



CITIZEN'S CHARTER

VESSEL ENTRANCE FORMALITIES

Who is the Customer? Vessel or Shipping Line Agent/ Representative

What are the requirements?

A. Domestic Vessel

1. Notice of Arrival
2. Application for Berth/ Anchorage
3. Vessel's Roll Book
4. Passenger Manifest
5. Dangerous Cargo Manifest (if applicable)
6. Duly signed Inward Coasting Manifest
7. Waste on Board Vessel Information Form (WOBVIF)

B. Foreign Vessel

1. Notice of Arrival
2. Application of Berth/ Anchorage
3. Passenger Manifest (if applicable)
4. Dangerous Cargo Manifest (if applicable)
5. Inward Foreign Manifest
6. Waste on Board Vessel Information Form (WOBVIF)

C. Additional requirements for Vessel on Maiden Voyage

1. Vessel Information Sheet
2. Certificate of Inspection (domestic vessels)
3. International Tonnage Certificate (foreign vessel)

What are the Steps or Procedures?

1. Customer transmits/submits Notice of Arrival (NOA) and Application for Berth and Anchorage (ABA) together with the Waste on Board Vessel Information Form (WOBVIF) ;
 - > Regular Liner Vessel (Passenger, Containerized and RoRo Vessels) : 24 hrs. before arrival
 - > Tramping Vessel: 36 hrs. before arrival
 - > Foreign Vessel: 48 hrs. before arrival
2. Customer attends Berthing Meeting at 0900H daily at the Base-port Terminal Office (BTO) before vessel's arrival.
3. Customer submits the complete set of documents for entrance formalities at the PPA Marine Section.
(If vessel is on maiden voyage, submits the additional requirements for maiden voyage.)

Who is In-Charge? Harbor Master or Harbor Operations Officer/ Authorized representative

Duration? 2 hrs. and 18 minutes

Fees? None

VESSEL DEPARTURE CLEARANCE

Who is the Customer? Shipping Line Agent/Representative

What are the requirements?

A. Domestic Vessel

1. Vessel's Roll Book
2. Passenger Manifest
3. Duly signed Outward Coasting Manifest
4. Certificate of Service Rendered from Shore Reception Facility (if applicable)
5. Dockage Report
6. Lifting Order for Hold Over (if applicable)
7. Computation Sheet and/or PPA Vessel Invoice for revolving fund payment
8. PPA Official Receipts for payment of Port Charges
9. BIR Form 2307 (if applicable)
10. PPA Certification for Exemption from Port Charges (to be secured 3 hours but not less than 1 hour prior to vessel's departure), if applicable

B. Foreign Vessel

1. Passenger Manifest (if applicable)
2. Outward Foreign Manifest
3. Certificate of Service Rendered from Reception Facility (if applicable)
4. Dockage Report
5. Lifting Order for Hold Over (if applicable)
6. Clearance of Vessel to Foreign Port
7. Computation Sheet and/or PPA Vessel Invoice for revolving fund payment
8. PPA Official Receipts for payment of Port Charges
9. BIR Form 2307 (if applicable)
10. PPA Certification for Exemption from Port Charges (to be secured 3 but not less than 1 hour prior to vessel's departure), if applicable

What are the Steps or Procedures?

1. Customer submits complete set of documents for vessel departure clearance at the PPA Marine Section.
2. Customer submits the Dockage Report to the assessment window.
3. Customer proceeds collection/cashier section and presents the Computation Sheet and/or PPA Invoice for payment of port dues.
4. Customer proceeds to PPA Marine Section and presents the Official Receipts as proof of payment and other documents for vessel departure clearance.
5. Customer's vessel leaves port before expiration of the clearance or otherwise the same shall be revalidated.

Who is In-Charge? Harbor Operations Officer/Authorized representative, Cashier/Collection Representative

Duration? 30 minutes

Fees? Refer to Rates Table on Vessel Charges

ASSESSMENT OF VESSEL CHARGES

Who is the Customer? Shipping Line Agent/Representative

What are the requirements?

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

What are the Steps or Procedures?

Computerized Ports:

A.1 Under Cash and Carry System

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

A.2 Under Revolving Fund (RF)

1. Customer submits the DR to the Assessment Unit (AU) for the assessment of applicable port charges.
2. AU generates Vessel Invoice (VIV). Total vessel charges are automatically deducted from the customer's RF.
3. Customer proceeds to CU for replenishment of RF, if applicable.

Non-Computerized Ports/Private Ports:

B.1 Under Cash and Carry System

1. Customer submits the DR to the AU for the assessment of applicable port charges.
2. The AU accomplishes the Manual Computation Sheet (MCS).
3. Customer receives the MCS and DR.
4. Customer proceeds to CU for payment.

B.2 Under Revolving Fund (RF)

1. Customer submits to DR to AU for the assessment of applicable port charges.
2. AU issues a manual Debit Memorandum. Total Vessel Charges are deducted from the customer's RF.
3. Customer proceeds to CU for replenishment of RF, if applicable.

