



Port Management Office of Eastern Leyte / Samar

# Citizen's Charter



*The **Philippine Ports Authority (PPA)** was created on July 11, 1974 with the issuance of Presidential Decree (PD) No. 505. This PD was subject of several amendments one of which is PD No. 857 which was issued on December 23, 1975. Section 6 (v) of PD No. 857 empowers the PPA “to create or alter its own organization or Port Management Unit, and staff such an organization or Port Management Unit (PMU) with appropriate and qualified personnel in accordance with what may be deemed proper or necessary to achieve the objectives of the Authority”.*

*The **PPA Citizen's Charter** is in support of the government's program to promote integrity, accountability, proper management of public affairs and public property as well as to establish effective practices aimed at the prevention of graft and corruption in government.*

## **BACKGROUND INFORMATION**

### ***MANDATE***

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 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 annually update 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.

***“To undertake the integrated planning, development, control and operations of ports in the country in support of trade and national development”***

### ***VISION***

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

### ***MISSION***

1. Provide reliable and responsive services in ports, sustain development of communities and the environment, and be a model corporate agency of the government.
2. Establish a mutually beneficial, equitable, and fair relationship with partners and service providers.
3. Provide meaningful and gainful employment while creating a nurturing environment that promotes continuous learning and improvement.
4. Establish a world-class port operation that is globally competitive adding value to the country’s image and reputation

### ***PPA QUALITY POLICY***

*It is the policy of the Philippine Ports Authority to consistently provide and continually improve the quality of its port operations and services on the facilitation of vessel entrance and clearance process at the PPA enrolled ports that satisfies the needs and expectations of its interested parties and comply with international, national statutory and regulatory requirements.*

## **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 complete the modernization of 10 ports by 2010;
2. To improve the delivery of port services;
3. To reduce client's costs of business transaction in the ports;
4. To integrate port community development and environmental protection measures in the development and operation of the ports;
5. Maintain revenue enough to finance port development and operation and meet obligations as they fall due;
6. Provide facilities and equipment of internationally accepted standards; and,
7. To provide a viable working environment conducive to improving employee productivity and satisfaction.

## **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 provide 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).

