

Citizen's Charter

A HANDBOOK

2018 Edition



PHILIPPINE PORTS AUTHORITY

PORT OF GENERAL SANTOS

MAIN GATE

PORT
GENERAL SANTOS
MOBILE
BY
GENERAL SANTOS
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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.

MANDATE

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

CORE VALUES

Excellence. Professionalism, Efficiency

Creativity. Innovation, Adaptability

Customer Satisfaction. Customer Focus

Responsible Citizenship. Sustainability, Accountability
Risk Management

Ethics. Integrity within moral bounds

Sincerity. Commitment to fulfil mandate

Teamwork. Synergy of working together.
Esprit de Corps

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FEEDBACK & REDRESS MECHANISMS

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Please let us know how we have served you by doing any of the following:

- Fill up the Customer Feedback Form available at the PMO Building Lobby Guard and Baseport Terminal Office (BTO).
- Call any of the following telephone numbers:
 - 552-4484 - *Port Manager*
 - 301-2076 - *Administrative Division Manager*
 - 307-0572- *Port Services Division Manager*
 - 301-2078- *Finance Division Manager*
 - 301-2074- *Engineering Services Division Manager*
 - 307-0571- *Port Police Division Manager*

Thank you so much for helping us improved our services!

RECEIVING/PROCESSING OF INCOMING COMMUNICATION

Service Description: Receiving / Processing Hand Delivered/
Carried or Mailed Incoming
Communication from Internal (PPA) and
External (Non-PPA) Customers/ Clients

A. Who is the Customer?

Internal/External Customers or Client

B. What are the requirements?

Letter/Communication addressed to the Port Manager
duly acknowledged/received by the Records Office

Schedule: 8:00 AM to 5:00 PM
No Noon Break

1. The Records Officer reads, checks for completeness, and stamps "RECEIVED" in the document:
 - a. For external customers, if hand carried, the original incoming communication is retained and returns the extra copy, if any, immediately to the client.
 - b. For Mailed Communication, the Records Officer acknowledges receipt in the airway bill and stamps "RECEIVED" in the transmittal and returns it to the origin.
 - c. For internal customers, checks if logged in the computerized system (DCRS) and acknowledge receipt bearing the time and date in the computerized system.
2. The Records Officer enrolls the incoming communication in the computerized system (DTS), scans the document, prints-out corresponding transmittal slip and forwards to Executive Secretary.

3. The Executive Secretary receives the incoming communication with attached transmittal slip and forwards to Executive Assistant for information/notation
4. The Executive Assistant evaluates and processes the document and returns to the Executive Secretary.
5. The Executive Secretary forwards the processed incoming communication to the Port Manager.
6. The Port Manager evaluates the processed incoming communication, identifies appropriate Office of Primary Responsibility (OPR), and writes down in the transmittal slip appropriate instruction/action to be taken.
7. The Executive Secretary documents the instruction/notation in the computerized system and forwards to appropriate OPR.

C. Who is In-Charge?

Records Officer
 Executive Secretary
 Executive Assistant
 Port Manager

D. Duration?

Receiving and Stamping	: 5 minutes
Enrolment in Computerized System	: 10 mins. per document
Scanning of Document	: 5 mins. per page
Printing of Transmittal Slip	: 5 mins. per document
Processing of Document by the Office of the Port Manager	:
Urgent/Priority Documents	: acted within the day of receipt
Routine Communication	: within five (5) to seven (7) working days
Moderately Complex Communication	: within fifteen (15) working days
Highly Complex	

Communication : may exceed fifteen (15) working days and will need thorough study/evaluation

F. Fees?

None

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**RECEIVING/PROCESSING OF
OUTGOING COMMUNICATION**

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Service Description: Receiving / Processing of Outgoing Communication as signed by the Port Manager

A. Who is the Customer?

PPA

B. What are the Requirements?

Memorandum / Communication signed by the Port Manager with complete name and address of recipient, and duly acknowledged/received by the Records Office for mailing/dispatch.

