



PORT MANAGEMENT OFFICE OF MISAMIS OCCIDENTAL/ OZAMIZ

CITIZEN'S CHARTER

(Anti-Red Tape Act)

GENERAL INFORMATION

The Authority was created on July 11, 1974 under Presidential Decree No. 505, and subsequently amended by P. D. 857 on December 23, 1975, otherwise known as the Revised Charter of the Philippine Ports Authority. The latter decree broadened the scope and functions of the PPA to facilitate the implementation of an integrated program for the planning, development, financing, operations and maintenance of ports or port districts for the entire country.

Executive Order No. 513 issued on November 16, 1978 further amended the PPA Charter granting it police authority, creating the National Ports Advisory Council to strengthen cooperation between the government and private sector, and empowering the Authority 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.

THE BOARD OF DIRECTORS

The Secretary of Transportation and Communications (DOTC) - Chairman
The General Manager of the Philippine Ports Authority (PPA) – Vice-Chairman
Members:
The Director-General of National Economic Development Authority (NEDA)
The Secretary of Finance (DOF)
The Secretary of Public Works and Highways (DPWH)
The Secretary of Environment and Natural Resources (DENR);
The Secretary of Trade and Industry (DTI);
The Administrator of Maritime Industry Authority (MARINA) and
Private Sector Representative

