x 12 m.

} 339.90 m. long

Mooring/Berthing Facilities

1. Mooring Bitts - 28
2. Mooring Cleats - 9
3. Reinforced Concrete – Fender System
RC Fender Blocks – 9 (w/V400-Hx1000L)
RC Fender Blocks – 23 (w/V500-Hx2000L)

Safe Berth Lengths

a) Berth # 1 - 85 meters
b) Berth # 2 - 110 meters

Controlling Drafts at MLLW

a) Berth # 1 - 11.8 meters
b) Berth # 2 - 5.7 meters
c) Berth # 3 - 4 meters
d) Berth # 4 - 3 meters
e) Berth # 5 - 2 meters
f) Berth # 6 - 2 meters

Pier Load Bearing Capacity

25 tons/square meter

Port Lighting System

6 sets High Mast Lamps

Passenger Terminal Building

409.64 square meters (26.60m x 15.40m)

Port Area Utilization

1. Total Port Area	18,749.48 sq. m.
2. Operational Area	11,091.00 sq. m.
- R.C. Wharf	10,054.50 sq. m.
- R.C. Pier	2,376.00 sq. m.

3. Commercial Area	190.84 sq. m.
- Leased Area	154.84 sq. m.
4. Back-Up Area	7,658.48 sq. m.

2. The **PORT OF TABACO** serves as the main converging point and passage for goods, RORO cargoes and passengers bound to and from the island province of Catanduanes. Large consignment of cement, sugar, fertilizer and other prime commodities are transported thru this port. With its harbor, the port has become the choice destination of overseas vessels in the Bicol region.

LOCATION

Latitude 13° 21'N Longitude 123° 43'E. It is situated southwest of San Miguel Bay, Albay. Tabaco port serves the same hinterland with Legazpi but 95% of its passengers and 100% of the rolling cargo come from the ports of Virac and San Andres, Catanduanes.

COMMUNICATION FACILITIES

Mobile phone users can enjoy GLOBE, SUN and SMART's optimum signal within the port.

DISTANCE

By land to Legazpi	-	27 kms.	By sea to Virac	-	36 NM
By land to Naga City	-	92 kms.	By sea to Manila	-	458 NM
By land to Manila	-	542 kms.			

PORT FACILITIES

Marginal Wharf	-	11.45 m. x 297.45 m.
RORO Ramp 1	-	6 m. x 8 m.
RORO Ramp 2	-	6 m. x 12 m.
Mooring Bollards	-	5 pcs.
Mooring Bitts	-	12 pcs
Mooring Cleats	-	5 pcs.
Fendering System	-	Horizontal and Vertical Rubber Dock Fender

Controlling Depth & Pier Load Capacity

MLLW (berth length)	-	8.5 m.
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Storage Area

Container Yard	-	7,425 sq. m.
Warehouse/Cargo Shed	-	933.12 sq. m.

Passenger Facilities

Shed/Covered Walk	-	390.67 sq. m.
New Passenger Terminal Building	-	1,371.98 sq. m.

3. The **PORT OF MATNOG**, Luzon's nearest link to Samar and Leyte islands including that of Mindanao, caters mainly to passengers and roll-on/roll-off cargoes.

An average of 4000 embarking and disembarking commuters and over a hundred vehicles are handled daily in this terminal.

Among the PMO Bicol ports, Matnog proved to be on top in terms of ship calls, passenger and rolling cargo count presently serviced by the thirteen (13) roro ferries.

Matnog Port is one of the four terminals built as part of the Pan Philippine Highway or the Philippine-Japan Friendship Highway but apart from those identified under the Strong Republic Nautical Highway.

LOCATION

Situated at the southern tip of Sorsogon province facing Allen, Northern Samar with the San Bernardino Strait serving as gap in between.

ROAD/SEA DISTANCE

Matnog – Manila	- 646 kilometers
Matnog – Legazpi City	- 125 kilometers
Matnog – Bulan	- 29 kilometers

Matnog – Allen, N.S.	- 12 Nautical Miles
Matnog – San Isidro	- 17 Nautical Miles

PORT FACILITIES

R. C. Pier	- 15 m. x 105 m. (1,575 sqm)
RORO Ramp 1	- 9 x 11 meters (99 sqm)
RORO Ramp 2	- 9 x 11 meters (99 sqm)
RORO Ramp 3	- 5 x 9 meters (45 sqm)
RORO Ramp 4	- 9 x 11 meters (99 sqm)
RORO Ramp 5	- 5 x 9 meters (45 sqm)
RORO Ramp 6	- 5 x 9 meters (45 sqm)

Trestle	- 11m. x 120m. (1,320 sqm)
Back-up Area 1	- 9,246.88 sq.m.
Back-up Area 2	- 4,734 sq.m.
50-tons Mooring Bitt	- 1 piece
Port Lighting System	- 18 units
Single Arm Road Light	- 10 units
Rubber Dock Fender	- V-400H x 1000L

DRAFT

Northeast side of R. C. pier	- 5.69 meters
Southwest side of pier	- 7.48 meters
Controlling Depth	- 6.39 meters

PASSENGER/TERMINAL FACILITIES

Terminal Building - 2,144 sq. m.

Amenities:

- 24-hour Security Services
- 24-hour Janitorial Services
- Baggage X-ray Machine & walk-thru metal detector for facility in security inspection
- Cable TV for waiting passengers

COMMUNICATION FACILITIES

Mobile phone users can enjoy GLOBE, SUN and SMART's optimum signal within the port.

4. The **PORT OF VIRAC** is situated in the eastern island of Luzon considered "typhoon prone" being the usual path of tropical depressions originating from the Pacific Ocean.

Owing from its natural endowments of flora and fauna including the white sandy beaches around it, trade and commerce in Catanduanes have grown progressively with time.

RORO ferries link Virac and the municipal port of San Andres to Tabaco on a regular basis. Other inter-island vessels call frequently this port carrying cargoes from the Visayas, Manila and Tabaco.

Transport equipment tops both incoming and outgoing cargoes while the rest mainly consist of basic construction materials, palay & rice, petroleum products, bottled beverages & other general cargoes. For years, abaca has thus far been a steady product brought out from the island province. Equally stable is its market in Albay which is noted as a prime exporter of abaca bags, ropes & related products.

LOCATION

Latitude 13° 35.1'N, Longitude 124°14.1'E at the southern part of the Catanduanes island.

COMMUNICATION FACILITIES

Mobile phone users can enjoy GLOBE, SUN and SMART's ample signal inside the port.

PORT FACILITIES

R.C. Pier	-	15 m. x 139 m.	Draft		
RORO Ramp	-	A. 9 m. x 11 m.	North Berthing Side -		6.8 m.
		B. 5 m. x 8 m.	South Berthing Side-		6.6 m.
Causeway	-	15 m. x 33 m.	Passenger & Cargo		
Mooring Bitts	-	16 pcs.	Terminal Building	-	10 m. x 28 m.
Back Up Area	-	101.3m x 42m	Passenger Terminal		
Back Up Area (New)	-	15.325m x 81.40m	Building (New)	-	384 sq.m.
Port Lighting System	-	4 (10m High Flood Light)			

Anchorage Grounds

For coasting vessel, anchorage of 14 meters to 16 meters mud bottom, SE ward of church with light bearing 344 degrees distance of 0.7 mile. Small vessels can anchor 300 yards from sandy beach westward of Pandaman Point. Swing room is limited.

5. The national **PORT OF PASACAO** serves most of the seaborne cargoes bound for or from the province of Camarines Sur. Just 27 kilometers southwest of Naga City, it ordinarily caters to such goods as cement, rice, sugar, fish and other prime commodities.

LOCATION

Latitude 13°30' N, Longitude 123° 3' E on the southwestern side of the island of Luzon. The port is located some 10 kilometers from the main highway and about 1 kilometer west of the town proper.

DISTANCE

By land to Naga City	-	27 kms.	By land to Manila	-	413 kms.
By land to Legazpi City	-	112 kms.	By sea to Manila	-	223 nautical miles

PORT FACILITIES

R.C. Pier	-	12 m. x 109.35 m.	Rubber Dock Fenders	-	8 pcs (V300 x 1500H)
RORO Ramp	-	9.0 m. x 11 m.	Rubber Dock Fenders	-	8 pcs (400Hx1500V)
Concrete Causeway	-	10.55 m. x 34.20 m.	Used Tire Fender	-	24 pcs
Back Up Area	-	8,026 sq.m.	PPA TMO Building	-	10m x 9m

Mooring Tee Head	-	8 pcs (25 tons)
Mooring Bitts	-	8 pcs

PPA Field Office	-	8m x 6m
Depth	-	6 m

Anchorage Grounds

The cove is about one mile in extent, but the shore is fringed by a reef, with sand and mud over it. The anchorage is in 3 to 5 fathoms (5.5 to 9.1 m), mud bottom, but is exposed to the southwest winds. At times, a choppy sea sets in which makes landing on the beach thru the surf dangerous.

Communication Facilities

Telephone/Telefax services provided by the General Telephone System, Inc. (GTSI), BayanTel, UniTel and Telecom.

PORT AREA UTILIZATION

1. Total Port Area	-	11,733.00 sq. m.
2. Operational Area	-	9,554.20 sq. m.
3. Commercial Area	-	29.44 sq. m.
4. Back-up Area	-	8,026 sq. m.

6. The **PORT OF BULAN**, located at the southeast end of Luzon, is the ideal jump-off point to Masbate, Cebu and Western Samar islands not traversed by the Pan Philippine Highway.

The port has become the "basin" of fish and other fish preparations coming from the marine-rich boroughs of Masbate and Samar. This lures occasional calls from fishing vessels as far as Taiwan.

LOCATION

Latitude 12° 40'N Longitude 123° 52'E, northeast of Ticao Pass, Municipality of Bulan, Sorsogon.

ROAD/SEA DISTANCE

By land to Matnog	-	29 kilometers
By land to Legazpi City	-	125 kilometers
By land to Naga City	-	225 kilometers

By land to Manila	-	643 kilometers
By sea to Masbate City	-	36 nautical miles

PORT FACILITIES

RC Pier	-	1,192.20 sq. m.	Concrete Approach Road	-	1,220.50 sq.m
RORO Ramp	-	81 sq. m.	Reclamation Area	-	2,750 sq.m
Concrete Causeway	-	2,184 sq.m.	PPA TMO Bldg	-	220.50 sq.m.
Sideslope w/deflector wall	-		Passenger Term. Bldg.	-	108 sq.m.
Lighthouse	-		Port Lighting System	-	2
Powerhouse	-	24 sq.m			

Draft

Average draft alongside RC Pier is 2.5 meters at its west side. At the east side, average draft is 1.8 m.

Storage Facilities

The 2,750 sq.m. reclamation area is available for storage of cargo.

Mooring/Berthing Facilities

1. Fender System - 10 pcs. cylindrical rubber dock fenders
6 pcs. Concrete fender clusters

7. The **PORT OF PIO DURAN** is now the major jump-off point for vehicles and passengers from the island of Luzon going to Masbate, giving a more convenient option for those travelling from Manila to the island-province. With a roughly 200% increase in RoRO units and 100% increase in passenger volume from CY 2012 to 2016, the port now holds the position of being the most improved port in PMO Bicol.

LOCATION

Latitude 13°01' N, Longitude 123°27' E. Located at the south western coast of the Province of Albay, facing the Port of Claveria, Masbate.

DISTANCE

By land to Tabaco City (via Sabloyon)	-	67 kms	By sea to Claveria	-	14 nautical miles
Baseport Legazpi	-	69 kms	Pilar	-	17 nautical miles
Ligao City	-	36 kms	Aroroy	-	28 nautical miles

Naga City

- 105 kms

Masbate City

- 41 nautical miles

PORT FACILITIES

RORO Ramp 1 (9m x 11m)	- 99 sqm
RORO Ramp 2 (9m x 11m)	- 99 sqm
Rock Causeway (83m x 6m)	- 498 sqm
Rock Causeway Extension (20m x 20m)	- 400 sqm
Perimeter Concrete Fence	- 45 sqm
Power House	- 8 sqm

Ticketing Booths (10m x 4.5)	- 45 sqm
PPA Office Building (10m x 6m)	- 60 sqm
Guard House	- 3 sqm
New Backup Area (50m x 100m)	- 5000 sqm
Passenger Terminal Building	- 625 sqm

Communication Facilities

Mobile phone and internet services (Globe, Smart & Sun) are available at Pio Duran Port and Pio Duran town proper.

PORT AREA UTILIZATION

Total Port Area	6,882 sq.m.
Operational Area	1,152 sq.m.

Commercial Area	730 sq.m.
Back-up Area	5,000 sq.m.

8. The **PORT OF JOSE PANGANIBAN** is nearly 2 miles wide at the entrance between Calambayanga Island and Pinandungan Point. Through this port passes all water borne traffic to and from the Paracale mining area, Larap, Lucena and other Quezon towns and the rest of Bicol and Visayas provinces. Copra, crude oil, coconut oil and copra pellets are the principal exports.

LOCATION

Latitude 122°42' N, Longitude 14° 17' E. Situated northeast of Ibabay Gulf and northern part of Camarines Norte.

BOUNDARIES

North	-	Tanao Strait
South	-	Barangay Poblacion
East	-	Municipality of Paracale

DISTANCE

By land to Naga City	-	_____ kms.
By land to Legazpi City	-	_____ kms.
By land to Manila	-	_____ kms.

West - Barangay Larap
(Old Philippine Iron Mines)

By sea to Manila - 468.10 nautical miles

PORT FACILITIES

R.C. Pier - 11 m. x 95 m.
R.C. Wharf - 11 m. x 39 m.
Storage Area - 12,820 sq.m.

Mooring Bitts - 7 pcs
Fender Pile Clusters - 6 pcs
Depth - 7 m

Anchorage Grounds

Vessels may anchor off the pier in any depth desired. The bottom is soft sand and good holding ground. During the northwesterly winds, considerable swells rolls in and it cannot be recommended as a typhoon shelter.

Communication Facilities

Telegraph and telephone services available at Jose Panganiban town proper, 5 kilometers from the port.

PORT AREA UTILIZATION

Total Port Area	15,255 sq.m.	Commercial Area	2,000 sq.m.
Operational Area	2,797.85 sq.m.	Back-up Area	12,820 sq.m.

PPA-PMO Bicol Redress and Feedback Mechanisms

The Philippine Ports Authority Port Management Office of Bicol is committed to the highest standards of public service delivery. As such, it is in our best interest to serve you with utmost efficiency, integrity, timeliness and professionalism.

What to do if you have a complaint?

Should you find service delivery unsatisfactory or not up to standards, we encourage you to immediately bring this matter to our attention. You may directly call telephone number (052) 482-0303/482-0309 and talk to the Port Manager, or in his/her absence, to the Officer or Personnel on Duty for your concern. You may also write your complaint and send to email address: ppalegcity@yahoo.com.

How to provide feedback?

Should you want to make comments, suggestions, requests or commendations to the services rendered by PPA PMO Bicol, we encourage you to accomplish specific forms or verbally report your concerns at the Public Assistance Desks located at the Terminal Management Offices or at the PMO Administration Building located at the Government Regional Center, Rawis, Legazpi City. Sample forms are shown at the Annexes of this Booklet form.