Schedule: 8:00 AM up to 5:00 pm
No Noon Break

C. What are the Steps or Procedures?

1. The Records Officer reads, checks for completeness, stamps "RECEIVED" in the document and returns the extra copy, if any, immediately to the concerned Responsibility Center (RC):

- a. Checks if logged in the computerized system (DCRS) and acknowledge receipt bearing the time and date in the computerized system
2. The Records Officer logs the outgoing communication, assigns a control number and scans document
3. The Records Officer dispatches/disseminations the communication through the following appropriate channels:
 - a. *Hand Carry* – the Records Officer forwards communication together with the Records Copy through Liaison Officer and ensures the document is received and duly acknowledged by the recipient in the Records Copy.
 - b. *Electronic Mail* – The Records Officer sends the scanned document through the identified electronic mail address of the recipient, copy furnished the concerned RC and the Port Manager.
 - c. *Local Network/System (DCRS)* – The Records Officer identifies and forwards the attached scanned document to the concerned recipients in the DCRS and ensures that the document are duly received by them.
 - d. *Courier* – The Records Officer forwards the communication together with a transmittal list, if appropriate, to the recipient through the available courier services. The copy of air waybill is attached to the Records Copy or Transmittal List and filed accordingly in the computerized system (DTS), scans the documents, print-out corresponding transmittal slip and forwards to Executive Secretary.
4. The Executive Secretary receives the communication with attached transmittal slip and forwards to Executive Assistant for information/notation.
5. The Executive Assistant evaluates and processed the document and returns to the Executive Secretary.
6. The Executive Secretary forwards the processed communication to the Port Manager.

7. The Port Manager evaluates the processed communication, identifies appropriate Office of Primary Responsibility (OPR), and writes down in the transmittal slip appropriate instruction/action to be taken.
8. The Executive Secretary documents the instruction/notation in the computerized system and forwards to appropriate OPR

D. Who is In-Charge?

Records Officer
Liaison Officer

E. Duration?

Receiving and Stamping : 5 minutes
Logging and Scanning : 10 minutes per document

Dispatching/Dissemination through appropriate channels:

Hand Carry : *If within the Admin Building:*
within the day of receipt
If within the Port:
within 4 hours from receipt
If outside the Port but within the City: 4 hours from approved Vehicle Request Slip (VRS)

Electronic Mail/DCRS : within four (4) hours from receipt of document

Courier : mailed within the day of receipt if received before cut-off (12:00 noon)

Other regular (PPA) non-urgent communication are mailed per optimum schedule determined by the Records Officer and will be received

within twenty four (24) hours
from receipt of courier service

F. Fees?

None

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APPLICATION FOR CLEARANCE TO DEVELOP

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A. Who is the Customer?

Private Ports

B. What are the requirements?

1. Duly filled-up Unified Application Form (UAF) specifying exact location of the foreshore area, area size in sq. m., intended use/purpose, proposed structure to be put up and estimated cost of improvements.
2. Summary of Project Scope, description, and Vicinity Map.
3. Notarized Omnibus Undertaking (Sworn Affidavit).

C. What are the Steps or Procedures?

1. Customer submits the filled-up UAF together with the requirements as mentioned in items 2 & 3 for checking and review.
2. Engineering Services Division Manager (ESDM) conducts ocular inspection of the site.
3. ESD computes application fee and penalty, if any, after preparation of the Inspection Report.

4. Customer pays application fee and penalty, if any. Presents the proof of payment together with the Application and requirements for PM's approval.
5. Customer requests for copy of the endorsement to Head Office of the Application for Clearance to Develop.

D. Who is In-Charge?

Engineering Services Division Manager

E. Duration?

30 minutes*

* excluding half day ocular inspection of the site

F. Fees?

Filing fee - P1,000.00 (exclusive of VAT)

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APPLICATION FOR PERMIT TO CONSTRUCT

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A. Who is the Customer?

Private Ports

B. What are the requirements?

1. Duly filled-up Unified Application Form
2. Working drawing/building plans signed by a licensed Civil Engineer
3. Notarized Omnibus Undertaking (Sworn Affidavit)
4. Approved Clearance to Develop

C. What are the Steps or Procedures?

1. Customer submits the filled-up UAF together with the requirements as mentioned in items 2 & 3 for checking and review, assessment and computation of permit fee.
2. Customer pays the permit fee.
3. ESD issues Permit to Construct duly approved by the Port Manager.

D. Who is In-Charge?

Engineering Services Division Manager

E. Duration?

One (1) hour from receipt of complete documentary requirements.