PPA VISION AND MISSION STATEMENT

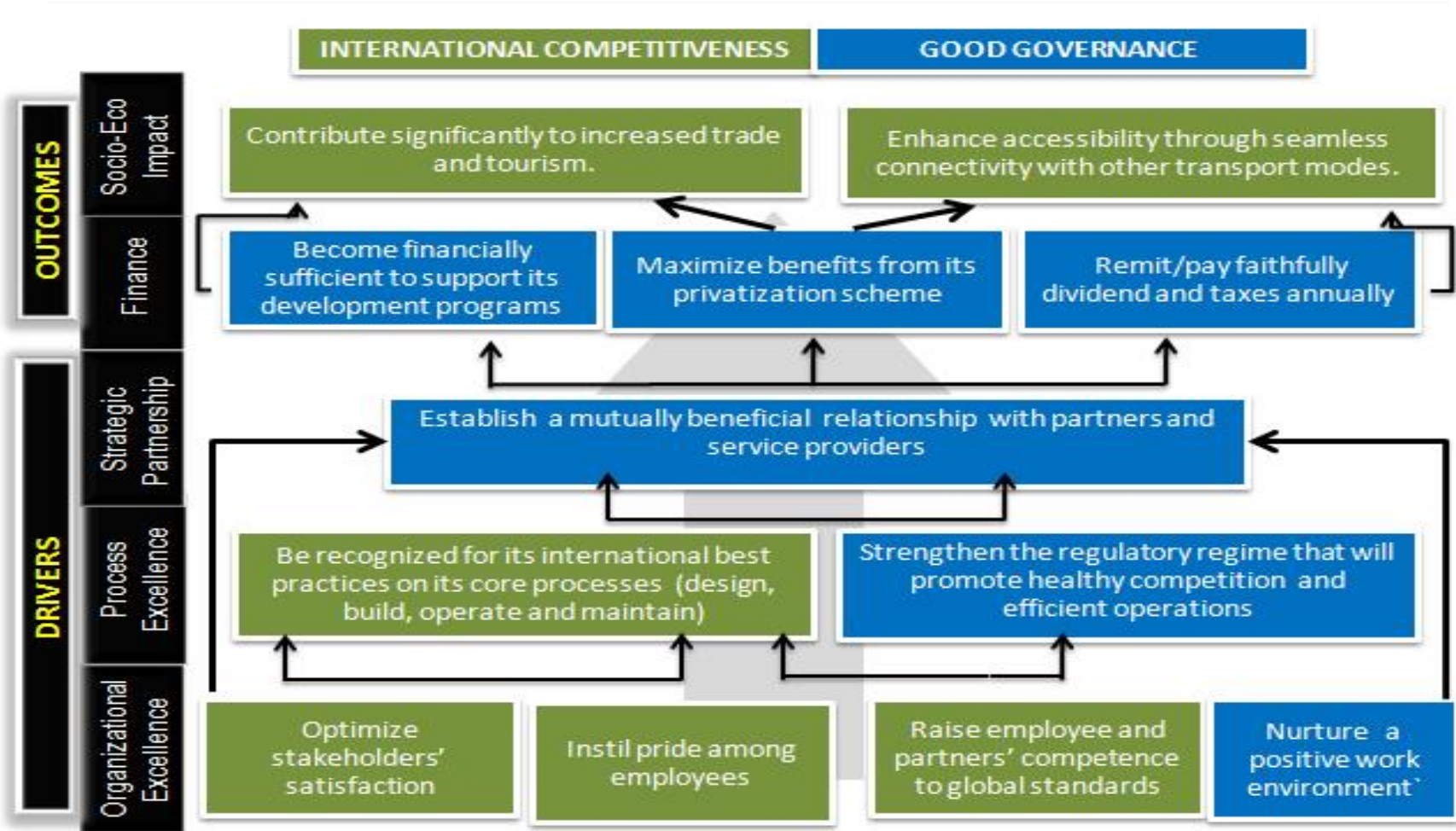
VISION

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

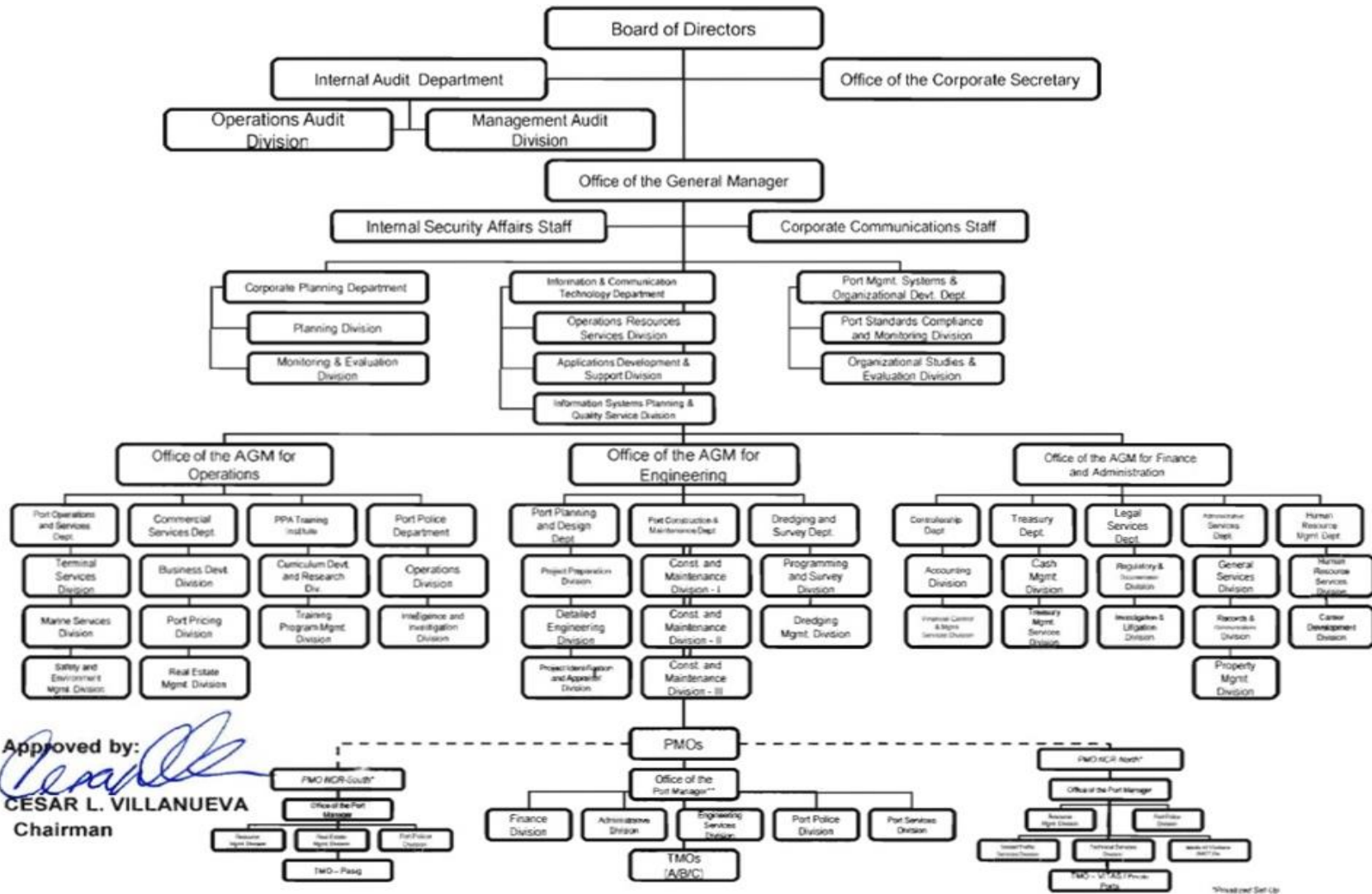
MISSION

- 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**

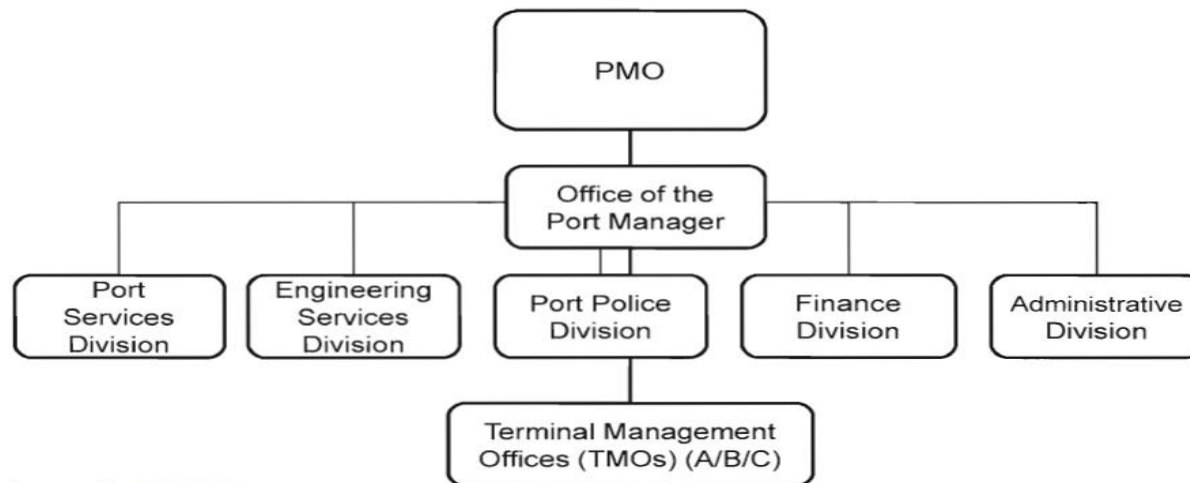
STRATEGY MAP



PPA ORGANIZATIONAL STRUCTURE



Port Management Office (PMO)



Approved by:

CESAR L. VILLANUEVA
Chairman

FEEDBACK AND REDRESS MECHANISM

As part of our continuing effort to improve our delivery of public service, we have installed the following feedback and redress mechanism:

(1) Suggestions Box

Forms available at:

- (a) Administrative Building**
- (b) Passenger Terminal Building (Bay and River & Inter-Island)**
- (c) Port Police Building**
- (d) Port Operations Office**
- (e) TMO Plaridel**

(2) Thru E-mail address: ppapmomoz@yahoo.com where you can send your feedback.

(3) Public Assistance/Complaints Desk.

(4) Hotline Numbers

Office of the Port Manager	(088) 521-1538/ 0908-889-1365
Office of the Administrative Manager	(088) 521-0238
Office of the Port Services Manager	(088) 521-4317

FEEDBACK MECHANISM

STEP	ACTIVITY		DOCUMENTS /FORMS	PERSONNEL IN-CHARGE
	CLIENT	PPA		
1	After Completion of Transaction	Help Desk Duty Ofcr request him/her to fill up feedback form.	Feedback Form	Help Desk Duty Officer 1 Min
2	Fills up Feedback Form and drops in the suggestion box	1 Admin. Personnel Feedback Team retrieves feedback every Friday 2 Consolidates Feedbacks & report the results during the Monday Forum. there is a need to be actd upon: 3 Discuss action to be taken with Concerned Personnel 4 Admin. Manager monitors actions taken by concerned personnel 5 Submits Monthly Report to Civil Service Commission.	Feedback Form Complaint Form Monitoring Report Consolidated Report	Feedback Team 5 Mins Help Desk Duty Officer 5 Mins Port Manager Feedback Team Concerned Personnel 30 Mins Admin Manager Feedback Team 15 Mins Feedback Team 30 Mins
End of Transaction				

PROCEDURE OF FILING COMPLAINTS

Available Time for Processing

Monday to Friday; from 0800H to 1700H

STEP	ACTIVITY		DOCUMENTS /FORMS	PERSONNEL- IN- CHARGE/ PROCESSING TIME
	CLIENT	PPA		
1	Client with complaints directed to Help Desk	Help Desk Duty Officer asks if client wants to talk to a person or file a complaint.		Help Desk Duty Officer 5 Mins
2	a. If want to talk to a person	1 Contact the Admin. Manager or Division Manager concerned		Help Desk Duty Officer Admin. Manager Div. Manager Concerned 5 Mins
	b. If want to file a complaint	2 Furnish client with complaint form on the complaint	Complaint Form	Help Desk Duty Officer 5 Mins
3	a Talk with Admin. Mngr/ Division Manager Concerned	1 Admin. Mngr or Div.Mngr concerned immediately acts on the complaint		Admin. Manager Div. Manager Concerned 15 Mins
	b Fill up complaint form	2 Inform the complainant to indicate his/her contact no. in the complaint form where can be reached for update of action taken by the PMO.	Complaint Form	Help Desk Duty Officer 5 Mins
		3 Help Desk Duty Ofcr records complaint in the logbook.	Logbook Copy of complaint	Help Desk Duty Officer 5 Mins
End of Transaction				