PPA-PMO Bicol Redress and Feedback Mechanisms

Depending on your area of concern or complaint, you may also direct your complaint or request for assistance so that this can be acted upon immediately to any of the following Offices or Personnel on Duty:

AREA OF CONCERN	OFFICER/PERSONNEL ON DUTY	LOCATION	CONTACT NUMBERS
<ul style="list-style-type: none"> • Vessel Entry/Departure Clearance • Cargo Entry/Withdrawal • Dangerous Cargo Clearance • Passenger Assistance 	Antonio L. Balacano, Jr. <i>Acting Terminal Supervisor</i>	Port of Legazpi, Legazpi City	CP No. 0906-5432391 Tel No. (052) 480-7890
	Remigio Romeo B. Perez Jr. <i>Division Manager D</i>	Port of Tabaco, Tabaco City	CP No. 0916-3630393 Tel No. (052) 487-7707
	Eduardo G. Gernale <i>Division Manager B</i>	Port of Matnog, Matnog, Sorsogon	CP No. 0915-9721402
	Medardo C. Adille <i>Division Manager C</i>	Port of Virac & San Andres, Catanduanes	CP No. 0947-2828884
	Rey E. Mendizabal <i>Division Manager D</i>	Port of Pio Duran, Pio Duran, Albay	CP No. 0917-8599928
	Stephen S. Agnas <i>Acting Div. Mgr. D</i>	Port of Pasacao, Pasacao, Camsur	CP No. 0917-8816204 Tel No. (054) 513-9172
	Vincent N. Lobete <i>Division Manager D</i>	Port of Bulan, Bulan, Sorsogon	CP No. 0919-2363928
Security/Port Police Matters	Alex B. Mendez, <i>Officer-In-Charge, PPD</i> or Port Police on Duty	PPD Office Bldg, Port of Legazpi, Pier Site, Legazpi City and All Terminals	CP No. 0933-5006415 Tel No. (052) 480-7891
Cargo Handling Operations and Ancillary Services	Carolina S. Mendizabal <i>Manager, PSD</i>	PMO Admin Bldg., GRC, Rawis, Legazpi City	CP No. 0917-5196688 Tel No. (052) 482-0304
Administrative Matters	Fatima D. Reaso <i>Manager, Admin. Division</i>	PMO Admin Bldg., GRC, Rawis, Legazpi City	CP No. 0908-2544659 Tel No. (052) 482-0306
Finance Matters	Cirela O. Masareta <i>Acting Manager, Finance Div.</i>	PMO Admin Bldg., GRC, Rawis, Legazpi City	CP No. 0917-2009242 Tel No. (052) 482-0309
Engineering Matters	Darwin M. Millena <i>Manager, ESD</i>	PMO Admin Bldg., GRC, Rawis, Legazpi City	CP No. 0917-5195491 Tel No. (052) 482-0404
Safety Matters & Environmental Concerns	Antonio L. Balacano, Jr. <i>Chief Safety Officer</i>	PMO Admin Bldg., GRC, Rawis, Legazpi City	CP No. 0906-5432391 Tel No. (052) 480-7087

LIST OF PPA PMO BICOL FRONTLINE SERVICES

Division	TOP SERVICES	Page/s
Office of the Port Manager (OPM)	<ul style="list-style-type: none"> - Issuance of Permit to Occupy - Issuance of Permit to Operate 	
Port Police Division (PPD)	<ul style="list-style-type: none"> - Application for Annual Vehicle Pass 	
Port Services Division (PSD) Terminal Management Offices (TMOs)	<ul style="list-style-type: none"> - Granting vessel entrance clearance prior to vessel's arrival - Granting vessel entrance clearance upon arrival - Granting vessel departure clearance - Entry of break bulk/loose cargoes for stuffing which do not have a corresponding container number - Entry to Port Area of container vans/containerized Cargoes for purposes of stacking only inside the leased container yard - Entry of Outbound Cargoes – Cash and Carry System - Withdrawal of inbound cargoes – Cash and Carry System - Withdrawal of break bulk/loose cargoes stripped at container yard from Container vans discharged from a vessel with cash revolving deposit - Withdrawal out of the Port Area of container vans/containerized cargoes direct from the vessel - Withdrawal out of the Port Area of container vans/containerized cargoes stacked/originating from container yard - Withdrawal out of the Port Area of shut-out container vans/containerized cargoes originating from the container yard - Loading of container vans/containerized cargoes originating from Container yard to vessel - On-line transaction for entry of break bulk-loose cargoes intended for stuffing at Container Yard and for subsequent loading to a vessel with cash revolving deposit - On-Line Transaction for Entry to the Port Area of outbound container van/containerized cargo but has to be brought first to Container Yard Area - Off-line transaction for entry to the Port Area of outbound container van/containerized cargo but has to be brought first to Container Yard Area - Off-line transaction for entry of break bulk-loose cargoes intended for stuffing at container yard and for subsequent loading to a vessel with cash revolving deposit - Watering supply to vessel 	
Administrative Division (AD)	<ul style="list-style-type: none"> - Processing of Claim for Purchase of Supplies, Materials or Equipment Delivered - Processing of Claim for Utilities - Receiving Incoming Communications or Documents 	

	- Issuance of Certificate of Appearance	
Engineering Services Division (ESD)	- Issuance of Certification of No Future Port Development As a Requirement for Foreshore Lease Application	
Finance Division (FD)	- Acceptance of Payment & Issuance of Official Receipt for Bid Documents, Dormitory Use and Certification Fee - Releasing of Check/s	

OFFICE OF THE PORT MANAGER

Frontline Service	:	ISSUANCE OF PERMIT TO OCCUPY (PTOC)
Schedule of Availability of Service	:	8:00 A.M.-5:00 P.M. Monday to Friday – NO NOON BREAK
Who may Avail of the Service	:	Shipping Companies, Cargo Handling Operators and other Businesses Directly or Indirectly Supportive of the Maritime/Port Operations
What are the Requirements	:	<p>For New Permittee: Letter of Intent to Lease, Duly Accomplished PPA Prescribed Lease Application Form and Business Permit</p> <p>For Renewal of Permit to Occupy: Letter of Intent to Renew its Lease and Business Permit</p>
Duration	:	2 hours and 30 minutes

How to Avail of the Service

Step	Applicant/Client	Service Provider	Duration of Activity Under Normal Circumstances	Person in Charge	Fees	Form
1	<p><u>For New Permittee:</u></p> <p>Submit the Letter of Intent to Lease a specific area which states the purpose of its lease and Business Permit at PPA PMO Administration Building.</p> <p><u>For Renewal of PTOC:</u></p> <p>Submit the Letter of Intent to Renew its Lease</p>	Review the letter and issue Lease Application Form	5 minutes	Business Development and Marketing Officer (BDMO)	None	Lease Application Form

2	Fill up and submit Lease Application Form and wait for the evaluation	Check on the area applied for according to type of property, utilization of the area in accordance with Port Layout Plan (PLOP), and size and particulars of the area.	15 minutes	BDMO	-	-
3	See computation of rentals and deposits to be paid.	<p>Coordinate with Finance Section for computation of rentals and required deposits based on the size of the area, type of property, prescribed rental rate.</p> <p>Consult with PSD on the availability of property and suitability of the area in accordance with the PLOP for PSD endorsement.</p>	1 hour	<p>BDMO</p> <p>Corporate Finance Services Chief (CFSC)</p> <p>PSD Manager</p>	Assessed Fee	Lease Application Form (with assessment at the back)
4	Proceed to the PPA Cashier booth to pay the rental fees.	Receive payment as per Assessment.	20 minutes	Cashier	-	Official Receipt
5	<p>Return to BDMO and present Official Receipt</p> <p>Sign the Permit to Occupy</p>	<p>Check payment as per Assessment.</p> <p>Encode all details and prints out information in PTOC format and print PTOC for Applicant's signature.</p>	30 minutes	BDMO	-	-
6	Wait for the approval of the Permit to Occupy	Forward PTOC to Port Manager for approval.	15 minutes	Port Manager	-	Permit to Occupy

7	Receive approved Permit to Occupy	Release/approved Permit to Occupy	5 minutes	BDMO	-	Approved Permit to Occupy
END OF TRANSACTION						

OFFICE OF THE PORT MANAGER

Frontline Service : **ISSUANCE OF PERMIT TO OPERATE (PTO)**

- Schedule of Availability of Service : 8:00 A.M.-5:00 P.M. – Monday to Friday – **NO NOON BREAK**
Applications received after 3 PM will be treated as having received from 8-12 noon the following day and will be processed accordingly. Applications received between 8-12 am, permit will be released before 4-5PM of the same day. Applications received from 12-3PM, permits will be released from 10-12AM of the following day.
- Who may Avail of the Service : Shipping Companies, Cargo Handling Operators and Other Clients with Businesses Directly or Indirectly Supportive of the Maritime/Port Operations
- What are the Requirements : **For New Permittee:** BIR Form 2303, System Generated Application Form and System Generated Omnibus Undertaking (Notarized)
- Duration : 30 minutes

How to Avail of the Service (Issuance of Permit to Operate)

Step	Applicant/Client	Service Provider	Duration of Activity Under Normal Circumstances	Person in-Charge	Fees	Form
1	Go to www.ppa.com.ph and register to Port Customer Registration System (PCRS) and validate using your registered e-mail address.			Applicant	None	
2	Log-in registered Username and Password to E-permit (EPMS) <i>Note: Under SUPPORT you may download E-Permit User Guide.</i>			Applicant	None	

3	Apply for Permit to Operate and upload and submit system generated Application Form and duly Notarized Omnibus Undertaking to E-Permit.			Applicant	None	
4	Wait for Order of Payment notification through your e-mail address and then log-in to your account to generate/print Order of Payment.	Validates submitted documents	5 minutes	Business Development and Marketing Officer (BDMO)	None	PPA Online Order of Payment
5	Bring printed Order of Payment and proceed to the PPA Cashier for payment of the annual ancillary services fee.	Receive payment and issue Official Receipt	5 minutes	Cashier	As assessed	Official Receipt
6		Process Permit to Operate	2 minutes	Business Development and Marketing Officer (BDMO)	None	Permit to Operate
7		Approves the Permit to Operate	3 minutes	Port Manager	None	Permit to Operate
8	Present Official Receipt and sign the contract.	Review Official Receipt and sign the contract	13 minutes	BDMO/PSD Manager/Port Manager	None	
9	Claim approved Permit to Operate per schedule	Release Approved Permit to Operate	2 minutes	BDMO	None	Approved Permit to Operate
END OF TRANSACTION						

PORT POLICE DIVISION

Frontline Service : **APPLICATION FOR ANNUAL VEHICLE AND PORT USER'S PASS**

Schedule of Availability of Service : 8:00 A.M.-5:00 P.M. – Monday to Friday – **NO NOON BREAK**

Who may Avail of the Service : Holder of Permit to Operate-Trucking Services

What are the Requirements : Annual Port User's Pass: Notarized Master List of Employees
Annual Vehicle Pass – Notarized Master List of Units, OR/CR of Vehicles

Duration : 30 minutes

❖ **How to Avail of the Service:**

Step	Applicant/Client	Service Provider	Duration of Activity Under Normal Circumstances	Person in-Charge	Fees	Form
1	Apply Online through the E-Permit (EPMS) and enroll the number of employees and vehicles applied for	Issuance of Order of Payment	5 minutes	Chief, Pass Control, PPD	None	
2	Proceed to Cashier for Payment	Receive Payment and issue Official Receipt	5 minutes	Cashier	APUP- ₱50.00+ VAT AVP - ₱100.00+VAT	Official Receipt
3		Preparation of Identification Cards	10 minutes	Chief, Pass Control, PPD	None	
4		Release of Annual Vehicle Stickers/APUP Card	10 minutes	Chief, Pass Control, PPD	None	Vehicle Sticker/Port User's ID Card
END OF TRANSACTION						

PORT SERVICES DIVISION

Frontline Service : **GRANTING VESSEL ENTRANCE CLEARANCE UPON ARRIVAL**

Schedule of Availability of Service : 24 Hrs: Sunday-Saturday at TMOs Matnog, Tabaco, and Pio Duran
 8:00 A.M. – 5:00 P.M.: Sunday to Saturday at the Baseport, Legazpi
 7:00 A.M. – 5:00 P.M.: Sunday to Saturday at TMO Catanduanes and Port of San Andres
 8:00 A.M. - 8:00 P.M.: Sunday to Saturday at TMOs Bulan and Camarines

Who may Avail of the Service : Shipping Companies

What are the Requirements : For Domestic Vessel: Inward Coasting Manifest (ICM), Roll Book, Passenger Manifest, Dangerous Cargo Manifest (as applicable) and Application for Berth/Anchorage
 For Foreign Vessel: Inward Foreign Manifest (IFM), Dangerous Cargo Manifest (as applicable), Passenger Manifest (as applicable), Application for Berth/Anchorage

Duration : 4 minutes

How to Avail of the Service:

Step	Applicant/Client	Service Provider	Duration of Activity Under Normal Circumstances	Person in-Charge	Fees	Form
1	Submit accomplished duly signed Inward Coasting Manifest (Domestic)/Inward Foreign Manifest (Foreign) and other Entrance Documents	Evaluate/Verify submitted documents (if documents are complete)	2 minutes	Harbor Operations Officer	None	Accomplished Entrance Manifest/Documents, Dockage Report
2	Submit requirements for evaluation	Inform shipping agent on the berthing/government of vessel and cargoes at the port	1 minute	Harbor Operations Officer	None	Inward Manifest/Roll Book

3	Receives Roll Book	Stamp and sign Inward Coasting Manifest (Domestic)/ Inward Foreign Manifest (Foreign) and other Entrance Documents.	30 seconds	Harbor Operations Officer	None	Stamped and Signed Inward Manifest/Roll Book
4	Sign updated Vessel Logbook	Update vessel movement in the system/logbook	30 seconds	Harbor Operations Officer	-	Entrance/Clearance Logbook
END OF TRANSACTION						

PORT SERVICES DIVISION

Frontline Service : **GRANTING VESSEL DEPARTURE CLEARANCE**

Schedule of Availability of Service : 24 Hrs: Sunday-Saturday at TMOs Matnog, Tabaco, and Pio Duran
 8:00 A.M. – 5:00 P.M. : Sunday to Saturday at the Baseport, Legazpi
 7:00 A.M. – 5:00 P.M.: Sunday to Saturday at TMO Catandunes and Port of San Andres
 8:00 A.M. – 8:00 P.M.: Sunday to Saturday at TMOs Bulan and Camarines

Who may Avail of the Service : Shipping Companies

What are the Requirements : For Domestic Vessel: Outward Coasting Manifest (OCM), Roll Book, Passenger Manifest, Official Receipt/s of Payments of Port Charges, Dockage Report, Computation Sheet

For Foreign Vessel: Outward Foreign Manifest (OFM), Passenger Manifest (as applicable), Official Receipt/s of Payment of Port Charges, Dockage Report, Computation Sheet

Duration : 12 minutes

How to Avail of the Service

Step	Applicant/Client	Service Provider	Duration of Activity Under Normal Circumstances	Person in-Charge	Fees	Form
1	Submit duly signed Outward Coasting Manifest (Domestic)/Outward Foreign Manifest (Foreign)	Retrieve Entrance Documents and validate submitted Outward Manifest	1 minute	Harbor Operations Officer	None	Outward Manifest
2	Accomplishment of Dockage Report	Update Vessel Movement/Voyage Details in VIMS	1 minute	Harbor Operations Officer		Dockage Report
3		Assess/compute for the port charges and generate computation sheet in POMS	3 minutes	Cashier	As Assessed	Computation Sheet (CS)

