FREQUENTLY ASKED QUESTIONS

ON SERVICES

Introduction

The Department of Trade and Industry (DTI), as the primary coordinative, promotive, facilitative, and regulatory arm of the Philippine Government with the country's trade, industry, and investment activities, is committed to providing a business-friendly environment across the country, that is conducive to the growth of enterprises and supportive of fair trade in goods and services while safeguarding consumer rights and welfare.

In pursuit of this commitment, the DTI carries out various trade and consumer-related services through its line bureaus, support offices, attached agencies and regional and provincial offices nationwide.

To facilitate quality customer service in a timely and efficient manner, the frequently asked questions (FAQs) of the DTI bureaus/ offices have been consolidated to serve as a guide that will help users to be aware of the different services being offered by the said DTI bureaus/ offices and tap as necessary, the assistance required.

The following FAQs are organized in alphabetical sequence per DTI service/ assistance rendered to its major client groups:

- Entrepreneurs
- Consumers
- Exporters
- Investors
- General Public

This document is a living document compiled by the Knowledge Management and Information Service For comments and inputs, please email to kmis@dti.gov.ph

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Prepared by:

Cresenciano P. Par
DTI Direct Team Leader

Approved by:

Alfonso M. Valenzuela
OIC-Director, KMIS

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I. ENTREPRENEURS

A. Business Name Registration

What is a business name?

A business name (BN) refers to any name, other than your true name that you use in connection with your business.

(Rule 1, Section 4.5 of DAO 18-07) Business Name (BN) shall refer to ANY name that is different from the true name of an individual which is used or signed in connection with her/his business on any written or printed document, including receipts for business taxes, duties and fees and withdrawal or delivery receipts; any written or printed evidence of any agreement or business transaction; and any sign or billboard conspicuously exhibited in plain view in, or at the place of her/his business or elsewhere, announcing his /her business.

Do I have to register my business name?

If you are a **sole proprietor** who is doing business using a name other than your true name, then you are required to register that business name with the Department of Trade and Industry (DTI).

Who can register a business name?

Any Filipino who is at least 18 years of age can register a business name. Foreign nationals who are authorized to do business in the Philippines under existing statutes may also register as well as refugees or stateless persons duly recognized by the Philippine government.

Can a foreign national register a business name?

Yes. A foreign national and/or refugee/stateless person should be at least 18 years of age to register a business name.

A Non-Philippine national also needs to obtain a Certificate of Registration of Sole Proprietorship/Certificate of Authority to Engage in Business in the Philippines pursuant to RA 7042 (Foreign Investment Act).

For a refugee or stateless person, he/she needs to be issued a written recognition from the Refugee and Stateless Person Protection Unit of the Department of Justice (DOJ-RSPPU), and whose recognition is not subject to cancellation, revocation, or cessation in accordance with applicable government rules and regulations.

Click here for the list of the documentary requirements.

How do I register/renew my Business Name?

Business name registrations/renewals can be accomplished and paid for online at bnrs.dti.gov.ph. Visit https://bnrs.dti.gov.ph/resources/registration-guide for a step-by-step guide on navigating the BNRS watch the DTI YouTube video on "How to Register a New Business Name Online".

For walk-in/over-the-counter, you may file your application at ay DTI Regional/Provincial Office or Negosyo Center nearest you and bring the following documentary requirements:

1. One valid government-issued ID of the BN applicant, for verification (DAO 18-07 - Annex A);
2. One duly accomplished DTI-prescribed application form signed by the applicant (DAO 18-07 - Annex B);
3. One authorization letter if filed by an authorized representative and his/her valid ID

Foreign national applicants can apply for BN registration online; however, this will remain subject to approval until the following requirements have been submitted and verified by the concerned DTI office.

For non-Philippine nationals:

1. One duly accomplished DTI-prescribed application form signed by the applicant (DAO 18-07 - Annex B);
2. One clear certified copy of the Alien Certificate of Registration and the Certificate of Registration for Sole Proprietorship/Certificate of Authority to Engage in Business in the Philippines issued by the concerned DTI Office per RA 7042 (Foreign Investment Act) as amended by RA 8179, RA 8762 (Retail Trade Liberalization Law) or such other applicable laws, as the case may be

For refugee/stateless person:

1. Submission of one (1) duly accomplished DTI-prescribed application form (DAO 18-07 - Annex B) signed by the applicant of the BN registration; and
2. Submission of a clear certified copy of the Certificate of Recognition issued by the DOJ-RSPPU showing that the applicant is recognized as a refugee/stateless person or presentation of the original Certificate of Recognition and submission of a duplicate copy thereof.

The requirements for BN registration by a non-Philippine national may be secured from DTI Regional and Provincial Offices in compliance with RA 7042 or the FIA.

Requirements to secure such documents may be downloaded from the BNRS website - https://bnrs.dti.gov.ph/resources/download#foreign

How much is the registration fee?

Registration/renewal fees are based on the applicant's chosen territorial scope:

Territorial Scope	Fee
Barangay	PhP 200
City/Municipality	PhP 500
Regional	PhP 1,000
National	PhP 2,000

All registration fees are **subject to an additional PhP 30 Documentary Stamp Tax.**
An additional 50% of the fee shall be charged for the late filing of Business Name Registration

If I have already acquired a Business Name Registration, do I still need to get a Business/Mayor's Permit?

Yes, a Business Name Registration merely provides the business a legal identity; in order to actually operate the business, you need a Business/Mayor's Permit from the city/municipality where your business is located.

Can a representative file my BN Registration for me?

Yes, BN registrations may be filed by a representative as long as he/she provides a valid ID and an authorization letter signed by the business owner together with the other requirements for BN registration.

What is the validity of my BN Registration?

The BN registration is valid for five (5) years from the date of registration.

When should I renew my BN Registration?

Early Filing – **One Hundred Eighty (180)** Calendar Days prior to the expiration date

Regular Filing – Within **ninety (90)** calendar days following the expiration of the registration

Late Filing or Grace Period – Within **ninety (90)** calendar days after the Regular Filing period subject to a payment of a surcharge of fifty percent (50%) of the registration fee.

All BN registrations not renewed within the grace period shall be immediately cancelled and shall be made available for registration by other parties subject to existing rules on registrability.

BNRS Guidelines

Why was the Business Name I submitted for registration rejected?

A BN should be comprised of the "Dominant portion" and the "Descriptor"

Dominant portion – word, group of words or a combination of letters and numerals.

Descriptor – word or group of words describing the nature of business based on the Philippine Standard Industrial Classification (PSIC) as listed on [Annex C of DAO No. 1807]

Dominant Portion	Descriptor	Business Name
A101	Drugstore	A101 Drugstore
Tomas	Rice Farm	Tomas Rice Farm
Chedeng	Shoes Manufacturing	Chedeng Shoes Manufacturing
Mr. Laba-Luvah	Laundry Services	Mr. Laba-Luvah Laundry Services

Your Business Name will **not be accepted under the following instances**:

1. Those that connote activities or norms that are unlawful, immoral, scandalous or contrary to propriety **(Pop's Jueteng Betting Station, Boobs Massage and Spa)**;
2. Those names, words, terms or expressions used to designate or distinguish, or are suggestive of quality, of any class of goods, articles, merchandise, products or services **(Best Taho Factory, First Class Travel Agency)**;
3. Those that are registered as trade names, trademarks, or business names by any government agency authorized to register names or trademarks **(Anne Dok's Lechon, Jalibee, Starbax Café)**;
4. Those that are inimical to the security of the State **(ISIS)** ;
5. Those that are composed purely of generic word or words **(The Drugstore)**;
6. Those that by law or regulation are restricted or cannot be appropriated **(OTOP, Intelligence, State College)**;
7. Those that are officially used by the government in its non-proprietary functions **(NBI Private Investigation Services, DTI Trading)**;
8. Those names or abbreviations of any nation, intergovernmental or international organization unless authorized by competent authority of that nation, inter-government or international organization **(Philippine Manpower Pooling Agency, UNESCO Marketing, WHO Health Clinic)**;
9. Those ordered or declared by administrative agencies/bodies or regular court not to be registered;
10. Those names of other persons;
11. Those names which are deceptive, misleading or which misrepresent the nature of business **(GOLD Construction Services where nature of business is recruitment)**.

Why can't I register words such as general merchandise, enterprises, trading?

The business name descriptor is based on the Philippine Statistics Authority's Philippine Standard Industrial Classification (PSIC). Descriptors should be able to specifically identify the nature of your business which is why certain descriptors such as "enterprises" can no longer be registered.

These words cannot be registered in the dominant portion. Registered business names are subject to post-evaluation by the DTI and a business name containing non-registrable words can be a cause for cancellation of the registration.

After completing my BN Registration, are there any other payments to be made?

After paying the BN Registration fee, there will be no other payments to be made with DTI except when you apply for other BN-related transaction.

How many days do I have to pay for my reserved Business Name Registration?

Once you have successfully reserved your business name, you will have seven (7) calendar days to pay the registration fee.

Can I transfer the ownership of my BN Registration?

No. Transfer of ownership is not allowed. You must cancel your old business name registration then apply for a new one under the new ownership.

Can I cancel my BN Registration and how?

Yes, you can apply for a cancellation of BN registration at any DTI Regional/Provincial Office for any of the following reasons:

1. Cessation of business operations prior to the expiry date of the existing registration;
2. Sale or transfer of the business to any other person;
3. Upon BN owner's conclusive determination that a prior owner and lawful user of an identical or confusingly similar BN exists;
4. Upon transfer of the business to another geographical location beyond or outside the registered BN's territorial scope.

You can watch this video for a step-by-step guide on how to cancel your BN registration.

The following are the requirements for applying for the voluntary cancellation of a registered BN, to be brought to your nearest DTI office:

1. Other BN-Related Application Form (DAO 18-07 - Annex D) signed by the registered BN owner;
2. Presentation of one (1) valid ID of the BN owner (DAO 18-07 - Annex A)
3. Submission of Authorization Letter of authorized representative and presentation of authorized representative's valid ID (if applicable)
4. Declaration under oath that the cancellation is not intended to defraud creditors and that the registered BN owner has no outstanding and pending financial obligation in connection with his/her business or that he/she has notified all the creditors of such cancellation, as the case may be;
5. Payment of applicable fee (P30.00 - Documentary Stamp Tax)

Can DTI release information related to my business name to a third party without my consent/knowledge?

(DAO 18-07 - Rule XI, Section 1) The public's right of access to information is recognized, subject to the limitations provided by applicable laws, rules and regulations, and payment of applicable fees. Such information deemed available to the public shall, upon request, may be disclosed in the form of a Certification.

Are licensed professionals (e.g. accountants, lawyers, engineers, nurses, doctors etc.) required to register with DTI?

Persons legally authorized to practice their profession who do not need to use a business name (i.e. any name that is different from the true name of an individual which is used or signed in connection with her/his business on any written or printed document, including receipts for business taxes, duties and fees and withdrawal or delivery receipts; any written or printed evidence of any agreement or business transaction; and any sign or billboard conspicuously exhibited in plain view in, or at the place of her/his business or elsewhere, announcing his /her business), are not required to register with the DTI.