LIST OF PPA PMO-MOZ FRONTLINE SERVICES

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LIST OF PPA PMO-MOZ FRONTLINE SERVICES

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OFFICE OF THE PORT MANAGER

Frontline Service

APPLICATION AND ISSUANCE OF PERMIT TO OPERATE (PTO)- NEW / RENEWAL Electronic Permit Management System -ePMS)

(Thru

Available Time for Processing : Monday to Friday - 8:00 A.M. - 5:00 P.M. (No Noon Break)

PROCEDURE:

STEP	ACTIVITY		DOCUMENTS/ FORMS	PERSONNEL IN- CHARGE/PROCESSING TIME	FEES AND CHARGES
	CLIENT	PPA			
1	Visit PPA Website: ppa.gov.ph Click > PPA Online: > Customer Port Registration System (CPRS)				None
2	Log in to e-Permit Management System (ePMS) & take the following procedures a.) Create Application & Attached Scanned Documents b.) Submit Application		PTO Application (created online) Omnibus Undertaking (Sworn - Affidavit Duly Notarized, Generated Online)		None
3	Waiting for PPA Action	Check, Evaluates Application, Tag for Order of Payment (OOP) & Generates OOP	1 Application 2 Omnibus Undertaking	BDMO within 5 min	None
4	Receives OOP & pay to the Cashier	Forwards OOP to Applicant Receives and issue O.R.	OOP	BDMO 1 min Cashier within 3 min	Permit Fee: P728.00 Annual Reg. Fee: P3,628.80 (Vat Incl.)
5	Waiting for PPA Action	Endorse Application & Recommends for approval of the Port Manager Approves Application	1 Application 2 Omnibus Undertaking	BDMO within 2 mins Port Manager 1 min	None
6	Signs & receives original copy of PTO	Generates PTO for applicant's signature & final signature of the Port Manager	PTO	BDMO Port Manger within 5 mins	None
Duration				1 day	

Legend:

- PTO - Permit to Operate
- CRF - Customer Registration Form
- BDMO - Business Dev't/Marketing Officer
- ORO - Official Receipt
- OOP - Order of Payment

APPLICATION AND ISSUANCE OF PERMIT TO OCCUPY (PTOc) - NEW / RENEWAL thru Electric Permit Management System - ePMS

Available Time for Processing : Monday to Friday - 8:00 A.M. - 5:00 P.M. (No Noon Break)

PROCEDURE:

STEP	ACTIVITY		DOCUMENTS/ FORMS	PERSONNEL IN-CHARGE	FEES AND CHARGES
	CLIENT	PPA			
1	Proceed to the Office of the Port Manager (OPM) and secure the following documents: 1 Application Form for PTOc 2 Omnibus Undertaking (Sworn Affidavit) 3 Customer Registration Form (C.R.F.) - for New Applicant Only 4 Order of Payment for Non-Refundable Filing / Admin. Fee	Provide Forms & Prepare Order of Payment for PM's approval	1 Application Form (Pro-forma) for PTOc 2 Omnibus Undertaking (Sworn Affidavit) 3 Customer Registration Form (CRF) 4 Order of Payment	BDMO Port Manager 3 mins	None
2	Proceed and pay to the Cashier - the Admin. / Filing Fee	Accepts payment & issue Official Receipt	Order of Payment	Cashier within 3 mins	P1,120.00 (VAT Inclusive)
3	Submits to the BDMO the following Required Documents: 1 Complete Filled-Up Application Form 2 Omnibus Undertaking (Sworn Affidavit, Duly Notarized) 3 PPA Official Receipt (O.R.) -representing payment for Administrative Filing Fee	Receive , Evalutes and Recommends for Approval Approves / Disapproves Application	1 Complete Filled-up Application Form 2 Omnibus Undertaking (Sworn Affidavit Duly Notarized) 3 Official Receipt	BDMO PSD Manager Port Manager within 1 day	None
4	Received Order of Payment for two (2) months - Rental Deposits & one (1) month -Advanced Rental & proceed to the Cashier	Print Order of Payment & forwards to applicant Accepts payment & issue O.R.	1 Order of Payment 2 Official Receipt	BDMO 3mins Cashier within 3 mins	Cash (Depending upon the Monthly Rental Rate)
5	Presents O.R.; signs & receives original copy of PTOc	Receives O.R. & prepare PTOc for applicant's signature & final signature of the PortManager, then releases original copy of PTOc to lessee	1 Official Receipt 2 Permit to Occupy	BDMO Port Manager within 10 mins	None
			Duration	1 day	
End of Transaction					

Legend:

- PTOc - Permit to Occupy
 CRF - Customer Registration Form
 BDMO - Business Dev't./Marketing Officer
 OR - Official Receipt

Available Time for Processing

: Monday to Friday - 8:00 A.M. - 5:00 P.M. No Noon Break

PROCEDURE:

STEP	ACTIVITY		DOCUMENTS/ FORMS	PERSONNEL IN-CHARGE	FEES AND CHARGES
	CLIENT	PPA			
1	Files/ submits a Formal Request for Application to Register and Operate a Private Port Facility to the Office of the Port Manager, Port Management Office wherein the proposed facility is/will be located, together with the documentary requirements. Note: Formal Request shall be filed prior to commencing of private port construction/operation.	Receives/evaluates Application together with the corresponding required documents.	1 Formal Request for Clearance to Develop a Private Port Facility 2 Unified Application Form 3 Omnibus Undertaking (Sworn Affidavit)	Port Manager PSD Manager BDMO within 5 days	None
2	Waits for PMO's reply.	Prepares acknowledgement letter, billing statement.	1 Acknowledgement Letter 2 Billing Statement	BDMO Port Manager 15 mins	None
3	Receives acknowledgement letter and billing statement.	Forwards acknowledgement letter & billing statement.	1 Acknowledgement Letter 2 Billing Statement	BDMO 5 mins	None
4	Pays and presents proof of payment to the BDMO <i>Note: Payment of Filing Fee either at the Port Management Office or at the Head Office- Treasury Department.</i>	Receives payment and validates Official Receipt.	1 Billing Statement 2 PPA Official Receipt	Cashier BDMO 5 mins	Administrative/Filing Fee - P1,000 plus VAT
5	Waits for approval of the Application.	Indorses Application to Head Office	1 Transmittal letter 2 Application with required documents.	BDMO Port Manager 30 mins	None
6	Receives original copy of COR/PTO.	Approves/issues corresponding COR/PTO. Furnishes copy to PMO.	COR/PTO	Head Office: AGMO/Commercial Services Dep't	Depending upon the classification of the Private Port Ref: PPA AO No. 02-2009
Duration				5 days	

Private Port Fees & Other Related Charges (PPA AO 02-2009)

