



PHILIPPINE FISHERIES DEVELOPMENT AUTHORITY

CITIZEN'S CHARTER
2024 (2nd Edition)



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FOREWORD

It is with great pleasure that I introduce the second edition of the Philippine Fisheries Development Authority (PFDA) Citizen's Charter. As the General Manager of PFDA, the enhancement of the PFDA's Citizen's Charter serves as a testament to our unwavering commitment to transparency, accountability, and public service excellence.

The Citizen's Charter embodies our dedication to providing accessible, efficient, and responsive services to all stakeholders and partners in the fisheries sector. It outlines the rights and responsibilities of clients and the standards of service they can expect from the agency.

This revised edition reflects our continuous efforts to streamline procedures, enhance service delivery mechanisms, and incorporate valuable feedback from our stakeholders. It not only clarifies processes but also aims to empower our clients by ensuring they are well-informed about the proper steps involved in availing our services, both in the PFDA Central Office and Regional Fish Ports.

I extend my sincerest gratitude to everyone who contributed to the development of this revised Citizen's Charter. Your dedication and collaborative spirit have been instrumental in ensuring that PFDA remains at the forefront of promoting the welfare of our stakeholders and advancing the fisheries sector.

I trust that this document will serve as a valuable resource for all our stakeholders, guiding us as we work together towards a more vibrant, inclusive, and resilient fisheries industry for the Philippines.

Maraming salamat po!


ATTY. GLEN A. PANGAPALAN
Acting General Manager
Philippine Fisheries Development Authority



AGENCY PROFILE

I. Mandate

A government owned and controlled corporation attached to the Department of Agriculture, created to promote the development of the fishing industry through the provision of post-harvest infrastructure facilities and essential services that improve efficiency in the handling and distribution of fish and fishery products and enhance their quality.

II. Vision

The leader of fishery post-harvest services towards a food secure and resilient Philippines by 2025.

III. Mission

We, in the Philippine Fisheries Development Authority, shall strive to:

- Establish, operate and maintain strategic and globally competitive fishery post-harvest infrastructure and facilities, as well as provide market information and related services.
- Conduct operations prudently, providing viability and financial growth to assure continuous improvement of port facilities and delivery of service.
- Satisfy stakeholders' business needs with timely and quality service.
- Work as a team with skill and dedication, in an environment that ensures growth opportunities.

IV. Service Pledge

We, the officers and staff of the Philippine Fisheries Development Authority, commit to:

- Provide prompt and efficient service from Mondays to Fridays starting at 8:00 a.m. to 5:00 p.m. at the Central Office and 24 hours a day, 7 days a week at our Regional Offices.
- Field in qualified and authorized personnel to attend to your requests even during lunch and snack time.
- Deal with your complaints, comments, and suggestions expeditiously and make available corresponding remedies if necessary.
- Abide by the rules, regulations, and service standards, with proper explanations for any delinquency in frontline services.

TABLE OF CONTENTS

FOREWORD	2
AGENCY PROFILE	3
I. MANDATE	3
II. VISION	3
III. MISSION	3
IV. SERVICE PLEDGE	3
PFDA CENTRAL/HEAD OFFICE SERVICES	6
I. External Services	6
A. Developmental Services	7
1. Processing of Request for the Establishment of Fishery Post-Harvest Facilities.	7
B. Information and Communication Services	11
1. Processing/Handling of External Communications	11
2. Processing/Handling of Requests for Data and Information	13
II. Internal Services	17
A. Administrative Services	18
1. Processing of Request for Personnel Records Certification	18
2. Processing of Application for Leave	21
3. Processing of Application for Leave Monetization (ALM/ELM)	23
4. Processing of Application for Retirement Benefits	25
5. Processing of Request for Office Supplies	26
6. Processing of Request for Authority to Attend Conventions	27
7. Processing of Request for Personal Travel Authority	29
B. Finance Services	31
1. Issuance of Certificate of Payment/Remittance (HDMF, BIR, GSIS, PHILHEALTH, and other remittances) for the Current Year	31
2. Issuance of Certificate of Payment/remittances (HDMF, BIR, GSIS, PHILHEALTH, and other remittances) for the last Five (5) Years	32
3. Issuance of Certificate of Payment/remittances (HDMF, BIR, GSIS, PHILHEALTH, and other remittances) for more than Five (5) Years	33
C. Information Technology Services	34
1. Job Request Service (Network/Computer Support, Office Productivity, Information Systems Support, Procurement related Assistance and Reportorial Request)	34
D. Technical/Engineering Services	37
1. Processing of Request for Technical/Engineering Assistance	37
E. Legal Services	41
1. Request for Certificate of No Pending Administrative Case	41
2. Request for Legal Opinion/Comments	43
3. Request for Legal Documents and Forms	46

REGIONAL FISH PORTS SERVICES	50
I. External Services	50
A. Accreditation/Clearances	51
1. Application for Accreditation, Permit to Conduct Business and ID	51
B. Pier/Quay/Harbor	54
1. Request for Berth Allocation	54
2. Request for Port Clearance	61
C. Market	64
1. Request for Overland Unloading	64
D. Information and Communication Services	66
1. Processing/Handling of External Communications	66
2. Processing/Handling of Request for Data and Information	68
II. Internal Services	69
A. Administrative Services	70
1. Processing of Request for Personnel Records Certification	70
2. Processing of Application for Leave Monetization	71
3. Processing of Application of Retirement Benefits	74
4. Processing of Request for Office Supplies	76
5. Processing of Request for Authority to Attend Conventions	77
6. Processing of Application for Personal Travel Authority	79
B. Finance Services	81
1. Request for Certification of Remittances	81
FEEDBACK AND COMPLAINTS MECHANISM	83
LIST OF OFFICES	85
LIST OF ANNEXES	86
Annex 1 - Feedback and Redress Mechanism Form	86
Annex 2 - Rate of Port Fees and Charges	87
<i>Navotas Fish Port Complex (NFPC)</i>	88
<i>Lucena Fish Port Complex (LFPC)</i>	89
<i>Iloilo Fish Port Complex (IFPC)</i>	89
<i>Davao Fish Port Complex (DFPC)</i>	90
<i>General Santos Fish Port Complex (GSFPC)</i>	90
<i>Zamboanga Fish Port Complex (ZFPC)</i>	91
<i>Sual Fish Port (SFP)</i>	91
<i>Bulan Fish Port Complex (BFPC)</i>	92
<i>Camaligan Fish Port (CFP)</i>	92



PFDA CENTRAL/HEAD OFFICE EXTERNAL SERVICES



A. Developmental Services

1. Processing of Request for the Establishment of Fishery Post-Harvest Facilities

This process provides the steps in processing the request from the review and evaluation up to the transmittal to the requesting client of the result of agency's action taken on the request.

Office or Division:	General Services Division, Infrastructure Project Clearing House, Assistant General Manager, General Manager
Classification:	Highly Technical
Type of Transaction:	G2G – Government to Government
Who may avail:	LGU, Congressional/District Representatives, and other Government Agencies

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Step 1 - Letter of intent	Applicant/Proponent
Step 2 - PFDA Data Requirements:	
- Duly accomplished PFDA Survey Forms A & B	PFDA
- Updated Socio-Economic Profile with Agriculture and Fisheries Statistics	LGU
- Barangay and/or Municipal Map showing the proposed site of the project	LGU
- Pictures of traditional fish landing and trading areas	LGU

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1. Proponents submit letter request/proposal to the Head of the Office	1.1. Refers letter request to the Infrastructure Project Clearing House (IPCH)	None	2 minutes	GM or AGM
	1.2. Receive and accept letter request including attachments, if any, and forward the same to the IPCH Officer-in-Charge for information	None	2 minutes	IPCH TWG/Desk Officer

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.3. Review the letter and forward the same to the IPCH TWG for appropriate action		5 minutes	IPCH OIC
	1.4. Review/evaluate/ assess the request and attached documents, if any. 1.4.1. Draft response letter by requesting the proponent to submit updated PFDA data requirements to facilitate the evaluation of the requested project and submit to the IPCH OIC/Members	None	40 minutes	IPCH TWG
	1.5. Review the draft response letter. 1.6.1 Return the letter to the concerned staff for revision, if any, and submit clean draft to the IPCH OIC	None	2 hours	IPCH OIC/Members
	1.6. Review the draft response letter. 1.6.1 Return draft letter to the concerned Division for final printing. 1.6.2 Affix initial to the letter and forward the same to the Top Management for approval and signature	None	1 hour	IPCH OIC
	<i>Approval and signature of letter response to proponent</i>	<i>None</i>	<i>4 days</i>	<i>GM/AGM</i>
	1.7. Receive the approved and signed letter response from the OGM	None	3 minutes	IPCH TWG/Desk Officer
	1.8. Photocopy/scan signed letter response for		5 minutes	IPCH Desk Officer

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	reference/file. 1.8.1. Forward signed response letter to GSD for document tracking and mailing, either thru registered mail or hand carry			
Step 2. Proponent submits PFDA data requirements	2.1. Forward documents to the IPCH	None	2 minutes	GSD Record Office
	2.2. Receive and accept the documents and forward the same to the IPCH OIC	None	2 minutes	IPCH Desk Officer
	2.3. Review and refer the documents to the IPCH TWG with instruction to prepare the table evaluation on the proposed/requested project based on submitted documents and to submit recommendation	None	30 minutes	IPCH OIC
	2.4. Acknowledge receipt of the documents then commence with the preparation of the table evaluation and submit Evaluation Report and recommendation	None	10 days	IPCH TWG
	2.5. Review draft Evaluation Report and recommendation. Return the draft report to the concerned IPCH TWG for revision and printing of clean draft copy	None		IPCH OIC
	2.6. Draft response letter to the project proponent regarding the result of the evaluation and submit to the IPCH OIC	None		IPCH TWG
	2.7. Review the draft letter and return to the concerned IPCH TWG for revision and printing of clean draft copy	None		IPCH OIC
	2.8. Submit the clean draft letter and Evaluation Report, to the Top Management for	None		IPCH OIC

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	information, approval and signature.			
	<i>Approval and signature of letter response to proponent</i>	None	5 days	GM/AGM
	2.9. Forward signed response letter to the IPCH	None	3 minutes	GM Clerk/Secretary
	2.10. Receive and accept the signed response letter and approved Evaluation Report.	None	2 minutes	IPCH Desk Officer
	2.11. Photocopy or scan the documents for reference/filing.	None	20 minutes	IPCH Desk Officer
	2.11.1 Forward response letter to the GSD for mailing, either thru registered mail or hand carry			
Accomplish the Customer Satisfaction Feedback Form.				
Total		None	19 days, 4 hours and 56 minutes	



B. Information and Communication Services

1. Processing/Handling of External Communications

a. Handling of Incoming Communications- Manual

Office or Division:	General Services Division
Classification:	Simple
Type of Transaction:	Government to Citizen (G2C) / Government to Business (G2B) / Government to Government (G2G)
Who May Avail:	Stakeholders / Private Individuals or Groups

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
None	N/A

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1. Client transmits the communication to the GSD	1.1. GSD receives the communication/ document	None	5 minutes	GSD Staff
	1.2. Log the communication/ document in the Document Tracking System (DTS)	None	10 minutes	GSD Staff
Step 2. Receive acknowledge receipt from the staff	2.1. Generate Acknowledgment Receipt and provide a copy to the client (if applicable)	None	10 minutes	GSD Staff
	2.2. Forward the traceability code and document to the OGM or concerned responsible unit	None	10 minutes	GSD Staff
Accomplish the Customer Satisfaction Feedback Form.				
Total		None	35 minutes	



b. Processing/Handling of Incoming Communications- Electronic

Office or Division:	General Services Division
Classification:	Simple
Type of Transaction:	G2C / G2B / G2G
Who May Avail:	Stakeholders / Private Individuals or Groups

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
None	N/A

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1. Client transmits the communication to the GSD thru electronic mail (email)	1.1. GSD receives the emailed communication/ document	None	5 minutes	GSD Staff
	1.2. Print the communication/ document and logs it in the Document Tracking System (DTS)	None	10 minutes	GSD Staff
	1.3. Generate Acknowledgment Receipt and email a copy to the client	None	10 minutes	GSD Staff
	1.4. Forward the traceability code and document to the OGM or concerned responsible unit	None	10 minutes	GSD Staff
Accomplish the Customer Satisfaction Feedback Form.				
Total		None	35 minutes	



2. Processing/Handling of Request for Data and Information

a. Request for PFDA Data and Information under the Freedom of Information Program

This process enables individuals, entities, and other interested parties to request information from the agency through the FOI or electronic FOI (eFOI) program.

Office or Division:	Public Information Division
Classification:	Highly Technical
Type of Transaction:	Government to Citizen (G2C) / Government to Business (G2B)
Who may avail:	Individuals, entities, and other interested parties

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. For external data requests under the FOI platform: Pen-and-paper requests (standard) a. FOI Request Form* b. At least one (1) government-issued ID	For pen-and-paper (standard) requests: https://pfda.gov.ph/index.php/freedom-of-information-foi
2. eFOI (electronic FOI) requests* https://www.foi.gov.ph/requests?agency=PFDA	For eFOI requests: https://www.foi.gov.ph/requests?agency=PFDA

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1. Submit an e-FOI request providing the following information: * Data * Coverage of data request	1.1. Accept and receive the e-FOI data request by the FOI Receiving Officer 1.2. Refer the received e-FOI data request to the FOI Decision Maker	None	15 minutes	FOI Receiving Officer
	1.3. The FOI Decision Maker to assess and validate the e-FOI data request 1.4. Forward the received e-FOI data request to	None	14 days	FOI Decision Maker

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
* Intended purpose of use * Specific message to PFDA	the appropriate unit/division/department in the PFDA Central Office and/or PFDA Regional Fish Ports for appropriate response/action.			FOI Receiving Officer
	1.5. Seek clarification from the requesting party by the FOI Decision Maker, through the FOI Receiving Officer (if needed).	None		
	1.6. Log data request as successful, partially successful, or denied by the FOI Decision Maker, through the FOI Receiving Officer.	None		
	1.7. Release the requested data or information by the FOI Receiving Officer to the requesting party (if successful or partially successful) or give a proper explanation (if denied or referred to other agencies).	None		
Accomplish the Customer Satisfaction Feedback Form.				
Total		None	14 days and 15 minutes	



b. Request for PFDA Data and Information of Government Entities

This process enables government agencies, GOCCs, SUCs/ government employees to request information from the agency.

