

# Citizen's Charter



**Department of Trade and Industry**





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## VISION

We are committed to bring the Philippines to its rightful place in the family of nations, proud, and free.

With business, we are an active and leading partner in propelling the Philippines toward a dynamic and thriving economy. Our success is anchored on global competitiveness, with social responsibility and consumer welfare as our guiding principles.

We are committed to bring a showcase of excellence in public service. Our employees are our most valuable resources. We foster an environment where their creativity, innovation, professional and personal growth find full expression in an organization that is united in purpose and action.

In all these we adhere strictly to the tenets of professionalism, integrity, and transparency.

## MISSION

We, the DTI family, are committed to create an environment conducive to sustainable industrial growth and development that generates jobs in globally competitive industries especially in the countryside.

In pursuit of this commitment, we serve as the catalytic link among business, consumers, and other government agencies. We shall adopt sound trade and industrial policies. We shall provide timely and world-class services that answer our clients' business needs for marketing, production, and human resources development. We shall safeguard consumer welfare.

In the same way we relate with our clients, so shall we relate with each other as we promote an internal environment that fosters professional growth.

In the attainment of this mission and for love of country, we bind ourselves to the highest standards of competence, integrity, and dedication.





## DTI FRONTLINE SERVICES







BOARD OF INVESTMENTS (BOI)

## ACCREDITATION UNDER REPUBLIC ACT (RA) NO. 8502, OTHERWISE KNOWN AS THE JEWELRY INDUSTRY DEVELOPMENT ACT OF 1998

### DESCRIPTION OF SERVICE

Processing of applications for the issuance of Certificate of Accreditation under RA No. 8502 involves the determination of the eligibility of: first, applicant jewelry enterprise for the incentives provided under the law; and second, applicant jewelry association for the endorsement of its members for accreditation under the law.

The Certificate of Accreditation shall be valid for one (1) year and renewable thereafter upon compliance with the requirements set under the Implementing Rules and Regulations (IRR).

### CLIENTS

Enterprises and associations engaged in any aspect involved in the manufacture of jewelry, which includes, among others:

- Manufacture of fine jewelry;
- Manufacture of imitation jewelry;
- Cutting and polishing, forming of precious stones, or producing imitations thereof;
- Pearl farming, pearl culturing, and the production of imitation pearls;
- Refining and/or forming of precious metals and/or imitations of precious metals, manufacture of articles made of precious metals utilizing goldsmithing and/or silvermithing techniques, manufacture and/or processing of other raw materials and parts used in the manufacture of jewelry; and
- Activities in support of qualified jewelry enterprise, such as electroplating, precious stone appraisal and certification, assaying and refining, and subcontracting to another qualified jewelry enterprise

### REQUIREMENTS

*For new enterprise (submitted in two sets)*

1. Accomplished, signed and duly notarized application for accreditation [Form RA8502-1, available at the Project Evaluation and Registration Department (PERD)]
2. Annual business plan indicating the proposed importation and local acquisition of raw materials, supplies, machinery and equipment, tools and spare parts, as well as the projected production and sales covering its year of accreditation
3. Location map and plant layout for each place of production
4. Certificate of Registration with the Bureau of Internal Revenue (BIR)
5. Certificate of Accreditation as Importer issued by the Customs Accreditation Secretariat (CAS) of the Bureau of Customs (BOC)
6. Mayor's Permit or City/Municipal Business Permit
7. Endorsement from a duly accredited jewelry association certifying membership of good standing
8. Sworn statement that the enterprise shall exclusively use the raw materials, supplies, machinery and equipment, and tools and spare parts acquired with incentives under RA No. 8502 for jewelry manufacturing
9. For newly-formed enterprise: Duly notarized certification by the enterprise of its total assets; For existing enterprise: Income Tax Return (ITR) duly filed with the BIR together with the attached Audited Financial Statement (AFS)
10. For single proprietorship: Business Name (BN) Registration with the Department of Trade and Industry (DTI); For partnership, corporation and organization: Registration with the Securities and Exchange Commission (SEC) and Articles of Incorporation and By-Laws; For cooperative: Registration with the Cooperative Development Authority (CDA)



***For new association – (submitted in two sets)***

1. Accomplished, signed, and duly notarized application for accreditation (Form RA 8502-2, available at the PERD)
2. List of active members including their contact person, office and plant addresses, and telephone and fax numbers
3. Annual Information Return duly filed with the BIR, including attachments, if any
4. Accomplishment/Annual Report for the past one (1) or three (3) years, for member and non-member of the Confederation of Philippine Jewelers, Inc., respectively, indicating activities, programs and projects

***Renewal for enterprise – (submitted in two sets)***

1. Application for accreditation and all supporting documents applicable to “new” accreditation except the last item
2. Annual Report on Actual Operations ending calendar or fiscal year, whichever is applicable (BOI Form S-1, available at the PERD)
3. Original copy of the Import Incentives Availment Report indicating importations made with incentives during the previous year

***Renewal for association – (submitted in two sets)***

1. Application for accreditation and all supporting documents applicable to “new” accreditation except the last item
2. Accomplishment/Annual Report for the previous year indicating its activities, programs, and projects

**SCHEDULE OF AVAILABILITY OF SERVICE**

Monday to Friday, 8:00AM to 5:00PM

**ADDRESS AND CONTACT INFORMATION**

**BOARD OF INVESTMENTS**

Project Evaluation and Registration Department  
3/F, Industry and Investments Bldg.,  
385 Sen. Gil J. Puyat Ave., Makati City  
Direct Line: (+632) 895.3997  
Trunk Line: (+632) 897.6682 (local 228)  
Telefax: (+632) 895.3997  
Email: [dibagaporo@boi.gov.ph](mailto:dibagaporo@boi.gov.ph)  
[www.boi.gov.ph](http://www.boi.gov.ph)

**FEES**

Classification	Total Assets (including loan, except cost of land)	New	Renewal
Micro Enterprise	Not exceeding P3 Million	P 1,500	P 750
Small Enterprise	Exceeding P3 Million but not over P15 Million	3,000	1,500
Medium Enterprise	Exceeding P15 Million but not over P100 Million	4,500	2,250
Large Enterprise	Exceeding P100 Million	6,000	3,000
		1,500	750

**TOTAL PROCESSING TIME**

10 working days from date of official filing/acceptance of complete application

## HOW TO AVAIL OF THE SERVICE

Step No.	Applicant/Client's Step	Agency's Action	Duration of the Action	Person in-charge	Office Location
1	Submit application for accreditation and complete set of supporting documents.	<ol style="list-style-type: none"> <li>1. Check application for completeness/ consistency of documents and information.</li> <li>2. If complete, issue Order of Payment.</li> </ol>	2 working days	Staff/PERD	3F Industry and Investments Bldg., 385 Sen. Gil J. Puyat Ave., Makati City
2	Pay filing (accreditation) fee upon presentation of Order of Payment.	Receive payment and issue official receipt (OR).	10 working days	Cashier/Logistical Services Division	2F Industry and Investments Bldg., 385 Sen. Gil J. Puyat Ave., Makati City
3	Present application (two sets) with the OR (original and two photocopies).	<ol style="list-style-type: none"> <li>1. Check if photocopies of the OR are faithful reproduction of the original then attach a photocopy to each of the two sets of application leaving the original to the applicant.</li> <li>2. Stamp or write "For Official Acceptance" on both sets of the application.</li> <li>3. Assign and write application number on both sets of the application.</li> <li>4. Print name and affix signature, and indicate date and time on both sets of the application.</li> <li>5. Return application to the applicant for official filing.</li> </ol>		Staff/PERD	3F Industry and Investments Bldg., 385 Sen. Gil J. Puyat Ave., Makati City
4	Officially file application.	<ol style="list-style-type: none"> <li>1. Officially accept application using the digital stamp indicating the date and time of receipt.</li> <li>2. Affix signature of officer responsible.</li> <li>3. Forward application to PERD.</li> </ol>		Staff/Records Section, Logistical Services Division	2F Industry and Investments Bldg., 385 Sen. Gil J. Puyat Ave., Makati City
		Evaluate application - draft, check, finalize, and affix initials on the following: <ul style="list-style-type: none"> <li>• Memorandum for the Project Assessment Group (PAG) Executive Director;</li> </ul>		Staff/PERD	Director/PERD 3F Industry and Investments Bldg., 385 Sen. Gil J. Puyat Ave., Makati City



Step No.	Applicant/Client's Step	Agency's Action	Duration of the Action	Person in-charge	Office Location
		<ul style="list-style-type: none"> <li>• Certificate of Accreditation, including projected importations based on the Annual Business Plan; and</li> <li>• Import Incentives Availment Report.</li> </ul>			
		Approve or disapprove application.		Executive Director /PAG	3/F, Industry and Investments Bldg., 385 Sen. Gil J. Puyat Ave., Makati City
		Advise applicant to pick up documents.		Staff/PERD	- do -
5	Pick up Certificate of Accreditation and duly signed Import Incentives Availment Report Form.	Issue Certificate of Accreditation and duly signed Import Incentives Availment Report Form		Staff/PERD	- do -
END OF TRANSACTION					

## ACCREDITATION UNDER REPUBLIC ACT (RA) NO. 9290, OTHERWISE KNOWN AS THE FOOTWEAR, LEATHER GOODS AND TANNERY INDUSTRIES DEVELOPMENT ACT

### DESCRIPTION OF SERVICE

Processing of applications for the issuance of Certificate of Accreditation under RA No. 9290 involves the determination of the eligibility of: first, applicant footwear, leather goods or tannery enterprise for the incentives provided under the law; and second, applicant footwear, leather goods or tannery association for the endorsement of its members for accreditation under the law.

The Certificate of Accreditation shall be valid for one (1) year and renewable thereafter upon compliance with the requirements set under the Implementing Rules and Regulations (IRR).

### CLIENTS

Enterprises engaged in any aspect involved in the manufacture of footwear and leather goods, and the processing of raw hides/skins into leather

### REQUIREMENTS

#### *For new enterprise (submitted in two sets)*

1. Accomplished, signed and duly notarized application for accreditation [Form RA9290-1, available at the Project Evaluation and Registration Department (PERD)]
2. Annual business plan indicating the proposed importation and local acquisition of raw materials, supplies, machinery and equipment, tools and spare parts, as well as the projected production and sales covering its year of accreditation
3. Location map and plant layout for each place of production
4. Certificate of Registration with the Bureau of Internal Revenue (BIR)
5. Certificate of Accreditation as Importer issued by the Customs Accreditation Secretariat (CAS) of the Bureau of Customs (BOC)
6. Mayor's Permit or City/Municipal Business Permit
7. Endorsement from a duly accredited footwear, leather goods and tannery industry association certifying membership of good standing
8. Sworn statement that the enterprise shall exclusively use the raw materials, supplies, machinery and equipment, and tools and spare parts acquired with incentives under RA No. 9290 for footwear, leather goods manufacturing and tannery
9. Sworn statement that at least 70% of its sales shall be manufactured in the Philippines
10. For newly-formed enterprise: Duly notarized certification by the enterprise of its total assets  
For existing enterprise: Income Tax Return (ITR) duly filed with the BIR together with the attached Audited Financial Statement (AFS)
11. For single proprietorship: Business Name (BN) Registration with the Department of Trade and Industry (DTI); For partnership, corporation and organization: Registration with the Securities and Exchange Commission (SEC) and Articles of Incorporation and By-Laws  
For cooperative: Registration with the Cooperative Development Authority (CDA).

#### *For new association (submitted in two sets)*

1. Accomplished, signed and duly notarized application for accreditation (Form RA 9290-2, available at the PERD)
2. List of active members including their contact person, office and plant addresses, and telephone and fax numbers

3. Annual Information Return duly filed with the BIR, including attachments, if any
4. Accomplishment/Annual Report for the past one (1) or three (3) years, for member and non-member of the Confederation of Philippine Jewelers, Inc., respectively, indicating activities, programs, and projects

***For enterprise – renewal (submitted in two sets)***

1. Application for accreditation and all supporting documents applicable to “new” accreditation except the last item
2. Annual Report on Actual Operations ending calendar or fiscal year, whichever is applicable (BOI Form S-1, available at the PERD)
3. Original copy of the Import Incentives Availment Report indicating importations made with incentives during the previous year

***For association – renewal (submitted in two sets)***

1. Application for accreditation and all supporting documents applicable to “new” accreditation except the last item
2. Accomplishment/Annual Report for the previous year indicating its activities, programs, and projects

**SCHEDULE OF AVAILABILITY OF SERVICE**

Monday to Friday, 8:00AM to 5:00PM

**ADDRESS AND CONTACT INFORMATION**

**BOARD OF INVESTMENTS**

Project Evaluation and Registration Department

3F Industry and Investments Bldg.,

385 Sen. Gil J. Puyat Ave., Makati City

Direct Line: (+632) 895.3997

Trunk Line: (+632) 897.6682 (local 228)

Telefax: (+632) 895.3997

Email: [dibagaporo@boi.gov.ph](mailto:dibagaporo@boi.gov.ph)

[www.boi.gov.ph](http://www.boi.gov.ph)

**FEES**

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Small Enterprise	Exceeding P3 Million but not over P15 Million	3,000	1,500
Medium Enterprise	Exceeding P15 Million but not over P100 Million	4,500	2,250
Large Enterprise	Exceeding P100 Million	6,000	3,000
		1,500	750

**TOTAL PROCESSING TIME**

10 working days from date of official filing/acceptance of complete application



## HOW TO AVAIL OF THE SERVICE

Step No.	Applicant/Client's Step	Agency's Action	Duration of the Action	Person in-charge	Office Location
1	Submit application for accreditation and complete set of supporting documents.	1. Check application (for completeness/ consistency of documents and information); 2. If complete, issue Order of Payment.	2 working days	Staff/PERD	3/F, Industry and Investments Bldg., 385 Sen. Gil J. Puyat Ave., Makati City
2	Pay filing (accreditation) fee upon presentation of Order of Payment.	Receive payment and issue official receipt (OR)	10 working days	Cashier/ Logistical Services Division	2/F, Industry and Investments Bldg., 385 Sen. Gil J. Puyat Ave., Makati City
3	Present application (two sets) with the OR (original and two photocopies).	1. Check if photocopies of the OR are faithful reproduction of the original then attach a photocopy to each of the two sets of application leaving the original with the applicant. 2. Stamp or write "For Official Acceptance" on both sets of the application. 3. Assign and write application number on both sets of the application. 4. Print name and affix signature, and indicate date and time on both sets of the application. 5. Return application to the applicant for official filing.	10 working days	Staff/PERD	3/F, Industry and Investments Bldg., 385 Sen. Gil J. Puyat Ave., Makati City
4	Officially file application.	1. Officially accept application using the digital stamp indicating the date and time of receipt. 2. Affix signature of officer responsible. 3. Forward application to PERD.		Staff/Records Section, Logistical Services Division	2/F, Industry and Investments Bldg., 385 Sen. Gil J. Puyat Ave., Makati City
		4. Evaluate application - draft, check, finalize and affix initials on the following: • Memorandum for the Payment Assessment Group (PAG) Executive Director;		Staff/PERD Director/PERD	3/F, Industry and Investments Bldg., 385 Sen. Gil J. Puyat Ave., Makati City

Step No.	Applicant/Client's Step	Agency's Action	Duration of the Action	Person in-charge	Office Location
		<ul style="list-style-type: none"> <li>Certificate of Accreditation, including projected importations based on the Annual Business Plan;</li> <li>Import Incentives Availment Report.</li> </ul>			
		5. Approve or disapprove application.		Executive Director/PAG	3/F, Industry and Investments Bldg., 385 Sen. Gil J. Puyat Ave., Makati City
		6. Advise applicant to pick up documents.		Staff/PERD	-do-
5	Pick up Certificate of Accreditation and duly signed Import Incentives Availment Report Form.	Issue Certificate of Accreditation and duly signed Import Incentives Availment Report Form.		Staff/PERD	-do-
END OF TRANSACTION					

## ISSUANCE OF CERTIFICATE OF ENTITLEMENT (COE) FOR INCOME TAX HOLIDAY (ITH)

### DESCRIPTION OF SERVICE

All BOI-registered enterprises availing of ITH for any given taxable year shall file an application for COE with the Supervision and Monitoring Department (SMD).

