



# **CITIZEN'S CHARTER**

	<b>TABLE OF CONTENTS</b>	<b>PAGE</b>
<b>I</b>	<b>PPA - PMO MASBATE CITIZEN'S CHAPTER</b>	<b>1</b>
<b>II</b>	<b>Background Information about the Philippine Ports Authority (PPA)</b>	
	<b>Vision, Mission, Mandate, Corporate Values, Objectives and Functions</b>	<b>2-6</b>
<b>III</b>	<b>PPA Pledge of Performance</b>	<b>7</b>
<b>IV</b>	<b>PPA Wide Telephone Directory</b>	<b>8</b>
<b>V</b>	<b>Scope /Coverage and Definition of Terms</b>	<b>9-10</b>
<b>VI</b>	<b>General Information About the PMO Masbate Ports</b>	
	<b>Port Profiles, Geographical Locations, Port Facilities (Vertical and Horizontal)</b>	<b>11-17</b>
<b>VII</b>	<b>PMO Masbate Redress and Feedback Mechanism with Directory for Complaints</b>	<b>18-19</b>
<b>VIII</b>	<b>List of Frontline Services of PMO Masbate Ports</b>	<b>20-21</b>
<b>IX</b>	<b>Documentary Requirements and Step by Step Procedure to Obtain a Particular Service including OPR and Maximum Time to Conclude the Process</b>	<b>22-62</b>
<b>X</b>	<b>Feedback Form (<i>Pananaw o Puna</i>) [in Filipino]</b>	<b>Annex "A"</b>
	<b>Customer Feedback Form [in English]</b>	<b>Annex "B"</b>
	<b>PMO Masbate Telephone Directory</b>	<b>Annex "C"</b>
	<b>"Seguridad sa Puerto, i-Text mo"</b>	<b>Annex "D"</b>

# THE PHILIPPINE PORTS AUTHORITY (PPA)

## A. Background Information

PPA was created through Presidential Decree (PD) No. 505, otherwise known as the "*Philippine Port Authority Decree of 1974*", issued on July 11, 1974. Under the said PD, PPA is given general jurisdiction and control over all persons, groups and entities that are already existing or are still being proposed to be established within the different port districts throughout the country.

PPA, in coordination with other government agencies, is also mandated to prepare and update annually a "*Ten-Year Philippine Port Development Program*" which shall embody the integrated plan for the development of the country's ports and harbors.

However, recognizing the need to integrate and coordinate port planning, development, control and operations at the national level while at the same time promoting the growth of regional port bodies which may be more familiar with the peculiarities and potentials of their respective localities, PD No. 857, or the "*Revised Charter of the Philippine Ports Authority*", was issued on November 16, 1978.

PD No. 857 expanded the concept of port administration not only to focus on revenue collection, harbor maintenance, and cargo handling but also to include emphasis on the role of ports as key to spurring regional growth.

In 1978, PPA's charter was further amended by Executive Order No. 513, granting police authority to the PPA; creating a National Ports Advisory Council (NPAC) to strengthen cooperation between the government and the private sector; and empowering the PPA to exact reasonable administrative fines for specific violations of its rules and regulations. Other amendments were also introduced to further define the role of PPA.

### A.1 Vision

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

### A.2 Mission

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

### **A.3 Mandate**

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

### **A.4 Corporate Values**

**E**xcellence, Professionalism, Efficiency

**C**reativity, Innovation, Adaptability

**C**ustomer Satisfaction, Customer Focus

**R**esponsible **C**itizenship, Sustainability, Accountability, Risk Management

**E**thics. Integrity within moral bounds

**S**incerity. Commitment to fulfill mandate

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

### **A.5 Objectives**

As per Article II, Section 2 of P.D. No. 857, the objectives of PPA in implementing an integrated program for the planning, development, financing and operation of Ports or Port Districts for the entire country, are as follows:

To coordinate, streamline, improve and optimize the planning, development, financing, construction, maintenance and operation of ports, port facilities, port physical plants, and all equipment used in connection with the operation of ports.

To ensure the smooth flow of waterborne commerce passing through the country's ports whether public or private, in the conduct of international and domestic trade.

To promote regional development through the dispersal of industries and commercial activities throughout the different regions.

To foster inter-island seaborne commerce and foreign trade.

To redirect and recognize port administration beyond its specific and traditional functions of harbor development and cargo handling operations to the broader function of total port district development, including encouraging the full and efficient utilization of the port's hinterland and tributary areas.

To ensure that all income and revenues accruing out of dues, rates, and charges for the use of facilities and services provided by PPA are properly collected and accounted for by PPA, that all such income and revenues will be adequate to defray the cost of providing the facilities and services (inclusive of operating and maintenance cost, administration and overhead) of the Port Districts, and to ensure that a reasonable return on the assets employed shall be realized.

In more concrete terms and as enshrined in its vision and mission statements, PPA aims for the following:

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

## **A.6 Functions**

Based on Article IV Section 6 of its amended charter, the following are the corporate duties of PPA:

1. To formulate in coordination with the National Economic and Development Authority a comprehensive and practicable Port Development for the State and to program its implementation, renew and update the same annually in coordination with other national agencies;

2. To supervise, control, regulate, construct, maintain, operate, and provide such facilities or services as are necessary in the ports vested in, or belonging to PPA;
3. To prescribe rules and regulation, procedures, and guidelines governing the establishment, construction, maintenance, and operations of all other ports, including private ports in the country;
4. To license, control, regulate, supervise any construction or structure within any Port District;
5. To provides services (whether on its own, by contract, or otherwise) within the Port District and the approaches thereof, including but not limited to –
  - berthing, towing, mooring, moving, slipping, or docking any vessel;
  - loading or discharging any vessel; and, sorting, weighing, measuring, warehousing, or otherwise, handling goods.
6. To exercise control of or administer any foreshore rights or leases which may be vested in PPA from time to time;
7. To coordinate with the Bureau of Lands or any other government agency or corporation, in the development of any foreshore area;
8. To control, regulate and supervise pilotage and the conduct of pilots in any Port District;
9. To provide or assist in the provision of training programs and training facilities for its staff of port operators and users for the efficient discharge of its functions, duties, and responsibilities; and,
10. To perform such acts or provide such services as may be deemed proper or necessary to carry out and implement the provisions of the PD, including the adoption of necessary measures to remedy congestion in any government port, and in coordination with the Bureau of Customs in the case of ports of entry (as amplified by Exec. Order No. 513).

## PLEDGE OF PERFORMANCE

We, the officials and employees of the Philippine Ports Authority (PPA), commit to:

- P** rovide safe, efficient and quality frontline services to all port clientele at all times and strive to continually review and revise existing systems in order to attain PPA's goals and objectives;
- P** romote dignity and accountability in public service;
- A** ct with efficiency and fairness on all applications, requests, including complaints.

Please let us know how we could serve you better through:

- § Accomplishing our **Feedback Form** and dropping the same in our Suggestion Box/es (see Annex "A").
- § Sending your feedback electronically through [www.ppa.com.ph](http://www.ppa.com.ph).
- § Approaching our Officer of the Day or our **Public Assistance and Complaints Desk** in any of our PPA Offices.

Feedback Forms and email addresses are available, as follows (or refer to the attached PPA Directory)

PPA Responsibility Center	PPA Email Address/ Hotline Numbers
<b>HEAD OFFICE</b>	(02) 527-8356 to 83
- for questions/comments	<a href="mailto:webmaster@ppa.com.ph">webmaster@ppa.com.ph</a>
- for official inquiry	<a href="mailto:info@ppa.com.ph">info@ppa.com.ph</a>
<b>FIELD OFFICES</b>	
- PMO NCR South	(02) 525-5264
- PMO NCR North	(02) 245-2930
- PMO Northern Luzon	(072) 607-4607
- PMO Bataan/Aurora	(047) 244-6246
- PMO Batangas	(043) 723-0164
- PMO Mindoro	(043) 288-1843
- PMO Bicol	(052) 482-0303/482-0304
- PMO Masbate	(052)482-0303/(056)333-2217
- PMO Palawan	(048) 434-5626
- PMO Marinduque/Quezon	(042) 717-3287
- PMO Panay/Guimaras	(033) 337-6945
- PMO Negros Oriental/Siquijor	(035) 225-0973 to 74
- PMO Eastern Leyte/Samar	(053) 325-7248 <a href="mailto:pmotacloban@ppavis.com">pmotacloban@ppavis.com</a>

PPA Responsibility Center	PPA Email Address/ Hotline Numbers
- PMO Bohol	(038) 501-8969
- PMO Negros Occidental/Bacolod	(034) 441-1225
- PMO Western Leyte/Biliran	(053) 561-4663
- PMO Misamis Oriental/CDO	(088) 324-0591 to 92
- PMO Lanao del Norte/Iligan	(063) 221-9123 to 25
- PMO Agusan	(085) 342-5352/341-6451
- PMO Surigao	(086) 826-2015/826-5233
- PMO Misamis Occidental/Ozamiz	(088) 521-1538
- PMO Davao	(082) 235-2563
- PMO Zamboanga del Norte	(065) 213-6594 to 95
- PMO Socsargen	(083) 301-2077
- PMO Cotabato	(064) 421-1205
- PMO Zamboanga	(062) 991-2037

- Suggestion boxes are located in conspicuous places at the different PPA Offices



## SCOPE/COVERAGE

The PPA Citizen's Charter shall apply to all external clients of the PPA affected by the delivery of frontline services in all PPA Offices nationwide.

## DEFINITION OF TERMS

The following terms as used in this Charter are defined as follows:

**Authority** -refers to the Philippine Ports Authority

**Port** - refers to a place where ships may anchor or tie up for the purpose of shelter, repair, loading or discharge of cargo, or for other such activities connected with water-borne commerce, and including all the land and water areas and the structures, equipment and facilities related to these functions.

**Pier** - refers to any structure built into the sea but not parallel to the coast line and includes any stage, stair landing place, landing stage, jetty, floating barge or pontoon, and any bridge or other works connected therewith.

**Port Management Office (PMO)** - The PPA's administrative and operational arm in every port district of the Philippines. Each PMO maintains a baseport and all or any of the following: terminal, municipal and private ports under its territorial jurisdiction.

**Baseport** - A port which is the center of the administrative or other operational powers within the Port Management Office.

**Terminal Port** - A port under the administration of the base port which serves as the extension of the base port in the regulation of ports in the country.

**Municipal Port** - A public port owned and maintained by the municipal government.

**Private Port** - A port owned and maintained by a private entity. It maybe commercial or non-commercial as may be allowed by PPA.

**Container Yard** - A designated area in a container terminal usually adjacent to the marshalling yard where containers and chassis are received, stacked and dispatched.

**Vessel** -refers to any ship or boat, or any description of a vessel or boat.

**Goods** -includes animals, carcasses, baggage, and any movable property of any kind.

**Containerized Cargo** - Cargo packed in vans or container for easy handling and transporting of the same as a unit.

**Conventional/Breakbulk** - Cargo that is handled in units, packages, crates, bags and the like.

**Due** - includes harbor fees, tonnage and wharfage dues, berthing charges, and port dues and any other dues or fees imposed by virtue of existing laws.

**Rates** - refer to any rates or charges including any toil or rent under existing law or imposed by the Authority.

## PORT MANAGEMENT OFFICE MASBATE

### General Information

The **Port Management Office Masbate** (PMO Masbate) has its seat of administration at the Brgy. Bapor, Pier Site, Masbate City and has under its administrative and/or operational jurisdiction, a total of **nineteen (19)** ports, as follows:

<b>A.</b>	<b>TERMINAL MANAGEMENT OFFICES</b>	<b>LOCATION</b>
1	Baseport Masbate	Brgy. Bapor, Pier Site, Masbate
2	TMO Claveria	Claveria, Burias Island, Masbate
3	TMO San Jacinto (Operated by LGU)	San Jacinto, Ticao Island, Masbate
<b>B.</b>	<b>FEEDER/SECONDARY PORT</b>	
1	Port of Aroroy	Aroroy, Masbate
2	Port of Cataingan	Cataingan, Masbate
3	Port of Cawayan	Mahayahay, Cawayan, Masbate
4	Port of Esperanza	Esperanza, Masbate
5	Port of San Pascual	San Pascual, Burias Island, Masbate
<b>D.</b>	<b>MUNICIPAL PORTS</b>	
1	Port of Calasuche (Milagros)	Calasuche, Milagros, Masbate
2	Port of Calumpang (Balud)	Calumoang, Balud, Masbate
3	Port of Dimasalang	Diamsalang, Masbate
4	Port of Mandaon	Mandaon, Masbate
5	Port of Batuan	Burgos, Batuan, Masbate
6	Port of Lagundi or Burgos	Burgos, Masbate
7	Port of San Fernando	San Fernando, Masbate
8	Port of Monreal	Monreal, Masbate
<b>E.</b>	<b>PRIVATE PORTS</b>	
1	Algimar	Pinamarbuan, Mobo, Masbate
2	Filminera Mining	Puro, Aroroy, Masbate
3	Shell Masbate	Pulangbato, Kinamaligan, Masbate

## PORT PROFILE

1. The **PORT OF MASBATE** is the only national port of the island province which is dubbed as the Rodeo Capital of the Philippines. It has cattle, coconut, mining and fishing for its main industries which attract traders from Manila, Cebu, Bicol mainland and Panay provinces. Its port exclusively handles containerized cargoes among the Bicol terminals, aside from palletized, bulk and breakbulk commodities. Its fastcraft operation connects Bicol mainland via the port of Pilar in Sorsogon.

### **LOCATION**

Latitude 12°22'8" N Longitude 123°36'5" E, southwest of Bicol peninsula; northwest of Masbate island, city of Masbate. Sea distance to Manila is 260.0 nautical miles.

### **SEA DISTANCE**

By sea to Pilar, Sorsogon	-	40 nautical miles
To Pio Duran, Albay	-	46 nautical miles
To Lucena City	-	174 nautical miles
To Manila	-	302 nautical miles
To Cebu City	-	170 nautical miles

### **PORT FACILITIES**

R.C. Wharf	-	420.88 m. x 18 m.
RORO Ramp	-	A. 9 m. x 6 m.
	-	B. 3.3 m. x 8.05 m.
	-	C. 9 m. x 6 m.
	-	D. 9m. x 6 m.
	-	E. 9m. x 9 m.
Mooring Bitts	-	10 pcs.
Bollards	-	23 pcs.
Port Lighting System-	-	5 sets High Mast Lamps
	-	20 posts Solar Lights

Draft		
North Berthing Side	-	8 meters
Center Berthing Side	-	12 meters
South Berthing Side	-	5 meters
Passenger & Cargo		
Terminal Building 1	-	280 sqm
Passenger Terminal		
Building 2	-	300 sqm
<b>Total Port Area</b>	-	<b>24,566 sq. m.</b>

## ***COMMUNICATION FACILITIES***

Globe, Smart and Sun Cellular companies give optimum signal to mobile phone users and landline and internet services are made available by Smart-PLDT.

2. The **PORT OF ARORROY**, a feeder port on which operation, management and maintenance was turned over by DOTC thru PMO-Ports to LGU Aroroy by virtue of a memorandum of agreement signed on 18 February 2003, is the latest addition to the chain of ports under SRNH Eastern Nautical Highway.

