



CITIZEN'S CHARTER

A GUIDEBOOK ON KEY PPA-PMO ILIGAN SERVICES

LIST OF PPA PMO ILIGAN FRONTLINE SERVICES

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OFFICE OF THE PORT MANAGER

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

Schedule of Availability of Service : Monday 8:30 A.M.-5:00 P.M. (Flag Raising from 8:00 A.M. to 8:30 A.M.)
Tuesday to Friday, 8:00 A.M. – 5:00 P.M.
Noon Break, 12:00 P.M. – 1:00 P.M.

Who may Avail of the Service : Shipping Companies, Cargo Handling Operators and other Businesses Directly or Indirectly Supportive of the Maritime/Port Operations

What are the Requirements : **For New Permittee:**

- Letter of Intent to Lease
- Business Permit

For Renewal of Permit to Occupy:

- Letter of Intent to Renew its Lease
- Business Permit

Duration : 2 hrs. and 30 mins.

How to Avail of the Service

Step	Applicant/Client	Service Provider	Duration of Activity Under Normal Circumstances	Person in Charge	Fees	Form
1	Submit the Letter of Intent to Lease a specific area which states the purpose of its lease and Business Permit at PPA PMO Administration Building. Fill up Lease Application Form.	Issue Lease Application Form	5 mins.	Business Development and Marketing Officer (BDMO)	None	Lease Application Form
2	Submit the Lease Application Form	Check on the area applied for according to type of property, utilization of the area in accordance with Port Layout Plan (PLOP), and size and particulars of the area.	15 mins.	Business Development and Marketing Officer	-	-

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

Step	Applicant/Client	Service Provider	Duration of Activity Under Normal Circumstances	Person in Charge	Fees	Form
3	See computation of rentals and deposits to be paid.	Coordinate with Finance Sec. for computations rentals and required deposits based on the size of the area, type of property, prescribed rental rate and consults with PSD to check on availability of property and suitability of the area in accordance with the PLOP for PSD endorsement.	1 hr.	Business Development and Marketing Officer Corporate Finance Services Chief PSD Manager	Assessed Fee	-
4	Proceed to the Port Integrated Clearing Office (PICO) PPA Cashier booth to pay the rentals fees.	Receive payment as per Assessment.	20 mins.	Cashier	-	Official Receipt
5	Return to BDMO and present Official Receipt Sign the Permit to Occupy	Check payment as per Assessment. Encode all details and prints out information in PTOC format and print PTOC for Applicant's signature.	30 mins.	Business Development and Marketing Officer	-	
6	Wait for the approval of the Permit to Occupy	Forward PTOC to Port Manager for approval.	15 mins.	Port Manager	-	Permit to Occupy
7	Receive approved Permit to Occupy	Release approved Permit to Occupy	5 mins.	Business Development and Marketing Officer		Approved Permit to Occupy
END OF TRANSACTION						

OFFICE OF THE PORT MANAGER

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

Schedule of Availability of Service : Monday 8:30 A.M.-5:00 P.M. (Flag Raising from 8:00 A.M. to 8:30 A.M.)
Tuesday to Friday, 8:00 A.M. – 5:00 P.M.
Noon Break, 12:00 P.M. – 1:00 P.M.

Who may Avail of the Service : Business Operators inside the Port

What are the Requirements : **For New Permittee:**

Mandatory Requirements

- Business Permit
- Registration with SSS
- VAT Registration Certificate
- List of Personnel
- List of Existing Gears/Equipment

Single Proprietorship

- DTI Certificate

Partnership and Corporation

- Articles of Incorporation/Cooperation/Partnership, By-laws and Registration with SEC



For Trucking Services Additional Requirements:

- LTFRB Franchise
- List of Vehicles
- Official Receipts/Certificate of Registration of Vehicles
- Authorization (if Representative applies)

For Security Services Additional Requirements:

- PC-SUSIA License
- List of Guards and Firearms

Duration : 2 hours

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

Step	Applicant/Client ✓	Service Provider ✕	Duration of Activity Under Normal Circumstances	Person in Charge ✓	Fees ✓	Form
1	Secure application form and fill up the form at PPA PMO Administration Building.	Issue application form and checklist	5 mins.	Business Development and Marketing Officer	None	Application Form
2	Submit all mandatory requirements for evaluation	Evaluate documentary requirements submitted by the Applicant, if submitted documents are complete, assessment form will be issued for the payment of annual ancillary service fee	15 mins.	Business Development and Marketing Officer	-	Assessment Form
3	Proceed to the Port Integrated Clearing Office (PICO) PPA Cashier booth to pay the annual ancillary services fee	Receive payment of ancillary service fee per Official Receipt of PPA.	20 mins.	Cashier	₱1,800.00 plus 12% VAT	Official Receipt
4	Proceed to PPA PMO Administration Building. Sign Permit to Operate as to the Terms and Conditions	Check payment of ancillary service fee per Official Receipt of PPA. Encode applicant's profile in PTO format and print PTO for applicant's signature.	45 mins.	Business Development and Marketing Officer		Official Receipt
5	Wait for the approval of the Permit to Operate.	Forward PTO to PSD Manager for endorsement. Forward PTO to Port Manager for approval.	30 mins.	PSD Manager Port Manager	-	Permit to Operate
6	Receive approved Permit to Operate	Release approved Permit to Operate	5 mins.	Business Development and Marketing Officer	-	Approved Permit to Operate