However, if such practice of profession is coupled with other business activity or if an office/clinic will be established/maintained, then a Business/Mayor's permit to operate is required. Hence, the need to register a business name with the DTI.

Is there a penalty for registered business names that was not used or did not operate? There are no penalties to be paid to DTI for businesses names that was not used or with no business activity. However, failure to secure business permit within a period of six (6) months from registration of the BN may be a ground for the revocation of the BN after due notice and hearing.

Remember, a business name registration is not a license to operate your business. You may also voluntarily cancel your business name if this is not in use.

Can I change the business name in my registration?

No, once a business name has been registered, it cannot be changed. You may cancel your current business name registration voluntarily and register a new business name instead.

Do I need to register a business name if I am a franchisee?

Yes. If you are a sole proprietor-franchisee, you still need to register your own business name.

Legal/Regulatory

Can I use the terms "company", "corporation", "incorporated" or "cooperative" as part of my BN?

No. Only a partnership or corporation registered with the Securities and Exchange Commission (SEC) can use the words "company", "corporation" or "incorporated" as part of their business name, while the word "cooperative" can only be used by cooperatives registered with the Cooperative Development Authority (CDA).

Security and Exchange Commission

It is essential for a One-Person-Corporation, a Partnership or a Corporation to register with the SEC in order for them to be treated as a legal or judicial entity.

Head Office: Secretariat Building, PICC Complex, Roxas Boulevard, Pasay City, 1307
Trunkline No.: (+632) 8818-0921
Email: imessagemo@sec.gov.ph
Website: www.sec.gov.ph or https://crs.sec.gov.ph (for online registration)

Cooperative Development Authority (CDA)

All cooperatives are required to register with the CDA as per Republic Act 6938/6939.

Head Office: 6/F Benlor Building, 1184 Quezon Avenue, Quezon City
Tel. No.: (+632) 373.6895
Website: www.cda.gov.ph

Can DTI cancel my BN registration, and if so, on what grounds?

DTI may cause the mandatory cancellation of a BN registration in any of the following instances:

1. For violations enumerated in Rule X, Section 1 (Grounds for Revocation) of the DAO 18-07 after due notice and hearing;
2. Upon order by an administrative body, court or tribunal, which has become final and executory;

3. Upon receipt of notice of cancellation of the BN owner's business permit or license issued by any government regulatory agency for the conduct of business;
4. Cancellation, revocation or cessation of recognized refugee or stateless person status in accordance with the DOJ Department Circular No. 58 dated 1 October 2012 including all future amendments, modifications, or revisions thereof.

DTI also has the authority to cancel a registered BN under any of the following instances:

1. Failure to renew the BN registration within the grace period;
2. Death of the owner – upon receipt of information about the death of the registered BN owner from a relative (informant). They shall sign and submit Other BN-Related Application Form together with a clear certified copy of the death certificate of the registered BN owner and a copy of the relative's valid ID.

Intellectual Property Rights Infringement

If you have reason to believe that your intellectual property right is being infringed, you may send your narrative report to the Intellectual Property Rights Enforcement Office (IEO) which implements administrative enforcement function of the Intellectual Property Office of the Philippines. Please do not forget to provide your contact details when you send your report. You can email the notice of IP infringement to operations@ipophil.gov.ph

Validation of Brands/Trademarks

You can validate brands or trademarks with the Intellectual Property Office of the Philippines through their online Philippine Trademark Database at https://www3.wipo.int/branddb/ph/en/

For registered business names, you may access our Business Name Search page via this link http://bnrs.dti.gov.ph/search

Click the "Search" from the navigation menu under "Business Name Services" and you will be directed to "Business Name Search" page. Once on the Business Name Search page, input Business Name using the **Exact Match** criteria.

Do I still need to register with the BIR after registering my business name with DTI?

Yes. Compliance with other government agencies such as the BIR is required after registering a business name with DTI.

Am I required to have a TIN?

A TIN is not required while registering your business name. However, you still need to comply with BIR requirements after registering your business name with DTI.

Procedures

How do I get a Certified True Copy of my Certificate of BN Registration?

You may request for a Certified True Copy of your Certificate of BN Registration at any DTI Office with the following requirements:

1. Other BN-Related Application Form (DAO 18-07 - Annex D)
2. Valid ID as indicated in (DAO 18-07 - Annex A)
3. Payment of fee prescribed in (DAO 18-07 - Annex E)
4. Authorization letter if filed by an authorized representative and his/her valid ID

Please note that only the BN owner or his/her authorized representative may request for a Certified True Copy of his/her Certificate of BN Registration.

I made a typographical error on my BN registration, how do I correct this?

If you have not paid the fees yet, you may also choose to cancel your current transaction by entering your reference code to the transaction inquiry and start the application again with the correct information.

Otherwise, you may email your concern to bnrshelpdesk@dti.gov.ph with your name, business name, correction and attached government ID for validation. Please note that only typographical errors made in a new registration can be corrected.

However, if you wish to change information such as residence address, business address, or name and civil status, follow the process for Updating your Business Name Information which may be done through any of the DTI Regional/Provincial Offices.

Can I request to add a descriptor?

Yes. If you did not find an appropriate descriptor related to your business name, you can send a request to add your proposed descriptor through bnrshelpdesk@dti.gov.ph

How do I pay the registration fee online?

Upon completion of your registration, the payment facility will appear which accepts GCash, PayMaya e-wallet and Credit/Debit card. You may also pay over-the-counter (7/11 and Bayad Center) or through bank deposit by choosing Landbank Link.Biz. Choose your preferred payment option and complete the transaction.

How do I get my certificate after completing the registration?

You may check the Certificate of Business Name Registration in the Inbox or **Junk/Spam folder** of the email address provided during business name registration as this is sent through email once the transaction has been paid successfully.

You may also download your certificate by typing in your Reference Code found in Transaction Inquiry. A verification code will be sent to the email address you provided in your registration. Use the verification code to access the Transaction Summary. From there, you can access your certificate in Downloadable Contents.

How do I cancel my reserved BN?

To cancel your reserved BN, input your Reference Code in Transaction Inquiry. Click your business name and scroll down until you see Cancel Transaction button. This will cancel your reserved BN and reference code.

Can I change the territorial scope of my BN registration?

Yes, the territorial scope of a registered BN may be changed subject to the specific provisions on registrability.

Bring your duly accomplished "Other Business Name-Related Application Form" and valid government-issued ID to your nearest DTI Regional/Provincial Office.

The change shall have the effect of a new application, which includes the issuance of a new Certificate of BN Registration and a new validity period.

Can I request for information related to a BN registration other than my own?

Yes, certification related to the Certificate of BN Registration may be provided to a requesting party. However, while the public's right of access to information is recognized, it is still subject to the limitations provided by applicable laws, rules and regulations, and payment of applicable fees. Such information deemed available to the public shall, upon request, be disclosed in the form of a **Certification** in accordance with the Revised Rules and Regulations of the Business Name Law.

For requests for certification, you may visit the Business Name Registration System https://bnrs.dti.gov.ph/request-certification

Please note that the certification that will be issued depends on whether the business name is registered with the DTI or not at the time the request was made.

Requests for other personal/classified/confidential information may be granted upon the written consent of the owner or when subpoenaed by the courts.

How can I verify if a business name is registered with DTI?

Yes. Registered business names may be verified by visiting the BNRS portal at bnrs.dti.gov.ph/search. Type in the exact business name and click “Search”.

You may also scan the QR code on the certificate to validate its authenticity. Upon scanning the QR code with the QR scanner in your mobile phone, the details that will be displayed should match the information on the business name certificate. This would determine if the certificate is fake or authentic.

Note: Only BN certificates issued from May 20, 2019 onwards have QR code. For certificates issued earlier than May 2019, authenticity may be verified through the BNRS website: https://bnrs.dti.gov.ph/search

Can I request for the reconsideration of my application for business name registration that was denied?

In case of rejection of your business name registration, new or renewal, you may request for reconsideration where the application was denied. If the registration was through the online portal, you may request for reconsideration before any DTI Regional/Provincial Office. The request shall be in writing citing therein the reason/s. You may also bring supporting documents that prove your business has been registered with other government agencies (i.e., BIR, your LGU).

Systems

Is it okay to interrupt, then continue at a later time, the online business name registration process?

Yes. To resume your registration after a pause, go to Transaction Inquiry under the Business Name Services heading. Input your reference code and click on your business name. Scroll down and click the resume button.

Why didn’t I receive my verification code?

Kindly check if the verification code was sent to your Spam/Junk email. If there is still no email with the verification code, you might not have provided an active email address. Send an email at bnrshelpdesk@dti.gov.ph for assistance.

Upon searching for my Business Name, the results showed “Unpaid” even though I already paid the registration fee. What should I do?

Send your proof of transaction and government-issued ID to bnrshelpdesk@dti.gov.ph to verify your registration and payment. The help desk will reply with the status of your payment and the next steps in your registration process.

What do the following returns mean upon searching for my business name in “Transaction Inquiry”?

PENDING/UNPAID – the required payment for the application has not been paid or the application details are not complete, causing the delay of approval.

FOR APPROVAL/UNPAID – some/all the required documents are yet to be submitted to the DTI office causing the delay of approval since some transactions require additional requirements for verification before approval. It could also mean that the payment has not been made or the payment transaction was unsuccessful.

FOR PAYMENT/UNPAID –the payment for the application has not been made or payment transaction was unsuccessful.

CANCELLED – the application/transaction is forfeited or no longer valid

Unreflected GCash Payment

Send an e-mail to bnrshelpdesk@dti.gov.ph with your name, business name, and proof of transaction. Please note that we can only verify payments made thru GCash once we receive the collection report from GCash the following day after the transaction was made. Thus, unposted payment processed today will be posted on the next working day.

I can't find my business name after entering my reference number

There are two search types found in renewal: By Reference Code or Others. If your certificate of business name registration was issued before May 2019, choose the "Others" tab and input the TRN found in your certificate.

How do I search for a business name descriptor?

Simply type in the words related to the nature of your business in the field provided and select the appropriate descriptor that appears in the system.

You do not need to do an "advanced search" for the descriptor.

B. Micro, Small and Medium Enterprise (MSME) Development

1. Technology Transfer and Development

- **Where can I obtain assistance/information on starting/ operating a business?**

Negosyo Centers are established to promote ease of doing business and facilitate access to various business development services to MSMEs within its jurisdiction. The Negosyo Centers provide business registration assistance, business advisory services, and business information and advocacy in the areas of: productivity improvement, technology upgrading, market information, product and market development, trade promotion, financing and entrepreneurial development. The Negosyo Centers are established in all provinces in the country (refer to attached Directory of Negosyo Centers as of 31 May 2016).

The BSMED also provides business advocacy, advisory and information services thru the BSMED Knowledge Management (KM) Center. Information are available at the BSMED or through the DTI website http://www. dti.gov.ph/businesses/msmes. You may also find reading materials that could help you in your micro-, small or medium enterprise at http://dti.gov.ph/business/msmes/msme-resources/msme-publications.

The BSMED KM Center is open from 8:00 a.m. to 5:00 p.m. Monday through Friday at 2F Trade and Industry Building, 361 Sen. Gil J. Puyat Avenue, Makati City. The Bureau can be contacted at phone numbers: (02) 7751.5096, (02) 8 897 1693, (02) 8 897-7596; Fax no.: (02) 8 896.7916 or e-mail: BSMED@dti.gov.ph.