Who is In-Charge? Assessment Unit

Duration? 5 minutes

Fees? None



CITIZEN'S CHARTER

COLLECTION OF VESSEL CHARGES

Who is the Customer? Shipping Line Agent/Representative

What are the requirements?

1. Duly accomplished Dockage Report
2. Systems-Generated Computation Sheet (SGCS) or Manual Computation Sheet (MCS)
3. BIR Form 2307 (when applicable)
4. Cash/Cashier's check/Manager's check/pre-approved company check

What are the Steps or Procedures?

Cash and Carry System

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

Revolving Fund

1. Customer pays the amount to replenish the Revolving Fund, if applicable.

Who is In-Charge? Collection Unit

Duration? 5 minutes

Fees? Refer to Rates Table on Vessel Charges

ENTRY OF CARGOES

Who is the Customer? Shipping Line Representative, Shippers, Consignee

What are the requirements?

A. Domestic Cargoes

1. Pro-forma Bill of Lading
2. Bill of Lading
3. Cargo Handling Operator Official Receipt
4. Computation Sheet and/or PPA Cargo Invoice for revolving fund payment
5. PPA Official Receipts for payment of Wharfage Charges
6. BIR Form 2307 (if applicable)

B. Foreign Cargoes

1. Export Declaration
2. Bill of Lading (3 copies)
3. Cargo Handling Operator Official Receipt (3 copies)
4. Computation Sheet and/or PPA Cargo Invoice for revolving fund payment
5. PPA Official Receipts for payment of Wharfage Charges
6. BIR Form 2307 (if applicable)

C. RoRo– Cargoes under RRTS

1. Shipping Line Lane Meter Official Receipt
2. PPA RoRo Terminal Fee

What are the Steps or Procedures?

1. Upon settling all the necessary requirements with the Cargo Handler, customer proceeds to the PPA assessment counter with the following documents:
 - a. 3 copies Bill of Lading or Pro-forma Bill Lading/Export Declaration (foreign)
 - b. 3 copies Cargo Handling Operator Official Receipt
(For Cargoes under RRTS: After payment of the Lane Meter Vehicle Fee to the Shipping Lines, proceeds to the RoRo Terminal Fee (RRTF) Counter for payment of terminal fee based on vehicle type)
2. Customer proceeds to collection/cashier section and presents the Computation Sheet and/or PPA Invoice for payment of wharfage dues/other port charges and 3 copies of BIR Form 2307, if any.
(For Cargoes under RRTS: Pays the corresponding amount of terminal fee)
3. Customer proceeds to terminal section and presents the PPA Official receipts and other requirements for stamping of "OK for Loading"

(For Cargoes under RRTS: Presents the RRTF Ticket to the guard on duty/personnel in-charge for entry to the RoRo marshalling yard prior to loading into the vessel.)

Who is In-Charge? PPA Cashier/Collection Representative/Terminal Supervisor/Senior Terminal Operations Officer/Terminal Operations Officer/Authorized Representative

Duration? 1 hr. & 35 minutes

Fees? Refer to Rates Table on Cargo Charges

ASSESSMENT OF CARGO CHARGES

Who is the Customer? Shipper or Cargo Owner

What are the requirements?

Domestic: (Inbound/Outbound)

Foreign : (Import/Export)

1. Bill of Lading/Inward Manifest (for Domestic)
2. Inward/Outward Manifest (for Foreign)
3. Cargo Handling Operator (CHO) Bill Invoice
4. CHO Gate Pass
5. Container List, if applicable.
6. Dangerous Cargo Manifest (DCM), if applicable
7. Other supplementary documents, whichever applicable:
 - a. Import Entry
 - b. Export Declaration

Non-Computerized Ports (NCP)/Private Ports

1. Bill of Lading/Inward Manifest (for Domestic)
2. Inward/Outward Manifest (for Foreign)
3. Container List, if applicable.
4. Dangerous Cargo Manifest (DCM), if applicable
5. Other supplementary documents, whichever applicable:
 - a. Import Entry
 - b. Export Declaration

What are the Steps or Procedures?

Under Cash and Carry System

1. Customer submits the documentary requirements to Assessment Unit for evaluation as to completeness of requirements, encoding of cargo details and generation of Systems-Generated Computation Sheet (SGCS).
2. Customer receives copy of the System-Generated Computation Sheet (SGCS) or Manual Computation Sheet (MCS) and a separate MCS for storage charges, when applicable.
3. Customer proceeds to Collection Unit for payment of appropriate charges.

Under Revolving Fund (RF) Deposit

1. Customer submits the documentary requirements to Assessment Unit (AU) for cargo detail encoding.
2. AU evaluates completeness of documents, encodes cargo details and generates either the System-Generated Computation Sheet (SGCS), Cargo Invoice (CIV), Miscellaneous Invoice (MIV) or Stevedorage Invoice (SIV), whichever is applicable.
3. AU stamps "OK for Release" on the CS, affixes signature and indicates date of validity
4. Customer receives copy of Invoices and the List of Invoices.
5. Customer proceeds to Collection Unit for the replenishment of RF, if applicable.