❖ **Additional Process Flow For Permit to Operate Trucking Services – Application for Annual Vehicle Pass**

Step	Applicant/Client	Service Provider	Duration of Activity Under Normal Circumstances	Person in Charge	Fees	Form
7	Secure application form at the Port Police Division located at PICO. Fill up Application Form together with requirements	Issue application form	5 mins.	Chief, Operations Section, PPD	None	Application Form
8	Submit a photocopy of the PTO, Business Permit, Official Receipts and Certificates of Registration of Vehicle the applicant intend to be issued with the annual Vehicle Pass Fee	Evaluate documentary requirements submitted by the Applicant, if all documentary requirements are complete, assessment form will be issued for the payment of annual vehicle pass	10 min.	Chief, Operations Section, PPD Station Commander	₱100.00 plus VAT	Assess-ment Form
9	Proceed to the PICO, PPA Cashier booth to pay the annual Vehicle Pass Fee	Check payment of ancillary service fee per Official Receipt of PPA.	20 mins.	Chief, Operations Section, PPD	-	-
10	Receive Vehicle Pass Sticker	Release Vehicle Pass Sticker	5 mins.	Chief, Operations Section, PPD	-	Vehicle Pass Sticker
END OF TRANSACTION						

PORT SERVICES DIVISION

Frontline Service : GRANTING VESSEL ENTRANCE CLEARANCE PRIOR TO VESSEL'S ARRIVAL

Schedule of Availability of Service :

Sunday	6:00 A.M. – 8:00 P.M.
Monday	8:00 A.M. – 8:00 P.M.
Tuesday	7:00 A.M. – 8:00 P.M.
Wednesday	8:00 A.M. – 8:00 P.M.
Thursday	7:00 A.M. – 9:00 P.M.
Friday	7:00 A.M. – 8:00 P.M.
Saturday	7:00 A.M. – 8:00 P.M.
Noon Break,	12:00 P.M.– 1:00 P.M.

Who may Avail of the Service : Shipping Companies

What are the Requirements : For Maiden Voyage of Applied Vessel:

- Vessel Information Sheet (VIS)
- Certificate of Inspection (for Domestic Vessels) and International Tonnage Certificate for foreign Vessel

Duration : 23 mins.

How to Avail of the Service

Step	Applicant/Client	Service Provider	Duration of Activity Under Normal Circumstances	Person in Charge	Fees	Form
1	Secure and fill up Application for Berth and Anchorage (ABA) and Rates/Charges Assessment Form at the PICO.	Issue Application for Berth and Anchorage (ABA) and Rates/Charges Assessment Form Conduct Berthing Meeting	5 mins.	Harbor Operations Officer	None	ABA and Rates/Charges Assessment Form

How to Avail of the Service (Vessel Entrance Clearance Prior to Vessel's Arrival)

Step	Applicant/Client	Service Provider	Duration of Activity Under Normal Circumstances	Person in Charge	Fees	Form
2	Submit ABA before arrival of vessel - 24 hours for scheduled regular-liner vessel - 36 hours for tramping vessel - 48 hours for vessel to dock at private ports	Sign ABA, assigns berth and generate Shipcall No.	2 mins.	Harbor Operations Officer	-	-
3	In case of tramping vessel calling at baseport or private port with single consignee, secure Discharging/Loading Permit Fill-up Discharging/Loading Permit	Issue Discharging/Loading Permit Approve Discharging/Loading Permit and prepare assessment	5 mins.	Harbor Operations Officer	-	Discharging/Loading Permit and Assessment Form
4	Proceed to PPA Cashier booth to pay assessed fee.	Receive payment as per Assessment.	10 mins.	Cashier	Assessed Fee	Official Receipt
5	Receive Approved Rates/Charges Assessment Form	Release copy of Rates/Charges Assessment Form	1 min.	Harbor Operations Officer	-	Approved Rates/Charges Assessment Form
END OF TRANSACTION						

PORT SERVICES DIVISION

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

Schedule of Availability of Service :
Sunday 6:00 A.M. – 8:00 P.M.
Monday 8:00 A.M. – 8:00 P.M.
Tuesday 7:00 A.M. – 8:00 P.M.
Wednesday 8:00 A.M. – 8:00 P.M.
Thursday 7:00 A.M. – 9:00 P.M.
Friday 7:00 A.M. – 8:00 P.M.
Saturday 7:00 A.M. – 8:00 P.M.
Noon Break, 12:00 P.M. – 1:00 P.M.

Who may Avail of the Service : Shipping Companies

What are the Requirements : For Domestic Vessel:

- Inward Coasting Manifest (ICM)
- Roll Book
- Passenger Manifest
- Crew List
- Dangerous Cargo Manifest (as applicable)
- Pilot's Certificate of Service Rendered (PCSR)

For Foreign Vessel:

- Inward Foreign Manifest (IFM)
- Passenger Manifest (as applicable)
- Crew List
- Dangerous Cargo Manifest (as applicable)
- Pilot's Certificate of Service Rendered (PCSR)

Duration : 14 mins.