- **Can I obtain these materials for free?**

Yes. All materials may be downloaded for free.

- **How do you define MSMEs?**

MSMEs, as defined in Section 3 of R.A. No. 9501, may avail of the services of the Negosyo Center, to wit: "any business activity or enterprise engaged in industry, agribusiness and/or services, whether single proprietorship, cooperative, partnership or corporation whose total assets, inclusive of those arising from loans but exclusive of the land on which the particular business entity's office, plant and equipment are situated, must have value falling under the following categories:

Micro	:	not more than Php3,000,000.00
Small		Php3,000,001.00 – Php15,000,000.00
Medium		Php15,000,001.00 – Php100,000,000.00

The above definitions shall be subject to review and adjustment by the Micro, Small and Medium Enterprises Development (MSMED) Council as mandated by R.A. No. 6977, as amended by R.A. No. 8289."

2. Republic Act No. 9178: Barangay Micro Business Enterprises (BMBEs) Act of 2002

- **What is the law all about?**

The "BMBEs Act of 2002" encourages the formation and growth of barangay micro business enterprises by granting them incentives and other benefits.

A BMBE is defined as any business enterprises engaged in production, processing, or manufacturing of products, including agro- processing, as well as trading and services, with total assets of not more than P3 million. Such assets shall include those arising from loans but not the land on which the plant and equipment are located.

For the purpose of the Act, "services" shall exclude those rendered by any one, who is duly licensed by the government after having passed a government licensure examination, in connection with the exercise of one's profession (e.g. Account, Lawyer, Doctor, etc.)

- **What is the objective of the law?**

BMBEs are essential to the country's economic development since they effectively serve as seedbeds of Filipino entrepreneurial talent. Thus, the Act primarily aims to integrate micro enterprises in the informal sector into the mainstream of the economy. Strengthening BMBEs would mean more jobs and livelihood, and a better quality of life for Filipinos.

- **What are the incentives granted to BMBEs?**

Registered BMBEs can avail of the following incentives:

- Income tax exemption from income arising from the operations of the enterprise;

- Exemption from the coverage of the Minimum Wage Law (BMBE employees will still receive the same social security and health care benefits as other employees);

- Priority to a special credit window set up specifically for the financing requirements of BMBEs; and
- Technology transfer, production and management training, and marketing assistance programs for BMBE beneficiaries.

The LGUs are also encouraged to either reduce the amount of local taxes, fees, and charges imposed or exempt the BMBEs from local taxes, fees, and charges.

- **What is the status of the Special Credit Window for registered BMBEs?**

The Bangko Sentral ng Pilipinas (BSP) issued on 11 March 2003, Circular No. 374, s2003, Implementing Rules and Regulations of Section 9 (Credit Delivery) of RA No. 9178. The guidelines provide instructions for the government financial institutions to set up the special credit window that will service the credit needs of BMBEs either through retail or wholesale lending.

However, it was gathered from the briefing sessions conducted by DTI regional offices that the special credit window for BMBEs is not available in their areas. The GFIs also took the option of wholesaling their funds to financial institutions (FIs) like rural banks. This apparently makes the BMBE facility, wholesaled to FIs, still not accessible to the micro enterprises, since FIs apply the usual procedures and interest charges to BMBEs.

- What are the agencies mandated to provide assistance in the areas of technology transfer, production and management training, marketing assistance?

The agencies concerned are the following: -
Department of Trade and Industry (DTI)

- Department of Science and Technology (DOST)
- University of the Philippines Institute for Small Scale
- Industries (UP-ISSI)
- Cooperative Development Authority (CDA)
- Technical Education and Skills Development Authority (TESDA)
- Technology Resources Center (TRC)

- **What are the funding agencies designated to set up the special credit window for registered BMBEs?** The following government financial institutions will provide a special credit window for BMBEs:

- Land Bank of the Philippines;
- Development Bank of the Philippines;
- Small Business Guarantee and Finance Corporation;
- People’s Credit and Finance Corporation;
- Quedan and Rural Credit Guarantee Corporation;
- Government Service Insurance System (for members only); and
- Social Security System (for members only)

- **Who may avail of the special credit window for BMBEs?**

Only registered BMBEs may take advantage of the credit facility and other benefits granted under the law. This means that the enterprise must first have a Certificate of Authority which authorizes it to operate as a BMBE.

- **How does one register as a BMBE?**

Based on the revised guidelines issued by the DTI under DTI DAO No. 16-01, Series of 2016, any person, natural or juridical, such as partnership, corporation, association and cooperative, having the qualifications and none of the disqualifications shall be eligible to register as BMBEs.

A person applying to be registered as a BMBE shall meet the following qualifications:

1. With an asset of not more than Three Million PESOS (Php3,000,000.00) excluding land;
2. Engaged in the production, processing or manufacturing of products or commodities, including agro processing, trading and services;
3. Registered with the Department of Trade and Industry for sole proprietorships; for juridical persons: with the Securities and Exchange Commission (SEC), for corporations, partnerships and associations; and with the Cooperative Development Authority for cooperatives.

However, entities rendering services in connection with the exercise of one's profession by a person duly licensed by the government after having passed a government licensure examination are disqualified from applying for BMBE Certificate of Authority.

Applications for BMBE Certificate of Authority shall be filed with the Negosyo Centers established in each province, city or municipality, or in the DTI offices where Negosyo Centers have not been set up.

The following shall be submitted in support of the duly filled up BMBE application form:

1. Certificate of Business Name Registration from the Department of Trade and Industry (DTI), or
2. Certificate of Registration from the Securities and Exchange Commission (SEC), or
3. Certificate of Registration from the Cooperative Development Authority (CDA).

- **What is the procedure for registration?**

The applicant shall follow the steps herein enumerated in applying for BMBE Certificate of Authority (CA):

1. Accomplish and file the application form for BMBE Certificate of Authority;
2. The DTI, through the Negosyo Center, evaluates the application for purposes of determining the eligibility and qualifications as a BMBE;
3. The DTI, after finding the applicant to be eligible and qualified, issues the BMBE Certificate of Authority within fifteen (15) working days from receipt of application with complete requirements; otherwise, the BMBE Certificate of Authority shall be deemed approved (where in such cases it becomes ministerial on the part of DTI to issue the BMBE Certificate of Authority).

- **What is the validity period of the BMBE Certificate of Authority registration?**

  The BMBE Certificate of Authority (CA) shall be effective for a period of two (2) years commencing from the date of issuance. The CA may be renewed for the same period of two (2) years and every two (2) years thereafter subject to the applicant's continued compliance with the eligibility requirements prescribed by law and DTI DAO No. 16-01 Series of 2016.

- **How much will it cost to register?**

  The registration and issuance of the CA shall be free of charge.

- **How can a BMBE avail of the exemption from the coverage of the minimum wage law?**

  Once a BMBE is registered and issued with a Certificate of, it is automatically exempt from the minimum wage law.

- **What is the effect of the law on wages of existing/newly hired employees?**

  Existing employees shall continue to receive their wages, allowances, and other benefits. On the other hand, wages of employees hired by BMBEs after the latter's registration shall be exempted from the coverage of the minimum wage law. BMBE workers shall continue to be covered by applicable labor laws and regulations, including the non-diminution rule on existing wages and benefits.

- **Is the exemption from the coverage of the minimum wage law prospective in nature?**

  Yes. The rule is that laws shall have prospective application only. Thus, an enterprise's exemption from the coverage of the minimum wage law can only be applied to employees hired after its registration as a BMBE

- **How much a BMBE worker should be paid for his services?**

  It depends between the employer and the worker. They shall mutually agree on the acceptable wage rate.

- **What are the steps in availing of the Income Tax Exemption?**

  The BMBE registers with the BIR Revenue District Office (RDO) where the principal office or place of business is located and its submission of the necessary documents.

- **What are the documents to be submitted to the BIR to avail of Income Tax Exemption?**

1. Copy of the BMBE's Certificate of Authority
2. Sworn Statement of Assets of the BMBE and/or its affiliates, supported by pertinent documents
3. Certified list of branches, sales outlets, places of production, warehouses and storage facilities
4. Certified list of affiliates
5. Latest audited Financial Statement or Account Information Form or its equivalent

- **What document should be filed with BIR by an income tax exempt BMBE?**

  In lieu of an income tax return, an income tax exempt BMBE is required to submit an Annual Information Return. This is filed on or before the 15th day of the 4th month after the close of the taxable year with an Account Information Form, which contains data from its financial statement and Sworn Statements of Assets Owned and /or used.

- **Is the income Tax Exemption privilege of BMBE irrevocable?**

  No. The income tax exemption privilege of a BMBE may be revoked for any of the following reasons:

1. Transfer of place of business;

2. Value of its total assets exceeds P3 million;

3. Voluntary surrender of the Certificate of Authority;

4. Death of the registered individual owner of the BMBE; violation or non-compliance with the provisions of R.A. 9178

5. Merger or consolidation with an entity which is not eligible to be a BMBE;

6. Sale or transfer of the BMBE, if it is sole proprietorship without prejudice to the transferee applying for registration;

7. Submission of fake or falsified documents;

8. Retirement from business, or cessation/suspension of operations for one year; and

9. Making false or omitting required declaration or statements

- **What are the requirements for BMBE renewal application?**

  1. Two (2) copies of BMBE application form with photocopy
  2. Business Name certificate with photocopy
  3. Valid ID with photocopy
  4. Annual Income Tax with photocopy

- **Does the BMBE have to report any change in the status of its ownership structure?**

  The BMBE shall report to the DTI through the Negosyo Center of any change in the status of its ownership structure and shall surrender the original copy of the BMBE Certificate of Authority for notation.

3. Republic Act No. 10644: Go Negosyo Act

- **What is the essence of the law?**

  Republic Act No. 10644, otherwise known as “Go Negosyo Act”, seeks to strengthen micro, small and medium enterprises (MSMEs) to create more job opportunities in the country. It was signed into law by President Benigno Simeon C. Aquino III on July 15, 2014, and which took effect on 13 January 2015. The Department of Trade and Industry (DTI) issued

Department Administrative Order No. 14-5 Series of 2014: “Implementing Rules and Regulations for Republic Act No. 10644.

- **What is the basic policy of the “Go Negosyo Act”?**

The basic policy of “Go Negosyo Act” is to foster national development, promote inclusive growth, and reduce poverty by encouraging the establishment of MSMEs that facilitate local job creation, production and trade in the country.

- **What are the salient features of the Act?**

- The law seeks to promote “job generation and inclusive growth through the development of MSMEs” in the country
- Establishment of Negosyo Centers in all provinces, cities and municipalities to promote “ease of doing business and facilitate access to services for MSMEs within its jurisdiction”
- Establishment of a Start-up Fund for MSMEs “to provide financing for the development and promotion of MSMEs in priority sectors of the economy to be sourced from the MSME Development Fund and BMBE Fund;
- Establishment of a Philippine Business Registry Databank under the Department of Trade and Industry (DTI) to serve as a database of all business enterprises in the country
- Technology transfer, production and management training, and marketing assistance for SMEs;
- A unified and simplified business registration through automatic approval of business permits and licenses that are not approved for any reason within 15 days; and,
- Recomposition of the MSME Development Council and its additional functions

- **Who should establish the Negosyo Centers in the locality?**

The MSME Development (MSMED) Council shall encourage public-private partnerships in the establishment and management of Negosyo Centers. Coordination and collaboration with the Local Government Units (LGUs) and other agencies and organizations are imperative to avoid duplication of efforts and to foster coordinated action.