Under Bank to Bank Deposit

1. Customer submits the documentary requirements to Assessment Unit for cargo detail encoding.
2. AU evaluates completeness of documents, encodes cargo details and generates SGCS, CIV, MIV, or SIV, whichever is applicable.
3. Customer proceeds to Assessment Unit and presents the duly validated bank deposit slip for the issuance of Official Receipt.

Who is In-Charge? Collection and Assessment Units

Duration: 10 minutes

Fees? Refer to Rates Table on Cargo Charges



CITIZEN'S CHARTER

COLLECTION OF CARGO CHARGES

Who is the Customer? Shipper or Cargo Owner

What are the requirements?

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

What are the Steps or Procedures?

Cash and Carry System

1. Customer presents the SGCS /MCS to the Collection Unit
2. Customer pays the total amount based on SGCS/MCS.
3. Customer receives Official Receipt
4. Collection Unit stamps "OK for Release" on the CS, affixes signature and indicates date of validity.

Revolving Fund

1. Customer pays the amount to replenish the RF, if applicable.

Who is In-Charge? Collection Unit

Duration? 5 minutes

Fees? Refer to Rates Table on Cargo Charges

LOADING OF CARGOES

Who is the Customer? Shipper/Shipping Line's Representative

What are the requirements?

For Domestic

1. Bill of Lading (BL)
2. CHO Bill Invoice (CHOBI), yellow copy
3. PPA Official Receipt for Cash Transaction (OR) or Cargo Invoice for Revolving Fund Transaction (CIV)

For Export

1. Export Declaration/Bill of Lading (ED/BL)
2. CHO Bill Invoice (CHOBI), yellow copy
3. PPA Official Receipt for Cash transaction (OR) or Cargo invoice for

What are the Steps or Procedures?

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

Who is In-Charge?

Step 1	-	Assessment Unit
Step 2	-	Collection Unit
Step 3	-	Terminal Section

Duration? 15 minutes

Fees? Refer to Rates Table on Cargo Charges

WITHDRAWAL OF CARGOES

Who is the Customer? Shippers, Consignee, Shipping Line's Representative

What are the requirements?

A. Domestic Cargoes

1. Bill of Lading
2. CHO Official Receipt
3. Cargo Handling Gate Pass
4. Computation Sheet and/or PPA Cargo Invoice for revolving fund payment
5. PPA Official Receipts for payment of Wharfage Charges
6. BIR Form 2307 (if applicable)

B. Foreign Cargoes

1. Bill of lading
2. CHO Official Receipt
3. Cargo Handling Gate Pass
4. Computation Sheet and/or PPA Cargo Invoice for revolving fund payment
5. PPA Official Receipts for payment of Wharfage Charges
6. BIR Form 2307 (if applicable)

What are the Steps or Procedures?

1. Upon settling all the necessary requirements with the Bureau of Customs (BOC) and Cargo Handler, customer proceeds to the PPA assessment counter with the following documents:
 - a. 3 copies Bill of Lading or Pro-forma Bill Lading
 - b. 3 copies Cargo Handling Operator Official Receipt
 - c. Cargo Handling Gate Pass

(For cargoes under RRTS: RoRo cargoes are immediately allowed release from the port upon discharge from the vessel.)
2. Customer proceeds to collection/ cashier section and presents the Computation Sheet and/or PPA Invoice for payment of wharfage dues/other port charges.
3. Customer presents the transaction documents and proof of payment of cargo charges to the guard on duty for exit of cargoes from the port.

Who is In-Charge? Collection Unit

Duration? 1 hour and 25 minutes

Fees? Refer to Rates Table on Cargo Charges

APPLICATION FOR ANNUAL VEHICLE PASS (CARGO/NON-CARGO)

Who is the Customer? Cargo Handlers, Shipping Lines/ Agents, Shippers, Consignees, Truckers/Haulers and Port Users (with appropriate Permit to Operate)

What are the Requirements?

1. Photocopy of LTO Certificate
2. Permit to Operate
3. Sworn Certificate of Assumption of Responsibility/ Sworn Certificate of Master List of Transport Units (duly Notarized)
4. Vehicle Safety Clearance (for cargo vehicle/truck only)

Who is In-Charge? Port Police-in-Charge, Pass Control Unit, PPD

Duration? 2 hours

Fees? P100.00 +12% VAT (Cargo Vehicle Truck)

P75.00 + 12% VAT (Non-Cargo/Light Vehicle)

What are the Steps or Procedures?

1. Customer fills-out and submits accomplished application form with the following applicable required documents and submit to PPA Port Police Division or apply online via www.epms.ppa.com and upload the documents requirements.
2. Customer submits the order of payment to any PPA cashier and pay necessary fee for the vehicle pass.
3. Customer proceeds to PPD and submit the proof of payment.
4. Customer proceeds to CSO/AR for the conduct of physical inspection of the vehicle on the inspection schedule date.
5. Customer returns to PPD for the installation of sticker pass.