With the recent completion of the Aroroy port development project, seaborne commerce at the Port of Aroroy is expected to pick up particularly the transport of goods and passengers to Manila, Lucena, Romblon Islands and Bicol mainland and vice versa.

Aroroy is also highly optimistic that the improvement in the said infrastructure will lead to further development of the mining industry of the area. It should be noted that gold and other minerals are abundant locally.

## ***ROAD/SEA DISTANCE***

By land to Masbate City	
via Baleno	- 56 kms
via Crossing Mandaon	- 72 kms
By sea to Pilar	- 30 nautical miles
By sea to Lucena City	- 128 nautical miles
By sea to Masbate City	- 19 nautical miles
By sea to Cebu City	- 180 nautical miles

## ***PORT FACILITIES***

RORO Ramp	- 9 m. x 11 m.
R.C. Platform	- 48m. x 11 m.
Back-up Area 1	- 92.7m x 55.85m (5,177.295 sq.m.)
Back-up Area 2	- 36.6m x 40.2m (1,471.32 sq.m.)

### ***COMMUNICATION FACILITIES***

Postal, internet and telephone services are located at Poblacion Cataingan. Mobile phone users can enjoy SMART and GLOBE's optimum signal within the port.

3. Considered the most progressive terminal next to the Port of Masbate in terms of vessel, cargo and passenger traffic, the **PORT OF CATAINGAN** boasts of a natural harbor with sufficient depth that makes an ideal shelter for ships in distress or during inclement weather.

Cataingan Port serves as an alternative for commuters bound for/from the Visayas and Mindanao via the ports in the cities of Cebu and Bogu, who cannot avail of the regular RORO ferry service to Masbate City.

Likewise, traders from Samar and Leyte provinces have established business conduits via the Port of Cataingan.

### ***BOUNDARIES***

North	-	Municipality of Palanas
South	-	Municipality of Pio V. Corpuz
East	-	Samar Sea
West	-	Municipality of Placer

### ***ROAD/SEA DISTANCE***

By land to Masbate City	-	76.5 kms
By sea to Masbate City	-	40 nautical miles
By sea to Cebu City	-	115 nautical miles
By sea to Lucena City	-	190 nautical miles
By sea to Donsol, Sorsogon	-	65 nautical miles
By sea to Bulan, Sorsogon	-	50 nautical miles
By sea to Catbalogan	-	55 nautical miles
By sea to Biliran	-	44 nautical miles

### ***PORT FACILITIES***

R.C. Pier and Berthing Facilities	-	12 m. x 100m.
RoRo Ramp	-	9m. x 11 m.
Field Office	-	48 sq.m.
Back-up Area	-	2,700 sq.m. (30m x 90m)

4. With the first ever terminal port with a roll-on/roll-off facility southwest of the province of Masbate, about 66 kilometers away from the national port of Masbate City, the **PORT OF CAWAYAN** can now afford shippers a viable option for the shipment of their products to Luzon or Visayas via Cebu whichever offers a lower transport cost.

Indeed due to Cawayan Port's proximity to the Visayas via Bogu City Port, cargo owners need not go to Masbate City for the shipment of RORO cargoes to and from Cebu.

### ***ROAD/SEA DISTANCE***

By land to Masbate City	-	66 kms
By land to Cataingan Port via Buenavista Junction	-	81 kms
By sea to Bogu City	-	45 nautical miles
to Roxas City	-	64 nautical miles
to Estancia, Panay Island	-	47 nautical miles

### ***PORT FACILITIES***

R.C. Ramp	-	9m x 11m
R.C. Platform	-	12m. x 15 m.
Back-up Area 1	-	25m. x 32.5m.
Back-up Area 2	-	15m. x 18m.
Causeway	-	106m x 3.5m.

5. Located in the southernmost tip of Masbate province, the **PORT OF ESPERANZA** is a stone's throw to the northernmost port of Bogu City in Cebu province.

With only 2 to 3 hours to negotiate the distance between Esperanza and Bogó City, commuters avoiding a long sea travel will find the port convenient for them.

It is a practical jump off point to the fish-rich Bantayan Island and other fishing areas in Northern Cebu and to Malapascua Island, a popular dive site.

### ***ROAD/SEA DISTANCE***

By land to Masbate City	-	123 kms
to Cataingan Port	-	46 kms
to Placer	-	77 kms
By sea to Bogó City	-	34 nautical miles
to Cawayan	-	18 nautical miles
to Hagnaya, Cebu	-	32 nautical miles
to Cataingan	-	17 nautical miles
to Cebu City	-	105 nautical miles

### ***PORT FACILITIES***

R.C. and Backup Area	-	4,750 sqm
Causeway	-	110 m x 7.5 m
RORO Ramp	-	9 m x 6 m
Passenger Terminal Shed	-	120 sq m

### ***COMMUNICATION FACILITIES***

Postal, internet and telephone services are located at Poblacion Esperanza. Mobile phone users can enjoy SMART and GLOBE's optimum signal within the port.

6. The **PORT OF CLAVERIA** is a Terminal Port of PMO Masbate, located at southern part of Burias Island and approximately between latitude 2°54'24.8" N and longitude 123°14'46.1"E. This port caters to passengers sailing from Burias Island to Pioduran, Albay and Masbate City and vice versa.



### ***EXISTING/PROSPECTIVE LINKAGES***

By land	San Pascual	-	59 kilometers
By sea	San Pascual	-	31.30 nautical miles
	Aroroy	-	27.50 nautical miles
	Masbate	-	38.25 nautical miles
	Pilar	-	28.70 nautical miles
	Bulan	-	44.00 nautical miles
	Pasacao	-	32.00 nautical miles
	Pio Duran	-	14.00 nautical miles

### ***PORT FACILITIES***

RORO Ramp	-	9m. x 11m.
Back-up Area	-	40m. x 50m
Passenger Terminal Building	-	464 sqm (damaged due to typhoon, still inoperational)
Port Lighting System	-	8 sets, single alarm (unserviceable)
		tapered Lamp Posts
Breasting Dolphin	-	2 units, 5 piles with reinforce
		Conference block (40m x 40m)
Mooring & Fendering System	-	Nine (9) sets V-type

### ***COMMUNICATION FACILITIES***

Telegraph, postal, mobile networks such as Smart, Sun and Globe are among the communication facilities within the Port of Claveria.

7. The **PORT OF SAN PASCUAL** is a secondary/feeder port of PMO Masbate, located at the northernmost tip of Burias Island and approximately between latitude 13°7'41.7" N and longitude 122°58'31.1"E. This port caters to passengers sailing from Burias Island to Pasacao, Camarines Sur and Masbate City and vice versa.

### ***EXISTING/PROSPECTIVE LINKAGES***

By land	Claveria	-	59 kilometers
By sea	Claveria	-	31.30 nautical miles
	Pantao	-	20.00 nautical miles
	Pasacao	-	27.00 nautical miles

Pilar	-	65.00 nautical miles
Masbate	-	80.00 nautical miles
Pio Duran	-	36.00 nautical miles

### ***PORT FACILITIES***

RORO Ramp	-	9m. x 11m.
RC Track Deck	-	6m. x 7m
Breasting Dolphin	-	two (2) sets, 9 piles including foundation piles moving fixtures and fenders (40m x 40m)
Back-up area	-	1,787 sq.m.
Field Office	-	35.00 sq.m.
Port Light System	-	One (1) set, 12-meter high Floorlight

### ***COMMUNICATION FACILITIES***

Mobile networks such as Smart and Globe are among the communication facilities within the Port of San Pascual.

## **PPA-PMO Masbate Redress and Feedback Mechanisms**

**The Philippine Ports Authority Port Management Office of Masbate is committed to the highest standards of public service delivery. As such, it is in our best interest to serve you with utmost efficiency, integrity, timeliness and professionalism.**

### **What to do if you have a complaint?**

**Should you find service delivery unsatisfactory or not up to standards, we encourage you to immediately bring this matter to our attention. You may directly call telephone number (056) 333-2217/(052) 482-0303 and talk to the Port Manager, or in his/her absence, to the Officer or Personnel on Duty for your concern. You may also write your complaint and send to email address: [ppalegcity@yahoo.com](mailto:ppalegcity@yahoo.com).**

### **How to provide feedback?**

**Should you want to make comments, suggestions, requests or commendations to the services rendered by PPA PMO Masbate, we encourage you to accomplish specific forms or verbally report your concerns at the Public Assistance Desks located at the Terminal Management Office or at the PMO Administration Building located at the Government Regional Center, Rawis, Legazpi City. Sample forms are shown at the Annexes of this Booklet form.**

### PPA-PMO Masbate Redress and Feedback Mechanisms

Depending on your area of concern or complaint, you may also direct your complaint or request for assistance so that this can be acted upon immediately to any of the following Offices or Personnel on Duty:

AREA OF CONCERN	OFFICER/PERSONNEL ON DUTY	LOCATION	CONTACT NUMBERS
<ul style="list-style-type: none"> <li><b>Vessel Entry/Departure Clearance</b></li> <li><b>Cargo Entry/Withdrawal</b></li> <li><b>Dangerous Cargo Clearance</b></li> <li><b>Passenger Assistance</b></li> </ul>	RENE L. AGAO II <i>Acting Terminal Supervisor</i>	Port of Masbate, Masbate City	CP No. 0915-2093710 Tel No. (056) 333-2217
	REUEL L. GAYANES <i>Acting PSD Manager</i>	Port of Masbate, Masbate City	CP No. 0927-8997481 Tel No. (056) 333-2217
	REUEL L. GAYANES <i>Acting PSD Manager</i>	Port of Masbate, Masbate City	CP No. 0927-8997481 Tel No. (056) 333-2217
	ANGELO V. LLACER <i>Division Manager A</i>	Port of Masbate, Masbate City	CP No. 0920-4388767 Tel No. (056) 333-2217
<b>Security/Port Police Matters</b>	DONJIE C. EDAÑO <i>Industrial Security Officer</i>	Port of Masbate, Masbate City	CP No. 0910-3366056 Tel No. (056) 333-2217
<b>Cargo Handling Operations and Ancillary Services</b>	REUEL L. GAYANES <i>Acting PSD Manager</i>	Port of Masbate, Masbate City	CP No. 0927-8997481 Tel No. (056) 333-2217
<b>Finance Matters</b>	CYNTHIA L. REYNOSO <i>Cashier A</i>	Port of Masbate, Masbate City	CP No. 0928-9701158 Tel No. (056) 333-2217
<b>Administrative Matters</b>	ANGELO V. LLACER <i>Division Manager A</i>	Port of Masbate, Masbate City	CP No. 0920-4388767 Tel No. (056) 333-2217
<b>Engineering Matters (c/o PMO Bicol)</b>	DARWIN M. MILLENA <i>Manager, ESD</i>	PMO Admin. Bldg. Govt. Regional Center, Rawis, Legazpi City	CP No. 0917-5195491 Tel No. (052) 482-0404
<b>Safety Matters &amp; Environmental Concerns (c/o PMO Bicol)</b>	ANTONIO L. BALACANO, JR. <i>Chief Safety Officer</i>	PMO Admin. Bldg. Govt. Regional Center, Rawis, Legazpi City	CP No. 09065432391 Tel No. (052) 480-7890

### LIST OF PPA PMO MASBATE FRONTLINE SERVICES

Division	TOP SERVICES	Page/s
Office of the Port Manager (OPM)	<ul style="list-style-type: none"> <li>- Issuance of Permit to Occupy</li> <li>- Issuance of Permit to Operate</li> </ul>	
Port Police Division (PPD)	<ul style="list-style-type: none"> <li>- Application for Annual Vehicle Pass</li> </ul>	
Port Services Division (PSD) Terminal Management Offices (TMOs)	<ul style="list-style-type: none"> <li>- Granting vessel entrance clearance prior to vessel's arrival</li> <li>- Granting vessel entrance clearance upon arrival</li> <li>- Granting vessel departure clearance</li> <li>- Entry of break bulk/loose cargoes for stuffing which do not have a corresponding container number</li> <li>- Entry to Port Area of container vans/containerized Cargoes for purposes of stacking only inside the leased container yard</li> <li>- Entry of Outbound Cargoes – Cash and Carry System</li> <li>- Withdrawal of inbound cargoes – Cash and Carry System</li> <li>- Withdrawal of break bulk/loose cargoes stripped at container yard from Container vans discharged from a vessel with cash revolving deposit</li> <li>- Withdrawal out of the Port Area of container vans/containerized cargoes direct from the vessel</li> <li>- Withdrawal out of the Port Area of container vans/containerized cargoes stacked/originating from container yard</li> <li>- Withdrawal out of the Port Area of shut-out container vans/containerized cargoes originating from the container yard</li> <li>- Loading of container vans/containerized cargoes originating from Container yard to vessel</li> <li>- On-line transaction for entry of break bulk-loose cargoes intended for stuffing at Container Yard and for subsequent loading to a vessel with cash revolving deposit</li> <li>- On-Line Transaction for Entry to the Port Area of outbound container van/containerized cargo but has to be brought first to Container Yard Area</li> <li>- Off-line transaction for entry to the Port Area of outbound container van/containerized cargo but has to be brought first to Container Yard Area</li> <li>- Off-line transaction for entry of break bulk-loose cargoes intended for stuffing at container yard and for subsequent loading to a vessel with cash revolving deposit</li> <li>- Watering supply to vessel</li> </ul>	
Administrative Division (AD) c/o PMO Bicol	<ul style="list-style-type: none"> <li>- Processing of Claim for Purchase of Supplies, Materials or Equipment Delivered</li> <li>- Processing of Claim for Utilities</li> </ul>	

	<ul style="list-style-type: none"> <li>- Receiving Incoming Communications or Documents</li> <li>- Issuance of Certificate of Appearance</li> </ul>	
Engineering Services Division (ESD) of PMO Bicol	<ul style="list-style-type: none"> <li>- Issuance of Certification of No Future Port Development As a Requirement for Foreshore Lease</li> </ul>	
Finance Division (FD) of PMO Bicol	<ul style="list-style-type: none"> <li>- Acceptance of Payment &amp; Issuance of Official Receipt for Bid Documents, Dormitory Use and Certification Fee</li> <li>- Releasing of Check/s</li> </ul>	

## OFFICE OF THE PORT MANAGER

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

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Schedule of Availability of Service : 8:00 A.M.-5:00 P.M. Monday to Friday – **NO NOON BREAK**

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, Duly Accomplished PPA Prescribed Lease Application Form and Business Permit  
**For Renewal of Permit to Occupy:** Letter of Intent to Renew its Lease and Business Permit

Duration : 2 hours and 30 minutes

### How to Avail of the Service

Step	Applicant/Client	Service Provider	Duration of Activity Under Normal Circumstances	Person in Charge	Fees	Form
1	<p><u>For New Permittee:</u></p> <p>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.</p> <p><u>For Renewal of PTOC:</u></p> <p>Submit the Letter of Intent to Renew its Lease</p>	Review the letter and issue Lease Application Form	5 minutes	Business Development and Marketing Officer (BDMO) of PMO Bicol	None	Lease Application Form

2	Fill up and submit Lease Application Form and wait for the evaluation	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 minutes	BDMO of PMO Bicol	-	-
3	See computation of rentals and deposits to be paid.	<p>Coordinate with Finance Section for computation of rentals and required deposits based on the size of the area, type of property, prescribed rental rate.</p> <p>Consult with PSD on the availability of property and suitability of the area in accordance with the PLOP for PSD endorsement.</p>	1 hour	<p>BDMO of PMO Bicol</p> <p>Corporate Finance Services Chief (CFSC) of PMO Bicol</p> <p>PSD Manager of PMO Bicol</p>	Assessed Fee	Lease Application Form (with assessment at the back)
4	Proceed to the PPA Cashier booth to pay the rental fees.	Receive payment as per Assessment.	20 minutes	Cashier of PMO Bicol	-	Official Receipt
5	<p>Return to BDMO and present Official Receipt</p> <p>Sign the Permit to Occupy</p>	<p>Check payment as per Assessment.</p> <p>Encode all details and prints out information in PTOC format and print PTOC for Applicant's signature.</p>	30 minutes	BDMO of PMO Bicol	-	-
6	Wait for the approval of the Permit to Occupy	Forward PTOC to Port Manager for approval.	15 minutes	Port Manager	-	Permit to Occupy



7	Receive approved Permit to Occupy	Release/approved Permit to Occupy	5 minutes	BDMO of PMO Bicol	-	Approved Permit to Occupy
END OF TRANSACTION						

*Note: Plantilla positions involved in the Issuance of Permit to Occupy (PTOc) are currently vacant. So transactions relative to PTOc are currently processed by PMO Bicol personnel.*

## OFFICE OF THE PORT MANAGER

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

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Schedule of Availability of Service : 8:00 A.M.-5:00 P.M. – Monday to Friday – **NO NOON BREAK**  
Applications received after 3 PM will be treated as having received from 8-12 noon the following day and will be processed accordingly. Applications received between 8-12am, permit will be released before 4-5 PM of the same day. Applications received from 12-3 PM, permits will be released from 10-12 AM of the following day.