- **Can an existing MSME Center or Business Assistance Center operate as a Negosyo Center?**

Yes, existing Centers may continue to operate as Negosyo Centers subject to the provisions of the “Go Negosyo Act” and its Implementing Rules and Regulations.

- **Who can avail of the services offered by the Negosyo Centers?**

Any person, natural or juridical, having the qualifications as defined in Section 3 c) of the Republic Act No. 9178 may avail of the services.

- **Who will supervise and man the Centers?**

The MSMED Council, through the Department of Trade and Industry, is the coordinating and supervising body for all agencies involved in the establishment and operation of the Negosyo

Centers. It shall perform oversight functions and shall assign personnel to fulfill the functions of the Negosyo Centers.

- **What are the functions of the Negosyo Centers?**

The Negosyo Centers will be responsible for promoting "ease of doing business and facilitating access to services for MSMEs within its jurisdiction." The Centers shall have the following functions:

1. Business Registration Assistance

a. Accept and facilitate all new registration and renewal of application of MSMEs, including application for Barangay Micro-Business Enterprise (BMBE);
b. Coordinate with the representative local government units (LGUs) and liaise with concerned government agencies to process the duly accomplished forms submitted by the MSMEs; and,
c. Implement a unified business registration process preferably through automated systems such as Philippine Business Registry (PBR).

2. Business Advisory Services

a. Assist MSMEs in meeting regulatory requirements to start and sustain the business;
b. Build local support networks and establish market linkages for MSME development through the Micro, Small and Medium Enterprises Development (MSMED) Council and DTI;
c. Facilitate access to grants and other forms of financial assistance, shared service facilities and equipment, and other support for MSMEs through national government agencies (NGAs);
d. Ensure management guidance, assistance and improvement of the working conditions of MSMEs;
e. Co-organize with the local chambers of commerce, other business organizations and government agencies, a mentoring program for prospective and current entrepreneurs and investors;
f. Conduct other programs or projects for entrepreneurial development in the country aligned with the MSMEs development plan.

3. Business Information and Advocacy

a. Provide information and services in training, financing, marketing and other areas as may be required by MSMEs;
b. Establish and maintain a databank which will support business information requirements of MSMEs;
c. Promote ease of doing business and access to services for MSMEs within its jurisdiction;
d. Support private sector activities relating to MSMEs development;
e. Encourage government institutions that are related to the business application process to help promulgate information regarding the Negosyo Center;
f. Coordinate with schools and related organizations on the development of youth entrepreneurship program;
g. Encourage women entrepreneurship through access to information, training, credit facilities, and other forms of assistance.

4. Monitoring and Evaluation

a. Monitor and recommend business-process improvement for MSMEs;
b. Establish a feedback mechanism among the MSMEs in the respective jurisdiction of Negosyo Centers.

5. Perform such other functions that may be assigned by the MSMED Council as germane to RA 10644 and other related laws.

4. Micro, Small and Medium Enterprise Development (MSMED) Council

- **What is the MSMED Council?**

The Micro, Small and Medium Enterprise Development (MSMED) Council is an Interagency body established on 24 January 1991 by virtue of Republic Act No. 6977 (as amended by R.A. No. 8289 on 6 May 1997 and further amended by R.A. No. 9501 on 23 May 2008), otherwise known as the “Magna Carta for Micro, Small and Medium Enterprises (MSMEs).”

The Council is responsible for the promotion, growth, and development of MSMEs in the country by facilitating and closely monitoring national efforts in the MSME development.

- **Who are the members of the MSMED Council?**

Pursuant to Republic Act 10644: Go Negosyo Act, the Council is composed of the following:

- Secretary of Trade and Industry – as Chairman
- Secretary of Agriculture
- Secretary of the Interior and Local Government
- Three (3) representatives from the MSME sector representative for Luzon, Visayas and Mindanao with at least one (1) representative from the microenterprise sector
- One (1) representative from the women sector designated by the Philippine Commission on Women
- One (1) representative from the youth sector designated by the National Youth Commission
- Chairman of Small Business Corporation

Advisory unit

- Secretary of Science and Technology
- Governor of the Bangko Sentral ng Pilipinas
- President of the Land Bank of the Philippines
- President of the Development Bank of the Philippines
- Director-General of National Economic and Development Authority
- One (1) representative from the Labor sector, nominated by accredited labor groups
- A representative from the private banking sector to serve alternatively between the chamber of thrift banks, and the Rural Banker’s Association of the Philippines (RBAP);
- A representative of the microfinance non-government organizations (NGOs)
- A representative of University of the Philippine-Institute for Small Scale Industries (UPISSI)

- President of the Credit Information Corporation

The MSMED Council may consult the Advisory Unit in its regular meetings and other activities of the Council. However, no voting rights shall be granted to the members of the Advisory Unit.

Aside from its existing functions as mentioned under Section 7-B of Republic Act No. 9501, otherwise known as the “Magna Carta for Micro, Small and Medium Enterprises (MSMEs)”, the MSMED Council shall have the following additional functions:

(a) Coordinating and Oversight Body for the Negosyo Center. – The MSMED Council, through the DTI, shall act as the coordinating and supervising body for all the agencies involved in the establishment and operation of the Negosyo Centers. Further, the MSMED Council shall monitor and assess the progress of the Negosyo Centers, which shall be included in its annual report submitted to the Congress.

(b) Provision of a Compliance Guide. – For each rule or group of related rules issued by any government agency for compliance by MSMEs, the Council shall publish compliance guidelines which shall be written in plain language or in the local dialect, if necessary.

The Council shall prepare separate compliance guides covering groups or classes of similarly affected MSMEs and shall cooperate with industry associations to develop and distribute such compliance guides. The publication of each compliance guide shall include the posting of the guide in an easily identified location on the website of the agency, and distribution of the guide to known industry contacts, such as small entities, associations or industry leaders affected by the rule. The issuing government agency shall publish and disseminate the compliance rules within ninety (90) days from the date of issuance.

(c) Conduct of Research on Women Entrepreneurship.– The Council shall conduct research to support women entrepreneurship including, but not limited to entrepreneurial behavior, barriers, participation and cessation rates, discriminatory practices and contribution to the national economy and growth.

(d) Policy Formulation on Women Entrepreneurship. – The Council shall provide policy direction towards recognizing women’s propensity in doing business as well as establish linkages that will enable more opportunities for women to engage in entrepreneurship.

(e) Development of Entrepreneurial Education and Training. – The MSMED Council shall develop, in coordination with the Department of Education, TESDA and CHED, a course curriculum or training program in entrepreneurship that will promote entrepreneurial culture and competence. Entrepreneurship shall be integrated in the curriculum of educational and training institutions in all levels.

- **How do I contact the MSMED Council**

  The MSMED Council may be contacted through the Bureau of SME Development (BMSMED). The BSMED serves as the secretariat of the council.

- **Are there any MSMED Council in the Regions? Provinces?**

  Yes. Regional and Provincial MSMED Councils are present nationwide. To contract the local MSMED Council, call or visit the nearest DTI-Regional/Provincial office in your area.

C. Programs and Projects

1. Pondo sa Pagbabago at Pag-asenso (P3)

P3 Program is a microfinance initiative program of the Duterte Administration to assist small businesses that traditionally depend on “5-6” lenders. It provides microenterprises with an alternative source of financing that is easy to access and at reasonable cost. Through this program, microentrepreneurs such as market vendors, agri-businessmen, and sari-sari store owners can avail additional capital to expand their business.

SB Corp., an attached agency of DTI, administers the P3 Program. Aside from creating a Program Management Office to oversee the management and monitoring of the P3 Fund, SB Corp. will make use of its lending network and the DTI Negosyo Centers in reaching out to P3 beneficiaries. It shall manage the P3 Fund through separate books (from SB Corp. proper) that will be subject to COA Audit.

The SB Corp. will deploy the P3 fund through micro-finance institutions (MFIs), cooperatives, and associations with national presence. Local MFIs may also be considered, particularly in the pilot areas. The complete list of lending partner conduits may be accessed through www.sbgfc.org.ph.

Loan amount to end-borrowers ranges from Php5,000.00 to Php100,000.00 at a maximum interest rate of 2.5% per month, with no collateral requirement. Easy payment terms are available, which may be done on a daily or weekly basis depending on the borrower’s need.

a. What is the Pondo sa Pagbabago at Pag-asenso (P3) Program?

The P3 program is designed to be lent out to micro enterprises with asset size not exceeding P3.0 million at not more than 2.5% per month which includes interest rate and service charges. This 2.5% monthly cap is an effective rate, based on diminishing balance of the principal portion of the loan.

The P3 program aims to address the 5/6 lending problem which imposes an interest of at least 20% monthly and could go significantly higher given the weekly or daily collection schedule. The harsh lending environment is aggravated by the fact that 5/6 lenders are unregistered and without license to lend.

The current estimate of the size of 5/6 lending in the country is P30.0 billion

b. How much can a micro entrepreneur borrow from the program?

A microenterprise with at least one (1) employee may avail P5,000 up to P200,000 depending on the size of the business and enterprise’s ability to pay.

The fund should be used for the enterprise’s expansion and/or additional supplies of the business.

c. Who are the beneficiaries of P3?

Any self-employed or micro entrepreneur engaged in legitimate livelihood or business activity for at least one year can borrow from P3 program. The entrepreneur should the following requirements:

- Government-issued ID
- Barangay Clearance issued in the past three (3) months

- Evidence of micro enterprise activity for at least one year (certification by an LGU and/or other government offices is acceptable among others - Proof of one (1) year residence

d. How does one avail of a P3 loan?

The Small Business Corporation (SB Corp) partnered with at least 227 microfinancing institutions (MFIs) and/or cooperatives throughout the country where the Corporation channels the funds allocated by the National Government for P3 (*A complete list is available on the website www.sbgfc.org.ph).*

The micro entrepreneur will have to accomplish a loan application form issued by the MFI and have the requirements stated in No.3 question.

Microenterprises wanting to borrow may also visit the nearest SB Corp Desk Office, SB Corp P3 Field office. DTI Negosyo Center, DTI Regional or Provincial Offices for assistance in identifying a nearest partner MFI.

e. What are the accomplishments of P3?

SB Corp has more than 227 partner Microfinance Institutions (MFIs) and have released a total of P1.4 billion in P3 funds to them. Approved P3 credit lines issued to these conduits stand at P2.02 billion.

SB Corp also lends directly to micro enterprises in areas where there are no conduits yet. As of August 2018, the P3 retail portfolio is P68.7 million.

The P3 Fund has been lent to 47,189 micro enterprises in 79 provinces in the country.

f. How/Where can I reach SB Corp. for additional details?