TEMPORARY VEHICLE PASS/STICKER (AVP)

Who is the Customer? Cargo Handlers, Shipping Lines/Agents, Shippers, Consignees, Truckers/Haulers/Forwarders and Port Users Concerned

What is the Requirement?

1. Proof of business inside the port area

What are the Steps or Procedures?

1. Customer presents proof of business inside the port.
2. Customer pays temporary vehicle pass to the assigned PPA Collector/Authorized Representative at the Main Gate .

Who is In-Charge? Port Police-in-Charge, Pass Control Unit, PPA Payment Collector

Duration? 4 minutes

Fees? P12.00



CITIZEN'S CHARTER

APPLICATION FOR PEDESTRIAN ANNUAL PASS (PORT USER'S PASS)

Who is the Customer? Cargo Handlers, Shipping Lines/Agents, Shippers, Consignees, Truckers/Haulers/Forwarders and Port Users Concerned

What are the Requirements?

1. Duly accomplished application form
2. Current Permit to Operate, as appropriate
3. Sworn Certificate of Employer and Master list of employees duly notarized
4. Two (2) 1 1/2 x 1 1/2 in. pictures

What are the Steps or Procedures?

1. Customer fills-out and submits accomplished application form with the following applicable required documents and submits to PPA Port Police Division or apply online via www.epms.ppa.com and upload the documents requirements.
2. Customer submits the order of payment to any PPA cashier and pay necessary fee.
3. Customer proceeds to PPD and submit the proof of payment and attend the safety and security briefing.
4. Customer proceeds to PPD for release of approved "Pass /ID".

Who is In-Charge? Port Police-in-Charge, Pass Control Unit, Chief Safety Officer, PPD/Authorized Representative

Duration? 1 hr. and 50 minutes

Fees? P56.00 (12% VAT included)

APPLICATION FOR TEMPORARY PEDESTRIAN PASS

Who is the Customer? Cargo Handlers, Shipping Lines/Agents, Shippers, Consignees, Truckers/Haulers/Forwarders and Port Users Concerned

What is the Requirement?

1. Proof of business inside the port area

What are the Steps or Procedures?

1. Customer presents proof of business inside the port.
2. Customer presents and deposit any valid ID card and pay temporary pedestrian pass.

Who are In-Charge? Port Police-in-Charge, Pass Control Unit, Collection Officer at the gate

Duration? 4 minutes

Fees? P6.00

APPLICATION FOR BUNKERING SERVICE

Who is the Customer? Vessel Representative/Agent, Shipper, Service Operator

What are the Requirements?

1. Bunkering Service Permit Form
2. Pre-Transfer Bunkering Checklist Form
3. PCG Bunkering Permit (if applicable)

Who is In-Charge? Harbor Master, Harbor Operations Officer, Chief Safety Officer, Collection Representative, Port Police, PPA Security Personnel

Duration? 21 minutes

Fees? P12.00

What are the Steps or Procedures?

1. Client applying for bunkering services shall notify Harbor Master/Authorized Representative in advance about the service.
2. Client accomplishes the application form and Pre-transfer bunkering checklist from Marine Operations Section.
3. Client submits the form to Marine Operations Sections.
4. Client proceeds to Cashier for payment.
5. Client gives copy of the bunkering permit to PPA Security Personnel at the gate upon entry to do the bunkering service.

APPLICATION FOR REPAIR AND HOTWORKS

Who is the Customer? Vessel Representative/Agent, Shipper, Service Operator

What are the Requirements?

1. Request to undertake repair with notation of clearance from Philippine Coast Guard (PCG), Per PPA AO 03-1988
2. Application for Repair/Hotworks Service Permit Form

What are the Steps or Procedures?

1. Client applying for Repair and Hotworks submits the request to undertake repair that has notation of clearance from PCG.
2. Client fills-out form and submits to PSD Marine Section.
3. Client proceeds to Cashier for payment.
4. After work is done, client reports to the HM/HOO that the work is complete.

Who is In-Charge? Port Police-in-Charge, Pass Control Unit, PPD

Duration? 27minutes

Fees? P12.00

APPLICATION FOR WATERING SERVICE

Who is the Customer? Vessel or Shipping Line Representative/Agent, Client

What is the Requirement?

1. Application form

What are the Steps or Procedures?

1. Applicant for watering services shall notify in advance the HM/AR.
2. Applicant fills-out the Application for Watering Permit form at the Marine Section.
3. Applicant forwards form to the Finance and pays the corresponding fees.
4. Provides a copy of the Watering Permit to PPA Security Guard at the gate.
5. Vessel/Water Barge/Water Truck start watering, observing the general requirement and safety precautions.