Office or Division:	Public Information Division
Classification:	Highly Technical
Type of Transaction:	G2G – Government to Government
Who may avail:	Government Agencies, GOCCs, SUCs/ government employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Official letter from the requesting government entity addressed to the PFDA General Manager stating the purpose of the request.	1. Send an email with the official letter of request to pid@pfda.gov.ph

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1. Submit an official request letter to PFDA via email to pid@pfda.gov.ph providing the following information: * Data * Coverage of data request * Intended purpose of use * Specific message to PFDA	1.1. Receive official letter of request	None	10 minutes	Information Officer I
	1.2. Refer letter of request to the Office of the General Manager (OGM).	None	1 day	Information Officer I
	1.3 Seek clarification from the requesting party (if needed).			
	1.4. Receive official action slip from the OGM.	None	2 hours	Information Officer III
	1.5. Officially transmit the letter of request to the appropriate unit in the PFDA Central Office and/or PFDA Regional Fish Ports for appropriate response/action.			

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.4. Concerned PFDA unit prepares and provides requested data/information.	None	10 days	Concerned PFDA unit
	1.5. Collect, assess, validate, and consolidate requested data/information received from other PFDA units	None	2 days	Information Officer III
	1.6. Officially release the data/information to requesting party through email	None	30 minutes	Information Officer I
Accomplish the Customer Satisfaction Feedback Form.				
Total		None	13 days, 2 hours, 40 minutes	



CENTRAL/HEAD OFFICE INTERNAL SERVICES



A. Administrative Services

1. Processing of Request for Personnel Records Certification

1.1 Active Employees

Office or Division:	Human Resources Division
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who May Avail:	PFDA Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. JRS Request	PFDA Online Portal

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1. Clients will file a ticket request for needed records via the Job Request System in the PFDA Online Portal.	1.1. Accept the ticket and review what specific records are requested	None	5 Minutes	HRD Staff
Step 2. Wait for the advice of the Assigned HRD Staff	2.1. Prepare the requested record/s for signature.	None	5 Minutes	HRD Staff
	2.2. Requested records are signed and dry-sealed.	None	1 day	ASD Manager HRD Division Chief
Step 3. Receiving of Requested Record	3.1. After the record/s are signed, requesting client will be contacted	None	5 Minutes	HRD Staff
Accomplish the Customer Satisfaction Feedback Form.				
Total		None	1 day and 15 minutes	



1.2 Separated Employees

Office or Division:	Human Resources Division
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who May Avail:	PFDA Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter request / email	Human Resources Division Receiving area
Special Power of Attorney (If authorized representative)	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1. Send letter request/email or for walk-in without any written request, accomplish HRD form	1.1 Receive the complete documents submitted	None	5 minutes.	HRD Staff
Step 2. Wait for the advice of the assigned HRD staff	2.1. Review the Service Record, if updated. Review documents submitted and check the 201-FILE	None	2 days	HRD Staff
	2.2. Encode/check details of the requested document (e.g., SR/COE/COEC etc.) and print the issuance and attach the necessary documents	None	30 minutes	HRD Staff
	2.3. Review and Sign/initial the requested document	None	2 hours	HRD Chief ASD Manager
Step 3. Inform HRD on method of receiving the duly signed document	3.1. Inform the client that the requested document is ready and ask if for pick-up or for email	None	10 minutes	HRD Staff



Step 4. If the document is for pick-up, proceed to HRD and get the requested document.	4.1. If the requested document is for pick-up, provide one originally signed SR to the client and have it properly received. Ask the client to accomplish Customer Feedback Form	None	10 minutes	HRD Staff
Accomplish the Customer Satisfaction Feedback Form.				
Total		None	2 days, 2 hours and 55 minutes	



2. Processing of Application for Leave

Office or Division:	Human Resources Division
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who May Avail:	PFDA Employees of Central Office

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Leave Application	PFDA Corporate Information System Portal

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1. Concerned personnel must accomplish leave application form through the OLAPAS and select the following: a. Leave type (e.g., VL, SL, SPL, etc.) b. Inclusive date/s	1.1. Designated HRD staff evaluates the leave application/s based on latest leave credit balance	None	20 minutes	HRD Staff
	2.1. The ASD Secretary receives and checks the completeness of the documents and transmits the same to the HR Division (HRD)	None	10 minutes	ASD Secretary
	2.2. Designated HRD staff receives, reviews the completeness of the documents, certifies the leave credit balance of concerned personnel	None	15 minutes	HRD Staff
Step 2. Once approved by the HRD staff through OLAPAS, concerned personnel shall print the applied leave application signed by the Unit Manager/OIC and submit the same to the Administrative Services Department (ASD)	2.3. Designated HRD staff prepares the leave documents for approval ASD-Office of the Department	None	15 minutes	HRD Staff HRD Chief



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Manager			
	2.4. The ASD Manager affixes initial/signature on the Leave Application documents of the concerned employee	None	1 day	ASD Manager
Accomplish the Customer Satisfaction Feedback Form.				
Total		None	1 day and 1 hour	



3. Processing of Application for Leave Monetization (ALM/ELM)

Office or Division:	Human Resources Division
Classification:	Complex
Type of Transaction:	G2G – Government to Government
Who May Avail:	PFDA Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Leave Application <i>For ELM: Letter Request and pertinent documents such as medical certificate stating diagnosis and period of confinement and/or therapy, hospital billing, statements and physician's request/ notation re. necessary medical procedures, laboratory tests</i>	PFDA Corporate Information System Portal

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1. Employee must accomplish leave application form through the Online Leave And Pass slip Application System (OLAPAS) and indicate type leave monetization applied (ALM/ELM)	1.1. Designated HRD staff evaluates applications for leave monetization based on latest leave credit balance	None	30 minutes	HRD Staff
Step 2. Print leave application For ELM: In addition to online leave application, the employee prepares memo-request and supporting documents	2.1. Designated HRD staff receives, checks documents, certifies leave credit balance of applicants	None	4 hours	HRD Staff



For ALM: Submit accomplished leave form directly to the ASD – HRD				
	2.2. Prepare transmittal memo	None	2 hours	HRD Staff
	2.3. Review the completeness of documents and affix initial/s or signature on leave application forms and signs the transmittal memo	None	4 hours	HRD Chief ASD Manager
	2.4. Transmit applications to the Finance Services Dept., Office of the Assistant General Manager and Office of the General Manager for approval	None	5 days	FSD Manager/ Assistant General Manager/ Acting General Manager
Accomplish the Customer Satisfaction Feedback Form.				
Total		None	6 days, 2 hour and 30 minutes	



4. Processing of Application for Retirement Benefits

Office or Division:	Human Resources Division
Classification:	Complex
Type of Transaction:	G2G – Government to Government
Who May Avail:	PFDA Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Accomplished Forms (GSIS, PAG-IBIG etc.)	HRD Receiving Area
Photocopy of Approved Retirement letter and Acceptance Letter	Retiree

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1. Submit duly accomplished form	1.1. Receive the complete documents submitted	None	30 minutes	HRD Staff
Step 2. Wait for advice of the assigned HRD staff concerned	2.1. Review the submitted documents and attach the updated Service Record (SR) or other necessary documents	None	3 days	HRD Staff
	2.2. Review and sign/initial the submitted forms and SR	None	1 day	HRD Chief ASD Manager
Step 3. Inform the client that the document/s is ready for pick-up, proceed to HRD and get the requested document.	3.1. Provide one originally signed document to the client and have it properly received. Ask the client to accomplish Customer Feedback Form	None	1 day	HRD Staff
Accomplish the Customer Satisfaction Feedback Form.				
Total		None	5 days and 30 minutes	



5. Processing of Request for Office Supplies

Office or Division:	Property and Procurement Management Division
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who May Avail:	PFDA Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Request for supplies	
1) Signed list of requested supplies (RIS Form)	PFDA Corporate Information System Portal

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1. Request via PFDA CIS Portal <i>If items are not updated, resort to manual request via submission of filled out RIS Form</i>	1.2. Check availability of requested supplies. 1.2. Concerned supply officer shall discern as to the quantity to be supplied.	None	1 hour	PPMD staff/officer
Step 2. Print the RIS form from PFDA CIS/Manual request	2.1. Approve and sign the said request and update inventory.	None	1 day	PPMD staff/officer
	2.2. Prepare available supplies for pickup of requesting party	None		
Step 3. Submit the said list to PPMD upon signature of the requesting party and concerned division/unit chief 3.1 Pick up the supplies.	3.1. Provide the listed supplies to the requesting party. 3.2. Sign the RIS form as acknowledgement thereof.	None	1 day	PPMD staff/officer
Accomplish the Customer Satisfaction Feedback Form.				
Total		None	2 days and 1 hour	



6. Processing of Request for Authority to Attend Conventions (CPA, Engineers, Architects, Lawyers)

Office or Division:	Human Resources Division
Classification:	Complex
Type of Transaction:	G2G – Government to Government
Who May Avail:	PFDA Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter request re: attendance to a particular event.	Submitted by the requesting unit/personnel.
Attachments re: details of the desired event.	Training or Event Provider.

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1. Submit letter request to Central Office	1.1. Received letter request and reviewed the said letter for completeness.	None	5 minutes	Requesting Personnel/Unit
Step 2. Wait for Approval	2.1. Route the letter request to approving officers including the Top Management	None	5 minutes	HRD Staff
	2.2. Signing of the Documents of concerned Personnel	None	3 days	Top Management ASD Manager
	2.3. Upon Approval, the HRD will send a copy to the requesting personnel/unit	None	5 minutes	HRD Staff
	2.4. Upon Approval, the HRD will prepare the Special order and will coordinate with FSD relative to the availability of funds.	None	1 hour	FSD Manager HRD Staff
	2.5. The HRD Division Chief will review the special order for review of the Department Manager.	None	15 minutes	HRD Division Chief

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.6. Routing the Reviewed Special Order for the approval of the Top Management.	None	5 minutes	HRD Staff
	2.7. Signing of the documents by the Top Management	None	2 days	General Manager/Assistant General Manager ASD Manager
Step 3. Receive Top-Management Approved Documents	3.1. Upon receiving the approved Special Order, the designated HRD Staff will coordinate with the participants and inform them to submit the necessary training certificate upon completion of the training proper.	None	5 minutes	HRD Staff
Accomplish the Customer Satisfaction Feedback Form.				
Total		None	5 days, 1 hour and 40 minutes	



7. Processing of Request for Personal Travel Authority

Office or Division:	Human Resources Division
Classification:	Complex
Type of Transaction:	G2G – Government to Government
Who May Avail:	PFDA Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Leave Application	PFDA Corporate Information System Portal
Request Letter/memo from concerned personnel	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1. Concerned personnel must accomplish leave application form through the OLAPAS and select the following: a. Leave type (e.g., VL) b. Abroad (specify the location/country) c. Start and End dates d. Reason	1.1. Designated HRD staff evaluates the leave application/s based on latest leave credit balance	None	20 minutes	HRD Staff
Step 2. Once approved by the HRD staff, concerned personnel shall print the applied leave application and submit the same with the request memo/letter to the Administrative Services Department (ASD)	2.1. The ASD Secretary receives and checks the completeness of the documents and transmits the same to the HR Division (HRD)	None	10 minutes	ASD Secretary
	2.2. Designated HRD staff receives, reviews the completeness of the documents, certifies the leave credit balance of concerned personnel	None	15 minutes	HRD Staff
	2.3. Designated HRD staff prepares	None	1 day	HRD Staff



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	the travel authority letter (for approval ASD-Office of the Department Manager, Office of the Assistant General Manager and Office of the General Manager) of the and OSEC briefer and transmits the documents to the ASD-Office of the Department Manager			HRD Chief
	2.4. The ASD Manager affixes initial/signature on the travel authority documents of the concerned employee	None	1 day	ASD Manager
	2.5. The ASD Secretary transmits applications to the Office of the Assistant General Manager and Office of the General Manager for approval	None	4 days	Assistant General Manager Acting General Manager
Step 3. Receive Top Management-approved documents	3.1. Upon receiving the Top Management-approved travel authority documents, the designated HRD Staff will transmit the said documents to the DA-OSEC or DA-Personnel Division for the approval of the DA Secretary	None	35 minutes	HRD Staff
Accomplish the Customer Satisfaction Feedback Form.				
Total		None	6 days, 1 hour and 20 minutes	



B. Finance Services

1. Issuance of Certificate of Payment/Remittance (HDMF, BIR, GSIS, PHILHEALTH, and other remittances) for the Current Year

Office or Division:	Finance Services Department, Accounting Division
Classification:	Simple
Type of Transaction:	Government to Government (G2G), Government to Citizen (G2C)
Who May Avail:	PFDA Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Official Letter Request	Requesting Party