4	Present computation sheet and pay port charges to the Cashier	Receive payment and issue Official Receipt	4 minutes	Cashier	As Assessed	Official Receipt
5	Present copy of Official Receipt and Vessel Roll Book	Stamp and sign Outward Manifest and Vessel Roll Book and record Official Receipt Number in the Outward Manifest Returns signed roll book and copies of manifests to the Shipping Agent/Shipping Line Representative	3 minutes	Harbor Operations Officer	None	None
END OF TRANSACTION						

PORT SERVICES DIVISION

Frontline Service : **ENTRY OF BREAKBULK / LOOSE CARGO FOR STUFFING
WITHOUT A CORRESPONDING CONTAINER NUMBER**

Schedule of Availability of Service : 24 Hrs: Sunday-Saturday at TMOs Matnog, and Tabaco
8:00 A.M. – 5:00 P.M. : Sunday to Saturday at the Baseport, TMOs Bulan, Camarines
7:00 A.M. – 5:00 P.M.: Sunday to Saturday at TMO Catanduanes and Port of San Andres
8:00 A.M. – 8:00 P.M.: Sunday to Saturday at TMOs Bulan and Camarines

Who may Avail of the Service : Shipping Companies/Shippers/Consignee

What are the Requirements : Bill of Lading (BL), Cargo Handling Receipt

Duration : 13 minutes

How to Avail of the Service

Step	Applicant/Client	Service Provider	Duration of Activity Under Normal Circumstances	Person in Charge	Fees	Form
1	Submit Bill of Lading (BL) together with Application for Stuffing Permit at the Terminal Offices	Note down on Bill of Lading "loose cargoes for stuffing but without container number"	2 minutes	Terminal Operations Officer	None	Bill of Lading, Application for Stuffing Permit
2	Present Bill of Lading with notation "loose cargoes for stuffing but without container number"	Receive payment and issues Cargo Handling Receipt (CHR)	1 minute	Cargo Handling Operator	As assessed	Cargo Handling Receipt

3	Present Bill of Lading (BL) and Cargo Handling Receipt (CHR)	Prepare Computation Sheet	3 minutes	Cashier	As assessed	Computation Sheet (CS)
		Validates Computation Sheet	1 minute	Terminal Operations Officers	As assessed	Computation Sheet (CS)
		Receive payment	1 minute	Cashier	As assessed	Official Receipt
		Stamp OK for Loading on the Bill of Lading sign "Cargo Entry Permit" and approve Stuffing Permit	4 minutes	Terminal Operations Officers	None	Stuffing Permit
4	Present copy of Bill of Lading and the approved Stuffing Permit	Retain one copy of Bill of Lading Allow entry of the breakbulk/loose cargoes intended for stuffing at the leased container yard area	1 minute	PPA Gate Guard	None	Bill of Lading
END OF TRANSACTION						

PORT SERVICES DIVISION

Frontline Service : **ENTRY TO THE PORT AREA OF CONTAINER VANS/CONTAINERIZED CARGOES FOR PURPOSES OF STACKING ONLY INSIDE CONTAINER YARD**

Schedule of Availability of Service : 24 Hrs: Sunday-Saturday at TMOs Matnog and Tabaco
 8:00 A.M. – 5:00 P.M.: Sunday to Saturday at the Baseport, Legazpi
 7:00 A.M. – 5:00 P.M.: Sunday to Saturday at TMO Catanduanes and Port of San Andres
 8:00 A.M. - 8:00 P.M.: Sunday to Saturday at TMOs Bulan and Camarines

Who may Avail of the Service : Shipping Company/Shipper/Consignee

What are the Requirements : List of Container Vans, Van Transfer Slip (VTS), Equipment Interchanged Receipt (EIR)

Duration : 4 minutes

How to Avail of the Service

Step	Applicant/Client	Service Provider	Duration of Activity Under Normal Circumstances	Person in Charge	Fees	Form
1	Submit List of Container Vans (LCV) at the Terminal Offices.	Verify LCV and stamps "CONTAINER VANS FOR STACKING" and signs LCV	2 minutes	Terminal Operations Officer	None	List of Container Vans
2	Submit stamped and signed LCV	Retain one copy of LCV	1 minute	PPA Gate Guard	None	List of Container Vans
3	Submit Van Transfer Slip (VTS) or Equipment Interchange Receipt (EIR)	Verify VTS or EIR with LCV	1 minute	PPA Gate Guard	None	Van Transfer Slip/ Equipment Interchange Receipt
4	Proceed to leased container yard area					
END OF TRANSACTION						

PORT SERVICES DIVISION

Frontline Service : **ENTRY OF OUTBOUND CARGOES – CASH AND CARRY SYSTEM**

Schedule of Availability of Service: 24 Hrs: Sunday-Saturday at TMOs Matnog, and Tabaco
 8:00 A.M. – 5:00 P.M.: Sunday to Saturday at the Baseport, Legazpi
 7:00 A.M. – 5:00 P.M.: Sunday to Saturday at TMO Catanduanes and Port of San Andres
 8:00A.M. - 8:00 P.M.: Sunday to Saturday at TMOs Bulan, Camarines

Who may Avail of the Service : Shipping Companies/Shippers/Consignees

What are the Requirements : Bill of Lading (BL), Cargo Handling Receipt, Cargo Entry & Withdrawal Permit (CEWP), Loading Receipt (LR)

Duration : 10 minutes

How to Avail of the Service

Step	Applicant/Client	Procedure/Services Provided	Duration of Activity Under Normal Circumstances	Person in Charge	Fees	Form
1	Present Bill of Lading (BL) at the Cargo Handling Operator's (CHO) Office.	Computes Cargo Handling Charges based on BL, Issue Invoice Receives payment/Issue CHO Official Receipt	4 minutes	Cargo Handling Operator Teller	As assessed	Cargo Handling Receipt (CHR)
2	Present Bill of Lading and Cargo Handling Receipt at PPA Finance/Cashier Office	Prepares/Issues PPA Port Charges Computation Sheet (PCCS) Receives payment and issue OR	3 minutes	PPA Billing Officer PPA Cashier	As Assessed As Assessed	PCCS PPA Official Receipt
3	Present BL and PPA Official Receipt at TMO Operations Office	Verifies payment of cargo for loading vis-à-vis CHO OR and PPA OR	1 minute	Terminal Operations Officer	None	CEWP

		Issues Cargo Entry and Withdrawal Permit (CEWP)				
4	Presents duly approved CEWP at CH Operation's Office	Retain copy of CEWP Allows Loading of Cargo Issue Loading Receipt (DR)	1 minute	CHO Checker	None	LoadingReceipt
5	Present LR and CEWP to the PPA Gate	Allows entry of Cargoes for Loading	1 minute	PPA Gate Guard	None	LR and CEWP
END OF TRANSACTION						

DEFINITION OF TERMS

RORO Port – are ports that are capable of handling rolling cargoes, equipped with RORO ramp/s and facilities.

RORO Cargo. Self-powered or self-propelled vehicles roll on and roll off the vessel to and from the dock via a ramp.

RORO Terminal Feelevied by the RO-Ro terminal operator on vehicles and passengers for the use of the terminal;

Strong Republic Nautical Highway (SRNH) is an integrated network of highway and vehicular ferry routes which forms the backbone of a nationwide vehicle transport system in the Philippines. It is a system of roads and ports developed by the Philippine government to connect the major islands of Luzon, the Visayas and Mindanao. This system reduced the previous usual travel time to the different key cities, enhancing the accessibility of the prime tourist destinations, and minimizing the handling expenses of goods, all over the country.

RORO Ramp that are capable of allowing vertical loading and unloading of rolling cargoes. Appropriately designed such that the terminal can safely and efficiently service the Ro-Ro ships docking thereat at varying tide levels.

PORT SERVICES DIVISION

Frontline Service : **WITHDRAWAL OF INBOUND CARGOES – CASH AND CARRY SYSTEM**

Schedule of Availability of Service : 24 Hrs: Sunday-Saturday at TMOs Matnog, and Tabaco
 8:00 A.M. – 5:00 P.M.: Sunday to Saturday at the Baseport, Legazpi
 7:00 A.M. – 5:00 P.M.: Sunday to Saturday at TMO Catanduanes and Port of San Andres
 8:00A.M. - 8:00 P.M.: Sunday to Saturday at TMOs Bulan, Camarines

Who may Avail of the Service : Shipping Companies/Shippers/Consignees

What are the Requirements : Bill of Lading (BL), Cargo Handling Receipt, Delivery Receipt

Duration : 10 minutes

How to Avail of the Service

Step	Applicant/Client	Procedure/Services Provided	Duration of Activity Under Normal Circumstances	Person in Charge	Fees	Form
1	Present Bill of Lading (BL) at the Cargo Handling Operator's (CHO) Office.	Computes Cargo Handling Charges Receives Payment Issues Cargo Handling Official Receipt (CHOR)	4 minutes	Cargo Handling Operator Teller	As assessed	Cargo Handling Official Receipt (CHOR)
2	Present Bill of Lading and Cargo Handling Official Receipt	Prepares/Issues PPA Port Charges Computation Sheet (PCCS) Receive payment and issues Official Receipt (OR)	3 minutes	PPA Billing Officer PPA Cashier	As Assessed	PCCS PPA Official Receipt
3	Present BL and PPA Official Receipt	Issues Cargo Entry and Withdrawal Permit (CEWP)	1 minute	Terminal Operations Officer	None	CEWP

4	Presents CEWP to CHO	Allows Unloading of Cargo	1 minute	CHO Operations Personnel	None	Delivery Receipt
5	Present DR and CEWP to the PPA Exit Gate	Releases Cargoes	1 minute	PPA Gate Guard	None	DR and CEWP
END OF TRANSACTION						

PORT SERVICES DIVISION

Frontline Service : **WITHDRAWAL OF BREAKBULK/LOOSE CARGOES STRIPPED AT THE CONTAINER YARD FROM CONTAINER VANS DISCHARGED FROM A VESSEL**

Schedule of Availability of Service : 24 Hrs: Sunday-Saturday at TMO Tabaco
8:00 A.M. – 5:00 P.M.: Sunday to Saturday at the Baseport, Legazpi

Who may Avail of the Service : Shipping Companies/Shippers/Consignee

What are the Requirements : Bill of Lading (BL), Delivery Receipt

Duration : 4 minutes

How to Avail of the Service

Step	Applicant/Client	Service Provider	Duration of Activity Under Normal Circumstances	Person in Charge	Fees	Form
1	Submit Bill of Lading (BL) with assigned Container No. and Application for Stripping Permit at the Terminal Office	Approve Application for Stripping Permit	1 minute	Terminal Operations Officer	-	Bill of Lading, Application for Stripping Permit
2	Submit Bill of Lading (BL) with assigned Container No. & signed Application for Stripping Permit	Issue Delivery Receipt	1 minute	Cargo Handling Operator	-	Bill of Lading, Application for Stripping Permit
3	Present Delivery Receipt (DR)	Stamp and sign "CARGO WITHDRAWAL PERMIT" to DR	1 minute	Terminal Operations Officer		Delivery Receipt

4	Present copy of signed DR	Retain copy of DR Allow withdrawal from the port	1 minute	PPA Gate Guard		Delivery Receipt
END OF TRANSACTION						

PORT SERVICES DIVISION

Frontline Service : **WITHDRAWAL OUT OF THE PORT AREA OF SHUT-OUT CONTAINER VANS/
CONTAINERIZED CARGOES ORIGINATING FROM CONTAINER YARD**

Schedule of Availability of Service : 24 Hrs: Sunday-Saturday at TMO Tabaco
8:00 A.M. – 5:00 P.M : Sunday to Saturday at the Baseport, Legazpi

Who may Avail of the Service : Shipping Company/Shipper/Consignee

What are the Requirements : Bill of Lading (BL), List of Shut-out Container Vans/Containerized Cargoes, Van Transfer Slip (VTS), Equipment Interchanged Receipt (EIR)

Duration : 4 minutes

How to Avail of the Service

Step	Applicant/Client	Service Provider	Duration of Activity Under Normal Circumstances	Person in Charge	Fees	Form
1	Submit corrected Bill of Lading (BL) if to be loaded to another vessel of the same company at the Terminal Office	Verify and retain copy of BL and prepares Vessel Invoice	2 minutes	Cashier	As assessed	Computation Sheet (CS)
	Submit new Bill of Lading if to be loaded to another vessel of different shipping line	Verify and retain copy of new BL	1 minute	Terminal Operations Officer	As assessed	Computation Sheet (CS)

2	If to be withdrawn out of the port area, submits List of Shut-out Container Vans/ Containerized Cargoes	Stamp and sign "CARGO WITHDRAWAL PERMIT" with notation "SHUT-OUT CONTAINERER VANS/CONTAINERIZED CARGOES" on the List of Shut-out Container Vans/Containerized Cargoes	1 minute	Terminal Operations Officer	None	List of Shut-out Cargoes
3	Submits Van Transfer Slip (VTS) or Equipment Interchange Receipt (EIR)	Verifies VTS and EIR with List of Shut-out Cargoes Allows withdrawal of shut-out cargoes from the port	1 minute	PPA Gate Guard		List of Shut-out Cargoes, Van Transfer Slip, Equipment Interchange Receipt
END OF TRANSACTION						

PORT SERVICES DIVISION

Frontline Service : **ON-LINE TRANSACTION FOR ENTRY OF BREAKBULK-LOOSE CARGOES
INTENDED FOR STUFFING AT CONTAINER YARD AREA AND FOR
SUBSEQUENT LOADING TO A VESSEL**

Schedule of Availability of Service : 24 Hrs: Sunday-Saturday at TMO Tabaco
8:00 A.M. –5:00 P.M.: Sunday to Saturday at the Baseport, Legazpi

Who may Avail of the Service : Shipping Companies/Shippers/Consignee

What are the Requirements : Bill of Lading (BL), Application for Stuffing Permit

Duration : 2 minutes

How to Avail the Service

Step	Applicant/Client	Service Provider	Duration of Activity Under Normal Circumstances	Person in Charge	Fees	Form
1	Submit Bill of Lading (BL) with assigned Container Number & Application for Stuffing Permit	Stamp "CARGO ENTRY PERMIT" to BL and approve Stuffing Permit	1 minute	Terminal Operations Officer	None	Bill of Lading, Application for Stuffing Permit
2	Present signed copy of BL	Verify BL and allows entry to the port	1 minute	PPA Gate Guard	None	Bill of Lading
3	Proceed to leased container area					
END OF TRANSACTION						

PORT SERVICES DIVISION

Frontline Service : **WITHDRAWAL OUT OF THE PORT AREA OF CONTAINER VANS/CONTAINERIZED CARGOES DISCHARGED DIRECT FROM THE VESSEL**

Schedule of Availability of Service : 24 Hrs: Sunday-Saturday at TMOs Tabaco
8:00 A.M. – 5:00 P.M.: Sunday to Saturday at the Baseport, Legazpi

Who may Avail of the Service : Shipping Company/Shipper/Consignee

What are the Requirements : Cargo Withdrawal Permit for Containers (CWPC), Van Transfer Slip (VTS), Equipment Interchange Receipt (EIR), Container Delivery Receipt