#### **CORE VALUES**

**E**xcellence. Professionalism, Efficiency

**C**reativity. Innovation, Adaptability

**C**ustomer Satisfaction, Customer Focus

**R**esponsible Citizenship Sustainability, Accountability, Risk Management

**E**thics. Integrity within moral bounds.

**S**incerity. Commitment to fulfill mandate.

**T**eamwork. Synergy of working together, Esprit de corps

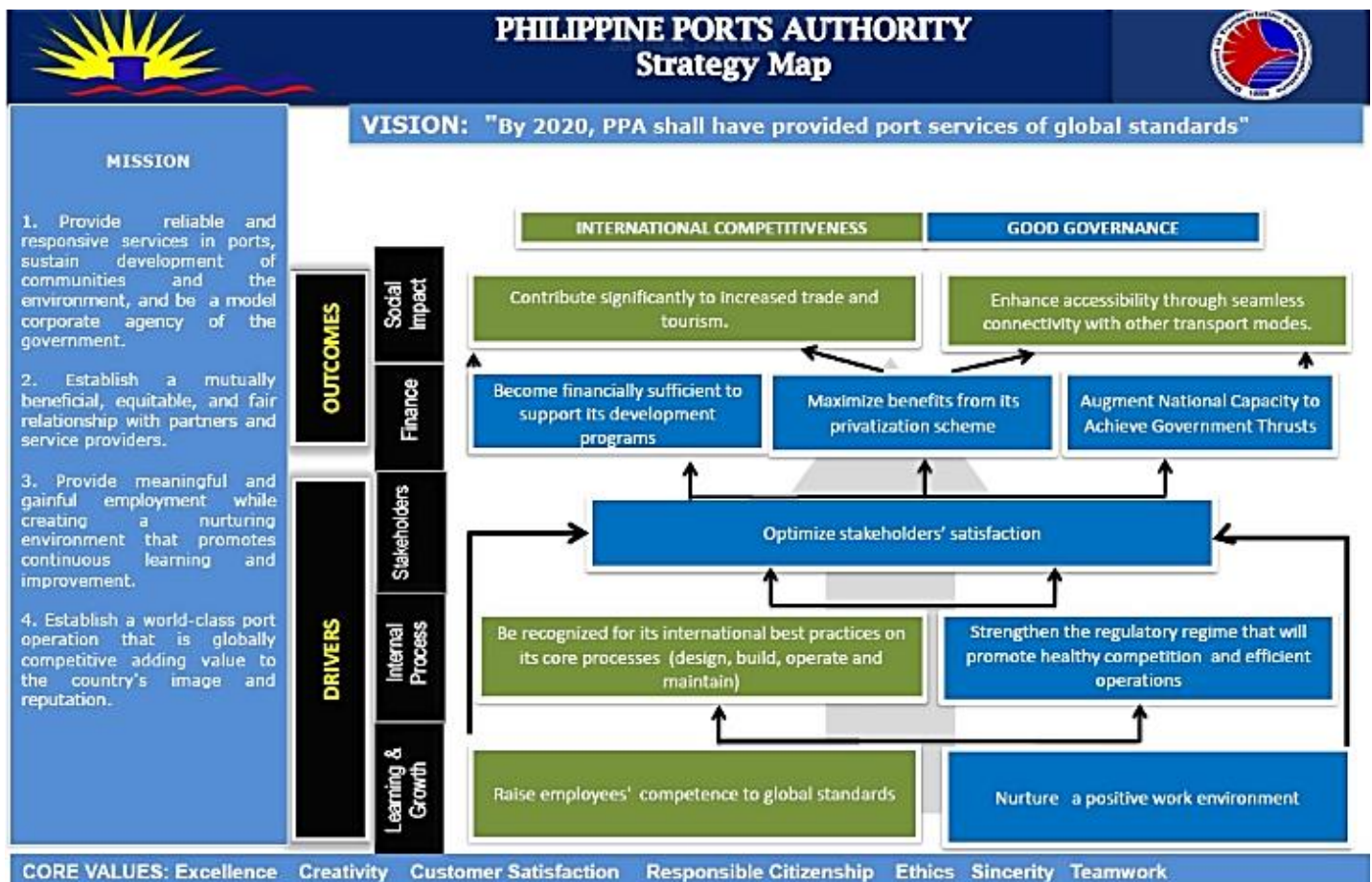
#### **PERFORMANCE PLEDGE**

**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.

## STRATEGY MAP



## CORPORATE SOCIAL RESPONSIBILITY (CSR) STATEMENTS

As a leading GOCC, PPA continues to work towards upholding the highest standards of corporate governance by simply being a responsible corporate citizen, This entails (i) developing and operating ports that cater to the needs of local and/or global clients in accordance with best practices and state-of-the-art technologies, (ii) promoting the growth of communities by linking them to the mainstream of economic activities, (iii) establishing fair and equitable business relationships which are beneficial to both port stakeholders and the government, and (iv) uplifting the lives of its employees by giving them a work environment that is conducive and offers opportunities for career advancement.

## **FEEDBACK MECHANISM**

- In our effort to improve the delivery of our services, we welcome, as we appreciate your giving us feedback and / or suggestions on how to improve them. We assure you that these will be given serious attention and handled with strict confidence
- Your feedback and / or suggestions will serve as inputs in our decision-making as well as in our continuing efforts to improve and enhance our services, the primary goal of which is meeting customer's satisfaction at its fullest.
- For your convenience, our "Feedback / Suggestion Box" is located at the customer's waiting area.

## **REDRESS MECHANISM**

- **WE WORK AS A TEAM AS WE LISTEN TO YOUR PROBLEMS AND COMPLAINTS**  
Your complaints, written or verbal, and brought to the attention of the Port Manager shall be acted upon with dispatch.
- **WE KEEP OUR TRANSACTIONS SIMPLE AND TRANSPARENT**  
Our transaction processes and work flow are customer friendly, easy to understand and to follow.
- **WE ARE COMMITTED TO SATISFACTORILY MEET CUSTOMER DEMANDS AND EXPECTATIONS AS WE LISTEN AND COMMUNICATE WITH THEM FREELY AND OPENLY**  
Thus, should there be any problem / concern that need to be addressed, please bring them to the attention of the following:
  - Operational Matters - Manager, Port Services Division (PSD)
  - Financial Transactions - Manager, Finance Division
  - Administrative Matters - Manager, Administrative Division
  - Security and Access - Manager, Port Police Division (PPD)
  - Engineering Matters - Manager, Engineering Services Division (ESD)

**Any of their actions and/or decisions can be elevated to the Port Manager.**



Our PPA Hotline Number : (053) 321-6704 / (053) 321 - 3373



## FRONTLINE SERVICES

SERVICES	OFFICE OF THE PERSON(S) RESPONSIBLE (OPR)
☞ <b>Approval of Application for Entrance Clearance of Vessels</b>	Port Services Division
☞ <b>Approval of Application for Departure Clearance of Vessels</b>	Port Services Division
☞ <b>Entry of Outbound Cargoes</b>	Port Services Division
☞ <b>Withdrawal of Inbound Cargoes</b>	Port Services Division
☞ <b>Processing and Issuance of Annual Vehicle Sticker</b>	Port Police Division
☞ <b>Processing and Issuance of Temporary Vehicle Pass (TVP)</b>	Port Police Division
☞ <b>Processing and Issuance of Port User's ID / Pass</b>	Port Police Division
☞ <b>Issuance of Permit to Operate (PTO) Ancillary Services</b>	Office of the Port Manager
☞ <b>Issuance of Permit to Occupy (PTOc)</b>	Office of the Port Manager
☞ <b>Issuance of Private Port Permits</b>	Engineering Services Division
☞ <b>Issuance of Certification</b> <ul style="list-style-type: none"> <li>• <b>Foreshore Lease Application (FLA)</b></li> <li>• <b>Revocable Permit Application (RPA)</b></li> <li>• <b>Miscellaneous Lease Application (MLA)</b></li> </ul>	Engineering Services Division

## PORT SERVICES DIVISION (PSD) – Harbor Section

Frontline Service : **APPROVAL OF APPLICATION FOR ENTRANCE CLEARANCE OF VESSELS**  
 Availability of the Service : **Monday to Sunday (including Holidays)**  
 6:00 a.m. to 7:00 p.m. (Monday to Saturday & Holiday)/ 6:00 a.m. to 5:00 p.m. (Sunday)  
 (NO NOON BREAK)