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1. Submit Letter Request of Payment/Remittance to Receiving/Releasing Clerk	1.1 Check the Request Letter, stamp the date and time of receipt and forward to the Action Officer.	None	1 hour	FSD/Accounting Staff
	1.2 Check and retrieve remittance list and/or other relevant supporting documents to support preparation of the Certification	None	2 days and 4 Hours	Accounting Staff
	1.3 Prepare the Certificate of Payment/Remittances.	None	40 minutes	Accounting Staff
	1.4 Check the veracity of the Certification and sign upon verification	None	2 hours	Chief Accountant
Step 2. Claim the requested Certification and accomplish the Customer Satisfaction Feedback Form.	2.1 Release signed Certification.	None	20 minutes	Accounting Staff
Accomplish the Customer Satisfaction Feedback Form.				
Total		None	3 days	



2. Issuance of Certificate of Payment/remittances (HDMF, BIR, GSIS, PHILHEALTH, and other remittances) for the last Five (5) Years

Office or Division:	Finance Services Department, Accounting Division
Classification:	Complex
Type of Transaction:	Government to Government (G2G), Government to Citizen (G2C)
Who May Avail:	Former and Present PFDA Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Official Letter Request	Requesting Party
2. Special Power of Attorney (SPA) if with Representative	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1. Submit Letter Request of Payment/Remittance to Receiving/Releasing Clerk	1.1 Check the Request Letter, stamp the date and time of receipt and forward to the Action Officer	None	1 hour	FSD/Accounting Staff
	1.2 Check and retrieve remittance list and/or other relevant supporting documents to support preparation of the Certification	None	5 days and 4 Hours	Accounting Staff
	1.3 Prepare the Certificate of Payment/Remittances	None	40 minutes	Accounting Staff
	1.4 Check the veracity of the Certification and sign upon verification	None	1 day and 2 Hours	Chief Accountant
Step 2. Claim the requested Certification and accomplish the Customer Satisfaction Feedback Form.	2.1 Release signed Certification	None	20 minutes	Accounting Staff
Accomplish the Customer Satisfaction Feedback Form.				
Total		None	7 days	



3. Issuance of Certificate of Payment/remittances (HDMF, BIR, GSIS, PHILHEALTH, and other remittances) for more than Five (5) Years

Office or Division:	Finance Services Department, Accounting Division
Classification:	Highly Technical
Type of Transaction:	Government to Government (G2G), Government to Citizen (G2C)
Who May Avail:	Former and Present PFDA Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Official Letter Request	Requesting Party
2. Special Power of Attorney (SPA) if with Representative	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1. Submit Letter Request of Payment/Remittance to Receiving/Releasing Clerk	1.1. Check the Request Letter, stamp the date and time of receipt and forward to the Action Officer	None	1 hour	FSD/Accounting Staff
	1.2. Check and retrieve remittance list and/or other relevant supporting documents to support preparation of the Certification	None	16 days and 4 Hours	Accounting Staff
	1.3. Prepare the Certificate of Payment/Remittances	None	40 minutes	Accounting Staff
	1.4. Check the veracity of the Certification and sign upon verification	None	3 days and 2 hours	Chief Accountant
Step 2. Claim the requested Certification and accomplish the Customer Satisfaction Feedback Form.	2.1. Release signed Certification	None	20 minutes	Accounting Staff
Accomplish the Customer Satisfaction Feedback Form.				
Total		None	20 days	



C. Information Technology (IT) Services

1. Job Request Service (Network/Computer Support, Office Productivity, Information Systems Support, Procurement related Assistance and Reportorial Request)

This process sets the procedural guidelines in the provision of technical support for information and communication technology hardware and software to the Central/Head Office and Regional Fish Ports.

Office or Division:	Information Technology Division
Classification:	Simple / Complex /Highly Technical
Type of Transaction:	G2G – Government to Government
Who May Avail:	PFDA Employees, PFDA Support Units (CO) and Operating Units (RFPs)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Official Letter Request	PFDA Corporate Information System Portal - Job Request System (JRS)
a. Ticket Request	
a.1 Type of Service	
a.2 Remarks/Problem	Request from PFDA Support Units (CO) and Operating Units (RFPs)
b. Attachment or Supporting Document (if applicable)	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1. Ticket Creation and Submission - Clients/Users shall submit a service ticket request through the Job Request System (JRS)	1.1. The system (JRS) will reply through an auto-reply message immediately after the placement of a ticket request.	None	1 second	System Generated
	1.2. Ticket Acceptance - the IT service desk monitors all active service ticket request	None	1 minute	ITD Staff
	1.3. The IT service desk may categorize and prioritize based on the type of request	None	1 minute	ITD Staff

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.4. The IT service desk selects the ITD staff who will act on the request.	None	2 minutes	ITD Staff
	1.5. The assigned IT staff will review, investigate, and communicate the reported issue with the client	None	2 minutes	ITD Staff
	1.6. The IT Staff shall render necessary steps or technical assistance on the client's request, such as: - Computer hardware/Peripherals Assistance, Network devices, Internet/Network connections, and Email assistance - Servers (troubleshooting, application, and set-up configuration), Procurement related assistance, and Account registry)	None	6 hours 2 days	ITD Staff
	1.7. Once technical assistance is rendered, the ITD Staff shall close the ticket request and require the client to rate the service rendered through the JRS request list	None	3 minutes	ITD Staff
Step 2. Service Rating- The client shall rate the service or performance of the staff assigned who act on the submitted request				



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Total		None	2 days, 6 hours, 9 minutes, and 1 second	

Note: Classification and turn-around time may vary on the request/service category with regard to PFDA website and Information System Support Services (that requires minor to major enhancement activities) which may last up to seven (7) working days for complex and twenty (20) working days for highly technical.



D. Technical/Engineering Services

1. Processing of Request for Technical/Engineering Assistance

This process provides the steps in processing the request for evaluation and review/comments of Detailed Engineering Design and Project Cost Estimate of Operating Units (OUs) initiated projects.

Office or Division:	General Services Division, Technical Services Division, Assistant General Manager, General Manager
Classification:	Complex
Type of Transaction:	G2G – Government to Government
Who may avail:	Operating Units/Regional Fish Ports

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter or memo request for the evaluation of project cost estimate and Detailed Engineering Design (<i>original/ electronic copy</i>)	Requesting OUs

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1. Submit the letter/Memo request	1.1. Receive documents (whether sent via email or courier) and record mail details on logbook and encodes in the Document Tracking system (DTS) indicating the date of receipt, source, addressee, subject matter, signatory, date of communication and attachments, if any.	None	3 minutes	GSD Record Officer
	1.2. If letter/memo is addressed to TSD, forward documents to TSD. If Letter/Memo is addressed to GM/AGM, forward documents to OGM/OAGM			

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.3. Review request and give instruction		1 day	General Manager/Assistant General Manager
	1.3. Forward documents and instruction to TSD for appropriate action	None	3 minutes	General Manager/Assistant General Manager Secretary/Clerk
	1.4. Receive the documents and attachments, if any, in the logbook and Document Tracking system (DTS) and forward it to the Department Manager (DM) for information	None	3 minutes	TSD Secretary/Clerk
	1.5. Review document and instruct the secretary to forward the request with instruction to the concerned division	None	10 minutes	TSD Manager
	1.6 Review request, documents and instruction and forward them to the concerned technical staff for necessary action	None	5 minutes	Division Chief (CMD, FSD, PPED)
	1.7. Evaluate the request and prepare evaluation report and recommendation and memorandum for the TM thru or copy furnished the requesting OUs, re: comments and recommendations on the OUs request and submit to the DC	None	3.5 days	Engineers/ Architects (CMD, FSD, PPED)
	1.8. Check the report and recommendation and memorandum	None	10 minutes	Division Chief (CMD, FSD, PPED)
	1.9. Forward report and	None	3 minutes	Division Chief

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	recommendation and memorandum to the DM for further review/comments, approval and signature			(CMD, FSD, PPED)
	1.10. Affix signature to the report and initial in the memorandum and submit to the AGM/GM for approval	None	10 minutes	TSD Manager
	1.11. Forward documents to the OAGM/OGM thru Document Tracking system (DTS) and logbook	None	3 minutes	TSD Secretary/Clerk
	1.12. Receive the documents and forward to the AGM and GM	None	3 minutes	AGM/GM Secretary
	<i>Approve the documents by affixing initial/signature in the memorandum</i>	<i>None</i>	<i>2 days</i>	<i>AGM & GM</i>
	1.13. Forward the approved documents to TSD thru Document Tracking system (DTS) and logbook	None	3 minutes	GM Clerk/Secretary
	1.14. Receive documents in the logbook and DTS and forward the same to the DM for information and/or instructions	None	3 minutes	TSD Secretary/Clerk
	1.15. Forward the documents to the concerned/originating unit secures a copy for the Units file	None	3 minutes	TSD Secretary/Clerk
	1.16 Email advance copy of the signed documents to the concerned OUs	None	5 minutes	
	1.17. Receive documents in the logbook and DTS of the TSD and secure a copy for file.	None	5 minutes	



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Forward original approved documents to GSD for mailing.			
Accomplish the Customer Satisfaction Feedback Form.				
Total		NONE	6.5 days, 1 hour and 12 minutes	



E. Legal Services

1. Request for Certificate of No Pending Administrative Case

This process provides the procedure for requests for certification of no pending administrative cases in PFDA only involving its employees.

Office or Division:	Legal Division
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	All PFDA Central Office, Operating Units

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Memorandum Request for Certificate/s of No Pending Administrative Case signed by the proper authority (Unit/Department Head/Port Manager); and	Requesting Party
2. Supporting documents, if applicable.	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1. The unit concerned shall refer the Request for a Certificate of No Pending Administrative Case to the Legal Division (LD) via the Document Tracking System (DTS).	1.1. Acknowledge receipt of the Request for a Certificate of No Pending Case from the requesting PFDA Central Offices, Operating Units, or personnel through the DTS. 1.2. Check if the request is not a duplicate of an already existing request. 1.3. Record receipt of the request. 1.4. Forward the request and supporting documents, if any, to the Division Chief of the Legal Division.	None	5 minutes	Legal Assistant, Legal Division

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.5. The Division Chief assigns the request to the Attorney III, II, or I for verification of the pending administrative case.	None	1 hour	Attorney V, Legal Division
	1.6. The assigned lawyer evaluates and verifies the request and drafts the Certificate.	None	2 days	Attorney III or Attorney II or Attorney I, Legal Division
	1.7. The Division Chief reviews the Certificate and approves and signs the same.	None	4 hours	Attorney V, Legal Division
	1.8. Scan approved and signed copy of the Certificate.	None	30 minutes	Legal Assistant, Legal Division
	1.9. Update the Division Tracker, upload a scanned copy of the Certificate to the database.			
	1.10. Route the Certificate in the DTS portal.			
	1.11. Forward the approved and signed Certificate to the requesting PFDA Central Office unit/ Operating Unit/employee and record the same in the Record Logbook.			
Accomplish the Customer Satisfaction Feedback Form.				
Total		NONE	2 days, 5 hours and 35 minutes	



2. Request for Legal Opinion/Comments

This process provides the procedural guidelines as to how the Legal Division attends to the internal requests for opinion and comments pertaining to legal matters referred by the Top Management or from PFDA Central Office and Operating Units.

Office or Division:	Legal Division
Classification:	Highly Technical
Type of Transaction:	G2G – Government to Government
Who may avail:	All PFDA Central Office, Operating Units

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Memorandum Request for Legal Opinion and Comments signed by the proper authority (Unit/Department Head/Port Manager), which shall state the:	Requesting Party
a. Specific issue, matter, or query to be addressed; and	
b. Client's position, recommendation or requested action on the issue, matter, or query. (1 Original Copy)	
2. Copy/copies of the complete supporting documents to supplement the issue being raised.	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1. Submit Memorandum Request for Legal Opinion and Comments, together with the supporting attachments/ documents to supplement the issue being raised. Via Physical Submission: PFDA Central Office, Legal Division (2 nd Floor), PCA Annex Building, Elliptical Road, Diliman, Quezon City Via e-mail:	1.1. Acknowledge receipt of the documents through the Document Tracking System (DTS). 1.2. Check if the request is not a duplicate of an already existing request. 1.3. Record receipt of the request. 1.4. Forward the Memorandum and its attachments/ documents to the Division Chief of the Legal Division.	None	1 hour	Legal Assistant, Legal Division

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
legal@pfda.gov.ph	1.5. Review the Memorandum Request for Legal Opinion and assign a handling lawyer.		1 day	Attorney V, Legal Division
	1.6. Review the Memorandum Request for Legal Opinion and its supporting attachments/ documents.		3 days	Attorney III or Attorney II or Attorney I, Legal Division
	1.7. Draft Legal Opinion.		5 days	Attorney III or Attorney II or Attorney I, Legal Division
	1.8. Submit draft Memorandum Legal Opinion to Division Chief of the Legal Division for review.		30 minutes	Legal Assistant, Legal Division
	1.9. Revise the draft memorandum with the inclusion of comments/suggestions		1 day	
	1.10. Review and approve the draft Memorandum Legal Opinion.		5 days	Attorney V, Legal Division
	1.11. Return the approved Memorandum Legal Opinion to the assigned lawyer.		10 minutes	Attorney III or Attorney II or Attorney I, Legal Division
	1.12. Submit the approved Legal Opinion to the Legal Assistant.			
	1.13. Scan approved and signed copy of the Legal Opinion.		45 minutes	Legal Assistant, Legal Division
	1.14. Update the Division Tracker, upload a scanned copy of the Legal Opinion the database.			
	1.15. Route the Legal Opinion in the DTS portal.			
	1.16. Enter in the record logbook the Traceability Code and subject of the			



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Legal Opinion.			
	1.17. Forward the approved and signed Legal Opinion to the requesting PFDA Central Office units/ Operating Unit.			
Accomplish the Customer Satisfaction Feedback Form.				
Total		NONE	15 days, 2 hours and 25 minutes	



3. Request for Legal Documents and Forms

This process provides the procedural guidelines as to how the Legal Division attends to internal requests for review of legal documents from PFDA Central Office and Operating units. The review of these documents is without prejudice to application of other office policy/rules/issuances on actions to be taken on specific legal documents.