Duration : 7 minutes

How to Avail of the Service

Step	Applicant/Client	Service Provider	Duration of Activity under normal circumstances	Person in Charge	Fees	Form
1	Submit Container Delivery Receipt (CDR) and Cargo Withdrawal Permit for Container (CWPC) at the Terminal Office	Verify, sign and stamp "CARGO WITHDRAWAL PERMIT" on CDR	2 minutes	Terminal Operations Officer	None	Cargo Delivery Receipt, Cargo Withdrawal Permit for Container
		Prepare Computation Sheet	1 minute	Cashier	As assessed	Computation Sheet
		Validate Computation Sheet	1 minute	Terminal Operations Off.	As assessed	Computation Sheet
		Receive payment and issue Official Receipt (OR)	1 minute	Cashier	As assessed	Official Receipt

2	Submit copy of signed and stamped CDR	Verify and retains one copy of CDR	1 minute	PPA Gate Guard	None	Cargo Delivery Receipt
3	Submit Van Transfer Slip (VTS) or Equipment Interchange Receipt (EIR)	Verify VTS or EIR with CDR	1 minute	PPA Gate Guard	None	Cargo Delivery Receipt, VTS, EIR
END OF TRANSACTION						

PORT SERVICES DIVISION

Frontline Service : **WITHDRAWAL OUT OF THE PORT AREA OF CONTAINER VANS/CONTAINERIZED CARGOES STACKED/ORIGINATING FROM CONTAINER YARD**

Schedule of Availability of Service : 24 Hrs: Sunday-Saturday at TMO Tabaco
8:00 A.M. – 5:00 P.M.: Sunday to Saturday at the Baseport, Legazpi

Who may Avail of the Service : Shipping Company/Shipper/Consignee

What are the Requirements :

- Cargo Withdrawal Permit for Containers (CWPC)
- Van Transfer Slip (VTS)
- Equipment Inter-change Receipt

Duration : 4 minutes

How to Avail of the Service

Step	Applicant/Client	Service Provider	Duration of Activity Under Normal Circumstances	Person in Charge	Fees	Form
1	Submit Cargo Withdrawal Permit for Containers (CWPC) at the Terminal Office	Verify, stamp and sign "CARGO WITHDRAWAL PERMIT" on the CWPC	2 minutes	Terminal Operations Officer	None	Carg Withdrawal Permit for Containers
2	Submit stamped and signed copy of CWPC	Retain one copy of CWPC	1 minute	PPA Gate Guard	None	Cargo Withdrawal Permit for Containers
3	Submit Van Transfer Slip (VTS) or Equipment Interchange Receipt (EIR)	Verify VTS or EIR with CWPC Allow withdrawal of	1 minute	PPA Gate Guard	None	Van Transfer Slip Equipment Interchange Receipt

		container vans/containerized cargoes out of the port area				
END OF TRANSACTION						

PORT SERVICES DIVISION

Frontline Service : **LOADING OF CONTAINER VANS/CONTAINERIZED CARGOES ORIGINATING FROM CONTAINER YARD AREA TO THE VESSEL**

Schedule of Availability of Service : 24 Hrs: Sunday-Saturday at TMO Tabaco
8:00 A.M. – 5:00 P.M. : Sunday to Saturday at the Baseport, Legazpi

Who may Avail of the Service : Shipping Company/Shipper/Consignee

What are the Requirements : Bill of Lading (BL), Load List and Marshalling Guide

Duration : 6 minutes

How to Avail of the Service

Step	Applicant/Client	Service Provider	Duration of Activity Under Normal Circumstances	Person in Charge	Fees	Form
1	Submit Load List and Marshalling Guide and Bill of Lading at the Terminal Office.	Verify Load List and Marshalling Guide and Bill of Lading	3 minutes	Terminal Operations Officer	None	Load List and Marshalling Guide
		Prepare Computation Sheet	1 minute	Cashier	As assessed	Computation Sheet
		Validate Computation Sheet	1 minute	Terminal Operations Officer	As assessed	Computation Sheet
		Receive payment and issues Official Receipt (OR)	1 minute	Cashier	As assessed	Official Receipt
2	Proceed to the vessel for loading					
END OF TRANSACTION						

PORT SERVICES DIVISION

Frontline Service : **ON-LINE TRANSACTION FOR ENTRY TO THE PORT AREA OF OUTBOUND CONTAINER VAN/CONTAINERIZED CARGO BUT HAS TO BE BROUGHT FIRST TO CONTAINER YARD**

Schedule of Availability of Service : 24 Hrs: Sunday-Saturday at TMO Tabaco
8:00 A.M. – 5:00 P.M.: Sunday to Saturday at the Baseport, Legazpi

Who may Avail of the Service : Shipping Company/Shipper/Consignee

What are the Requirements : Bill of Lading (BL), Van Transfer Slip (VTS), Equipment Interchanged Receipt (EIR)

Duration : 7 minutes

How to Avail of the Service

Step	Applicant/Client	Service Provider	Duration of Activity Under Normal Circumstances	Person in Charge	Fees	Form
1	Present Bill of Lading (BL), VTS or EIR	Verify Bill of Lading, VTS and EIR with Container Number for purposes of entry to the port	1 minute	PPA Gate Guard	None	Bill of Lading, Van Transfer Slip or Equipment Interchange Receipt
2	Proceed to the designated parking area at Block 9					
3	Present Bill of Lading	Verify Bill of Lading & stamps "Cargo Entry" on the Bill of Lading	1 minute	Terminal Operations Officer	None	Bill of Lading
4	Submit signed BL, VTS or EIR	Retain copy of Bill of Lading, VTS or EIR	1 minute	PPA Gate Guard	None	Bill of Lading, VTS & EIR

5	Proceed to leased container yard area					
6	Submit Load List and Marshalling Guide to be loaded to the vessel	Prepare Computation Sheet	2 minutes	Cashier	As assessed	Computation Sheet
		Validate Computation Sheet	1 minute	Terminal Operations Officer	As assessed	Computation Sheet
		Receive payment and issues Official Receipt (OR)	1 minute	Cashier	As assessed	Official Receipt
7	Proceed to the vessel for loading					
END OF TRANSACTION						

PORT SERVICES DIVISION

Frontline Service : **OFF-LINE TRANSACTION FOR ENTRY TO THE PORT AREA OF OUTBOUND CONTAINER VAN/CONTAINERIZED CARGO BUT HAS TO BE BROUGHT FIRST TO CONTAINER YARD**

Schedule of Availability of Service : 24 Hrs: Sunday-Saturday at TMO Tabaco
8:00 A.M. – 5:00 P.M.: Sunday to Saturday at the Baseport, Legazpi

Who may Avail of the Service : Shipping Company/Shipper/Consignee

What are the Requirements : Pro-forma Bill of Lading (PBL), Van Transfer Slip (VTS), Equipment Inter-change Receipt (EIR), Bill of Lading, Load List and Marshaling Guide

Duration : 7 minutes

How to Avail of the Service

Step	Applicant/Client	Service Provider	Duration of Activity Under Normal Circumstances	Person in Charge	Fees	Form
1	Present Proforma Bill of Lading (PBL). Vessel Transfer Slip (VTS) or Equipment Interchange Receipt (EIR)	Verify PBL, VTS and EIR with Container Number for purposes of entry to the port	1 minute	PPA Gate Guard	None	Proforma Bill of Lading, Van Transfer Slip & Equipment Interchange Receipt
2	Proceed to the designated parking area at Block 9					
3	Present PBL	Verify PBL & stamps "Cargo Entry" on the PBL	1 minute	Terminal Operations Officer	None	PBL
4	Submit signed PBL, VTS or EIR	Retain copy of PBL, VTS or EIR	1 minute	PPA Gate Guard	None	PBL, VTS & EIR

5	Proceed to leased container yard area					
6	Submit Load List and Marshalling Guide and Bill of Lading one hour before departure of vessel	Prepare Computation Sheet	2 minutes	Cashier	As assessed	Computation Sheet, Load List and Marshalling Guide
		Validate Computation Sheet	1 minute	Terminal Operations Officer	As assessed	Computation Sheet
		Receive payment and issues Official Receipt (OR)	1 minute	Cashier	As assessed	Computation Sheet
7	Proceed to the vessel for loading					
END OF TRANSACTION						

PORT SERVICES DIVISION

Frontline Service : **OFF-LINE TRANSACTION FOR ENTRY OF BREAKBULK-LOOSE CARGOES INTENDED FOR STUFFING AT CONTAINER YARD AREA AND FOR SUBSEQUENT LOADING TO A VESSEL**

Schedule of Availability of Service : 24 Hrs: Sunday-Saturday at TMO Tabaco
8:00 A.M. – 5:00 P.M : Sunday to Saturday at the Baseport, Legazpi

Who may Avail of the Service : Shipping Companies/Shippers/Consignee

What are the Requirements : Bill of Lading (BL), Pro-forma Bill of Lading

Duration : 3 minutes

How to Avail of the Service

Step	Applicant/Client	Service Provider	Duration of Activity Under Normal Circumstances	Person in Charge	Fees	Form
1	Submit Pro-forma Bill of Lading (PBL) with assigned Container No. and Application for Stuffing Permit at the Terminal Office	Stamp "CARGO ENTRY PERMIT" to PBL and approve Stuffing Permit	1 minute	Terminal Operations Officer	None	Pro-forma Bill of Lading, Application for Stuffing Permit
2	Present signed copy of PBL	Verify PBL and allows entry to the port	1 minute	PPA Gate Guard	None	Pro-forma Bill of Lading

3	Proceed to leased container yard area					
4	Submit PBL as soon as available	Retain copy of PBL	1 minute	Terminal Operations Officer	None	Pro-forma Bill of Lading
END OF TRANSACTION						

PORT SERVICES DIVISION

Frontline Service : **WATERING SUPPLY TO VESSEL**

Schedule of Availability of Service : **Application for Watering Services:**
 24 Hrs: Sunday-Saturday at TMO Matnog, Tabaco
 8:00 A.M. – 5:00 P.M : Sunday to Saturday at the Baseport, Legazpi
 7:00 A.M. – 5:00 P.M.: Sunday to Saturday at TMO Catanduanes and Port of San Andres
 8:00 A.M. – 8:00 P.M.: Sunday to Saturday at TMOs Bulan and Camarines
Watering of Vessel: 24/7

Who may Avail of the Service : Port Users/Shipping Lines

What are the Requirements : None

Duration : 2 hours and 30 minutes

How to Avail of the Service

Step	Applicant/Client	Services Provided	Duration of Activity Under Normal Circumstances	Person in Charge	Fees	Form
1	Secure Application for Watering Services Form at the Harbor Operations Section, at the Terminal Office Fill up Application for Watering Service and submit the filled-up application.	Issue Application for Watering Services Sign the Application Form	5 minutes	Harbor Operations Officer	None	Application for Watering Services
2	Forward the filled-up Application to the Water Tender at the Water Reservoir	Check the Application Form and serve water to the vessel	2 hours	Water Tender	None	Application for Watering Services

		Water Tender fill up the Application Form with the actual volume of water (ton) served and sign the Application Form as to its authenticity	5 minutes	Water Tender	-	Application for Watering Services
3	Forward the Application Form to Terminal Office	Bill the Applicant with the actual volume of water with the corresponding rate per ton Validate Billing	9 minutes 1 minute	Cashier Harbor Operations Officer	As assessed As Assessed	Application for Watering Services
4	Proceed to PPA Cashier booth to pay the tendered water.	Receive payment and issue Official Receipt (OR)	5 minutes	Cashier	As Assessed	Official Receipt
5	Proceed to the Harbor Operations Section.	Check payment of watering per Official Receipt of PPA and clear the vessel before departure.	5 minutes	Harbor Operations Officer	-	-
END OF TRANSACTION						

ADMINISTRATIVE DIVISION (AD)

Frontline Service	:	PROCESSING OF CLAIM FOR PURCHASE OF SUPPLIES, MATERIALS OR EQUIPMENT
Schedule of Availability of Service	:	8:00 A.M.-5:00 P.M. – Monday to Friday – NO NOON BREAK
Who may Avail of the Service	:	Suppliers
What are the Requirements	:	Permits: Mayor's, DTI, Philgeps Certificate, Enrollment in the Oracle System, Delivery Receipt and Charge/ Sales Invoice, Job Order for Services, Warranty Security, Official Receipt, Store Requisition Slip/Inventory Custodian Slip/Property Acknowledgement Receipt
Duration	:	9 days (upon completion of delivery/ies)

How to Avail of the Service

Step	Applicant/Client/Supplier	Procedure/Services Provided	Duration of Activity Under Normal Circumstances	Person in Charge	Fees	Form
1	Deliver supplies, materials, or equipment ordered at PPA PMO Administration Building with the following documents: <ul style="list-style-type: none"> • Delivery Receipt • Charge Invoice • Warranty Security • Original Copy of Purchase Order 	Inspect the items delivered <ul style="list-style-type: none"> • Ordinary Supplies • Office Equipment/other (inclusive of testing if needed) 	<ul style="list-style-type: none"> • 50 minutes • 1.5 hours 	Technical Inspector for Supplies Technical Inspector for Equipment	None	Purchase Order Delivery Receipt/Charge Invoice
2		Receive the supplies/materials delivered and signs the delivery receipt	3 minutes	Supervising Supply Officer/Storekeeper A	None	Delivery Receipt
3		Prepare Inspection and Acceptance Report	5 minutes	Supervising Supply Officer	None	Inspection and Acceptance Report

		Prepare the ff. supporting documents: For supplies & materials: - Store Requisition Slip - Inventory Custodian Slip For Equipment - Property Acknowledgement Receipt	10 minutes	Supervising Supply Officer	none	Store Requisition Slip/Inventory Custodian Slip/Property Acknowledgement Receipt
4		Have the SRS/ICS/PAR signed by the end-user/s	If End-user from PMO: <u>10 minutes</u> If End-user is from the Terminals: <u>6 days</u>	Supervising Supply/Storekeeper	none	Signed SRS/ICS/PAR
5		Submit the IAR, to SRS/ICS/PAR Procurement	3 minutes	Supervising Supply/Storekeeper	none	
6		Prepare Payment Request	3 minutes	Procurement Officer B	none	Payment Request
7		Approve the Payment Request	3 minutes	Administrative Officer IV	none	Approved Payment Request
8		Forward documents to Finance Section	3 minutes	Procurement Officer	none	
END OF TRANSACTION						

ADMINISTRATIVE DIVISION (AD)

Frontline Service : **PROCESSING OF CLAIM FOR UTILITIES**

Schedule of Availability of Service : 8:00 A.M.-5:00 P.M. – Monday to Friday – **NO NOON BREAK**

Who may Avail of the Service : Suppliers/Service Providers

What are the Requirements : Utility Bill/s or Billing Statement/s

Duration : 12 minutes

How to Avail of the Service

Step	Applicant/Client/Supplier	Procedure/Services Provided	Duration of Activity Under Normal Circumstances	Person in Charge	Fees	Form
1	Deliver Utility Bill/Billing Statement	Receive utility bill/billing statement	3 minutes	General Services Officer	none	Utility Bill/Billing Statement
2		Prepare payment Request	3 minutes	General Services Officer	none	Payment Request
3		Approve the Payment Request	3 minutes	Administrative Officer IV	none	Approved Payment Request
4		Forward documents to Finance Section	3 minutes	General Services Officer	none	
END OF TRANSACTION						

ADMINISTRATIVE DIVISION (AD)