The COE must be secured after the particular calendar or fiscal year, whichever is used by the applicant enterprise. The ITH is sought but prior to the filing of the enterprise's income tax return (ITR) with the Bureau of Internal Revenue (BIR). Failure to secure the COE shall amount to forfeiture of the enterprise's ITH for the particular taxable year.

### CLIENTS

All BOI-registered enterprises with ITH entitlement

### REQUIREMENTS

1. COE application form (available at the SMD or downloadable at [www.boi.gov.ph](http://www.boi.gov.ph))
2. Updated reports:
  - a. Annual report (S1)
  - b. Quarterly report (S1-3)
  - c. General information sheet (GIS)
  - d. Audited (or unaudited) financial statement (AFS)
3. Certificate of tree planting completion
4. Corporate social responsibility program (CSR), if applicable
5. Other relevant certifications:
  - a. Housing and Land Use Regulatory Board (HLURB) and Housing and Urban Development Coordinating Council (HUDCC) – for mass housing projects
  - b. Maritime Industry Authority (MARINA) – for shipping projects
  - c. Department of Energy (DOE) – for energy projects
  - d. Energy Regulatory Commission (ERC) – power projects

### SCHEDULE OF AVAILABILITY OF SERVICE

Monday to Friday, 8:00AM to 5:00PM

### ADDRESS AND CONTACT INFORMATION BOARD OF INVESTMENTS

Supervision and Monitoring Department  
3F Industry and Investments Bldg.,  
385 Sen. Gil J. Puyat Ave., Makati City  
Direct Line: (+632) 890.9544  
Trunk Line: (+632) 897.6682 (local 289)  
Telefax: (+632) 895.3649  
Email: [gslaquindanum@boi.gov.ph](mailto:gslaquindanum@boi.gov.ph)  
[www.boi.gov.ph](http://www.boi.gov.ph)

### FEES

P1,500

### TOTAL PROCESSING TIME

3 to 4 working days



## HOW TO AVAIL OF THE SERVICE

Step No.	Applicant/Client's Step	Agency's Action	Duration of the Action	Person in-charge	Office Location
1	File Certificate of Entitlement (COE) application.	1. Check request for completeness/ consistency of documents and information. 2. Compute penalties if applicable. 3. Consult the Incentives Department's Master List. 4. Issue Order of Payment once documents are found to be complete.	½ working day	Staff/SMD	3F Industry and Investments Bldg., 385 Sen. Gil J. Puyat Ave., Makati City
2	Pay filing fee upon presentation of Order of Payment.	Receive payment and issue official receipt (OR).	½ working day	Cashier/Logistical Services Division	2F Industry and Investments Bldg., 385 Sen. Gil J. Puyat Ave., Makati City
3	Submit a copy of the OR to the Supervision and Monitoring Department (SMD).	1. Assign COE application to staff.		Director/SMD	3F Industry and Investments Bldg., 385 Sen. Gil J. Puyat Ave., Makati City
		2. Evaluate and check compliance with Terms and Conditions of Registration.	1 working day	Technical Staff/ SMD	-do-
		3. Prepare COE.	1 to 2 working days	Staff/ SMD	-do-
		4. Affix initials on the COE.		Chief/SMD Director/SMD	-do-
		5. Affix signature on the COE.		Executive Director/Project Assessment Group (PAG)	-do-
		6. Receive COE.		Staff/SMD	-do-
END OF TRANSACTION					

## ISSUANCE OF CERTIFICATE OF AUTHORITY TO IMPORT (CAI) UNDER THE MOTOR VEHICLE DEVELOPMENT PROGRAM (MVDP)

### DESCRIPTION OF SERVICE

Issuance of Certificate of Authority to Import (CAI) under Motor Vehicle Development Program (MVDP) is an import privilege in the form of preferential tariff rates on the importation of knocked-down (KD) parts available to registered participants of the program.

Executive Order (EO) No. 262 provides the guidelines and procedures for the issuance of CAI.

### CLIENTS

Participants to the MVDP

### REQUIREMENTS

1. Application for the Issuance of CAI [MVDP Form 2004-08, available in hard and soft copy at the Motor Vehicles Division (MVD), Special Programs Department (SPD)]
2. *Pro forma* Invoice
3. Packing List (soft copy)

### SCHEDULE OF AVAILABILITY OF SERVICE

Monday to Friday, 8:00AM to 5:00PM

### ADDRESS AND CONTACT INFORMATION

#### BOARD OF INVESTMENTS

Special Programs Department

Motor Vehicles Division

2F Industry and Investments Bldg.,

385 Sen. Gil J. Puyat Ave., Makati City

Direct Line: (+632) 890.9329

Trunk Line: (+632) 897.6682 local 300

Telefax: (+632) 896.9288

Email: [rbcana@boi.gov.ph](mailto:rbcana@boi.gov.ph)

[www.boi.gov.ph](http://www.boi.gov.ph)

### FEES

P1,500

### TOTAL PROCESSING TIME

5 working days

## HOW TO AVAIL OF THE SERVICE

Step No.	Applicant/Client's Step	Agency's Action	Duration of the Action	Person in-charge	Office Location
1	Submit application for the issuance of CAI.	1. Check CAI application (for completeness/ consistency of documents and information). 2. Issue Order of Payment once documents are found to be complete.	1 working day	Staff/MVD, SPD	2F Industry and Investments Bldg., 385 Sen. Gil J. Puyat Ave., Makati City
2	Pay filing fee upon presentation of Order of Payment.	Receive payment and issue official receipt (OR).		Cashier/Logistical Services Division	-do-
		Officially accept CAI application.		Staff/Records Section, Logistical Services Division	-do-
		Process application.	1 working day	Staff/MVD, SPD	-do-
		Prepare and send referral to the Motor Vehicles Parts Manufacturers Association of the Philippines (MVPMAP) for comments on compliance certification on non-local availability in terms of comparable quality, sufficient quantity, and competitive price.	1 working day	Staff/MVD, SPD	-do-
		Prepare CAI	1 working day	Staff/MVD, SPD	-do-
		Affix initials on CAI.		Director/SPD	-do-
		Affix signature on CAI.		Executive Director/ Management Services Group	-do-
3	Receive CAI.	Receive CAI.	1 working day	Staff/MVD, SPD	-do-
		END OF TRANSACTION			



## ISSUANCE OF CERTIFICATE OF NON-LOCAL AVAILABILITY OF POLYVINYL CHLORIDE (PVC)

### DESCRIPTION OF SERVICE

Issuance of Certificate of Local Non-Availability (CLNA) of PVC resin (polyvinyl chloride not mixed with other substances) is an assistance provided to importers of PVC resins that are not locally available, at a preferred tariff rate of 3%.

Per Executive Order (EO) No. 334, the BOI is mandated to oversee the entire application process, from the submission of application up to the CLNA's release date.

### CLIENTS

Importers of PVC resin

### REQUIREMENTS

#### *For new applicants (importers who apply for the first time)*

1. Accomplished application form [BOI Form PVC01, available at the Other Industries Division (OID), Special Programs Department (SPD)] containing information on the direct user's actual operation for the past three (3) years or for the period the applicant has been in operation if less than three (3) years
2. Period within which the proposed importation is to be made
3. Original copy of the manufacturer certificate covering 100% of the volume of PVC imports applied for preferential tariff rates, which volume is indicated on the corresponding commercial invoice or sales contract
4. Original copy of commercial/*pro forma* invoice or sales contract;
5. Affidavit of direct importer and exclusive user
6. Copy of applicant's Article of Incorporation/Partnership and By-laws, Securities and Exchange Commission (SEC) or Bureau of Domestic Trade (BDT) Certificate of Registration;
7. Copy of Board Resolution authorizing the officer to sign on the applicant enterprise's behalf
8. Copy of Mayor's Permit or Municipal License to operate
9. Copy of Tax Identification Number (TIN) and Value Added Tax (VAT) registration;
10. Certification under oath that the applicant is not in arrears in the payment of outstanding obligation including loans to the government or any government instrumentality
11. Sworn statement authorizing the applicant's Board of Directors adopting/affirming all representations made by the applicant to the Board..

#### *For old applicants (importers who has previously applied)*

1. Accomplished application form [BOI Form PVC01, available at the Special Programs Department (SPD)] containing information on the direct user's actual operation for the past three (3) years or for the period the applicant has been in operation if less than three (3) years
2. Period within which the proposed importation is to be made
3. Original copy of the manufacturer certificate covering 100% of the volume of PVC imports applied for preferential tariff rates, which volume is indicated on the corresponding commercial invoice or sales contract
4. Original copy of commercial/*pro forma* invoice or sales contract;
5. Affidavit of direct importer and exclusive user
6. Original copy of the results of laboratory tests and analysis conducted by the Philippine Customs Laboratory for the previous importation of PVC under the preferred tariff rate of 3%

## SCHEDULE OF AVAILABILITY OF SERVICE

Monday to Friday, 8:00AM to 5:00PM

## ADDRESS AND CONTACT INFORMATION

### BOARD OF INVESTMENTS

Special Programs Department

Other Industries Division

2/F, Industry and Investments Bldg.,

385 Sen. Gil J. Puyat Ave., Makati City

Direct Line: (+632) 890.9329

Trunk Line: (+632) 897.6682 local 237

Telefax: (+632) 897.3080

Email: [rbcana@boi.gov.ph](mailto:rbcana@boi.gov.ph)

[www.boi.gov.ph](http://www.boi.gov.ph)

## FEES

P1,500

## TOTAL PROCESSING TIME

5 working days

## HOW TO AVAIL OF THE SERVICE

Step No.	Applicant/Client's Step	Agency's Action	Duration of the Action	Person in-charge	Office Location
1	Submit application for the issuance of CLNA.	1. Checklist CLNA application (for completeness/ consistency of documents and information) 2. Issue Order of Payment once documents are found to be complete.	1 working day	Staff/OID, SPD	2F Industry and Investments Bldg., 385 Sen. Gil J. Puyat Ave., Makati City
2	Pay filing fee upon presentation of Order of Payment.	Receive payment and issue official receipt (OR).	1 working day	Cashier/Logistical Services Division	-do-
		Officially accept CLNA application.		Staff/Records Section, Logistical Services Division	-do-
		Refer the application to the local PVC manufacturers.	2 working days	Staff/OID, SPD	-do-
		Prepare CLNA of PVC resin upon confirmation from the local PVC manufacturers.	1 working day	Staff/OID, SPD	-do-
		Affix signature on CLNA of PVC resin.		Director/SPD	-do-
3	Receive CLNA of PVC resin.	Release CLNA of PVC resin.	1 working day	Staff/OID, SPD	-do-
END OF TRANSACTION					



## FEEDBACK AND REDRESS MECHANISMS

### FEEDBACK

For comments and feedbacks, BOI clients may fill out the Feedback Form available at the National Economic Research and Business Assistance Center (NERBAC), the designated BOI *Bilis Aksyon* Partner's Office, or contact us directly through the following hotline numbers: (+632) 895.8322, (+632) 897.2116, or (+632) 897.6682 locals 247, 253, or 275.

The duly accomplished Feedback Form may be submitted to the NERBAC or dropped in the designated box located at the Reception Area, Ground Floor of the Industry and Investments Building, 385 Sen. Gil J. Puyat Avenue, Makati City.

### REDRESS

Pursuant to the Uniform Rules on Administrative Cases in the Civil Service, the BOI Vice Chairman and Managing Head shall have original concurrent jurisdiction, with the Commission, over BOI officers and employees.

A complaint against a BOI officer or employee shall not be given due course unless it is in writing and subscribed and sworn to by the complainant. The complaint, which shall contain the following details, may be filed anytime with the BOI Vice Chairman and Managing Head:

- a. Full name and address of the complainant;
- b. Full name and address of the person complained of as well as his position and office of employment;
- c. A narration of the relevant and material facts, which shows the acts or omissions allegedly committed by the civil servant;
- d. Certified true copies of documentary evidence and affidavits of his witnesses, if any; and
- e. Certification or statement of non-forum shopping.

In the absence of any one of the aforementioned requirements, the complaint shall be dismissed.

The complaint shall be proceeded with in accordance with the Uniform Rules on Administrative Cases in the Civil Service.



# CLIENT FEEDBACK FORM



## BOI CLIENT FEEDBACK FORM

Dear Clients,

Thank you for your visit at the Board of Investments (BOI).

Please take a few moments to complete this form so we know how we could serve you better.

Date of visit: \_\_\_\_\_ Time: \_\_\_\_\_

Office Visited:

- |  |   |
|--|---|
| <input type="checkbox"/> Office of Managing Head               | <input type="checkbox"/> Office of Governor _____                       |
| <input type="checkbox"/> Office of Executive Director _____    | <input type="checkbox"/> Office of Director _____                       |
| <input type="checkbox"/> One Stop Action Center                | <input type="checkbox"/> International Marketing Department             |
| <input type="checkbox"/> Marketing Services Department         | <input type="checkbox"/> Mining Marine and Natural Resources            |
| <input type="checkbox"/> Infrastructure Services               | <input type="checkbox"/> Motor Vehicle Department                       |
| <input type="checkbox"/> Petrochemical and Metals Department   | <input type="checkbox"/> Electronics and ICT Department                 |
| <input type="checkbox"/> Supervision and Monitoring Department | <input type="checkbox"/> Project Evaluation and Registration Department |
| <input type="checkbox"/> Office of Industrial Policy           | <input type="checkbox"/> Administration Department                      |
| <input type="checkbox"/> Legal Services Department             | <input type="checkbox"/> Incentives Department                          |
| <input type="checkbox"/> Library                               | <input type="checkbox"/> Technology and Management Department           |

Name of Official/Staff who assisted you : \_\_\_\_\_

Nature of Assistance Requested/Purpose of Visit:

- ☐ Query ☐ Filing Application/Registration/Incentives Availment ☐ Submit reports ☐ Follow-up  
☐ Checklisting \_\_\_\_\_ ☐ Investments Counseling ☐ Others \_\_\_\_\_

Please check the appropriate box of your choice, whenever applicable.