CLASSIFICATION	PRIVILEGE FEE
A. PRIVATE COMMERCIAL PORT	Php 80,000 + VAT (Shall be paid upon issuance of COR/PTO)
B. PRIVATE NON-COMMERCIAL PORT	Php 80,000 + VAT (Shall be paid upon issuance of COR/PTO)
C. RIVER PORT	Php 15,000 + VAT (Shall be paid upon issuance of COR/PTO)
D. MARINA	Php 15,000 + VAT (Shall be paid upon issuance of COR/PTO)
End of Transaction	

PORT POLICE DIVISION

Frontline Service : **APPLICATION FOR ANNUAL PEDESTRIAN PASS**

Available Time for Processing : Monday to Friday - 8:00 A.M. - 5:00 P.M. (No Noon Break)

PROCEDURE:

STEP	ACTIVITY		DOCUMENTS / FORMS	PERSONNEL INCHARGE/PROCESSING TIME	FEES AND CHARGES
	CLIENT	PPA			
1	Visit PPA official website: www.ppa.com.ph . Under PPA online (located at the right side of the page) click e-Permit Management Sytem (ePMS)				None
2	Log- in to ePMS and take the following procedures: a. Register account by filling-up all necessary requirements and documents b. Submit application		1 PTO application (created 2 Scanned Duly Notarized Affidavit of Assumption of Responsibility/Masterlis of Employees 3 Scanned Photos of Employees		None
3	Waits for evaluation result.	Checks, evaluates application, Tag for order of payment (OOP) and generates OOP.	1 Scanned duly notarized Affidavit of Assumption of Responsibility/Masterlist of Employees 2 Scanned Photos of Employees	Pass Control Officer (PCO) 10 mins	None
4	Prints OOP and pay to the Cashier	Receives Order of Payment and issues Official Receipt.	Order of Payment /Official Receipt	Cashier 5 mins	Based on the amount of the Order of Payment
5	Waits for PPA action	Check ePMS client action if payment has been made. If so, approve the application.		PCO 1 min	None
6	Presents PPA Official Receipt together with the OOP to secure the Annual Pedestrian Pass and acknowledge receipt in the logbook for recording and monitoring purposes.	Approves and forwards application to the Port Manager Approves and returns to the Port Police Division for appropriate action. Releases to the applicant the Annual Pedestrian Pass As acknowledgement of the receipt on the Annual Pedestrian Pass, the client logs in the logbook for record and monitoring purposes.	Annual Pedestrian Pass Logbook	PCO/PPD Manager Port Manager 30 mins	
Duration				50 mins	

Frontline Service
: APPLICATION FOR ANNUAL VEHICLE STICKER / PASS (AVP) (Thru Electronic Permit Management System -ePMS)
Available Time for Processing
: Monday to Friday - 8:00 A.M. - 5:00 P.M. (No Noon Break)
PROCEDURE:

STEP	ACTIVITY		DOCUMENTS/ FORMS	PERSONNEL IN CHARGE/PROCESSING TIME	FEES AND CHARGES
	CLIENT	PPA			
1	Visit PPA official website: www.ppa.com.ph e-Permit Management Sytem (ePMS)				None
2	Log-in to ePMS & take the following procedures: a. Register account by filling-up all necessary requirements and documents b. Submit application		1 PTO application (created online); if No PTO required, coordinate with BDMO 2 Scanned Duly Notarized Affidavit of Assumption of Responsibility/Masterlist of Transport Units. 3 Scanned Vehicle's latest LTO Official Receipt (OR) and Certificate of Registration (CR).	Business Development Marketing Officer (BDMO) 15 minutes	None
3	Wait for Evaluation Result. Generate Order of Payment (OOP) once application is approved.	Check and evaluates application tag for Order of Payment (OOP)	1 Scanned Duly Notarized Affidavit of Assumption of Responsibility/Masterlist of Transport Units Scanned Vehicle's latest LTO Official Receipt (OR) and Certificate of Registration (CR) 2 Order of Payment	Pass Control Officer (PCO) 10 minutes	None
4	Prints OOP & pay to the Cashier	Receives OOP and issue OR	OOP/OR	Cashier 10 mins	Based on the amount in the OOP
5	Wait for PPA action	Check ePMS Client Account if payment has been made. If so, approve the application		PCO 5 mins	None
6	Presents PPA OR together with the OOP to secure the AVP sticker & acknowledge receipt of sticker in the logbook for recording & monitoring purposes.	1 Conducts inspection of vehicle/s for cargo. 2 Release AVP if found all requirements in order, otherwise, notify applicant to comply. 3 For non-cargo vehicles, release/issue AVP sticker upon payment.	Vehicle Safety Inspection Clearance AVP Logbook	PCO 20 mins	None

Duration	60 mins
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OFFICE OF THE PORT SERVICES DIVISION (PSD)

Frontline Service : **APPLICATION FOR HANDLING PERMIT FOR DANGEROUS CARGO**

Available Time for Processing : Sunday to Monday; from 0500H to 2100H; (No Noon Break)

PROCEDURE:

STEP	ACTIVITY		DOCUMENTS /FORMS	PERSONNEL IN-CHARGE/ PROCESSING TIME	FEES AND CHARGES
	CLIENT	PPA			
1	Submit letter request, Bill of Lading, stowage plan and dangerous goods list to the Chief Safety Officer or Officer on duty.	Receive and check information in the document.	Letter Request Bill of Lading Stowage Plan	Chief Safety Officer or TOO on duty 2 mins	None
		Issue Handling Permit for Dangerous Cargo	Handling Permit for Dangerous Cargo	CSO or TOO on duty 1 min	None
			Duration	3 mins	

Frontline Service : FILING OF NOTICE OF ARRIVAL (NOA) AND APPLICATION OF BERTH /ANCHORAGE (ABA)

Available Time for Processing : Daily; from 0500H to 2100H; (No Noon Break)

PROCEDURE:

STEP	ACTIVITY		DOCUMENTS /FORMS	PERSONNEL IN-CHARGE	FEES AND CHARGES
	CLIENT	PPA			
1	Secures and fills-up Notice of Arrival (NOA) and Application for Berth or Anchorage (ABA)	Issue NOA and ABA Forms	NOA/ABA	Harbor Master/ Harbor Operations Officer/Designated Representative	None
2	Submits NOA/ABA before the arrival of the vessel; NOA - 48 hours ABA-24 hours for Reg. Liner ABA-36 hours for tramping	Receives and Signs NOA *Conducts Berthing Meeting (if necessary) Approve and Signs ABA form and assigns berth to vessels	NOA/ABA	HM/HOO/DR 5 mins	None
3	Receives stamped and signed copy of their application.	Releases copy to the applicant Generates SCN based on the approved application for Berth/Anchorage	NOA/ABA	HM/HOO/DR 5 mins	None
			Duration	10 mins	

Frontline Service : **VESSELS ENTRANCE CLEARANCE**

Available Time for Processing : Daily; from 0500H to 2100H; (No Noon Break)

PROCEDURE:

STEP	ACTIVITY		DOCUMENTS /FORMS	PERSONNEL IN-CHARGE	FEES AND CHARGES
	CLIENT	PPA			
1	Fills-up the vessel's Logbook upon arrival		Entrance/Clearance Logbook	Harbor Master/ Harbor Operations Officer/ Designated Representative	None
2	Submits documentary requirements	Reviews/ Evaluate Documents Updates the vessels arrival @prompt	Domestic Vessels: 1 Inward Coasting Manifest 2 Passenger Manifest (if any) 3 Dangerous Cargo Manifest (if any) 4 Application for Berth/Anchorage, Notice of Arrival 5 Waste on Board Vessel Form Foreign Vessels: 1 Application for Berth/Anchorage, Notice of Arrival 2 Inward Foreign Manifest 3 Dangerous Cargo Manifest (if any) 4 Waste on Board Vessel Form	HM/HOO/DR 5 mins HM/HOO/DR 5 mins	None None
3	Receives the Roll Book	Stamps "Entered" and signs the Roll Book/ Inward Foreign Manifest Releases the Roll Book	Vessels Roll Book	HM/HOO/DR 3 mins	None

			Duration	13 mins	
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Frontline Service : **VESSELS DEPARTURE CLEARANCE**

Available Time for Processing : Daily; from 0500H to 2100H; (No Noon Break)

PROCEDURE:

STEP	ACTIVITY		DOCUMENTS /FORMS	PERSONNEL IN-CHARGE	FEES AND CHARGES
	CLIENT	PPA			
1	Fills-up the vessel's Logbook		Entrance/Clearance Logbook		None
2	Submits documentary requirements for evaluation	<p>Reviews/ Evaluate Documents</p> <p>Domestic: Stamps & signs Outward Coasting manifests "Port Clearance Granted" and signs the Roll Book</p> <p>Foreign: Stamp Outward Foreign Manifest "Port Charges Paid" and signs the Manifest</p>	<p>Outward Manifest</p> <p>Passenger Manifest</p> <p>Dangerous Cargo Manifest</p> <p>Roll Book</p> <p>PPA - Official Receipt</p>	<p>Harbor Master/Harbor Operations Officer/Designated Representative</p> <p>5 mins</p> <p>5 mins</p>	<p>None</p> <p>None</p>
3	Receives the Roll Book and the signed Coasting/ Foreign Manifest	Releases the Roll Book / Outward Manifest		HM/HOO/DR	
			Duration	10 mins	

Frontline Service : **CARGO ENTRY - DOMESTIC**

Available Time for Processing : Daily; from 0500H to 2100H; (No Noon Break)

PROCEDURE:

STEP	ACTIVITY		DOCUMENTS / FORMS	PERSONNEL IN-CHARGE	FEES AND CHARGES
	CLIENT	PPA			
1	Secures Bill of Lading (BL) from Shipping Lines				
2	Proceeds to CHO for Payment of Handling Charges				
3	Proceeds to PPA - Port Operations Office for assessment & payment of port charges	Encodes Cargo to POMS and issues Computation Sheet Collects Payments and Issues OR	Bill of Lading & Cargo Handling Operator-Official Receipt	Encoder 5 mins Cashier/Encoder 5 mins	Wharfage and 10% Gov't. Share
4	Presents Documents to PPA Operations Officer	Checks documents. If found in order, stamps "OK for Loading" on BL	BL & PPA-OR	Terminal Operations Officer/Designated Representative 3 mins	None
5	Presents BL with stamp "OK for Loading"	Inspects & allows entry of cargoes.	BL , CHO-OR & PPA- OR	Gate Guard 1 min	
FOR CONTAINERIZED CARGOES WITH PUD(Port Users Deposit)					
1	Secures PBL, EIR or VTS from Shipping Lines		Pro-Forma Bill of Lading , Equipment Interchange Receipt or Van Transfer Slip		
2	Upon entry, container is subjected to weighing by the Weighbridge Operator .			Weighbridge Operator	Weighing charges
3	Presents documents to PPA Operations Officer	Checks documents. If found in order, stamps "OK for Loading" on BL	PBL EIR or VTS	TOO/DR 2 mins	
4	Presents PBL, EIR or VTS with stamp "Ok for Loading"	Inspects & allows entry of containers	PBL, EIR or VTS	Gate Guard 1 min	
			Duration	14 mins	

Frontline Service : **CARGO ENTRY - FOREIGN**
Available Time for Processing : Daily; from 0500H to 2100H; (No Noon Break)

PROCEDURE:

STEP	ACTIVITY		DOCUMENTS / FORMS	PERSONNEL IN-CHARGE	FEES AND CHARGES
	CLIENT	PPA			
1	Declares cargo to BOC for payment of taxes and Cargo Declaration shall contain information on the measurement and value of the cargo.				
2	Proceeds to shipping company for payment of freight charges and issuance of Bill of Lading.				
3	Proceeds to CHO for payment of cargo handling charges.				
4	Proceeds to PPA - Port Operations Office for assessment & payment of port charges .	Encodes Cargo to POMS and issues Computation Sheet Collects Payments and Issues OR.	BL & CHO-OR BL & CHO-OR	Cashier/Encoder 5 mins Cashier 5 mins	None Assessed amount
5	Presents documents to PPA Operations Officer	Checks documents. If found in order, stamps "OK for Loading" on BL	BL ,& PPA-OR	Terminal Operations Officer/Designated Representative 3 mins	None
6	Presents BL with stamp "OK for Loading"	Inspect & allows entry of cargoes	BL & PPA-OR	PPA Gate Guard 1 min	
			Duration	14 mins	

Frontline Service**: CARGO WITHDRAWAL - DOMESTIC****Available Time for Processing****: Daily; from 0500H to 2100H; (No Noon Break)****PROCEDURE:**

STEP	ACTIVITY		DOCUMENTS / FORMS	PERSONNEL IN-CHARGE	FEES AND CHARGES
	CLIENT	PPA			
1	Breakbulk/Bulk: Presents BL to Cargo Handling Operator for Payment of Cargo Handling Charges				
2	Presents documents to PPA Port Operations Office for assessment and payment of port charges	Encodes Cargo to POMS and issue Computation Sheet Collects Payments, Issues OR & stamps "OK for Release"	BL,CHO OR/DR BL,CHO OR/DR	PPA Cashier/ Encoder 3 mins PPA Cashier/ Collector	None Assessed amount
3	Presents documents to PPA Gate Guard	Inspects cargo & transaction documents for proof of payment of cargo charges & allows release of cargoes	DR & PPA OR	PPA Gate Guard 2 mins	None
FOR CONTAINERIZED CARGOES WITH PUD(Port Users Deposit)					
Duration : 3 mins					
1	Presents BL to Cargo Handling Operator for the issuance of DR				
2	Presents documents to PPA Port Operations Office	Checks documents. If found in order, stamps "OK for Release" on BL & DR	BL, DR	PPA TOO/DR 2 mins	
3	Presents BL & DR to PPA Gate Guard	Inspects cargo & transaction document Cargo is then released from the port.	BL, DR	PPA Gate Guard 1 min	
Duration			10 mins		

Frontline Service : **CARGO WITHDRAWAL - FOREIGN**
Available Time for Processing : **Daily; from 0500H to 2100H; (No Noon Break)**

PROCEDURE:

STEP	ACTIVITY		DOCUMENTS / FORMS	PERSONNEL IN-CHARGE	FEES AND CHARGES
	CLIENT	PPA			
1	Pays import taxes and dues to BOC				
2	Presents BL to the Cargo Handling Operator and pays the corresponding cargo handling charges for the issuance of OR & DR				
3	Presents documents to PPA Port Operations Office for assessment and payment of port charges .	<p>Encodes Cargo to POMS and issues Computation Sheet</p> <p>Collects Payments, Issues OR & stamps "OK for Release"</p>	BL & CHO -OR/DR	<p>Cashier/Encoder 5 mins</p> <p>Cashier 5 mins</p>	Assessed amount
4	Present Documents to Gate Guard	Inspects cargo and transaction documents as proof of payment of cargo charges. Cargo is then released from the Port.	DR & PPA-OR	Gate Guard 1 min	None
				12 mins	

FINANCE DIVISION (FD)

Frontline Service : ASSESSMENT OF VESSEL CHARGES

Available Time for Processing : Daily; from 0500H to 2100H; (No Noon Break)

PROCEDURE:

STEP	ACTIVITY		DOCUMENTS /FORMS	PERSONNEL IN-CHARGE/ PROCESSING TIME	FEES AND CHARGES
	CLIENT	PPA			
1	Submits duly accomplished Dockage Report Form	Reviews / Evaluates Dockage Report and updates the vessels arrival and berthing @ PROMPT	Dockage Report	HOO/TOO/TS 3 mins	None
2	Forwards the duly accomplished signed Dockage Report Forms	Assesss vessels charges	Computation Sheet	Cashier 5 mins	Assessed Amount
3	Pays vessel charges to Cashier / Collector	Collects payment and issues Official Receipt	Official Receipt	Cashier / Collector 6 mins	Paid Amount
Duration					14 mins

Frontline Service**: PROCESSING OF PAYMENT FOR**

- A. Gasoline**
- B. Service and Utilities**
- C. Outsourced Personnel, Security Guards**
- D. Purchased of Supplies, Materials and Equipment**
- E. Repairs of Motor Vehicles and Equipment**

Available Time for Processing**: Monday to Friday; from 0800H to 1700H; (No Noon Break)****PROCEDURE:**

STEP	ACTIVITY		DOCUMENTS /FORMS	PERSONNEL IN CHARGE/PROCESSING TIME	FEES AND CHARGES
	CLIENT	PPA			
1	Admin submits complete required supporting documents for payment processing.	Processes & verifies the complete documentary attachments	All documentary attachments A. Gasoline 1 Generated/Signed Budget Utilization Request 2 Billing Statement/Delivery Receipt 3 Purchase Requisition 4 Monthly Report of Official Travels/ Drivers Trip Ticket B. Services and Utilities 1 Generated/Signed Budget Utilization Request 2 Billing Statement 3 Purchase Requisition C.1 Outsourced Personnel - Generated/Signed Budget Utilization Request - for first billing Contract * Pag-ibig/Philhealth Official Receipts * Notice to Proceed * Performance Bond * Notice of Award * BAC resolution declaring lowest calculated & responsive bid * Abstract of bids	Fiscal Examiner 30 mins 5 mins 2 hrs	none

[illegible]

			E. Repairs of Motor Vehicles and Equipment: - Generated/Signed Budget Utilization Request - Inspection and Acceptance report	15 mins	
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STEP	ACTIVITY		DOCUMENTS /FORMS	PERSONNEL IN CHARGE/PROCESSING TIME	FEES AND CHARGES
	CLIENT	PPA			
			-Continuation - Charge Invoice/Billing Statement - Purchase Order - Abstract of Canvass - Request for Quotation - Request for pre-inspection - Certificate of Wear and Tear - Repor of Waste Materials - Purchase Request - Other additional documents as needed		
		Validates & generates Journal Entry Sheet and Disbursement Voucher		Corporate Accountant 15 mins	
		Verify completeness of documentary attachments & signs JES & DV	Journal Entry Sheet (JES) & Disbursement Voucher (DV)	Corporate Finance Services Chief	
		A. Payment of Gasoline		15 mins	
		B. Payment for Services and Utilities		2 mins	
		C.1 Payment for Outsourced personnel	All documents attached	30 mins	
		C.2 Payment for Security guards		1 hr	
		D. Purchase of Supplies/Materials and Equipment		30 mins	
		E. Repairs of Motor Vehicles and Equipment		5 mins	
2		Forwards DV and all documentary attachments to OPM for approval	All documents attached	Port Manager 1 hr	
		Receives the approved/signed DV from OPM for check preparation	Check	Senior Cashier 10 mins	
4		Release check payment to the supplier/contractor/service provider	Official Receipt	Cashier 10 mins	

Duration	2 to 3 working days
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Frontline Service : DISPATCHING/MAILING OF OUTGOING COMMUNICATIONS

Available Time for Processing : Monday to Friday; from 0800H to 1700H; (No Noon Break)

PROCEDURE:

STEP	ACTIVITY		DOCUMENTS /FORMS	PERSONNEL IN- CHARGE/PROCESSING TIME	FEES AND CHARGES
	CLIENT	PPA			
1		Prepares communications for mailing.		Records Officer 1 min	
2		Retains file copy for Central File.		Records Officer' 2 mins	
3		Prepares transmittal form and places communication in an envelope.	Transmittal Form	Records Officer 2 mins	
4	Courier	Dispatches communication and signs airway bill	Airway Bill	Records Officer 2 mins	
			Duration	7 mins	

Frontline Service : RECEIVING OF INTER-OFFICE COMMUNICATIONS

Available Time for Processing : Monday to Friday; from 0800H to 1700H; (No Noon Break)

PROCEDURE:

STEP	ACTIVITY		DOCUMENTS /FORMS	PERSONNEL IN-CHARGE/ PROCESSING TIME	FEES AND CHARGES
	CLIENT	PPA			
1	Office of the Port Manager	Receives memorandum, orders circular	None	Records Officer 2 mins	None
2		Retains file copy for the Central File	None	Records Officer 1 min	None
3		Assigns numberss and routes memorandum, orders, ciculars to PMO personnel concerned	None	Records Officer 20 mins	None
			Duration	23 mins	

Frontline Service : RECEIVING INCOMING COMMUNICATION

Available Time for Processing : Monday to Friday; from 0800H to 1700H; (No Noon Break)

PROCEDURE:

STEP	ACTIVITY		DOCUMENTS /FORMS	PERSONNEL IN- CHARGE/PROCESSING TIME	FEES AND CHARGES
	CLIENT	PPA			
1	Presents letter / request and get copy of " receive file"	Receives letter / request, stamp "RECEIVED" and give a copy to client		Records Officer 3 mins	None
2		Reads & records communication in the logbook	Logbook	Records Officer 2 mins	None
3		Attaches routing slip to the communication and forwarded to the OPM	Routing Slip	Records Officer 3 mins	None
4		Receives acted communication for the OPM		Records Officer 1 min	None
5		Records routing instructions from PM, photocopy docs according to number of division photocopy docs according to number of division to be supplied	Photocopies	Records Officer Reproduction Machine Operator 15 mins	None
6		Route communication to concerned divisions	Logbook	Records Officer 3 mins	None