Who is In-Charge? Harbor Master/Authorized Representative, Cashier B, Special Collecting Officer

Duration? 19 minutes

Fees? P12.00

ISSUANCE OF CERTIFICATION OF NO OBJECTION FOR FORESHORE LEASE APPLICATION (FLA), MISCELLANEOUS LEASE APPLICATION (MLA), AND MISCELLANEOUS SALES APPLICATION (MSA)

Who is the Customer?

1. Any Filipino citizen of legal age; and
2. Corporations, associations or partnerships duly constituted and organized under the laws of the Philippines; at least sixty percent (60%) of the capital is owned by Filipino citizens.

What are the Requirements?

1. CENRO endorsement to PPA
2. Survey plan of the land applied for
3. Location Plan
4. Vicinity Map

What are the Steps or Procedures?

1. Applicant submits complete requirements to the concerned TMO/PMO
- 2.a Applicant prepares Certification Fee
- 2.b Applicant proceeds to CENRO concerned
3. Applicant pays Certification Fee
4. Applicant proceeds to ESD for release of certification

Who is In-Charge? Designated Records Officer, ESD/Principal Engr., Cashier, OPM

Duration? 13 days, 2 hours and 30 minutes

Fees? P1,000.00 + 12% VAT for FLA intended for port development
P500.00 + 12% VAT for FLA, MLA, MSA for non-port facilities



CITIZEN'S CHARTER

ACCREDITATION OF PORT SERVICE PROVIDER (VALID FOR 3 YEARS)

Who is the Customer? Service Provider/Applicant

What are the Requirements?

Port Terminal, Cargo Handling, Passenger Terminal, RoRo Services

1. Duly accomplished Application Form
2. Company and Business Profile
3. Authenticated Certificate of Registration, Accreditation/License/Eligibility/ Franchise issued by
DTI- Sole Proprietorship
SEC- Corporations/Partnership
CDA- Cooperatives License Eligibility/Franchise-Applicants with Accreditation from other government agencies
4. Certified True Copy of Articles Incorporation/Partnership and By-laws for Corporations/Articles of Partnership/Incorporation for cooperatives. *(Not applicable for applicants with valid certificate of accreditation, licensed or granted franchise by other government agencies)*
5. Certified True Copy of the most recent General Information Sheet duly filed with and received by SEC/CDA. *(Not applicable for applicants with valid certificate of accreditation, licensed or granted franchise by other government agencies)*
6. Certified True Copy of the most recent Tax Clearance Certificate per Executive Order No. 398 Series of 2005. *(Not applicable for applicants with valid certificate of accreditation, licensed or granted franchise by other government agencies)*
7. Certified True Copy of the Audited Financial Statement immediately preceding the date of application for accreditation was filed with, received by, the Bureau of Internal Revenue together with the corresponding Annual Income Tax Return - For the past three (3) years Bank Statement/Annual Income Tax Return for newly registered business entities and individual professionals. *(Not applicable for applicants with valid certificate of accreditation, licensed or granted franchise by other government agencies)*
8. Certified True Copy of the Bureau of Internal Revenue Certificate Registration. *(Not applicable for applicants with valid certificate of accreditation, licensed or granted franchise by other government agencies)*
9. Copy of value-added tax or percentage tax return covering the immediately preceding year
10. Duly accomplished and notarized Omnibus Sworn Statement
11. Proof of Authorization *(duly notarized)* CDA/SEC registered Entities Secretary's Certificate Single Proprietorship Authorization Letter

Port Ancillary Services

1. Duly accomplished Application Form
2. Company and Business Profile

3. Authenticated Certificate of registration, Accreditation/License/Eligibility/ Franchise issued by
DTI- Sole Proprietorship
SEC- Corporations/Partnership
CDA- Cooperatives License Eligibility/Franchise-Applicants with Accreditation from other government agencies
4. Certified True Copy of the audited financial statement immediately preceding the date of application for accreditation as filled with, received by, the Bureau of Internal Revenue together with the corresponding annual income tax return for the past 1 year. Bank statement/annual income tax return for newly registered business entities and individual professionals. *(Not applicable for applicants with valid certificate of accreditation, licensed or granted franchise by other government agencies)*
5. Certified True Copy of the Bureau of Internal Revenue Certificate of Registration. *(Not applicable for applicants with valid certificate of accreditation, licensed or granted franchise by other government agencies)*
6. Duly accomplished and notarized Omnibus Sworn Statement
7. Proof of Authorization *(duly notarized)* CDA/SEC registered Entities Secretary's Certificate Single Proprietorship Authorization Letter
8. Other documentary requirements
 - a. Service Contract or Authorization/Appointment provided by shipping lines/ company to a shipping agent/ representative
(emailed authorization/appointment is acceptable)
 - b. Copy of information of membership or affiliation from trade associations or business groups.