F. Fees?

1. Permit to Construct Fee

Classification	Project Cost	Fee
Private Non-Commercial Port	Below 10 million pesos	P20,000.00 plus VAT
	10 million pesos and above	P 30,000.00 plus 0.001(1/10 of 1%) of the excess of P10 million but not to exceed P100,000.00 plus VAT
Private Commercial Port	Below 10 million pesos	P60,000.00 plus VAT
	10 million pesos and above	P80,000.00 plus 0.001 (1/10 of 1%) of the excess of P10 million but not

		to exceed P100,000.00 plus VAT
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2. Penalty for Failure to Commence Construction

Particulars	Fees
Failure to commence construction within six (6) months from the issuance of the permit to construct shall be imposed the corresponding penalty charge. <i>(A grace period of another six (6) months shall be given to private ports owner/s to comply after paying the penalty, after which the permit to construct shall be rendered null and void. The applicant shall be required to re-apply and pay the Permit to Construct fee)</i>	P50,000.00

Administrative Fees

Particulars	Fee
Filing Fee	P 1,000.00
Change of Name Fee	5,000.00
Transfer Fee	50,000.00
Penalty for Constructing without prior clearance from the Authority	100,000.00

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VESSELS ENTRANCE AND CLEARANCE

A. Who is the customer?

Shipping Line/Agent's Representative/Vessel's Clearing Officer

B. What are the requirements?

During Application

1. Notice of Arrival.
2. Application for Berth and Anchorage.
3. List of Dangerous Goods (when applicable)
4. Vessel Information Sheet (maiden voyage).
5. International Tonnage Certificate (foreign maiden voyage).

During Entrance

Domestic Vessel

1. Crew List
2. Inward Manifest-3 copies
4. Roll Book
5. Passenger Manifest (when applicable)

Foreign Vessel

1. Crew List
2. Inward Cargo Manifest- 3 copies
3. Passenger Manifest (when applicable)

During Clearance

Domestic Vessel

1. Crew List
2. Outward Manifest - 3 copies
3. Roll Book
4. Passenger Manifest (when applicable)

Foreign Vessel

1. Crew List
2. Outward Cargo Manifest-3 copies
3. Passenger Manifest (when applicable)

C. What are the Steps or Procedures?

1. Customer submits Notice of Arrival (NOA) at least 48 hours before vessel's arrival.
2. Customer submits Application for Berth/Anchorage at least 24 hours before arrival.
3. Customer attends Berthing Meeting at 0900H daily at the Baseport Terminal Office (BTO) before vessel's arrival.
4. Allocation of berth by Harbor Master.
5. Processing of Entrance Formalities by Harbor Master.
6. Granting of Clearance by BTO-Marine.

D. Duration?

5 minutes*

*excluding attendance to berthing meeting

E. Who is In-Charge?

Harbor Master

F. Fees?

None

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PERMIT TO OPERATE (PTO)

A. Who is the Customer?

Ancillary Service Operator

B. What are the requirements?

1. Application Form for Permit to Operate
2. Omnibus Undertaking Form (Sworn Affidavit)

C. What are the Steps or Procedures?

1. Accomplishes forms online (<http://epms.ppa.com.ph>)
2. Pays the corresponding amount of the PTO application.
3. Presents Official Receipt (OR) to the BDMO.
4. Signs in the conforme of the Terms and Conditions.
5. Receives copy of the approved PTO (original).

D. Who is In-Charge?

Business Development Marketing Officer (BDMO)

E. Duration?

Applications will be accepted continually:

- For applications received between 8:00 AM to 12:00 Noon, permits will be released from 4:00-5:00 PM of the same day.
- For applications received from 12:00 Noon - 3:00 PM, permits will be released from 10:00 AM-12:00 Noon of the following day.
- Applications received after 3:00 PM will be treated as having received from 8:00 AM to 12:00 noon and will be processed accordingly.

F. Fees?

- Regulatory Fee - P3,240.00
- Permit to Operate Fee - 650.00
- VAT (12%) - 466.80

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PERMIT TO OCCUPY (PTOC)

NEW

A. Who is the Customer?

Lease Applicant

B. What are the requirements?

1. Unified Permit Application Form
2. Omnibus Undertaking Form (Sworn Affidavit)

C. What are the Steps or Procedures?

1. Submits a letter of intent for rental addressed to the Port Manager.
2. If approved, accomplishes forms and pay corresponding fees as per computation sheet provided.
3. Submits duly accomplished forms and copy of Official Receipt (OR) of payment.
4. Attends the Port Safety Induction.
5. Submits for Safety Inspection private/personal vehicle/s.

6. Procures annual vehicle sticker/s and pedestrian pass/es for all office staff from the Port Police Division (PPD).
7. Signs in the conforme of the Terms and Conditions.
8. Signs as Permittee in the approved PTOc.
9. Receives copy of the PTOc (original).