7		Files copy on the Central File		Records Officer 3 mins	None
Duration				1 Day	

Frontline Service : PAYMENTS OF BILLING FOR: Gasoline, Services & Utilities, Outsourced Personnel, Security Guards, Purchase of Supplies, Materials & Equipment, Repairs of Motor Vehicles and Equipment

Available Time for Processing : Monday to Friday; from 0800H to 1700H; (No Noon Break)
PROCEDURE:

STEP	ACTIVITY		DOCUMENTS /FORMS	PERSONNEL IN-CHARGE	FEES AND CHARGES
	CLIENT	PPA			
1	Submits the following Statements of Account	For A, B, C & D:	For A, B, & D 1 Statement of Account 2 Notice of Billing 3 Billing Request/Register 4 Charge Invoice	General Services Officer Rep. Mach. Operator Supervising Supply Officer 5 mins	None
	A: Gasoline B. Services & Utilities C. Wages for Outsourced/Janitorial and Security Guard personnel D. Purchase of Supplies & Equipment E. Delivery of supplies, materials, equipment and repaired items (based on Purchase Order)	Receives Statements of Account Receives & checks delivered supplies, materials, equipment and repaired items per Purchase Order	For C 1 Statement of Account 2 Daily Time Record 3 Duty Detail Schedule 4 Payroll 5 Affidavit 6 Overtime Requests / Accomplishments For E. Delivery Receipts	Admin Outsourced Personnel Supervising Supply Officer 20 mins	None
2		Prepares vouchers using the PPA Oracle System and signs documents Submits documents with complete supporting	1 Purchase Requisition 2 Canvass Papers 3 Abstract of Canvass 4 Purchase Orders 5 Certificate of Inspection & Acceptance 6 Store Requisition Slip	General Services Officer Rep. Mach. Operator Supervising Supply Officer Driver-Mechanic Administrative Manager Port Manager	None

	papers to Finance Division	7 Report of Waste Material 8 Certification of Wear & Tear 9 Pre-Inspection Report 10 Acknowledgement Receipt 11 Driver's Trip Tickets 12 Monthly Report of Distance Travelled	1-2 working days	
Duration			5 to 7 days	

ENGINEERING SERVICES DIVISION (ESD)

Frontline Service

: **ISSUANCE OF CLEARANCE CERTIFICATE FOR FORESHORE LEASE APPLICATION (FLA), MISCELLANEOUS LEASE APPLICATION (MLA), MISCELLANEOUS SALES APPLICATION (MSA)**

Available Time for Processing

: **Monday to Friday; from 0800H to 1700H; (No Noon Break)**

PROCEDURE:

STEP	ACTIVITY		DOCUMENTS /FORMS	PERSONNEL IN-CHARGE	FEES AND CHARGES
	CLIENT	PPA			
1	Submits the Endorsement Letter from DENR w/ supporting Documents.	Receives and records DENR Endorsement w/ supporting documents and advise client to indicate his/her contact no. and route to OPM.	Endorsement letter from DENR with the ff. sup-orting documents: Sketch Plan signed by Geodetic Engr.	Records Officer 10 mins	
2		Office of the Port Manager(OPM) initially process letter request and forwards to Engineering Services Division	Endorsement letter from DENR with the ff. sup-orting documents: Sketch Plan signed by Geodetic Engr.	Executive Assistant 30 mins	
3		Conducts Ocular/Site Inspection then, Prepares and submit FLA certification for Port Manager's signature.	FLA Certification with Endorsement letter from DENR with the ff. sup-orting documents: Sketch Plan signed by Geodetic Engr.	Port Manager ESD Personnel Client 1 Day & 7 Hrs.	
4	Proceed to Cashier for payment of Certification Fee	Cashier receives payment of certification fee and issue official receipt.	Official Receipt	Cashier / 10 Mins.	PhP 560.00 (VAT inclusive)-FLA Port Related - PhP1,120.00(VAT inclusive) -MLA/MSA

5	Present O.R. to Engineering Services Division and Receives copy of Certification	ESD issues copy of certification and file the document.	FLA Certification	ESD Personnel / 10 Mins.	
			Duration	2 (Two) Days	

Frontline Service

: APPLICATION OF CLEARANCE TO DEVELOP A PRIVATE PORT

Available Time for Processing

: Monday to Friday; from 0800H to 1700H; (No Noon Break)

PROCEDURE:

STEP	ACTIVITY		DOCUMENTS /FORMS	PERSONNEL IN-CHARGE	FEES AND CHARGES
	CLIENT	PPA			
1	Submits Three (3) Sets of Documentary Requirements to PMO Records Officer	Records section receives letter request with the Client's Contact Number and routes to the Office of the Port Manager.	Three (3) Sets of the Doc. Requirements 1 Unified Application Form Specifying exact Loc. Of the FLA intended use, prop. Structure to be put-up and Estimated cost of improvements & vicinity map. 2 Duly Notarized Omnibus Undertaking	Records Officer / 10 mins	
2		Office of the Port Manager(OPM) initially process letter request and forwards to Engineering Services Division.	Same as Above	Port Manager / Executive Assistant 30 Mins.	
3		ESD & Client jointly Conducts site verification/inspection and ESD evaluates & submits technical reports & findings to the Port Manager.	Same as Above & Technical Report	ESD Manager/ Representative & Client 3 Days & 2 Hrs. & 20 Mins	
4		Port Manager evaluates ESD Technical Report and favorably endorsed to the CSDD for the issuance of Clearance to develop	Same as Above Technical Report Clearance Certificate	Port Manager / Executive Assistant 5 Hours	

5				
			Duration	4 (four) Days

Frontline Service

: APPLICATION FOR THE PERMIT TO CONSTRUCT A PRIVATE PORT

Available Time for Processing PROCEDURE:

: Monday to Friday; from 0800H to 1700H; (No Noon Break)

STEP	ACTIVITY		DOCUMENTS /FORMS	PERSONNEL IN-CHARGE	FEES AND CHARGES
	CLIENT	PPA			
1	Submits Three (3) Sets of Documentary Requirements to PMO Records Officer	Records section receives letter request with the Client's Contact Number and routes to the Office of the Port Manager.	Three (3) Sets of the Doc. Requirements 1 Unified Application Form with Working Drawings/Bldg.Plans signed by Civil Engr. 2 Duly Notarized Omnibus Undertaking	Records Officer / 10 Mins.	
2		Office of the Port Manager(OPM) initially process letter request and forwards to Engineering Services Division.	Same as Above	Port Manager / Executive Assistant 30 Mins.	
3		ESD evaluates & processes application and submits findings to the Port Manager	Same as Above	ESD Manager/ Representative 2 Days & 3 Hrs.	
4		Port Manager evaluates findings from ESD and forwarded same for finalization of the application	Same as Above	Port Manager / Executive Assistant 1 Day	
5		Port Manager indorses application to the OAGME thru the PPDD for issuance of Permit to Construct.	Same as Above	Port Manager / ESD Manager 4 Hours & 20 Mins	
6	Upon Approval of Application	For Private Non-Commercial Port - Below Php 10 Million	Official Receipt Notice of Approval	H.O.- AGME	- P 20,000 + VAT -P30,000+1/10%-