STEP	APPLICANT / CLIENT	ACTIVITY / SERVICE (PPA)	DURATION (under normal condition)	PERSON (S) RESPONSIBLE	FEES
1	<p>Submits 1 set of the following duly accomplished documents to the personnel on duty:  <i>(Per PPA Memorandum Circular No. 11-2013 and PPA QMS Policy And Procedure Manual)</i></p> <p><b>A. Before arrival</b></p> <p><b>(Domestic and Foreign vessels)</b></p> <ol style="list-style-type: none"> <li>1. Notice of Arrival (NOA)                             <ul style="list-style-type: none"> <li>• 48 hrs. before arrival</li> </ul> </li> <li>2. Application for Berth (ABA)                             <ul style="list-style-type: none"> <li>• 24 hrs. before arrival for liner vessel</li> <li>• 36 hrs. before arrival for tramping vessels</li> </ul> </li> <li>3. Vessel Information Sheet (VIS)</li> <li>4. Waste on Board Vessel Information Form (WOBVIF)</li> <li>5. Dangerous Goods Manifest, if applicable</li> </ol> <p><b>B. Upon arrival of the vessel, in case of advance notice</b></p> <p><b>(Domestic Vessel)</b></p> <ol style="list-style-type: none"> <li>1. Notice of Arrival (NOA)</li> <li>2. Waste on Board Vessel Information Form (WOBVIF)</li> <li>3. Duly signed Inward Coasting Manifest (<i>in 3 copies</i>)</li> <li>4. Roll Book</li> <li>5. Passenger Manifest, if applicable</li> <li>6. Dangerous Cargo Manifest, if applicable</li> <li>7. Application for Berth/Anchorage (ABA)</li> </ol> <p><i>For Maiden Voyage:</i></p> <ol style="list-style-type: none"> <li>1. Vessel Information Sheet (VIS)</li> <li>2. MARINA Tonnage Measurement Certificate of Inspection</li> <li>3. Customer Registration Form (CRF)</li> </ol> <p><b>(Foreign Vessel)</b></p> <ol style="list-style-type: none"> <li>1. Notice of Arrival (NOA)</li> <li>2. Waste on Board Vessel Information Form (WOBVIF)</li> <li>3. Inward Foreign Manifest</li> <li>4. Dangerous Cargo Manifest, if applicable</li> <li>5. Passenger Manifest, if applicable</li> <li>6. Application for Berth/Anchorage</li> </ol>	<ul style="list-style-type: none"> <li>▪ Checks Shipping Line's debtor code in the POMS. If none, Submit duly accomplished Customer Registration Form (CRF) to the Finance Section to create a new debtor code by ICTD.</li> <li>▪ Generate Ship Call Number (SCN) in the VIMS based on NOA/ABA.</li> <li>▪ Conducts Berthing Meeting, if necessary, and approves ABA</li> <li>▪ Monitors vessel movement through the marine radio and coordinates with Vessel Master, Harbor Pilot and CHO.</li> <li>▪ Checks the completeness of documents.</li> <li>▪ Stamps "Entered" on the Roll Book and Inward Coasting Manifest for domestic vessels, or on Inward Foreign Manifest for foreign vessel, and affixes signature.</li> </ul>	<p>15 mins</p> <p><i>based on actual time</i></p>	<p>Irvin Paul C. Conejo  <i>(OIC, Harbor Section)</i></p> <p>Jeneson C. Gañolon  <i>(Harbor Operations Officer)</i></p> <p>Jill L. Magsambol  <i>(Harbor Operations Officer)</i></p> <p>Genevieve B. Magdua  <i>(Statistician)</i></p>	



	<b>For Maiden Voyage:</b> 1. Vessel Information Sheet (VIS) 2. International Ship Security Certificate (ISSC) 3. International Tonnage Certificate (ITC) 4. Customer Registration Form (CRF)				
2	Fill-up the Vessel's Logbook		2 mins.		
TOTAL			17 mins		

### **PORT SERVICES DIVISION (PSD) – Harbor Section**

Frontline Service : **APPROVAL OF APPLICATION FOR DEPARTURE CLEARANCE OF VESSELS**  
 Availability of the Service : **Monday to Sunday (including Holidays)**  
 6:00 a.m. to 7:00 p.m. (Monday to Saturday & Holiday) / 6:00 a.m. to 5:00 p.m. (Sunday)  
 (NO NOON BREAK)

STEP	APPLICANT / CLIENT	ACTIVITY / SERVICE (PPA)	DURATION (under normal condition)	PERSON (S) RESPONSIBLE	FEES
1	Proceed to the PSD, Harbor Section and apply for assessment	Checks for vessel's Hold Departure Order  If none, updates vessel movements (HOO)	1 min	Irvin Paul C. Conejo (OIC, Harbor Section)  Jeneson C. Gañolon (Harbor Operations Officer)  Jill L. Magsambol (Harbor Operations Officer)  Genevieve B. Magdua (Statistician)	<b>CHARGES ON VESSELS</b> <b>DOMESTIC</b> <ul style="list-style-type: none"> <li>Usage Fee : GRT x P0.80 x No. Of Days</li> <li>Mooring/Unmooring 10% of Arrastre</li> <li>Pilotage 10% Pilotage Fee</li> </ul> <b>FOREIGN</b> <ul style="list-style-type: none"> <li>Port Dues GRT x \$0.081 x Php to \$ Rate</li> <li>Dockage at Anchorage GRT x 0.020 x Php to \$ Rate x no. of days</li> <li>Dockage at Berth (Gov't. Port) GRT x 0.039 x Php to \$ Rate x no. of days</li> <li>Mooring/Unmooring 20% of Arrastre</li> <li>Dockage at Berth (Private Port) GRT x 0.020 x Php to \$ Rate x no. of days</li> <li>Pilotage GRT (Pilotage Table) x \$ Rate x 2 x 20%</li> </ul> <i>Note: All Port Dues are subject to 12% VAT</i>
2	Accomplish the Dockage Report		2 mins.		
3	Proceed to the Assessment Section and present the updated Dockage Report and complete documents for assessment	<ul style="list-style-type: none"> <li>Verifies the Dockage Report (SC/CA/CR)</li> <li>Generates Computation Sheet</li> <li>Generates vessel invoice through the oracle system</li> <li>Issue receipt copy to ship agent</li> <li>Returns the Dockage Report and documents to the ship agent.</li> </ul>	8 mins	<b>Cashier B:</b> Ma. Lilibeth C. Cumpio Hermila C. Subiaga Jiselle R. Diaz	
4	Proceed to the Cashier and pay the assessment	<ul style="list-style-type: none"> <li>Reviews the completeness of the documents and the computation of vessel charges.</li> <li>Checks for errors/ discrepancies.</li> <li>Returns documents to ship agent.</li> </ul>	5 mins	<b>Cashier B:</b> Ma. Lilibeth C. Cumpio Hermila C. Subiaga Jiselle R. Diaz	