Please rate in the scale of 1 (Poor) to 5 (Excellent).

- |   | 1                        | 2                        | 3                        | 4                        | 5                        |
|---|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| 1. Quality of Service Rendered  |                          |                          |                          |                          |                          |
| ⇒ The official/staff assigned to me was courteous and pleasant.                     | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| ⇒ The official/staff assigned to me was knowledgeable, competent, and professional. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| ⇒ My concerns were addressed at once/in a timely manner.                            | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| ⇒ The information given to me were accurate, adequate, and clear.                   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 2. The facilities and amenities are adequate/appropriate.                           | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 3. I feel that client's comfort is given utmost concern.                            | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Other comments/recommendations/suggestions to improve our services:

\_\_\_\_\_

Name: (Optional) \_\_\_\_\_

Position & Office: \_\_\_\_\_

Address: \_\_\_\_\_

Tel./Fax No. \_\_\_\_\_ Email Address: \_\_\_\_\_

Thank you for your comments. Your feedback is important for us to improve our services.

HOTLINE NUMBERS: (+632) 895.8322, (+632) 897.2116, or (+632) 897.6682 locals 247, 253, and 275





BUREAU OF EXPORT TRADE PROMOTION (BETP)



## ACCREDITATION OF EXPORTERS UNDER THE EXPORT DEVELOPMENT ACT (EDA)

### DESCRIPTION OF SERVICE

Republic Act (RA) 7844, otherwise known as the Export Development Act (EDA), provides support measures to exporters to encourage investment in the export sector, create a freer trade environment, and motivate exporters to increase export sales and perform competitively in the export market. The Bureau of Internal Revenue (BIR) requires that in order for an exporter to avail of the VAT zero-rating, the exporter should be accredited under EDA.

### CLIENTS

Exporters

### SCHEDULE OF AVAILABILITY OF SERVICE

Monday to Friday, 8:00AM to 5:00PM

### ADDRESS AND CONTACT INFORMATION

#### BUREAU OF EXPORT TRADE PROMOTION

GF DTI-International Bldg.

375 Sen. Gil Puyat Ave., Makati City

Tel. Nos.: (+632) 890.4723/896.3251

Fax No.: (+632) 899-0111

E-mail: infobetp@dti.gov.ph

### TOTAL PROCESSING TIME

3-5 days

### HOW TO AVAIL OF THE SERVICE

Step No.	Client's Step	Agency's Action	Person in-Charge	Office Location
1	File accomplished application form together with required documents.	Check completeness of documents.	Trade and Industry Development Specialist	EXPONET/BETP
		Validate data received.	-do-	-do-
		If all requirements are complete, notify the exporter of the approval of the application.	-do-	-do-
2	Pick up EDA Accreditation Certificate.	Issue EDA Accreditation Certificate.	-do-	-do-
END OF TRANSACTION				

# BONDED MANUFACTURING WAREHOUSE (BMW) LICENSING/LICENSE RENEWAL/EXTENSION; COMMON BONDED MANUFACTURING WAREHOUSE (CBMW) LICENSING/MEMBER'S ACCREDITATION; GARMENT SUBCONTRACTORS ACCREDITATION AND REGISTRATION

## DESCRIPTION OF SERVICE

Garments and Textile Import Services Division (GTISD) issues licenses to Philippine garment manufacturers and exporters to operate a bonded warehouse to import duty-free fabrics and raw materials for the manufacture of their export products. It also accredits and registers garments subcontractors.

## CLIENTS

Garments Bonded Manufacturing Warehouse Operators and Would-Be Operators, Common Bonded Warehouse Operators and Would-Be Operators, Garment Manufacturers, Exporters and Subcontractors

## SCHEDULE OF AVAILABILITY OF SERVICE

Monday to Friday, 8:00AM to 5:00PM

## ADDRESS AND CONTACT INFORMATION

### BUREAU OF EXPORT TRADE PROMOTION

GF DTI-International Bldg.

375 Sen. Gil Puyat Ave., Makati City

Tel. Nos.: (+632) 897.7610/890.0107

Fax No.: (+632) 899.0111

E-mail: slr@dti.gov.ph

## FEES

BMW License/License Renewal/BMW Extension P 5,000

CBMW License 50,000

Forbearance 10,000

## TOTAL PROCESSING TIME

Licensing and Members Accreditation – 22 working days

Subcontractors Accreditation and Registration – 2 working days

## HOW TO AVAIL OF THE SERVICE

Step No.	Client's Step	Agency's Action	Person in-Charge	Office Location
1	Submit duly accomplished application form together with complete requirements.	Check correctness and completeness of requirements and stamp application form with date received.	GTISD Staff	GTISD Staff GTISD/BETP
2	Pick-up the Letter of Approval and pay the applicable fee.	Release the Letter of Approval and issue an Official Receipt.	-do-	-do-
	Pick-up the Certificate of Accreditation or Certificate of Registration.	Release the Certificates.	-do-	-do-
END OF TRANSACTION				



## EXPORT TRADE FACILITATION

### DESCRIPTION OF SERVICE

Provides assistance on export trade related matters, including information on export procedures and documentation and mediation of export trade-related complaints.

### CLIENTS

Existing and potential exporters, importers/buyers' representative, policy/decision makers, academe, etc.

### SCHEDULE OF AVAILABILITY OF SERVICE

Monday to Friday, 8:00AM to 5:00PM

### ADDRESS AND CONTACT INFORMATION

#### BUREAU OF EXPORT TRADE PROMOTION

GF DTI-International Bldg.

375 Sen. Gil Puyat Ave., Makati City

Tel. Nos.: (+632) 896.3251/890.4723

Fax No.: (+632) 899.0111

E-mail: infobetp@dti.gov.ph

### TOTAL PROCESSING TIME

20-30 minutes

### HOW TO AVAIL OF THE SERVICE

Step No.	Client's Step	Agency's Action	Person in-Charge	Office Location
1	Fill up inquiry form and submit to Export Network (EXPONET) Advisor.	Analyze the inquiry/request.	EXPONET Advisor	EXPONET/BETP
		Contact external/internal networking partner.		-do-
		Provide the required assistance.		-do-
		If there is a need for the client to personally seek the assistance of other agency, appointment will be made for the client.		
		Call up client for feedback.		
END OF TRANSACTION				



## INTERNATIONAL TRADE RESOURCE CENTER (ITRC)

### DESCRIPTION OF SERVICE

A wealth of trade information is available in this specialized library. The International Trade Resource Center (ITRC) holds a comprehensive collection of printed and electronic materials such as books and journals on international trade with emphasis on product and market information.

### CLIENTS

Exporters, potential exporters, importers/buyers' representative, businesspeople, academe.

### SCHEDULE OF AVAILABILITY OF SERVICE

Monday to Friday, 8:00AM to 5:00PM

### ADDRESS AND CONTACT INFORMATION

#### BUREAU OF EXPORT TRADE PROMOTION

GF DTI-International Bldg.

375 Sen. Gil Puyat Ave., Makati City

Tel. No.: (+632) 890.4660

Fax No.: (+632) 890.4721

E-mail: betpwilm@dti.gov.ph

### HOW TO AVAIL OF THE SERVICE

Step No.	Client's Step	Agency's Action	Person in-Charge	Office Location
1	Present ID.	Check and receive ID of client.	Trade Information Specialist	ITRC/BETP
2	Proceed to the Online Public Access Catalog (OPAC) to select references			
3	Check and retrieve from the shelves the selected titles/information materials.			
4	Request assistance for photocopying/printing of information materials.	Photocopy/print information materials.		
5	Accomplish and submit Client Feedback Form and retrieve ID.			
END OF TRANSACTION				

## TRADE OPPORTUNITY REPORTS

### DESCRIPTION OF SERVICE

BETP provides list of exporters/suppliers.

### CLIENTS

Importers/buyers' representative

### SCHEDULE OF AVAILABILITY OF SERVICE

Monday to Friday, 8:00AM to 5:00PM

### ADDRESS AND CONTACT INFORMATION

BUREAU OF EXPORT TRADE PROMOTION

GF DTI-International Bldg.

375 Sen. Gil Puyat Ave., Makati City

Tel. Nos.: (+632) 896.3251/890.4723

Fax No.: (+632) 899.0111

E-mail: inforbetp@dti.gov.ph

### TOTAL PROCESSING TIME

2-3 days

### HOW TO AVAIL OF THE SERVICE

Step No.	Client's Step	Agency's Action	Person in-Charge	Office Location
1	File request either at the DTI foreign service post, Philippine Embassies abroad or directly to the Business Matching Center (BMC), by e-mail, fax or letter.	Check completeness of request.	BMC staff	BMC/BETP
		Search BPMS or PRSG databases for suppliers that match the buyer's requirements.		
		Provide the buyer with the contact information of the supplier and furnish the office where they filed their request.		
		Call up client for feedback.		
END OF TRANSACTION				



BUREAU OF IMPORT SERVICES (BIS)



**ACCREDITATION OF IMPORTERS OF TINPLATE (TP), HOT ROLLED (HR)  
AND/OR COLD ROLLED (CR) STEEL FROM JAPAN PURSUANT  
TO THE JAPAN-PHILIPPINES ECONOMIC PARTNERSHIP AGREEMENT  
– TARIFF RATE QUOTA (JPEPA-TRQ) UNDER  
DTI DEPARTMENT ADMINISTRATIVE ORDER (DAO) NO. 09-03**

**DESCRIPTION OF SERVICE**

Grants Accreditation Certificate to Importers to import tinplates, hot rolled and/or cold rolled steel from Japan to be exclusively used as direct raw materials in the manufacture of steel products

**CLIENTS**

Steel Manufacturers/Importers

**REQUIREMENTS**

1. Accomplished and notarized Application Form, containing information including but not limited to:
  - a. Products being manufactured
  - b. Annual operating data for the past three (3) years immediately preceding the importer's application for accreditation, or for the actual number of years in case of less than three (3) years of operation, which ever is applicable
    - i. Annual rated capacity and corresponding annual requirement for TP, HR and/or CR steel;
    - ii. Actual Annual Production Volume
    - iii. Annual Sales Volume and Value
    - iv. Annual TP, HR and/or CR steel purchases (local and imports, the latter with breakdown as to country of origin)
    - v. Beginning and ending inventory of the following items, as of December for the year prior to application:
      - TP
      - HR and/or CR steel
      - Finished products
2. Certified true copy of the following:
  - a. Valid DTI Certificate of Registration or Securities and Exchange Commission (SEC) Certificate of Registration, whichever applies;
  - b. Articles of Incorporation/ Partnership and By-Laws; and
  - c. Customs Accreditation Service (CAS) Registration; and
  - d. In cases where the importer manufactures a finished product covered by Lists of Products under Mandatory Product Certification, he shall submit a certified true copy of the Philippine Standard (PS) Quality/ Safety Certification Mark license issued by the Bureau of Product Standards (BPS)
3. Certified true copy of importer's latest Audited Financial Statements (AFS) and Income Tax Return (ITR)
4. Importer's Notarized Board Secretary's Certificate stating that the importing company's Board of Directors authorizes its named officer to represent, act, and sign in behalf of the importer enterprise
5. Undertaking to be issued by the importer that it is not in arrears in the payment of outstanding national tax and duty obligations

## SCHEDULE OF AVAILABILITY OF SERVICE

Monday to Friday; 7:30AM to 6:00PM

## ADDRESS AND CONTACT INFORMATION

### BUREAU OF IMPORT SERVICES

Import Administration Division

3F Tara Bldg., 389 Sen. Gil Puyat Avenue

Makati City

Tel. No.: (+632) 986.7982; 403.1417

Fax No.: (+632) 896.4431

Email: bis\_ird@yahoo.com

## FEES

P 1,500 per application

## TOTAL PROCESSING TIME

3 working days if the documentary requirements are complete

## HOW TO AVAIL OF THE SERVICE

Step No.	Client's Step	Agency's Action	Person in-Charge	Office Location
1	Submit application form and other documentary requirements.	Evaluate the completeness of the documents submitted.	Import Administration Division Technical staff	DTI-BIS, Tara Bldg.
2	Pay processing fee.	Receive payment and issue Official Receipt.	DTI Cashier or BIS Special Collecting Officer	DTI- Head Office or DTI-BIS, Tara Bldg
		Refer application to Philippine-Iron and Steel Institute (PISI).		PISI
		Prepare evaluation report. Recommend the approval/disapproval of the application.	Senior Trade and Industry Development Specialist (STIDS)	DTI-BIS, Tara Bldg.
		Approve the issuance of Accreditation Certificate.	Division Chief/Director	-do-
3	Claim the Accreditation Certificate.	Release the Accreditation Certificate to the importer.	Clerk	-do-
END OF TRANSACTION				

## ACCREDITATION OF TRUCK REBUILDING CENTERS UNDER DEPARTMENT ADMINISTRATIVE ORDER (DAO) NO. 08

### DESCRIPTION OF SERVICE

Issues accreditation certificate to truck rebuilding centers

### CLIENTS

Truck Rebuilders

### REQUIREMENTS

1. Accomplished Application Form with Notarized Affidavit of Undertaking
2. List of other requirements is attached to the application form.

### SCHEDULE OF AVAILABILITY OF SERVICE

Monday to Friday; 7:30AM to 6:00PM

### ADDRESS AND CONTACT INFORMATION

#### BUREAU OF IMPORT SERVICES

Import Administration Division

3F Tara Bldg., 389 Sen. Gil Puyat Avenue

Makati City

Tel. No.: (+632) 403.1417

Fax No.: (+632) 896.4431

Email: bis\_ird@yahoo.com

### FEES

Application fee	P300
Assessment fee	500/man-hour
Reassessment fee	500/man-hour
Accreditation fee	30,000

### TOTAL PROCESSING TIME

If the documentary requirements are complete, this transaction can normally be completed in 30 days.