For more information, micro entrepreneur can visit or call the following:
www.sbgfc.org.ph or call the Small Business Corp. hotline (02) 7 751-1888 /

Department of Trade and Industry: (02) 7 751.3330 / 0917.834.3330
E-mail: P3@sbgfc.org.ph

2. ONE TOWN, ONE PRODUCT (OTOP) PHILIPPINES

a. What is One Town, One Product (OTOP) Philippines?

ONE TOWN, ONE PRODUCT (OTOP) PHILIPPINES is a priority stimulus program for Micro, Small and Medium-scale enterprises (MSMEs) as government's customized intervention to drive inclusive local economic growth. The program enables localities and communities to determine, develop, support, and promote products or services that are rooted in its local culture, community resource, creativity, connection, and competitive advantage. As their own 'pride-of-place,' these are offerings where they can be the best at or best renowned for. It endeavors to capacitate our 'OTOPreneurs' to innovate and produce market-ready products and services.

OTOP is an international program that originated from Japan's One Village, One Product. Its various versions and iterations in numerous countries are proofs that it is a viable branding and stimulus program for MSMEs. Here in the Philippines, it has been in existence since 2002. This was further powered through the promulgation of Executive Order 176 by then President Gloria Macapagal-Arroyo in February 2003. After a decade and a half of combined gains and challenges, OTOP remains to be a strategic tool that provides an ecosystem of assistance from local government units, national government agencies, and the private sector. It is now transitioning to a convergent effort to its next phase of execution in the form of OTOP Next Gen.

b. What are the two major components of the program?

The program has two major components and are generally defined below:

1. **OTOP Next Gen** – as the SUPPLY side of the program, it refers to the package of assistance provided to capacitate the MSMEs. This component is primarily the product development initiatives, training, referral, and others with the goal of leveling up the products in the areas of design, quality, volume, among others. This component addresses MINDSET CHANGE and MASTERY of entrepreneurship.

2. **OTOP.PH or OTOP Philippines Hub** – as the DEMAND side of the program, this provides the physical and online channels and market access platform where OTOP products – especially those which has been assisted via product development – are showcased on a day-to-day basis. This addresses the MARKETS side of entrepreneurship.

c. What is OTOP NEXT GEN?

OTOP Next Gen is DTI's program to LEVEL UP these products and services. Building from the gains of OTOP first generation, this initiative aims to offer a package of publicprivate assistance in order for MSMEs with minimum viable products to come up with new or better offerings with significant improvement and innovation in the areas of quality, product development, design, packaging, standards compliance, marketability, production capability, brand development, among others.

The reboot in 2017 allows communities to have more than one OTOP offering and has transitioned to being more market-oriented and innovation-driven. Market preference ultimately dictates the OTOP offerings and the business direction that OTOPreneurs should take.

In its relaunch in 2017, the program was able to assist 6,519 MSMEs and developed or improved a total of 4,960 products and prototypes. Several of these products are now found on supermarkets, weekend bazaars, Go Lokal! outlets, and other market platforms including soon-to-open OTOP.PH or OTOP Philippines Hub.

d. What are the products covered by OTOP?

OTOP covers only tangible products and skills-based services. Experiences, tourism activities, festivals are not covered. OTOP includes the following:

1. **Processed Food :** processed fruits and nuts, delicacies and 'kakanins'. juices and beverage, pastries and bakery goods, preserved food, sauces, cakes and desserts, wine, tea, food supplements, culinary-based specialty products

2. **Agri-based Products**: coffee, cacao, agricultural produce, agri-processing (processed meats, coconut oil, etc), seafood (preserved and processed)

3. **Arts and Crafts :** coco coir, weaves, bamboo, paper artistry, wood

4. **Home & Fashion/ Creative Artisanal :** gifts, souvenir items, furniture, décor, houseware, fabrics, garments, toys, textiles

5. **Services (skills-based) and Others:** hilot, sculpting, wellness products (essential oils, etc), industrial products, personal care (soaps, etc), cosmetics

e. What are the phases of the Program?

The program is composed of four phases: ACT Sessions , Service, Showcase, and Sell, Sell, Sell.

f. What are the assistance provided to OTOP Entrepreneurs?

OTOP Philippines is part of an ecosystem of current entrepreneurship programs intended as a branding and marketing platform and with product development as its primary instrument of assistance. It offers a comprehensive assistance package through a convergence of services from local government units (LGUs), national government agencies (NGAs), and the private sector with the end of mind of alleviating poverty and promoting profitable goods and services thereby developing MSMEs, creating jobs, and stimulating both local and international trade. This includes:

- ★ Product Development
- ★ Design Services and Intervention
- ★ Packaging and Labeling
- ★ FDA, Nutrifacts, and Testing Assistance
- ★ Technology Updating
- ★ Capacity-Building
- ★ Brand Equity and Development
- ★ Intellectual Property Assistance
- ★ Access to Finance
- ★ Marketing Platforms and Promotion

g. What is OTOP Philippines Hub or OTOP.PH?

OTOP Philippines Hub or OTOP.PH is a retail store or spaces where products from One Town One Product offerings can be found. Catering to the general mainstream market of both local buyers and tourists, these one-stop shops offer a general outlet for quality OTOP merchandise before they level up to the premium market catered to by Go Lokal and other high-end market platforms.

As a one-stop shot, the OTOP Philippines Hub can be a redesigned pasalubong center showcasing mostly OTOP products including OTOP from other regions. The hub can be found in mostly in airports, terminals, pasalubong centers, tourist spots, Negosyo Centers, public markets, and other consumer-frequented locations including malls. As another flagship market access program by the Department of Trade and Industry, this serves as a marketing vehicle and incubation platform to promote and champion OTOP products.

h. Where to contact OTOP Philippines?

OTOP Philippines is a convergent program involving DTI and other agencies of government. At DTI, the program is managed by the Regional Operations Group under the leadership of Undersecretary Zenaida C. Maglaya.

The Assistant Secretary in charge of the program is Asst. Sec. Demphna Du-Naga (DemphnaDuNaga@dti.gov.ph). The Program Management Office is managed by Program Manager Leon Flores III (LeonFlores@dti.gov.ph)

Email address: OTOPPhilippines@dti.gov.ph
Landline: +63 2 751 3307

3. GO LOKAL!

a. What is GO LOKAL!?

Go Lokal! is a market access platform for MSMEs introduced by the Department of Trade and Industry in collaboration with select retail partners for brand management and market acceleration realized through the Go Lokal! Concept Store @ DTI located at the Ground floor, Trade and Industry Building, 361 Sen. Gil Puyat Avenue, Makati City.

The program's primary goal is to help the country's MSMEs enter the mainstream market via the free services offered by DTI such as:

- ★ Merchandise development assistance to produce commercially viable products for the market
- ★ Market access to stores/spaces provided by Retail Partners such as mall and retail operators

b. How to be a Partner?

The Go Lokal! store concept is flexible to meet the existing business models of its partners. It can be an in-line store at a mall, a brick or mortar, a pop-up store in any suitable venue or for a specific event, meeting, convention or exhibition. It will likewise have an online presence to cater to the internet-driven consumers.

MINIMUM REQUIREMENTS OF A GO LOKAL! PARTNER
•Non-exclusivity arrangement
•Strict adherence to rules on brand usage and application (i.e.
Go Lokal! brand ownership remains with DTI)
•Adoption of strict criteria for selection of companies and products
•Fair pricing and payment policy
•Regular inventory and data reporting

c. How to be a Supplier?

Go Lokal! provides opportunities for startups, social entrepreneurs, cooperatives, online sellers, and youth/student entrepreneurs who meet the following criteria:

•Can supply unique and quality products with good design and packaging
•Have little or no access to mainstream retail markets
•Are highly innovative, adapting to evolving market preferences and aspires to compete with the best in the world •Must be duly registered and have the necessary business permits, licenses, and certifications (e.g. FDA registration)

Steps to be a Go Lokal Supplier
1. Submit the following application requirements to Go Lokal! Project Officers:
a. Form A- Signed Application/Contract Form (https://golokal.dti.gov.ph/sites/default/files/editor/docs/form_a_application_form.pdf)
b. Form B- Product Information Sheet/s with Product Shot/s (one information sheet per product/variant) (https://golokal.dti.gov.ph/sites/default/files/editor/docs/form_b_product_information_sheet.pdf)
c. Product Sample/s with attached Form D: Delivery Form* (https://golokal.dti.gov.ph/sites/default/files/editor/docs/form_d_delivery_form.pdf)
d. Photocopy of BIR Forms 2303 and 0605, Official Receipt or Cash/Sales Invoice
e. Business Registration (i.e. FDA, DTI/SEC/CDA, BPLO)
*Important: Please send 6-12 pcs. product samples from your new existing line to the Go Lokal! Concept Store at the G/F DTI Building, 361 Sen. Gil Puyat Ave.,1200 Makati City, Philippines for mock-up viewing.

2. Submitted application requirements will be screened and be subject for approval by the Go Lokal! Project Management Team.

3. Display of Products at the DTI GO LOKAl! Concept Store Companies with Approved Applications:
•Submitted product samples will be automatically displayed at the DTI Go Lokal! Concept Store and will be either open for retail selling or order taking, upon the advice of the companies.
•Companies will also have the option to work with the contracted Product Specialists for product development activities.

d. What are Guidelines for Go Lokal! Partner-Suppliers?

Go Lokal! entrepreneurs, manufacturers/designers are selected as Partner-Suppliers according to their innovative capabilities and commitment. To ensure that Partner-Supplier involvement in product development is carried out in a timely and constructive manner, the guidelines below outline the expectations and requirements of the Go Lokal! store project:
All Go Lokal! Partner-Suppliers are expected to:

1. Take an active/participative role in the product design and development process 1a. Actively engage in product development and work with the Product Specialists from the Design Center of the Philippines to develop new lines for Go Lokal!
1b. In cases where the Partner-Supplier is a designer or has his/her own design team, the Partner - Supplier is expected to develop an exclusive

line for Go Lokal!

2. Develop one collection of at least 3-5 new product lines depending on the following:
Scarcity or abundance of materials
Handcrafted or machine made
Complexity of design

3. Commit to prototyping and meeting deadlines to allow the Product Specialists to evaluate and test the new products before going into full production. 4. Commit to attend the training programs required by the organizers
5. Commit to respect the brand integrity of Go Lokal! and comply with branding rules
6. Ensure a pricing policy that is fair and advantageous to both its suppliers and consumers
7. Shoulder the cost of materials, prototyping and production to develop new product lines.
NOTE: Created by the DTI in partnership with private retail partners, Go Lokal! is a vehicle
for MSMEs to tap into the lucrative consumer market without incurring any operational or marketing costs

e. Where to contact Go Lokal!?

For any questions or concerns, please contact the Go Lokal! Concept Store at 02 7791-3315
or email at golokalph@dti.gov.ph
You may also visit the website at www.golokal.dti.gov.ph

4. SHARED SERVICE FACILITIES

a. What is Shared Service Facilities (SSF)?

MSME Development (MSMED) is a key strategy to achieve the government's goal of inclusive growth and jobs generation. The 2013 General Appropriations Act (GAA) has earmarked funds under the budget of the Department of Trade and Industry (DTI) to implement its "Big Push" for MSME development. A major component of the MSMED Program is the Shared Service Facilities (SSF) Project which aims to improve the competitiveness of MSMEs by providing them with machinery, equipment, tools, systems, skills and knowledge under a shared system.