D. Who is In-Charge?

Business Development Marketing Officer (BDMO)

E. Duration?

30 minutes

F. Fees

- Filing Fee - P1,000.00
- Two (2) months rental deposit - (area size x prevailing rate for area type being applied for)
- One (1) month advance - (same as above) rental

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PERMIT TO OCCUPY (PTOC)
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RENEWAL

A. Who is the Customer?

Lessee

B. What are the requirements?

1. Unified Permit Application Form
2. Omnibus Undertaking Form (Sworn Affidavit)

C. What are the Steps or Procedures?

1. Submits duly accomplished forms and copy of Official Receipt (OR) of payment of the following:
 - Real Property Tax (issued by LGU-City Treasurer's Office)
 - Insurance Premium (PPA-issued)
 - Filing/Renewal Fee (PPA-issued)
2. Attends the Port Safety Induction.
3. Informs PMO Safety Office the schedule of safety inspection at rented facility.
4. Submits for Safety Inspection private/personal vehicle/s.
5. Procures annual vehicle sticker/s and pedestrian pass/es for all office staff from the Port Police Division (PPD).
6. Signs in the conforme of the Terms and Conditions.
7. Receives copy of the PTOc (original).

D. Who is In-Charge?

Business Development Marketing Officer (BDMO)

E. Duration?

48 minutes

F. Fees?

Filing Fee - P1,000.00

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ANNUAL PEDESTRIAN PASS

A. Who is the Customer?

Regular Port User

B. What are the requirements?

1. Permit to Operate, as appropriate
2. Master List of employees duly notarized
3. PPA Official Receipt

C. What are the Steps or Procedures?

1. Customer attends Port Basic Safety Induction.
2. Customer submits Permit to Operate.
3. Customer submits Application for Master List of Employees duly notarized.
4. Customer secures payment for Computation Sheet.
5. Customer presents PPA Official Receipt.
6. Customer submits for the ID Picture Taking.
7. Customer receives Pedestrian / ID Pass/es.

D. Who is In-Charge?

Security Guard on Duty, Port Access Control at the Main Gate

E. Duration ?

5 minutes

F. Fees?

P50.00 (12% VAT included)

CARGO/NON-CARGO VEHICLE/TRUCK STICKER

A. Who is the Customer?

Regular Port Users

B. What are the requirements?

1. Permit to Operate
2. Master List of Transport units duly notarized
3. LTO Official Receipt / Certificate of Registration (OR/CR)
4. PPA Official Receipt

C. What are the Steps or Procedures?

1. Customer presents Inspection Checklist.
2. Customer submits Permit to Operate.
3. Customer submits Application for Master List of employees duly notarized.
4. Customer secures payment for Computation Sheet.
5. Customer submits copy of PPA Official Receipt.
6. Customer submits copy of LTO OR/CR.
7. Customer receives vehicle/truck sticker/s.

D. Who is In-Charge?

Security Personnel on Duty, Port Access Control at the Main Gate

E. Duration?

4 minutes

F. Fees?

P112.00 (12% VAT included)

ENTRY OF CARGOES AT THE NORTH GATE

A. Who is the Customer?

Shipper/Shipping Line's Representative

B. What are the requirements?

Bill of Lading (BL)

C. What are the Steps or Procedures?

1. Customer presents at the North Gate Bill of Lading (BL) of cargoes for loading.

D. Who are In-Charge?

Port Police or Security Guard on Duty

E. Duration?

3 minutes

F. Fees

None

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LOADING OF CARGOES

A. Who is the Customer?

Shipper/Shipping Line's Representative

B. What are the requirements?

For Domestic

1. Bill of Lading (BL)

2. CHO Invoice (Yellow copy) (CHOBI)
3. PPA Official Receipt for Cash transaction (OR) or Cargo Invoice for Revolving Fund transaction (CIV)

For Export

1. Export Declaration/Bill of Lading (ED/BL)
2. CHO Bill Invoice (Yellow copy) (CHOBI)
3. PPA Official Receipt for Cash transaction or Cargo Invoice for Revolving Fund transaction.

C. What are the Steps or Procedures?

1. Customer proceeds to Cashier-Assessment for computation of port charges.
2. Presents Computation Sheet (CS) and pays Port Charges at the Cashier-Collection.
3. Present OR and ED/BL to the Terminal Section-TS/STOO/TOO for stamping of "OK for Loading".