Office or Division:	Legal Division
Classification:	Highly Technical
Type of Transaction:	G2G – Government to Government
Who may avail:	All PFDA Central Office, Operating Units

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Memorandum Request for Legal Review signed by the proper authority Unit/Department Head/Port Manager) which specifically states their request for assistance in reviewing the legal document. (1 Original Copy)	Requesting Party
2. Copy of the legal document requested to be reviewed and other supporting documents, if any. (1 Photocopy or Scanned Copy if through email)	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1. Submit Memorandum Request for Legal Review through the following means: Via Physical Submission: PFDA Central Office, Legal Division (2nd Floor), PCA Annex Building, Elliptical Road, Diliman, Quezon City	1.1. Acknowledge receipt of the documents through the Document Tracking System (DTS). 1.2. Check if the request is not a duplicate of an already existing request. 1.3. Record receipt of the request.	None	1 hour	Legal Assistant, Legal Division

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Via e-mail: legal@pfda.gov.ph	1.4. Forward the Memorandum and its attachments/ documents to the Division Chief of the Legal Division.			
	1.5. Review Memorandum Request for Legal Review and assign a handling lawyer		1 day	Attorney V, Legal Division
	1.6. Review Request for Legal Review and supporting attachments/ documents.		3 days	Attorney III or Attorney II or Attorney I, Legal Division
	1.7. Draft Comment.		5 days	
	1.8. Submit draft Comment on Request for Legal Review to Division Chief of the Legal Division for review		30 minutes	Legal Assistant, Legal Division
	1.9. Review the initial draft Comment on Request for Legal Review		5 days	Attorney V, Legal Division
	1.10. Return the reviewed Comment to the assigned lawyer.		5 minutes	
	1.11. Revise the draft Comment on Request for Legal Review with the inclusion of comments/suggestions		1 day	Attorney III or Attorney II or Attorney I, Legal Division
	1.12. Submit the revised draft Comment on Request for Legal Review to Division Chief of the Legal Division for second review		1 day	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.13. Review and approve the final draft Comment on Request for Legal Review		5 minutes	Attorney V, Legal Division
	1.14. Return the approved Comment on Request for Legal Review to the assigned lawyer		5 minutes	Attorney III or Attorney II or Attorney I, Legal Division
	1.15. Submit the approved Comment on Request for Legal Review to the Legal Assistant			
	1.16. Scan approved and signed copy of the Comment.		45 minutes	Legal Assistant, Legal Division
	1.17. Update the Division Tracker, upload a scanned copy of the Comment to the database.			
	1.18. Route the Comment in the DTS portal.			
	1.19. Enter in the record logbook the Traceability Code and subject of the Comment.			
	1.20. Forward the approved and signed Comment to the requesting PFDA Central Office units/ Operating Unit.			



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Accomplish the Customer Satisfaction Feedback Form.				
Total		NONE	16 days, 2 hours and 30 minutes	



REGIONAL FISH PORTS EXTERNAL SERVICES



A. Accreditation/Clearances

1. Application for Accreditation, Permit to Conduct Business and ID

This process provides the procedure in processing the registration of all entities or persons before doing business, including those with contracts or who shall be engaging in any type of official undertaking inside PFDA fish ports and in securing accreditation certification, permit to conduct business, and IDs from the authority.

(PFDA Office Order no. 06 series of 2017, "Amended Guidelines for the Issuance of Certificate of Accreditation, Permit To Conduct Business and Identification Cards to Port Clients")

Office or Division:	Office of the Port Manager
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen, G2B – Government to Business
Who may avail:	Port Clients

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Basic Requirements:	
1. Accomplished PTCB Application form	Office of the Port Manager
2. Old PTCB ID (for renewal)	PFDA Fish Port
3. Police Clearance	Philippine National Police
4. Barangay Clearance	Barangay Hall
5. Mayor's Permit (1 copy), if without DTI & SEC Registration Certification	Employer
6. Certificate of Orientation on Port Rules and Regulations	OPM-FSEMU
Additional Requirements for Commercial FV Operator (CFV), Cargo/Passenger Vessel (CV)	
1. Commercial Fishing Vessel License (CFVL)	Bureau of Fisheries and Aquatic Resources
2. Certificate of Ownership per Vessel (New)	MARINA
3. Certificate of Philippine Registry per Vessel (Owner, New)	MARINA
4. Certificate of Vehicle Registration/Official Receipt	Land Transportation Office



Additional Requirements for Fish Broker:	
1. DTI Certificate of Registration (if Sole Proprietorship)	Department of Trade and Industry
2. SEC/CDA Registration (if Partnership or Corporation or Cooperative)	Securities and Exchange Commission
3. Business Permit/Mayor's Permit	Local Government Unit
4. Certificate of Vehicle Registration/Official Receipt	Land Transportation Office
5. Sanitary Permit	Local Government Unit

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1. Secure and fill out PTCB Application Form	1.1. Provide Application Form and checklist of requirements	None	None	OPM Staff
Step 2. Submit accomplished PTCB Application Form and requirements *if renewal old PFDA-issued ID card is required	2.1. Accept and review PTCB Application Form and requirements; check for completeness and authenticity of supporting documents * if renewal, verify client's details in the database		10 minutes	OPM Staff
Step 3. Client stays at the office client's lounge for the processing of the application	3.1. Encode/update client's details in the database; assess corresponding fees		15 minutes	OPM Staff
	3.2. Recommend approval based on evaluation		5 minutes	Division Chief of concerned division (HOD/MOD/HMOD/PMR D/PMD/AFSD/FSD)
	3.3. Approve PTCB		10 minutes	Port Manager
	3.4. Payment	Refer to Annex 2 for appropriate rates of Port Fees and Charges. Pages 88-92	5 minutes	Cashier



Step 4. Claim and sign approved PTCB Application Form	4.1. Print and release Certificate of Accreditation or Permit to Conduct Business and ID	None	5 minutes	HMOD Staff
Accomplish the Customer Satisfaction Feedback Form.				
Total			50 minutes	



B. Pier/Quay/Harbor

1. Request for Berth Allocation

This process facilitates the processing of the requests of fishing vessels to enter and berth and enable them to unload, trade and transship fish produced and convey fishing provisions inside the Fish Port.

(Board Resolution No. 79006 - "Prescribing the Rules and Regulations Governing Harbor Operations in Navotas Fishing Port and Fish Market and other Fishing Ports Owned, Established, Administered, Supervised or Maintained by the Philippine Fish Marketing Authority, Fixing Berthing and Other Fees and Charges, and for other purposes.")

1.1. Local Fishing Vessels

Office or Division:	Harbor and Market Operations Divisions
Classification:	Simple
Type of Transaction:	G2B – Government to Business (External)
Who may avail:	Fishing Vessel Operators, Shipper, Hauler

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
For Arrival and Berthing	
Basic Requirements:	
1. Permit to Conduct Business	PFDA Fish Port
2. Roll Book, Cargo Manifest (if Applicable)	Maritime Industry Authority (MARINA)
Additional Requirements for Commercial Fishing Vessels:	
1. Certificate of Ownership (1 copy)	Maritime Industry Authority (MARINA)
2. Certificate of Registry (1 copy)	Maritime Industry Authority (MARINA)
3. Commercial Fishing Vessel License (1 copy)	Bureau of Fisheries & Aquatic Resources
For Departure:	
1. Roll Book (Commercial Fishing Vessels)	MARINA / Vessel Agent/ Representative
2. Berthing Permit	One-Stop Center

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Vessel Arrival and Berthing:				
Step 1. Send a Notice of Arrival (NOA)/ Letter Request re: unloading of cargoes other than fish	1.1. Acknowledge receipt of NOA and encode in the database system	None	10 minutes	HOD Desk Officer
Step 2. Upon arrival proceed to the HOD Berthing Control Officer/Desk Officer	2.1. Direct the client to the designated berthing area		2 minutes	Harbor Master
	2.2. Check NOA and stamp notation ("ARRIVAL") in the client's roll book		2 minutes	HOD Desk Officer
	2.3. Encode vessel arrival information in the database system and issue Berthing Permit <i>Note: If the client is unable to comply a day before pre arrival notice, the Desk Officer stamps "PENALTY" on the TBF and specifies the violation of the vessel</i>		4 minutes	
Step 3. Proceed to designated berthing area				
Unloading of Fishery Products:				
Step 4. Notify the Harbor Master on duty of the conduct of fish unloading	4.1. Notify the MOD of the upcoming unloading	None	2 minutes	Harbor Master on Duty/HMOD Staff
	4.2. Assign a Market Checker to monitor the unloading activity			HMOD

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 5. Proceed with unloading of fish catch	5.1. Monitor unloading activity Trading Time: BFPC - 8pm to 8am, DFPC - 6am to 11 am; 4pm to 9pm GSFPC - 5:30am to 9pm IFPC - 2pm to 9pm LFPC - 6pm to 12 noon NFPC - 4am to 12 noon; 6pm to 2am ZFPC - 6am to 2pm		1 day	Market Checker
	5.2. Prepare the Transaction Billing Form (TBF) or Fish Unloading and Market Transaction Report (FUMTR), and assess the amount due for payment		30 minutes	Market Officer on Duty
Step 6. Pay to the cashier	6.1. Accept Payment	<i>Refer to Annex 2 for appropriate rates of Port Fees and Charges. Pages 88-92</i>	5 minutes	Fish Port Cashier
For Transshipment (FV Operator /Shipper/Hauler):				
Step 7. Notify the Harbor Master or Market Checker/Officer on duty of the conduct of fish transshipment	7.1. Record transaction at the database and prepare assessment fees	None	15 minutes	Harbor Master or Market Checker/Officer
	7.2. Issue FUMTR and/or give TBF to client for payment			
Step 8. Pay to cashier	8.1. Accept Payment	<i>Refer to Annex 2 for appropriate</i>	5 minutes	Fish Port Cashier

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		<i>rates of Port Fees and Charges. Pages 88-92</i>		
Step 9. Proceed to the HOD/MOD	9.1. Issue gate pass	None	5 minutes	Harbor/Market Desk Officer
Total			1 day, 1 hour and 20 minutes	

Note: Classification and turn-around time may vary regarding the monitoring of fish unloading activity (the activity is being conducted during daytime and nighttime fish trading and/or beyond until fish catch have totally been unloaded) which may last up to seven (7) days or complex.



1.2. Foreign Fishing Vessels

This process facilitates the processing of the requests of foreign fishing vessels to enter and berth and enable them to unload and transship fish produced and load provisions inside the Fish Port.

(FAO 199 s 2000- “Guidelines on Fish Transshipment”; FOA 267 s 2021 - “Rules and Regulations governing the landing and transshipment of fish and fishery products that have not been previously landed, and other port services in the Philippines by Foreign-Flagged fishing vessels”)

Office or Division:	Harbor and Market Operations Division of designated Ports
Classification:	Simple
Type of Transaction:	G2B – Government to Business
Who May Avail:	Transshipment Agents

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
For FV Arrival and Berthing:	
1. Certificate of Accreditation	Bureau of Fisheries and Aquatic Resources
2. Cargo Inward Manifest	Bureau of Customs
3. Free Pratique	Bureau of Quarantine
4. Crew Declaration List	Shipping Agent
For Fishing Vessel Clearance:	
1. Crew Manifest	Bureau of Immigration
2. Oath of Master / Outward Manifest	Bureau of Customs

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1. Submit Notice of Arrival to HMOD 48 hours before fishing vessels' Expected Time of Arrival (ETA)	1.1. Receive notification and logs vessel's ETA	None	2 Minutes	Harbor Master on Duty
Step 2. Upon arrival, the Boat	2.1. Stamp “ARRIVED” on Roll Book;	None	2 Minutes	Harbor Master on

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Captain berths the vessel at the designated area; and prepares for Boarding Formalities. After the conduct of Boarding Formalities, submits requirements	input Berthing Particulars in the Berthing, Repair, Unloading and Loading (BRUL); Issue Berthing Permit			Duty
Step 3. Requests Permit to Unload	3.1. Grants Permit to Unload		2 Minutes	Harbor Master on Duty
Step 4. Proceeds with Unloading of Fish Catch; Secures Shipment Clearance for Abroad and Domestic Destination.	4.1. Monitors unloading and issues Shipment Clearance for Abroad and Domestic Destination		1 day	Market Enumerator/ Harbor Officer on Duty
Step 5. Secures required permits from OSAC for items to be loaded: 1) Bunkering Permit (BOC); 2) Live Baits (BFAR) <i>* Notifies HMOD of bunkering and loading of baits and presents delivery receipts for the items delivered</i>	5.1. Approves loading activities; Issues Customs Zone Entry ID; Inputs deliveries in the BRUL	None	3 minutes	Harbor Master on Duty
Step 6. Loads provisions at the berthing area	6.1. Monitors loading activities and inputs data in the BRUL	None	1 day	Harbor Master on Duty
Step 7. Notifies HMOD of intent to depart; submits Clearance Documents from concerned OSAC Agencies: Crew Manifest (BI), Oath of Master / Outward Manifest (BOC)	7.1. Computes all port fees due and issues BRUL	None	10 minutes	Harbor Master on Duty

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 8. Pay to the Cashier	8.1. Accepts payment and issues Official Receipt	<i>Refer to Annex 2 for appropriate rates of Port Fees and Charges. Pages 88-92</i>	5 minutes	Fish Port Cashier
Step 9. Presents Official Receipt	9.1. Stamps "CLEARED" on Vessel's Roll Book	None	1 minute	Harbor Master on Duty
Total			2 days and 25 minutes	

Note: Classification and turn-around time may vary regarding the monitoring of fish unloading activity (the activity is being conducted during daytime and nighttime fish trading and/or beyond until fish catch have totally been unloaded) and loading of fishing provisions which may last up to seven (7) days or complex.