5	Receives the electronic Official Receipt	<ul style="list-style-type: none"> <li>Collects payment based on the assessment and issues electronic Official Receipt</li> </ul>			
6	<p>Proceed to the PSD, Harbor Section and submit the following duly accomplished documents:</p> <p>A. Domestic Vessels</p> <ol style="list-style-type: none"> <li>Duly signed Outward Coasting Manifest</li> <li>Roll Book</li> <li>Passenger Manifest</li> <li>Official Receipt/s of payment of port charges</li> </ol> <p>B. Foreign Vessels</p> <ol style="list-style-type: none"> <li>Outward Cargo Manifest</li> <li>Passenger Manifest, if applicable</li> <li>Official Receipt/s of payment of port charges</li> </ol>	<p>Verifies the record whether a Hold Departure Order was issued against the vessel by other government agencies. If none, stamps "Port Clearance Granted Per EO 493. Port Charges paid and no Hold Departure Order received from other government agencies" on the Roll Book and all copies of Outward Coasting Manifest, dated, signed and PPA O.R. number indicated, for domestic vessels.</p> <p>For foreign vessels, stamps "Port Charges Paid" on every page of Outward Foreign Manifest, signed, indicating the validity date, and PPA O.R. number.</p>	4 mins	<p>Irvin Paul C. Conejo (OIC, Harbor Section)</p> <p>Jeneson C. Gañolon (Harbor Operations Officer)</p> <p>Jill L. Magsambol (Harbor Operations Officer)</p> <p>Genevieve B. Magdua (Statistician)</p>	
TOTAL			20 mins		

### **PORT SERVICES DIVISION (PSD) – Terminal Section**

Frontline Service : **ENTRY OF OUTBOUND DOMESTIC AND FOREIGN CARGOES**

Availability of the Service : **Monday to Sunday (including Holidays)**

6:00 a.m. to 7:00 p.m. (Monday to Saturday & Holiday) / 8:00 a.m. to 5:00 p.m. (Sunday)  
(NO NOON BREAK)

(with overtime upon approval of overtime permit)

STEP	APPLICANT / CUSTOMER	ACTIVITY / SERVICE (PPA)	DURATION (under normal condition)	PERSON (S) RESPONSIBLE	FEES
1	<p>Proceed to the Assessment Section and submit the following documents: (under PPA MC No. 11-2013)</p> <ol style="list-style-type: none"> <li>Bill of Lading (BL)</li> <li>Cargo Handling Operator – Official Receipt (CHO-OR)</li> </ol>	<ul style="list-style-type: none"> <li>Verifies BL and CHO-OR (SC/CA/CR)</li> <li>Generates Computation Sheet</li> <li>Generates Vessel Invoice through the oracle system</li> <li>Issue receipt copy to the payor</li> </ul>	8 mins	<p>Pergentino U. Arpon (Terminal Supervisor)</p> <p>Milagros C. Acuña (Terminal Operations Officer)</p> <p>Maribel F. Sullano (Terminal Operations Officer)</p> <p>Cashier B:</p>	<p><b>CHARGES ON CARGOES DOMESTIC</b></p> <ul style="list-style-type: none"> <li>Wharfage Fee : P9.00 x ____ M.T. P7.00 x ____ R.T.</li> <li>10% Arrastre Share</li> <li>10% Stevedoring Share (if applicable)</li> <li>10% Share on Dangerous Cargoes (if applicable)</li> <li>Containerized Rate x No. of Vans per size</li> </ul>

2	Proceed to the Cashier and pay the assessment	<ul style="list-style-type: none"> <li>Reviews the completeness of the documents and the computation of cargo charges.</li> <li>Checks for errors/ discrepancies.</li> <li>Returns documents to ship agent</li> <li>Collects payment based on the assessment and issues electronic Official Receipt.</li> </ul>	5 mins	Ma. Lilibeth C. Cumpio Hermila C. Subiaga Jiselle R. Diaz	10% Arrastre Share x No. of Vans per size ▪ Storage Charges <i>(Free Storage Period : 2 calendar days after the date of cargo entry)</i>  <i>(Non-Containerized Cargoes)</i> P5.65 x ____ M.T. / R.T. x No. of Days  <i>(Containerized Cargoes)</i> Rate x No. of Vans per size  <b>FOREIGN</b> ▪ Wharfage Dues (Export) P18.35 x ____ M.T.  20% Arrastre Share 20% Stevedoring Share <i>Note : All Port Dues are subject to 12% VAT</i>
3	Receives the electronic Official Receipt (OR)				
4	Proceed to the PSD, Terminal Section and submit the following documents:  1. Bill of Lading (BL) 2. PPA Official Receipt (PPA-OR)	<ul style="list-style-type: none"> <li>Checks the completeness of documents.</li> <li>Stamps "Loading Clearance" on the BL, dated, signed and PPA O.R. number indicated.</li> </ul>	3 mins	Pergentino U. Arpon <i>(Terminal Supervisor)</i>  Milagros C. Acuña <i>(Terminal Operations Officer)</i>  Maribel F. Sullano <i>(Terminal Operations Officer)</i>	
5	Present stamped, dated and signed Bill of Lading at the entrance gate guard.				
TOTAL			16 mins		