## HOW TO AVAIL OF THE SERVICE

Step No.	Client's Step	Agency's Action	Person in-Charge	Office Location
1	Submit application form and other documentary requirements.	Evaluate the completeness of the documents submitted.	Import Administration Division Technical staff	DTI-BIS, Tara Bldg.
2	Pay processing fee.	Receive payment and issue Official Receipt.	DTI Cashier or BIS Special Collecting Officer	DTI- Head Office or DTI-BIS, Tara Bldg.
		Set a schedule for plant/factory visit	Senior Trade and Industry Development Specialist (STIDS)	DTI-BIS, Tara Bldg.
		Conduct a factory/plant visit.	STIDS/Division Chief	Importer's plant or factory
		Prepare inspection report on the inspected facility/site.  Recommend the approval/disapproval of accreditation.	STIDS	DTI-BIS, Tara Bldg.
		Approve/award Certificate of Accreditation to the Truck Rebuilder.	Division Chief/Director	-do-
3	Claim the Accreditation Certificate.	Release the Accreditation Certificate to the importer/rebuilder.	Clerk	-do-
END OF TRANSACTION				

## ISSUANCE OF AUTHORITY TO IMPORT USED MOTOR VEHICLES UNDER THE NO-DOLLAR IMPORTATION PROGRAM (EO 156)

### DESCRIPTION OF SERVICE

A special one-time privilege given to *balikbayan* or returning residents to import used motor vehicles

### CLIENTS

Returning residents or *balikbayan*, 13-A or 13-G visa holder, SRRV and 47A2 visa holder

### REQUIREMENTS

#### *Importer*

1. Filipino citizens who have resided abroad for at least one (1) year (accumulated within 3-years of his/her stay abroad immediately preceding the date of filing of the application)
2. Immigrants holding 13A or 13G visa only or Oath of Allegiance (dual citizenship)
3. A member of special government organization under the Philippine Retirement Authority (PRA)-SRR visa- and *Balik-Scientist* Program 47A2 visa

#### *Motor Vehicle*

1. Left hand drive
2. Gross vehicle weight not exceeding 3 tons
3. Registered under the name of the importer for at least six (6) months prior to the filing of the application
4. Covered by a Certificate of Emission Compliance (CEC) issued in the country of origin duly authenticated by the Philippine Embassy/Consulate abroad

#### *For Filipino citizens*

1. A properly filled-up and notarized application form
2. 1 copy of 2x2 photo with signature
3. Original or authenticated copy of complete pages of old and new passport
4. Original or authenticated copy of car title or registration
5. Processing fee of P1,500 for cars and P900 for motorcycles

#### *For aliens (13A, 13G, SRRV and 47A2 visa holders)*

1. A properly filled-up and notarized application form
2. 1 copy of 2x2 picture with signature
3. Original or authenticated copy of passport, stamped with a valid 13A or 13G visa or an Oath of Allegiance, or SRR visa or 47A2 visa
4. Original or authenticated copy of car title or registration
5. Processing of P1,500 for cars and P900 for motorcycles

### NOTE

1. Authentication is required only when original documents are not presented.
2. Non-original documents must be authenticated by the Philippine Consulate/Embassy abroad.
3. The motor vehicle is subject to taxes and duties.
4. Applicant shall be interviewed prior to the release of the motor vehicle at the port of arrival

## SCHEDULE OF AVAILABILITY OF SERVICE

Monday to Friday; 7:30AM to 6:00PM

## ADDRESS AND CONTACT INFORMATION

### BUREAU OF IMPORT SERVICES

Import Administration Division

3F, Tara Bldg., 389 Sen. Gil Puyat Avenue, Makati City

Tel. No.: (+632) 403.1417

Fax No.: (+632) 896.4431

Email: bis\_ird@yahoo.com

### FEES

P 1,500 for used cars

P 900 for used motorcycles

### TOTAL PROCESSING TIME

If the documentary requirements are complete, this transaction can normally be completed in 1.5 days.

### HOW TO AVAIL OF THE SERVICE

Step No.	Client's Step	Agency's Action	Person in-Charge	Office Location
1	Inquire on how to avail of the NDI program.	Provide client a detailed explanation of the program, the requirements, and the procedures.	Import Administration Division Technical staff	DTI-BIS, Tara Bldg.
2	Pay processing fee.	Receive payment and issue Official Receipt.	DTI Cashier or BIS Special Collecting Officer	DTI- Head Office or DTI-BIS Tara Bldg
3	Submit application form and other documentary requirements.	Evaluate the completeness of the documents submitted.	Import Administration Division Technical staff	DTI-BIS, Tara Bldg.
		Prepare evaluation report and recommend the approval/disapproval of the application.	Senior Trade and Industry Development Specialist (STIDS)	
		Approve the issuance of Certificate of Authority to Import (CAI).	Division Chief/Director	
		Release the CAI to the importer.	Clerk	
4	Proceed with the shipment of the motor vehicle (MV).		Importer/Broker	
5	Come to the office for an interview.	Confirm with the importer some important information about his/her stay abroad.	STIDS	
6	Request for the release of the motor vehicle from the BOC.	Issue release certificate.	STIDS/Division Chief/Director	Bureau of Customs
7	Payment of taxes and duties and release of the motor vehicle from the BOC premises			
8	Request for the registration of MV at the LTO.	Issue LTO endorsement to the importer.	STIDS/Division Chief/Director	DTI-BIS, Tara Bldg.



## ISSUANCE OF AUTHORITY TO IMPORT FOR ALL GOVERNMENT IMPORTATIONS UNDER LETTER OF INSTRUCTION (LOI) NO. 1307

### DESCRIPTION OF SERVICE

Issues Authority to Import goods by all government agencies and other instrumentalities

### CLIENTS

All government agencies including government-owned and controlled corporations (GOCCs)

### REQUIREMENTS

1. Accomplished Application Form with Notarized Affidavit of Undertaking
2. Proforma Invoice with date and number (original and xerox copy)
3. Liquidation of previous Authority to Import, if any or Certificate of First Importation
4. Board Resolution (original and certified true copy with dry seal) for local government units (LGUs) only, indicating all items to be imported
5. Notice of Award, Abstract of Bids, if through Bidding
6. Sole Distributorship/Manufacturer Certificate, Certificate of Non-Public Bidding
7. Brochure and other documents, if needed

### SCHEDULE OF AVAILABILITY OF SERVICE

Monday to Friday; 7:30AM to 6:00PM

### ADDRESS AND CONTACT INFORMATION

#### BUREAU OF IMPORT SERVICES

Import Administration Division

3F Tara Bldg., 389 Sen. Gil Puyat Avenue

Makati City

Tel. No.: (+632) 403.1417

Fax No.: (+632) 896.4431

Email: bis\_ird@yahoo.com

### FEES

P300 per application

### TOTAL PROCESSING TIME

If the documentary requirements are complete, this transaction can normally be completed in 1.5 days.

## HOW TO AVAIL OF THE SERVICE

Step No.	Client's Step	Agency's Action	Person in-Charge	Office Location
1	Submit application form and other documentary requirements.	Evaluate the completeness of the documents submitted.	Import Administration Division Technical staff	DTI-BIS, Tara Bldg.
2	Pay processing fee.	Receive payment and issue Official Receipt.	DTI Cashier or BIS Special Collecting Officer	DTI- Head Office or DTI-BIS Tara Bldg
		Prepare evaluation report and recommend the approval/disapproval of the application.	Senior Trade and Industry Development Specialist (STIDS)	DTI-BIS, Tara Bldg.
		Approve the issuance of CAI.	Division Chief/Director	-do-
3	Claim the Certificate of Authority to Import CAI.	Release the CAI to the importer.	Clerk	-do-
4	Proceed with the shipment of the imported goods.		Importer/Broker	
END OF TRANSACTION				

## ISSUANCE OF AUTHORITY TO IMPORT USED MOTOR VEHICLES BY LOCAL GOVERNMENT UNITS THROUGH DONATION EXECUTIVE ORDER (EO) 443

### DESCRIPTION OF SERVICE

Issues Authority to Import used motor vehicles donated to Local Government Units

### CLIENTS

Local Government Units (LGUs)

### REQUIREMENTS

1. Accomplished Application Form with Notarized Affidavit of Undertaking
2. Letter request for importation
3. Duly notarized deed of acceptance (original and photocopy)
4. *Sangguniang Panlalawigan/Sangguniang Panglungsod* or *Sangguniang Bayan* Resolution (original and certified true copy with dry seal of the city/municipality or province)
5. Authenticated deed of donation by the nearest Philippine Consulate abroad (original and photocopy)

### SCHEDULE OF AVAILABILITY OF SERVICE

Monday to Friday; 7:30AM to 6:00PM

### ADDRESS AND CONTACT INFORMATION

#### BUREAU OF IMPORT SERVICES

Import Administration Division  
3F Tara Bldg., 389 Sen. Gil Puyat Avenue  
Makati City  
Tel. No.: (+632) 403.1417  
Fax No.: (+632) 896.4431  
Email: bis\_ird@yahoo.com

### FEES

P300 per application

### TOTAL PROCESSING TIME

If the documentary requirements are complete, this transaction can normally be completed in 1.5 days.



## HOW TO AVAIL OF THE SERVICE

Step No.	Client's Step	Agency's Action	Person in-Charge	Office Location
1	Submit application form and other documentary requirements.	Evaluate the completeness of the documents submitted.	Import Administration Division Technical staff	DTI-BIS, Tara Bldg.
2	Pay processing fee.	Receive payment and issue Official Receipt.	DTI Cashier or BIS Special Collecting Officer	DTI- Head Office or DTI-BIS, Tara Bldg.
		Prepare evaluation report and recommend the approval/disapproval of the application.	Senior Trade and Industry Development Specialist (STIDS)	DTI-BIS, Tara Bldg.
		Approve the issuance of Certificate of Authority to Import (CAI).	Division Chief/Director	
3	Claim the CAI.	Release the CAI to the importer.	Clerk	
4	Proceed with the shipment of the imported goods.		Importer/Broker	
END OF TRANSACTION				

## ISSUANCE OF AUTHORITY TO IMPORT USED TRUCKS AND BUSES UNDER EXECUTIVE ORDER (EO) NO. 156

### DESCRIPTION OF SERVICE

Issues Authority to Import Used Trucks and Buses specifically described as follows:

- Used Trucks
  - excluding pick-up trucks
  - with GVW of 2.5 to 6 tons
  - Left-hand Drive
- Used Buses
  - with GVW of 6 to 12 tons
  - Left-hand Drive

### CLIENTS

Trucks and bus importers

### REQUIREMENTS

1. Accomplished Application Form with Notarized Affidavit of Undertaking
2. Proforma Invoice with date and number (original and xerox copy)
3. Business Name (BN) or Securities and Exchange Commission (SEC) Registration (for first importation)
4. It is mandatory that the units should be accompanied by Certificate of Roadworthiness and Emission Compliance upon arrival.

### SCHEDULE OF AVAILABILITY OF SERVICE

Monday to Friday; 7:30AM to 6:00PM

### ADDRESS AND CONTACT INFORMATION

BUREAU OF IMPORT SERVICES

Import Administration Division

3F Tara Bldg., 389 Sen. Gil Puyat Avenue

Makati City

Tel. No.: (+632) 403.1417

Fax No.: (+632) 896.4431

Email: bis\_ird@yahoo.com

### FEES

P600 per unit

### TOTAL PROCESSING TIME

If the documentary requirements are complete, this transaction can normally be completed in 1.5 days.

## HOW TO AVAIL OF THE SERVICE

Step No.	Client's Step	Agency's Action	Person in-Charge	Office Location
1	Submit application form and other documentary requirements.	Evaluate the completeness of the documents submitted.	Technical staff from the Import Administration Division	DTI-BIS, Tara Bldg.
2	Pay processing fee.	Receive payment and issue Official Receipt.	DTI Cashier or BIS Special Collecting Officer	DTI- Head Office or DTI-BIS, Tara Bldg
		Prepare evaluation report and recommend the approval/disapproval of the application.	Senior Trade and Industry Development Specialist (STIDS)	DTI-BIS, Tara Bldg.
		Approve the issuance of Certificate of Authority to Import (CAI).	Division Chief/Director	
3	Claim the CAI.	Release the CAI to the importer.	Clerk	
4	Proceed with the shipment of the imported trucks and buses.		Importer/Broker	
END OF TRANSACTION				



## **ISSUANCE OF AUTHORITY TO IMPORT BRAND-NEW/USED AUTOMOTIVE REPLACEMENT PARTS AND BRAND-NEW MOTORCYCLE REPLACEMENT PARTS (CB CIRCULAR 1389)**

### **DESCRIPTION OF SERVICE**

Issuance of Authority to Import brand-new/used automotive replacement parts and brand-new motorcycle replacements parts (please refer to attached list)

### **CLIENTS**

Replacement parts importers

### **REQUIREMENTS**

1. Properly filled up notarized application form (1 copy)
2. Original Proforma Invoice
3. In appropriate cases, applicant may be required to submit brochure or any pertinent literature to describe the replacement parts to be imported.

### **SCHEDULE OF AVAILABILITY OF SERVICE**

Monday to Friday; 7:30AM to 6:00PM

### **ADDRESS AND CONTACT INFORMATION**

#### **BUREAU OF IMPORT SERVICES**

Import Administration Division

3F Tara Bldg., 389 Sen. Gil Puyat Avenue

Makati City

Tel. No.: (+632) 403.1417

Fax No.: (+632) 896.4431

Email: bis\_ird@yahoo.com

### **FEES**

P300 per application

### **TOTAL PROCESSING TIME**

If the documentary requirements are complete, this transaction can normally be completed in 1.5 days.

## HOW TO AVAIL OF THE SERVICE

Step No.	Client's Step	Agency's Action	Person in-Charge	Office Location
1	Submit application form and other documentary requirements.	Evaluate the completeness of the documents submitted.	Technical staff from the Import Administration Division	DTI-BIS, Tara Bldg.
2	Pay processing fee.	Receive payment and issue Official Receipt.	DTI Cashier or BIS Special Collecting Officer	DTI- Head Office or DTI-BIS, Tara Bldg
		Prepare evaluation report and recommend the approval/disapproval of the application.	Senior Trade and Industry Development Specialist (STIDS)	DTI-BIS, Tara Bldg.
		Approve the issuance of Certificate of Authority to Import (CAI).	Division Chief/Director	
3	Claim the CAI	Release the CAI to the importer.	Clerk	
4	Proceed with the shipment of the imported replacement parts.		Importer/Broker	
END OF TRANSACTION				

## ISSUANCE OF AUTHORITY TO IMPORT PARTS AND COMPONENTS FOR REBUILDING UNDER DEPARTMENT ADMINISTRATIVE ORDER (DAO) NO. 08

### DESCRIPTION OF SERVICE

Issues Authority to Import set of chassis, engine, body/cabin or cowl for rebuilding trucks

### CLIENTS

Accredited Truck Rebuilders

### REQUIREMENTS

1. Accomplished Application Form
2. Copy of Accreditation Certification
3. Original Proforma Invoice

### SCHEDULE OF AVAILABILITY OF SERVICE

Monday to Friday; 7:30AM to 6:00PM

### ADDRESS AND CONTACT INFORMATION

#### BUREAU OF IMPORT SERVICES

Import Administration Division  
3F Tara Bldg., 389 Sen. Gil Puyat Avenue  
Makati City  
Tel. No.: (+632) 403.1417  
Fax No.: (+632) 896.4431  
Email: bis\_ird@yahoo.com

### FEES

P300 per application

### TOTAL PROCESSING TIME

If the documentary requirements are complete, this transaction can normally be completed in 1.5 days.