D. Who are In-Charge?

- Steps 1 & 2 - BTO-Finance
 Step 3 - BTO-Terminal Section

E. Duration?

15 minutes

F. Fees

Domestic Wharfage

Non-Containerized	- P	9.00 per metric ton
Containerized 10 Ftr	-	63.00
20 Ftr	-	126.00
35 Ftr	-	157.00
40 Ftr	-	189.00
45Ftr	-	221.00

Export Wharfage

Non-Containerized	- P	18.35 per metric ton 15.25 per revenue ton
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Containerized	20 Ftr	-	259.70
	40 Ftr	-	391.05
	45 Ftr	-	458.25

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WITHDRAWAL OF CARGOES

A. Who is the Customer?

Consignee/Shipping Line's Representative

B. What are the requirements?

1. PPA Official Receipt
2. Computation Sheet (CS)
3. Bill of Lading (BL)
4. CS must bear the stamp "OK for Release".

C. What are the Steps or Procedures?

1. Customer presents Import Entry/BL to Cashier-Assessment for computation of port charges.
2. Presents Computation Sheet (CS) and pays Port Charges at the Cashier-Collection and for stamping of "OK for Release".

D. Who is In-Charge?

BTO- Cashier-Collection

E. Duration?

15 minutes

F. Fees?

Domestic Wharfage

Non-Containerized	- P	9.00 per metric ton 7.00 per revenue ton
Containerized	10 Ftr -	63.00
	20 Ftr -	126.00
	35 Ftr -	157.00
	40 Ftr -	189.00
	45 Ftr -	221.00

Import Wharfage

Non-Containerized	- P	36.65 per metric ton 30.55 per revenue ton
Containerized	20 Ftr -	519.35
	40 Ftr -	779.05
	45Ftr -	916.50

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ASSESSMENT OF CARGO CHARGES

A. Who is the Customer?

Shipper or Cargo owner

B. What are the requirements?

Customers Under Cash and Carry System

Inbound and Outbound Domestic Cargoes

1. Bill of Lading
2. Cargo Handling Operator (CHO) Bill Invoice
3. CHO Gate Pass
4. Container List

5. Dangerous Cargo Manifest (DCM), if applicable

Import/Export Cargoes

1. Bill of Lading
2. CHO Bill Invoice
3. CHO Gate Pass
4. Container List
5. DCM, if applicable
6. Other supplementary documents, whichever is applicable:
 - a. Import Entry (import cargoes)
 - b. Export Declaration (export cargoes)

Customers Under Revolving Fund Deposit

Inbound and Outbound Domestic Cargoes

1. Bill of Lading
2. CHO Bill Invoice
3. CHO Gate Pass
4. Container List
5. Inbound/Outbound Coasting Manifest (IOCM)
6. Dangerous Cargo Manifest (DCM), if applicable

Import/Export Cargoes

1. Bill of Lading
2. CHO Bill Invoice
3. CHO Gate Pass
4. Container List
5. Inbound/Outbound Foreign Manifest (IOFM)
6. DCM, if applicable
7. Other supplementary documents, whichever is applicable:
 - a. Import Entry (import cargoes)
 - b. Export Declaration (export cargoes)

Customers Under Bank to Bank Deposit

Inbound and Outbound Domestic Cargoes

1. Bill of Lading
2. CHO Bill Invoice
3. CHO Gate Pass
4. Container List
5. Inbound/Outbound Coasting Manifest (IOCM)
6. Dangerous Cargo Manifest (DCM), if applicable

Import/Export Cargoes

1. Bill of Lading
2. CHO Bill Invoice
3. CHO Gate Pass
4. Container List
5. Inbound/Outbound Foreign Manifest (IOFM)
6. DCM, if applicable
7. Other supplementary documents, whichever is applicable:
 - a. Import Entry (import cargoes)
 - b. Export Declaration (export cargoes)

C. What are the Steps or Procedures?

Under Cash and Carry System

1. Customer submits the documentary requirements to BTO Cashier-Assessment for evaluation as to completeness of requirements, encoding of cargo details and generation of System-Generated Computation Sheet (SGCS).
2. Customer receives copy of the System-Generated Computation Sheet (SGCS) or Manual Computation Sheet (MCS) and separate MCS for storage charges, if any, in case of system offline.
3. Customer proceeds to BTO Cashier-Collection for payment of appropriate charges.

Under Revolving Fund Deposit

1. Customer submits the documentary requirements to BTO Cashier-Assessment (CA) for cargo detail encoding.
2. CA evaluates completeness of documents, encodes cargo details and generates either the System-Generated Computation Sheet (SGCS), Cargo Invoice (CIV), Miscellaneous Invoice (MIV) or Stevedorage Invoice (SIV), whichever is applicable.
3. Customer receives copy of Invoices and the List of Invoices by RF Customer.
4. Customer proceeds to BTO Cashier-Collection for the replenishment of RF, if applicable

Under Bank to Bank Deposit

1. Customer submits the documentary requirements to BTO Cashier-Assessment for cargo detail encoding.
2. CA evaluates completeness of documents, encodes cargo details and generates SCGS, CIV, MIV or SIV, whichever is applicable.
3. Customer proceeds to BTO Cashier- Collection and present the duly validated bank deposit slip for the issuance of Official Receipt.