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

What are the Requirements : **For New Permittee:** BIR Form 2303, System Generated Application Form and System Generated Omnibus Undertaking (Notarized)

Duration : 30 minutes

### How to Avail of the Service

Step	Applicant/Client	Service Provider	Duration of Activity Under Normal Circumstances	Person-In-Charge	Fees	Form
1	Go to <a href="http://www.ppa.com.ph">www.ppa.com.ph</a> and register to Port Customer Registration System (PCRS) and validate using your registered e-mail address.			Applicant	None	
2	Log-in registered Username and Password to E-permit (EPMS) <i>Note: Under SUPPORT you may download E-Permit User Guide.</i>			Applicant	None	

3	Apply for Permit to Operate and upload and submit system generated Application Form and duly Notarized Omnibus Undertaking to E-Permit.			Applicant	None	
4	Wait for Order of Payment notification through your e-mail address and then log-in to your account to generate/print Order of Payment.	Validates submitted documents	5 minutes	Business Development and Marketing Officer (BDMO) of PMO Bicol	None	PPA Online Order of Payment
5	Bring printer Order of Payment and proceed to the PPA Cashier for payment of the annual ancillary services fee.	Receive payment and issue Official Receipt	5 minutes	Cashier	As assessed	Official Receipt
6		Process Permit to Operate	2 minutes	Business Development and Marketing Officer (BDMO)	None	Permit to Operate
7		Approves the Permit to Operate	3 minutes	Port Manager	None	Permit to Operate
8	Present Official Receipt and sign the contract	Review Official Receipt and sign the contract	13 minutes	BDMO/PSD Manager/Port Manager	None	
9	Claim approved Permit to Operate per schedule	Release Approved Permit to Operate	2 minutes	BDMO	None	Approved Permit to Operate
END OF TRANSACTION						

*Note: Plantilla positions involved in the Issuance of Permit to Operate (PTO) are currently vacant. So transactions relative to PTOc are currently processed by PMO Bicol personnel.*

## PORT POLICE DIVISION

Frontline Service : **APPLICATION FOR ANNUAL VEHICLE AND PORT USER'S PASS**

Schedule of Availability of Service : 8:00 A.M.-5:00 P.M. – Monday to Friday – **NO NOON BREAK**

Who may Avail of the Service : Holder of Permit to Operate-Trucking Services

What are the Requirements : Annual Port User's Pass: Notarized Master List of Employees  
Annual Vehicle Pass – Notarized Master List of Units, OR/CR of Vehicles

Duration : 30 minutes

### How to Avail of the Service

Step	Applicant/Client	Service Provider	Duration of Activity Under Normal Circumstances	Person-In-Charge	Fees	Form
1	Apply Online through the E-Permit (EPMS) and enroll the number of employees and vehicles applied for	Issuance of Order of Payment	5 minutes	Chief, Pass Control, PPD	None	
2	Proceed to Cashier for Payment	Receive Payment and Issue Official Receipt	5 minutes	Cashier	APUP-P 50.00 + VAT AVP + P100.00 + VAT	Official Receipt
3		Preparation of Identification Cards	10 minutes	Chief, Pass Control, PPD	None	
4		Release of Annual Vehicle Stickers/APUP Card	10 minutes	Chief, Pass Control, PPD	None	Vehicle Sticker/Port User's ID Card
END OF TRANSACTION						

## PORT SERVICES DIVISION

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

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Schedule of Availability of Service : 24 Hrs: Sunday-Saturday at Baseport Masbate

Who may Avail of the Service : Shipping Companies

What are the Requirements : For Domestic Vessel: Inward Coasting Manifest (ICM), Roll Book, Passenger Manifest, Dangerous Cargo Manifest (as applicable) and Application for Berth/Anchorage

For Foreign Vessel: Inward Foreign Manifest (IFM), Dangerous Cargo Manifest (as applicable), Passenger Manifest (as applicable), Application for Berth/Anchorage

Duration : 4 minutes

### How to Avail of the Service

Step	Applicant/Client	Service Provider	Duration of Activity Under Normal Circumstances	Person In-Charge	Fees	Form
1	Submit accomplished duly signed Inward Coasting Manifest (Domestic)/Inward Foreign Manifest (Foreign) and other Entrance Documents	Evaluate/Verify submitted documents (if documents are complete)	2 minutes	Harbor Operations Officer	None	Accomplished Entrance Manifest/Documents, Dockage Report
2	Submit requirements for evaluation	Inform shipping agent on the berthing/government of vessel and cargoes at the port	1 minute	Harbor Operations Officer	None	Inward Manifest/Roll Book
3	Receives Roll Book	Stamp and sign Inward Coasting Manifest (Domestic)/Inward Foreign Manifest	30 seconds	Harbor Operations Officer	None	Stamped and Signed Inward Manifest/Roll Book

		(Foreign) and other Entrance Documents				
4	Sign updated Vessel Logbook	Update vessel movement in the system/logbook	30 seconds	Harbor Operations Officer	-	Entrance/Clearance Logbook
<b>END OF TRANSACTION</b>						

## PORT SERVICES DIVISION

Frontline Service : **GRANTING VESSEL DEPARTURE CLEARANCE**

Schedule of Availability of Service : 24 Hrs: Sunday-Saturday at Baseport Masbate

Who may Avail of the Service : Shipping Companies

What are the Requirements : For Domestic Vessel: Outward Coasting Manifest (OCM), Roll Book, Passenger Manifest, Official Receipt/s of Payments of Port Charges, Dockage Report, Computation Sheet

For Foreign Vessel: Outward Foreign Manifest (OFM), Passenger Manifest (as applicable), Official Receipt/s of Payment of Port Charges, Dockage Report, Computation Sheet

Duration : 12 minutes

### How to Avail of the Service

Step	Applicant/Client	Service Provider	Duration of Activity Under Normal Circumstances	Person In-Charge	Fees	Form
1	Submit duly signed Outward Coasting Manifest (Domestic)/Outward Foreign Manifest (Foreign)	Retrieve Entrance Documents and validate submitted Outward Manifest	1 minute	Harbor Operations Officer	None	Outward Manifest
2	Accomplishment of Dockage Report	Update Vessel Movement/Voyage Details in VIMS	1 minute	Harbor Operations Officer		Dockage Report
3	Pay port charges at Cashier's Booth	Assess/compute for the port charges and generate computation sheet in POMS	3 minutes	Cashier	As Assessed	Computation Sheet (CS)

4	Present computation sheet and pay port charges to the Cashier	Receive payment and issue Official Receipt	4 minutes	Cashier	As assessed	Official Receipt
5	Present copy of Official Receipt and Vessel Roll Book	Stamp and sign Outward Manifest and Vessel Roll Book and record Official Receipt Number in the Outward Manifest  Returns signed roll book and copies of manifests to the Shipping Agent/Shipping Line Representative	3 minutes	Harbor Operations Officer	None	None
<b>END OF TRANSACTION</b>						



## PORT SERVICES DIVISION

Frontline Service : **ENTRY OF BREAKBULK / LOOSE CARGO FOR STUFFING WITHOUT A CORRESPONDING CONTAINER NUMBER**

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Schedule of Availability of Service : 24 Hrs: Sunday-Saturday at Baseport Masbate

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

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

Duration : 13 minutes

### 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 Terminal Office/s	Note down on Bill of Lading "loose cargoes for stuffing but without container number"	2 minutes	Terminal Operations Officer	None	Bill of Lading, Application for Stuffing Permit
2	Present Bill of Lading with notation "loose cargoes for stuffing but without container number"	Receive payment and issues Cargo Handling Receipt (CHR)	1 minute	Cargo Handling Operator	As assessed	Cargo Handling Receipt
3	Present Bill of Lading (BL) and Cargo Handling Receipt	Prepare Computation Sheet	3 minutes	Cashier	As assessed	Computation Sheet (CS)

		Validates Computation Sheet	1 minute	Terminal Operations Officers	As assessed	Computation Sheet (CS)
		Receive payment	1 minute	Cashier	As assessed	Official Receipt
		Stamp and sign "Cargo Entry Permit" on the Bill of Lading and approve Stuffing Permit	4 minutes	Terminal Operations Officers	None	Stuffing Permit
4	Present copy Bill of Lading and the approved Stuffing Permit	Retain one copy of Bill of Lading  Allow entry of the breakbulk/loose cargoes intended for stuffing at the leased container yard area	1 minute	PPA Guard Gate	None	Bill of Lading
END OF TRANSACTION						

## PORT SERVICES DIVISION

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

Schedule of Availability of Service : 24 Hrs: Sunday-Saturday at Baseport Masbate

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 minutes

### 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 Terminal Offices.	Verify LCV and stamps "CONTAINER VANS FOR STACKING" and signs List Container Vans	2 minutes	Terminal Operations Officer	None	List of Container Vans
2	Submit stamped and signed LCV	Retain one copy of List of Container Vans	1 minute	PPA Gate Guard	None	List of Container Vans
3	Submit Van Transfer Slip (VTS) or Equipment Interchange Receipt (EIR)	Verify VTS or EIR with LCV	1 minute	PPA Gate Guard	None	Van Transfer Slip/ Equipment Interchange Receipt
4	Proceed to leased container yard area					
END OF TRANSACTION						

## PORT SERVICES DIVISION

Frontline Service : **ENTRY OF OUTBOUND CARGOES – CASH AND CARRY SYSTEM**

Schedule of Availability of Service: 24 Hrs: Sunday-Saturday at TMOs Matnog, and Tabaco  
 8:00 A.M. – 5:00 P.M.: Sunday to Saturday at the Baseport, Legazpi  
 7:00 A.M. – 5:00 P.M.: Sunday to Saturday at TMO Catanduanes and Port of San Andres  
 8:00A.M. - 8:00 P.M.: Sunday to Saturday at TMOs Bulan, Camarines

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

What are the Requirements : Bill of Lading (BL), Cargo Handling Receipt, Cargo Entry & Withdrawal Permit (CEWP), Loading Receipt (LR)

Duration : 10 minutes

### How to Avail of the Service

Step	Applicant/Client	Procedure/Services Provided	Duration of Activity Under Normal Circumstances	Person in Charge	Fees	Form
1	Present Bill of Lading (BL) at the Cargo Handling Operator's (CHO) Office.	Computes Cargo Handling Charges based on BL, Issue Invoice  Receives payment/Issue CHO Official Receipt	4 minutes	Cargo Handling Operator Teller	As assessed	Cargo Handling Receipt (CHR)
2	Present Bill of Lading and Cargo Handling Receipt at PPA Finance/Cashier Office	Prepares/Issues PPA Port Charges Computation Sheet (PCCS)  Receives payment and issue OR	3 minutes	PPA Billing Officer  PPA Cashier	As Assessed  As Assessed	PCCS  PPA Official Receipt
3	Present BL and PPA Official Receipt at TMO Operations Office	Verifies payment of cargo for loading vis-à-vis CHO OR and PPA OR	1 minute	Terminal Operations Officer	None	CEWP

		Issues Cargo Entry and Withdrawal Permit (CEWP)				
4	Presents duly approved CEWP at CH Operation's Office	Retain copy of CEWP Allows Loading of Cargo Issue Loading Receipt (DR)	1 minute	CHO Checker	None	LoadingReceipt
5	Present LR and CEWP to the PPA Gate	Allows entry of Cargoes for Loading	1 minute	PPA Gate Guard	None	LR and CEWP
END OF TRANSACTION						

## DEFINITION OF TERMS

RORO Port – are ports that are capable of handling rolling cargoes, equipped with RORO ramp/s and facilities.

RORO Cargo. Self-powered or self-propelled vehicles roll on and roll off the vessel to and from the dock via a ramp.

RORO Terminal Feelevied by the RO-Ro terminal operator on vehicles and passengers for the use of the terminal;

Strong Republic Nautical Highway (SRNH) is an integrated network of highway and vehicular ferry routes which forms the backbone of a nationwide vehicle transport system in the Philippines. It is a system of roads and ports developed by the Philippine government to connect the major islands of Luzon, the Visayas and Mindanao. This system reduced the previous usual travel time to the different key cities, enhancing the accessibility of the prime tourist destinations, and minimizing the handling expenses of goods, all over the country.

RORO Ramp that are capable of allowing vertical loading and unloading of rolling cargoes. Appropriately designed such that the terminal can safely and efficiently service the Ro-Ro ships docking thereat at varying tide levels.