## HOW TO AVAIL OF THE SERVICE

Step No.	Client's Step	Agency's Action	Person in-Charge	Office Location
1	Submit application form and other documentary requirements.	Evaluate the completeness of the documents submitted.	Import Administration Division Technical staff	DTI-BIS, Tara Bldg.
2	Pay processing fee.	Receive payment and issue Official Receipt.	DTI Cashier or BIS Special Collecting Officer	DTI-Head Office or DTI-BIS, Tara Bldg
		Prepare evaluation report and recommend the approval/disapproval of the application.	Senior Trade and Industry Development Specialist (STIDS)	DTI-BIS, Tara Bldg.
		Approve the issuance of Certificate of Authority to Import (CAI).	Division Chief/Director	
3	Claim the CAI.	Release the CAI to the importer.	Clerk	
4	Proceed with the shipment of parts for rebuilding.		Importer/Broker	
END OF TRANSACTION				

**ISSUANCE OF AUTHORITY TO IMPORT TINPLATE (TP),  
HOT ROLLED (HR) AND/OR COLD ROLLED (CR) STEEL FROM JAPAN  
PURSUANT TO THE JAPAN-PHILIPPINES ECONOMIC PARTNERSHIP  
AGREEMENT – TARIFF RATE QUOTA (JPEPA-TRQ) UNDER  
DTI-DEPARTMENT ADMINISTRATIVE ORDER (DAO) NO. 09-03**

**DESCRIPTION OF SERVICE**

Issuance of Authority to Import for tinplates, hot rolled and/or cold rolled steel from Japan to accredited steel importers

**CLIENTS**

Accredited Steel Importers

**REQUIREMENTS**

1. Photocopy of the DTI letter notifying the approval of the importer's application for accreditation under the Scheme
2. Importer's Notarized Affidavit of Intent as final user indicating end-usage and application, among other things (DTI Form TRQ-03)
3. Photocopy of sales contract, sales/purchase order, pro-forma invoice, or like documents, covering the importation, issued in the name of the importer as consignee to whom the shipment will be released by the BOC; provided further that the applicable Japanese Industrial Standards (JIS) to which the TP, HR and CR steel being imported conform to (as specified by the importer) is indicted in the said sales contract, sales/purchase order, pro-forma invoice, or like documents, covering the importation
4. A written explanation by the importer substantiating his case in the event of a controversy

**SCHEDULE OF AVAILABILITY OF SERVICE**

Monday to Friday; 7:30AM to 6:00PM

**ADDRESS AND CONTACT INFORMATION**

**BUREAU OF IMPORT SERVICES**

Import Administration Division  
3F Tara Bldg., 389 Sen. Gil Puyat Avenue  
Makati City  
Tel. No.: (+632) 403.1417  
Fax No.: (+632) 896.4431  
Email: bis\_ird@yahoo.com

**FEES**

P1,500 per application

**TOTAL PROCESSING TIME**

3 days (if the product to be imported is not locally available)  
10 days (if the product to be imported is locally available)

## HOW TO AVAIL OF THE SERVICE

Step No.	Client's Step	Agency's Action	Person in-Charge	Office Location
1	Submit application form and other documentary requirements.	Evaluate the completeness of the documents submitted.	Import Administration Division Technical staff	DTI-BIS, Tara Bldg.
2	Pay processing fee.	Receive payment and issue Official Receipt.	DTI Cashier or BIS Special Collecting Officer	DTI- Head Office or DTI-BIS, Tara Bldg
		Refer application to Philippine Iron and Steel Institute (PISI) and local manufacturers.		PISI or local steel manufacturer
		Prepare evaluation report. BIS will determine if local products is comparable in price, quality, quantity and delivery terms to the products proposed to be imported from Japan.  Recommend the approval/disapproval of the application.	Senior Trade and Industry Development Specialist (STIDS)	DTI-BIS, Tara Bldg.
		Approve the issuance of certificate of Authority to Import (ATI).	Division Chief/Director	
3	Claim the ATI.	Release the ATI to the importer.	Clerk	
4	Proceed with the shipment of steel.		Importer/Broker	
END OF TRANSACTION				



**LIST OF REGULATED BRAND NEW/USED REPLACEMENT PARTS  
OF MOTOR VEHICLES UNDER CENTRAL BANK CIRCULAR NO. 1389**

<p>A. 784.32-09 TH8708.2910 8709.2990</p>	<p>Other parts and accessories, n.e.s. of bodies (including cabs) of the vehicles of group 781 only:</p> <table border="0"> <tr> <td>dashboards</td><td>plate brackets</td></tr> <tr> <td>doors</td><td>running boards</td></tr> <tr> <td>fenders</td><td>radiator cowling</td></tr> <tr> <td>floor boards</td><td>trunk/trunk lids</td></tr> <tr> <td>grille</td><td>visors</td></tr> <tr> <td>hood</td><td>wings</td></tr> <tr> <td>luggage compartments</td><td>mudguards</td></tr> <tr> <td>luggage racks (exterior)</td><td>floor mats</td></tr> <tr> <td></td><td>(other than of textile materials/ rubber)</td></tr> </table>	dashboards	plate brackets	doors	running boards	fenders	radiator cowling	floor boards	trunk/trunk lids	grille	visors	hood	wings	luggage compartments	mudguards	luggage racks (exterior)	floor mats		(other than of textile materials/ rubber)
dashboards	plate brackets																		
doors	running boards																		
fenders	radiator cowling																		
floor boards	trunk/trunk lids																		
grille	visors																		
hood	wings																		
luggage compartments	mudguards																		
luggage racks (exterior)	floor mats																		
	(other than of textile materials/ rubber)																		
<p>784.21-0 TH8707.1000</p>	<p>Bodies (including cabs and body shell), for the motor vehicles group 781 only (not allowed for importation)</p>																		
<p>Ex.784.10-09 TH8706.0090</p>	<p>Chassis fitted with engines, for the motor vehicles of group 781 only (not allowed for importation)</p>																		
<p>B. Motorcycle  785.35-01 TH8714.1100</p>	<p>All used parts except engine are not allowed for importation</p> <p>Saddles of motorcyles</p>																		
<p>785.35-09 TH8714.1900</p>	<p>Other parts of motorcycles (not including rubber tires, engines, electrical parts, completely knock-down parts, and storage batteries):</p> <p>Brakes of all kind, handles bars, handle bar grips clutches, kick starter, levers, forks and parts thereof, luggage rack, fuel tanks, mud guards, gearing, gear boxes, shock absorbers, stands, transmission and parts thereof</p> <p>wheels and parts thereof (hubs, rims, spokes, etc.) chassis and frames (not allowed for importation) and parts</p>																		
<p>785.37-07 TH8714.9900</p>	<p>Side car parts</p>																		

## PROVISION OF STATISTICAL DATA TO VARIOUS STAKEHOLDERS

### DESCRIPTION OF SERVICE

Provide import data such as value and volume of imports, list of suppliers/importers, country sources, etc. of various imported products

### CLIENTS

Government agencies, private entities, banks, academe, importers, businesspeople, researchers

### REQUIREMENTS

Letter/email, fax, or verbal requests specifying the details of the requested information

### SCHEDULE OF AVAILABILITY OF SERVICE

Monday to Friday; 8:30AM to 4:30PM

### ADDRESS AND CONTACT INFORMATION

#### BUREAU OF IMPORT SERVICES

Import Information and Management Division  
3F Tara Bldg., 389 Sen. Gil Puyat Avenue  
Makati City

Tel. No.: (+632) 986.8974

Fax No.: (+632) 896.4431

Email: bis\_imd@yahoo.com

### FEES

Free of charge (The requesting client will only provide a diskette, CD or USB where data files will be saved/stored or an email address where the required information will be sent)

### TOTAL PROCESSING TIME

The data can be provided within four (4) working days and sent to the importer's email address or stored in CD or USB, except when data requested requires further processing.

### HOW TO AVAIL OF THE SERVICE

Step No.	Client's Step	Agency's Action	Person in-Charge	Office Location
1	Submit request either by phone, letter, fax, email or walk-in.	Receive and analyze client's request.	Import Information Management Division Technical staff	DTI-BIS, Tara Bldg.
		Evaluate details of the information needed by client.		
		Work on the request.  Provide client with the requested information.	Technical staff	DTI-Head Office or DTI-BIS, Tara Bldg
2	Provide diskette, CD or USB or email address	Release of the information either saved or stored in CDs or USBs or emailed to the client.	Technical staff	DTI-BIS, Tara Bldg.
END OF TRANSACTION				



## PROVISION OF INFORMATION ON GENERAL IMPORT PROCEDURES AND OTHER GOVERNMENT AGENCIES' IMPORT REGULATIONS

### DESCRIPTION OF SERVICE

Provide assistance and advice to importers and businesspeople on import regulations and/or restrictions on various imported products/commodities.

### CLIENTS

Government agencies, students/researchers, importers and businessmen

### REQUIREMENTS

Letter/email or verbal requests specifying the details of the required information

### SCHEDULE OF AVAILABILITY OF SERVICE

Monday to Friday; 7:30AM to 6:00PM

### ADDRESS AND CONTACT INFORMATION

#### BUREAU OF IMPORT SERVICES

Trade Facilitation Division

3F Tara Bldg., 389 Sen. Gil Puyat Avenue

Makati City

Tel. No.: (+632) 986.7982; 403.1420

Fax No.: (+632) 896.4431

Email: trade\_facilitation@yahoo.com

### FEES

Free of charge (The requesting client will only provide a diskette, CD or USB, where data files will be saved/stored.)

### TOTAL PROCESSING TIME

The data can be provided within the day and sent to the importer's email address or stored in CD or USB except when information requested requires further inquiry and research from other government bodies.

### HOW TO AVAIL OF THE SERVICE

Step No.	Client's Step	Agency's Action	Person in-Charge	Office Location
1	Submit request either by phone, letter, email or walk-in.	Receive and analyze client's request.	Trade Facilitation Division Technical staff	DTI-BIS, Tara Bldg.
		Evaluate details of the information needed by client.		
		Work on the request.	Technical staff	DTI-Head Office or DTI-BIS, Tara Bldg.
		Provide client with the requested information.		
2	Provide diskette, CD or USB, or email address.	Release of the information either saved or stored in CDs or USBs or emailed to the clients.	Technical staff	DTI-BIS, Tara Bldg.
END OF TRANSACTION				





BUREAU OF PRODUCT STANDARDS (BPS)

## ISSUANCE OF THE LICENSE TO USE THE PHILIPPINE STANDARD (PS) QUALITY/SAFETY CERTIFICATION MARK

### DESCRIPTION OF SERVICE

This frontline service, covered by Department Administrative Order (DAO) No. 04:2008, prescribes the steps involved in the licensing of local and foreign companies to use the PS Quality/Safety Certification Mark.

### CLIENTS

Manufacturers of Products Under Mandatory Certification (Refer to the list available at the BPS front desk or BPS Website.)

### REQUIREMENTS

Notarized, filled-up application form SD-A05-QF01, together with the documents required to support the application (in 2 sets), as follows:

1. Articles of Incorporation or Business Name (BN) and Sub-Contracting Agreement, if any
2. Quality Manual (Controlled Copy)
3. Brief description of manufacturing process
4. Reference number of the Product Identification File to include process flow, materials, process control and drawings, among others
5. Listing of measuring and testing equipment with nominal capacities and serial numbers at each inspection point and final product testing together with the evidence of ownership, such as official receipts
6. Brief description of equipment maintenance and calibration program for all testing and measuring equipment with their corresponding calibration certificates
7. Copies of labels, markings, and logos, among other, per requirements of specific standard
8. Vicinity map of the factory
9. Undertaking to abide by the terms and conditions of the PS License
10. Previous year's audited financial statement
11. Quotation Sheet

### SCHEDULE OF AVAILABILITY OF SERVICE

Monday to Friday, 8:00AM to 5:00PM

### ADDRESS AND CONTACT INFORMATION

#### BUREAU OF PRODUCT STANDARDS

3F Trade and Industry Building

361 Sen. Gil J. Puyat Avenue

Makati City, Philippines

Tel. No.: (+632) 751.4725, Fax: (+632) 751.4706

E-mail: bps@dti.gov.ph

[www.bps.dti.gov.ph](http://www.bps.dti.gov.ph)

## FEES

See below. For details, refer to Schedule 1 of DAO 4:2008 Fees and Charges Relative to the PS Mark Schemes, which is available at the BPS Front Desk, or DTI ROs/POs.

Particulars	Assets Size*			
	Micro (up to Php3M)	Small (Over Php3M up to Php15M)	Medium (Over Php15M up to Php100M)	Large (Over Php100M)
1. Application Form	P300	P300	P300	P300
2. Quality Manual Review **	5,000	5,000	5,000	5,000
3. Original License Fee	5,000	7,500	10,000	12,500
Total Fees:	10,300	12,800	15,300	17,800
If non ISO certified	5,300	7,800	10,300	12,800
If ISO certified	plus audit fee per man hour (@P100 per man hour) plus testing fee	plus audit fee per man hours (@P300 per man hour) plus testing fee	plus audit fee per man hours (@P400 per man hour) plus testing fee	plus audit fee per man hours (@P500 per man hour) plus testing fee
4. Testing Fee	Refer to BPSTC 's Matrix (Product Name, Testing Fee, and Testing Time) available at the BPS Front Desk, or DTI ROs/POs.			
5. Freight Charges of Sample	As charged by Freight Forwarder			
6. Market Sample	As per Official Receipts/Sales Invoice			

\* For the size of business establishments in terms of assets, refer to Annex 2 of DAO 4:2008 "Size of Business Establishments (items of assets)" which is available at the BPS Front Desk.

\*\*Exempted if the PS applicant is ISO certified

## TOTAL PROCESSING TIME

Ten working days, plus product testing time, and corrective action provided that all information and documents submitted are correct and complete.