2. Request for Port Clearance

Facilitate the grant of Departure Clearance to vessels calling at the Fish Port and have completed its unloading/loading activities.

Office or Division:	Harbor and Market Operations Divisions
Classification:	Simple
Type of Transaction:	G2B – Government to Business
Who may avail:	Philippine Flag Reefer Vessel - Municipal and Commercial Fishing Vessels, Cargo and Manila-Based Vessel, and Foreign Vessel

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Phil. Flag Reefer Vessel - Municipal and Commercial Fishing Vessels, Cargo and Manila-Based Vessel:		
1. Roll Book (Commercial Fishing Vessels)		MARINA / Vessel Agent/ Representative
2. Berthing Permit		Office of the Port Manager
Foreign Vessel:		
1. Outward Forward Manifest		Bureau of Customs
2. Roll Book (Commercial Fishing Vessels)		MARINA / Vessel Agent/ Representative

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
For Conveyance: (FV Operator/Supplier)				
Step 1. Client/Vessel operator notify HOD Desk Officer of cargoes for conveyance	1.1. Record transaction at the database and assess conveyance fee. <i>Cash Transaction: issue Transaction Billing Form (TBF) to client for payment</i> <i>Credit Transaction: issue Transaction Billing Form (TBF) and issue gate pass</i>	None	15 minutes	Harbor Officer

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 2. Proceed to Cashier for the Payment	2.1. Accept Payment	<i>Refer to Annex 2 for appropriate rates of Port Fees and Charges. Pages 88-92</i>	5 minutes	Fish Port Cashier
Step 3. Loading Conveyances	3.1. Check/Verify the paid or declared conveyance	None	1 day	Harbor Officer
Step 4. Present gate pass or TBF at the exit gate	4.1. Verify/Check completeness of documents presented, if found in order allow supplier to exit		3 minutes	Toll Booth Staff
For Loading of Provision (FV Operator):				
Step 5. Notify Harbor Master on Duty for the loading of vessel provisions	5.1. Indicate in the Berthing Permit the loading activity	None	5 minutes	Harbor Master on Duty/HMOD Staff
Step 6. Load fishing provision at designated area	6.1. Monitor loading activities	None	1 day	Harbor Master on Duty/HMOD Staff
Step 7. Pay to cashier	7.1. Accept Payment	<i>Refer to Annex 2 for appropriate rates of Port Fees and Charges. Pages 88-92</i>	5 minutes	Cashier
Step 8. Secure Clearance	8.1. Stamp "Cleared" on Berthing Permit	None	1 minute	Harbor Master on Duty/HMOD Staff

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
For Departure (FV Operator):				
Step 9. Proceed to HOD Desk Officer and submit complete set of documents for vessel departure clearance	9.1. Prepare vessel assessment using the database, and issue Transaction Billing Form (TBF)	None	5minutes	HOD Desk Officer
	9.2. Check/verify the completeness of the submitted documents		5 minutes	HOD Desk Officer
Step 10. Proceed to the Cashier and present TBF and pay corresponding fee <i>*If credit transaction, proceed to the Harbor Officer and present TBF</i>	10.1. If cash transaction - receive payment and issue OR * If credit transaction - Harbor Master accept the TBF and forward to the Central Billing Unit (CBU)	<i>Refer to Annex 2 for appropriate rates of Port Fees and Charges. Pages 88-92</i>	5 minutes	Fish Port Cashier
Step 11. Return to Harbor Desk Officer and present OR as proof of payment	11.1 Once checked and verified, stamp notation ("CLEARED or DEPARTURE") in client's Roll Book, indicate OR Number and the amount paid	None	2 minutes	HOD Desk Officer/ Harbor Master
Step 12. Leave the port as scheduled				
Total			2 days and 51 minutes	

Note: Classification and turn-around time may vary regarding the monitoring of loading of fishing provisions (the activity is being conducted before fishing vessels sails for another fishing expedition) which may last up to seven (7) days or complex.



C. Market

1. Request for Overland Unloading

This is a process wherein fishery products transported by means of a delivery truck and other land vehicles are unloaded and displayed at the Market Hall of the Fish Port and a process prior to the entry of imported fishery products.

(Board Resolution No. 79005 - "Prescribing Rules and Regulations Governing Market Operations at Navotas Fish Port and Fish Market and other Ports Established, Administered or Supervised and Maintained by the Philippine Fish Marketing Authority, and for other purposes.")

Office or Division:	Market Operations Division
Classification:	Simple
Type of Transaction:	G2B - Government to Business
Who May Avail:	Overland Vehicle Owners/Frozen/Fresh Chilled: Fish Importers/Traders

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Unloading of Domestic Overland Fishery Products	
1. PFDA Certificate of Accreditation	Office of the Port Manager
2. Permit to Conduct Business	
3. PFDA Issued ID	
Additional Requirements for Unloading of Imported Frozen Fish (under FAO 259) *	
1. Filled-Out Entry Permit for Frozen Marine Products	PFDA Port
2. BFAR Import Permit	Bureau of Fisheries and Aquatic Resources
3. Bill of Lading/Airway Bill	Shipper
4. International Health Certificate	Country of Origin
5. Certificate of Origin	Country of Origin
6. Packing List	Shipper

7. Bureau of Customs Entry Declaration	Bureau of Customs
8. BFAR 1st Border Inspection Report	Bureau of Fisheries and Aquatic Resources
9. BFAR 2nd Border Inspection Report	BFAR/Bureau of Customs/PFDA
10. Permit to Conduct Business (PTCB)	One-Stop Center

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1. Unload and display fish at the fish trader's designated market bay/s	1.1. Monitor Fish Unloading	None	1 day	Fishery Market Operation Officer/Checker
	1.2. Record volume of fish unloaded using the FUMTR Form and or encode fish unloading in the database and print TBF for confirmation by the concerned broker		5 minutes	Fishery Market Operation Officer/Checker
	1.3. Conformed TBF/FUMTR endorsed to finance division		3 minutes	Fishery Market Operation Officer/Checker
Step 2. Claim FUMTR/TBF and proceed to the cashier/collector for payment	2.1. Receive payment and issue corresponding Official Receipt	<i>Refer to Annex 2 for appropriate rates of Port Fees and Charges. Pages 88-92</i>	5 minutes	Cash Clerk/Collection Officer
Total			1 day and 13 minutes	

*FAO 259 series 2018 Rules and Regulations on the Importation of Frozen Fish and Fishery/Aquatic Products for Wet Markets during Closed and Off-Fishing Seasons or during the Occurrence of Calamities.



D. Information and Communication Services

1. Processing/Handling of External Communications

Facilitate the handling and processing of all external communication from the port clients, general public and other government agencies.

Office or Division:	Office of the Port Manager
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen, G2B – Government to Business, G2B - Government to Government
Who May Avail:	Port clients and the General Public, Other Government agencies

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter or electronic mail addressed to the Port Management	Customer/Client or General Public

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1. Submit request letter, inquiry/ information, application or other concerns: •Thru mail or referred directly to OPM •Thru electronic mail	1.1 Accept the letter and attachments/ supporting documents (if any) •Stamp date received and sign receiving copy •Acknowledge receipt of email	None	5 minutes	OPM Staff
	1.2 Review letter request or feedback and refer it to the unit/division or employee concerned for comments and recommendation	None	1 hour	Port Manager/ Assistant Port Manager
	1.3 Submit report and/or recommendation (with supporting documents) and letter-reply for the	None	1 day	Division Chief/ Unit Head or Employee

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Port Manager's consideration			Concerned
	1.4 Review report and documents submitted and finalize the letter-reply	None	4 hours	OPM Staff
	1.5 Go over the report and documents submitted and approve/sign the letter-reply or give further instructions as necessary	None	4 hours	Port Manager/ Assistant Port Manager
Step 2. Receive the response letter	2.1. Send out letter-reply to the party concerned thru electronic or registered mail (depending how the letter-request was submitted)	None	5 minutes	OPM Staff
TOTAL			2 days, 1 hour and 10 minutes	

2. Processing/Handling of Request for Data and Information

This facilitates the steps in processing all the data and information requested by the clients.

Office or Division:	Philippine Fisheries Development Authority
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen, G2B – Government to Business
Who May Avail:	Port Clients, Business Establishments, Citizens

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter of request	Client
2. Any valid ID	Client

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1. Proceed to the Public Assistance and Complaints Desk <i>* Face to Face transaction</i>	1.1. Receive clients letter request and provide FOI Form	none	5 minutes	Designated Staff
Send a letter request to the official modes of communication <i>* Online transaction</i>	1.2. Received client's email and send FOI Form to client	none	10 minutes	Designated Staff
Step 2. Submit filled up form and wait for resolution/feedback	2.1. Review/assess and collect requested information/data	none	2 days	Designated Staff
Step 3. Received the requested documents	3.1. Release of document	none	5 minutes	Designated Staff
Total			2 days and 20 minutes	



REGIONAL FISH PORTS INTERNAL SERVICES



A. Administrative Services

1. Processing of Request for Personnel Records Certification

Facilitate the request of personnel records certification of the organic, non-organic and separated employees of PFDA.

Office or Division:	Administrative Services Division - Human Resource Section
Classification:	Simple
Type of Transaction:	G2G - Government to Government
Who May Avail:	Organic Employees, Job Order Personnel, Separated Employees (i.e., retired, resigned etc.)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Job Request Slip	PFDA Corporate Information System Portal - Job Request System (JRS)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1. Employee files request for Personnel Records Certification through the Job Request System (PFDA Portal)	1.1. Review the employee request	None	5 minutes	ASD Staff
	1.2. Prepare the necessary documents	None	1 day	ASD Staff
	1.3. Review and approval of the requested document	None	1 day	Chief, ASD
	1.4. Refer the requested document to the employee concerned	None	5 minutes	ASD Staff
Step 2. Employee receives the approved requested document	2.1. Note receipt of the documents	None	2 minutes	ASD Staff
Total		None	2 days and 12 minutes	



2. Processing of Application for Leave Monetization

Facilitate the processing of applications for leave monetization of PFDA organic employees.

Office or Division:	Administrative Services Division - Human Resource Section
Classification:	Highly Technical
Type of Transaction:	G2G - Government to Government
Who May Avail:	Organic Employees (Active)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
ASD Requirements:	
1. Medical Cert. (ELM)	Authorized Physician
2. Application for Leave (ALM/ELM)	PFDA Corporate Information System Portal - Online Leave and Pass Slip Application (OLAPAS)
FSD Requirements:	
1. Approved leave application with leave credit balance certified by the Human Resources Officer	
2. Request for monetization of leave covering more than ten days duly approved by the Head of Agency	
For monetization of 50 percent or more:	
1. Clinical abstract/medical procedures to be undertaken in case of health, medical and hospital needs	
2. Barangay Certification in case of need for financial assistance brought by calamities, typhoons, fire, etc.	
3. Justification on financial needs for the education of employee or children	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1. a. For employees applying for Emergency Leave Monetization				

(ELM) - Secure medical certificate from authorized physician b. For employees applying for Annual Leave Monetization (ALM) - Proceed to Step 2				
Step 2. File application for leave through the OLAPAS (PFDA Portal) for ALM or ELM Monetization	2.1. Review and verify the leave credit balance available for monetization	None	8 minutes	ASD Staff
	2.2. Approve the Application for Leave form in the portal	None	2 minutes	ASD Staff
Step 3. Employee/applicant notes the approval of the application request and print the physical copy of the AFL				
Step 4. Submit the request letter and AFL (duly signed/approved by division/unit head concerned)	4.1. Receive and review application	None	3 days	ASD Staff
	4.2. Prepare transmittal memo to Top Management referring the application	None	1 day	ASD Staff
	4.3. Review documents for approval of the application	None	4 days	HRM Officer/Chief ASD
	4.4. Approval/Signature	None	5 days	Port Manager
	4.5. Submit documents to Central Office-ASD for review and endorsement to top management	None	1 day	Liaison Officer
	4.6. Review and approval of	None	5 days	Top Management



	monetization			
	4.7. Receive the approved memo re. ALM/ELM Monetization from the Central Office	None	2 minutes	ASD Staff
Step 5. Received the signed/approved documents.	5.1. Forward to the concerned employee	None	2 minutes	ASD Staff
Total			19 days and 14 minutes	



3. Processing of Application for Retirement Benefits

This facilitates the steps in processing applications for retirement benefits of all PFDA separated employees.

Office or Division:	Administrative Services Division - Human Resource Section
Classification:	Highly Technical
Type of Transaction:	G2G - Government to Government
Who May Avail:	Separated Employee

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter Request for the said claims:	Separated Employee
1. Collective Negotiation Agreement Incentive (CNAI)	
2. Last Salary	
3. Terminal Leave Benefits (TLB)	
4. Night Differential Pay (if applicable)	
5. Bonuses (Year-end, Service Recognition Incentive, Productivity Enhancement Incentive, and other emoluments)	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1. Submit letter-request to claim emoluments	1.1. Receive the letter-request to claim emoluments	None	2 minutes	ASD Staff
	1.2. Refer to FSD re. entitlement of requestor to the requested claims	None	5 minutes	ASD Staff
	1.3. Review and verify the requested claims	None	5 days	FSD Staff
	1.4. Refer to concerned units (OPM)	None	5 minutes	ASD Staff
	1.5. Approval/ Signature	None	5 days	Port Manager/Assistant Port Manager
	1.6 Transmit letter of request to	None	7 days	General Manager,

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Central Office for review and approval of top management			Assistant General Manager, CO-ASD, CO-FSD
	1.7 Receive the approved letter request from Central Office	None	1 day	ASD Staff
Step 2. Received the signed documents.	2.1 Forward to the concerned employee	None	5 minutes	ASD Staff
Total		None	18 days and 17 minutes	



4. Processing of Request for Office Supplies

Facilitate the processing of request for office supplies of the PFDA employees.

