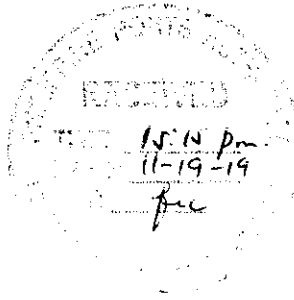


NOV 18 2019



**PPA ADMINISTRATIVE ORDER**  
No. 12 -2019

**TO :** All Port Managers  
Shipping Lines/Companies/Agents  
Terminal Operators/Passenger Building Terminal Operators  
Shipping Passengers and All Others Concerned

**SUBJECT :** POLICY ON THE “CENTRALIZED TICKETING SYSTEM (CTS)”  
RELATIVE TO AN ONLINE APPLICATION INTEGRATING THE  
BOOKING AND PAYMENT PROCESSES FOR THE USE OF SHIP,  
AND PASSENGER TERMINAL IN A SINGLE PLATFORM

**1. AUTHORITY**

- 1.1 Sections 6-a(v) and 26 of Presidential Decree No. 857, as amended;
- 1.2 Republic Act 11032 entitled “Ease of Doing Business and Efficient Government Service Delivery Act of 2018”; and
- 1.3 PPA Board Resolution No. 2851 dated October 28, 2019.

**2. SCOPE**

This policy shall apply to domestic Roro/Passenger ships calling at ports under the jurisdiction of the Philippine Ports Authority (PPA) and their riding passengers.

**3. OBJECTIVE**

- 3.1 To provide a real time system with “single window” concept, to process the booking, payment and other related transactions needed by the government, shipping companies, port terminal operators, passenger terminal building operators and the general/riding public into a single online portal;
- 3.2 To provide convenience and benefits to the users of the ports, specifically from hassle-free booking to ship boarding;
- 3.3 To provide ease of doing business and efficient delivery of ship/port service;
- 3.4 To get rid of fixers and scalpers;

- 3.5 To institute port process improvement for maritime safety and security since this will provide useful instrument for preventing ship overloading and overcrowding;
- 3.6 To provide shipping lines with savings in terms of administrative costs and with business-friendly arrangement; and
- 3.7 To provide automatic preparation of passenger manifests which can readily be submitted to requiring government offices.

#### **4. POLICY AND DELINEATION OF RESPONSIBILITY**

- 4.1 The PPA shall be responsible for the provision of the system software, office space and hardware to be used for the booking/payment processes at the PPA ports. The shipping lines, on the other hand, shall be responsible for the other office space(s) and equipment and other facilities not provided for by the PPA CTS.
- 4.2 The shipping lines shall provide information for the needed CTS shipping lines' reference files and PPA shall do the uploading and updating into the CTS.
- 4.3 The PTB operators shall provide information for the needed CTS PTB's reference files to be uploaded and updated by PPA into the CTS.
- 4.4 Subject to the terms and conditions, including the service costs, agreed between PPA and its designated service provider, the PPA shall be responsible for running and implementing the CTS including the collection of the integrated shipping fare, PTB fee, and the added administrative fee. PPA shall also be responsible for the remittance to the shipping lines, the PTB operators, and the PPA's designated service provider of their share of the integrated fees/fares.
- 4.5 Further, the shipping lines shall take charge of the refund, rebooking, and required action(s) as contained in MARINA Circular No. 2018-07 entitled "The Rights of Passengers and Obligations of Domestic Operators in Cases of Cancelled, Delayed or Unfinished/Uncompleted Voyages in accordance with the Operational Plan/Procedure prescribed or to be prescribed by the MARINA. Representative(s) of the shipping lines are expected to be at the PPA ports to take care of subject events/consequences.

- 4.6 Prior to full implementation of the CTS, a pilot test will be conducted on selected PPA ports and with selected participating shipping lines. The needed orientation on the system will be conducted by PPA's designated service provider prior to the pilot test and prior to the implementation.
- 4.7 As a matter of policy, if not part of CTS, shipping lines will not be allowed to berth for purposes of loading of passengers.

## **5. IMPLEMENTATION GUIDELINES**

Prior to the Pilot Test/Implementation of CTS, the needed Guidelines shall be issued by PPA.

## **6. REPEALING CLAUSE**

All rules, regulations, guidelines and other issuances or parts thereof which are contrary or inconsistent herewith are hereby repealed or modified accordingly.

## **7. EFFECTIVITY**

This Order shall take effect fifteen (15) days after its publication in a newspaper of general circulation.



**JAY DANIEL R. SANTIAGO**  
General Manager

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