How to Avail of the Service (Granting Vessel Entrance Clearance Upon Arrival)

Step	Applicant/Client	Service Provider	Duration of Activity Under Normal Circumstances	Person in Charge	Fees	Form
1	Proceed to assigned Berth Fill up Logbook	Instruct to fill-up Logbook	5 mins.	Harbor Operations Officer	None	Entrance/Clearance Logbook
2	Submit requirements for evaluation	Review documents Encode arrival of vessel at Vessel Movement in case of government port	5 mins.	Harbor Operations Officer	-	-
3		Stamp "Entered" and sign Roll Book	2 min.	Harbor Operations Officer	None	None
4		Release Roll Book	2 min.	Harbor Operations Officer	-	Stamped and Signed Roll Book
END OF TRANSACTION						

PORT SERVICES DIVISION

Frontline Service : **GRANTING VESSEL DEPARTURE CLEARANCE**

Schedule of Availability of Service :

Sunday	6:00 A.M. – 8:00 P.M.
Monday	8:00 A.M. – 8:00 P.M.
Tuesday	7:00 A.M. – 8:00 P.M.
Wednesday	8:00 A.M. – 8:00 P.M.
Thursday	7:00 A.M. – 9:00 P.M.
Friday	7:00 A.M. – 8:00 P.M.
Saturday	7:00 A.M. – 8:00 P.M.
Noon Break,	12:00 P.M.– 1:00 P.M.

Who may Avail of the Service : Shipping Companies

What are the Requirements : For Domestic Vessel:

- Outward Coasting Manifest (OCM)
- Roll Book
- Outward Passenger Manifest
- Crew List
- Dangerous Cargo Manifest (as applicable)

For Foreign Vessel:

- Outward Foreign Manifest (OFM)
- Passenger Manifest (as applicable)
- Crew List
- Dangerous Cargo Manifest (as applicable)

Duration : 14 mins.

How to Avail of the Service (Vessel Departure Clearance)

Step	Applicant/Client	Service Provider	Duration of Activity Under Normal Circumstances	Person in Charge	Fees	Form
1	Fill up Logbook at the PICO. Accomplish VIS and submit documents required	Issue Vessel Information Sheet (VIS)	5 mins.	Harbor Operations Officer	None	Entrance/Clearance Logbook
2		Review documents Prepare Vessel Invoice for vessels at Gov't. Port or Computation Sheet for vessels at Private Ports	5 mins.	Harbor Operations Officer		Vessel Invoice or Computation Sheet
3	Pay port charges at PICO, Cashier's Booth	Receive payment per assessment	2 min.	Cashier	As Assessed	Official Receipt
3	Present copy of Official Receipt	Stamp "Port Clearance Granted" and sign Roll Book and vessel's copy of OCM or OFM	2 min.	Harbor Operations Officer	None	None
4	Receive Roll Book	Release Roll Book	2 min.	Harbor Operations Officer	-	Stamped and Signed Roll Book
END OF TRANSACTION						

PORT SERVICES DIVISION

Frontline Service : **ENTRY OF BREAKBULK / LOOSE CARGOES FOR STUFFING WHICH DO NOT HAVE A CORRESPONDING CONTAINER NUMBER**

Schedule of Availability of Service :

Sunday	6:00 A.M. – 8:00 P.M.
Monday	8:00 A.M. – 8:00 P.M.
Tuesday	7:00 A.M. – 8:00 P.M.
Wednesday	8:00 A.M. – 8:00 P.M.
Thursday	7:00 A.M. – 9:00 P.M.
Friday	7:00 A.M. – 8:00 P.M.
Saturday	7:00 A.M. – 8:00 P.M.
Sunday	7:00 A.M. – 8:00 P.M.
Noon Break,	12:00 P.M.– 1:00 P.M.

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

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

Duration : 9 mins.

How to Avail of the Service

Step	Applicant/Client	Service Provider	Duration of Activity Under Normal Circumstances	Person in Charge	Fees	Form
1	Submit Bill of Lading (BL) together with Application for Stuffing Permit at the PICO.	Note down on BL "loose cargoes for stuffing but without container number"	2 mins.	Terminal Operations Officer	None	BL Application for Stuffing Permit

How to Avail of the Service (Entry of Breakbulk / Loose Cargoes For Stuffing Which Do Not Have A Corresponding Container Number)

	Applicant/Client	Service Provider	Duration of Activity Under Normal Circumstances	Person in Charge	Fees	Form
2	Present BL with notation "loose cargoes for stuffing but without container number"	Receive payment and issues Cargo Handling Receipt (CHR)	1 min.	Cargo Handling Operator	As assessed	CHR
3	Present BL and CHR	Prepare Computation Sheet	3 mins.	Terminal Operations Officers	As assessed	Vessel Invoice
		Receive payment	1 min.	Cashier	As assessed	Official Receipt
		Stamp and sign "Cargo Entry Permit" on the BL and approve Stuffing Permit	1 min.	Terminal Operations Officers	None	Stuffing Permit
4	Present copy BL and the approved Stuffing Permit	Retain one copy of BL Allow entry of the breakbulk/loose cargoes intended for stuffing at the leased container yard area	1 min.	PPA Gate Guard	None	BL
END OF TRANSACTION						

PORT SERVICES DIVISION

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

Schedule of Availability of Service :

Sunday	6:00 A.M. – 8:00 P.M.
Monday	8:00 A.M. – 8:00 P.M.
Tuesday	7:00 A.M. – 8:00 P.M.
Wednesday	8:00 A.M. – 8:00 P.M.
Thursday	7:00 A.M. – 9:00 P.M.
Friday	7:00 A.M. – 8:00 P.M.
Saturday	7:00 A.M. – 8:00 P.M.
Noon Break,	12:00 P.M.– 1:00 P.M.