Office or Division:	Administrative Services Department – Property and Procurement Management Division			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who May Avail:	PFDA Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Requisition and Issue Slip (RIS)		PFDA Corporate Information System Portal / Property Management System (PMS)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1. Secures and fills out RIS through the PMS indicating requested supplies.		None		Requesting unit Personnel
Step 2. Submits to the ASD-PPMS the accomplished RIS duly signed by the requesting Division Chief/Unit Head	2.1. Verifies/check the availability of requested supplies	None	30 minutes	PPMD Staff
	2.2. If supplies are available, PPMS will prepare the supplies, provide RIS number and notify the requesting unit for their availability	None	1 day	PPMD Staff
	2.3. If supplies are not available, stamp RIS with <i>"Not Available at Property Section"</i> signed by the Head/Division Chief and return the same to the requesting unit	None	1 day	PPMD Staff
Step 3. Receives and signs the RIS upon receipt of requested supplies.	3.1. Releases and issues the supplies to the requesting unit's authorized representative.	None	15 minutes	PPMD Staff
Total			2 days and 45 minutes	



5. Processing of Request for Authority to Attend Conventions (CPA, Engineers, Architects, Lawyers)

Facilitate the processing of request of PFDA organic personnel for authority to attend conventions.

Office or Division:	Human Resources Division
Classification:	Highly Technical
Type of Transaction:	G2G – Government to Government
Who May Avail:	PFDA Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter request re: attendance to a particular event.	Submitted by the requesting unit/personnel.
Attachments re: details of the desired event.	Training or Event Provider.

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1. Submit letter request to the OPM	1.1. Received letter request. 1.2. Review the request for completeness of supporting documents. 1.3. Route the request to the approving officers	None	30 minutes	HRD Staff
Step 2. Wait for Approval	2.1. Recommending approval of the request	None	3.5 days	HRD, FSD and OPM
	2.2. Endorse the request to the Central Office – Top Management	None	5 minutes	OPM Staff
	2.3. Approval of the request	None	6 days	AGM & GM
	2.4. CO route the approved and signed request to the Operating Units			CO-GSD

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.5. Once received, prepare the Special Order (SO) and coordinate with FSD for funding.	None	30 minutes	HRD and FSD Staff
	2.6. Route the SO to the approving officers			
	2.7. Recommends approval of the SO	None	3.5 days	HRD, FSD and OPM
	2.8. Endorse the SO to the Central Office - Top Management.	None	5 minutes	HRD Staff
	2.9. Approval of the SO	None	6 days	AGM & GM
	2.10 Route the approved and signed SO to the Operating Units			CO-GSD
	2.11 Upon receipt of the approved SO, inform the personnel to submit the necessary convention certificate upon completion of the training proper	None	5 minutes	HRD Staff
Step 3. Receive approved SO and attend convention				
Total		None	19 days, 1 hour and 15 minutes	



6. Processing of Application for Personal Travel Authority

Facilitate the request for the personal travel authority of the organic personnel of PFDA.

Office or Division:	Administrative Services Division - Human Resource Section
Classification:	Highly Technical
Type of Transaction:	G2G - Government to Government
Who May Avail:	Organic Personnel

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Application for Leave (AFL)	PFDA Corporate Information System Portal - Online Leave and Pass Slip Application (OLAPAS)
Letter of Request	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1. Employee files leave application in the OLAPAS	1.1. On-line review/ evaluation of leave application/s based on the employees leave credit balance.	None	15 minutes	ASD Staff
Step 2. Once validated by the HRD Staff, concerned employee shall print the AFL and submit to the HRD together with the Memo/Request Letter	2.1. Receives, review, checks the completeness of the documents and certifies the leave credit balance of concerned personnel.	None	10 minutes	HRD Staff Chief,
	2.2. Prepares the travel authority letter to the DA Sec. and transmittal memo to Top Management for approval		15 minutes	HRD Staff, Division/Unit concerned, Port Manager
	2.3. Approval of transmittal memo	None	1 day	Port Manager
	2.4. Route documents to Central Office-ASD for review and endorsement to top management	None	30 minutes	Liaison Officer
	2.5. Review and prepares	None	10 minutes	CO-AS/HRD

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	endorsement letter to the DA-Office of the Secretary			
	2.6. Affix signature to the endorsement letter	None	3 days	AGM/GM
	2.7. Review/ approved request and issue Travel Authority	None	15 days	DA-Office of the Secretary
	2.8. Receive the approved letter request and Travel Authority and forward the documents to the Operating Units concerned	None	2 minutes	CO-AS/HRD
	2.9. Received the documents and refer copy of the approved letter request and Travel Authority to the employee concerned	None	15 minutes	ASD Staff
	2.10. Note receipt of the documents and retain/file copy to employee's 201 file for future references	None	15 minutes	ASD Staff
Step 3. Employee receives the approved documents				
Total			19 days, 1 hour and 52 minutes	



B. Finance Services

1. Request for Certification of Remittances

Facilitate the request for Certification of Remittances of the PFDA Personnel.

Office or Division:	Finance Services Division
Classification:	Simple
Type of Transaction:	G2G - Government to Government
Who May Avail:	PFDA Employee

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter-Request	Concerned Personnel
Provide mailing address, contact information and name of patient and birthday (if the patient is not the member)	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1. Forwards Letter Request	1.1. Receives, logs and forwards Letter-Request to Accountant III	None	3 minutes	Accounting Clerk
	1.2. Instructs Accounting Clerk III for preparation of Certificate of Remittance	None	3 minutes	Accountant III
	1.3. Prepares Certificate of Remittance	None	1.5 days	Accounting Clerk III
	1.4. Certifies Correct against Remittance Record	None	15 minutes	Accountant III
	1.5. Affixes initial to the Certificate	None	3 minutes	Division Chief (FSD)
	1.6. Forwards Certificate of Remittance to Office of the Port Manager for signature	None	3 minutes	Accounting Clerk
	1.7. Receives and forwards Certificate of Remittance for signature to the Port Manager	None	3 minutes	OPM Staff
	1.8. Affixes signature and forwards the same to the Secretary	None	1 day	Port Manager



	1.9. Forwards Certificate of Remittance to Finance Services Division	None	3 minutes	OPM Staff
	1.10. Receives and releases Certificate of Remittance to concerned Personnel	None	3 minutes	Accounting Clerk III
Step 2. Receives Certificate of Remittance				
Total			2.5 days and 36 minutes	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback?	<ul style="list-style-type: none"> Accomplish the Feedback Survey Form in the lobby and submit to the Security Guard-on-Duty or PACD Officer of the Day or insert it in a drop box located in the lobby. Email us your feedback/issues/complaints through pid@pfda.gov.ph You may also reach us at 8-9256146 <p>Public Information Division (PID) Contact No: 02-2956139</p>
How feedbacks are processed?	The PID Staff verifies the nature of the queries and feedback within one (1) working day. The same will be referred to the concerned department/unit. Upon receiving the reply from the concerned department/unit, the client will be informed via email or phone call.
How to file a complaint?	<p>To file a complaint against the Authority, provide the following details via email:</p> <ul style="list-style-type: none"> - Full Name and contact information of the complainant - Narrative of the complaint - Evidence - Name of the person being complained <p>Send all complaints against the Authority to pid@pfda.gov.ph</p> <p>For follow-ups or queries, contact 02-89256146</p>
How complaints are processed?	<p>All complaints received against the Authority will be processed by the Public Information Division of PFDA.</p> <p>The PID browses, evaluates, and determines the complaints received daily. The PID staff shall coordinate with the concerned department/unit to answer the complaint and shall investigate, if necessary. After the concern has been addressed or after the conduct of the investigation, the PID shall create an incident report to be submitted to top management (Assistant General Manager and General Manager), for appropriate action.</p>



	<p>The PID shall give feedback to the client via email.</p> <p>For follow-ups or queries, contact 02-89256149</p>
Contact information	<p>Philippine Fisheries Development Authority ogm@pfda.gov.ph / pid@pfda.gov.ph</p> <p>Presidential Complaints Center (PCC) Contact Nos: 8888</p> <p>Contact Center ng Bayan email@contactcenterngbayan.gov.ph 0908-8816565</p>


LIST OF OFFICES

Office	Address	Contact Information
PFDA Central/Head Office	PCA Annex Bldg. Elliptical Road, Diliman Quezon City	www.pfda.gov.ph pid@pfda.gov.ph (02) 8925-6141 (02) 8925-6139
Navotas Fish Port Complex (NFPC)	North Bay Boulevard Navotas City, Metro Manila	opm_nfpc@pfda.gov.ph (02) 8281-2137
Lucena Fish Port Complex (LFPC)	Brgy. Dalahican Lucena City	opm_lfpc@pfda.gov.ph (042) 719-1314
Iloilo Fish Port Complex (IFPC)	Brgy. Tanza Baybay Iloilo City	opm_ifpc@pfda.gov.ph (033) 337-2752 (033) 335-0154
Davao Fish Port Complex (DFPC)	Brgy. Daliao, Toril District, Davao City	opm_dfpc@pfda.gov.ph (082) 291-0931 (082) 291-0752
General Santos Fish Port Complex (GSFPC)	Brgy. Tambler General Santos City South Cotabato	opm_gsfpc@pfda.gov.ph 0953-6859074 0951-4905786
Zamboanga Fish Port Complex (ZFPC)	Brgy. Sangali Zamboanga City	opm_zfpc@pfda.gov.ph (062) 955-0750
Sual Fish Port (SFP)	Brgy. Poblacion, Sual, Pangasinan	opm_sfp@pfda.gov.ph (075) 523-1112
Bulan Fish Port Complex (BFPC)	Pier 2, Zone 4 Bulan, Sorsogon	opm_bfpc@pfda.gov.ph (056) 555-2201
Camaligan Fish Port (CFP)	Zone 7, Brgy. Dugcal Camaligan, Camarines Sur	opm_cfp@pfda.gov.ph (0921) 6322493 (0992) 2854985



ANNEX 1

FEEDBACK AND REDRESS MECHANISM FORM



Republic of the Philippines
Department of Agriculture
PHILIPPINE FISHERIES DEVELOPMENT AUTHORITY

TRACEABILITY CODE: _____ Page 1 of 1

FEEDBACK AND REDRESS MECHANISM FORM

Name: _____ **Contact Number:** _____
Address: _____ **Email address:** _____

Type of feedback (encircle): Compliment Complaint Suggestion

Person(s) / Unit / Office Involved: _____

Details of client's feedback: *(Include date when the incident happened)*

Desired action from PFDA:

Signature: _____ **Date and Time:** _____

(This section is for the PFDA-Public Assistance and Complaints Desk (PACD) Officer)

Nature of Feedback

Frontline Service	Policy	System	Procedure	Attitude
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Mode of Feedback


In-person	Letter	E-mail	Suggestion Box	Telephone
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Immediate/Corrective Action Taken:


Recommendation/s

Name of Employee: _____ **Signature:** _____
Unit/Department: _____ **Date and Time Acted:** _____

Approved by:
Name of Unit Head/Manager: _____ **Signature:** _____
Unit/Department: _____ **Date and Time Approved:** _____



Management System
ISO 9001:2015



PCA Annex Building
Elliptical Road Diliman, Q.C.
Telefax. No. 8925-61-41
<https://pfda.gov.ph>