		- Php 10 Million and Above		(P10M=or<P100T + VAT)
		For Private Commercial Port - Below Php 10 Million - Php 10 Million and Above		- P 60,000 + VAT - P80,000+1/10%- (P10M=or<P100T + VAT)
			Duration	4 (four) Days

Frontline Service : PAYMENT FOR BILLING OF REPAIR & MAINTENANCE AND LOCALLY FUNDED-FIELD OFFICE PROJECTS

Available Time for Processing Procedure : Monday to Friday; from 0800H to 1700H; (No Noon Break)

STEP	ACTIVITY		DOCUMENTS /FORMS	PERSONNEL IN-CHARGE	FEES AND CHARGES
	CLIENT	PPA			
	Submits the Billing Request to to PMO Records Officer: A. Advance Payment B. Progress Billing C. Final Payment	Receives and records the Billing Request	1. Billing Request A. Advance Payment - 15% Surety Bond in the form of Bank Gurantee B. Progress Billing - with Photographs (Before & On-going) - If, Acmplmnt is below 50% 10% Retention Money of any Denomination: a. Irrevoc Stndby Ltr of Cred. b. Bank Guarantee c. Surty Bnd Callble on Dem. C. Final Payment - Photos (Before, On-going & Completed) - As-Built Plan/Drawing & Warranty Bond		
2		Office of the Port Manager(OPM) forwards to Engineering Services Division.	Same as Above	Port Manager / Executive Assistant 20 Mins.	None
3		ESD Conducts Inspection:	Inspection Report	Project Inspector /Contractor /ESD	

4		1) B-Progress Billing 2) C-Final Payment Prepares & Sign Documentary attachments & submits to Finance Division If: A. Advance Payment	A. BUR, Contract Documents and its attachments B. BUR, Complex P.O. Accomplishment Report Report of Inspection &	Representative / 1 Day ESD Personnel / Finance Div. / OPM 3 Days	
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STEP	ACTIVITY		DOCUMENTS /FORMS	PERSONNEL IN-CHARGE	FEES AND CHARGES
	CLIENT	PPA			
5		-Continuation B. Progress Billing C. Final Billing Processes Documents 1 Processes & Verifies Documentary Attachments 2 Voucher(DV)Validates & Generates Journal Entry Sheet (JES) and Disbursement 3 Pre-Audit documentary attachments & Signs JES and DV 4 Prepares Check	Same as Above C BUR, Complex P.O. Accomplishment Report Report of Inspection Certificate of Completion Certificate of Acceptance. Request for Post Inspection (COA) and Same as Above 1 All Documentary requirements and its attachments 2 Journal Entry Sheet (JES) and Disbursement Voucher (DV) 3 Check	Finance Division / Personnel 3 Days Cashier / 30 Mins.	
6	If, Representative bring along duly notarized S.P.A., O.R. and One(1) Valid I.D.	Releases Check Payment to the Contractor/Supplier	Official Receipt duly Notarized S.P.A. One (1) Valid I.D.		
			Duration	8 (eight) Days	

Frontline Service

: ISSUANCE OF BID DOCUMENTS AND SUBMISSION OF BIDS FOR ENGINEERING PROJECTS

Available Time for Processing

: Monday to Friday; from 0800H to 1700H; (No Noon Break)

Procedure

STEP	ACTIVITY		DOCUMENTS /FORMS	PERSONNEL IN-CHARGE	FEES AND CHARGES
	CLIENT	PPA			
1	Proceed to PMO BAC-EP Secretariat and present PCAB Registration Particulars, LOI & SPA	Prepares Assessment of Fees for Bid/Tender Documents	ESD assessment form	BAC Secretariat / 5 Mins	Payment of Docs. 1 M-5 M: P 5,000 5 M-10 M: P10,000 10M-50M: P25,000
2	Proceed to Cashier and pay the corresponding fees	Receives payment and issues Official Receipt	- do -	Cashier / 10 Mins	
3	Proceed to BAC-EP Secretariat present proof of payment (OR) and secure the bid forms and Checklist	Secretariat Records name of contractor, contact no., OR No. and date & amount of payment & issues bid documents & checklist of requirements.	Bid Forms	BAC Secretariat / 15 Mins	
4	Submits Bid Proposals to PMO BAC-EP	Stamps the bid envelopes as "Received" indicating the date, time of receipt and have the stamp countersigned by the bidder/representative	Required Documents	BAC Secretariat / 10 Mins	None
5		Opens the bid proposal, using the preliminary examination of bids under Sec. 30 of RA 9184 & its IRR.	Required Documents a.) Envelope No. 1 - Eligibility Component Technical Component b.) Envelope No. 2 - Financial Document	BAC Member / BAC Sec., TWG / 2- Observers, COA / Clients/Contractors / 1-3 Hours	None
6		Prepares Abstract of Bids and submits to BAC-EP for approval & signature	Abstract of Bids	BAC Secretariat / 15 Mins upon the completion of the opening of Bids	
7		Conducts a detailed evaluation of Bids and submits to BAC-EP for approval/signature	Bid Evaluation Report	BAC TWG / 1-3 Hours	

8		Conducts a post qualification of bidder with the lowest calculated bid and prepares Resolution of Award	Post Qualification Evaluation Report	BAC TWG / 5 Days	None
9		Approves/Disapproves resolution of award and issues Notice of awards to winning Bidder	Resolution of Award Notice of Award	Port Manager / 4 Days	
10		Posts at the Philgeps the Notice of Awards & its Resolution.	Copy of NOA & its Resolution	BAC Secretariat / 1 Day	
			Duration	8 (eight) Days	

Frontline Service : CONTRACT SIGNING AND ISSUANCE OF NOTICE TO PROCEED (NTP)

Available Time for Processing : Monday to Friday; from 0800H to 1700H; (No Noon Break)

PROCEDURE:

STEP	ACTIVITY		DOCUMENTS /FORMS	PERSONNEL IN-CHARGE	FEES AND CHARGES
	CLIENT	PPA			
1	Proceed to PMO BAC-EP Secretariat and submit documentary requirements	Validates the submitted documents, prepares the contract to the Office of the PM for review and advises Contractor to come for contract signing with the PM and witnesses.	Contract/Agreement Notice of Award Performance Security	ESD Personnel / Client 7 Days & 6 Hrs.	None
2	Proceed to the Office of the PM to sign contract	Forwards Contract to the Port Manager for approval and signature together with the Contractor		Port Manager / Contractor & ESD Personnel / 1 Day	None
3	Notarizes the contract and returns to ESD	Prepares Notice to Proceed (NTP)	Notice to Proceed	ESD Personnel / 1 Day	None
4		Submits NTP to the Port Manager for signature.		Port Manager / 1 Hour	None
5		Issues a copy of the contract to the contractor together with the approved Notice to Proceed (NTP)		ESD Personnel / 30 Mins.	None
			Duration	10 (ten) Days	