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

What are the Requirements :

- List of Container Vans
- Van Transfer Slip (VTS)
- Equipment Interchanged Receipt (EIR)

Duration : 4 mins.

How to Avail of the Service

Step	Applicant/Client	Service Provider	Duration of Activity Under Normal Circumstances	Person in Charge	Fees	Form
1	Submit List of Container Vans (LCV) at the PICO.	Verify LCV and stamps "CONTAINER VANS FOR STACKING" and signs LCV	2 mins.	Terminal Operations Officer	None	LCV
2	Submit stamped and signed LCV	Retain one copy of LCV	1 min.	PPA Gate Guard	None	LCV

**How to Avail of the Service (Entry to the Port Area of Container Vans/Containerized Cargoes for Purposes of Stacking
Only Inside the Leased Container Yard Area)**

Step	Applicant/Client	Service Provider	Duration of Activity Under Normal Circumstances	Person in Charge	Fees	Form
3	Submit Van Transfer Slip (VTS) or Equipment Interchange Receipt (EIR)	Verify VTS or EIR with LCV	1 min.	PPA Gate Guard	None	VTS EIR
4	Proceed to leased container yard area					
END OF TRANSACTION						

PORT SERVICES DIVISION

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

Schedule of Availability of Service :

Sunday	6:00 A.M. – 8:00 P.M.
Monday	8:00 A.M. – 8:00 P.M.
Tuesday	7:00 A.M. – 8:00 P.M.
Wednesday	8:00 A.M. – 8:00 P.M.
Thursday	7:00 A.M. – 9:00 P.M.
Friday	7:00 A.M. – 8:00 P.M.
Saturday	7:00 A.M. – 8:00 P.M.
Noon Break,	12:00 P.M.– 1:00 P.M.

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

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

Duration : 14 mins.

How to Avail of the Service

Step	Applicant/Client	Service Provider	Duration of Activity Under Normal Circumstances	Person in Charge	Fees	Form
1	Present Bill of Lading (BL) at the PICO.	Issue Cargo Handling Receipt (CHR)	1 min.	Cargo Handling Operator Teller	As assessed	Cargo Handling Receipt (CHR)
2	Present BL and CHR	Issue Computation Sheet	3 mins.	Terminal Operations Officer		CI or IS
		Receive payment and issues Official Receipt (OR)	1 min.	Cashier	As Assessed	Official Receipt

How to Avail of the Service (Withdrawal of Inbound Cargoes-Cash and Carry)

Step	Applicant/Client	Service Provider	Duration of Activity Under Normal Circumstances	Person in Charge	Fees	Form
3	Proceed to Cargo Handling Operator	Issue Delivery Receipt (DR)	2 mins.	Cargo Handling Operator	None	DR
4	Present Delivery Receipt	Stamp and sign "CARGO WITHDRAWAL PERMIT" on the DR	1 min.	Terminal Operations Officer	None	DR
5	Submit copy of signed DR	Retain copy of DR and allows withdrawal of cargo from the port	1 min.	PPA Gate Guard	None	DR
END OF TRANSACTION						

PORT SERVICES DIVISION

Frontline Service : **WITHDRAWAL OF BREAKBULK/LOOSE CARGOES STRIPPED AT THE LEASED CONTAINER YARD AREA FROM CONTAINER VANS DISCHARGED FROM A VESSEL WITH CASH REVOLVING DEPOSIT**

Schedule of Availability of Service :

Sunday	6:00 A.M. – 8:00 P.M.
Monday	8:00 A.M. – 8:00 P.M.
Tuesday	7:00 A.M. – 8:00 P.M.
Wednesday	8:00 A.M. – 8:00 P.M.
Thursday	7:00 A.M. – 9:00 P.M.
Friday	7:00 A.M. – 8:00 P.M.
Sunday	7:00 A.M. – 8:00 P.M.
Noon Break,	12:00 P.M.– 1:00 P.M.

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

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

Duration : 4 mins.

How to Avail of the Service

Step	Applicant/Client	Service Provider	Duration of Activity Under Normal Circumstances	Person in Charge	Fees	Form
1	Submit Bill of Lading (BL) with assigned Container No. and Application for Stripping Permit at the PICO.	Approve Application for Stripping Permit		Terminal Operations Officer	None	BL, Application for Stripping Permit

How to Avail of the Service (Withdrawal of Breakbulk/Loose Cargoes at the Leased Container Yard Area from Container Vans Discharged from a Vessel with Cash Revolving Deposit)

Step	Applicant/Client	Service Provider	Duration of Activity Under Normal Circumstances	Person in Charge	Fees	Form
2	Submit Bill of Lading (BL) with assigned Container No. & signed Application for Stripping Permit	Issue Delivery Receipt	1 min.	Cargo Handling Operator	None	BL, Application for Stripping Permit
3	Present Delivery Receipt (DR)	Stamp and sign "CARGO WITHDRAWAL PERMIT" to DR	1 min.	Terminal Operations Officer		Delivery Receipt
4	Present copy of signed DR	Retain copy of DR Allow withdrawal from the port	1 min.	PPA Gate Guard		Delivery Receipt
END OF TRANSACTION						

PORT SERVICES DIVISION

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

Schedule of Availability of Service :

Sunday	6:00 A.M. – 8:00 P.M.
Monday	8:00 A.M. – 8:00 P.M.
Tuesday	7:00 A.M. – 8:00 P.M.
Wednesday	8:00 A.M. – 8:00 P.M.
Thursday	7:00 A.M. – 9:00 P.M.
Friday	7:00 A.M. – 8:00 P.M.
Saturday	7:00 A.M. – 8:00 P.M.
Noon Break,	12:00 P.M.– 1:00 P.M.