## PORT SERVICES DIVISION

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

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Schedule of Availability of Service : 24 Hrs: Sunday-Saturday at Baseport Masbate

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

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

Duration : 10 minutes

### How to Avail of the Service

Step	Applicant/Client	Procedure/Services Provided	Duration of Activity Under Normal Circumstances	Person in Charge	Fees	Form
1	Present Bill of Lading (BL) at the Cargo Handling Operator's (CHO) Office.	Computes Cargo Handling Charges  Receives Payment  Issues Official Receipts (OR)	4 minute	Cargo Handling Operator Teller	As assessed	Cargo Handling Receipt (CHR)
2	Present Bill of Lading and Cargo Handling Receipt	Prepares/Issues PPA Port Charges Computation Sheet (PCCS)  Receives payment and issue OR	3 minutes	PPA Billing Officer  PPA Cashier	As Assessed  As Assessed	PCCS  PPA Official Receipt
3	Present BL and PPA Official Receipt	Issues Cargo Entry and Withdrawal Permit (CEWP)	1 minute	Terminal Operations Officer	None	CEWP

4	Presents CEWP to CHO	Allows Unloading of Cargo Issue Delivery Receipt (DR)	1 minute	CHO Operations Personnel	None	Delivery Receipt
5	Present DR and CEWP to the PPA Exit Gate	Releases Cargoes	1 minute	PPA Gate Guard	None	DR and CEWP
END OF TRANSACTION						

## PORT SERVICES DIVISION

Frontline Service : **WITHDRAWAL OF BREAKBULK/LOOSE CARGOES STRIPPED AT THE CONTAINER YARD FROM CONTAINER VANS DISCHARGED FROM A VESSEL**

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Schedule of Availability of Service : 24 Hrs: Sunday-Saturday at Baseport Masbate

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

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

Duration : 4 minutes

### 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 Terminal Office	Approve Application for Stripping Permit	1 minute	Terminal Operations Officer	-	Bill of Lading, Application for Stripping Permit
2	Submit Bill of Lading (BL) with assigned Container No. & signed Application for Stripping Permit	Issue Delivery Receipt	1 minute	Cargo Handling Operator	-	BL, Application for Stripping Permit
3	Present Delivery Receipt (DR)	Stamp and sign "CARGO WITHDRAWAL PERMIT" to DR	1 minute	Terminal Operations Officer		Delivery Receipt



4	Present signed Receipt	copy of Delivery	Retain copy of Delivery Receipt  Allow withdrawal from the port	1 minute	PPA Gate Guard		Delivery Receipt
END OF TRANSACTION							

## PORT SERVICES DIVISION

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

Schedule of Availability of Service : 24 Hrs: Sunday-Saturday at Baseport Masbate

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 : 5 minutes

### 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 Bill of Lading (BL) if to be loaded to another vessel of the same company at the Terminal Office	Verify and retain copy of Bill of Lading (BL) and prepares Vessel Invoice	2 minutes	Cashier	As assessed	Computation Sheet (CS)
	Submit new Bill of Lading (BL) if to be loaded to another vessel of different shipping line	Verify and retains copy of new Bill of Lading (BL)	1 minute	Terminal Operations Officer	As assessed	Computation Sheet (CS)

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 minute	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 minute	PPA Gate Guard		List of Shut-out Cargoes, Van Transfer Slip, Equipment Interchange Receipt
END OF TRANSACTION						

## PORT SERVICES DIVISION

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

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Schedule of Availability of Service : 24 Hrs: Sunday-Saturday at Baseport Masbate

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

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

Duration : 2 minutes

### 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 Bill of Lading and approve Stuffing Permit	1 minute	Terminal Operations Officer	None	Bill of Lading, Application for Stuffing Permit
2	Present signed copy of Bill of Lading	Verify Bill of Lading and allows entry to the port	1 minute	PPA Gate Guard	None	Bill of Lading
3	Proceed to leased container area					
END OF TRANSACTION						

## PORT SERVICES DIVISION

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

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Schedule of Availability of Service : 24 Hrs: Sunday-Saturday at Baseport Masbate

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 Interchange Receipt (EIR), Container Delivery Receipt

Duration : 7 minutes

### 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 Terminal Office	Verify, sign and stamp "CARGO WITHDRAWAL PERMIT" on CDR	2 minutes	Terminal Operations Officer	None	Cargo Delivery Receipt, Cargo Withdrawal Permit for Container
		Prepare Computation Sheet	1 minute	Cashier	As assessed	Computation Sheet
		Validate Computation Sheet	1 minute	Terminal Operations Officer	As assessed	Computation Sheet
		Receive payment and issue Official Receipt (OR)	1 minute	Cashier	As assessed	Official Receipt
2	Submit copy of signed and stamped Cargo Delivery Receipt	Verify and retains one copy of Cargo Delivery Receipt	1 minute	PPA Gate Guard	None	Cargo Delivery Receipt

3	Submit Van Transfer Slip (VTS) or Equipment Interchange Receipt (EIR)	Verify VTS or EIR with CDR	1 minute	PPA Gate Guard	None	Cargo Delivery Receipt, VTS, EIR
END OF TRANSACTION						

## PORT SERVICES DIVISION

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

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Schedule of Availability of Service : 24 Hrs: Sunday-Saturday at Baseport Masbate

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 Interchange Receipt

Duration : 4 minutes

### 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 Terminal Office	Verify, stamp and sign "CARGO WITHDRAWAL PERMIT" on the CWPC	2 minutes	Terminal Operations Officer	None	Cargo Withdrawal Permit for Containers
2	Submit stamped and signed copy of Cargo Withdrawal Permit for Containers	Retain one copy of Cargo Withdrawal Permit for Containers	1 minute	PPA Gate Guard	None	Cargo Withdrawal Permit for Containers
3	Submit Van Transfer Slip (VTS) or Equipment Interchange Receipt (EIR)	Verify VTS or EIR with CWPC  Allow withdrawal of container	1 minute	PPA Gate Guard	None	Van Transfer Slip (VTS) Equipment Interchange Receipt (EIR)

		vans/containerized cargoes out of the port area				
END OF TRANSACTION						



## PORT SERVICES DIVISION

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

Schedule of Availability of Service : 24 Hrs: Sunday-Saturday at Baseport Masbate

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

What are the Requirements : Bill of Lading (BL), Load List and Marshalling Guide

Duration : 6 minutes

### 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 Terminal Office.	Verify Load List and Marshalling Guide and Bill of Lading	3 minutes	Terminal Operations Officer	None	Load List and Marshalling Guide
		Prepare Computation Sheet	1 minute	Cashier	As assessed	Computation Sheet
		Validate Computation Sheet	1 minute	Terminal Operations Officer	As assessed	Computation Sheet
		Receive payment and issues Official Receipt (OR)	1 minute	Cashier	As assessed	Official Receipt
2	Proceed to the vessel for loading					
END OF TRANSACTION						

## PORT SERVICES DIVISION

Frontline Service : **ON-LINE TRANSACTION FOR ENTRY TO THE PORT AREA OF OUTBOUND CONTAINER VAN/CONTAINERIZED CARGO BUT HAS TO BE BROUGHT FIRST TO CONTAINER YARD**

---

Schedule of Availability of Service : 24 Hrs: Sunday-Saturday at Baseport Masbate

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 : 7 minutes

### 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), Van Transfer Slip or Equipment Interchange Receipt	Verify Bill of Lading, VTS and EIR with Container Number for purposes of entry to the port	1 minute	PPA Gate Guard	None	Bill of Lading, Van Transfer Slip or Equipment Interchange Receipt
2	Proceed to the designated parking area at Block 9					
3	Present Bill of Lading	Verify Bill of Lading & stamps "Cargo Entry" on the Bill of Lading	1 minute	Terminal Operations Officer	None	Bill of Lading
4	Submit signed BL, VTS or EIR	Retain copy of Bill of Lading, VTS or EIR	1 minute	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 minutes	Cashier	As assessed	Computation Sheet
		Validate Computation Sheet	1 minute	Terminal Operations Officer	As assessed	Computation Sheet
		Receive payment and issues Official Receipt (OR)	1 minute	Cashier	As assessed	Official Receipt
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 VAN/CONTAINERIZED CARGO BUT HAS TO BE BROUGHT FIRST TO CONTAINER YARD**

---

Schedule of Availability of Service : 24 Hrs: Sunday-Saturday at Baseport Masbate

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 Inter-change Receipt (EIR), Bill of Lading, Load List and Marshaling Guide

Duration : 7 minutes

### 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 minute	PPA Gate Guard	None	Proforma Bill of Lading, Van Transfer Slip & Equipment Interchange Receipt
2	Proceed to the designated parking area at Block 9					
3	Present Proforma Bill of Lading	Verify PBL & stamps "Cargo Entry" on the PBL	1 minute	Terminal Operations Officer	None	Proforma Bill of Lading
4	Submit signed PBL, VTS or EIR	Retain copy of PBL, VTS or EIR	1 minute	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 minutes	Cashier	As assessed	Computation Sheet, Load List and Marshalling Guide
		Validate Computation Sheet	1 minute	Terminal Operations Officer	As assessed	Computation Sheet
		Receive payment and issues Official Receipt (OR)	1 minute	Cashier	As assessed	Computation Sheet
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 CONTAINER YARD AREA AND FOR SUBSEQUENT LOADING TO A VESSEL**

Schedule of Availability of Service : 24 Hrs: Sunday-Saturday at Baseport Masbate

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 minutes

### 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 Terminal Office	Stamp "CARGO ENTRY PERMIT" to PBL and approve Stuffing Permit	1 minute	Terminal Operations Officer	None	Proforma Bill of Lading, Application for Stuffing Permit
2	Present signed copy of PBL	Verify PBL and allows entry to the port	1 minute	PPA Gate Guard	None	Proforma Bill of Lading
3	Proceed to leased container yard area					
4	Submit Proforma Bill of Lading as soon as available	Retain copy of BL	1 minute	Terminal Operations Officer	None	Proforma Bill of Lading
END OF TRANSACTION						

## PORT SERVICES DIVISION

Frontline Service : **WATERING SUPPLY TO VESSEL**

Schedule of Availability of Service : **Application for Watering Services:** 24 Hrs: Sunday-Saturday at Baseport Masbate  
**Watering of Vessel: 24/7**

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

What are the Requirements : None

Duration : 2 hours and 30 minutes

### 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 Terminal Office  Fill up Application for Watering Service and submit the filled-up application.	Issue Application for Watering Services  Sign the Application Form	5 minutes	Harbor Operations Officer	None	Application for Watering Services
2	Forward the filled-up Application to the Water Tender at the Water Reservoir	Check the Application Form and serve water to the vessel  Water Tender fill up the Application Form with the actual volume of water (ton) served and sign the Application Form as to its authenticity	2 hours  5 minutes	Water Tender  Water Tender	None  -	Application for Watering Services  Application for Watering Services

3	Forward the Application Form to Terminal Office	Bill the Applicant with the actual volume of water with the corresponding rate per ton	9 minutes	Cashier	As assessed	Application for Watering Services
		Validate Billing	1 minute	Harbor Operations Officer	As assessed	
4	Proceed to PPA Cashier booth to pay the tendered water.	Receive payment and issue Official Receipt (OR)	5 minutes	Cashier	As assessed	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 minutes	Harbor Operations Officer	-	-
END OF TRANSACTION						



## ADMINISTRATIVE DIVISION (AD)

Frontline Service : **PAYMENT FOR PURCHASES**

Schedule of Availability of Service : 8:00 A.M.-5:00 P.M. – Monday to Friday – **NO NOON BREAK**

Who may Avail of the Service : Suppliers

What are the Requirements : Permits: Mayor's, DTI, Philgeps Certificate, Enrolled in the Oracle System, Delivery Receipt and Charge/Sales Invoice, Job Order for Services, Warranty Security, Official Receipt, Store Requisition Slip/Inventory Custodian Slip/Property Acknowledgement Receipt

Duration : 9 days (upon completion of delivery/ies)

### 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"> <li>• Delivery Receipt</li> <li>• Charge Invoice</li> <li>• Warranty Security</li> <li>• Original Copy of Purchase Order</li> </ul>	Inspect the items delivered <ul style="list-style-type: none"> <li>• Ordinary Supplies</li> <li>• Office Equipment/other (inclusive of testing if needed)</li> </ul>	<ul style="list-style-type: none"> <li>• 50 minutes</li> <li>• 1.5 hours</li> </ul>	Technical Inspector for Supplies  Technical Inspector for Equipment	None	Purchase Order, Delivery Receipt/Charge Invoice
2		Receive the supplies/materials delivered and signs the delivery receipt	3 minutes	Supervising Supply Officer/Storekeeper A	None	Delivery Receipt
3		Prepare Inspection and Acceptance Report	5 minutes	Supervising Supply Officer	None	Inspection and Acceptance Report

		Prepare the ff. supporting documents:  For supplies & materials: <ul style="list-style-type: none"> <li>- Store Requisition Slip</li> <li>- Inventory Custodian Slip</li> </ul> For Equipment <ul style="list-style-type: none"> <li>- Property Acknowledgement Receipt</li> </ul>	10 minutes	Supervising Supply Officer	None	Store Requisition Slip/Inventory Custodian Slip/Property Acknowledgement Receipt
4		Have the SRS/ICS/PAR signed by the end-user/s	If End-user from PMO: <u>10 minutes</u>  If End-user is from the Terminals: <u>6 days</u>	Supervising Supply/Storekeeper	None	Signed SRS/ICS/PAR
5		Submit the IAR, SRS/ICS/PAR to Procurement	3 minutes	Supervising Supply/Storekeeper	None	
6		Prepare Payment Request	3 minutes	Procurement Officer B	None	Payment Request
7		Approve the Payment Request	3 minutes	Administrative Officer IV	None	Approved Payment Request
8		Forward documents to Finance Section	3 minutes	Procurement Officer B	None	
END OF TRANSACTION						

*Note: Plantilla positions for Administrative Division not filled-up yet. Transactions are processed by PMO Bicol*

### ADMINISTRATIVE DIVISION (AD)

Frontline Service : **PROCESSING OF CLAIM FOR UTILITIES**

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Schedule of Availability of Service : 8:00 A.M.-5:00 P.M. – Monday to Friday – **NO NOON BREAK**

Who may Avail of the Service : Suppliers/Service Providers

What are the Requirements : Utility Bill/s or Billing Statement/s

Duration : 12 minutes

#### How to Avail of the Service

Step	Applicant/Client	Service Provider	Duration of Activity Under Normal Circumstances	Person in Charge	Fees	Form
1	Deliver Utility Bill/Billing Statement	Receive utility bill/billing statement	3 minutes	General Services Officer	None	Utility Bill/Billing Statement
2		Prepare Payment Request	3 minutes	General Services Officer	None	Payment Request
3		Approve the Payment Request	3 minutes	Administrative Officer IV	None	Approved Payment Request
4		Forward documents to Finance Section	3 minutes	General Services Officer	None	
END OF TRANSACTION						

*Note: Plantilla positions for Administrative Division not filled-up yet. Transactions are processed by PMO Bicol*

## ADMINISTRATIVE DIVISION (AD)

Frontline Service : **RECEIVING OF INCOMING COMMUNICATIONS OR DOCUMENTS**

Schedule of Availability of Service : 8:00 A.M.-5:00 P.M. – Monday to Friday – **NO NOON BREAK**

Who may Avail of the Service : PPA Head Office, PMO Bicol, Terminal Management Offices, Other Government Agencies, Private Entities/Individual

What are the Requirements : Signed communication/document/letter with attachments, if applicable

Duration : 5 minutes

### 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 communication/document to the Records Officer A	Stamp received the communication/document	1 minute	Records Officer A	None	None
2		Log-in the communication or document in the incoming logbook and indicate its control number	2 minutes	Records Officer A	None	None
3		Prepare routing slip for the incoming communication or document	1 minute	Records Officer A	None	None
4		Forwards the incoming communication or document to the Office of the Port Manager	1 minute	Records Officer A	None	None
END OF TRANSACTION						

*Note: Plantilla positions for Administrative Division not filled-up yet. Transactions are processed by PMO Bicol*

## ADMINISTRATIVE DIVISION (AD)

Frontline Service : **ISSUANCE OF CERTIFICATE OF APPEARANCE**

Schedule of Availability of Service : 8:00 A.M.-5:00 P.M. – Monday to Friday – **NO NOON BREAK**