## HOW TO AVAIL OF THE SERVICE

Step No.	Applicant/Client's Step	Agency's Action	Duration of the Action	Person in-charge	Office Location
1	Get application form.	Provide application form.	2 mins. (face-to-face transaction)	Frontline Officer or Website	BPS, 3F Reception Area or Website www.bps.dti.gov.ph
2	Submit completed application form and required documents	Review application and attachments required • If complete, receive application and issue payment slip. • If incomplete, inform applicant.	1 working hr.	Frontline Officer	BPS, 3F or DTI Regional Office/Provincial Office (RO/PO)
3	Pay the fees and get the application form's receiving copy.	1. Record payment and payment slip and forward application to the Director or DTI Regional Director/ Provincial Director (RD/PD).		Cashier and Frontline Officer	BPS, 3F or DTI RO/PO/ DTI, 4/F or DTI RO/PO
		2. Endorse application for review and conduct of audit.	1 working day	Director or DTI RD/PD, then Standards Conformity Division (SCD) Chief	BPS, 3F or DTI RO/PO
		3. Encode in the Product Certification Information Service (PCIS) and Record in the index card.	2 working hrs.	Product Manager and Technical Support Staff	BPS, 3F



Step No.	Applicant/Client's Step	Agency's Action	Duration of the Action	Person in-charge	Office Location
4	Complete and submit deficiencies. If none, agree with the schedule of audit.	1. Review PS application and Quality Manual <ul style="list-style-type: none"> <li>• If complete, recommend for audit to Audit Team Members.</li> <li>• If incomplete, advice applicant of deficiencies.</li> </ul>	2 working days from receipt	Audit Team Leader	BPS, 3F
		2. Notify applicant of the schedule of the Quality Management System (QMS) and Product Audit. <ul style="list-style-type: none"> <li>• If ISO certified, no QMS audit to be conducted.</li> <li>• If not ISO certified, QMS audit will be conducted.</li> </ul>	1 working day	Audit Team Leader	BPS, 3F or DTI RO/PO
5	Prepare for Factory and Product Audit.	Conduct factory/QMS and product audit <ul style="list-style-type: none"> <li>• If complied, draw sample.</li> </ul>	1–2 working days	Audit Team factory	Applicant's plant/
6	Institute corrective actions.*	<ul style="list-style-type: none"> <li>• If there are non-conformities (NCRs) during the QMS/ product audit, advice applicant to do corrective actions.</li> </ul>	Up to three (3) months to correct NCRs		
7	Receive Test Request for the drawn samples	Provide Test Request for drawn samples and inform applicant of the test duration. <i>Note: The test period varies on the product type.</i>	Refer to BPSTC's Matrix (Product Name, Testing Fee, and Testing Time)	Audit Team factory	Applicant's plant/
		Prepares Audit Report.	1 working day from the conduct of audit	Audit Team	BPS, 3F DTI RO/PO
		1. Assign Test/Audit Reports to Product Manager thru Account Officer and encoder.		SCD Chief thru Account Officer	BPS, 3F
		2. Encode the Test and and Audit Reports in the PCIS.	1 working day and 6 working hrs.	Account Officer Product Manager	BPS, 3F
		3. Evaluate Audit and Test Reports. <ul style="list-style-type: none"> <li>• If complied, recommend issuance/preparation of PS License</li> </ul>		Product Manager/ Technical Support Staff	BPS, 3F
8	Institute corrective actions on the product, if appropriate.	<ul style="list-style-type: none"> <li>• If test results failed, recommend re-testing.</li> </ul>			

Step No.	Applicant/Client's Step	Agency's Action	Duration of the Action	Person in-charge	Office Location
		4. Review recommendation and approves the PS License.	2 working hrs. SCD Chief	Director or	BPS, 3F
		5. Prepare endorsement Memo to DTI RO/PO of the approved PS license, together with Test Reports.	2 working hrs.	Product Manager	-do-
		6. Approve endorsement Memo.	2 working hrs.	Director or SCD Chief	-do-
		7. Sends Memo to DTI RO/PO.	1 working hr.	Account Officer or DTI RO/PO	BPS, 3F where the PS Licensee's plant is located
9	Get original copy of the PS License/ copies of Test. Results	Release the PS License. ReleasedPS Mark License shall be at DTI RO/PO five (5) days more or less after the release from BPS.	w/in 15 mins.	Frontline Officer	DTI RO/PO and BPS, 3F

Note:

\* The system allows up to 3 months to correct any NCR raised during the QMS and Product Audit. If not complied within the time frame, back to item 4.

## PROCESSING OF IMPORT COMMODITY CLEARANCE (ICC)

### DESCRIPTION OF SERVICE

Issuance of ICC to imported products covered by mandatory BPS product certification

### CLIENTS

Importers of Products Under Mandatory Certification (Refer to the list available at the BPS front desk or BPS Website.)

### REQUIREMENTS

Notarized, filled-up application form for ICC together with the following documents (in 2 sets):

1. Packing List (certified true copy)
2. Copy of Import Entry (certified true copy)
3. Commercial Invoice (certified true copy)
4. Bill of Lading/Airway Bill Number (certified true copy)
5. Summary of Batch Numbers/Serial Numbers of the product/s covered by mandatory certification (original copy)
6. Special Power of Attorney/Board Resolution authorizing a particular person to transact business with the BPS (original copy)
7. Where applicable, original test reports from accredited testing laboratories
8. Surety Bond
9. Certification to ISO 9001:2000 or its future amendment of the product manufacturer or certification of the product manufacturer in the absence of quality management system (QMS) certificate duly authenticated by Philippine Consular Officer, whichever is appropriate.

### SCHEDULE OF AVAILABILITY OF SERVICE

Monday to Friday, 8:00AM to 5:00PM

### ADDRESS AND CONTACT INFORMATION

#### BUREAU OF PRODUCT STANDARDS

3/F, Trade and Industry Building

361 Sen. Gil J. Puyat Avenue

Makati City, Philippines

Tel.: (+632) 751.4725

Fax: (+632) 751.4706

E-mail: bps@dti.gov.ph

[www.bps.dti.gov.ph](http://www.bps.dti.gov.ph)

### FEES

Application Fee - P300

Processing Fee - based on the amount declared in the Invoice as follows:

Invoice Value	Processing Fee
Up to P500,000	- P5,000
Over P500,000 up to Php1M	- 7,500
Over P1M	- 10,000

Testing Fee - Refer to BPSTC's Matrix (Product Name, Testing Fee, and Testing Time) available at the Front Desk, BPS or DTI Regional/Provincial Offices



## TOTAL PROCESSING TIME

(Provided that all information and documents submitted are correct and complete)

1. Import Shipment without Product Test Report	6 working days product testing time
2. Import Shipment without Product Test Report, without QMS	
3. Import Shipment with Product Test Report [Issued by BPS designated/ recognized testing laboratory, e.g. testing laboratories accredited by an accreditation body that is a signatory to regional/international agreements or its equivalent entered into by BPS/DTI (e.g. Asia Pacific Laboratory Accreditation Cooperation (APLAC), International Laboratory Accreditation Cooperation (ILAC) and any other testing laboratory allowed by BPS (e.g. under Mutual Recognition Agreements with Association of Southeast Asian Nations (ASEAN), Asia-Pacific Economic Cooperation (APEC), etc.]	2 working days
4. Import Shipment - with Philippine Standard (PS) License	1 working day

## HOW TO AVAIL OF THE SERVICE

Step No.	Applicant/Client's Step	Agency's Action	Duration of the Action	Person in-charge	Office Location
1	Get Application Form.	Provide Application Form.	2 mins.	Frontline Officer or Website	BPS, 3/F Reception Area or Website: <a href="http://www.bps.dti.gov.ph">www.bps.dti.gov.ph</a> or DTI Regional Office/Provincial Office (RO/PO)
2	Submit completed application form and required documents.	Review application and attachments required: • If complete, receive application and issue payment slip (application and processing fees). • If not complete, inform applicant.	10 mins.	Frontline Officer	BPS, 3/F or concerned DTI RO/PO where the port arrival of the shipment is located
3	Pay application and processing.	Issue Official Receipt (OR).	10 mins.	Cashier	DTI, 4F or DTI RO/PO
4	Present OR and get receiving copy of the Application Form	1. Record payments made and forward application to the Standards Conformity Division (SCD) Chief. 2. Assign to concerned Product Manager for evaluation. 3. Evaluation Preparation Recommendation: • If with PS License, prepare recommend issuance of Certified Establishment (CE). • If covered by mandatory product certification, prepare recommend issuance of CR and assess testing fee. • If with valid Test Reports (TR), prepare recommend issuance of ICC.	2 mins	Frontline Officer	BPS, 3/F or DTI RO/PO

Step No.	Applicant/Client's Step	Agency's Action	Duration of the Action	Person in-charge	Office Location
5	Pay testing fee/s for products to be tested by BPSTC and present OR to Frontline Officer	<ul style="list-style-type: none"> <li>• Issue OR.</li> <li>• Record payment of testing fee.</li> </ul>	15 mins.	Cashier and Frontline Officer	4F DTI or DTI RO/PO
6	If covered, sign and agree on the conditions stipulated in the conditional release (CR).	Approval: <ul style="list-style-type: none"> <li>• If with PS License, approve issuance of CE.</li> <li>• If covered, approve issuance of CR</li> <li>• If with Test Reports (TR), approve issuance of ICC.</li> </ul>	1 working hr. from receipt	Director or, SCD Chief or DTI Regional Director / Provincial Director (RD/PD)	BPS, 3F or DTI RO/PO
7	<ul style="list-style-type: none"> <li>• Get a Certificate of Exemption (CE) if import shipment is PS Certified.</li> <li>• Get ICC if with TR.</li> <li>• Get a CR if the import shipment is under the BPS mandatory certification scheme.</li> </ul>	Releasing: <ul style="list-style-type: none"> <li>• If with PS License, release CE.</li> <li>• If with TR, release ICC.</li> <li>• If covered, release CR.</li> </ul>	10 mins	Frontline Officer	BPS, 3F or DTI RO/PO
8	Get ready for BPS/DTI to conduct product inspection, inventory, and sampling.	Schedule inspection, inventory and product sampling.	1 working day as agreed by both parties	Product Manager/ Technical Support Staff	BPS, 3F or DTI RO/PO
		Conduct inspection, inventory, and draw product samples for testing, and inform client of test duration. Refer to BPSTC's Matrix (Product Name, Testing Fee, and Testing Time).	1 working	Product Manager/ Technical Support Staff	Client's/importer's declared warehouse
9	Receive Test Request for the drawn samples.	Issue Test Request. <i>Note: The test period varies on the product type.</i>	Refer to BPSTC's Matrix (Product Name, Testing time).	Product Manager/ Technical Support Staff	Client's/importer's declared warehouse
		1. Receive and assign Test Report to Product Manager.	1 working day from receipt	SCD Chief thru the Account Officer or DTI RD/PD	BPS, 3F or DTI RO/PO
		2. Encode the Test Reports in the PCIS and forward to Product Manager concerned.		Account Officer	BPS, 3F or DTI RO/PO

Step No.	Applicant/Client's Step	Agency's Action	Duration of the Action	Person in-charge	Office Location
		3.Evaluation of Test Reports: <ul style="list-style-type: none"><li>• If complied, recommends issuance of ICC.</li><li>• If failed, recommend retesting (back to No. 8).</li></ul> Evaluation of Results of Resting: <ul style="list-style-type: none"><li>• If failed, recommend issuance of ICC denial.</li></ul>	4 working hrs from receipt	Product Manager	BPS, 3F or DTI RO/PO
		4. Encode/review ICC or denial letter.		Technical Support Staff and Product Manager	BPS, 3F or DTI RO/PO
		5. Review/approve ICC or denial of ICC letter.	4 working hrs. from receipt	Director or SCD Chief or DTI RD/PD	BPS, 3F or DTI RO/PO
10	Receive ICC or denial letter of the issuance of ICC.	Releasing At BPS: <ul style="list-style-type: none"><li>• If ICC is approved, release ICC to importer or Memo to DTI RD/PD to issue ICC.</li><li>• If ICC is denied, release denial letter to importer or Memo to DTI RD/ PD to issue denial letter to importer.</li></ul>	2 working hrs.	Technical Support Staff	BPS, 3F
		At DTI RO/PO: Receive Memo and Prepare/approve ICC or denial letter based on Memo from BPS.	c/o DTI RO/PO	Product Manager DTI RD/PD	DTI RO/PO where the port arrival of the shipment is located
		Releasing At DTI RO/PO: <ul style="list-style-type: none"><li>• If ICC is approved, release ICC.</li><li>• If ICC is denied, release denial letter.</li></ul>		Technical Support Staff	DTI RO/PO
END OF TRANSACTIONS					



## REDRESS MECHANISM

### COMPLAINTS

We, at the Product Certification of the BPS are committed to serve you, our clients, with quality service. Hence, if you have complaints, we will act accordingly in the best way possible for us.

Complaints will be treated with confidentiality and utmost care to prevent disclosure.

What you can do:

- Fill up a Client Feedback Form.
- Drop the Form in the drop box at the Front Desk.
- You can contact us in person, by telephone, e-mail, fax, or in writing. Contact details can be found below.

### COMPLAINTS PROCEDURE

1. Talk to the concerned staff to immediately resolve the issues. You can also call him/her directly thru the telephone or write directly to him/her.
2. If you are not satisfied with the concerned staff's response, you can set an appointment with the Head of Product Certification, the name and contact details can be found below. The Division Head will investigate the matter immediately and respond to you in writing.
3. If you are still not satisfied with the response, you can elevate your complaints to the Bureau Director. Any comments and suggestions for the improvements of our services will be highly appreciated.

#### Contact Details:

Ms. CARMENCITA B. MAGNO  
Head, Product Certification  
Bureau of Product Standards  
Department of Trade and Industry  
361 Sen. Gil J. Puyat Avenue, Makati City  
Tel. No.: (+632) 751.4729, 751.4708  
Fax: (+632) 751.4724  
E-mail: bps@dti.gov.ph  
www.bps.dti.gov.ph

Atty. VICTORIO MARIO A. DIMAGIBA  
Director-in-Charge  
Bureau of Product Standards  
Department of Trade and Industry  
361 Sen. Gil J. Puyat Avenue, Makati City  
Tel. No.: (+632) 751.4725  
Fax: (+632) 751.4706  
E-mail: bps@dti.gov.ph  
www.bps.dti.gov.ph

## SUBMISSION OF SAMPLES FOR TESTING

### CLIENTS

SCD – AT 5, Individuals/Companies

### REQUIREMENTS

1. Duly accomplished Request for Test Form (in 3 copies)
2. Samples initialed by DTI assessor

### SCHEDULE OF AVAILABILITY OF SERVICE

Monday to Friday, 8.00AM to 5:00PM

### ADDRESS AND CONTACT INFORMATION

BPS Testing Center  
Bicutan, Taguig City

### FEES

As per Product Assessment (Refer to BPS Testing Center Matrix)

### TOTAL PROCESSING TIME

Within 8 hours and 24 minutes (excluding the actual testing)

### HOW TO AVAIL OF THE SERVICE

Step No.	Applicant/Client's Step	Agency's Action	Duration of the Action	Person in-charge	Office Location
1	Submit samples together with filled up Test Request.	Check and verify the Test Request Forms whether Philippine Standard (PS), Import Commodity Clearance (ICC), Private (non-PS-ICC).	5 mins	Samples Management Officer (SMO)	Bldg. 3 MIRDC CPD. Bicutan, Taguig City
		Assess the samples following the Sample Assessment Slip.	10 mins.	Laboratory Head (LH)	-do-
		Receive and log samples. Code the ff: spl status tag and job folder (JF).	10 mins.	SMO	-do-
2	Pay the corresponding testing fee to the Finance Officer (FO).	Collect test fee and return JF to SMO.	5 mins	Finance Officer (FO)	do-
		Submit samples and JF to the Test Engineer (TE)/LH.	10 mins.	SMO	-do-

Step No.	Applicant/Client's Step	Agency's Action	Duration of the Action	Person in-charge	Office Location
		Prepare the samples/ Conduct the test.	In accordance with PNS/IEC requirements	TE/LH	Bldg. 3 MIRDC CPD. Bicutan, Taguig City
		Draft and Review the Worksheet.	30 mins./JF	LH	
		Type the Report of Test.	2 hrs./JF	Information and data Management Officer (IDMO)	-do-
		Review and sign the Report of Test (RT) and submit to Center Manager (CM).	20 mins./JF	TE/LH	-do-
		Final signing of RT	10 min/JF	CM	
		Verification of payment	5 mins./JF	FO	-do-
		Preparation of RT for transmittal	4 hrs.	SMO	-do-
		Review and Signing of transmittal sheet	30 mins.	CM	-do-
		Transmittal of RT to Head Office	5 mins.	SMO	-do-
		Final checking of JF	5 mins.	Document Control Officer (DRC)	
3	Pick up Report of Test (RT) at the BPS head office.			BPS Frontliners	BPS Head Office
TOTAL NUMBER OF HOURS 8 hrs. and 29 mins.					