### **PORT SERVICES DIVISION (PSD) – Terminal Section**

Frontline Service : **WITHDRAWAL OF INBOUND DOMESTIC AND FOREIGN CARGOES**

Availability of the Service : **Monday to Sunday (including Holidays)**

6:00 a.m. to 7:00 p.m. (Monday to Saturday & Holiday) / 8:00 a.m. to 5:00 p.m. (Sunday)  
(NO NOON BREAK)

*(with overtime upon approval of overtime permit)*

STEP	APPLICANT / CUSTOMER	ACTIVITY / SERVICE (PPA)	DURATION (under normal condition)	PERSON (S) RESPONSIBLE	FEES
1	Proceed to the Assessment Section and submit the following documents: <i>(under PPA MC No. 11-2013)</i>  1. Bill of Lading (BL) 2. Cargo Handling Operator – Official Receipt (CHO-OR)	<ul style="list-style-type: none"> <li>Verifies BL and CHO-OR (SC/CA/CR)</li> <li>Generates Computation Sheet</li> <li>Generates Vessel Invoice through the oracle system</li> <li>Issue receipt copy to the payor</li> </ul>	8 mins	Pergentino U. Arpon <i>(Terminal Supervisor)</i>  Milagros C. Acuña <i>(Terminal Operations Officer)</i>  Maribel F. Sullano <i>(Terminal Operations Officer)</i>	<b>CHARGES ON CARGOES DOMESTIC</b> ▪ Wharfage Fee : P9.00 x ____ M.T. P7.00 x ____ R.T.  10% Arrastre Share 10% Stevedoring Share <i>(if applicable)</i> 10% Share on Dangerous Cargoes <i>(if applicable)</i> ▪ Containerized Rate x No. of Vans per size
2	Proceed to the Cashier and pay the assessment	<ul style="list-style-type: none"> <li>Reviews the completeness of the documents and the computation of cargo charges.</li> <li>Checks for errors/ discrepancies.</li> <li>Returns documents to</li> </ul>	5 mins	<b>Cashier B:</b> Ma. Lilibeth C. Cumpio Hermila C. Subiaga Jiselle R. Diaz	10% Arrastre Share x No. Of Vans per size ▪ Storage Charges <i>(Free Storage Period : 2 calendar days after the date of last cargo discharge)</i>



		<p>ship agent</p> <ul style="list-style-type: none"> <li>Collects payment based on the assessment and issues electronic Official Receipt.</li> </ul>			<p>-(Non-Containerized Cargoes) P5.65 x ____ M.T. / R.T. x No. of Days</p> <p>-(Containerized Cargoes) Rate x No. of Vans per size <b>FOREIGN</b></p> <ul style="list-style-type: none"> <li>Wharfage Dues (Import) P36.65 x ____ M.T.</li> </ul> <p>20% Arrastre Share 20% Stevedoring Share <i>Note : All Port Dues are subject to 12% VAT</i></p>
3	Receive the electronic Official Receipt				
4	<p>Proceed to the PSD, Terminal Section and submit the following documents:</p> <ol style="list-style-type: none"> <li>1. Bill of Lading (BL)</li> <li>2. PPA Official Receipt (PPA-OR)</li> <li>3. Delivery Receipt (DR)</li> </ol>	<p>Checks the completeness of documents</p> <p>Stamps "For Release" on the DR dated, signed and PPA OR number indicated.</p>	3 mins	<p>Pergentino U. Arpon (Terminal Supervisor)</p> <p>Milagros C. Acuña (Terminal Operations Officer)</p> <p>Maribel F. Sullano (Terminal Operations Officer)</p>	
5	Present stamped, dated, and signed DR at the exit gate guard				
TOTAL			16 mins		



### **PORT POLICE DIVISION (PPD)**

Frontline Service : **PROCESSING AND ISSUANCE OF VEHICLE STICKER**  
 Availability of the Service : **Monday to Friday (excluding Holidays)**  
 8:00 a.m. to 5:00 p.m.

STEP	APPLICANT / CUSTOMER	ACTIVITY / SERVICE (PPA)	DURATION (under normal condition)	PERSON (S) RESPONSIBLE	FEES
1	Apply online and fill-up application form for Vehicle Sticker/Pass and submit after uploading the following documents: a. Affidavit of Assumption of Responsibility and Master List of Transport Units (notarized) b. Official Receipt (OR) and Certificate of Registration (CR) and/or any proof of ownership of vehicle.	Check online application thru the e-Permit Management System (e-PMS) If in order, issue Order of Payment (OOP)/ assessment  <i>(If not in order, application returned to the applicant and wait until corrected application submitted. Assist customer on online application when needed)</i>	3 mins	Myshell S. Gonzaga <i>(Civil Security Officer B)</i> Homer M. Homeres <i>(Actg. Division Manager)</i> Hermil A. Corda, Jr. <i>(Civil Security Officer C)</i>	
2	Proceed to Cashier and present OOP/assessment to the Cashier and pay the corresponding amount	Process payment and issues Official Receipt (OR)	5 mins	Cashier B: Ma. Lilibeth C. Cumpio Hermila C. Subiaga Jiselle R. Diaz	<u>Non-Cargo</u> <b>Php84.00</b> (incl. of 12% VAT)  <u>Cargo</u> <b>Php112.00</b> (incl. of 12% VAT)
3	Applicant returns to Port Police Division and presents proof of payment / OR	Records and issues PPA Vehicle Sticker	5 mins	Myshell S. Gonzaga Homer M. Homeres Hermil A. Corda, Jr.	
TOTAL			13 mins		

### **PORT POLICE DIVISION (PPD)**

Frontline Service : **PROCESSING AND ISSUANCE OF TEMPORARY VEHICLE PASS (TVP)**  
 Availability of the Service : **Monday to Sunday (including Holidays)**  
 8:00 a.m. to 5:00 p.m.