Who may Avail of the Service : Clients/Visitors Who Wants to Secure Certificate/s of Appearance

What are the Requirements : Travel Order/Office Order/Valid Identification Card

Duration : 11 minutes

### How to Avail of the Service

Step	Applicant/Client	Service Provider	Duration of Activity Under Normal Circumstances	Person in Charge	Fees	Form
1	Log-in in the Visitors Logbook stating their name, agency, date and purpose of visit/travel	Prepare the Certificate of Appearance	5 minutes	Human Resource Management Officer II	None	Visitor's Logbook
2		Signing of the Certificate of Appearance	3 minutes	Administrative Officer IV/HRMO III	None	
3		Release of Certificate of Appearance	2 minutes	Human Resource Management Officer II	None	Certificate of Appearance
4		File receiving of Certificate of Appearance	1 minute	Human Resource Management Officer II	None	
<b>END OF TRANSACTION</b>						

*Note: Plantilla positions for Administrative Division not filled-up yet. Transactions are processed by PMO Bicol*

## ENGINEERING SERVICES DIVISION

Frontline Service : **ISSUANCE OF CERTIFICATION OF NO FUTURE PORT DEVELOPMENT AS A REQUIREMENT FOR FORESHORE LEASE APPLICATION**

---

Schedule of Availability of Service : 8:00 A.M.-5:00 P.M.- Monday to Friday – **NO NOON BREAK**

Who may Avail of the Service : All Applicants for Foreshore Lease Duly Endorsed by CENRO,DENR

What are the Requirements : Endorsement from CENRO and Lot and Site Plans Duly Signed by a Geodetic Engineer

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 Foreshore Lease Application (FLA) duly endorsed by CENRO including Lot Plan and Site Plan duly signed and sealed by a Geodetic Engineer	Receive and record Application	5 minutes	If application submitted to:  <u>PMO:</u>  ESD  <u>Outports:</u>  TMO Division Manager	None	None
2	Schedule ocular inspection	Check submitted application together with required documents  Schedule ocular inspection with the applicant	30 minutes		None	None
3	Ocular inspection	Ocular inspection	8 hours	If application is submitted to:  <u>PMO:</u>	None	None
4		If site has no future port development, applicant is advised to			<u>For Commercial Purposes:</u>	

		<p>pay for Certification Fee at the Cashier's Office. TIN should be presented to the cashier.</p> <p>If site has future port development, application is denied. Applicant is not advised to pay Certification Fee.</p>		<p>ESD Manager</p> <p><u>Outports</u></p> <p>TMO Division Manager</p> <p>TMO endorse the application together with the photocopy of O.R. to PMO through ESD</p>	<p>P1,000.00+ VAT</p> <p><u>For Residential Purposes:</u></p> <p>P500.00 + VAT</p>	Official Receipt
5		Processing of certification	10 minutes	Engineering Services Division	Official Receipt is written in the Certification	Certification
6		Signing of the Certification	10 minutes	Port Manager	-	-
7		Releasing of Certification	5 minutes	Engineering Services Division		Certification of No Future Port Development
END OF TRANSACTION						

*Note: Plantilla positions for Engineering Services Division not filled-up yet. Transactions are processed by PMO Bicol*

## FINANCE DIVISION (FD)

Frontline Service : **ACCEPTANCE OF PAYMENT AND ISSUANCE OF OFFICIAL RECEIPT FOR BID DOCUMENTS, DORMITORY USE or CERTIFICATION FEE**

Schedule of Availability of Service : 8:00 A.M.-5:00 P.M. – Monday to Friday – **NO NOON BREAK**

Who may Avail of the Service : Contractor/Bidder, Guest, Cargo Handling Operators, Shipping Companies or Foreshore Lease Applicants

What are the Requirements : Order of Payment/ Customer Registration Form

Duration : 30 minutes

### How to Avail of the Service

Step	Applicant/Client	Service Provider	Duration of Activity Under Normal Circumstances	Person in Charge	Fees	Form
1	Present Order of Payment to Cashier	If guest not yet enrolled in the system:  Have the Customer Registration Form accomplished by the bidder.	5 minutes	Cashier		Customer Registration Form
2		Receives payment and issue Official Receipt	25 minutes	Cashier	<u>Bid Docs:</u> As assessed  <u>Dorm Fee:</u> P 150/day  Certification Fee: P 112.00	Official Receipt
END OF TRANSACTION						

*Note: Plantilla positions for Finance Division not filled-up yet. Transactions are processed by PMO Bicol*



## FINANCE DIVISION (FD)

Frontline Service : **RELEASING OF CHECK/S**

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Schedule of Availability of Service : 8:00 A.M.-5:00 P.M. – Monday to Friday – **NO NOON BREAK**

Who may Avail of the Service : Suppliers, Contractors or Cargo Handling Operators

What are the Requirements : Official Receipt

Duration : 5 minutes

### How to Avail of the Service

Step	Applicant/Client	Service Provider	Duration of Activity Under Normal Circumstances	Person in Charge	Fees	Form
1	Proceed to Cashier	Present Disbursement Voucher for signature of the claimant	2 minutes	Cashier	None	Disbursement Voucher
2	Signs the Disbursement Voucher and issue Official Receipt for the check to be claimed	Release check	3 minutes	Cashier	None	Check
END OF TRANSACTION						

*Note: Plantilla positions for Finance Division not filled-up yet. Transactions are processed by PMO Bicol*

# **PROCESS FLOW FOR RORO OPERATIONS**

## **CENTRAL NAUTICAL HIGHWAY**

1. PORT OF MASBATE, MASBATE CITY
2. PORT OF CAWAYAN, MASBATE
3. PORT OF CLAVERIA, MASBATE
4. PORT OF SAN PASCUAL, MASBATE

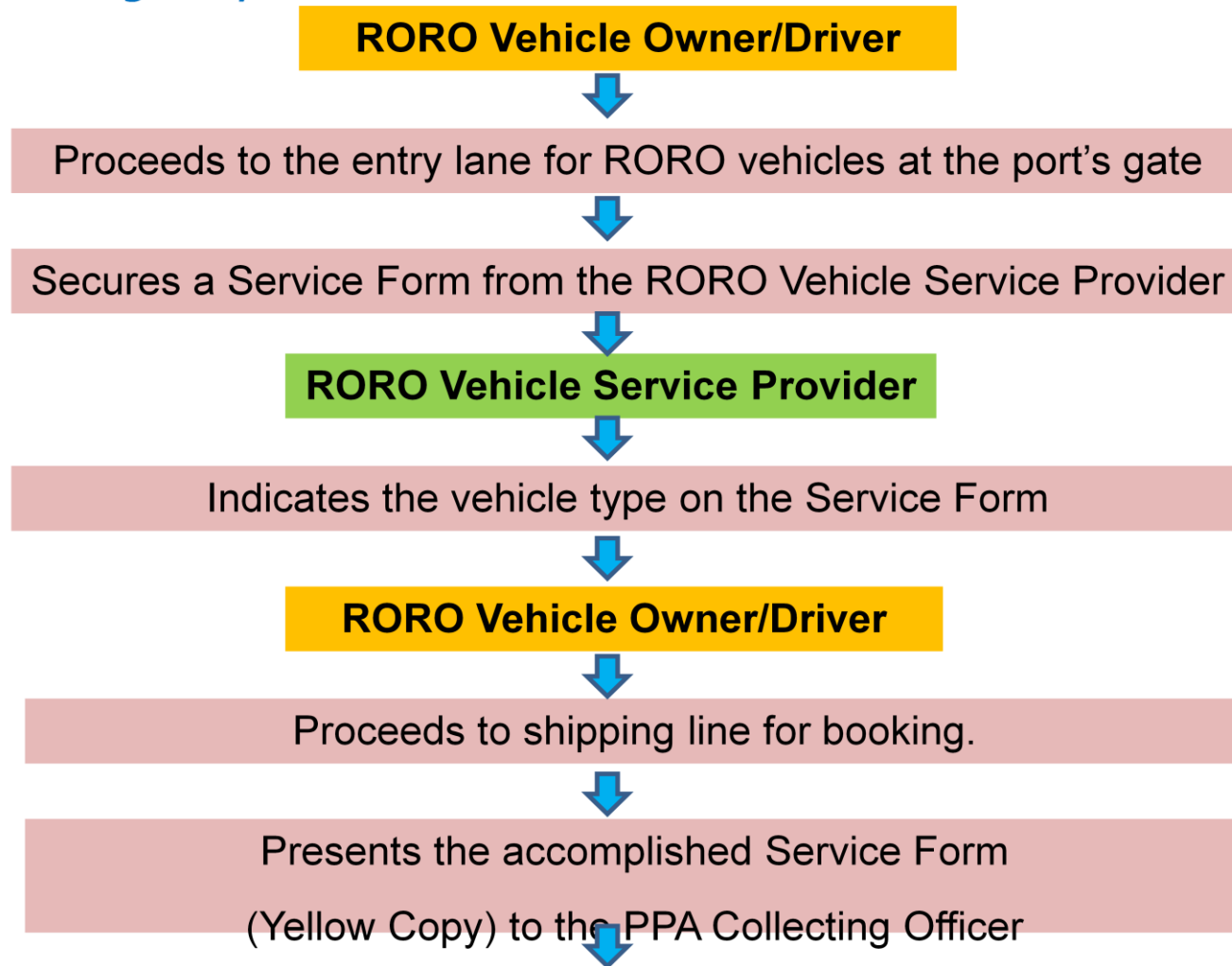
## **EASTERN NAUTICAL HIGHWAY**

1. PORT OF CATAINGAN, MASBATE
2. PORT OF ESPERANZA, MASBATE
3. PORT OF AROROY, MASBATE

# PROCESS FLOW FOR OUTBOUND **RORO** CARGO

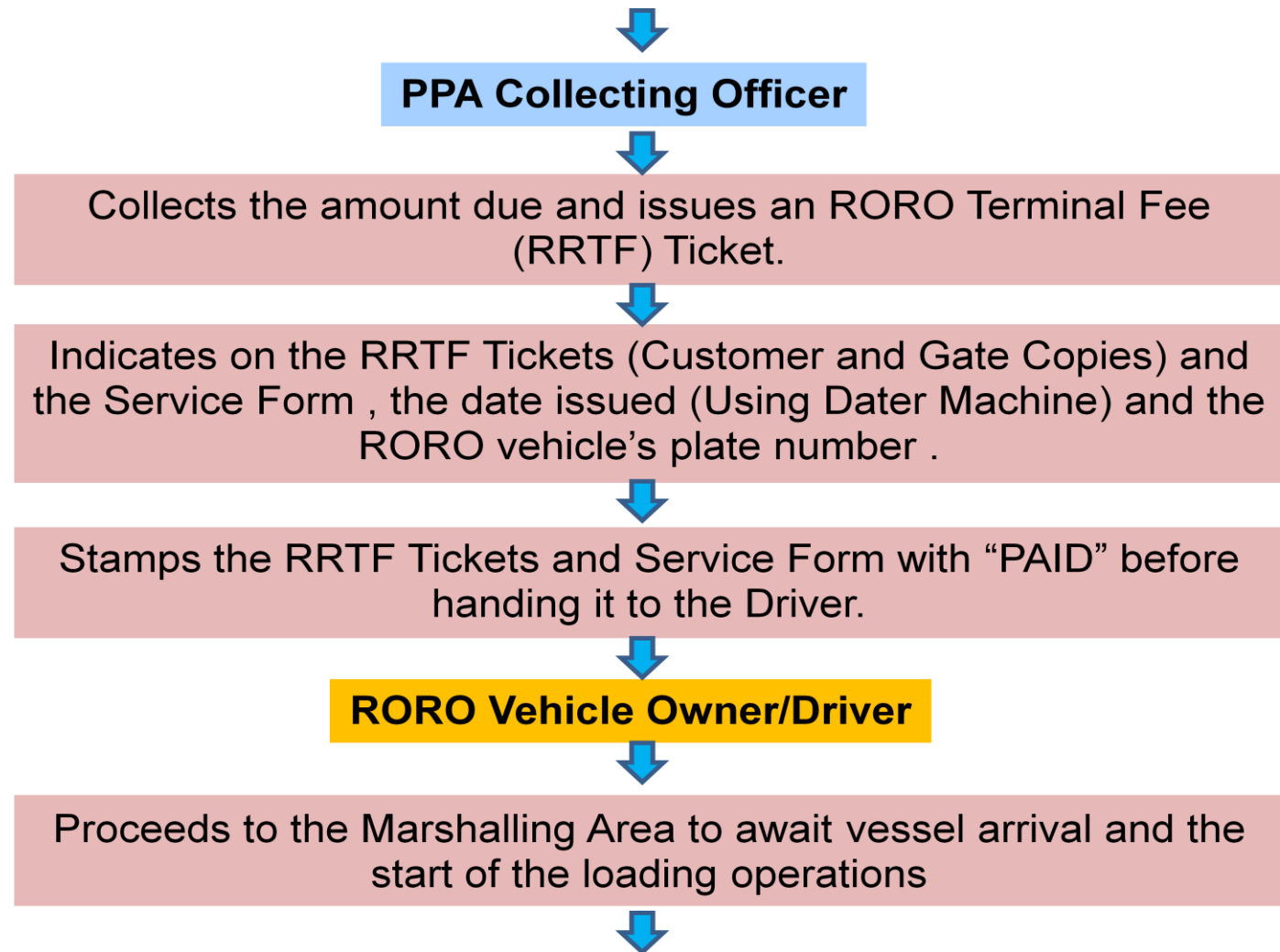
Duration: Fastest – 15 mins. / RORO Vehicle  
Slow - 35 mins. / RORO Vehicle