Frontline Service : **RECEIVING OF INCOMING COMMUNICATIONS OR DOCUMENTS**

Schedule of Availability of Service : 8:00 A.M.-5:00 P.M. – Monday to Friday – **NO NOON BREAK**

Who may Avail of the Service : PPA Head Office, PMO Bicol, Terminal Management Offices, Other Government Agencies, Private Entities/Individual

What are the Requirements : Signed communication/document/letter with attachments, if applicable

Duration (Under Normal Circumstances) : 5 minutes

How to Avail of the Service

Step	Applicant/Client/Supplier	Procedure/Services Provided	Duration of Activity Under Normal Circumstances	Person in Charge	Fees	Form
1	Submit the communication/document to the Records Officer A	Stamp received the communication/document	1 minute	Records Officer A	none	none
2		Log-in the communication or document in the incoming logbook and indicate its control number	2 minutes	Records Officer A	none	none
3		Prepare routing slip for the incoming communication or document	1 minute	Records Officer A	none	none
4		Forwards the incoming communication or document to the Office of the Port Manager	1 minute	Records Officer A	none	none
END OF TRANSACTION						

ADMINISTRATIVE DIVISION (AD)

Frontline Service : **ISSUANCE OF CERTIFICATE OF APPEARANCE**

Schedule of Availability of Service : 8:00 A.M.-5:00 P.M. – Monday to Friday – **NO NOON BREAK**

Who may Avail of the Service : Clients/Visitors Who Wants to Secure Certificate/s of Appearance

What are the Requirements : Travel Order/Office Order/Valid Identification Card

Duration (Under Normal Circumstances) : 11 minutes

How to Avail of the Service

Step	Applicant/Client/Supplier	Procedure/Services Provided	Duration of Activity Under Normal Circumstances	Person in Charge	Fees	Form
1	Log-in in the Visitors Logbook stating their name, agency, date and purpose of visit/travel	Prepare the Certificate of Appearance	5 minutes	Human Resource Management Officer II	none	Visitor's Logbook
2		Signing of the Certificate of Appearance	3 minutes	Administrative Officer IV/HRMO III	none	
3		Release of Certificate of Appearance	2 minutes	Human Resource Management Officer II	none	Certificate of Appearance
4		File receiving of Certificate of Appearance	1 minute	Human Resource Management Officer II		
END OF TRANSACTION						

ENGINEERING SERVICES DIVISION

Frontline Service : **ISSUANCE OF CERTIFICATION OF NO FUTURE PORT DEVELOPMENT AS A REQUIREMENT FOR FORESHORE LEASE APPLICATION**

Schedule of Availability of Service : 8:00 A.M.-5:00 P.M.- Monday to Friday – **NO NOON BREAK**

Who may Avail of the Service : All Applicants for Foreshore Lease Duly Endorsed by CENRO, DENR

What are the Requirements : Endorsement from CENRO and Lot and Site Plans Duly Signed by a Geodetic Engineer

Duration : Three (3) days

How to Avail of the Service

Step	Applicant/Client	Procedure/Services Provided	Duration of Activity Under Normal Circumstances	Person in Charge	Fees	Form
1	Submit the Foreshore Lease Application (FLA) duly endorsed by CENRO including Lot Plan and Site Plan duly signed and sealed by a Geodetic Engineer	Receive and record Application	5 minutes	If application is submitted to: <u>PMO:</u> ESD <u>Outports:</u> TMO Division Manager	None	None
2	Schedule ocular inspection	Check submitted application together with required documents. Schedule ocular inspection with the applicant	30 minutes		None	None
3	Ocular Inspection	Ocular Inspection	8 hours	If application is	None	None

				submitted to:		
4		<p>If site has no future port development, applicant is advised to pay for Certification Fee at the Cashier's Office. TIN should be presented to the cashier.</p> <p>If site has future port development, application is denied. Applicant is not advised to pay Certification Fee.</p>	5 minutes	<p><u>PMO:</u> ESD Manager</p> <p><u>Outports</u> TMO Division Manager</p> <p>TMO endorse the application together with the photocopy of O.R. to PMO through ESD</p>	<p><u>For Commercial Purposes:</u> P1,000.00+ VAT</p> <p><u>For Residential Purposes:</u> P 500.00 + VAT</p>	Official Receipt
5		Processing of certification	10 minutes	Engineering Services Division	Official Receipt is written in the Certification	Certification
6		Signing of the Certification	10 minutes	Port Manager	-	-
7		Releasing of Certification	5 minutes	Engineering Services Division	-	Certification of No Future Port Development
END OF TRANSACTION						

FINANCE DIVISION (FD)

Frontline Service : **ACCEPTANCE OF PAYMENT AND ISSUANCE OF OFFICIAL RECEIPT FOR BID DOCUMENTS, DORMITORY USE or CERTIFICATION FEE**

Schedule of Availability of Service : 8:00 A.M.-5:00 P.M. – Monday to Friday – **NO NOON BREAK**

Who may Avail of the Service : Contractor/Bidder, Guest, Cargo Handling Operators, PTB Operators, Shipping Companies or Foreshore Lease Applicants

What are the Requirements : Order of Payment/Customer Registration Form

Duration : 30 minutes

How to Avail of the Service

Step	Applicant/Client/Supplier	Procedure/Services Provided	Duration of Activity Under Normal Circumstances	Person in Charge	Fees	Form
1	Present Order of Payment to Cashier	If guest not yet enrolled in the system: Have the Customer Registration Form accomplished by the bidder.	5 minutes	Cashier		Customer Registration Form
		Receives payment and issue Official Receipt	25 minutes	Cashier	<u>Bid Docs:</u> As assessed <u>Dorm Fee:</u> P150/day Certification Fee: P 112.00	Official Receipt
END OF TRANSACTION						

FINANCE DIVISION (FD)

Frontline Service : **RELEASING OF CHECK/S**

Schedule of Availability of Service : 8:00 A.M.-5:00 P.M. – Monday to Friday – **NO NOON BREAK**

Who may Avail of the Service : Suppliers, Contractors or Cargo Handling Operators

What are the Requirements : Official Receipt

Duration (Under Normal Circumstances) : 5 minutes

How to Avail of the Service

Step	Applicant/Client/Supplier	Procedure/Services Provided	Duration of Activity Under Normal Circumstances	Person in Charge	Fees	Form
1	Proceed to Cashier	Present Disbursement Voucher for signature of the claimant.	2 minutes	Cashier	none	Disbursement Voucher
2	Signs the Disbursement Voucher and issue Official Receipt for the check to be claimed	Release check	3 minutes	Cashier	none	Check
END OF TRANSACTION						

PROCESS FLOW FOR RORO OPERATIONS

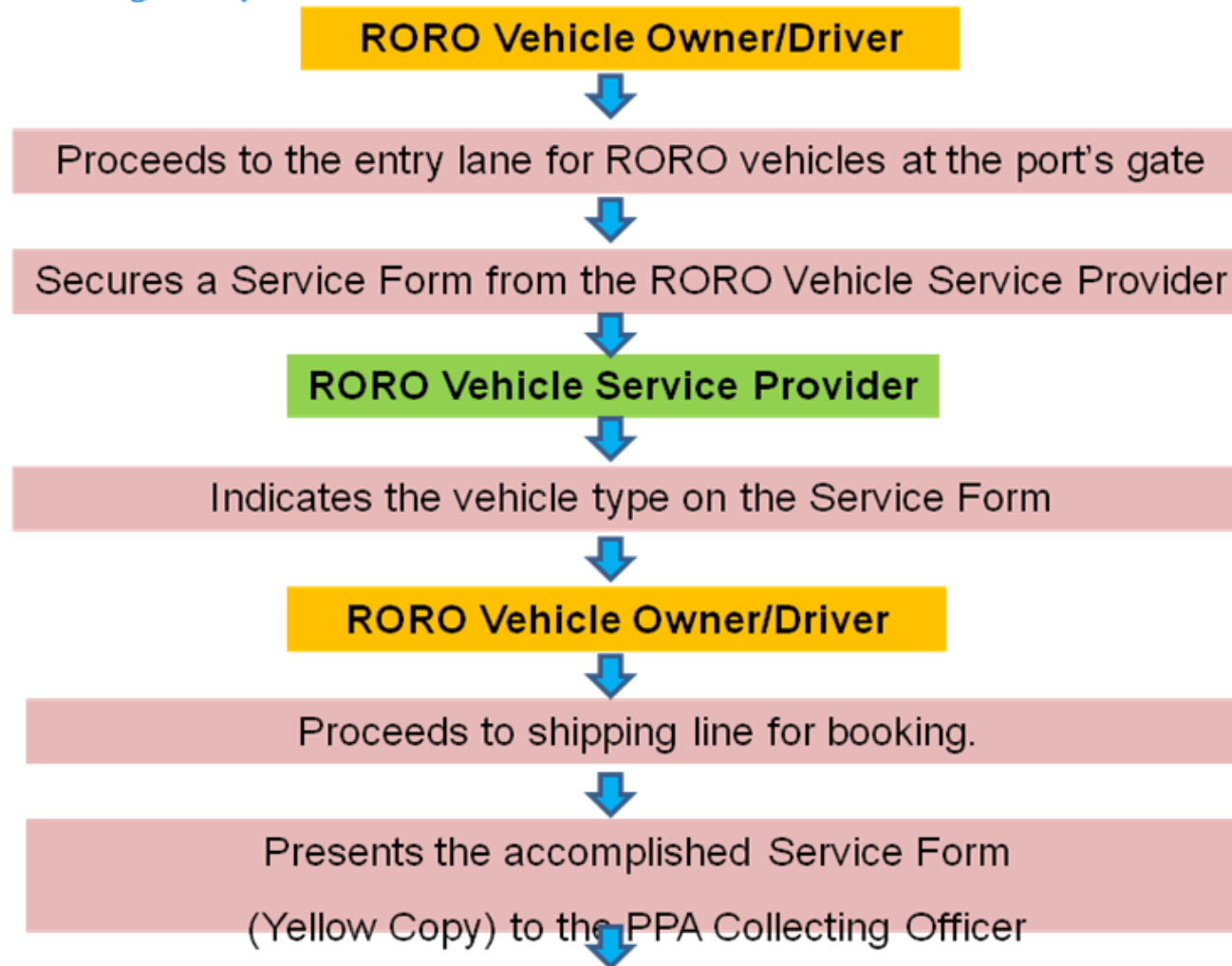
(SRNH) RORO PORTS:

1. TMO MATNOG
2. TMO TABACO
3. TMO BULAN
4. TMO PIODURAN
5. PORT of SAN ANDRES, CATANDUANES
6. PORT OF CARAMOAN, CAM SUR

PROCESS FLOW FOR OUTBOUND **RORO** CARGO

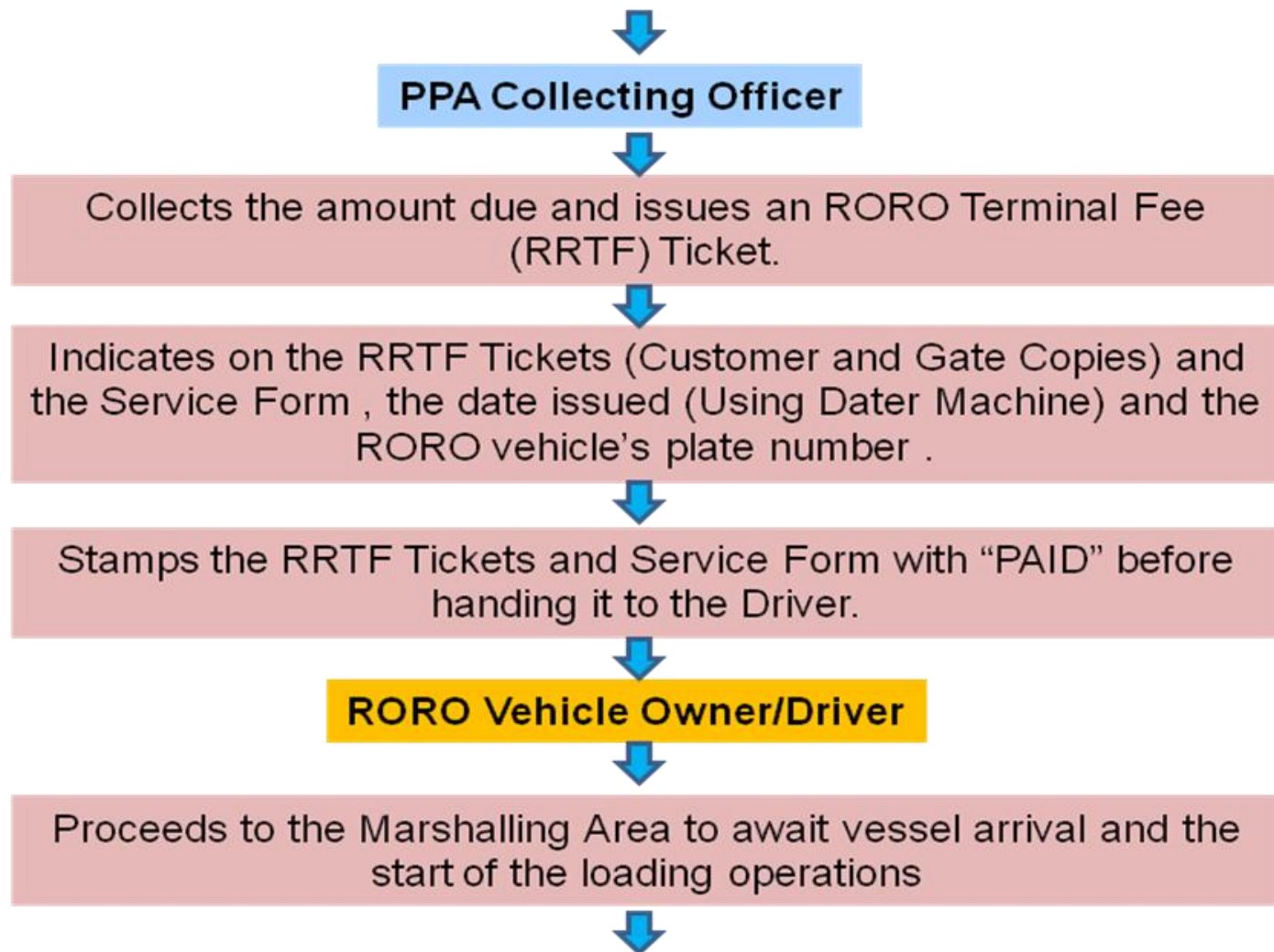
Duration: Fastest – 15 mins. / RORO Vehicle
Slow - 35 mins. / RORO Vehicle