STEP	APPLICANT / CUSTOMER	ACTIVITY / SERVICE (PPA)	DURATION (under normal condition)	PERSON (S) RESPONSIBLE	FEES
1	Present Bill of Lading or any proof of transaction with PPA	Assess proof of transaction with PPA and issues assessment for Temporary Vehicle Pass (TVP)	2 mins	Myshell S. Gonzaga <i>(Civil Security Officer B)</i> Homer M. Homeres <i>(Actg. Division Manager)</i> Hermil A. Corda, Jr. <i>(Civil Security Officer C)</i> Duty Guard – North Gate Duty Guard – Lobby	

<b>2</b>	Proceed to Cashier and pay the assessment for TVP fee	Receives payment and issues Temporary Vehicle Pass	2 mins	Cashier B: Ma. Lilibeth C. Cumpio Hermila C. Subiaga Jiselle R. Diaz	<b>Php12.00</b> (incl. of 12% VAT)
<b>3</b>	Presents TVP ticket to the guard on-duty at the entrance gate	Records the TVP ticket and allows access of the vehicle	1 min	Guard-on-duty at North Gate	
	TOTAL		5 mins		

### **PORT POLICE DIVISION (PPD)**

Frontline Service : **PROCESSING AND ISSUANCE OF PORT USER'S ID / PASS**

Availability of the Service : **Monday to Friday (excluding Holidays)**

8:00 a.m. to 5:00 p.m.

STEP	APPLICANT / CUSTOMER	ACTIVITY / SERVICE (PPA)	DURATION (under normal condition)	PERSON (S) RESPONSIBLE	FEES
<b>1</b>	Apply online and fill-up application form for Pedestrian ID/Pass and submit after uploading the following documents: a. Affidavit of Assumption of Responsibility and Master List of Employees (notarized) b. Application for PPA Annual Port User's Pass	Check online application thru the e-Permit Management System (e-PMS) If in order, issue Order of Payment (OOP)/ assessment  <i>(If in order, application returned to the applicant and wait until corrected application submitted. Assist customer on online application when needed)</i>	3 mins	Myshell S. Gonzaga (Civil Security Officer B) Homer M. Homeres (Actg. Division Manager) Hermil A. Corda, Jr. (Civil Security Officer C)	<b>Php56.00</b> (incl. of 12% VAT)
<b>2</b>	Proceed to Cashier and present OOP/ assessment to the Cashier and pay the corresponding amount	Process payment and issues Official Receipt (OR)	5 mins	Cashier B: Ma. Lilibeth C. Cumpio Hermila C. Subiaga Jiselle R. Diaz	
<b>3</b>	Applicant returns to Port Police Division and presents proof of payment/OR	Fill-up / prepares PPA ID card.  ID card signed by the Port Manager  Records and issues signed ID to the applicant.	25 mins  1 min  4 mins	Myshell S. Gonzaga Homer M. Homeres Hermil A. Corda, Jr.	
	TOTAL		38 mins		



### **OFFICE OF THE PORT MANAGER (OPM)**

Frontline Service : **ISSUANCE OF PERMIT TO OPERATE (PTO) ANCILLARY SERVICES  
(Online PTO Application)**

Availability of the Service : **Monday to Friday (excluding Holidays) - 8:00 a.m. to 5:00 p.m.**

STEP	APPLICANT / CUSTOMER	ACTIVITY / SERVICE (PPA)	DURATION (under normal condition)	PERSON (S) RESPONSIBLE	FEES
1	Inquires regarding application/ renewal of Permit to Operate (Office of the Port Manager – OPM thru the BDMO)	Issues/ provides copy of User's Guide for the e-Permit Process (Online Registration and Application for Permit to Operate thru e- PMS)	3 mins	Rossana Z. Nuevo Business Dev./Mktg. Officer	
2	Register/accomplish on line application and submit after uploading the following documents: <ul style="list-style-type: none"> <li>Application Form</li> <li>Omnibus Undertaking (notarized)</li> </ul>		actual time of accomplish ment of the applicant		
3		Check online application thru the e-Permit Management System (e-PMS) If in order, issue Order of Payment (OOP)/ assessment for Regulatory and Permit Fee  (If not in order, application returned to the applicant and wait for the resubmission of the corrected application)	5 mins.		
4	Generates OOP / presents it to the Cashier to pay the following: 1) Permit Fee 2) Regulatory Fee	Process payment and issues Official Receipt (OR)	5 mins.	Cashier B: Ma. Lilibeth C. Cumpio Hermila C. Subiaga Jiselle R. Diaz	<u>Permit Fee:</u> P728.00 <u>Regulatory Fee:</u> P3,628.80
5		Process / issue PTO for paid OOP and forward to the Port Manager for approval.	5 mins.		Note: All inclusive of 12% VAT
	Applicant sign the system- generated Permit to Operate	System-generated PTO signed by the Port Manager	1 min.		
6	Receives the approved Permit to Operate ancillary service	Affix the PPA dry seal and release the original copy of the approved PTO to the Applicant / or its authorized representative	1 min.		
		TOTAL	20 mins		

### **OFFICE OF THE PORT MANAGER (OPM)**

Frontline Service : **ISSUANCE OF PERMIT TO OCCUPY (PTOc)**


Availability of the Service : **Monday to Friday (excluding Holidays) - 8:00 a.m. to 5:00 p.m.**