The SSF Project is being implemented nationwide with project partners termed as Cooperators, which may be any juridical entity such as but not limited to nongovernment organizations, people's organizations, cooperatives, industry/trade/business associations, local government units (LGUs), state universities/colleges technical vocational schools and other similar government and training institutions.

Beneficiaries of the project are the actual and potential users of the SSF which should be predominantly cooperatives, associations or groups of MSMEs including MSMEs or individual entrepreneurs who may not be members of cooperatives, associations, corporations or organizations.

b. What is the Purpose of the Project?

The SSF Project is envisioned to attain one or more of the following objectives of the project:

- Enable MSMEs to increase their productivity;
- Accelerate MSME's competitiveness by giving them access to energy efficient technologies and more sophisticated equipment;
- Encourage the graduation of MSMEs to the next level where they could tap a better and wider market share and be integrated in the global supply chain;
- Take into account convergence where government resources are pooled and integrated;
- Address the gap and bottlenecks in the value chain of priority industry clusters.

c. What are Project components?

•Provision of machines/equipment

•The project will provide machines/equipment to Microenterprises and SMEs in identified industry clusters, in order to give them access to the technologies needed to improve productivity and product quality. The type of machines/equipment will include, but not be limited to, packaging machines, retort, kiln driers, dye vats, slicers, thickness planers and handlooms.

•Monitoring and Evaluation

•An assessment of the impact of the SSF Project will be undertaken using the following outcome indicators: a) number of Microenterprises and SMEs assisted; b) number of jobs generated; c) sales generated; and d) investments generated.

d. What are the criteria for a project to be eligible?

For a project to be eligible, it has to meet the following criteria:

1. The proposed SSF Project must address processing and manufacturing gaps or bottlenecks of the industry cluster brought about by any of the following:

- Absence of the needed facility
- Lack of capacity of an existing facility
- Cost of services of an existing facility is not affordable
- Lack of inadequate technical and administrative services that will promote and facilitate the growth of MSMEs within the priority industry clusters.

2. The proposed SSF Project will increase the productivity of the industry cluster in terms of:

- Product improvement/Quality enhancement/Marketability
- Price competitiveness
- Conformity to standards

3. The proposed SSF Project will support microenterprises within the priority industry clusters.

4. SSF Projects that will improve the products of the One-Town One-Product (OTOP) project.

e. What are the Ranking criteria?

In prioritizing the proposed SSF submitted, the following weights shall be used:

Criteria	Max. Points
1. The proposed facility has a desirable high impact-low investment ratio e.g. P100,000 investment = 100 coco coir processors (preferred) P100,000 investment = 2 jobs (lower priority)	30
2. The proposed facility is needed for expansion of a ready market.	25
3. The establishment of the proposed facility is initially prioritized within the 609 focused towns/cities within the priority clusters.	25
4. The proposed facility targets identified industry clusters with the greatest need.	25
TOTAL	100

source: SSF Implementing Guidelines

D. Seminars for Micro, Small, and Medium Enterprises (MSMEs)

1. Seminars offered by the Philippine Trade Training Center

- **What seminars does PTTC offer and how much are the fees? Do you have a schedule of seminars?**

PTTC offers seminars and other training programs to MSMEs as well as large enterprises, government personnel, students and the general public. These programs include entrepreneurship and quality and productivity briefings, export management and other business management courses, IT and webpage development courses, and general quality and productivity courses, including those specific to the food and garments sectors.

For schedule seminars, course descriptions and fees, please visit the PTTC website at www.pttc.gov.ph. All schedules are subject to change without prior notice.

You may also inquire at the following contact details: Telephone Number: (02) 8 831-9988

Email addresses: training.pttc@gmail.com info@pttc.gov.ph training@pttc.gov.ph

- **How do I register and pay for PTTC seminars?**

There are two ways by which you can register and pay for PTTC courses:

- Log on to www.pttc.gov.ph and fill out the online reservation form linked to your chosen seminar topic. The coordinator of the seminar will get in touch with you regarding the status of your reservation and shall send you the registration form. On the day of the seminar, pay the registration fee to the Cashier or the Training Coordinator by cash or company check; or

- Fill out the registration form at the registration counter on the first day of the seminar. Pay the registration fee to the Cashier or the Training Coordinator by cash or company check.

You may also pay the registration fees in advance to the Cashier. Bring the official receipt with you during registration.

- **How can we avail of Philippine Trade Training Center (PTTC) facilities like seminar rooms or exhibition halls?**

Visit the Facilities and Events Management Division (FEMD) for an ocular inspection of facilities or for verification of available dates for reservation purposes. An events management officer will discuss with you the reservation requirements, rental rates, and other details.

You may also inquire directly by phone from FEMD at telephone numbers 8 834.1350 or by e-mail at info@pttc gov.ph.

- **How much are the rental rates for the seminar rooms or exhibition halls?**

Effective June 1, 2018, the rental or tariff rates for PTTC seminars rooms are as follows:

Room/ Capacity	Rental Fee/Day (10 hours)	
	With Aircon (in Php)	Without Aircon (in Php)
A 36-60 pax*	5,488.00	2,744.00
B 36-60 pax*	5,488.00	2,744.00
C 72-130 pax*	17,584.00	8,792.00
D 30 pax*	26,656.00	13,328.00
E 30-50 pax*	4,658.00	2,329.00
F 36-60 pax*	5,422.00	2,711.00
G 60-100 pax*	13,440.00	6,720.00

*Capacity depending on the set up (classroom or theater)

The rental fees for exhibition or function halls are as follows:

Hall Capacity	Rental Fee/Day (10 hours)	
	With Aircon (in Php)	Without Aircon (in Php)
Lobby 20 booths* or 150288 pax**	25,424.00	12,712.00
Hall A 29 booths* or 270579 pax**	43,568.00	21,784.00
Hall B 45 booths* or 400864 pax**	61,488.00	30,744.00

Hall C 33 booths* or 330702 pax**	51,072.00	25,536.00

* Booth size is 3x3m
**Capacity depending on the set up (banquet or theater)

For detailed information on floor areas, capacities, special features and amenities, please log on to www.pttc.gov. ph and click on Facilities. You may also inquire directly by phone from FEMD at telephone numbers 8 834.1350 or by e-mail at info@pttc.gov.ph.

- **Can we bring our own caterer?**

No. Only the official caterer of PTTC is permitted to service the food requirements of trade events held in the facilities.

- **Do you have Internet facilities at PTTC? How much is the hourly rate?**

PTTC has an Information Access Center (IAC), also known as Internet Plaza. PTTC training participants, trade exhibit organizers, exhibitors, visitors, entrepreneurs, government personnel, and the general public can access the Internet for free up to two hours of use. Users will pay the hourly rate of Php40.00 if they exceed two hours.

The IAC also allows the printing of documents as well as scanning of documents and pictures at Php10.00 per page. The Internet Plaza is open from Monday to Friday, 9:00 a.m. to 5:00 p.m. It shall be open on Saturdays or Sundays, especially when there are major trade events being held at PTTC. Otherwise, it is closed on weekends and holidays.

2. Kapatid Mentor Me (KMME) Seminars

- **What is KAPATID MENTOR ME PROJECT?**

Project KAPATID is an initiative of the DTI and the Philippine Center for Entrepreneurship (PCE) to help the country's micro and small enterprises (MSEs) through three key components:

The Mentor ME (micro entrepreneurs) program, a coaching and mentoring approach where large corporations teach MSEs on different aspects of business operations
The Adopt-an-SSF (Shared Service Facility) program, which aims to help micro entrepreneurs by providing them access to SSFs in their community
The Inclusive Business (IB) model where MSEs are linked into large companies' value chains

- **What are the objectives of the program?**

The Mentor ME program aims to:

•Help micro and small entrepreneurs scale up their enterprises
•Spur economic activity and generate employment opportunities
•Mainstream OTOPreneurs who are ready for business expansion

It features modules that shall subject the mentees to various business concepts and develop the acumen needed in scaling up and sustaining an enterprise:

•The Entrepreneur, which discusses the mindset and values of a successful entrepreneur
•The Enterprise, a seven-topic module covering the basic functional areas of an enterprise:
•Product development
•Marketing
•Operations management
•Accounting
•Taxation
•Finance
•Obligations and contracts
•Sustaining the Enterprise, a four-topic module which focuses on sustainability amidst growth:
•HR management
•Supply and value chain
•Succession planning
•Business plan development

You may visit the Negosyo Center nearest you for training programs.

- **Seminar Schedule**

For the list of Mentor ME Seminar Schedule, you may visit the link https://www.dti.gov.ph/programs-projects/kmme#mentor-me-seminar-schedule

- **Schedule of Major Events**

You may visit https://www.dti.gov.ph/programs-projects/kmme#mentor-me-schedule-ofmajor-events for the list of Mentor ME Schedule of Major Events

- **What are the criteria for selecting Mentees?**

The applicants are screened based on the following qualifications:

- At least 18 years of age
- A resident of the respective Provinces/District (supporting documents: CTC, valid IDs)
- Must be the owner, co-owner, or partner of the business
- Business is registered
- Business is operating for at least one year
- Has employee/s and/or manages a team
- Willing to attend 10 weekly sessions on specified schedules
- Willing to enter into a Contract of Commitment
- Recommendation letter from partners or local officials

-Restrictions on mentee admission:
•Mentees should be the owner or successor. Employees of mentee are discouraged to participate.
•Only one mentee per enterprise shall be admitted to the program.
•Only one mentee per family shall be admitted to the program.
•Applicants belonging to the Micro Enterprise segment (P3M below) will be given priority.

E. Accreditation of Conformity Assessment Bodies

- **What is accreditation?**

Accreditation is the process in which an authoritative body formally recognizes the competence, impartiality, and capability of an organization to carry out specific activities, such as certification, testing, calibration and inspection.

The third party attestation related to conformity assessment body conveying formal demonstration of its competence to carry out specific conformity tasks.

(Source: ISO/IEC 17000 Conformity Assessment – Vocabulary and General Principles)

- **What is certification?**

Certification is a “third-party attestation related to products, processes, systems or persons,”

Certification is often associated with the quality management systems standard ISO/IEC 9001 and the environmental management systems standard ISO 14001. There are, however, certification programs for a broad range of management systems standards, including the ISO/IEC 27000 program for information security management and the ISO/IEC 22000 program for food safety management.

Product certification is the process of verifying that a product, including services and processes, meet requirements specified in contracts, regulations, or specifications.

In most countries, accreditation is voluntary. Many certification bodies seek accreditation in order to demonstrate third-party confirmation of their competence.

(Source: ISO/IEC 17000 Conformity Assessment—Vocabulary and General Principles)

- **What are the benefits of accreditation?**

[For National Authorities and Regulators

Regulators can set policy requirements or detailed technical requirements and rely on accredited laboratories, inspection bodies or certification bodies to check for compliance.

Regulators can therefore reduce their in-house inspectorates and specialist assessment personnel to reduce cost, or target their inspections more effectively.