*Upon entering the port*



## PROCESS FLOW FOR OUTBOUND **RORO** CARGO

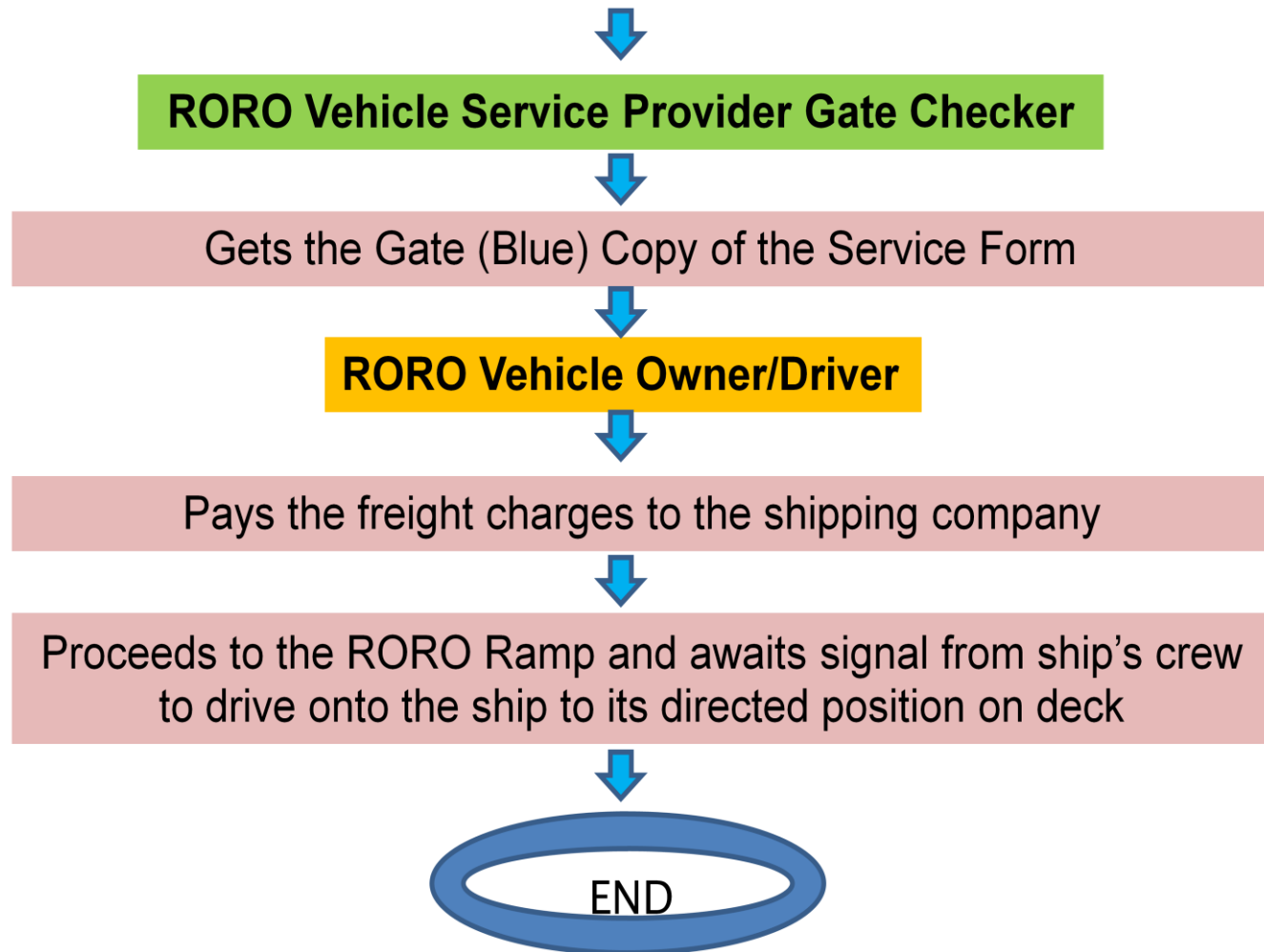
*continued*



## PROCESS FLOW FOR OUTBOUND **RORO** CARGO

*continued*

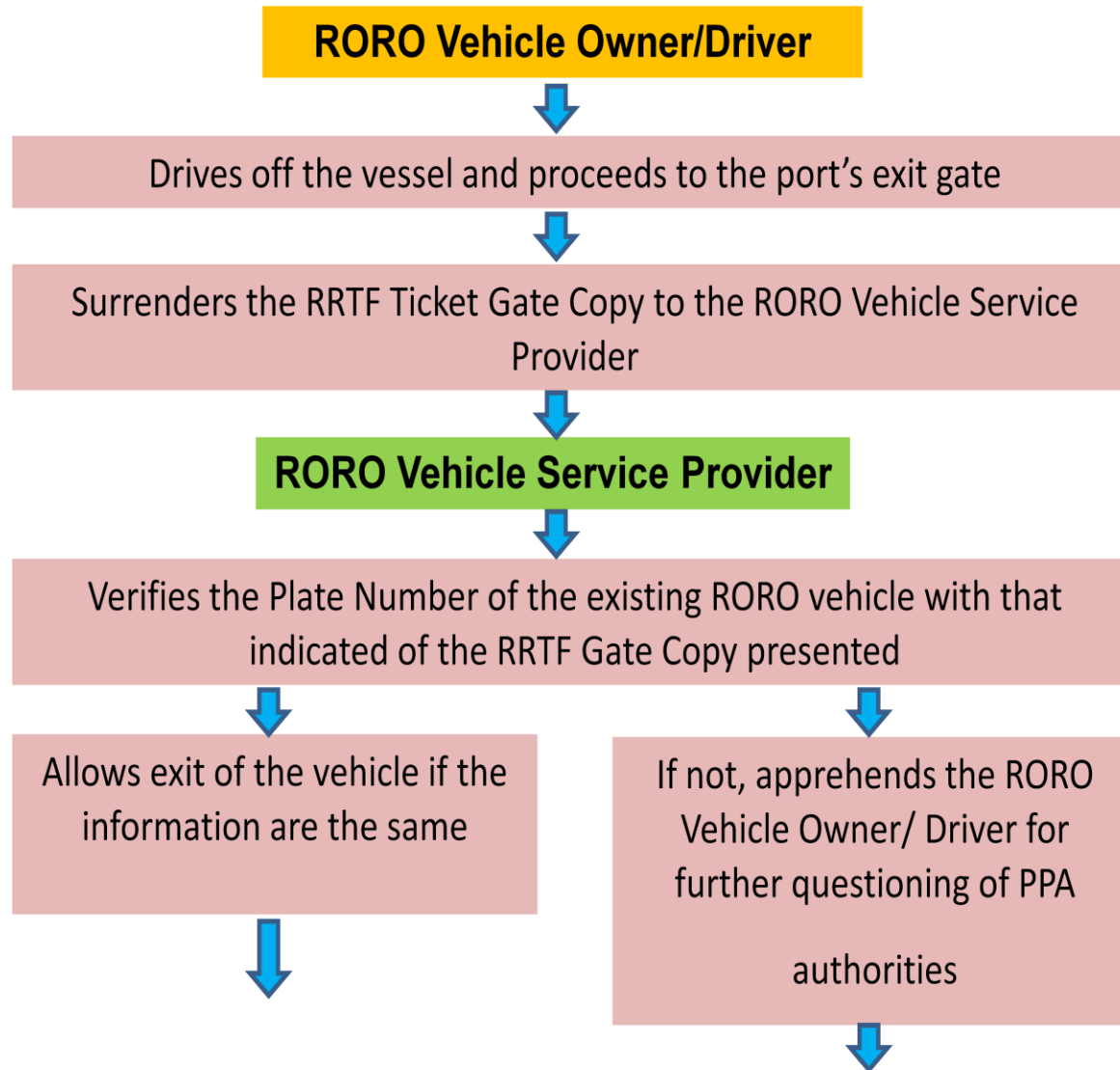
*During loading period*



# PROCESS FLOW FOR INBOUND **RORO** CARGO

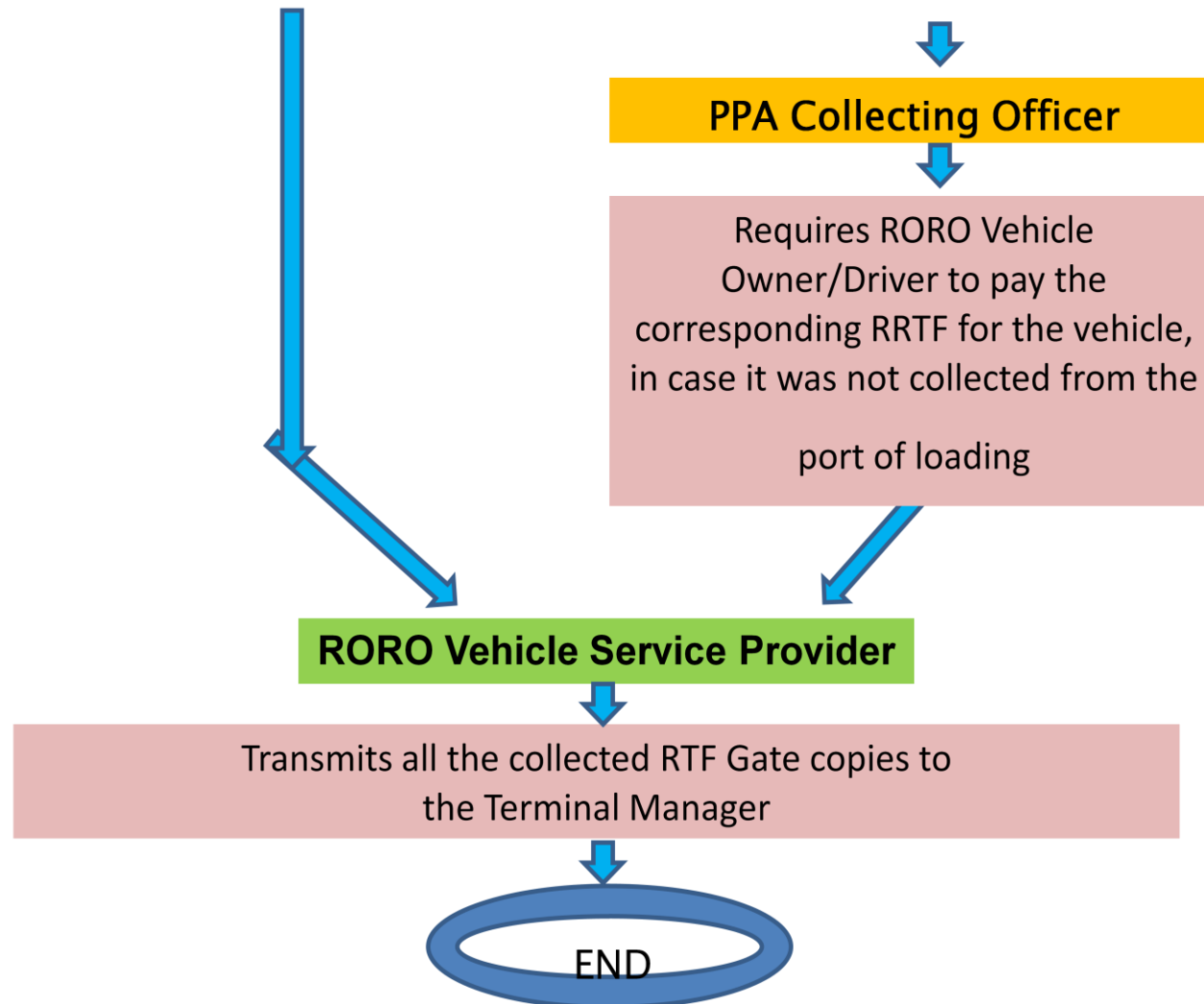
Duration: Fastest – 10 mins. / RORO Vehicle  
Slow - 30 mins. / RORO Vehicle

*Upon vessel arrival*



PROCESS FLOW FOR INBOUND **RORO** CARGO

*continued*



# RORO Terminal Fee

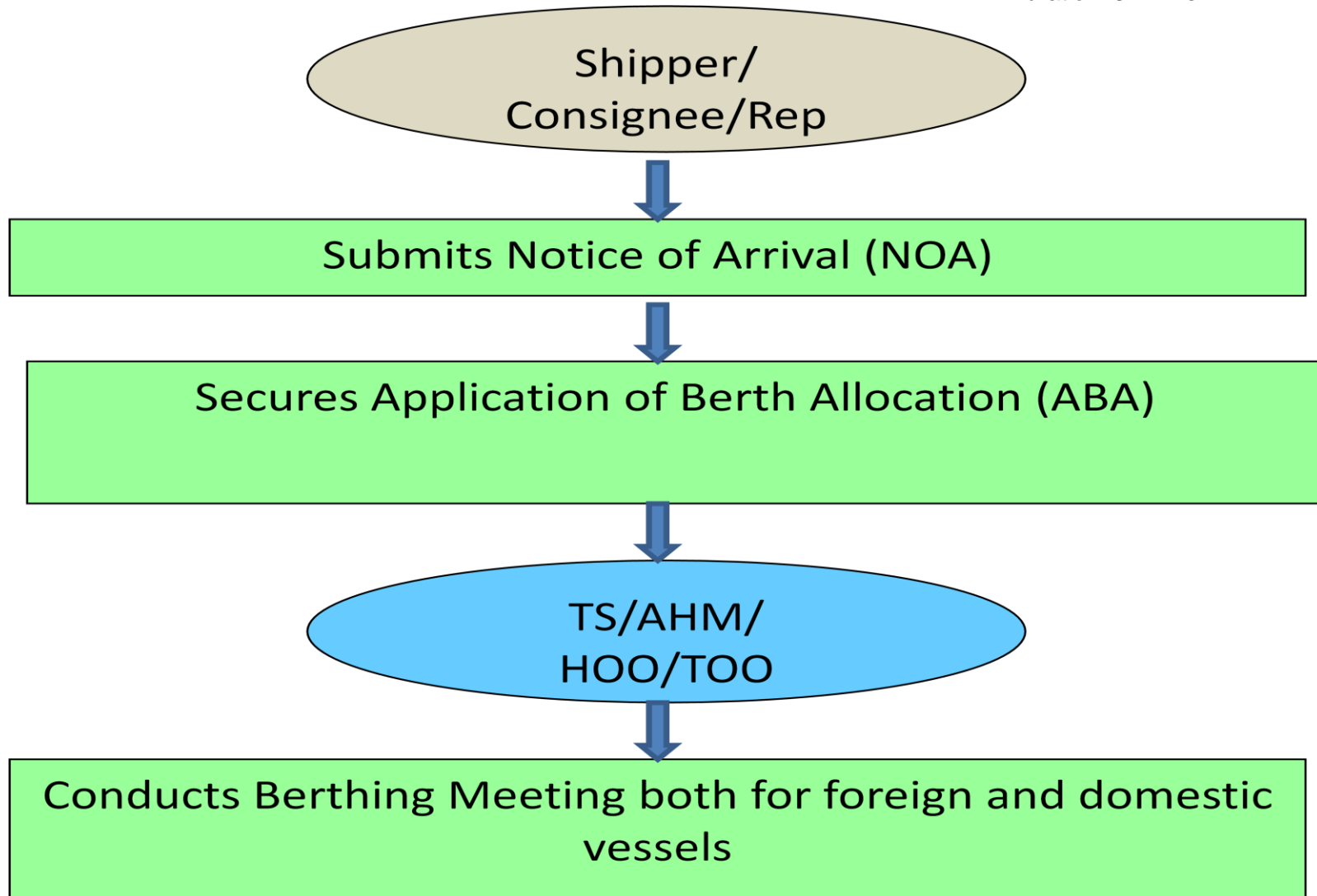
Vehicle Type	Description	RRTF Base Rates	E-VAT 12%	RRTF
1	Motorcycle, Tricycle, Scooter	58.04	6.96	<b>65.00</b>
2	Car, Minivan, SUV, AUV, Owner, Jeep, PUJ not more than 16 pax	115.18	13.82	<b>129.00</b>
3	Light Delivery Truck, Van, Pickup Truck, PUJ more than 16 pax	230.36	27.64	<b>258.00</b>
4	Straight truck, heavy delivery truck, passenger/tourist bus, prime mover, tractor head with or without trailer/chassis, 10-wheeler	460.71	55.29	<b>516.00</b>