Upon entering the port



PROCESS FLOW FOR OUTBOUND **RORO** CARGO

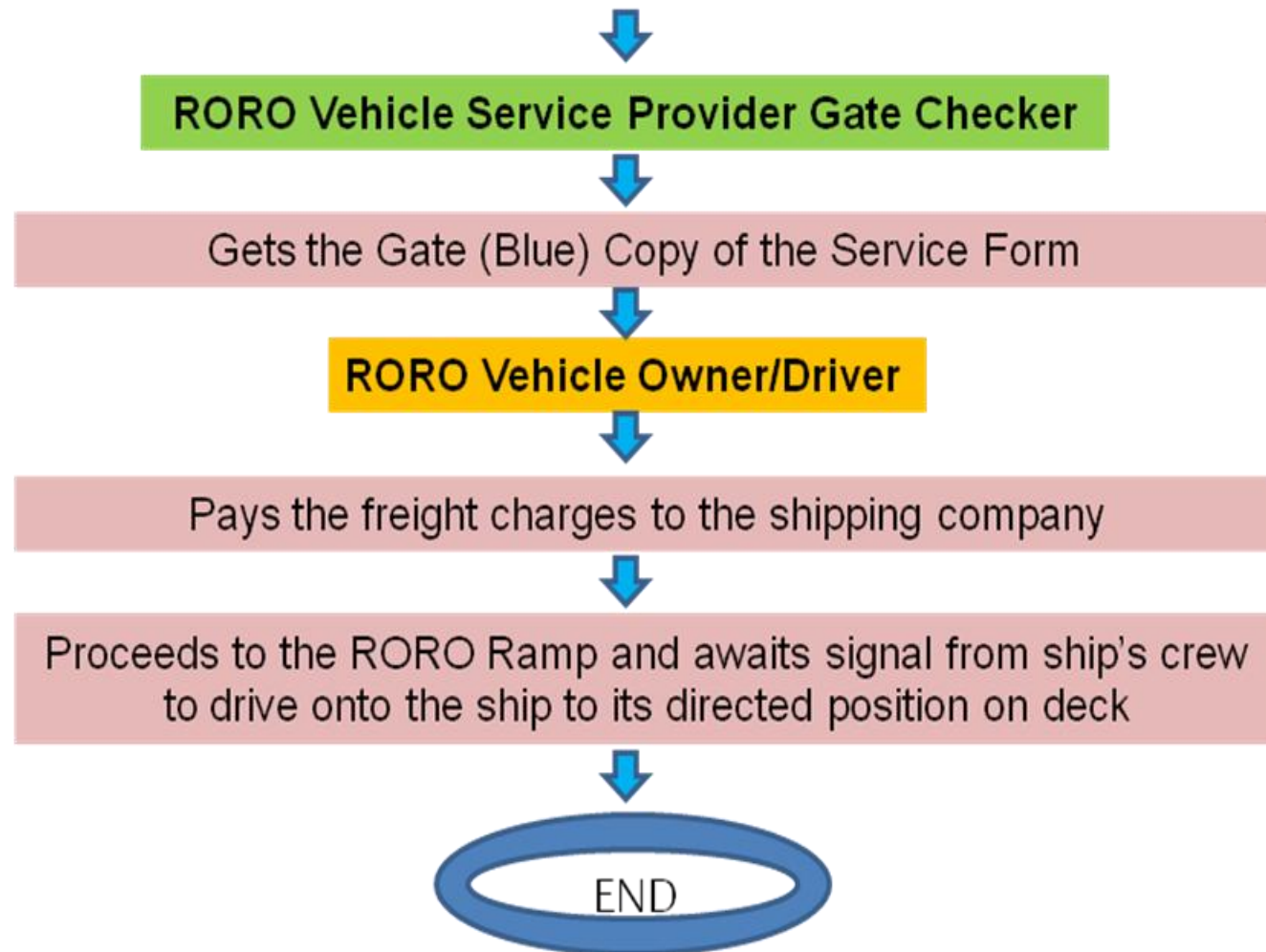
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PROCESS FLOW FOR OUTBOUND **RORO** CARGO

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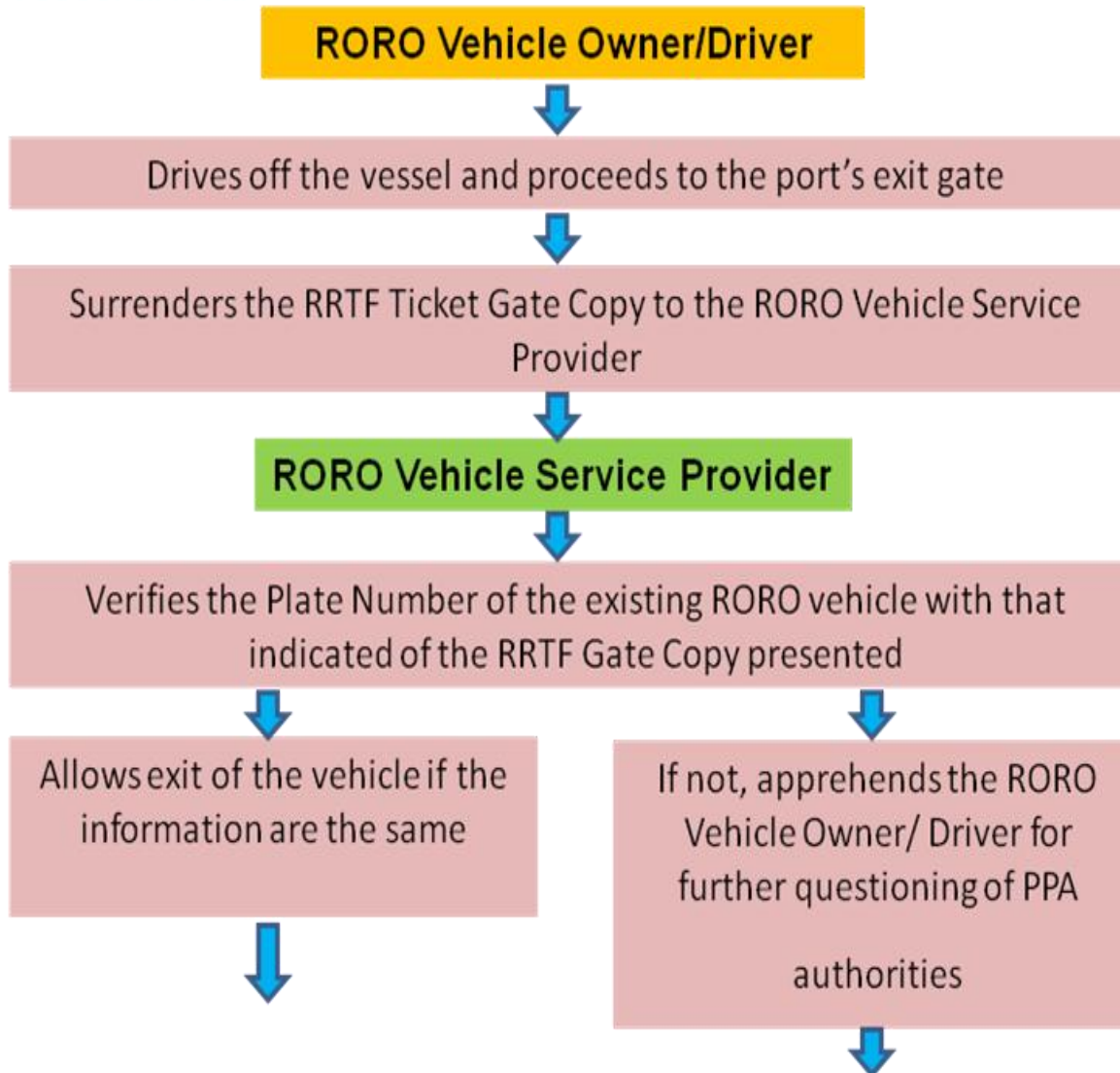
During loading period



PROCESS FLOW FOR INBOUND **RORO** CARGO

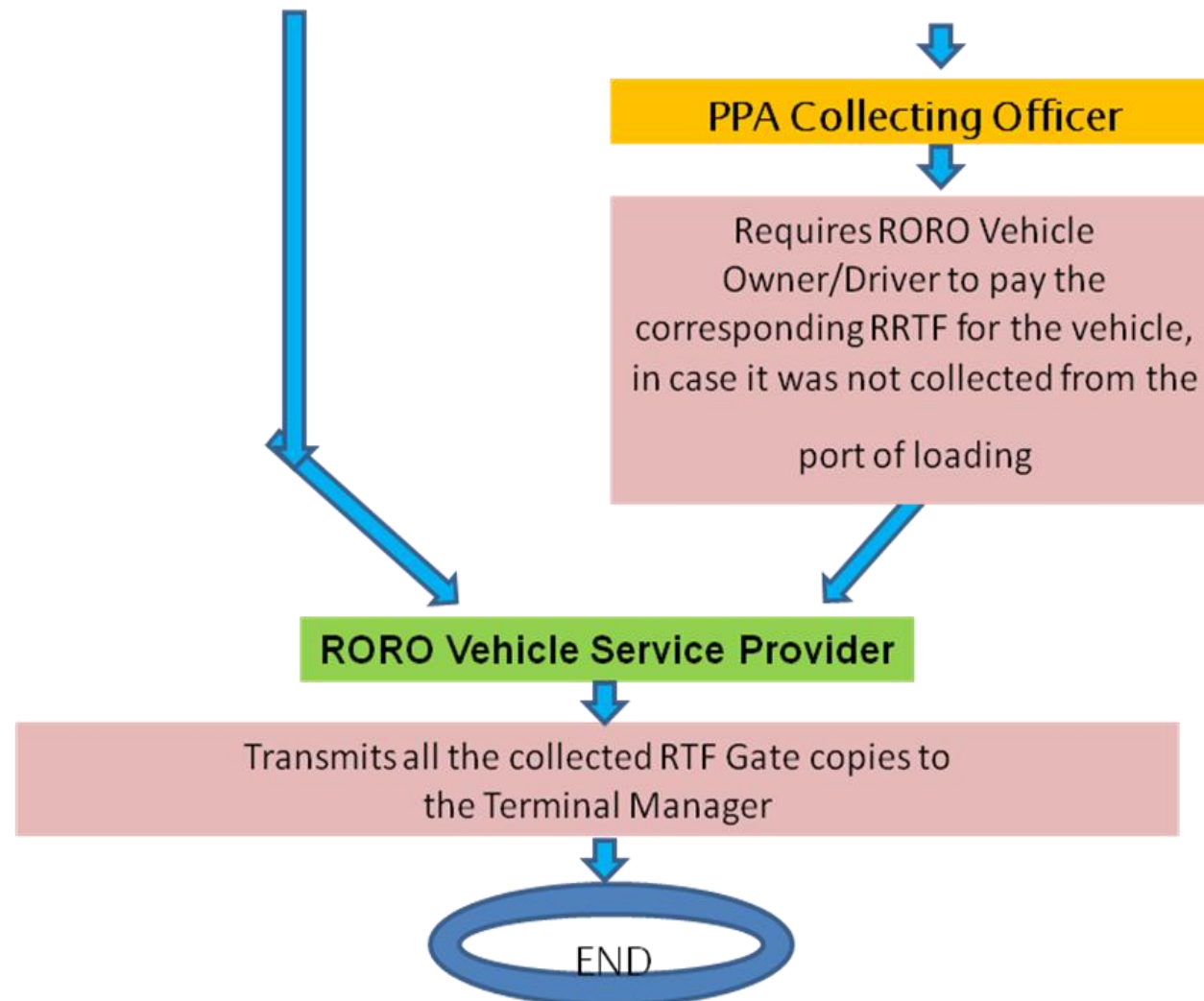
Duration: Fastest – 10 mins. / RORO Vehicle
Slow - 30 mins. / RORO Vehicle

Upon vessel arrival



PROCESS FLOW FOR INBOUND **RORO** CARGO

continued



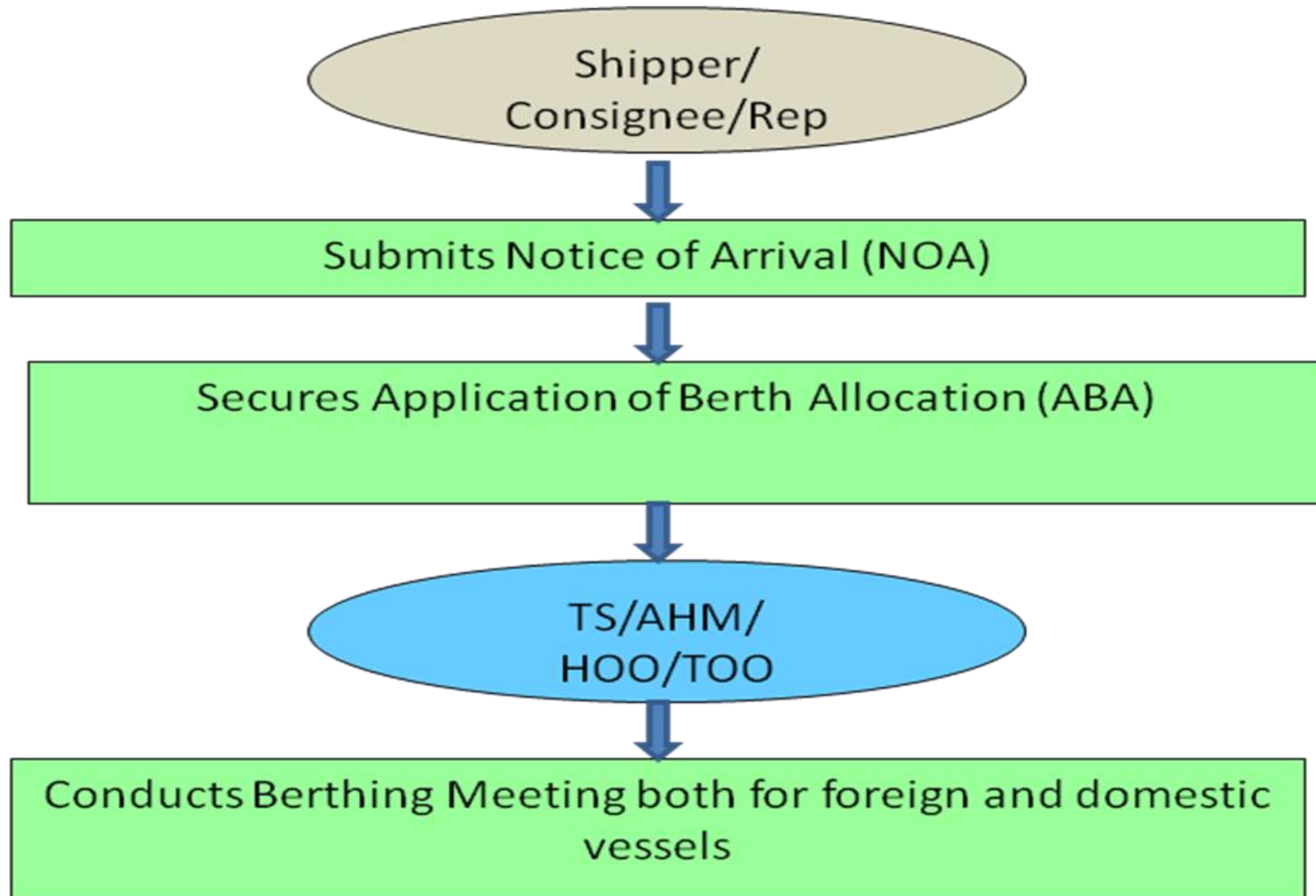
RORO Terminal Fee

Vehicle Type	Description	RRTF Base Rates	E-VAT 12%	RRTF
1	Motorcycle, Tricycle, Scooter	58.04	6.96	65.00
2	Car, Minivan, SUV, AUV, Owner, Jeep, PUJ not more than 16 pax	115.18	13.82	129.00
3	Light Delivery Truck, Van, Pickup Truck, PUJ more than 16 pax	230.36	27.64	258.00
4	Straight truck, heavy delivery truck, passenger/tourist bus, prime mover, tractor head with or without trailer/chassis, 10-wheeler	460.71	55.29	516.00