ANNEX 2

RATE OF PORT FEES AND CHARGES



NAVOTAS FISH PORT COMPLEX			
Accreditation/Clearances			
Clients	Rates (PHP) VAT Inclusive	Clients	Rates (PHP) VAT Inclusive
Accreditation Fee (One Time Payment)			
1. Informal Business		- Class B (less than 10 bañera)	168.00
P 230,000.00 and below	560.00	- Class C (less than 3 bañera)	67.20
2. Micro Enterprise		17. Fishermen	67.20
above P 230,000.00	1120.00	18. Bamboo/Scrap Materials/Coco Log/Anahaw	672.00
3. Small Enterprise		19. Banca Operator	896.00
above P 3.0 Million - Php 15.0 Million	2240.00	20. Batillo/Fish Worker	168.00
4. Medium Enterprise		21. Barge/Tanker/Tugboat/Cargo/Roro Passenger Operator	11200.00
above P 15.0 Million - Php 100.00 Million	3360.00	22. Fishing Vessel Operator (per no. of vessels)	
5. Large Enterprise		- 51 above	11200.00
Exceeding Php 100.0 M	4480.00	- 21 - 50	5600.00
Permit Conduct Business (per year)			
1. Vendor (Stationary Food Vendors and other Ambulant)	492.80	- 1 - 20	3360.00
2. Buyer and Seller (Fresh and Frozen)	3348.80	23. Fuel Supplier/Fuel Dealer Operator	5000.00
3. Fish/Frozen Supplier	3348.80	24. Fuel/ Water Hauler Operator	1500.00
4. Fish Trader/Dealer	3348.80	25. Ice Plant Operator	
5. Fish Vendor (max of 3 trucks)	3348.80	Commercial	11200.00
6. Fish Hauler (Truck/Jeep)	1344.00	Non-Commercial	5600.00
7. Fish/Ice Hauler (Tricycle/Pedicab/Pushcart)	470.40	26. Ice Supplier Operator	5600.00
8. Sack/Salt Rubber/Plastic Vendor	492.80	27. Ice Supplier	2240.00
9. Tahong Vendor	1120.00	28. Ice Dealer Operator	2240.00
10. Fraction	1120.00	29. Liquid Oxygen Supplier	5600.00
11. Ice Crusher	985.60	30. Passenger Banca Operator	67.20
12. Ice Vendor (per cart/per year)	985.60	31. Salvaging/Shipbreaking/Shipyard/Ship Repair/ Floating	11200.00
13. Cooler/Banera Operator	985.60	32. Drydock Operator	11200.00
14. Banera Handler	492.80	33. Service Contractor/Construction Materials Supplier Operator	11200.00
15. Fish Processor		34. Trucking Operator Lessee	11200.00
- Class A (more than 10 bañera)	2240.00	35. Used Oil/Waste Transporter Operator	5600.00
- Class B (less than 10 bañera)	1120.00	36. Hauler Operator	1680.00
- Class C (less than 3 bañera)	168.00	37. Water Supplier Operator	5600.00
16. Fish Buyer		38. Forklift Operator	4032.00
- Class A (more than 10 bañera)	492.80	39. Pedicab Operator/Driver	67.20
Pier/Quay/Harbor			
		40. Tricycle Operator/Driver	125.44
		41. Employee/Security Guard	168.00
Clients	Rates (PHP) VAT Inclusive	Clients	Rates (PHP) VAT Inclusive
Port Entry Fee (per GRT)			
1. Local Fishing Vessel	0.18	stick fish, (per bundle)	2.50
2. Foreign Fishing Vessel	0.07	2. Manufactured Agri products	
Berthing Fees (per day)			
1. Local Fishing Vessels		sardines, (per box)	7.00
1-10GRT	15.46	soysauce/fish sauce/bagoong, (per box)	7.00
11-100 GRT	31.58	3. Fisheries Product	
101-200	46.84	tahong/seaweeds, (per sack)	7.00
201-300	77.28	tiklis	
301-400	93.68	big, (per tiklis)	13.50
401-500	108.19	small, (per tiklis)	7.00
501-1000	154.56	bagoong drums	
1001-1500	209.65	big, (per drum)	7.00
1001-2000	247.30	small, (per container)	3.00
2001-2500	309.12	fish sauce, (per ton)	27.00
2501-3000	374.71	fish oil, (per drum)	67.00
3001-above	468.38	fish blood, (per drum)	7.00
2. Foreign Fishing Vessels	0.07	fish meal, (per tub)	2.25
Transshipment Fees			
1. Transshipment Fee	4.03/ tub	anchow (dilis bagoongin)	2.25
Wharfage fees			
1. Dried Fish		crabs, (per tub)	4.00
wooden box	7.00	shark fin, (per kg)	2.50
big sack	27.00	shark fin, (per sack)	37.00
medium box	15.00	stick fish, (per bundle)	2.50
banera 30 kls	13.50	shell, (per sack)	6.50
tiklis/carton	27.00	shell, (per sack)	30.00
Conveyance Fees			
		1. Water conveyance fee (per ton)	7.00
		2. Ice conveyance fee (per block)	1.50
Market Fees			
1. Unloading Fee (per tub)			
- On Quayside	3.08	- Overland	2.24
- Off Quayside	2.24	- Imported Frozen Fish	3.36

LUCENA FISH PORT COMPLEX			
Accreditation/Clearances			
Clients	Rates (PHP) VAT Inclusive	Clients	Rates (PHP) VAT Inclusive
1. Fish Broker	2,400.00	- Transient	2,000.00
2. Fish Viajero(Dealer/Trader)		14. Water Supplier/Dealer	500.00
- Class A (4-wheeler and above)	375.00	15. STF Area User/Box Owner	500.00
- Class B (Tricycle)	250.00	16. Chest Box Fabricator	500.00
- Class C (Single Motorcycle)	150.00	17. Jeepney Operator	300.00
3. Fish Supplier(Producer)		18. Tricycle Operator	200.00
- Class A (4-wheeler and above)	300.00	19. Pedicab Operator	50.00
- Class B (Tricycle)	200.00	20. Commercial Fishing Vessel Operator	
- Class C (Single Motorcycle)	100.00	03.00 - 10 GRT	100.00
4. Fish Retailer	250.00	10.01 - 20 GRT	200.00
5. Fish Buyer-Seller	250.00	20.01 - 30 GRT	300.00
6. Roving / Ambulant Vendor	250.00	30.01 - 40 GRT	400.00
7. Food Stall / Eatery Owner	500.00	40.01 - 50 GRT	500.00
8. Fast Food Owner	1,500.00	50.01 above	600.00
9. Ice Producer/Supplier	2,000.00	21. Municipal Fishing Banca Operator	100.00
10. Ice Crusher/ Ice Stall Owner	500.00	22. CISO Shipyard Operator / Lesse	5,000.00
11. Ice Retailer		23. Project Contractor	5,000.00
- Class A (4-wheeler and above)	500.00	24. Sub-Contractor	3500/3000
- Class B (Tricycle)	375.00	25. Softdrink/Bottled Drinking Water Dealer/Distributor	1500/1000 /500
- Class C (Single Motorcycle)	250.00	26. Grocery Product Dealer/Delivery	1000/500
12. Cold Storage User	375.00	27. Broker Personnel / Staff / Helper / Driver / VesselCrew / Labor /Fish Handler / Batillo	N/A
13. Fuel Supplier/Dealer		28. ID fee	120.00
- With existing facility	2,500.00		
Pier/Quay/Harbor			
Clients	Rates (PHP) VAT Inclusive	Clients	Rates (PHP) VAT Inclusive
1. Port Entry GRT. (per day)	1.20 x GRT	3. Banca Berthing Fee. (per day)	
2. Berthing Fee. (per day)		Small Banca	10.00
GRT - 3.0 and below	13.44	5. Transshipment	6.72
GRT - 3.01 - 20	53.76	Conveyance Fees	
GRT - 20.01 - 50	67.2	1. Fuel Conveyance. (per liter)	0.20
GRT - 50.01 - 100	80.64	2. Ice Conveyance. (per block)	13.44
GRT - 100.01 and above	1.00 x GRT	3. Water Conveyance. (per ton)	24.19
Market Fees			
Clients	Rates (PHP) VAT Inclusive	Clients	Rates (PHP) VAT Inclusive
1. Unloading Fee (Styroopor box)	6.72	3. Fish Retailer Fee	
2. Fish Dealer's Fee		- per half-stall/day	70.00
- Styroopor box/tub	6.00	- per stall/day	140.00
- pail	3.60		

ILOILO FISH PORT COMPLEX			
Accreditation/Clearances			
Clients	Rates (PHP) VAT Exclusive	Clients	Rates (PHP) VAT Exclusive
Accreditation Fee			
1. Ice/Water/Fuel Supplier	1,500.00	Above 40 GRT up to 50 GRT	600.00
2. Locator/Processing Plant/Fuel Depot, etc.	1,500.00	Above 50 GRT	700.00
3. Fish Buyer/Seller and Fish Broker	500.00	8. I.D. Card	100.00 inclusive of VAT
4. Fish Supplier, Fish Viajero, Client's Customers	400.00		
5. Fish Retailer, Fish Hauler, and Food/Ice Vendor	300.00	Permit to Conduct Business	
6. Fishing Boat Operators	1,000.00	1. Plant/Fuel Depot	1,500.00
7. Vessel/Boat		2. Fishing Boat Operators & Cold Storage Users	1,000.00
10 GRT & below	150.00	3. Fish Buyer/Seller and Fish Broker	500.00
Above 10 GRT up to 20 GRT	250.00	4. Fish Supplier, Fish Viajero, Client's Customers	400.00
Above 20 GRT up to 30 GRT	400.00	5. Fish Retailer, Fish Hauler, and Food/Ice Vendor	300.00
Above 30 GRT up to 40 GRT	500.00		
Pier/Quay/Harbor Fees			
Clients	Rates (PHP) VAT Exclusive	Clients	Rates (PHP) VAT Exclusive
Port Entry Fee			
1. Domestic Vessel. (per grt)	1.25	12. Livestock. (per head)	
2. Foreign Vessel. (per grt)	\$ 0.15	- Cow/Carabao	40.00
Berthing Fee			
Domestic Vessel		- Hog/Goat	25.00
1. 1-10 grt. (per day)	50.00	- Chicken/Fowl (for personal consumption)	5.00
2. 11-100 grt. (per day)	70.00	- Chicken/Fowl (for processing). (per truckload)	250.00
3. Above 100 grt. (per day/grt)	0.80	13. Bamboo. (per pole)	3.00
4. Foreign Vessel. (per day/grt)	\$ 0.10	14. Dried Fish/Gulaman. (per sack or tiklis)	15.00
Transshipment Fee			
1. Transshipment Fee. (per tub)	5.00	15. Construction Equipment. (per unit)	
Wharfage Fee			
1. Charcoal. (per sack)	5.00	- Bulldozer/Grader/Transit Mixer	1000.00
2. Construction Materials. (per truckload)	250.00	- Road Roller/Payloader/Backhoe	1000.00
3. Sand & Gravel. (per truckload)	250.00	- Forklift/Dumptruck/Crane	1000.00
4. Scrap Materials. (per truckload)	450.00	- Container Van (20 footer)	1000.00
5. Softdrinks. (per case)	3.00	- Container Van (40 footer)	2000.00
6. Beer. (per case)	5.00	- Trailer Truck (18 wheeler)	1500.00
7. Gas Cylinder. (per cylinder)		- Concrete Mixer (bagger mixer)	250.00
- Small	5.00	- Other Small Equipment	250.00
- Big	8.00	- Car/Service Vehicle/Small Compactor	500.00
8. Sugar/Rice/Fertilizer. (per sack)	8.00	Conveyance Fee	
9. Biscuits/Sardines/other Commercial Products. (per can or carton)	8.00	1. Net Repair Fee. (per day)	250.00
10. Cement. (per bag)	5.00	2. Fuel Conveyance Fee	0.5% of the landed cost
11. Truck Load (any materials/products, except scrap materials) . (per truckload)	250.00	3. Ice Conveyance Fee. (per block)	1.00
Market Fees			
Clients	Rates (PHP) VAT Exclusive	Clients	Rates (PHP) VAT Exclusive
1. Unloading Fee/Market Fee. (per tub)	5.00	4. Water Conveyance Fee. (per cu.m)	5.00
2. Buyer/Seller Fee. (per day)	35.00	Loading and Unloading	
3. Fish Traders Fee. (per tub)	2.00	1. Loading/Unloading of Fish Net. (per truckload)	250.00



DAVAO FISH PORT COMPLEX					
Accreditation/Clearances Fees					
Clients	Permit to Conduct Business Fee	Accreditation Fee	Clients	Permit to Conduct Business Fee	Accreditation Fee
1. Foreign Vessel Accreditation Fee	2,800.00	3,500.00	Packaging Material Supplier	500.00	500.00
2. Company			Ice Supplier	500.00	500.00
Davseatic Enterprise Co., Inc.	1,000.00	1,000.00	Fish Supplier	500.00	500.00
Far East Seafood Inc.	1,000.00	1,000.00	Service Provider Company	500.00	500.00
Hai-Ma Aquatic	1,000.00	1,000.00	Cargo Handler / Hauler	800.00	800.00
Huong Buan	1,000.00	1,000.00	Chandlers	500.00	500.00
Hwa-Kuo Marine	1,000.00	1,000.00	6. Employees		
Just World	1,000.00	1,000.00	Owner / President	500.00	600.00
Mang Inasal	1,000.00	1,000.00	Manager	500.00	600.00
Polar Bear Freezing Corp.	1,000.00	1,000.00	Foreign National Employee	500.00	800.00
Sanko Pacific	1,000.00	1,000.00	Supervisor	400.00	400.00
World Y's	1,000.00	1,000.00	Accountant	400.00	400.00
3. Boat Operators			Classifier	400.00	500.00
Fishing Boat	700.00	700.00	Employee / Office Worker (Regular)	200.00	200.00
Pump Boat	300.00	400.00	Security Guard / Watchman	200.00	200.00
4. Fish Buyer			Driver	200.00	200.00
Fish Buyer LC (Local Fish)	300.00	300.00	Laborer / Worker	150.00	150.00
Fish Buyer FM (Fish Monger/Balde-Balde)	150.00	150.00	Processing / Production Crew	150.00	150.00
Fish Buyer PR (Processed/Residue)	500.00	600.00	Canteen / Fish Buyer Helper	150.00	150.00
Fish Buyer WT (Whole Tuna/Direct Buyer)	700.00	1000.00	Fisherman	85.00	85.00
Fish Buyer JT (Jambolero)	600.00	600.00	7. Vendors		
5. Suppliers			Food Vendor	500.00	500.00
Fuel Supplier	1250.00	1250.00	Ambulant Vendor	400.00	400.00
Baits Supplier	800.00	1000.00	Pearl Vendor (Badjao only)	80.00	80.00
Pier/Quay/Harbor Fees					
Clients	Rates (PHP)		Clients	Rates (PHP)	
Entry & Berthing by Foreign Vessels, (per day)			4. Engines, (per unit)		
Below 50 GRT	\$28.00		For Banca	10.00	
51 GRT – 74.99 GRT	\$29.00		For Vessels:		
75 GRT – 100 GRT	\$30.00		Local	15.00	
101 GRT Above	\$32.00		Foreign	25.00	
Port Entry Fee- Local Vessels, (per day)			5. Banca / Vessel Accessories		
For vessels up to 100 GT	1.00		Rope, (per roll)	10.00	
For vessels over 100 GT	2.00		6. Fish Aggregating Device (per pc)		
Berthing Fee- Local Vessels			Bamboo / PVC Pipes	2.00	
1 to 5 GT	15.00		Steel Buoy	15.00	
6 to 50 GT	45.00		Payao Sinker	10.00	
50 to 100 GT, (per grt/day)	2.00		Conveyance Fee		
Over 100 GT, (per grt/day)	2.50		1. Fuel Conveyance, (per liter)		
Transshipment Fee			Local	0.30	
1. Transshipment fee, (per kg)	0.70		Foreign	0.35	
Wharfage Fee			2. Ice Conveyance, (per block)		
1. Food Items			Local	13.00	
Live Baits, (per pc)	0.17		Foreign	19.00	
Frozen Baits, (per 10kg or box)	5.00		3. Water Conveyance, (per cu.m)	15.00	
			Departure Clearance Fee	112.00	
Market Fees					
Clients	Rates (PHP)		Clients	Rates (PHP)	
1. Unloading Fee, (per kg)			2. Buyer/Seller Fee, (per kg)		
- Local Vessels	0.17		- Foreign Offload		
- Foreign Vessels	0.70		Night time	0.6	
- Overland (Processing, Trading)			Day time	0.55	
Local	0.50		- Local Offload	0.15	
Foreign	0.60				