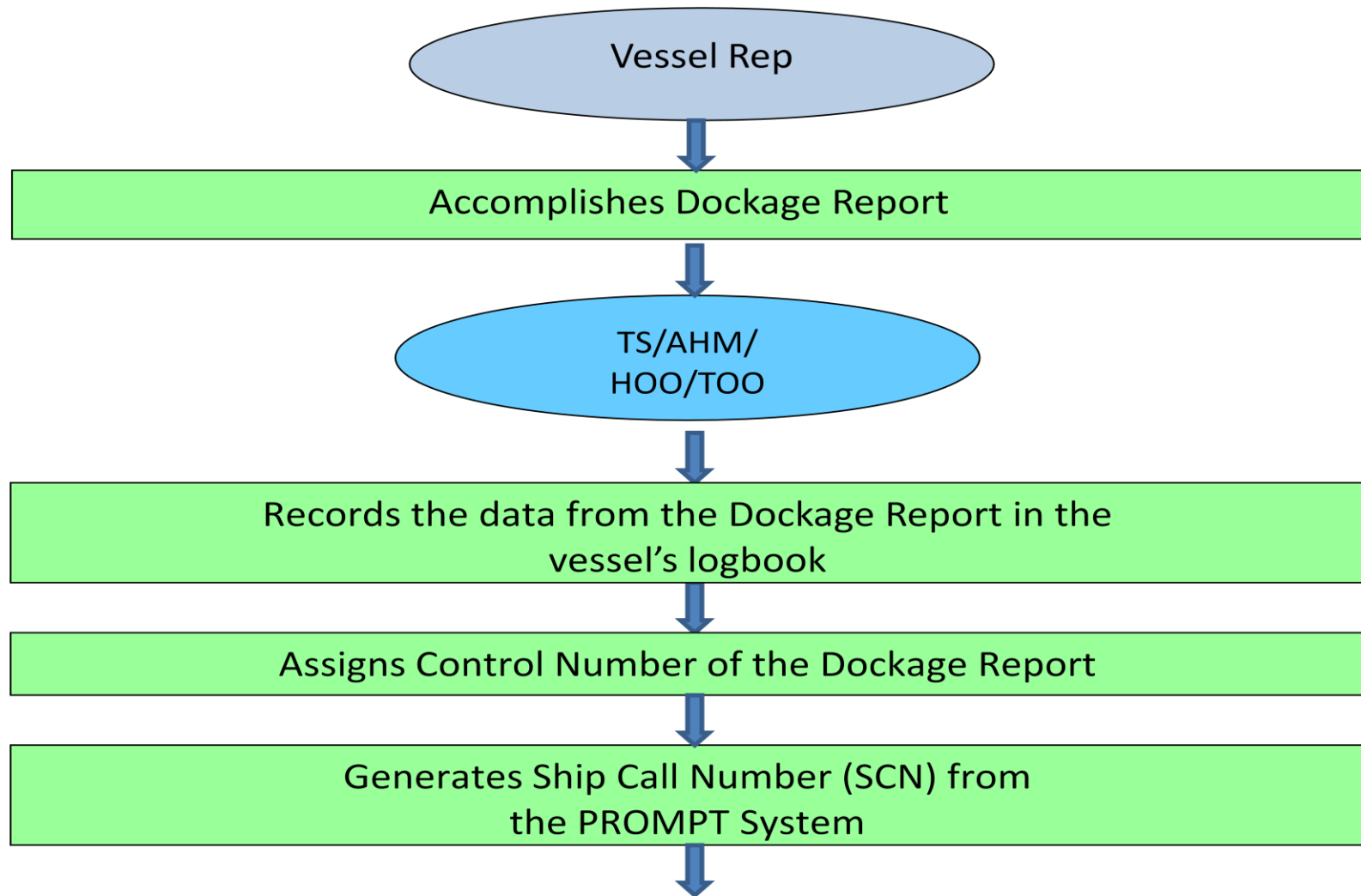
# **PROCESS FLOW FOR THE ENTRANCE AND CLEARANCE OF VESSELS**

## BEFORE ARRIVAL OF VESSEL

Duration: 37 mins.



## UPON ARRIVAL OF VESSEL





Collects/reviews the following documents:

1. Three (3) copies of Dockage Report
2. Three (3) copies of Inward Coasting Manifests
3. One (1) copy of Bill of Lading
4. Permit to ship from Sugar Regulatory Authority (SRA) for sugar cargoes/Permit to Ship Dangerous Cargoes from concerned agencies.
5. Authority to Withdraw from the Shipper/Consignee when the cargo is being claimed by another party other than the declared cargo owner