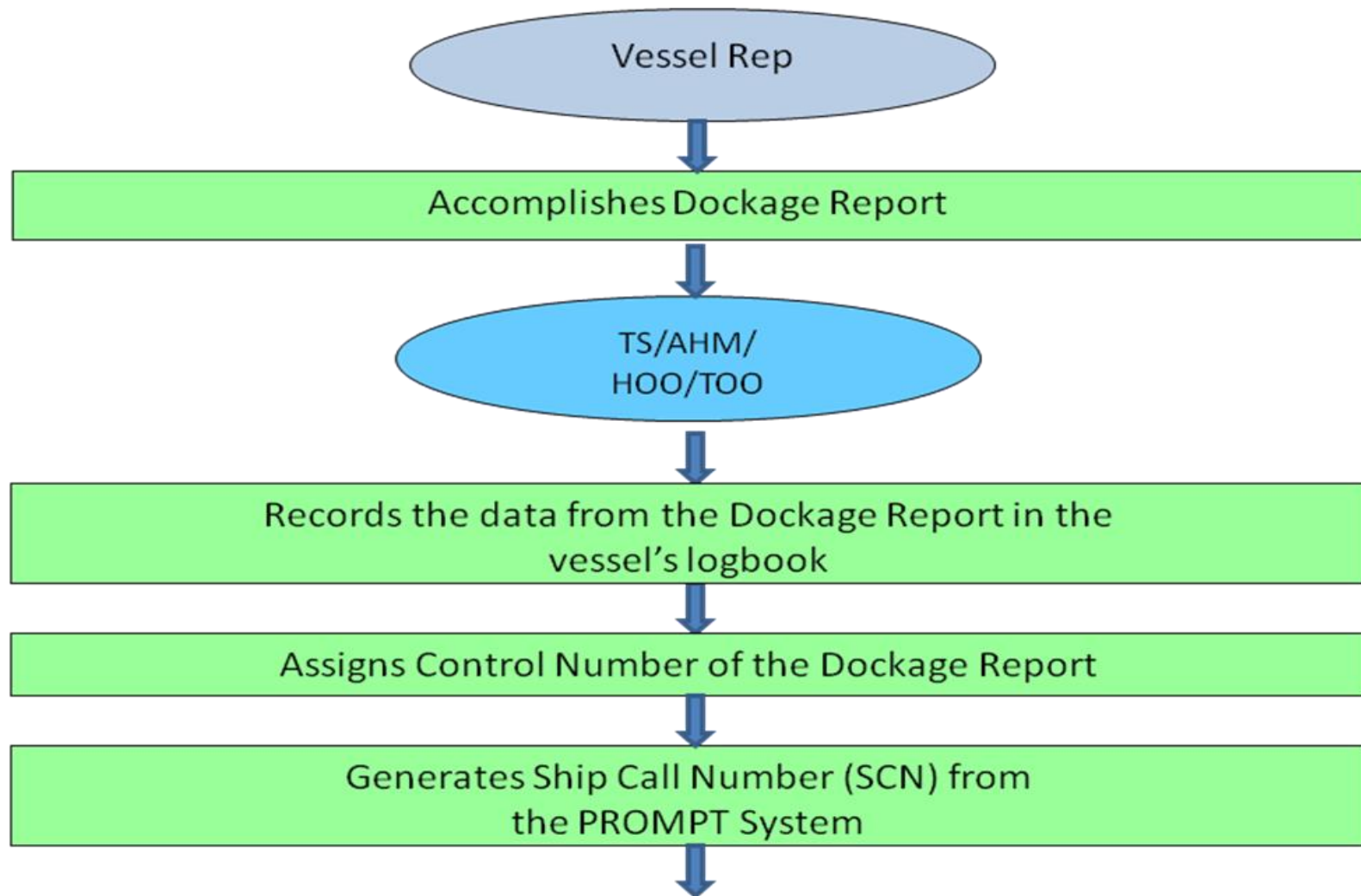
PROCESS FLOW FOR THE ENTRANCE AND CLEARANCE OF VESSELS


BEFORE ARRIVAL OF VESSEL

Duration: 37 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

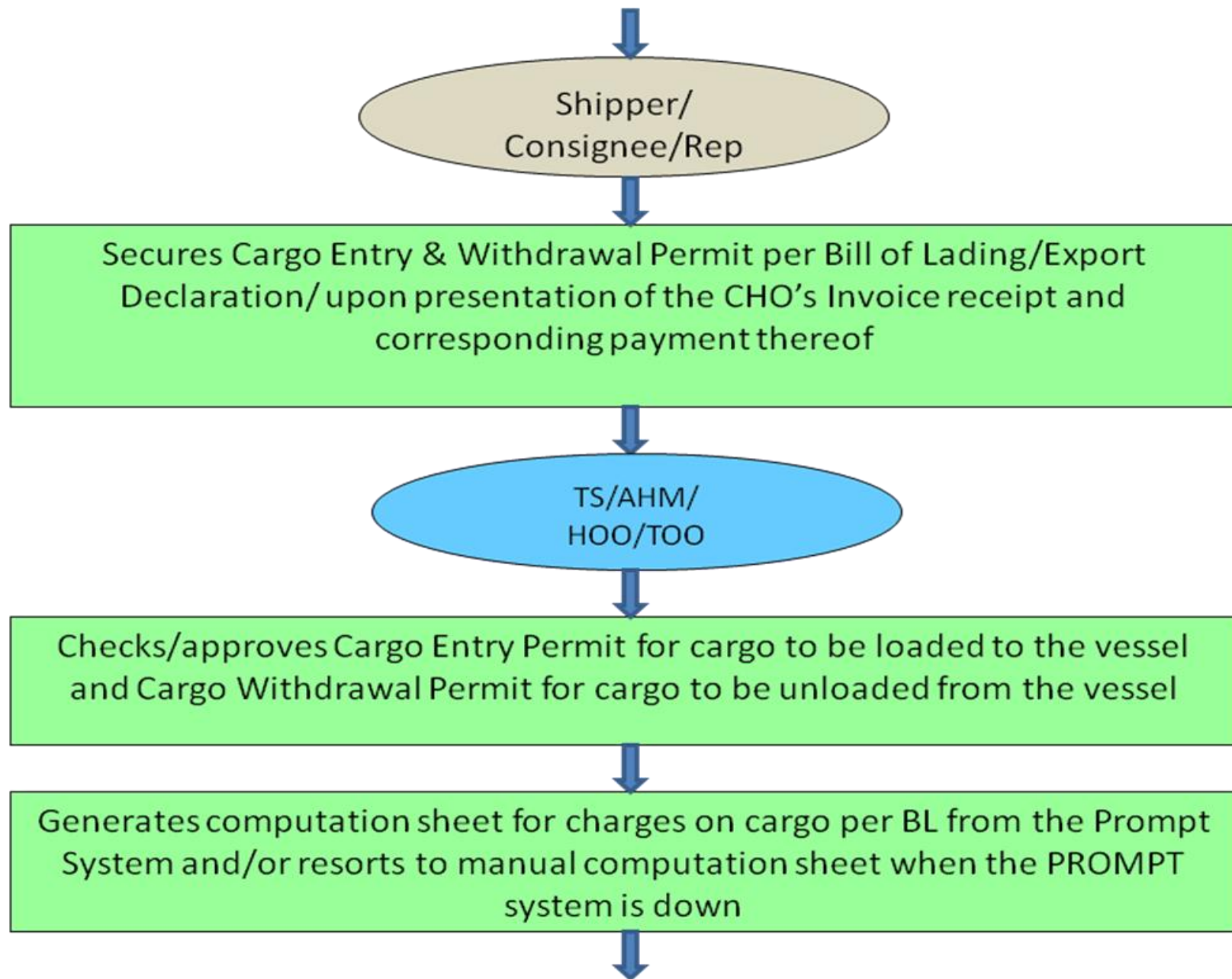


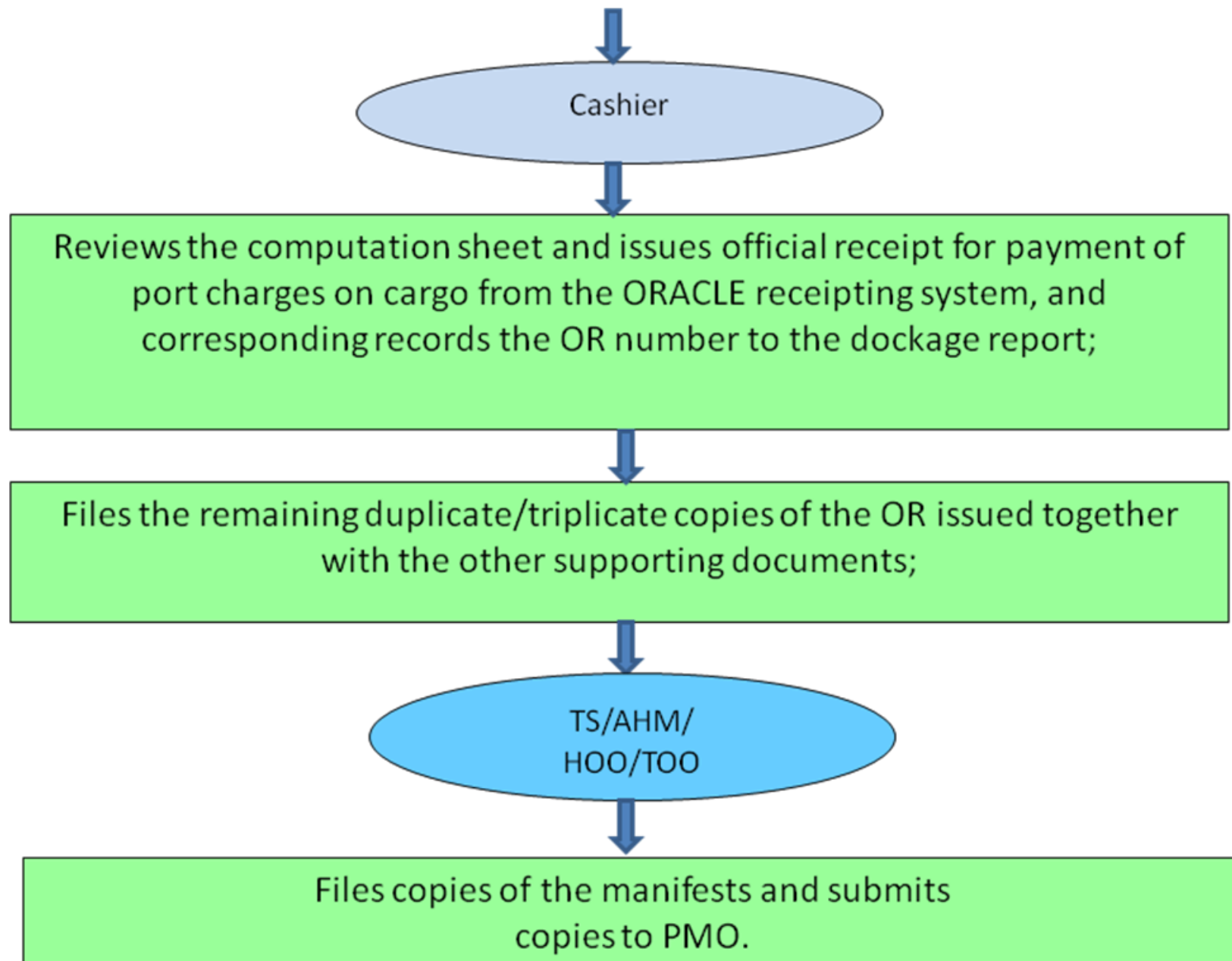
Stamps "ENTERED" to vessel roll book



Files the documents submitted

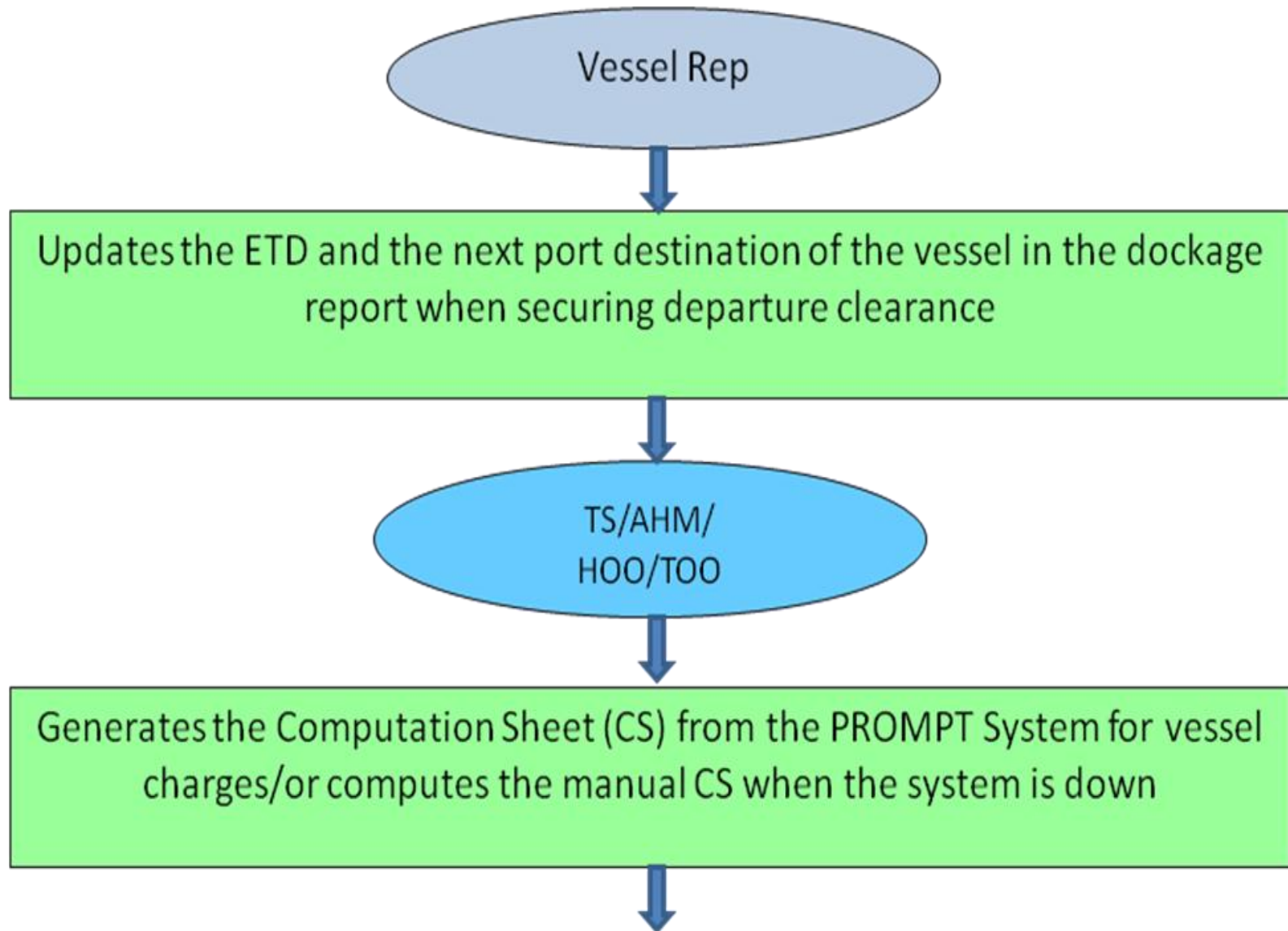


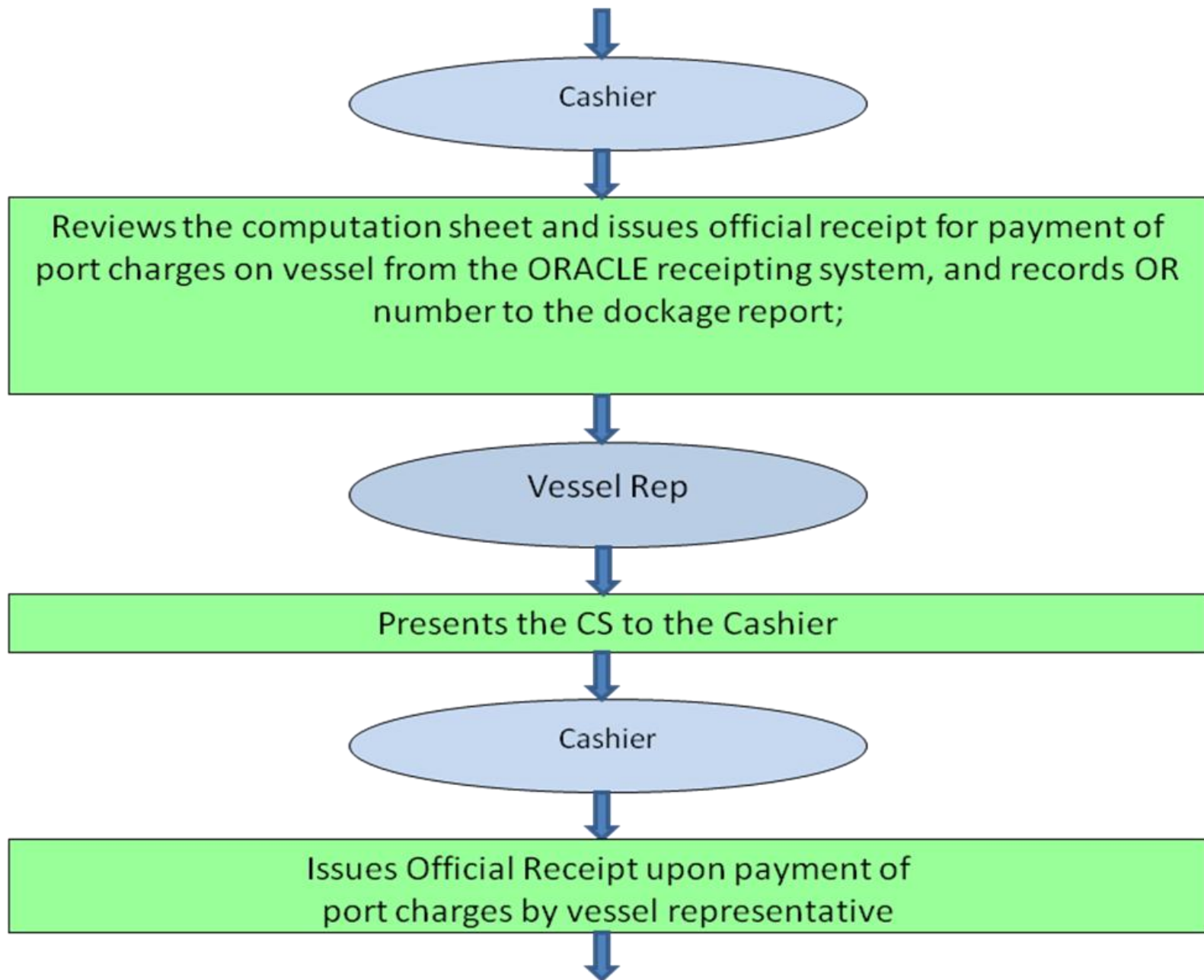


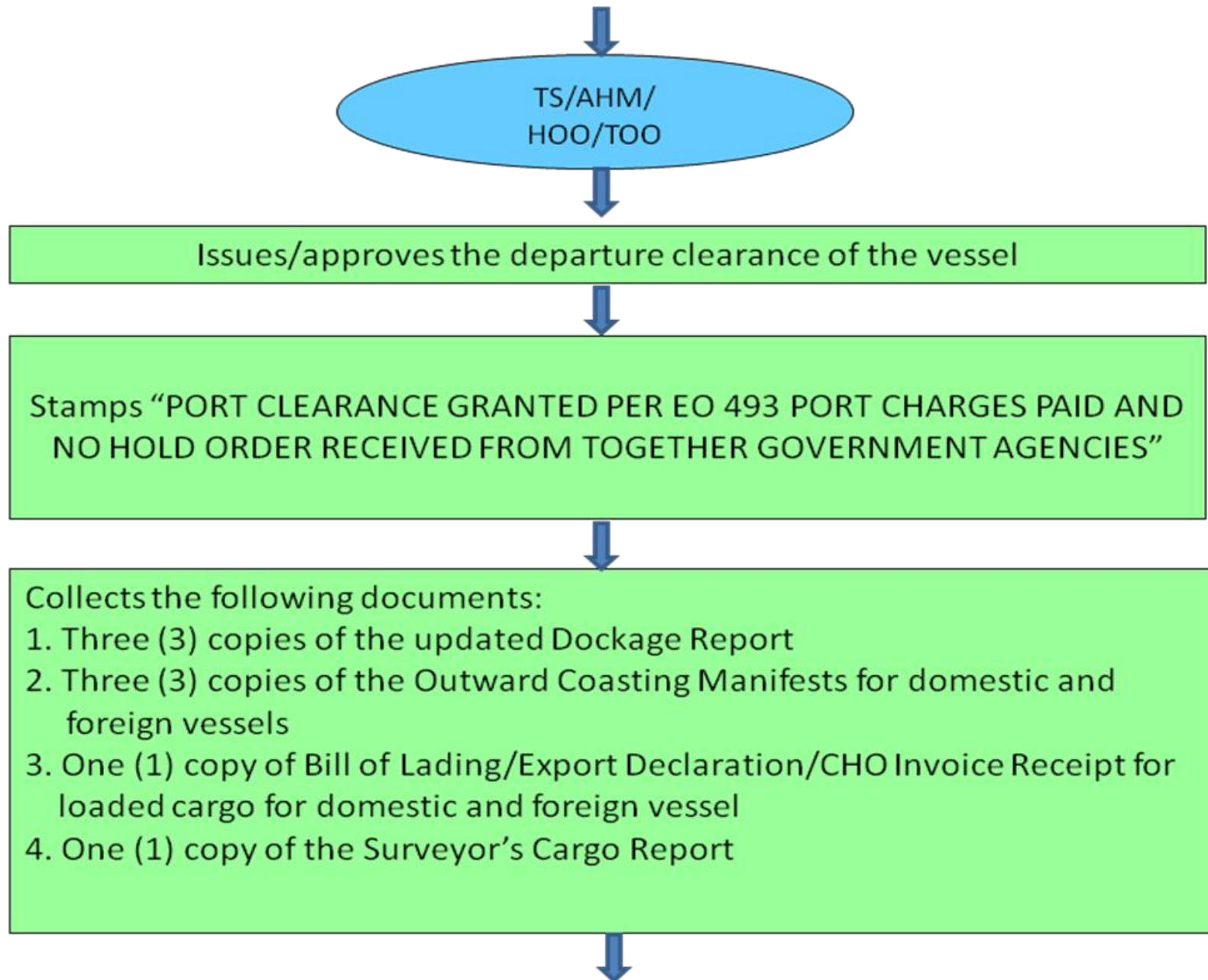


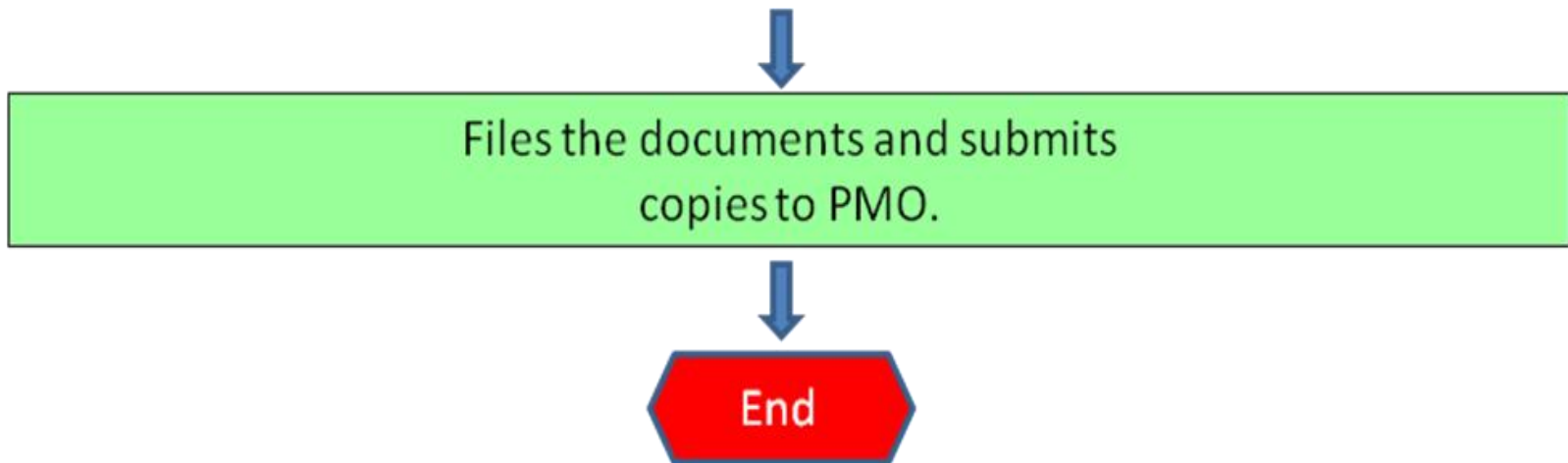
UPON DEPARTURE OF VESSEL

Duration: 14 mins.









Thank you for visiting Philippine Ports Authority, Port Management Office Bicol and availing our services. Because we want to serve you better, please answer the question relevant to your visit:

- Name: _____
- Address: _____
- Department/Office visited: _____
- Service Availed: _____

OUR OFFICE – is the office easy to locate?	[] Yes	[] No
• Is the office clean and orderly?	[] Yes	[] No
• Did you feel comfortable?	[] Yes	[] No
• Was there a long waiting line of customers?	[] Yes	[] No
• Was there an appropriate signage of direction?	[] Yes	[] No
OUR FRONTLINERS – is the employee –in-charge available?	[] Yes	[] No
• Is the employee-in-charge knowledgeable?	[] Yes	[] No
• IS the employee-in-charge accommodating?	[] Yes	[] No
• Were you received properly?	[] Yes	[] No
• Were you made to wait long?	[] Yes	[] No
REQUIREMENTS – Were you made aware of the requirements?	[] Yes	[] No
• Was there so many additional requirements?	[] Yes	[] No
• Were you given proper information on how to get requirements?	[] Yes	[] No
• Were you made aware of the fees you will pay?	[] Yes	[] No
OUR OFFICERS – Were the authorized official/s available?	[] Yes	[] No
• Did it take him/them long to sign the document?	[] Yes	[] No
OUR INFORMATION – Is the document needed available?	[] Yes	[] No
• Is the document well-organized?	[] Yes	[] No
• Is the data complete?	[] Yes	[] No
• Is the data relevant to your request?	[] Yes	[] No
• Are instructions clear, brief and concise?	[] Yes	[] No

Other Comments/Suggestions:

Thank you very much.

PLEASED SEND THIS TO:

THE PORT MANAGER, PMO BICOL
GOVERNMENT REGIONAL CENTER, RAWIS LEGAZPI CITY
EMAIL ADDRESS: ppalegcity@yahoo.com



ANNEX "B"
FEEDBACK FORM
(Pananaw o Puna)

PORT MANAGEMENT OFFICE BICOL

_____ Please let us know how we served you. You may use this form for compliments, complaints, or suggestions. Simply check the corresponding box.
Ipaalamponinyosaamon kung paano naming kayo napaglingkuran. Maaringgamitinitoparasapuri, reklamo, o mungkahi. Manyaring i-tsek Lamangangkahongnaayon.

☐

Compliment
(Papuri)