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

What are the Requirements :

- Cargo Withdrawal Permit for Containers (CWPC)
- Van Transfer Slip (VTS)
- Equipment Interchanged Receipt (EIR)
- Container Delivery Receipt

Duration : 5 mins.

How to Avail of the Service

Step	Applicant/Client	Service Provider	Duration of Activity Under Normal Circumstances	Person in Charge	Fees	Form
1	Submit Container Delivery Receipt (CDR) and Cargo Withdrawal Permit for Container (CWPC) at the PICO.	Verify, sign and stamp "CARGO WITHDRAWAL PERMIT" on CDR	2 mins.	Terminal Operations Officer	None	CDR, CWPC
		Prepare Computation Sheet	1 min.	Terminal Operations Officer	As assessed	Computation Sheet

How to Avail of the Service (Withdrawal Out of the Port Area of Container Vans/Containerized Cargoes Discharged Direct for the Vessel)

Step	Applicant/Client	Service Provider	Duration of Activity Under Normal Circumstances	Person in Charge	Fees	Form
2	Submit copy of signed and stamped CDR	Verify and retains one copy of CDR	1 min.	PPA Gate Guard	None	CDR
3	Submit Van Transfer Slip (VTS) or Equipment Interchange Receipt (EIR)	Verify VTS or EIR with CDR	1 min.	PPA Gate Guard	None	CDR, VTS, EIR
END OF TRANSACTION						

PORT SERVICES DIVISION

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

Schedule of Availability of Service :

Sunday	6:00 A.M. – 8:00 P.M.
Monday	8:00 A.M. – 8:00 P.M.
Tuesday	7:00 A.M. – 8:00 P.M.
Wednesday	8:00 A.M. – 8:00 P.M.
Thursday	7:00 A.M. – 9:00 P.M.
Friday	7:00 A.M. – 8:00 P.M.
Saturday	7:00 A.M. – 8:00 P.M.
Noon Break,	12:00 P.M.– 1:00 P.M.

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

What are the Requirements :

- Cargo Withdrawal Permit for Containers (CWPC)
- Van Transfer Slip (VTS)
- Equipment Interchanged Reciept

Duration : 4 mins.

How to Avail of the Service

Step	Applicant/Client	Service Provider	Duration of Activity Under Normal Circumstances	Person in Charge	Fees	Form
1	Submit Cargo Withdrawal Permit for Containers (CWPC) at the PICO.	Verify, stamp and sign "CARGO WITHDRAWAL PERMIT" on the CWPC	2 mins.	Terminal Operations Officer	None	CWPC

**How to Avail of the Service (Withdrawal Out of the Port Area of Container Vans/Containerized Cargoes Stacked/
Originating from Leased Container Yard Area)**

Step	Applicant/Client	Service Provider	Duration of Activity Under Normal Circumstances	Person in Charge	Fees	Form
2	Submit stamped and signed copy of CWPC	Retain one copy of CWPC	1 min.	PPA Gate Guard	None	CWPC
3	Submit Van Transfer Slip (VTS) or Equipment Interchange Receipt (EIR)	Verify VTS or EIR with CWPC Allow withdrawal of container vans/containerized cargoes out of the port area	1 min.	PPA Gate Guard	None	VTS EIR
END OF TRANSACTION						

PORT SERVICES DIVISION

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

Schedule of Availability of Service :

Sunday	6:00 A.M. – 8:00 P.M.
Monday	8:00 A.M. – 8:00 P.M.
Tuesday	7:00 A.M. – 8:00 P.M.
Wednesday	8:00 A.M. – 8:00 P.M.
Thursday	7:00 A.M. – 9:00 P.M.
Friday	7:00 A.M. – 8:00 P.M.
Saturday	7:00 A.M. – 8:00 P.M.

Noon Break 12:00 P.M.– 1:00 P.M.

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

What are the Requirements :

- Bill of Lading (BL)
- List of Shut-out Container Vans/Containerized Cargoes
- Van Transfer Slip (VTS)
- Equipment Interchanged Receipt (EIR)

Duration : 4 mins.

How to Avail of the Service

Step	Applicant/Client	Service Provider	Duration of Activity Under Normal Circumstances	Person in Charge	Fees	Form
1	Submit corrected BL if to be loaded to another vessel of the same company at the PICO.	Verify and retain copy of BL and prepares Vessel Invoice	2 mins.	Terminal Operations Officer	As assessed	Vessel Invoice
	Submit new BL if to be loaded to another vessel of different shipping line	Verify and retains copy of new BL				

**How to Avail of the Service (Withdrawal Out of the Port Area of Shut-Out Container Vans Containerized Cargoes
Originating from the Leased Container Yard Area)**