D. Who is In-Charge?

BTO Cashier- Assessment

E. Duration?

15 minutes

F. Fees?

(please see Annex "B")

ASSESSMENT OF VESSEL CHARGES

A. Who is the Customer?

Shipping Line

B. What are the requirements?

1. Dockage Report, duly accomplished (4 copies)
2. Notice of Violation, if any

C. What are the Steps or Procedures?

Non-Computerized Ports

1. Customer submits the Dockage Report to the BTO Cashier-Assessment (CA) for the assessment of applicable port charges.
2. The CA accomplishes the Manual Computation Sheet (MCS).
3. Customer receives the Computation Sheet and Dockage Report.

Computerized Ports

For Cash and Carry Customers

1. Customer submits Dockage Report to the BTO Cashier-Assessment for the assessment of applicable port charges
2. CA generates System Generated Computation Sheet (SGCS) or Manual Computation Sheet (MCS), if offline.
3. Customer receives the SGCS or MCS
4. Customer proceeds to BTO Cashier-Collection for payment

For Revolving Fund Deposit

1. Customer submits the Dockage Report to BTO Cashier-Assessment for the computation of applicable port charges.
2. BTO Cashier-Assessment (CA) generates Vessel Invoice (VIV). Total vessel charges are automatically deducted from the customer's RF. CA reflects the VIV details in the Dockage Report.
3. Customer receives copy of VIV and List of Invoices by RF Customer.
4. Customer proceeds to BTO Cashier-Collection for the replenishment of RF, if applicable.

D. Who is In-Charge?

BTO-Cashier Assessment

E. Duration?

5 minutes

F. Fees?

(Please refer to Annex "A")

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COLLECTION OF CARGO CHARGES

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A. Who is the Customer?

Shipper or Cargo Owner

B. What are the requirements?

1. Systems-Generated Computer Sheet (SGCS)/Manual Computer Sheet (MCS)
2. BIR Form 2307 Certificate (when applicable)
3. Cash/Company Check/Managers Check

C. What are the Steps or Procedures?

Cash and Carry System

1. Customer presents the SGCS/MCS to the BTO Cashier-Collection (CC).
2. Customer pays the total amount based on SGCMS/MCS
3. Customer receives Official Receipt
4. BTO Cashier-Collection stamps "OK for Release" on the CS duly signed and date of validity indicated.

Revolving Fund Deposit

1. CC checks completeness and accuracy of the Invoices against the List of Invoices by RF.
2. Customer pays the amount to replenish the RF
3. If with withholding tax deduction, CC checks BIR Form 2307 against the amount deducted, receives payment and generates OR.
4. CC stamps "OK for Release" on the CS, affixes signature and indicates date of validity.

D. Who is In-Charge?

BTO Cashier-Collection

E. Duration?

5 minutes

F. Fees?

(please refer to Annex “B”)

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COLLECTION OF VESSEL CHARGES

A. Who is the Customer?

Shipping Line

B. What are the requirements?

1. Duly accomplished Dockage Report
2. Systems-Generated Computation Sheet / Manual Computation Sheet (MCS)
3. BIR Form 2307 (when applicable)

C. What are the Steps or Procedures?

Cash and Carry System

1. Customer pays the total amount based on SGCMS/MCS.
2. Customer receives Official Receipt.

Revolving Fund

1. CC checks completeness and accuracy of Invoices against the List of Invoices by RF Customer.
2. Customer pays the amount to replenish the RF.
3. If with withholding tax deduction, CC checks BIR Form 2307 against the amount deducted, receives payment and generates OR.

D. Who is In-Charge?

BTO-Finance Collection

E. Duration?

5 minutes

F. Fees?

(please refer to Annex “A”)

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**ISSUANCE OF HANDLING PERMIT
FOR DANGEROUS GOODS (DG)**

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A. Who is the Customer?