☐

Complaint
(Reklamo)

☐

Suggestion
(Mungkahi)

Persons(s)/Unit/Office Concerned or Involved: _____
(Mga) tao/pangkat/tanggapanna may kinalamansapapuri, reklamo, o mungkahi)

Facts or Details Surrounding the Incident (Kaganapan o detalyengbumabalotsapangyayari):

(Please use additional sheets/s if necessary) (Manyaring gumamit ng karagdagang papel kung kinakailangan)

Recommendations(s)/Suggestions(s)/Desired Action from our Office (Rekomendasyon/Mungkahi/Nais na Aksyon mula sa aming tanggapan)

(Please use additional sheets/s if necessary) (Manyaring gumamit ng karagdagang papel kung kinakailangan)

Name (Optional): _____ **Office/Agency:** _____
(Pangalan) (Tanggapan/Ahensya)

Address (Tirahan): _____

Contact Number (s), (if any) (Telepono): _____ **Email Address (if any):** _____

Signature (Lagda): _____ **Date (Petsa):** _____

PMO BICOL TELEPHONE DIRECTORY

OFFICES	CONTACT PERSON	TELEPHONE NO./CP
A. PMO Bicol Administration Office		
Port Manager	Atty. Fernando B. Claveria	(052) 482-0303
Acting Executive Assistant	Dennis M. Popatco	(052) 482-0303/09272551699
Business Development/Marketing Officer		
Port Services Division Manager (PSD)	Carolina S. Mendizabal	(052) 482-0304
Administrative Division Manager	Fatima D. Reaso	(052) 482-0306/480-7087
Administrative Officer IV	Celso O. Castelo	(052) 480-7087/0917-4102190
Corp. Finance Services Chief/Acting Finance Division Manager	Cirela O. Masareta	(052) 482-0309
Engineering Services Division Manager	Darwin M. Millena	(052) 482-0404
Supervising Engineer A/Actg Principal Engineer A	John S. De Los Santos	(052) 482-0304
COA Resident Auditor (State Auditor III)	Violeta G. Azupardo	(052) 480-7084
Officer-In-Charge, Port Police Division	Alex B. Mendez	(052) 480-7891
B. Terminal Management Office		
Acting Terminal Supervisor, Baseport Legazpi	Antonio L. Balacano, Jr.	(052) 480-7890
Acting Harbor Master, Baseport Legazpi	Johnny P. Lalo	(052) 480-7890
Division Manager D, TMO Tabaco	Remigio Romeo B. Perez, Jr.	(052) 487-7707
Division Manager B, TMO Matnog	Eduardo G. Gernale	09159721402
Acting Division Manager B, TMO Camarines	Stephen S. Agnas	(054) 513-9172
Division Manager D, TMO Bulan	Vincent N. Lobete	09261702653
Division Manager C, TMO Catanduanes	Medardo C. Adille	09472828884
Division Manager D, TMO Pioduran	Rey E. Mendizabal	09178599928

ANNEXES

- ANNEX "A" : Customer Feedback Form [in English]**
- ANNEX "B" : Feedback Form (*Pananaw o Puna*) [in Filipino]**
- ANNEX "C" : PMO Bicol Telephone Directory**
- Annex "D" : "Seguridad sa Puerto, i-Text mo"
With Hotline No. 0949 403 1609**

Produced By:

The Administrative Division, PMO Bicol