The use of accredited services can also moderate the need for additional legislation, as well as reduce the risk of unintended consequences of industrial and commercial activities.

International accreditation arrangements provide regulators with a robust and credible framework to accept accredited test results, inspection reports and certifications from overseas, with an equivalent level of confidence as if they were carried out in the local economy.

[For Business

Holding accredited conformity assessment results shows credible evidence of conformance with national and international standards and regulations which can differentiate a business from its competitors.

When accreditation is recognised internationally, it can open doors overseas equally as well as those in the domestic market. Indeed, an increasing number of organisations in both the public and private sectors in domestic markets and overseas are specifying accredited testing, inspection or certification as a precondition to tendering for contracts.

Accredited conformity assessment can also contribute to the operational efficiency of businesses in other ways, saving time and money by reducing bureaucracy and by helping with risk management and key aspects of decision-making. For instance, it can be used as a basis on which to make efficient and informed choices about domestic suppliers and promotes confidence in imports from other countries. It can also demonstrate due diligence in the event of legal action.

[For Consumers

International accreditation agreements help increase the choice of goods and services available on the market and help to ensure that these meet relevant standards of quality and safety, whatever their country of origin.

(Source: ilac.org)

- **What is the accreditation body in the Philippines?**

The Philippine Accreditation Bureau (PAB) formerly Philippine Accreditation Office is the national accreditation body of the Philippines and the central body to accredit inspection, testing and certifying bodies and other bodies offering conformity assessment services in accordance with Executive Order 802.

The PAB is recognized internationally through its membership to the International Accreditation Forum (IAF), International Laboratory Accreditation Cooperation (ILAC), Pacific Accreditation Cooperation (PAC), Asia Pacific Laboratory Accreditation Cooperation (APLAC), and ASEAN Consultative Committee on Standards and Quality (ACCSQ), Working Group on Accreditation and Conformity Assessment (WG2).

PAB is also a signatory to the Multilateral Recognition Arrangement (MLA) for Quality Management System (QMS) and Environmental Management System (EMS) and APLAC and ILAC Mutual Recognition Arrangement (MRA) for testing and calibration.

The Bureau promotes accreditation of Conformity Assessment Bodies (CABs) locally and internationally through information campaign using various media; participation in local and international marketing events; continuous compliance with MRA/MLA requirements; and consultations and dialogues with stakeholders.

- **What is Conformity Assessment Body?**

Conformity Assessment Bodies (CABs)
- Organizations which undertake conformity assessment techniques and activities.

“Conformity assessment is the process for demonstrating that expectations about products and services relating to features like quality, ecology, safety, economy, reliability, compatibility, interoperability, efficiency and effectiveness meet the requirements of standards, regulations and other specifications.”

Example of Conformity Assessment Bodies (CABs) - Certification Bodies

- Inspection Bodies

- Testing Laboratories (including medical testing laboratories) - Calibration Laboratories

- **What is Mutual Recognition Agreement (MRA)?**

A Mutual Recognition Agreement (MRA) is an international agreement that promotes trust and builds confidence among accreditation bodies through their ability to determine a laboratory's competence to carry out testing or calibration.

This MRA forms a regional network of laboratories and inspection bodies accredited by accreditation bodies that have been peer-evaluated and recognised as being competent. This network facilitates the acceptance of test, calibration and inspection reports in the region, thus contributing to the facilitation of trade and the free trade goal of "tested/inspected once, accepted everywhere".

Under MRAs, tests/inspections performed by laboratories accredited by a signatory country like PAB are recognized and accepted by fellow signatory countries. (Source: ilac.org and aplac.org)

- **What is Multilateral Recognition Arrangement (MLA)?**

A Multilateral Recognition Arrangement (MLA) enhances the acceptance of goods and services across national borders. Through the MLA, there is assurance of mutual recognition of accredited certification between signatories to the MLA and the subsequently acceptance of accredited certification in many markets based on one accreditation. This recognition and acceptance removes technical barriers to trade (TBT) by reducing redundant conformity assessment.

Accreditations granted by MLA signatories like PAB is recognized worldwide based on their equivalent accreditation programs, reducing costs and adding value to business and consumers.

(Source: IAF FAQ)

- **What are the accreditation schemes offered by PAB?**

[Accreditation for Testing and Calibration Laboratories
- Determines the technical competence of testing and calibration laboratories based on the requirements of ISO/IEC 17025 and specific technical requirements relevant to a field of testing or calibration.

[Accreditation for Inspection Body
- Determines the technical competence, independence and impartiality of organizations that carry out specific inspection activities based on the requirements of ISO/IEC 17020 and specific technical requirements relevant to inspection

[Accreditation for Medical Testing Laboratories
- Determines the conformance to essential elements based on ISO 15189 of medical laboratories and specific technical requirements relevant to medical testing.

[Accreditation scheme for Management System Certification Bodies
- This scheme evaluates the technical competence, consistency and impartiality of bodies providing audit and certification of all types of management systems based on the general requirements of PNS ISO/IEC 17021-1 and IAF Guidance Documents.
- Quality Management System (QMS)

This scheme evaluates the technical competence, consistency and impartiality of certification bodies providing PNS ISO 9001 certification based on the general requirements of PNS ISO/IEC 17021-1, PNS ISO IEC TS 17021-3 and IAF Mandatory Documents.

- Environmental Management System (EMS)

This scheme evaluates the technical competence, consistency and impartiality of certification bodies providing PNS ISO 14001 certification based on the general requirements of PNS ISO/IEC 17021-1, PNS ISO IEC TS 17021-2 and IAF Mandatory Documents

- Food Safety Management System

This scheme evaluates the technical competence, consistency and impartiality of certification bodies providing PNS ISO 22000 certification based on the general requirements of PNS ISO/IEC 17021-1 and PNS ISO/ TS 22003.

- HACCP-based Food management System

This scheme evaluates the technical competence, consistency and impartiality of certification bodies providing HACCP certification based on the general requirements of PNS ISO/IEC 17021-1.

- Information Security Management System

This scheme evaluates the technical competence, consistency and impartiality of certification bodies providing PNS ISO/IEC 27001 certification based on the general requirements of PNS ISO/IEC 17021-1 and PNS ISO/IEC 27006.

- Energy Management System

This scheme evaluates the technical competence, consistency and impartiality of certification bodies providing PNS ISO 50001 certification based on the general requirements of PNS ISO/IEC 17021-1 and PNS ISO 50003.

[Accreditation Scheme for Product Certification

- This scheme evaluates the technical competence, consistency and impartiality of product certification bodies, based on the general requirements of PNS ISO/IEC 17065, Applicable Certification Scheme Requirements and IAF Guidance Documents.

• **Who gets accredited?**

Conformity Assessment Bodies (CABs)

- organizations which undertake conformity assessment techniques and activities.

“Conformity assessment is the process for demonstrating that expectations about products and services relating to features like quality, ecology, safety, economy, reliability, compatibility, interoperability, efficiency and effectiveness meet the requirements of standards, regulations and other specifications.

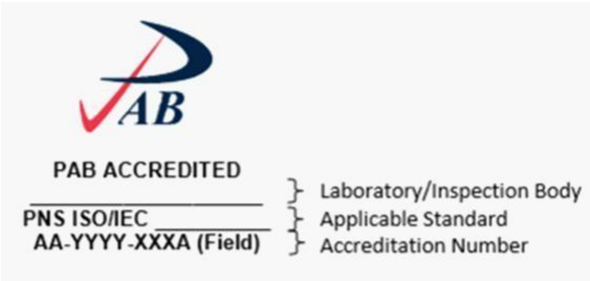
Example of Conformity Assessment Bodies (CABs)

-Certification Bodies
-Inspection Bodies
-Testing Laboratories
-Medical Testing Laboratories
-Calibration Laboratories
-Validation/Verification Bodies

• **How can we recognize Accredited Certificates, Test/Calibration/Inspection Reports?**

Accredited Certificates, Test/Calibration/Inspection Reports can be recognized by PAB Accreditation Symbol with corresponding accreditation number/s as shown below:

1. For Accredited Testing Laboratory, Medical Testing, Calibration Laboratory and Inspection Body:



2. For Accredited Certification Body:

- **How to be accredited:**

For testing laboratories, medical testing, calibration laboratories and inspection bodies, please refer to LA/GD01 Accreditation Process.

For Certification Bodies of Management System, Product Certification (i.e. Halal Certification) and Person Certification, please refer to MSA/P01 MSA-Quality Procedure – The Accreditation Process.

- **What are the requirements for laboratory and inspection body accreditation?**

Applications for accreditation may be made only by legally identifiable organizations. A laboratory or inspection body applying for accreditation shall submit the necessary accomplished forms and documents listed in LA/SF01 Application Requirements:

- LA/SF02 Application for Accreditation
- LA/SF03 Application for Signatory Approval with updated summary of training
- PAB/SF06 Acceptance of Accreditation Condition
- LA/SF06 Assessment Checklist for PNS ISO/IEC 17025 (for testing and calibration laboratory)
- LA/SF07 Assessment Checklist for PNS ISO/IEC 17020 (for inspection body)
- LA/SF08 Assessment Checklist PNS ISO 15189 (for medical testing laboratory)
- Copy of System Documentation (e.g. Quality Manual, Procedures Manual) - In-House Methods (if applicable)
- Internal Audit Report

- Management Review Report
- Uncertainty Budget for Calibration Laboratory

- **What are the requirements for management system accreditation?**

A CB desiring to be accredited by PAB must submit the following documents along with the prescribed Application Form (MSA/SF01-Management System, MSA/SF01A-Product Certification, MSA/SF01B-Person Certification Application Form) signed by its representative:

- Accomplished Checklist of the Accreditation Criteria
- Copy of SEC Registration with the Articles of Incorporation or DTI Registration or if in case of a foreign CB, duly notarized registration documents and authenticated by Philippine Consulate, as proof of being a legal entity as the case may be.
- A copy of CBs Quality Manual and relevant associated documents and records.
- Documented rules and procedures for certification activities.
- Copy of certificate issued
- Overview of the financial structure of the applicant body
- Information on fees charged to its applicants and certified suppliers, and the means by which it obtains financial support.
- Clear definition of the scopes for which accreditation is being sought for. - Published certification rules that its applicants must comply with.

For full details, please refer to MSA/P01 MSA-Quality Procedure - The Accreditation Process.

- **What are the fees needed for accreditation?**

1. For Accreditation of Certification Bodies for Management Systems, Product Certification (i.e. Halal Certification) and Person Certification:

a. The following is the schedule of fee relative to the implementation of PAB Management System Accreditation which shall be collected from an applicant or accredited certification body:

Applicable Fees	**Amount**
Application fee (non-refundable, payable upon issuance of application form)	Php2,000.00 per scheme
Assessment fees (include documentation review, initial assessment, surveillance assessment, special assessment, reassessment, witness audit)	Php5,000.00 per man-day
Accreditation fee (payable upon issuance of	Php10,000.00 per scope of accreditation

certificate) **Annual Accreditation fee**	Php5,000.00 per scope of accreditation

b. Transportation, accommodation, and airport taxes expenses of PAB assessment team shall be borne by the applicant or accredited certifying body.

c. Payment for contracted members of the assessment team shall be paid by the certifying body based on billing statement issued by PAB.

d. The PAB shall not refund any fee paid, if the application is not approved, withdrawn or discontinued or if the Certificate of Accreditation is suspended or cancelled.

e. Certifying Body shall be answerable for accidents that may occur during the assessment, if it can be proven that faults or negligence is contributed by them.

f. Fees shall be payable to the Department of Trade and Industry. Payments shall be coursed through the Philippine Accreditation Bureau.