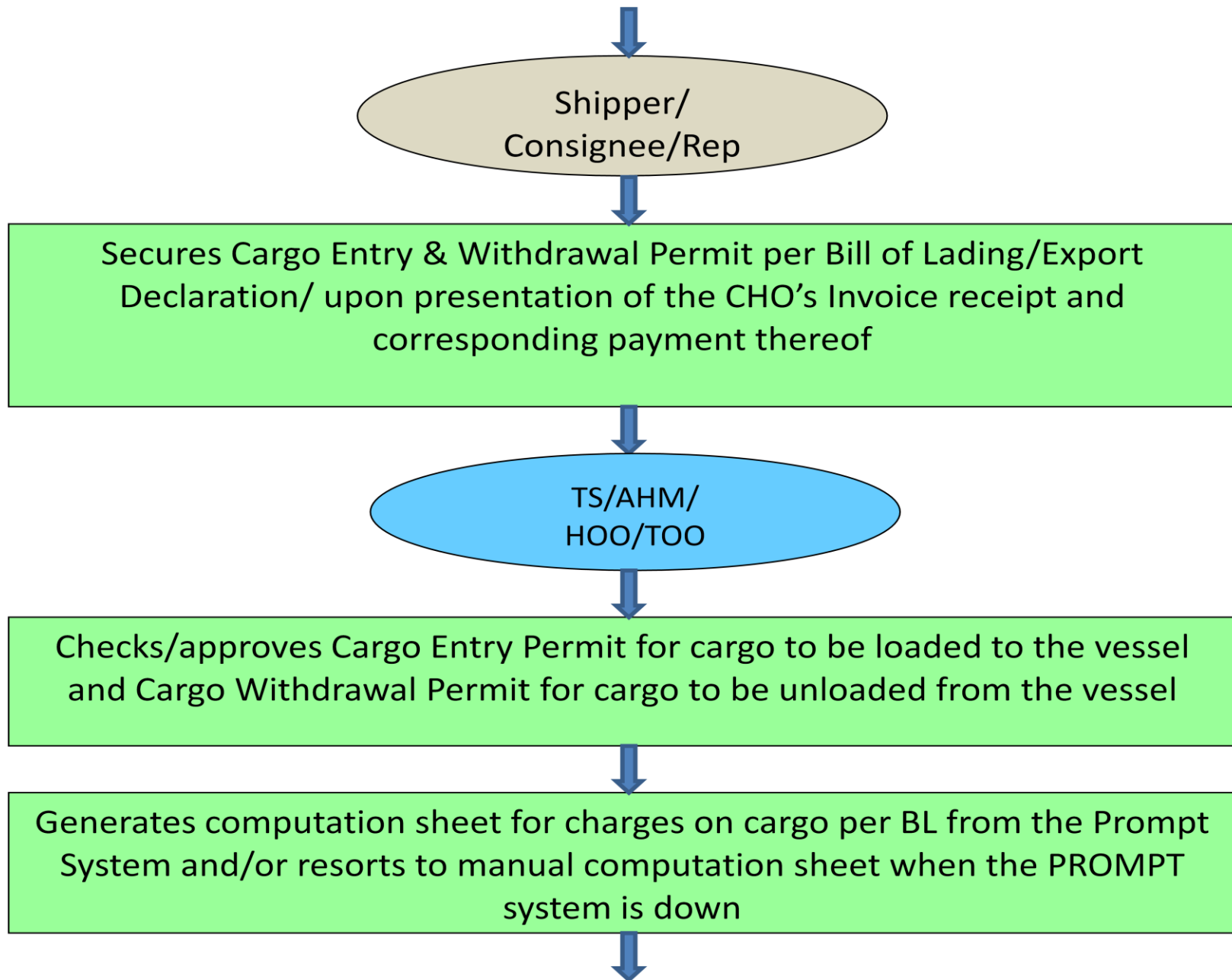


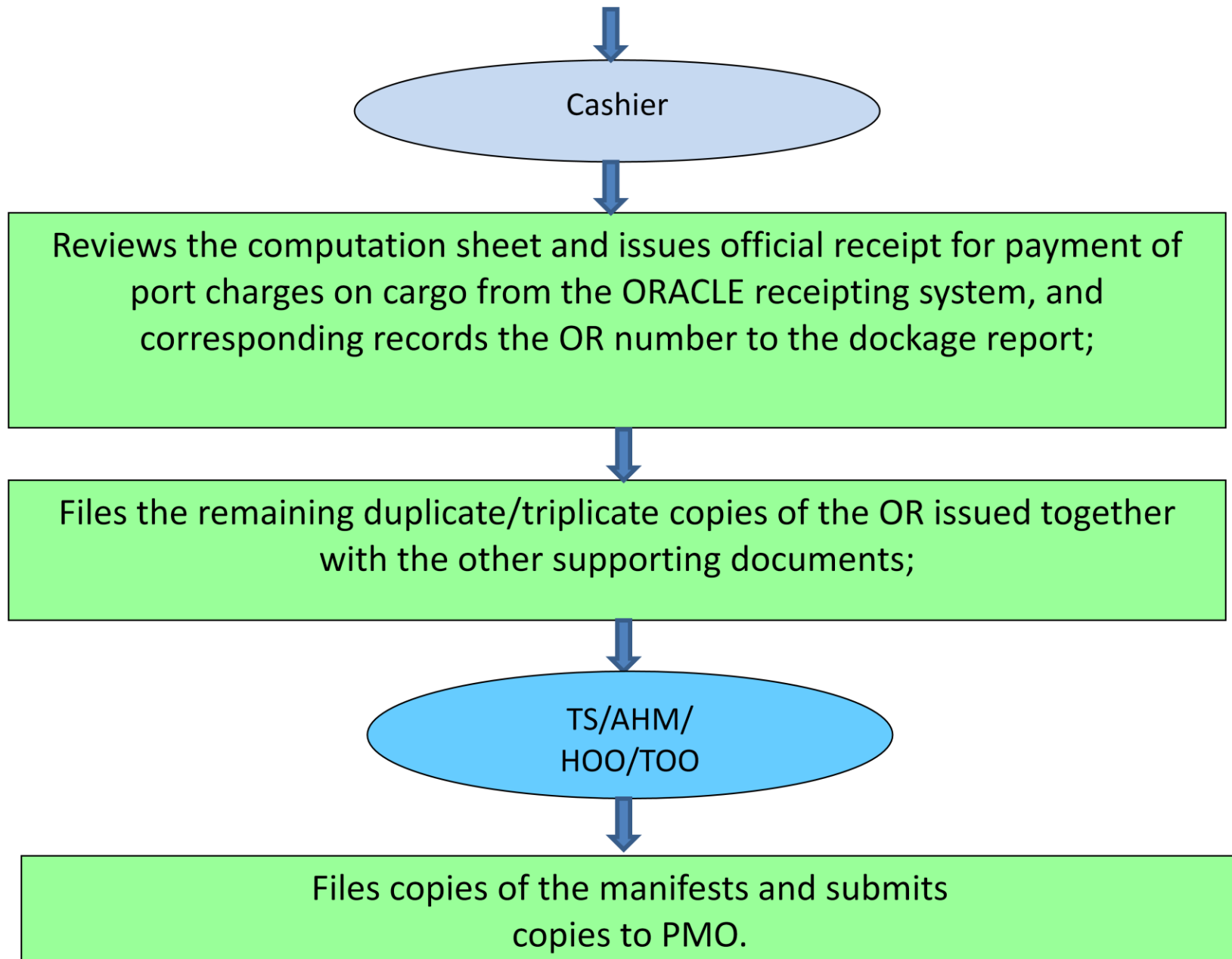
Stamps “ENTERED” to vessel roll book



Files the documents submitted

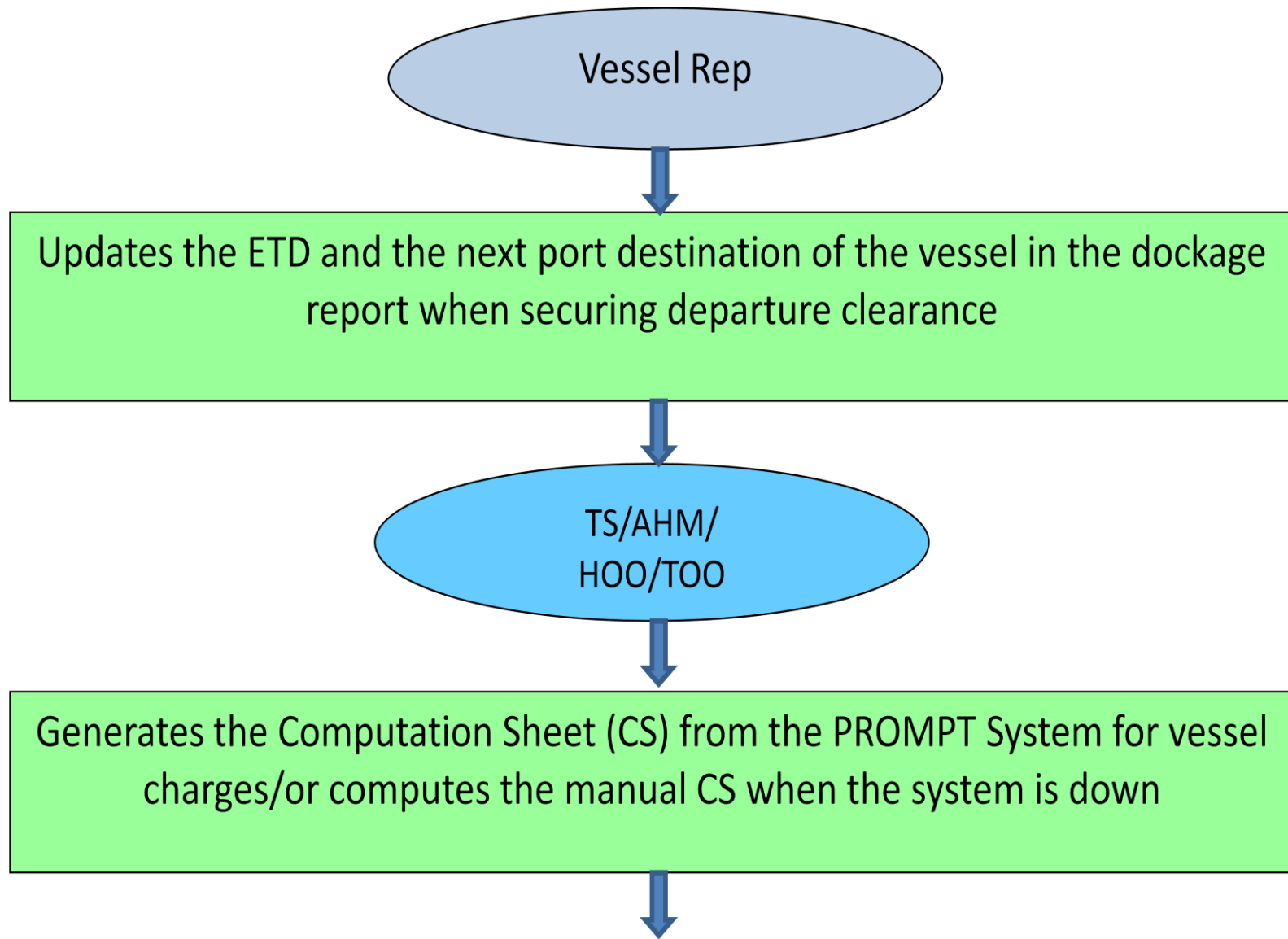


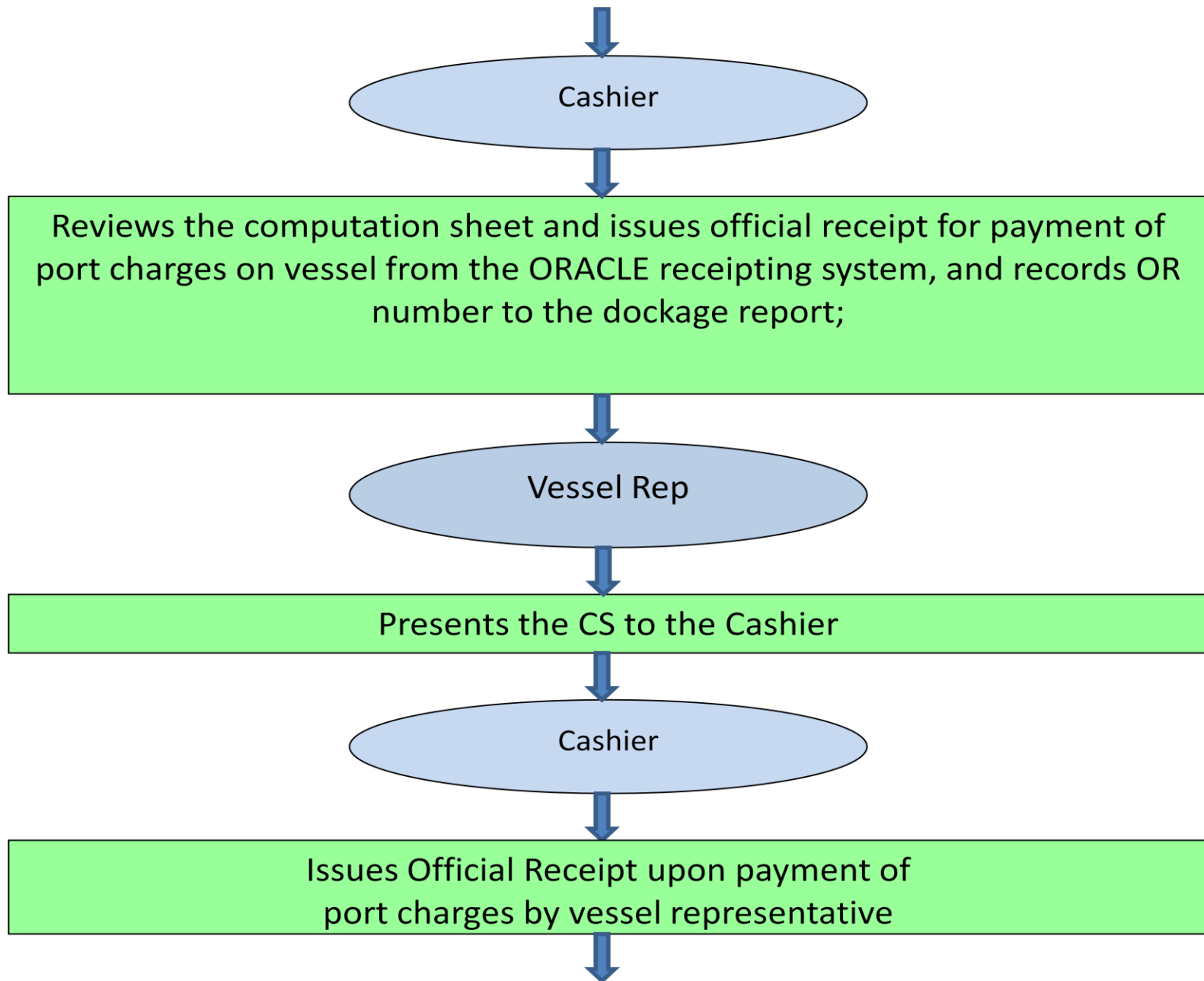




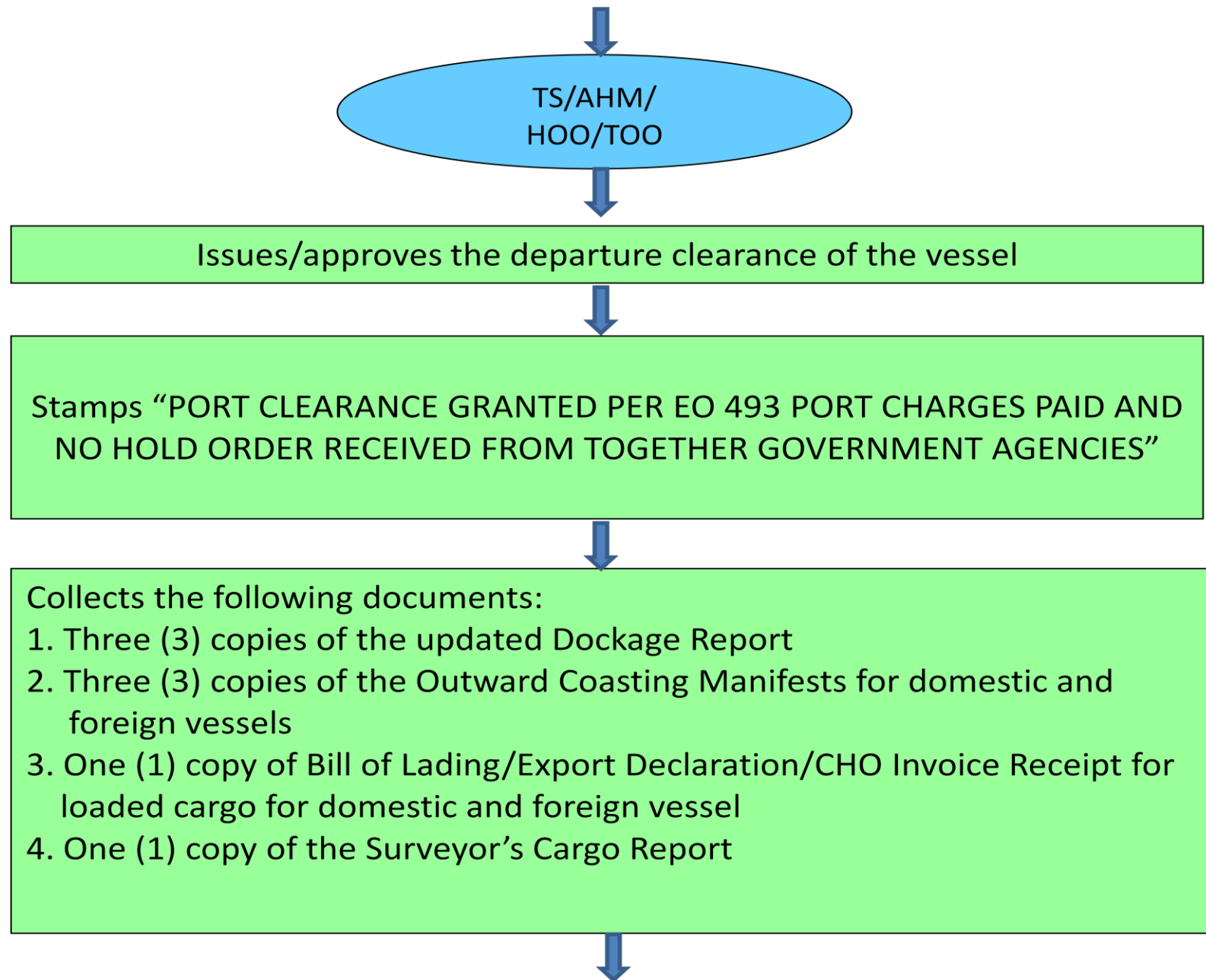
# UPON DEPARTURE OF VESSEL

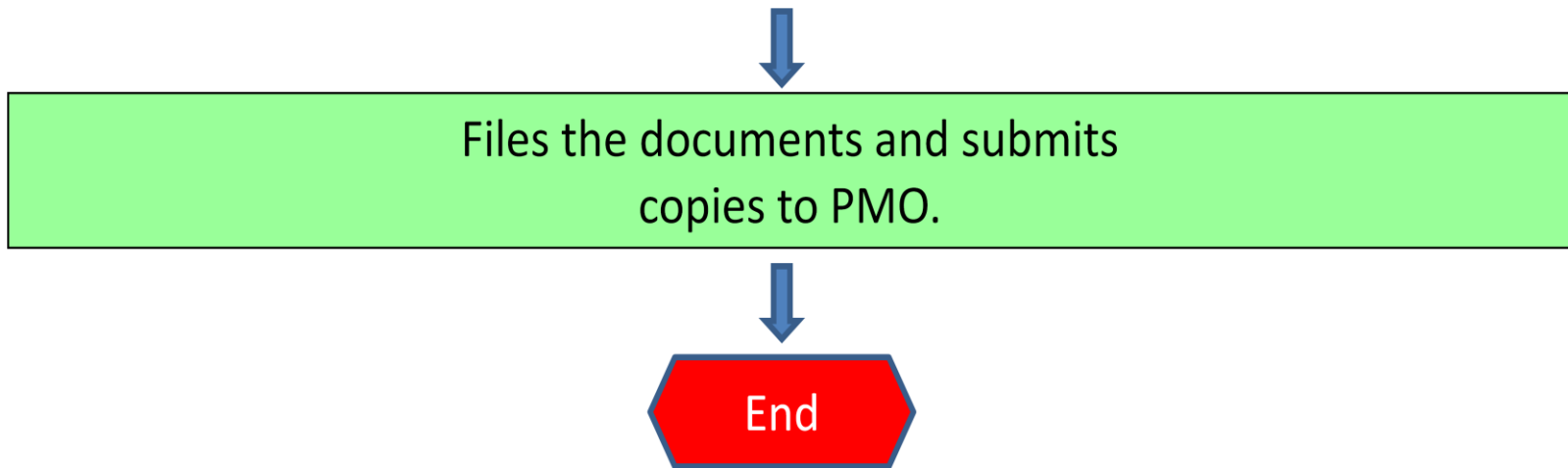
Duration: 14 mins.











Thank you for visiting Philippine Ports Authority, Port Management Office Masbate and availing our services. Because we want to serve you better, please answer the question relevant to your visit:

- Name: \_\_\_\_\_
- Address: \_\_\_\_\_
- Department/Office visited: \_\_\_\_\_
- Service Availed: \_\_\_\_\_

OUR OFFICE – is the office easy to locate?	[ ] Yes	[ ] No
• Is the office clean and orderly?	[ ] Yes	[ ] No
• Did you feel comfortable?	[ ] Yes	[ ] No
• Was there a long waiting line of customers?	[ ] Yes	[ ] No
• Was there an appropriate signage of direction?	[ ] Yes	[ ] No
OUR FRONTLINERS – is the employee –in-charge available?	[ ] Yes	[ ] No
• Is the employee-in-charge knowledgeable?	[ ] Yes	[ ] No
• IS the employee-in-charge accommodating?	[ ] Yes	[ ] No
• Were you received properly?	[ ] Yes	[ ] No
• Were you made to wait long?	[ ] Yes	[ ] No
REQUIREMTS – Were you made aware of the requirements?	[ ] Yes	[ ] No
• Was there so many additional requirements?	[ ] Yes	[ ] No
• Where you given proper information on how to get requirements?	[ ] Yes	[ ] No
• Were you made aware of the fees you will pay?	[ ] Yes	[ ] No
OUR OFFICERS – Were the authorized official/s available?	[ ] Yes	[ ] No
• Did it take him/them long to sign the document?	[ ] Yes	[ ] No
OUR INFORMATION – Is the document needed available?	[ ] Yes	[ ] No
• Is the document well-organized?	[ ] Yes	[ ] No
• Is the data complete?	[ ] Yes	[ ] No
• Is the data relevant to your request?	[ ] Yes	[ ] No
• Are instructions clear, brief and concise?	[ ] Yes	[ ] No

Other Comments/Suggestions:

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Thank you very much.

**PLEASED SEND THIS TO:**

**THE PORT MANAGER, PMO BICOL and MASBATE**  
REGIONAL CENTER, RAWIS LEGAZPI CITY  
EMAIL ADDRESS: ppalegcity@yahoo.com



ANNEX "B"  
**FEEDBACK FORM**  
(Pananaw o Puna)

**PORT MANAGEMENT OFFICE MASBATE**

\_\_\_\_\_ Please let us know how we served you. You may use this form for compliments, complaints, or suggestions. Simply check the corresponding box.  
*Ipaalamponinyosaamon kung paano naming kayo napaglingkuran. Maaringgamitinitoparasapauri, reklamo, o mungkahi. Manyaring i-tsek Lamangangkahongnaayon.*

☐

**Compliment**  
(Papuri)

☐

**Complaint**  
(Reklamo)

☐

**Suggestion**  
(Mungkahi)

Persons(s)/Unit/Office Concerned or Involved: \_\_\_\_\_  
(Mga) tao/pangkat/tanggapanna may kinalamansapauri, reklamo, o mungkahi)

Facts or Details Surrounding the Incident (Kaganapan o detalyengbumabalotsapangyayari):

(Please use additional sheets/s if necessary) (Manyaring gumamit ng karagdagang papel kung kinakailangan)

Recommendations(s)/Suggestions(s)/Desired Action from our Office (Rekomendasyon/Mungkahi/Nais na Aksyon mula sa aming tanggapan)

(Please use additional sheets/s if necessary) (Manyaring gumamit ng karagdagang papel kung kinakailangan)

**Name (Optional):** \_\_\_\_\_ **Office/Agency:** \_\_\_\_\_  
(Pangalan) (Tanggapan/Ahensya)

**Address (Tirahan):** \_\_\_\_\_

**Contact Number (s), (if any) (Telepono):** \_\_\_\_\_ **Email Address (if any):** \_\_\_\_\_

**Signature (Lagda):** \_\_\_\_\_ **Date (Petsa):** \_\_\_\_\_

### PMO MASBATE TELEPHONE DIRECTORY

OFFICES	CONTACT PERSON	TELEPHONE NO./CP NO.
<b>A. PMO Masbate Administration Office</b>		
<b>Port Manager</b>	<b>Atty. Fernando B. Claveria</b>	<b>(052) 482-0303</b>
<b>Acting Port Services Division Manager (PSD)</b>	<b>Reuel L. Gayanes</b>	<b>(056) 333-2217</b>
<b>Administrative Division Manager</b>	<b>Angelo V. Llacer</b>	<b>(056) 333-2217</b>
<b>Acting Terminal Supervisor</b>	<b>Rene L. Agao II</b>	<b>(056) 333-2217</b>
<b>Cashier A</b>	<b>Cynthia L. Reynoso</b>	<b>(056) 333-2217</b>
<b>Industrial Security Officer</b>	<b>Donjie M. Edaño</b>	<b>(056) 333-2217</b>

## **ANNEXES**

- ANNEX "A" : Customer Feedback Form [in English]**
- ANNEX "B" : Feedback Form (*Pananaw o Puna*) [in Filipino]**
- ANNEX "C" : PMO Legazpi Telephone Directory**
- Annex "D" : "Seguridad sa Puerto, i-Text mo"  
With Hotline No. 0949 403 1609**

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