GENERAL SANTOS FISH PORT COMPLEX			
Accreditation/Clearances Fees			
Clients	Rates (PHP) (NAT Exclusive)	Clients	Rates (PHP) (NAT Exclusive)
*Rates are inclusive of permit fee and id issuance fee			
Long Term IDs		18. MFIN- Financier Medium	568.00
1. Laborer	232.00	19. MJAM- Jamboler Medium	568.00
Sorter	232.00	20. MD- Dispatcher Medium	568.00
Icer	232.00	21. BSB- Buyer Big	792.00
Helper	232.00	22. BSUP- Supplier Big	792.00
Convoy	232.00	23. BFIN- Financier Big	792.00
2. Driver	232.00	24. BJAM- Jamboler Big	792.00
Checker	232.00	25. BD- Dispatcher Big	792.00
Employee	232.00	26. Scaler Small	456.00
Collector	232.00	27. Owner Small	456.00
Weighter	232.00	28. Representative Small	456.00
Recorder	232.00	29. Scaler Medium	904.00
Production Supervisor	232.00	30. Owner Medium	904.00
Marketing Staff	232.00	31. Representative Medium	904.00
Accounting Staff	232.00	32. Scaler Big	1240.00
QA Inspector etc...	232.00	33. Owner Big	1240.00
3. CCLAS- Company Classifier	232.00	34. Representative Big	1240.00
4. PW- Production Worker	232.00	35. Fisherman	75.00
5. VB- Boat Service, Small Supplier	456.00	36. Boat Captain	75.00
6. SMB- Buyer Seller	344.00	37. Boat Engineer etc...	75.00
7. SSUP- Supplier Small	344.00	38. Boat Operator	75.00
8. SFIN- Financier Small	344.00	39. Boat Owner Small	400.00
9. SD- Dispatcher Small	344.00	40. Boat Owner Medium	568.00
10. DFT- Dried Fish Trader	344.00	41. Boat Owner Big	1000.00
11. TSER- Trucking Services	344.00	42. On-the-Job	50.00
12. TO- Topdown Operator	344.00	43. Janitor	50.00
13. FS- Food Seller	344.00	44. Helper (food court)	120.00
14. SMD- Single Motor Driver	344.00	Short Term (Temporary Pass)	
15. TRQ- Tricycle Operator	344.00	1. 1 week below	50.00
16. MSB- Buyer Medium	568.00	2. More than 1 week to 1 month	120.00
17. MSUP- Supplier Medium	568.00	3. More than 1 month	120.00
Pier/Quay/Harbor			
Clients	Rates (NAT Exclusive)	Clients	Rates (NAT Exclusive)
Port Entry Fee (per GRT)		Wharfage fee	
1. Local Fishing Vessel	1.00	1. Fishery products (per kg, bulad, etc, min. of P5.00/payment)	0.12
2. Foreign Fishing Vessel	\$0.10	2. Fish Net, (per unit)	100.00
Berthing Fees (per day)		3. Bouy Weight, (per piece)	5.00
1. Local Fishing Vessels		8. Ropes, (per roll)	10.00
a. 1-5 GRT	20.00	9. Floating Buoy, (per piece)	10.00
b. 5.01- 30 GRT	35.00	Conveyance Fee	
c. 30.01- 100 GRT	50.00	1. Ice Conveyance Fee, (per block)	5.00
d. Over 100 GRT (per GRT/day)	1.00	2. Fuel Conveyance Fee	1 % of retail price + 12% VAT
2. Foreign Fishing Vessels	\$0.05		
Market Fees			
Clients	Rates (NAT Exclusive)	Clients	Rates (NAT Exclusive)
1. Unloading Fee, (per kg)		2. Buyer/Seller Fee, (per kg)	0.10/ kgs
a. Fresh	0.10	3. Market Fee, (per kg)	0.10/ kgs
b. Frozen	0.04		



ZAMBOANGA FISH PORT COMPLEX			
Accreditation/Clearances Fees			
Clients	Rates (PHP) VAT Exclusive	Clients	Rates (PHP) VAT Exclusive
1. Pedicab Driver	57.00	f. Above 50 GRT	675.00
2. Fish Broker	1685.00	15. Municipal Fishing banca, (per banca)	
3. Broker's Personnel	57.00	- Below 3.00 GRT	114.00
4. Batillo/Labor/ Fish Handler	30.00	16. Common Carrier Commercial Cargo &	3.36
5. Fish Viajero/Dealer		17. Cargo Handler/Arrastre (Operator/Personnel) (per company)	3360.00
a. Trader Class A	337.00	18. Fuel Supplier	
Class B	225.00	- Within Existing Facility	2240.00
Class C	115.00	- Transient	2240.00
Helper / Driver	57.00	19. Water Supplier/Dealer	560.00
6. Fish Supplier/Producer		20. Regular Cargo Hauler/Truck	
Class A	338.00	a. 8 - 10 wheeler, (per unit)	395.00
Class B	226.00	b. 6 wheeler, (per unit)	285.00
Class C	115.00	c. 4 wheeler, (per unit)	226.00
Helper / Driver	57.00	21. Ice Producer/Supplier	2240.00
7. Fish Retailer	170.00	22. Ice Retailer	
- Helper	57.00	a. Class A	565.00
8. Fish Buyer-Seller	170.00	b. Class B	340.00
- Helper	57.00	c. Class C	226.00
9. Dried Fish Vendor	170.00	23. Ice Stall Owner/Crusher	565.00
- Helper	57.00	24. -5° Cold Storage User	
10. Smoked Fish Vendor	170.00	a. Class A	338.00
- Helper	57.00	b. Class B	226.00
11. Fast Food Owner	225.00	25. STF Area Use/Box Owner	226.00
12. Fast Food Personnel	57.00	26. Chest Box Fabricator	285.00
13. Food Vendor		27. Tricycle, (per unit)	226.00
a. Food Stall/Eatery Owner	170.00	28. Pedicab, (per unit)	114.00
b. Biscuits/Fruit Stand Owner	170.00	29. Jeepney, (per unit)	226.00
c. Roving/Ambulant Vendor	170.00	30. Oil Miller, (per unit)	340.00
d. Helper	57.00	31. Hulbot Operator	226.00
14. Commercial Fishing Vessel (per vessel)		32. Fish Net Mender (Laborer)	30.00
a. 03.1 - 10 GRT	115.00	33. Fish Net Mender (Maestro)	170.00
b. 11 - 20 GRT	226.00	34. Numerical IDs	30.00
c. 21 - 30 GRT	338.00	35. Office Manager	170.00
d. 31 - 40 GRT	450.00	36. Production Worker	30.00
e. 41 - 50 GRT	565.00	37. Production Worker (Canning)	30.00
Pier/Quay/Harbor Fees			
Clients	Rates (VAT Exclusive)	Clients	Rates (VAT Exclusive)
Port Entry Fee (per GRT)		Transshipment Fee	
1. Local Fishing Vessel	2.00	1. Transshipment Fee	7.00
2. Foreign Fishing Vessel	\$0.20	Wharfage fee	
Berthing Fees (per day)		1. Local Fishing Vessel, (per MT)	22.00
1. Berthing Fee		2. Foreign Fishing Vessel	
Local Fishing Vessel		i. Import, (per MT)	80.00
i. Small/Mini Hulbot	25.00	ii. Export, (per MT)	60.00
ii. 1 - 5 GRT	70.00	3. Fishery Products box (Ave. 25 kgs)	7.00
iii. 6 - 100 GRT	80.00	Conveyance Fee	
iv. Over 100 GRT	0.80	1. Fuel Conveyance Fee (landed cost)	0.01
Foreign Vessels	\$0.10	2. Ice Conveyance Fee, (per block-135kgs)	20.00
2. Anchorage Fee (F/B)	50% of BF	3. Water Conveyance Fee, (per ton)	25.00
3. Port Usage Fee (per contract)	77,792.40 (w/ escalation)		
Market Fees			
Clients	Rates (PHP) VAT Exclusive		
1. Market Fees, (per tub or banera)	7.00		
2. Unloading Fee, (per tub or banera)	7.00		
3. Buyer-Seller Fee, (per tub or banera)	7.00		

SUAL FISH PORT			
Accreditation/Clearances Fees			
Clients	Rates (VAT Exclusive)	Clients	Rates (VAT Exclusive)
Accreditation		3. Ambulant Vendor	50.00
1. Proprietor	500.00	4. Fisherman / Vessel Crew	50.00
Permit to Conduct Business, (per year)		5. Fish Buyer/Seller	250.00
1. Proprietor	250.00	6. Fishing Vessel Operator	
2. Labor	50.00	- No. of Vessel 1-20	3000.00
Pier/Quay/Harbor			
Clients	Rates (VAT Exclusive)	Clients	Rates (VAT Exclusive)
Port Entry Fee (per GRT)		4. Anchorage Fee (Foreign Vessel)	0.02 x grt x \$ 1 (dollar) (vat)
1. Local Fishing Vessel	1.65/ GRT	Transshipment Fee	
2. Foreign Fishing Vessel	\$1.10	/tub (35kgs./tub)	4.00
Berthing Fees, (per day)		/box (25kgs./box)	2.50
1. Municipal Fishing Boat		Wharfage Fee /board foot	
Below 3 GRT	5.50	1. Feeds, (per sack)	1.25
2. Fishing Vessel		Conveyance Fees	
3 - 10 grt	23.10	1. Ice, (per block)	16.00
10 - 30 grt	68.20	2. Fuel, (per liter)	0.20
30 - above grt	2.75	3. Water, (per cu.m)	25.00
3. Cargo Vessel			
Local Vessel	1.10		
Foreign Vessel, (per day)	\$0.55		
Market Fees			
Clients	Rates (PHP) VAT Exclusive		
1. Buyer/Seller Fee			
/box(30 kgs.)	30.00		
/kilo	1.00		

BULAN FISH PORT COMPLEX			
Accreditation/Clearances			
Clients	Rates (PHP) VAT Exclusive	Clients	Rates (PHP) VAT Exclusive
1. Ambulant Vendor	50.00	15. Fishermen	25.00
2. Batillo/Laborer	50.00	16. Food Stall Holders	1000.00
3. Commercial Fishing Vessel - Boat Captain	200.00	17. Ice Dealers/Crushers	500.00
4. Commercial Fishing Vessel Operator	1500.00	18. Ice Plan Operators	1000.00
5. Commercial Vessel Operator	1500.00	19. Pedicab Driver	30.00
6. Municipal Fishing Vessel Operator	300.00	20. Personnel	100.00
7. Driver	100.00	21. Project Contractor	1200.00
8. Fish Broker		22. Single Motor Driver	20.00
- Small	1000.00	23. Transshiper/Trucker/Operator	560.00
- Medium	1000.00	24. Vehicles	
- Large	1000.00	-Single Motor	20.00
9. Fish Buyer (Buying Station)	1000.00	-Pedicabs	30.00
10. Fish Buyer/Seller	200.00	-Tricycle	50.00
11. Fish Buyer/Viajero		-Elf	75.00
- Small	1000.00	-Truck Forward	150.00
- Medium	1000.00	-Ten Wheeler	300.00
- Large	1000.00	-Trailer Truck	450.00
12. Fish Delivery/Transportation Operator	1000.00	25. Vessel Crew	25.00
13. Fish Supplier/Producer	500.00	26. Water Supplier	700.00
14. Fish Trader	1000.00		
Pier/Quay/Harbor Fees			
Clients	Rates (PHP)	Clients	Rates (PHP)
Wharfage Fees			
1. Balao Bundle	1.00	4. Dried Fish	3.50
2. Banera Warehouse	1.00	5. Feeds (Bag)	2.00
3. Canned Fish (Box)	2.00	6. Market Stall	1.00
Market Fees			
Clients	Rates (PHP)	Clients	Rates (PHP)
1. Buyer/Seller		2. Market Fees	
-Kilogram	0.10	-Kilogram	0.10
-Tubs	5.00	-Tubs	5.00
-Tons	30.00	-Tons	30.00
-Pail	2.00	-Pail	2.00
-Box	3.50	-Box	3.50

CAMALIGAN FISH PORT			
Accreditation/Clearances Fees			
Clients	Rates (PHP) VAT Inclusive	Clients	Rates (PHP) VAT Inclusive
1. Business	1,120.00	4. Laborer	56.00
2. Personnel	112.00	5. Ambivalent Vendor	56.00
3. Driver	112.00	ID Fee	100.00
Pier/Quay/Harbor			
Clients	Rates (PHP) VAT Inclusive	Clients	Rates (PHP) VAT Inclusive
Berthing Fees, (per day)		Conveyance Fees	
1. 1-50 Gross Tonnage,	10.00	1. Ice Conveyance Fee	
	10.00 note: Plus 1.00/GT (in excess of 50GT) per day		
2. Above 50 Gross Tonnage		- per dack	1.50
Transshipment Fee, (per tub)	2.00	- per block	5.00
Market Fees			
Clients	Rates (PHP)	Clients	Rates (PHP)
Unloading Fee (per tub)		2.00	



END