Documentary requirements for applicants that have been accredited/licensed/ granted franchise by other government agencies

1. Duly accomplished Application Form
2. Company and Business Profile
3. Authenticated Certificate of registration, Accreditation/License/Eligibility/ Franchise issued by
DTI- Sole Proprietorship
SEC- Corporations/Partnership
CDA- Cooperatives License Eligibility/Franchise-Applicants with Accreditation from other government agencies
4. Duly accomplished and notarized Omnibus Sworn Statement
5. Proof of Authorized *(duly notarized)* CDA/SEC registered Entities Secretary's Certificate Single Proprietorship Authorization Letter
6. Other documentary requirements
 - a. Service Contract or Authorization/Appointment provided by shipping lines/company to a shipping agent/ representative
(emailed authorization/appointment is acceptable)
 - b. Copy of information of membership or affiliation from trade associations or business groups.

What are the Steps or Procedures?

1. Applicant submits application letter for accreditation *(New Application)*
2. Applicant will proceed to cashier for payment.
3. Applicant will present the proof for payment.
4. Proceed to PMO for the releasing of certificate.

Who is In-Charge? BDMS/BDMO

Duration? 19 days 3 hours and 5 minutes

Fees? P10,000.00 +12% VAT (for Port Terminal Services, etc)

P 3,000.00 + 12% VAT (for Mooring/unmooring, etc)

APPLICATION FOR PERMIT TO OPERATE ANCILLARY SERVICES

Who is the Customer?

Lessee/Applicants for PTO Ancillary Services

What are the requirements?

New Application

1. PPA Certificate of Accreditation
2. PPA application form
3. Duly notarized Omnibus undertaking
4. Customer Registration Form (CRF)
5. Specific area of operation
6. Proposed ancillary rates

Renewal

1. Permit to operate application form
2. Duly notarized Omnibus undertaking

What are the Steps or Procedures?

1. Applicant *(New/Renewal)* for Permit to Operate (PTO) for ancillary services logs- in e- PMS online via www.epms.ppa.com.ph and uploads necessary documentary requirements:
 - a. Permit to operate (PTO) Application Form
 - b. Omnibus undertaking
 - c. Customer Registration Form *(New applicant)*
2. After generating the Order of Payment, applicants submits the printed copy to PPA Cashier and pays the necessary fees for the PTO.
3. Applicant reads the terms and conditions and signs "conforme" on the scheduled date.
4. Applicant picks up the approved PTO.

Who is In-Charge? BDMS/BDMO/TS/PSD Manager/PPD Manager

Duration? 2 days, 1 hour and 25 minutes

Applicants will be accepted continually:

* For applications received between 8:00 AM to 3:00 PM, permits will be released from 4:00-5:00 PM of the same day.

* Applications received after 3:00 PM will be treated as having received from 8:00 AM to 3:00 PM of the following day noon and will be processed accordingly.

Fees?	Regulatory Fee	PhP3,240.00
	Permit to Operate Fee	650.00
	VAT (12%)	466.80



CITIZEN'S CHARTER

APPLICATION FOR PERMIT TO OCCUPY (PTOC)

Who is the Customer? Lessee Applicant

What are the requirements?

For (Temporary) Short Term Lease

1. Letter of intent to lease a space inside the port area.
2. Unified Application Form
3. Notarized Omnibus Undertaking (Sworn Affidavit)
4. Customer Registration Form

Additional documents for Medium Term Lease

1. Business Plan/Project Brief
2. Architectural Plan/Layout Plan
3. Secretary's certificate/affidavit authorizing Representative to enter into contract with the authority

What are the Steps or Procedures?

1. Submits letter of lease proposal specifying the area required, intended usage propose service to be established including detailed specifications of the project, proposed rental rates and other pertinent information.
2. Submits complete documentary requirement.
3. Proceed to cashier for payment.
4. Proceeds to the BDMO and present the OR and returns the signed PTOC.
5. Proceeds to the PMO for release of the PTOC.

Who is In-Charge? BDMS/BDMO

Duration? 4 days, 5 hours and 30 minutes

Fees? Filing Fee- P1,000.00 + 12% VAT

APPLICATION FOR CLEARANCE TO DEVELOP

Who is the Customer? Person/s or parties seeking for clearance to develop any Port Facility

What are the requirements?

1. Requirement (New Application) Formal request for clearance to develop
2. Unified Application Form with the following supporting documents:
 - a. Summary of project scope and description
 - b. Copy of Company Profile;
 - c. Copy of Vicinity Map showing the location of the proposed private port facility;
 - d. Copy of SEC registration permit and its articles of incorporation and by laws;
 - e. Environmental Compliance Certificate;
 - f. PPA Certifications that the applied area is not part of the PPA development plans and that the private port facility will not pose hazard to navigation;
 - g. Duly notarized Foreshore Leased Contract (FLC) or at least certified received application for a foreshore leased permit; and
 - h. Certified true copy of land title or transfer certificate of title (TCT)
3. Duly notarized Omnibus undertaking (Sworn Statement)

What are the Steps or Procedures?