Step	Applicant/Client	Service Provider	Duration of Activity Under Normal Circumstances	Person in Charge	Fees	Form
2	If to be withdrawn out of the port area, submits List of Shut-out Container Vans/ Containerized Cargoes	Stamp and sign "CARGO WITHDRAWAL PERMIT" with notation "SHUT-OUT CONTAINERER VANS/CONTAINERIZED CARGOES" on the List of Shut-out Container Vans/Containerized Cargoes	1 min.	Terminal Operations Officer	None	List of Shut-out Cargoes
3	Submits Van Transfer Slip (VTS) or Equipment Interchange Receipt (EIR)	Verifies VTS and EIR with List of Shut-out Cargoes Allows withdrawal of shut-out cargoes from the port	1 min.	PPA Gate Guard		List of Shut-out Cargoes, VTS, EIR
END OF TRANSACTION						

PORT SERVICES DIVISION

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

Schedule of Availability of Service :

Sunday	6:00 A.M. – 8:00 P.M.
Monday	8:00 A.M. – 8:00 P.M.
Tuesday	7:00 A.M. – 8:00 P.M.
Wednesday	8:00 A.M. – 8:00 P.M.
Thursday	7:00 A.M. – 9:00 P.M.
Friday	7:00 A.M. – 8:00 P.M.
Saturday	7:00 A.M. – 8:00 P.M.
Noon Break,	12:00 P.M.– 1:00 P.M.

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

What are the Requirements :

- Bill of Lading (BL)
- Load List and Marshalling Guide

Duration : 3 mins.

How to Avail of the Service

Step	Applicant/Client	Service Provider	Duration of Activity Under Normal Circumstances	Person in Charge	Fees	Form
1	Submit Load List and Marshalling Guide and Bill of Lading at the PICO.	Verify Load List and Marshalling Guide and Bill of Lading	3 mins.	Terminal Operations Officer	None	Load List and Marshalling Guide
		Prepare Computation Sheet		Terminal Operations Officer	As assessed	Vessel Invoice
2	Proceed to the vessel for loading					
END OF TRANSACTION						

PORT SERVICES DIVISION

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

Schedule of Availability of Service :

Sunday	6:00 A.M. – 8:00 P.M.
Monday	8:00 A.M. – 8:00 P.M.
Tuesday	7:00 A.M. – 8:00 P.M.
Wednesday	8:00 A.M. – 8:00 P.M.
Thursday	7:00 A.M. – 9:00 P.M.
Friday	7:00 A.M. – 8:00 P.M.
Sunday	7:00 A.M. – 8:00 P.M.
Noon Break,	12:00 P.M.– 1:00 P.M.

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

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

Duration : 2 mins.

How to Avail the Service

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

PORT SERVICES DIVISION

Frontline Service : **ON-LINE TRANSACTION FOR ENTRY TO THE PORT AREA OF OUTBOUND CONTAINER VANS/CONTAINERIZED CARGOES BUT HAVE FIRST TO BE BROUGHT TO THE LEASED CONTAINER YARD AREA**

Schedule of Availability of Service :

Sunday	6:00 A.M. – 8:00 P.M.
Monday	8:00 A.M. – 8:00 P.M.
Tuesday	7:00 A.M. – 8:00 P.M.
Wednesday	8:00 A.M. – 8:00 P.M.
Thursday	7:00 A.M. – 9:00 P.M.
Friday	7:00 A.M. – 8:00 P.M.
Saturday	7:00 A.M. – 8:00 P.M.
Noon Break,	12:00 P.M.– 1:00 P.M.

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

What are the Requirements :

- Bill of Lading (BL)
- Van Transfer Slip (VTS)
- Equipment Interchanged Receipt (EIR)

Duration : 5 mins.

How to Avail of the Service

Step	Applicant/Client	Service Provider	Duration of Activity Under Normal Circumstances	Person in Charge	Fees	Form
1	Present Bill of Lading (BL), VTS or EIR	Verify Bill of Lading, VTS and EIR with Container Number for purposes of entry to the port	1 min.	PPA Gate Guard	None	Bill of Lading, VTS or EIR
2	Proceed to the designated parking area at Block 9					

How to Avail of the Service (On-Line Transaction for Entry to the Port Area of Outbound Container Vans/Containerized Cargoes But Have First to be Brought to the Leased Container Yard Area)

Step	Applicant/Client	Service Provider	Duration of Activity Under Normal Circumstances	Person in Charge	Fees	Form
3	Present Bill of Lading	Verify Bill of Lading & stamps "Cargo Entry" on the Bill of Lading	1 min.	Terminal Operations Officer	None	Bill of Lading
4	Submit signed BL, VTS or EIR	Retain copy of Bill of Lading, VTS or EIR	1 min.	PPA Gate Guard	None	Bill of Lading, VTS & EIR
5	Proceed to leased container yard area					
6	Submit Load List and Marshalling Guide to be loaded to the vessel	Prepare Computation Sheet	2 mins.	Terminal Operations Officer	As assessed	Computation Sheet
7	Proceed to the vessel for loading					
END OF TRANSACTION						

PORT SERVICES DIVISION

Frontline Service : **OFF-LINE TRANSACTION FOR ENTRY TO THE PORT AREA OF OUTBOUND CONTAINER VANS/CONTAINERIZED CARGOES BUT HAVE FIRST TO BE BROUGHT TO THE LEASED CONTAINER YARD AREA**

Schedule of Availability of Service :

Sunday	6:00 A.M. – 8:00 P.M.
Monday	8:00 A.M. – 8:00 P.M.
Tuesday	7:00 A.M. – 8:00 P.M.
Wednesday	8:00 A.M. – 8:00 P.M.
Thursday	7:00 A.M. – 9:00 P.M.
Friday	7:00 A.M. – 8:00 P.M.
Saturday	7:00 A.M. – 8:00 P.M.
Noon Break,	12:00 P.M.– 1:00 P.M.

