



PHILIPPINE PORTS AUTHORITY

PAYMENT OF PORT CHARGES, VESSEL CHARGES, BIDDING DOCUMENTS, CALAMITY LOANS AND OTHER FEES



Step	Port User/Debtor/ PPA Employees	TD Activity	Processing Time	Person Responsible	Fees
1	Proceeds to Window 2, get priority number and wait for your turn				None
	Presents Order of Payment/ Computation Sheet/ Invoice/ Bill of Charge	Verifies from the First Receipting Module if the Port User/Debtor/PPA Employee is already enrolled as Customer in the Oracle System	2 minutes	Senior Cashier	
	Returns to the Originating RC for the filling up of Customer Registration Form (CRF) and enrolment in the system	If not yet enrolled as Customer in the System, request the Payor to return to the originating Responsibility Center (RCs) for the filling out of Customer Registration Form (CRF) and enrolment in the System	10 minutes	Senior Cashier	
2	Give the cash/check payment, order of payment/invoice/computation sheet/bill of charge to the Senior Cashier	Receives order of payment/ computation sheet/invoice/bill of charge	1 minute	Senior Cashier	Based on the amount indicated in Order of Payment / Invoice/ Computation Sheet / Bill of Charge
		Checks completeness of supporting documents	2 minutes	Senior Cashier	
		Encodes the billing in the oracle system	3 minutes	Senior Cashier	
3	Receives original copy of official receipt	Accepts payments and generates official receipt	3 minutes	Senior Cashier	None
		Prepares Remittance Advice and deposit the collection to the bank			
TOTAL DURATION OF SERVICE			21 minutes		

END OF TRANSACTION

- Note:
1. Customer Registration Form (CRF) is available FREE OF CHARGE and downloadable in the PPA website ([www.ppa.com.ph](http://www.ppa.com.ph))
  2. Receipting of payment shall be based on the completeness of the documents presented
  3. If payment is for the account of the PMO, the Clerk Processor fax or email the official receipt to the Servicing PMO for clearance of the vessel/withdrawal of the cargoes



PHILIPPINE PORTS AUTHORITY

RELEASING OF CHECK TO CREDITORS, SUPPLIERS, PPA EMPLOYEES, CONTRACTORS AND OTHER CLAIMANTS



Step	Creditors/Suppliers/ Contractors/PPA Employees and other Claimants	TD Activity	Processing Time	Person Responsible	Fees
1	Proceeds to Window 1, get priority number and wait for your turn  Presents Valid Identification Card (with picture and signature)	Verifies from the AP Module – oracle system or from the Report of Checks Issued and Cancelled (RCIC) if the Claimant has duly signed check ready for release	1 minute	Cashier A	None
		If no signed check is found in the system or RCIC, verifies from the Controllership Department and inform the claimant on the status	5 minutes	Cashier A	
2	Receives the check, sign on the acknowledgement portion of the voucher and log book, and issue official receipt	Releases the check and request the payor to issue official receipt, sign the acknowledgement portion of the voucher and abstract	1 minute	Cashier A	None
		Checks the authenticity of the official receipt issued by the Claimant	1 minute	Cashier A	
TOTAL DURATION OF SERVICE			8 minutes		

END OF TRANSACTION

- Note: 1. Before the processing of check payment, the Payor shall fill up the Vendor Registration Form (VRF) and should be enrolled as Vendor in the system  
 2. Vendor Registration Form (VRF) is available FREE OF CHARGE and downloadable in the PPA website ([www.ppa.com.ph](http://www.ppa.com.ph))  
 3. Releasing of the signed check shall be based on the availability of the official receipt from the Claimant.



# CITIZEN'S CHARTER

## CUSTOMER COMPLAINT PROCEDURE

### FILING AND HANDLING OF COMPLAINTS



Step	Client/Customer	TD Activity	Duration of Activity (in minutes)	Person In-charge	Fees	Forms
1	Secures, fills-up properly & signs Complaint Form provided at Window 1 or 2 and submits to Treasury Department (TD) Secretary	Acknowledges receipt and records/logs the complaint	960	TD Secretary	None	Log Book
2		Verifies/identifies the existence & identity of the complainant		CMD Division Manager A		Complaint
		Analyzes complaint that require little or no investigation and takes appropriate action  Prepares / signs endorsement memo to concerned personnel		Head of Treasury Department		Complaint  Endorsement/Memo
		Informs/Notifies the client of the actions taken through letter		CMD Section Chief		Letter
	<b>TOTAL DURATION OF SERVICE</b>		960 mins (16 hrs or 2 working days)			

END OF TRANSACTION