## B P S TESTING CENTER MATRIX

Product	PNS	Testing Fees (Php)	Test Duration (As required by std.)	Testing Time (testing time + queuing time)	Testing Capability (No. of Samples/ month)
<b>Physical/Mechanical Laboratory</b>					
1. Rubber inner tube	PNS 34: 2000	800	6	8	
2. Galvanized Iron (G.I.) sheets and coils	PNS 67:2000	600	4	6	
3. Low carbon steel wires – GI wires plain, annealed, zinc coated	PNS 113: 2005	1,000	6	8	
4. Steel wire nails/drawn wire rods	PNS 136 : 2000	500	4	6	
5. uPVC sewer pipes	PNS 1950: 2003	2,000	5	7	
6. uPVC pipes for potable water	PNS 65 : 1993	8,000	15	17	
7. uPVC electrical conduit	PNS 14: 1983 Am 01:1987	4,600	6	8	
8. PE pipes for potable water	PNS / ISO 4427:2002	1,200	4	6	
9. PB pipes for potable water	PNS 152 : 2003	1,200	5	7	
10. HDPE pipes	PNS/ISO 4427 : 2002	1,800	5	7	
11. B.I. pipes/GI pipes	PNS 26: 2003	1,140	5	7	
12. Sanitary wares	PNS 156 & 995: 2000	1,400	5	7	
13. Ceramic floor and wall tiles	PNS 154:1992 Amd 01:1992	1,200	10	12	
14. Furniture:					
- Monobloc chairs w/ armrest;	PNS: 1478: 1998	2,100	7	9	
- Monobloc chairs w/o armrest;		1,800	7	9	
- Plastic table		400	5	7	
15. Furniture stool	PNS 1478:1998	1,200	4	6	
16. Fiber glass insulation	PNS 205: 1989	1,500	2	4	

Note:

1. All are assumed as lean months.
2. For furniture testing, only one equipment is used.
3. Testing Fees and Duration are based on brand/model/size/watt.

Product	PNS	Testing Fees (Php)	Test Duration (As required by std.)	Testing Time (testing time + queuing time)	Testing Capability (No. of Samples/ month)
<b>Wiring Devices</b>					
1. Plugs and receptacle, plugs and socket-outlet	PNS 1486-1:1996	5,800	12	14	8
2. Enclosed switch/knife switch	PNS 117,118,119:1988	3,900	12	14	6
3. Electrical cartridge fuse	PNS 13: 1983	1,100	7	9	1
4. Plug and socket outlet	PNS 1486-1:1996	5,700	12	14	8
5. Moulded case circuit breaker	PNS 519:1991	2,000	7	9	8
6. Extension cord	PNS 1486:1996/PNS163	9,400	12	14	5
7. Switches for household and similar fixed electrical installations/ snap switch	PNS 1485:1996	5,900	14	16	
8. PVC electrical tape	PNS 79:1992	1,300	4	6	5

Note:

1. Queuing time formula :      No sample = 2 days  
    1 – 2 samples = set queuing time duration ( est. time duration in column)  
    3 – 4 samples = QT x 2 (ex. Pvc tape – QT=10 x 2 = 20 days for 3 - 4 samples)  
    5 – 6 samples = QT x 3  
    7 – 8 samples = QT x 4      . . . and so on .
2. Testing Fees and Duration are based on brand/model/size/watt.

Product	PNS	Testing Fees (Php)	Test Duration (As required by std.)	Testing Time (testing time + queuing time)	Testing Capability (No. of Samples/month)
<b>Appliances Laboratory</b>					
1. Electric flat iron	PNS 254:1994	7,600	9	11	3
2. Electric rice cooker	PNS 255:1996	7,600	9	11	4
3. Electric fan	IEC 60335-2-80	12,200	12	14	3
4. Electric air pot	PNS 255:1996	7,700	9	11	3
5. Grill/toaster	PNS/IEC 60335-2-9	7,700	12	14	3
6. Washing machine	PNS/IEC 60335-2-4	22,300	15	17	3
7. Spin extractor/dryer		16,900	15	17	2
8. Electric blender	PNS/IEC 60335-2-14	11,200	12	14	3
9. Refrigerator	IEC 60335-2-24	20,400	12	14	2
10. Television set	IEC 60065 6 <sup>th</sup> ed.	27,900	15	17	2
11. DVD/VCD	PNS/IEC 60065:2007	18,900	10	12	2
12. Microwave oven	IEC 60335-2-25	26,300	15	17	2

Note:

1. Queuing time (QT) varies if there is on-going test sample upon submission of new sample. In such case QT are as follows:

QT Formula:  $n^{\text{th}}$  sample = QT x  $n/2$

No sample = 2 days

1 – 2 samples = set queuing time duration

3 – 4 samples = QT x 2 (ex. Mic. Oven – QT=21 x 2 = 42 days for 3 - 4 samples)

5 – 6 samples = QT x 3

7 – 8 samples = QT x 4 . . . and so on.

2. Testing Fees and Duration are based on brand/model/size/watt.

Product	PNS	Testing Fees (Php)	Test Duration (As required by std.)	Testing Time (testing time + queuing time)	Testing Capability (No. of Samples/month)
<b>Lamps and Related Devices</b>					
1. Magnetic Ballast	PNS 12-1 & 2:1996	5,100	11	13	4
2. Electronic Ballast	PNS 135-1 & 2:1997	9,500	12	14	2
3. Self Ballasted Lamps	PNS 603-1:1993	4,400	9	11	4
4. Fluorescent lampholders/ starter holder	PNS 42:1997	4,400	6	8	4
5. Edison Screw Lampholder	PNS 80:1987	5,000	6	8	4
6. Luminaires	PNS 1328:1996	7,300	16	18	2
7. Fluorescent lamp starters	PNS 45:1997	6,500	11	13	2
8. Incandescent lamps:					
10, 15, 25 W	PNS 38-1 & 2:1995	12,700	16	18	3
40, 50 W	PNS 38-2:1995	14,500	16	18	3
60, 75, 100 W	PNS 38-2:1995	19,000	16	18	3
9. Tubular/Circular Fluorescent lamps					
15, 18, 20, 22 W	PNS IEC 60081:2001	10,900	85	87	2
40, 40 W	PNS IEC 60901:2001	12,800	85	87	2
10. Lighting sets	PNS 189:2000	3,500	9	11	15

Note:

1. Life test racks are limited Lamps are scheduled according to racks available.
2. Set up for endurance test are also lined up one by one for ballast (electronic), luminaires, and starters.
3. Testing Fees and Duration are based on brand/model/size/watt.



Product	PNS	Testing Fees (Php)	Test Duration (As required by std.)	Testing Time (testing time + queuing time)	Testing Capability (No. of Samples/month)
<b>Chemical Laboratory</b>					
1. Fire Extinguisher : Dry Chemical	PNS 15 Part 1:1989	950	90	97	10
AFFF Foam	PNS 15 Part 4:1991	600	3	10	10
CO 2	PNS 15 Part 3:1991	600	3	10	10
Halon Substitutue	PNS 15 Part 1:1991	600	3	10	10
2. Safety matches	PNS 09 Part 01:2000	2,000	6	11	5
3. Lighters	PNS 47:1998	1,625	5	10	6
4. Synthetic detergent - laundry/powder	PNS 23:2000	1,350	10	16	2
5. Laundry soap - bar	PNS 10:2002	1,900	10	16	2
6. Toilet soap - traditional/comb.	PNS 39:1999	1,400	10	16	2
7. Dentrifrice	PNS 246:1990	850	6	10	5
8. Zinc carbon cylindrical cell - battery	PNS 08:1995	500	5	10	6

Note :

1. For Fire Extinguishers, discharge test is only done on weekends due to complaint raised by affected personnel of MIRDc.
2. Testing Fees and Duration are based on brand/model/size/watt.

Product	PNS	Testing Fees (Php)	Test Duration (As required by std.)	Testing Time (testing time + queuing time)	Testing Capability (No. of Samples/month)
<b>Wires and Cables</b>					
1. Aluminum Cable (ACSR) Class A	ASTM B 232 / 232 M	2,600	10	12	10
2. Aluminum Cable 1350	ASTM B 231 / 231 M	800	7	9	10
3. Aluminum Cable ACSR	ASTM B 232 / 232 M	1,200	5	7	10
4. Aluminum Cable ASSR Class AA	ASTM B 232 / 232 M	2,000	7	9	10
5. Flexible Cords	PNS 163:1994	4,600	10	12	10
6. Thermoplastic Wires (bldg wires)	PNS 35:2004	4,200	10	12	10
7. Magnet Wires	PNS 106 - 110:1987	3,500	10	12	10
8. Telephone Dropwire	As per Test parameters	1,800	8	10	15
9. Telephone Jacketed Wire	As per Test parameters	1,800	8	10	15
10. Low Voltage Cable	As per Test parameters	3,200	10	12	15

Note:

1. Queuing time (QT) varies if there is on – going test sample upon submission of new sample. In such case QT are as follows:  
 QT Formula:  $n\text{th sample} = QT \times n/2$   
 No sample = 2 days  
 1 – 2 samples = set queuing time duration  
 3 – 4 samples =  $QT \times 2$  (ex. Low volt. Cable –  $QT=15 \times 2 = 30$  days for 3 - 4 samples)  
 5 – 6 samples =  $QT \times 3$   
 7 – 8 samples =  $QT \times 4$  . . . and so on.
2. As seen on table below the ratio of engineer does not match with the number of products to be tested.
3. Additional manpower is needed to complement the number of products tested.
4. Equipment should be calibrated per scheduled to maximize its usage.
5. No. of hours in testing time equals to test duration per standard plus queuing time.
6. Testing Fees and Duration are based on brand/model/size/watt.





INTERNATIONAL COFFEE ORGANIZATION-CERTIFYING AGENCY (ICO-CA)

## ISSUANCE OF COFFEE EXPORTER'S ACCREDITATION

### DESCRIPTION OF SERVICE

Accreditation of Coffee Exporters in accordance with Chapter XII, Article 32-33 of the International Coffee Agreement (ICA), to which the Philippines is a member-country.

### CLIENTS

Any businessman who intend to export coffee, in any form or variety, to other countries.

### REQUIREMENTS

1. Letter of Intent
2. Mayor's Permit
3. Security and Exchange Commission (SEC) or DTI Business Name Registration
4. Bureau of Internal Revenue (BIR) Registration
5. Company Profile
6. Latest Audited Financial Statement or Balance Sheet (For Newly Established Companies)

### SCHEDULE OF AVAILABILITY OF SERVICE

Monday to Friday 7:30AM to 6:00PM

### ADDRESS AND CONTACT INFORMATION

#### INTERNATIONAL COFFEE ORGANIZATION-CERTIFYING AGENCY

5F DTI-International Building,  
375 Gil Puyat Avenue, Makati City  
Telefax: (632) 897.0515 local 501.503  
Email: [icoca@dti.gov.ph](mailto:icoca@dti.gov.ph) or [icocadti@yahoo.com.ph](mailto:icocadti@yahoo.com.ph)

### FEES

This service is rendered FREE.

### TOTAL PROCESSING TIME

If documentary and inspection requirements are complete, this transaction can normally be completed in three days.

## HOW TO AVAIL OF THE SERVICE

Step No.	Applicant/Client's Step	Agency's Action	Person in-charge	Office Location
1	Inquire on how to export coffee or how to apply for accreditation as coffee exporter either by phone or proceed in person to ICOCA office.	Provide client with short and concise orientation on coffee Exporters' Accreditation rules, procedures and documentary requirements.	Technical Staff from the Accreditation and Supervision Division	National Office
2	Submit letter of application for Accreditation together with Business Name or SEC or DTI Registration, BIR Registration, Company Profile, Mayor's Permit, and Latest Audited Financial Statement or Balance Sheet.	Evaluate the application and set a schedule for factory/plantation visit.	Technical Staff from the Accreditation and Supervision Division	National Office
		Conduct a factory or plantation visit.		Plant and office or plantation visit
		Prepare evaluation report on the inspected facility or farm. Recommended approval (or disapproval) of accreditation. Prepare the Certificate of Accreditation.	Technical Staff from the Accreditation and Supervision Division	National Office
		Approve/Award Certificate of Exportes' Accreditation.	Executive Director Antonio R. Reyes	National Office
		Orient the newly-accredited exporter on the ICO systems, rules, and procedures of exporting coffee.	Technical Staff from the Export Management Division	National Office
END OF TRANSACTION				



## ISSUANCE OF COFFEE EXPORT CLEARANCE AND CERTIFICATE OF ORIGIN

### DESCRIPTION OF SERVICE

Coffee export documentation in accordance with Chapter XII, Article 32-33 of the International Coffee Agreement (ICA) to which the Philippines is a member-country where it is divided into 2 stages - Pre-loading stage where exporter is required to apply for Coffee Export Clearance (CEC) and, thereafter, at the Post-loading stage where based on the Bill of Lading, a Certificate of Origin (CO) shall be issued and countersigned by the Bureau of Customs.

### CLIENTS

Any of the International Coffee Organization Certifying Agency's (ICOCA) accredited coffee exporter

### REQUIREMENTS

1. Duly Accomplished Export Declaration (ED)
2. Sales Invoice
3. Letter of Credit (LC) (optional)
4. Packing List

### SCHEDULE OF AVAILABILITY OF SERVICE

Monday to Friday 7:30AM to 6:00PM

### ADDRESS AND CONTACT INFORMATION

INTERNATIONAL COFFEE ORGANIZATION-CERTIFYING AGENCY

5F DTI-International Building,  
375 Gil Puyat Avenue, Makati City  
Telefax: (+632) 897.0515 local 501.503  
Email: [icoca@dti.gov.ph](mailto:icoca@dti.gov.ph) or [icocadti@yahoo.com.ph](mailto:icocadti@yahoo.com.ph)

### FEES

This service is rendered FREE.

### TOTAL PROCESSING TIME

If documentary requirements are complete, each stage can be completed in 30 minutes or less.

## HOW TO AVAIL OF THE SERVICE

Step No.	Applicant/Client's Step	Agency's Action	Person in-charge	Office Location
1	<b>PRE-LOADING STAGE</b> Proceed to ICOCA to apply for CEC. Submit the duly accomplished Export Declaration (ED) Form together with Letter of Credit (LC) or Export Contract and Sales Invoice.	Evaluate the application to export and recommend for the approval of clearance to ship out coffee.  Approve the Coffee Export Clearance in the ED Form.	Technical Staff from the Export Management Division  Division Chief of the Export Management Division	National Office  National Office
2	<b>POST LOADING STAGE</b> Submit a copy of the signed Bill of Lading (B/L) or Airway Bill and validated ED for verification and recoding of shipment data.	Evaluate application and prepare the Certificate of Origin.  Approve and release the CO for submission to and countersigning of the Bureau of Customs (BoC).	Technical Staff from the Export Management Division  Division Chief of the Export Management Division	National Office
3	Return photocopy of Original, Green and Blue copy of validated CO to ICOCA for submission to ICO-London.	Accept copies of duly validated CO documents, set them ready for monthly report submission of the Philippines to ICO-London.	Technical Staff from the Export Management Division	National Office
END OF TRANSACTION				

## ISSUANCE OF CERTIFICATE OF EXEMPTION FOR SAMPLE SIZED COFFEE SHIPMENT

### DESCRIPTION OF SERVICE

Coffee export documentation for coffee shipment which weighs up to maximum of 60 kg. (GBE) net; 120 kg. of dried berries; 75 kg. of parchment coffee; 50.4 kg. of roasted coffee; or 23 kg. of soluble coffee or liquid forms

### CLIENTS

Any person or businessperson planning to send sample size of coffee, as gift, for home use, promotion or any legitimate purpose to other countries

### REQUIREMENTS

1. Letter of Intent
2. Packing List
3. Invoice and/or ED (Optional)

### SCHEDULE OF AVAILABILITY OF SERVICE

Monday to Friday 7:30AM to 6:00PM

### ADDRESS AND CONTACT INFORMATION

INTERNATIONAL COFFEE ORGANIZATION-CERTIFYING AGENCY

5F DTI-International Building,

375 Gil Puyat Avenue, Makati City

Telefax (+632) 897.0515 local 501.503

Email: icoca@dti.gov.ph or icocadi@yahoo.com.ph

### FEES

This service is rendered FREE.