- Shipper
- Consignee
- Shipping Representative

B. What are the requirements?

For Incoming Dangerous Cargo

1. Application/Request Letter to Discharge DG
2. DG Manifest/List
3. Bill of Lading for Domestic DG
4. DG Foreign Manifest for imported DG
5. DG Declaration for imported DG
6. Material Safety Data Sheet for first time shipment of DG as a Shipper

7. Clearance/Permit from PNP, DOH & PNRI for Class 1, 6.2 & 7, respectively and DENR for hazardous and toxic wastes

For Outgoing Dangerous Cargo

1. Application/Request Letter to Load DG
2. Vessel Stowage Plan
3. DG Manifest/List
4. Bill of Lading for Domestic DG
5. Export Declaration, for export DG
6. DG Declaration, for export DG
7. Material Safety Data Sheet, for first time shipment of DG of a Shipper
8. Clearance/Permit from PNP, DOH & PNRI for Class 1, 6.2 & 7, respectively and DENR for hazardous and toxic wastes

C. What are the Steps or Procedures?

For Incoming Dangerous Cargo

1. Customer submits the DG Manifest/List to the Officer on Duty at the Marine Section prior to vessel's arrival and handling of dry containerized DG into the port.
2. Customer applies for the discharging Handling Permit for Dangerous Cargo (HPDC) and submit requirements in three (3) copies at the Safety Office (SO).
3. Customer submits copy of the HPDC to the CHO.

For Outgoing Dangerous Cargo

1. Customer applies for HPDC and submits requirements in three (3) copies at the Safety Office.
2. Customer submits copy of the HPDC to the CHO.

D. Who is In-Charge?

Chief Safety Officer

E. Duration?

15 minutes

F. Fees?

None

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VEHICLE SAFETY INSPECTION

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A. Who is the Customer?

- Transport Services Operator
- Driver/Helper
- Representative
-

B. What are the requirements?

1. Vehicle's Certificate of Registration (CR)
2. Vehicle's Official Receipt (OR)

C. What are the Steps or Procedures?

1. Customer presents OR and CR to the safety inspector at the Safety Office.
2. Safety Office conducts truck inspection.
3. Customer receives copy of the Vehicle Safety Inspection Report.

D. Who is In-Charge?

Chief Safety Officer

E. Duration?

15 minutes

F. Fees?

None

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**ISSUANCE OF BUNKERING
PRECAUTIONS CHECKLIST**
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A. Who is the Customer?

- Master of the Vessel
- Barge Representative
- Driver of the truck / helper / representative

B. What are the requirements?

Pre-Transfer Bunker Checklist

C. What are the Steps or Procedures?

1. Customer submits the accomplished Pre-Transfer Bunker Checklist to the Safety.
2. Customer pays Bunkering Permit Fee / Bunkering Precautions / Checklist at the BTO-Finance Collection.
3. Customer receives copy of Bunkering. Precautions / Checklist

D. Who is In-Charge?

Chief Safety Officer

E. Duration ?

10 minutes

F. Fees?

Domestic Vessel - P16.80/day inclusive of VAT

Foreign Vessel - P33.60/day inclusive of VAT

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**ISSUANCE OF MINIMUM SAFETY
REQUIREMENTS FOR CARRYING OUT
HOT WORK**

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A. Who is the Customer?

- Master of the vessel/representative
- Contractor (construction/repair) / representative
- Port Worker

B. What are the requirements?

1. Application / Letter Request to Carry Out Hot Work

C. What are the Steps or Procedures?

1. Customer submits application/letter request to carry out hot work to the Safety Office.
2. Customer pays Hot Work Permit/Minimum Safety Requirements for Carrying Out Hot Work at the BTO-Finance Collection.

3. Customer receives copy of the Minimum Safety Requirements for Carrying Out Hot Work from the Safety Office.

D. Who is In-Charge?

Chief Safety Officer

E. Duration? 10 minutes

F. Fees?

Domestic Vessel - P16.80/day inclusive of VAT

Foreign Vessel - 33.60/day inclusive of VAT

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AVAILMENT OF REEFER POWER SUPPLY

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A. Who is the Customer?

Client/Shipper with Refrigerated Container Vans

B. What is the requirement?

1. Application for Power Supply Services (APSS)

C. What are the Steps or Procedures?

Plugging

1. Customer submits accomplished Application for Power Supply Services to BTO-Terminal.
2. BTO-Terminal approves to APSS.
3. Customer submits to Powerhouse the approved APSS for plugging.

Unplugging

1. Customer informs BTO Cashier-Assessment for specific date and time of unplugging reefer vans.
2. Customer pays the total amount per assessment.
3. Customer presents to Powerhouse the approved APSS and Official Receipt for cash transaction or Miscellaneous Invoice (MIV) if payment is through RF for unplugging.