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

What are the Requirements :

- Pro-forma Bill of Lading (PBL)
- Van Transfer Slip (VTS)
- Equipment Interchanged Receipt (EIR)
- Bill of Lading
- Load List and Marshalling Guide

Duration : 5 mins.

How to Avail of the Service

Step	Applicant/Client	Service Provider	Duration of Activity Under Normal Circumstances	Person in Charge	Fees	Form
1	Present Proforma Bill of Lading (PBL). Vessel Transfer Slip (VTS) or Equipment Interchange Receipt (EIR)	Verify PBL, VTS and EIR with Container Number for purposes of entry to the port	1 min.	PPA Gate Guard	None	PBL, VTS & EIR

How to Avail of the Service (Off-Line Transaction for Entry to the Port Area of Outbound Container Vans/Containerized Cargoes but have First to be Brought to the Leased Container Yard Area)

Step	Applicant/Client	Service Provider	Duration of Activity Under Normal Circumstances	Person in Charge	Fees	Form
2	Proceed to the designated parking area at Block 9					
3	Present PBL	Verify PBL & stamps "Cargo Entry" on the PBL	1 min.	Terminal Operations Officer	None	PBL
4	Submit signed PBL, VTS or EIR	Retain copy of PBL, VTS or EIR	1 min.	PPA Gate Guard	None	PBL, VTS & EIR
5	Proceed to leased container yard area					
6	Submit Load List and Marshalling Guide and Bill of Lading one hour before departure of vessel	Prepare Computation Sheet	2 mins.	Terminal Operations Officer	As assessed	Vessel Invoice, Load List and Marshalling Guide
7	Proceed to the vessel for loading					
END OF TRANSACTION						

PORT SERVICES DIVISION

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

Schedule of Availability of Service :

Sunday	6:00 A.M. – 8:00 P.M.
Monday	8:00 A.M. – 8:00 P.M.
Tuesday	7:00 A.M. – 8:00 P.M.
Wednesday	8:00 A.M. – 8:00 P.M.
Thursday	7:00 A.M. – 9:00 P.M.
Friday	7:00 A.M. – 8:00 P.M.
Sunday	7:00 A.M. – 8:00 P.M.
Noon Break,	12:00 P.M.– 1:00 P.M.

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

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

Duration : 3 mins.

How to Avail of the Service

Step	Applicant/Client	Service Provider	Duration of Activity Under Normal Circumstances	Person in Charge	Fees	Form
1	Submit Pro-forma Bill of Lading (PBL) with assigned Container No. and Application for Stuffing Permit at the PICO.	Stamp "CARGO ENTRY PERMIT" to PBL and approve Stuffing Permit	1 min.	Terminal Operations Officer	None	PBL, Application for Stuffing Permit

How to Avail of the Service (Off-Line Transaction for Entry of Breakbulk-Loose Cargoes Intended for Stuffing at the Leased Container Yard Area and for Subsequent Loading to a Vessel with Cash Revolving Deposit)

Step	Applicant/Client	Service Provider	Duration of Activity Under Normal Circumstances	Person in Charge	Fees	Form
2	Present signed copy of PBL	Verify PBL and allows entry to the port	1 min.	PPA Gate Guard	None	PBL
3	Proceed to leased container yard area					
4	Submit BL as soon as available	Retain copy of BL	1 min.	Terminal Operations Officer	None	BL
END OF TRANSACTION						

PORT SERVICES DIVISION

Frontline Service : **WATERING SUPPLY TO VESSEL**

Schedule of Availability of Service : **Application for Watering Services:**

Sunday 6:00 A.M. – 8:00 P.M.
 Monday 8:00 A.M. – 8:00 P.M.
 Tuesday 7:00 A.M. – 8:00 P.M.
 Wednesday 8:00 A.M. – 8:00 P.M.
 Thursday 7:00 A.M. – 9:00 P.M.
 Friday 7:00 A.M. – 8:00 P.M.
 Saturday 7:00 A.M. – 8:00 P.M.
 Noon Break, 12:00 P.M.– 1:00 P.M.

Watering of Vessel: 24/7

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

What are the Requirements : None

Duration : 2 hrs. and 30 mins.

How to Avail of the Service

Step	Applicant/Client	Service Provider	Duration of Activity Under Normal Circumstances	Person in Charge	Fees	Form
1	Secure Application for Watering Services Form at the Harbor Operations Section, at the PICO. Fill up Application for Watering Service and submit the filled-up application.	Issue Application for Watering Services Sign the Application Form	5 mins.	Harbor Operations Officer	None	Application for Watering Services

How to Avail of the Service (Watering Supply to Vessel)