### TOTAL PROCESSING TIME

If documentary requirements are complete, each stage can be completed in 30 minutes or less. Spot inspection may be done by ICOCA representative (if deemed necessary).

### HOW TO AVAIL OF THE SERVICE

Step No.	Applicant/Client's Step	Agency's Action	Person in-charge	Office Location
1	Prepare letter request and proceed to ICOCA to secure information.	Receive and analyze request and supporting documents.	Technical Staff from the Export Management Division (EMD)	National Office
		Prepare the Certificate of Exemption. Approve the Certificate of Exemption.	Technical Staff from the EMD Division Chief of the Export Management Division	National Office National Office
2	Receive the Certificate.			National Office
END OF TRANSACTION				



## PROVISION OF BUSINESS CONSULTANCY SERVICES

### DESCRIPTION OF SERVICE

Business consultancy services relevant to domestic coffee processing, business development, export trade, markets and promotions

### CLIENTS

Any citizen or businessman in the coffee business or aspiring to get into the coffee business

### REQUIREMENTS

(Letter/email or verbal request specifying detail/s and specific area/s of needed information)

### SCHEDULE OF AVAILABILITY OF SERVICE

Monday to Friday 7:30AM to 6:00PM

### ADDRESS AND CONTACT INFORMATION

INTERNATIONAL COFFEE ORGANIZATION-CERTIFYING AGENCY

5F DTI-International Building, 375 Gil Puyat Avenue, Makati City

Telefax: (+632) 897.0515 local 501.503

Email: icoca@dti.gov.ph or icocadti@yahoo.com.ph

### FEES

This service is rendered FREE.

### TOTAL PROCESSING TIME

Between 10-30 minutes (depending on kind of materials requested and its availability)

### HOW TO AVAIL OF THE SERVICE

Step No.	Applicant/Client's Step	Agency's Action	Person in-charge	Office Location
1	Prepare letter request and proceed to ICOCA to secure needed information.	Receive and analyze request and gather needed materials.	Division Chief/ Technical Staff	National Office
		Advice/orient client promptly (in person or by phone) and/or  Provide client with needed information (by fax, email).	Executive Director/Division Chief/Technical Staff	National Office
END OF TRANSACTION				

## SERVICING OF RESEARCHERS

### DESCRIPTION OF SERVICE

Dissemination of research materials on coffee information either local and international in scope, historical or current statistics on prices, exports, production, processes, markets, ICO related matters, coffee projects and programs.

### CLIENTS

Any citizen or businessman who is in need of information on coffee processing, export and domestic trade, coffee programs, events and activities, etc.

### REQUIREMENTS

Letter/email or verbal request specifying detail/s and specific area/s of needed information

### SCHEDULE OF AVAILABILITY OF SERVICE

Monday to Friday 7:30AM to 6:00PM

### ADDRESS AND CONTACT INFORMATION

INTERNATIONAL COFFEE ORGANIZATION-CERTIFYING AGENCY  
5F DTI-International Building, 375 Gil Puyat Avenue, Makati City  
Telefax (+632) 897.0515 local 501.503  
Email address icoca@dti.gov.ph or icocadi@yahoo.com.ph

### FEES

This service is rendered FREE.

### TOTAL PROCESSING TIME

Between 30 minutes -1 hour

(If requested details are complete and needed information is readily available)

### HOW TO AVAIL OF THE SERVICE

Step No.	Applicant/Client's Step	Agency's Action	Person in-charge	Office Location
1	Prepare letter request and proceed to ICO-CA to secure needed information.	Receive and analyze request and gather needed materials.	Division Chief/ Technical Staff	National Office
		Provide client with needed printed information (by fax, email) or Advice/orient client (in person or by phone) or Release other related/routine information which are currently being disseminated thru Bulletins, News, etc.	Executive Director/Division Chief/Technical Staff	-do-
END OF TRANSACTION				



REGIONAL OPERATIONS AND DEVELOPMENT GROUP (RODG)





## BUSINESS NAME (BN) REGISTRATION

### DESCRIPTION OF SERVICE

Business Name (BN) Registration for Walk-in Applicants

### CLIENTS

Businesspeople/Entrepreneurs

### REQUIREMENTS

*For Original Application, Single Proprietor, Filipino Citizen*

1. Applicant must be at least 18 years old
2. Duly filled-up Application Form (BTRCP Form No. 16A)
3. Proof of Citizenship [photocopy of any of the following: Philippine Regulatory Commission (PRC) ID, Voter's ID, Passport or birth certificate]

*If the business applied for is on Franchising*

1. Photocopy of Franchise Agreement or Consent Certificate

*If Filer is other than the Applicant*

1. Letter of Authorization from the applicant
2. Photocopy of valid ID Card bearing the signature of the applicant

### SCHEDULE OF AVAILABILITY OF SERVICE

Monday to Friday, 8:00AM to 5:00PM

### ADDRESS AND CONTACT INFORMATION

DTI Provincial/City/Area Office

### FEES

P300.00 - Registration Fee

15.00 - Documentary Stamp Tax

### TOTAL PROCESSING TIME

Five (5) Days from receipt of duly accomplished Application Form together with the required supporting documents

## HOW TO AVAIL OF THE SERVICE

Step No.	Client's Step	Agency's Action	Person in-Charge	Office Location
1	Secure Application Form.  (Applicant can also download Application Form from <a href="http://www.bnrs.dti.gov.ph">www.bnrs.dti.gov.ph</a> )	Provide Application Form.	Frontline Desk Officer/ Officer of the Day	Provincial/City/ Area Office
2	Fill-up Application Form and proceed to Business Name (BN) Waiting Area.	Call applicant on first-come first-serve basis.	BN Processor	-do-
3	Submit duly accomplished Application Form together with supporting documents.	a. Receive Application Form. b. Check completeness of Application Form. c. Verify proposed Business Name/s. d. Encode information in the database. e. Generate Transaction Reference Number (TRN) f. Encode the TRN to effect the documents submitted in the database. g. Return Application Form with TRN to applicant.	BN Processor	-do-
4	Present Application Form with TRN and pay fees.	a. Receive payment together with Application Form and TRN b. Encode the TRN to effect payment in database. c. Print Official Receipt. d. Print BN Certificate of Registration. e. Record in the logbook	Cashier/Special Collecting Officer (SCO)  -do-  -do-  BN Processor  BN Processor/ Designated Staff	-do-
5	Claim BN Certificate of Registration.	Release BN Certificate of Registration.	BN Processor/ Designated Staff	-do-
END OF TRANSACTION				

## ISSUANCE OF SALES PROMOTION PERMIT

### DESCRIPTION OF SERVICE

Issuance of Sales Promotion Permit (for Discount Scheme)

### CLIENTS

Business Establishments

### REQUIREMENTS

#### *For Original Applications*

1. Duly accomplished Sales Promotion Application Form for Discount Scheme
2. List of Products/Items covered by Discount indicating the following information:
  - a. Product brand, model, sizes in metric
  - b. Regular price of the product
  - c. Discounted price of the product
  - d. % of discount of the product
3. List of Participating Outlets/Branches
4. Complete mechanics of the promotion
5. Copy of all text replies (applicable for text base discount scheme)
6. Any form of advertising materials to announce the promotion. At least one ad material shall contain the complete mechanics, duration, coverage and Per DTI \_\_\_\_  
Permit # \_\_\_\_, Series of \_\_\_\_.
7. Registration Requirements such as Certificate of product registration for food, drug, cosmetics; and Philippine Standard (PS) Mark Certificate or Import Commodity Clearance (ICC) for appliances, etc. (if applicable)
8. Agreement with participating outlets (if applicable)
9. Letter of Agreement with Telecommunication Companies (applicable for text base discount scheme)
10. National Telecommunication Commission (NTC) Registration for new content providers (applicable for text base discount scheme)
11. Waiver (in case the text based promotion is found to be a form of wagering or gambling, the company is willing to submit to the rules and regulations of the proper government agency)

#### *For Changes/Amendments*

1. Letter request for amendments/changes/extension of promo duration.  
*Note:* Discount/price reduction scheme promo duration shall not exceed three (3) months. If duration is less than three (3) months, it may be extended but original promo period plus extension should not exceed a total of three (3) months. However, in case of closing-out sales, the period shall be six (6) months.
2. For additional participating branches, submit list of additional branches.
3. Agreement with additional participating outlets (if applicable)
4. For additional participating products, submit list of additional products indicating information listed in Letter A (item no. 2).
5. Registration Requirements for the additional participating products (if applicable)
6. For additional advertising materials, submit copy of materials.
7. For additional Telecommunication Companies, copy of Letter of Agreement with Telecommunication Companies and copy of all text replies



8. Copy of announcement on all changes such as duration, additional participating outlets and or additional participating products with fact of approval (all items with changes to be marked with \* ) and “ \*Approved by DTI \_\_\_\_\_ ” must be indicated to show that all changes were approved by the concerned DTI Regional or Provincial Office.

*Note:* Changes must not be implemented unless approval is issued by the concerned DTI Regional /City/Area/ Provincial Offices.

## SCHEDULE OF AVAILABILITY OF SERVICE

Monday to Friday, 8:00AM to 5:00PM

## ADDRESS AND CONTACT INFORMATION

DTI Regional/Provincial/City/Area Office

## FEES

Geographical Coverage	Application Fee
NCR only or in several regions including Metro Manila or nationwide	P 1,000
More than one region but excluding Metro Manila	750
Several provinces/cities/municipalities within a single region	500
Single province/city/municipality	250
Others:	
For extension and other changes requiring re-evaluation	300

## TOTAL PROCESSING TIME

Five (5) Days from receipt of duly accomplished Application Form together with the required supporting documents

## HOW TO AVAIL OF THE SERVICE

Step No.	Client's Step	Agency's Action	Person in-Charge	Office Location
1	Secure Application Form.	Provide Application Form.	Sales Promo Evaluator	Regional/Provincial/City/Area Office
2	Fill-up Application Form and proceed to Sales Promo (SP) Waiting Area.	Call applicant on first-come first-serve basis.	Sales Promo Evaluator	-do-
3	Submit duly accomplished Application Form and supporting documents.	a. Receive and evaluates Application Form. b. Prepare Order of Payment. c. Return to applicant the Application Form together with the Order of Payment.	Sales Promo Evaluator	-do-
4	Present Application Form together with the Order of Payment and pay application fee.	a. Receive payment and issues Official Receipt (OR). b. Encode the information in Sales Promo Permit Logbook and assign sales promo permit number to the application. c. Prepare Sales Promo Permit for Approval. d. Approve Sales Promo Permit.	Cashier/Special Collecting Officer (SCO) Sales Promo Evaluator  Sales Promo Evaluator  Provincial Director/Authorized signatory	-do-
5	Claim Sales Promotion Permit.	Release the Sales promo Permit/Letter of Approval.	Sales Promo Evaluator	-do-
END OF TRANSACTION				

## SERVICE AND REPAIR SHOP ACCREDITATION

### DESCRIPTION OF SERVICE

Issuance of Certificate of Accreditation for Service and Repair Shops

### CLIENTS

Service and Repair Shops Operators

### REQUIREMENTS

*For both Original and Renewal Applications*

1. Duly accomplished Application Form
2. Copy of Comprehensive General Liability Insurance Policy and Receipt of Payment. Insurance period must be at least up to the end of the year (December 31)
3. Warranty
4. List of Tools and Equipment and corresponding value
5. List/name/s of Shop Employees (name/s of persons) and Position
6. Size of Shop/Stalls
7. Photo of Shop – 2 copies (front and inside)
8. Shop Layout
9. Organizational Chart
10. Copy of Business Name Certificate of Registration
11. Certified True Copy by Corporate Secretary of Security and Exchange Commission (SEC) Certificate and Articles of Incorporation (if Corporation) or Articles of Partnership (if Partnership)
12. Technical Education and Skills Development (TESDA) Certificate of Competency for Technical Employee/s (for 3 to 5 STAR Category only)
13. Performance Bond (for 3 to 5 STAR Category) P50,000
14. Dealership Agreement for 5 STAR Category only
15. TESDA Certificate of Competency for Technical Employee/s [For accreditation of refrigeration and airconditioning (RAC) and mobile/auto airconditioning (MAC) regardless of star classification]

### SCHEDULE OF AVAILABILITY OF SERVICE

Monday to Friday, 8:00AM to 5:00PM

### ADDRESS AND CONTACT INFORMATION

DTI Provincial/City/Area Office

### FEES

TYPE OF SHOP	ORIGINAL		RENEWAL
	Filing Fee	Accreditation Fee	
1. One-Star Shop	P 50	P 350	P 350
2. Two-Star Shop	50	400	400
3. Three-Star Shop	50	425	425
4. Four-Star Shop	50	450	450
5. Five-Star Shop (dealer of Motor Vehicle)	50	500	500
6. Medical/Dental	50	350	350

A surcharge of 25% of the amount of renewal fees is imposed if application is renewed after January 31.

## TOTAL PROCESSING TIME

Ten (10) Days (inclusive of shop ocular inspection) from receipt of duly accomplished Application Form together with the required supporting documents

## HOW TO AVAIL OF THE SERVICE

Step No.	Client's Step	Agency's Action	Person in-Charge	Office Location
1	Submit duly accomplished Application Form together with the required documents.	a. Receive duly accomplished Application Form with the required documents. b. Evaluate completeness and determine the standard classification and fees.	Accreditation Officer  Accreditation Officer	Provincial/City/ Area Office
2	Pay the corresponding fees.	a. Receive payment and issue Official Receipt (OR). b. Set schedule of ocular inspection.	Cashier/Special Collection Officer  Accreditation Officer	-do-
3	Facilitate/coordinate conduct of ocular inspection.	a. Conduct ocular inspection and validate data submitted. b. Prepare evaluation/ inspection report. c. Prepare Certification of Accreditation. d. Approve Certificate of Accreditation.	Accreditation Officer  Accreditation Officer  Accreditation Officer  Head of Office/ Authorized Signatory	-do-
4	Claim Certificate of Accreditation.	Record in the logbook and releases Certificate of Accreditation to the applicant.	Accreditation Officer/ Designated Staff	-do-
END OF TRANSACTION				



*Published by:*

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