1. Submits letter of intent together with Unified Application Form specifying the exact location of the foreshore area, area size, intended use/purpose, propose structure to be put-up and estimated cost of improvement together with duly notarized Omnibus undertaking (Sworn Statement).
2. Applicant receives order of payment and pays necessary fees.
3. Applicant proceeds to ESD for the proof of payment.

Who is In-Charge? PSD Manager

Duration? 26 days, 1 hour and 35 minutes

Fees? P 1,000.00 + 12% VAT)

APPLICATION FOR PERMIT TO CONSTRUCT

Who is the Customer? Person/s or parties seeking for clearance to develop any Port Facility

What are the requirements?

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

What are the Steps or Procedures?

1. Applicant submits letter request to PPA-PMO together with all documentary requirements (3 copies per PPA AO 06-1995)
2. Applicants pays the amount necessary.
3. Applicant presents proof of payment to ESD.

Who is In-Charge? ESD Manager/Principal Engineer

Duration? 11 days, 1 hour and 35 minutes

Fees?

1. Permit to Construct Fee:

CLASSIFICATION	PROJECT COST	FEE
Private Non-Commercial Port	Below 10 million pesos	P20,000.00 plus 12 %VAT
	10 million pesos above	P30,000.00 plus 0.001(1/10 of 1%) of the excess of P10 million but not to exceed P100,000.00 plus 12% VAT
Private Commercial Port	Below 10 million pesos	P60,000.00 plus 12% VAT
	10 million pesos above	P80,000.00 plus 0.001(1/10 of 1%) of the excess of P10 million but not to exceed P100,000.00 plus 12% VAT

APPLICATION FOR PERMIT TO CONSTRUCT

2. Administrative Fees

PARTICULARS	Fee
Filing Fee	PhP 1,000.00
Penalty Charge	PhP 50,000.00
<p><i>Failure to commence construction within six (6) months from the issuance of the permit to construct shall be imposed the corresponding penalty charge. (A grace period of another six (6) months shall be given to private ports owner/s to comply after paying the penalty, after which the permit to construct shall be rendered null and void. The applicant shall be required to re-apply and pay the Permit to Construct Fee) per PPA AO 02-2009.</i></p>	

VESSEL CHARGES

Foreign Vessels	Rates
Port Dues	GRT X .081 X US \$ Rate
Dockage - Berth	GRT X .039 X No. of days X US \$ Rate
Dockage - Anchorage	GRT X .020 X No. of days X US \$ Rate
PPA Share on Pilotage	GRT X Pilotage rate X 10/20 % X US \$ Rate
Domestic Vessels	Rates
Usage Fee	GRT X .080 X No. of days (100 & above GRT) PhP82/day (100 below GRT)
Lay-up Fee	GRT X .080 X No. of days X 50 %
PPA Share on Pilotage	GRT X prescribed rate X 10 %

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



CITIZEN'S CHARTER

ENDORSEMENT OF APPLICATION FOR CERTIFICATE OF REGISTRATION/ PERMIT TO OPERATE (COR/PTO) A PRIVATE PORT

Who is the Customer?

1. Private Port Investors who have satisfactorily established new port infrastructures
2. Port owners/operators who have developed and operated their facilities prior to the creation of PPA

What are the requirements?

For newly constructed private ports

1. Written Request
2. Unified Application Form with the following supporting documents:
 - a. Project Completion Report;
 - b. Photocopy of Approved Foreshore Lease Contract (FLC);
 - c. Photocopy of Transfer Certificate of Title (TCT) for private port facilities along riverbank;
 - d. Certification that applicant has no outstanding obligations with PPA
3. Duly Notarized Omnibus Undertaking (Sworn Affidavit)
4. As Built Plan (when applicable)

For existing private ports with TEMPORARY COR/PTO Private Port Facility

1. Letter-request for conversion of temporary registration/operating permit into a permanent one
2. One (1) photocopy of SEC Registration Permit
3. One (1) photocopy of Articles of Incorporation and By-laws
4. Unified Application Form with the following supporting documents: Project Completion Report; photocopy of Approved Foreshore Lease Contract; photocopy of Transfer Certificate of Title (TCT) for private port facilities along riverbank; Certification that applicant has no outstanding obligations with PPA
5. As Built Plan (when applicable)
6. Duly Notarized Omnibus Undertaking (Sworn Affidavit)
7. Certification of Structural Soundness

For existing ports without any valid permit

1. Written Request
2. One (1) copy of duly accomplished Application for Registration form
3. Unified Application Form with the following supporting documents: photocopy of Approved Foreshore Lease Contract; photocopy of Transfer Certificate of Title (TCT) for private port facilities along riverbank; Certification that applicant has no outstanding obligations with PPA
4. As built plans
5. One (1) photocopy of Approved Permit to Construct
6. Certification that applicant has no outstanding obligations with PPA
7. Duly Notarized Omnibus Undertaking (Sworn Affidavit)

What are the Steps or Procedures?