D. Who is In-Charge?

Powerhouse Staff

E. Duration?

20 minutes

F. Fees? P80.00 per van per hour

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**AVAILMENT OF TEMPORARY
ELECTRIC POWER SUPPLY**

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A. Who is the Customer?

Port user/supplier who require power supply for their operations inside the port

B. What are the requirements?

1. Application for Unified Application for Power Services (UAPS).

C. What are the Steps or Procedures?

Provision of Power Supply

1. Customer submits the accomplished Unified Application for Power Supply Form to GSO.
2. General Services Officer approves/disapproves UAPS.
3. Customer submit the approved UAPS to Powerhouse.

Termination of Power Supply

1. Upon completion of temporary work, customer advises GSO on termination of supply.
2. Customer pays the amount due per assessment of power service based on consumption meter reading.
3. Customer presents the Official Receipt to the GSO.

D. Who is In-Charge?

Powerhouse Staff

E. Duration?

20 minutes

F. Fees?

Per kilowatt per hour consumed, rate is based on SOCOTECO II Billing

A. VESSEL CHARGES

A.1 Foreign Vessels	Rates
Port Dues	GRT x .081 x US \$ Rate
Dockage-Berth	GRT x .039 x No. of days x US \$ Rate
Dockage-Anchorage	GRT x .020 x No. of days x US \$ Rate
PPA Share on Pilotage	GRT x Peso-Dollar rate x 20% x US \$ Rate

A.2 Domestic Vessels	Rates
Usage Fee	GRT x .80 x No. of days
Lay -up Fee	GRT x .80 x No. of days x 50%
PPA Share on Pilotage	GRT x prescribed rate x 10%

- 1) A fraction of a day is considered one (1) calendar day
- 2) All port charges are paid prior to departure of vessels
- 3) Dockage at Berth & Anchorage at private ports are 50% of applicable rates

Pilotage	Rates
Foreign Vessels	in US\$
Up to 5,000 GRT	110.00
5,001 < 10,000 GRT	170.00
10,001 < 15,000 GRT	218.00
15,001 < 20,000 GRT	285.00
20,001 < 30,000 GRT	335.00
30,001 < 40,000 GRT	476.17
40,001 < 60,000 GRT	555.83
60,001 < 80,000 GRT	616.00
80,001 < 100,000 GRT	690.67
100,001 < 120,000 GRT	746.67
120,001 < 130,000 GRT	802.67
130,001 < 140,000 GRT	858.67
Over 140,000 GRT	05 for every excess tonnage

Pilotage	Rates
Coastwise Vessels	In Ph Peso
100 to 500 GRT	41.70
501 to 600 GRT	55.80
601 to 1,000 GRT	69.60
1,001 to 3,000 GRT	139.20
3,001 to 5,000 GRT	194.80
5,000 GRT and OVER	300.00

Annex “B”

B. CARGO CHARGES

B.1 Wharfage	Rates (In Ph Peso)
Export	
20'F	259.70
40'F	391.05
45'F	458.25
Non-Con-MT	18.35
Non-Con-RT	15.25
Import	
20'F	519.35
40'F	779.05
45'F	916.5
Non-Con-MT	36.65
Non-Con-RT	30.55
Foreign Transhipment	Rates (In US \$)
20'F	11.93
40'F	17.77
45'F	20.83
Non-Con-MT	0.833
Non-Con-RT	0.694

Domestic (Inbound/Outbound)	Rates (In Ph Peso)
10'F	63.00
20'F	126.00
40'F	189.00
Non-Con-MT	9.00
Non-Con-RT	7.00
Minimum Charge	15.00
Rolling Cargoes	Rates (In Ph Peso)
10-Wheeler	516.00
6-Wheeler	258.00
4-Wheeler	129.00
Motorcycle	65.00

B.2 Government Share - Arrastre& Stevedoring	Rates (In Ph Peso)
Export	
20'F Fulls	214.4
20'F Empty	137.5
40'F Fulls	395.31
40'F Empty	228.91
45'F Empty	208.1
Import	
20'F Fulls	214.4
20'F Empty	137.5
40'F Fulls	395.3
40'F Empty	228.9
45'F Fulls	395.3
45'F Empty	208.1



PHILIPPINE PORTS AUTHORITY

PORT OF GENERAL SANTOS
NORTH GATE

PORT
MANAGEMENT
OFFICE
OF
CAGAYAN

EXIT

PAWEL
CONSTRUCTION
SITE
BY APPOINTMENT

LOADING
UNLOADING
CARGO
VEHICLE
ONLY