Step	Applicant/Client	Service Provider	Duration of Activity Under Normal Circumstances	Person in Charge	Fees	Form
2	Forward the filled-up Application to the Water Tender at the Water Reservoir	Check the Application Form and serve water to the vessel	2 hrs.	Water Tender	None	Application for Watering Services
3		Water Tender fill up the Application Form with the actual volume of water (ton) served and sign the Application Form as to its authenticity	5 mins.	Water Tender	-	Application for Watering Services
3	Forward the Application Form to PICO	Bill the Applicant with the actual volume of water with the corresponding rate per ton	10 mins.	Harbor Operations Officer		Application for Watering Services
4	Proceed to the Port Integrated Clearing Office (PICO), PPA Cashier booth to pay the tendered water.	Make the corresponding Official Receipt.	5 mins.	Cashier	Assessed Fee	Official Receipt
5	Proceed to the Harbor Operations Section.	Check payment of watering per Official Receipt of PPA and clear the vessel before departure.	5 mis.	Harbor Operations Officer	-	-
END OF TRANSACTION						

RESOURCE MANAGEMENT SERVICES DIVISION

Frontline Service : **PAYMENT FOR PURCHASES**

Schedule of Availability of Service : Monday 8:30 A.M.-5:00 P.M. (Flag Raising from 8:00 A.M. to 8:30 A.M.)
 Tuesday to Friday, 8:00 A.M. – 5:00 P.M.
 Noon Break, 12:00 P.M. – 1:00 P.M.

Who may Avail of the Service : Suppliers

What are the Requirements : Delivery Receipt and Charge Invoice

Duration (Under Normal Circumstances) : 3 days (If all items are delivered as requested per Certificate of Acceptance)

How to Avail of the Service

Step	Applicant/Client	Service Provider	Duration of Activity Under Normal Circumstances	Person in Charge	Fees	Form
1	Deliver supplies/materials ordered at PPA PMO Administration Building with the following documents: <ul style="list-style-type: none"> • Delivery Receipt • Charge Invoice Original Copy of Purchase Order	Receive the supplies/materials delivered and sign the delivery receipt.	4 hrs.	Procurement Officer		Delivery Receipt (DR)
2		Inspect the items delivered	4 hrs.	Supply/Property Inspector		Certificate of Inspection and Acceptance
3		Prepare Disbursement Voucher (DV)	4 hrs.	Procurement Officer		Disbursement Voucher
4		Review as to appropriateness of the disbursement	2 hrs.	Administrative Services Chief		
5		Review as to appropriateness of the supporting papers	4 hrs.	Corporate Finance Services Chief		

How to Avail of the Service (Payment for Purchases)

Step	Applicant/Client	Service Provider	Duration of Activity Under Normal Circumstances	Person in Charge	Fees	Form
6		Approve Disbursement Voucher	2 hrs.	RMD Manager		Approved Disbursement Voucher
7		Prepare the check for payment.	1 hr.	Sr. Cashier		Check
8		Sign and countersign the check	2 hrs.	RMD Manager Port Manager		Check
9		Inform Supplier that payment is ready.	1 hr.	Procurement Officer		
10	Receive check - Sign Disbursement Voucher - Issue Official Receipt	Stamp "Paid" to the DV and supporting documents, number all pages of the DV and supporting documents, and segregate copies for Accounting, Sr. Cashier and COA file.	30 mins.	Sr. Cashier		Official Receipt
END OF TRANSACTION						

ENGINEERING SERVICES DIVISION

Frontline Service : **ISSUANCE OF FORESHORE LEASE PPA CLEARANCE CERTIFICATE**

Schedule of Availability of Service : Monday 8:30 A.M.-5:00 P.M. (Flag Raising from 8:00 A.M. to 8:30 A.M.)
Tuesday to Friday, 8:00 A.M. – 5:00 P.M.
Noon Break, 12:00 P.M. – 1:00 P.M.

Who may Avail of the Service : All those being referred to by DENR

What are the Requirements : Lot Plan with Technical Descriptions, DENR Endorsement

Duration : Three (3) days

How to Avail of the Service

Step	Applicant/Client	Service Provider	Duration of Activity Under Normal Circumstances	Person in Charge	Fees	Form
1	Submit the Letter – Endorsement from DENR	Receive and record DENR Endorsement	5 mins.	Engineering Assistant	None	None
2	Schedule ocular inspection with PPA	Verify document submitted and schedule site/ocular inspection Schedule ocular inspection with Applicant	30 mins.	Engineering Services Division Manager	-	-
3		Conduct site/ocular inspection with photos	8 hrs.	Engineering Services Division Manager	None	None
4		Prepare and submit Inspection Report to the Port Manager	4 hrs.	Engineering Services Division Manager	-	-

How to Avail of the Service (Issuance of Foreshore Lease PPA Clearance Certificate)

Step	Applicant/Client	Service Provider	Duration of Activity Under Normal Circumstances	Person in Charge	Fees	Form
5		Draft Certification	1 hr.	Engineering Services Division Manager	-	-
6		Forward Draft Certification for PM's Signature	8 hrs.	Port Manager	-	-
7	Proceed to the PICO, PPA Cashier booth to pay the Inspection Fee	Inform applicant to pay Inspection Fee	10 mins.	Engineering Services Division Manager	P1,000.00 for Ports/ Resort or P500.00 for Residential Areas Plus 12% VAT	PPA Official Receipt
8	Return to ESD and Present Official receipt (OR)	Record O.R. for payment of Inspection Fee	5 mins.	Engineering Assistant	-	-
9	Foreshore Lease Application Certificate	Release approved Foreshore Lease Application Certificate	5 mins.	Engineering Assistant	-	Approved Foreshore Lease Application Certificate
END OF TRANSACTION						