STEP	APPLICANT / CUSTOMER	ACTIVITY / SERVICE (PPA)	DURATION (under normal condition)	PERSON (S) RESPONSIBLE	FEES
1	Inquires / secures Application Form (Office of the Port Manager – OPM thru the BDMO)	Issues the following forms: <ul style="list-style-type: none"> <li>For New Applicant Per PPA Administrative Order No. 02-2016                             <ol style="list-style-type: none"> <li>Application Form</li> <li>Omnibus Undertaking (Sworn Affidavit)</li> <li>Customer Registration Form (CRF)</li> </ol> </li> <li>For Renewal Per PPA Administrative Order No. 02-2016                             <ol style="list-style-type: none"> <li>Application Form</li> <li>Omnibus Undertaking (Sworn Affidavit)</li> <li>updated CRF</li> </ol> </li> </ul>	5 mins	Rossana Z. Nuevo Business Dev. / Mktg. Officer	
2	Accomplish and submits the required documents to BDMO  <i>*(Applicant advised to be back next office day to give time for system-processed permits and clearance from Finance)</i>	Reviews / evaluates the accomplished forms  <i>Verify from Finance Division regarding outstanding account; secure clearance if none</i>  Application Form with clearance from Finance submitted to the Port Manager for approval of PTOc issuance.  Process / print Permit to Occupy for Applicant's signature (with assessment of Filing fee)	2 mins   2 mins  13 mins	Rossana Z. Nuevo (BD/MO)   Dominador D. Licayan (Port Manager)   Rossana Z. Nuevo (BD/MO)	
3	Secures printout of Permit to Occupy and assessment of fees from BDMO. - Proceed to Cashier's window and pay: <ul style="list-style-type: none"> <li>Filing Fee</li> </ul>	Process payment and issues corresponding Official Receipt (OR)	2 mins	Cashier B: Ma. Lilibeth C. Cumpio Hermila C. Subiaga Jiselle R. Diaz	<u>Filing Fee:</u> P1,120.00  (Inclusive of 12% VAT)
4	Presents proof of payment (OR) and duly signed PTOc to BDMO	Receives the signed permit and proof of payment from the Applicant.  PTOc signed by the Port Manager	3 mins  2 mins	Rossana Z. Nuevo (BD/MO)  Dominador D. Licayan (Port Manager)	
5	Receives approved Permit to Occupy	Affix the PPA dry seal and release the original copy of the approved PTOc to the Applicant or its authorized representative	2 mins	Rossana Z. Nuevo (BD/MO)	
TOTAL			31 mins		

## **ENGINEERING SERVICES DIVISION (ESD)**

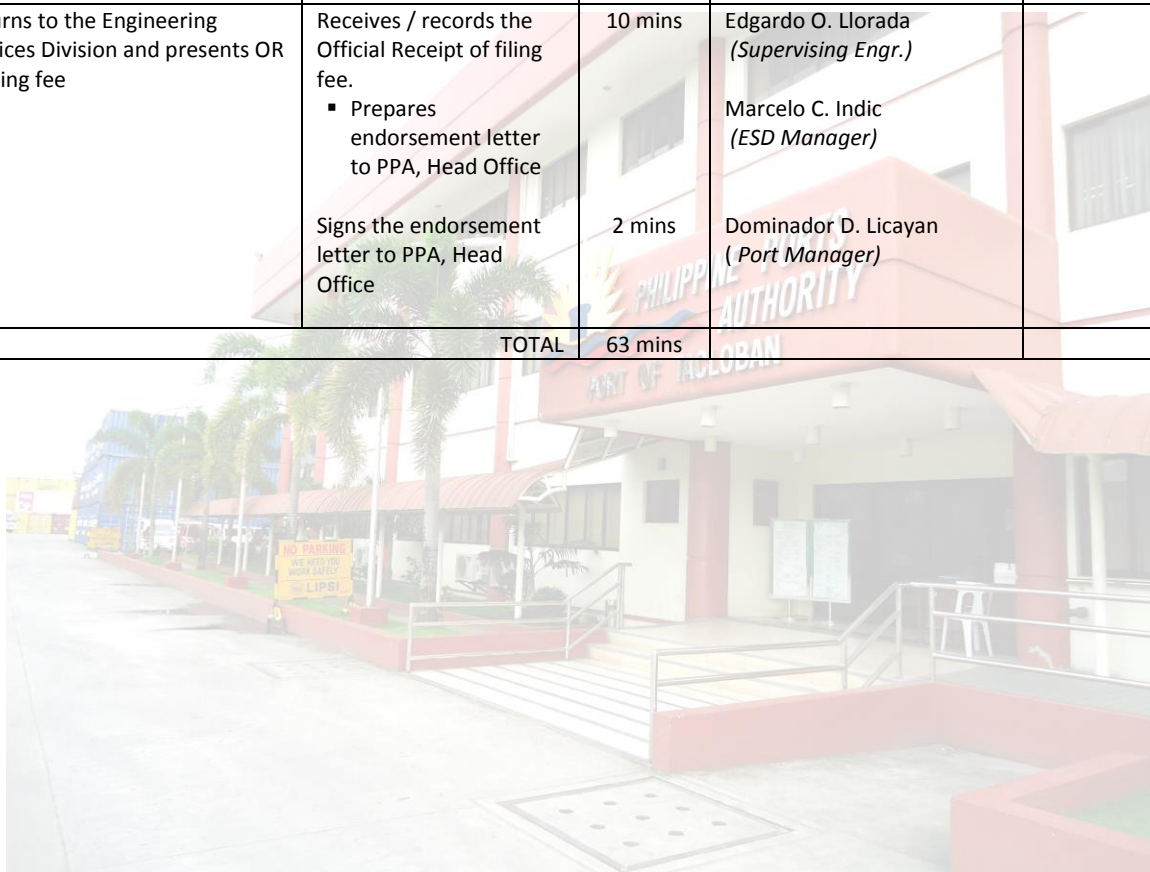
Frontline Service : **ISSUANCE OF PRIVATE PORT PERMITS**

Availability of the Service : **Monday to Friday (excluding Holidays) - 8:00 a.m. to 5:00 p.m.**