1. Applicant submits complete requirements to Records.
2. Applicant proceeds to PMO to pay corresponding fees.

Who is In-Charge? Engineering Services Division Manager

Duration? 16 days, 2 hours and 40 minutes (for PMO side)

Fees? Filing Fee -P1,000.00 + 12% VAT, Certification Fee-P100.00 + 12% VAT

HANDLING OF INCOMING COMMUNICATIONS

Who is the Customer? All citizens

What are the requirements? None

What is the Step or Procedure?

1. Client sends/transmits communication to the PMO

Who is In-Charge? Records Officer/Concerned Personnel

Duration? 45 minutes

Fees? None

HANDLING OF OUTGOING COMMUNICATIONS

Who is the Customer? All units within the PMO/TMO

What are the requirements? None

What is the Step or Procedure?

1. PMO unit routes outgoing communication to the Records Section

Who is In-Charge? Records Officer/Concerned Personnel

Duration? 2 hours and 6 minutes

Fees? To be shouldered by PMO/PPA according to arrangements

RELEASING OF CHECK TO CREDITORS, SUPPLIERS, PPA EMPLOYEES, CONTRACTORS AND OTHER CLAIMANTS

Who is the Customer? Payees that have collectibles or claims from PPA

What are the requirements?

1. Duly filled out Vendor Registration Form (VRF)
2. Valid Identification (ID) Card with picture and signature
3. Valid Official Receipt
4. Valid authorization or Special Power of Attorney (SPA) if necessary

What are the Steps or Procedures?

1. Client presents Valid ID to Cashier window
2. Receives check, signs acknowledgement portion of voucher and log book, and issue corresponding Official Receipt (OR)

Who is In-Charge? Senior Cashier/Authorized Representative

Duration? 10 minutes

Fees? None

CARGO CHARGES

Wharfage	Rates
Export (Container Van)	Rates (in PhP)
20'F	259.70
30'F	329.95
40'F	391.05
45'F	458.25
Non-Con(per MT)	18.35
Non-Con (per RT)	15.25
Import (Container Van)	Rates (in PhP)
20'F	519.35
30'F	656.85
40'F	779.05
45'F	916.50
Non-Con (per MT)	36.65
Non-Con (per RT)	30.55
Foreign Transhipment (Container Van)	Rates (in US \$)
20'F	11.93
40'F	17.77
45'F	20.83
Non-Con (per MT)	0.833
Non-Con (per RT)	0.694
Domestic (Inbound/Outbound) (Container Van)	Rates (in PhP)
20'F	126.00
30'F	157.00
40'F	189.00
45'F	221.00
Non-Con (perMT)	9.00
Non-Con (per RT)	7.00
Minimum Charge	15.00
Rolling Cargoes	Rates (in PhP)
10-Wheeler	516.00
6-Wheeler	258.00
4-Wheeler	129.00
Motorcycle	65.00
Government Share – Arrastre & Stevedoring	Rates
Export (Container Van)	Rates (in PhP)
20'F Fulls	165.10
20'F Empty	66.00
40'F Fulls	330.40
40'F Empty	132.20
Import (Container Van)	Rates (in PhP)
20'F Fulls	165.10
20'F Empty	66.00
40'F Fulls	330.40
40'F Empty	132.20

VESSEL CHARGES

Pilotage	Rates (in US)
Up to 5,000 GRT	110.00
5,001 to 10, 000 GRT	170.00
10,001 to 15,000 GRT	218.00
15,001 to 20,000 GRT	285.00
20,001 to 30,000 GRT	335.00
30,001 to 40,000 GRT	479.17
40,001 to 60,000 GRT	555.83
60,001 to 80,000 GRT	616.00
80,001 to 100,000 GRT	690.07
100,001 to 120,000 GRT	746.67
120,001 to 130,000 GRT	802.70
130,001 to 140,000 GRT	858.70
Over 140,000 GRT	0.05 for every excess tonnage

FEEDBACK AND REDNESS MECHANISM

If you have questions regarding our services or if you wish to give feedback regarding our agency, you may contact us through the following:

Tel. Nos. (086) 827-1664 • 827-5641 • 826-5233
 Fax. No. (086) 827-5643 • email: pmosurigao@ppa.com.ph
www.ppasurigao.weebly.com

Or you may fill-out the Customer Satisfaction Feedback Form from the Public Assistance Complaints Desk (PACD) and drop it to our designated box.

PORT MANAGEMENT OFFICE OF SURIGAO

PPA Admin. Bldg., Port Area, Surigao City 8400 PHILIPPINES



VISION

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

MISSION

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

MANDATE

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

CORE VALUES

EXCELLENCE. Professionalism, Efficiency

CREATIVITY. Innovation, Adaptability

CUSTOMER SATISFACTION. Customer Focus

RESPONSIBLE CITIZENSHIP. Sustainability, Accountability, Risk Management

ETHICS. Integrity within moral bounds

SINCERITY. Commitment to fulfill mandate

TEAMWORK. Synergy of working together, Esprit de Corps