STEP	APPLICANT / CUSTOMER	ACTIVITY / SERVICE (PPA)	DURATION (under normal condition)	PERSON (S) RESPONSIBLE	FEES
1	Inquires / secures Application Form	 <p>Provide forms for the following:            New Application –</p> <ul style="list-style-type: none"> <li>▪ Clearance to Develop               <ol style="list-style-type: none"> <li>1) Unified Application Form (UAF)</li> <li>2) Duly Notarized Omnibus Undertaking (Sworn Affidavit)</li> </ol> </li> <li>▪ Permit to Construct               <ol style="list-style-type: none"> <li>1) Unified Application Form</li> <li>2) Duly Notarized Omnibus Undertaking (Sworn Affidavit)</li> </ol> </li> <li>▪ Certificate of Registration / Permit to Operate (COR/PTO)               <ol style="list-style-type: none"> <li>1) Unified Application Form</li> <li>2) Duly Notarized Omnibus Undertaking (Sworn Affidavit)</li> </ol> </li> </ul> <p>Renewal Application –  <i>(shall be filed within thirty (30) days prior to the expiration of the private port COR / PTO)</i></p>	10 mins	Marcelo C. Indic - (ESD Manager)	
2	Submits the accomplished Unified Application Form and other required documents to PPA Records Office	<p>Receives the Unified Application Form and required documents and routes to the Office of the Port Manager</p> <p>Routes the documents and UAF to the ESD Manager for evaluation</p> <p>Reviews / checks as to compliance to the required documents</p>	<p>3 mins</p> <p>2 mins</p> <p>30 mins</p>	<p>Lenny F. Quimbo (Records Officer)</p> <p>Dominador D. Licayan (Port Manager)</p> <p>Marcelo C. Indic (ESD Manager)</p>	



		<p>If found complete;</p> <ul style="list-style-type: none"> <li>Issues assessment of filing fee to the Applicant <i>in case of application for clearance to develop private port facility.</i></li> </ul> <p>If incomplete, advise the applicant to submit lacking documents in specified timeframe</p>	3 mins	Edgardo O. Llorada (Supervising Engr.)	
3	<p>Proceed to Cahier's window and pay:</p> <p>1) Filing Fee</p>	Process payment and issues corresponding Official receipt (OR) for application for clearance to develop port facility	3 mins.	<p>Cashier B:</p> <p>Ma. Lilibeth C. Cumpio Hermila C. Subiaga Jiselle R. Diaz</p>	<p><u>Filing Fee:</u> P1,120.00</p> <p>(Inclusive of 12% VAT)</p>
4	Returns to the Engineering Services Division and presents OR of filing fee	<p>Receives / records the Official Receipt of filing fee.</p> <ul style="list-style-type: none"> <li>Prepares endorsement letter to PPA, Head Office</li> </ul> <p>Signs the endorsement letter to PPA, Head Office</p>	<p>10 mins</p> <p>2 mins</p>	<p>Edgardo O. Llorada (Supervising Engr.)</p> <p>Marcelo C. Indic (ESD Manager)</p> <p>Dominador D. Licayan (Port Manager)</p>	
TOTAL			63 mins		



### **ENGINEERING SERVICES DIVISION (ESD)**

Frontline Services : **1) FORESHORE LEASE APPLICATION (FLA)**  
**2) REVOCABLE PERMIT APPLICATION (RPA)**  
**3) MISCELLANEOUS LEASE APPLICATION (MLA)**

Availability of the Service : **Monday to Friday (excluding Holidays) - 8:00 a.m. to 5:00 p.m.**

STEP	APPLICANT / CUSTOMER	ACTIVITY / SERVICE (PPA)	DURATION (under normal condition)	PERSON (S) RESPONSIBLE	FEES
<b>1</b>	Submits letter from DENR – CENRO containing information regarding the subject land/area applied for.  <i>(Applicant advised to be back after 15 working days to give time for the evaluation and site inspection)</i>	Receives the letter and routes to the Office of the Port Manager  Routes the letter to the ESD Manager for evaluation / site inspection  ESD Personnel inspects the foreshore area and prepares certification and endorsement addressed to DENR – CENRO	3 mins  2 mins  Up to 15 days	Lenny F. Quimbo - <i>(Records Officer)</i>  Dominador D. Licayan - <i>(Port Manager)</i>	
<b>2</b>	Returns to the Engineering Services Division after the required number of days	Issues assessment of certification fee to the applicant and prepares certification and endorsement letter to DENR	10 mins	Edgardo O. Llorada - <i>(Supervising Engineer)</i>	
<b>3</b>	Proceed to Cahier's window and pay: 4) Certification Fee	Process payment and issues corresponding Official Receipt (OR)	3 mins.	Cashier B: Ma. Lilibeth C. Cumpio Hermila C. Subiaga Jiselle R. Diaz	<u>Certification Fee:</u> P560.00  <i>(Inclusive of 12% VAT)</i>
<b>4</b>	Returns to the Engineering Services Division and presents OR of Certification Fee	Receives / records the Official Receipt of certification fee and forwards documents to the Office of the Port Manager (OPM)  Certification and endorsement forwarded to the Office of the Port Manager for signature.	2 mins  3 mins	Edgardo O. Llorada - <i>(Supervising Engr.)</i>  Dominador D. Licayan - <i>(Port Manager)</i>	
<b>5</b>	<i>(Applicant proceeds to DENR-CENRO to follow-up transaction/application)</i>	Sends the certification and endorsement letter to DENR-CENRO - Copy furnished: ✓ ESD ✓ TMO concerned	3 mins	Lenny F. Quimbo - <i>(Records Officer)</i>	
<b>TOTAL</b>			26 mins excluding site inspection		