For full details, please refer to MSA/GD02 PAB MSA Schedule of Fees.

2. For Accreditation of Testing Laboratories, Medical Testing, Calibration Laboratories, and Inspection Bodies:

The following is the schedule of fees relative to the implementation of PAB:

a. Laboratory Accreditation which shall be collected from an applicant or accredited laboratory/inspection body:

Application Fee Php300.00
Assessment Fee Php500.00 per man-hour

(including document review, follow-up visit, surveillance visits, reassessment, and special assessments)

Accreditation Fee Php5,000.00 per scope of accreditation Annual Accreditation Fee Php3,000.00 per organization

b. Transportation, accommodation and airport taxes expenses of PAB assessment team shall be shouldered by the laboratory/inspection body.

c. Fees shall be payable to the Department of Trade and Industry. Payments shall be coursed through the Philippine Accreditation Bureau

F. Domestic Trade Facilitation and Marketing

- **What assistance does the BDTP offer to MSMEs?**

The BDTP assists MSMEs in providing lists of possible suppliers/buyers of their products/services, such as processed food products, handicrafts, fashion accessories, garments, etc.

The BDTP can also provide information on possible sources of raw materials for finished products like abaca, manila palm, coconut, etc.

- **How can I avail of such services?**

You can request for assistance by:

- calling the BDTP Office at no: 7 751.0384 locals 2120 / 2123
- visiting the BDTP Office located at: G/Floor, Trade and Industry Bldg. 361 Sen. Gil J. Puyat Avenue, Makati City writing a letter addressed to the BDTP Director
- sending e-mail at bdtp@dti.gov.ph

- **What are the requirements needed before I can request for assistance?**

You have to give BDTP some information needed to be able to include your company in the BDTP database, like company name, address, telephone numbers, number of full time employees, major product lines, etc.

Your company profile will likewise be included in our Domestic Trade Bulletin which comes out every six months. This Domestic Trade Bulletin is sent out to various buyers and suppliers.

- **Do I have to pay anything for the list that will be given to me?**

No. The list is given for free.

- **How long do I have to wait before my request is acted upon?**

Processing takes a maximum of three working days.

G. Import Facilitation

The General Import Procedures and Documentation

- **What are the types of importation?**

1. FREE IMPORTATION – refers to goods that may be freely imported into and exported from the Philippines without the need for import and export permits, clearances or licenses, unless otherwise provided by law or regulation. (Chapter 3, Section 116 CMTA)

2. REGULATED IMPORTATION – goods which are subject to regulation shall be imported only after securing the necessary goods declaration, clearances, licenses, and any other requirements, prior to importation Submission of requirements after arrival of the goods but prior to release from Customs custody shall be allowed but only in cases providing for by governing laws or regulations.

3. PROHIBITED IMPORTATION – the importation of the following goods is prohibited:

a. Written or printed goods in any form containing any matter advocating or inciting treason, rebellion, insurrection, sedition against the Government of the Philippines, or forcible resistance to any law of the Philippines, or written or printed goods containing any threat to take the life of, or inflict bodily harm upon any person in the Philippines;

b. Goods, instruments, drugs and substances designed, intended or adapted for producing unlawful abortion, or any printed mater which advertises, describes or gives direct or indirect information where, how, or by whom unlawful abortion is committed;

c. Written or printed goods, negatives or cinematographic films, photographs, engravings, lithographs, objects, paintings, drawings or other representation of an obscene or immoral character;

d. Any goods manufactured in whole or in part of gold, silver or other precious metals or alloys and the stamp, brand or mark does not indicate the actual fineness of quality of the metals or alloys;

e. Any adulterated or misbranded food or goods for human consumption or any adulterated or misbranded drug in violation of relevant laws and regulations;

f. Infringing goods as defined under the Intellectual Property Code and related laws; and

g. All other goods and parts thereof which importation is explicitly prohibited by law or rules and regulations issued by the competent authority.

4. RESTRICTED IMPORTATION – except when authorized by law or regulation, the importation of the following restricted goods is prohibited:

a. Dynamite, gun powder, ammunitions and other explosives, firearms and weapons of war, or parts thereof;

b. Roulette wheels, gambling outfits, loaded dice, marked cards, machines, apparatus or mechanical devices used in gambling or the distribution of money, cigars, cigarettes or other goods when such distribution is dependent on chance, including jackpot and pinball machines or similar contrivances, or parts thereof;

c. Lottery and sweepstakes tickets except advertisements thereof and lists of drawings therein;

d. Marijuana, opium, poppies, coca leaves, heroin or any other narcotics or synthetic drugs which are or may hereafter be declared habit forming by the President of the Philippines, or any compound, manufactured salt, derivative, or preparation thereof, except when imported by the government of the Philippines or any person duly authorized by the Dangerous Drugs Board, for medical purposes;

e. Opium pipes or parts thereof, of whatever material; and

f. Any other goods whose importation is restricted.

g. Weapons of mass destruction and goods included in the national Strategic Goods list (NSGL) as provided under Republic Act No. 10697 or the Strategic Trade Management Act (STMA);

h. Toxic and hazardous goods under Republic Act No. 6969 or the "Toxic Substances and hazardous and Nuclear Wastes Control Act of 1990."

The restriction to import or export the above stated goods shall include the restriction on their transit.

- **Who is a Declarant?**

- A declarant may be a consignee or a person who has the right to dispose of the goods. The declarant shall lodge a goods declaration with the Bureau of Customs (BOC) and may be:

a) The importer, being the holder of the Bill of Lading; or

b) A customs broker acting under the authority of the importer or from a holder of the bill; or

c) A person duly empowered to act as agent or attorney-in-fact for each holder.

- Registered with the Bureau of Internal Revenue – Accounts Receivable Monitoring Division (BIR-ARMD) and the BOC thru the Account Management Office (AMO)

- **What are the Documentary Requirements**

Unless and until the Bureau is operating in a paperless environment, the printout of the Single Administrative Document (SAD) which is signed by the declarant and the customs broker, if any, and duly notarized must be submitted to the Formal Entry Division (FED) or its equivalent office or unit, together with the following documents:

1. Duly endorsed Bill of Lading or Airway Bill, or certification by the carrier or agent of the vessel or aircraft;
2. Commercial Invoice, Letter of Credit or any other verifiable commercial document evidencing payment; in cases where there is no sale for export, by any commercial document indicating the commercial value of the goods;
3. Packing List
4. Duly notarized Supplemental Declaration on Valuation (SDV);
5. Documents as may be required by rules and regulations, such as:
   a) Import Permit or Clearance;
   b) Authority to Release Imported Goods (ATRIG);
   c) Proof of Origin for Free Trade Agreements (FTAs);
   d) Copy of an Advance Ruling, if the ruling was used in the goods declaration;
   e) Load Port Survey Reports or Discharge Port Survey Reports for bulk or break bulk importations;
   f) Document evidencing exemption from duties and taxes;
   g) Others, e.g., Tax Credit Certificate (TCC) or Tax Debit Memo (TDM).

- **What are the requirements for the issuance of BIR Importer's Clearance Certificate (BIR-ICC)?** (BIR-ICC has a validity of 3 years)

For individual applicants:

- Duly accomplished and notarized application form;
- Valid National Bureau of Investigation (NBI) Clearance;

- Certified True Copy of Latest Mayor's Business Permit;

- Proof of ownership/lawful occupancy of principal place/head office of business, i.e. photocopy of latest utility bills (electric, water or fixed telephone line);

- Delinquency Verification issued by the concerned LTS or National/Regional Offices with a validity period of one (1) month from the date of issue; the Delinquency Verification shall be issued by the concerned BIR Offices within twenty-four (24) hours from filing of the application by the taxpayer; and

- Notarized Certificate of Authority authorizing the designated representative to file the application for BIR-ICC which shall contain the specimen signature of the said representative, with photocopies of valid government issued identification cards of both the representative and the individual taxpayer-applicant.

For non-individuals/corporations:

- Duly accomplished and notarized application form;
- Certified True Copy of Latest Mayor's Business Permit;

- Proof of ownership/lawful occupancy of principal place/head office of business, i.e. photocopy of latest utility bills (electric, water or fixed telephone line);
- Delinquency Verification issued by the concerned LTS or National/Regional Offices with a validity period of one (1) month from the date of issue;
- The Delinquency Verification shall be issued by the concerned BIR Offices within twenty four (24) hours from filing of the application by the taxpayer;

- Certificate of Good Standing issued by Securities and Exchange Commission/Cooperative Development Authority/National Electrification Administration; and

- Original copy of Secretary's Certificate certifying that a Board Resolution was passed authorizing a responsible officer to sign application form together with his specimen signature, picture and photocopy of valid government-issued Identification Card.

• **What are the requirements for the issuance of Customs Client Number (CCN) – issued by way of Certificate Of Registration (COR) - by the Bureau of Customs – Account Management Office (BOC-AMO)?**

(BOC-CCN has a validity of 3 years)

- Original Expiration Date clearly indicated in front of the folder (for Renewal)
- Completely filled-out and notarized application form

- BOC official receipt evidencing payment of application fee

- BIR Importer Clearance Certificate (Original or Certified True Copy)

- Corporate Secretary's Certificate, Special Power of Attorney or Affidavit for designated signatories in the import entries, with sample original signatures

- Original copy of NBI Clearance of the applicant issued within three (3) months prior to the date of application
- Two (2) valid government-issued IDs with picture of the applicant and responsible officers (i.e. Driver's license, SSS ID, GSIS ID, Passport, UMID & PRC ID only)

- Latest General Information Sheet for Corporations

- Personal profile of the applicant and responsible officers

- Company profile pictures of the officers and/or warehouse premises

- Printed CPRs profile of applicant and updated email notification of “STORED” CPRS Profile

- Previous Certificate of Accreditation (if applicable)

• **What are the import documents required in all shipments to the Philippines?**

- Commercial Invoice
- Bill of Lading or Airway Bill for air shipments

- Certificate of Origin (if requested)

- Packing List

- Load Port Survey (LPS) Report and Discharge Port Survey (DPS) Report for Bulk/Break Bulk Cargo

- Applicable special certificates required due to the nature of goods being shipped and/or requested by importer/ bank/ letter of credit clause, (e.g. Food and Drug Administration (FDA) license)

- Commercial Invoice of Returned Philippine Goods and Supplemental Declaration on Valuation

- For Letter of Credit (L/C) Transaction, a duly accomplished Letter of Credit (L/C) including Proforma Invoice, Import Entry Declaration for Advance Customs Import Duty (ACID)

- For non-L/C Transactions, either Draft Documents against Acceptance (D/A), Documents Against Payment (D/P), Open Account (OA) or self-funded, a Proforma Invoice

• **What are the legal fees to be collected from importers?**

1. Processing Fee – P1,000

Bureau of Customs (BOC)
Account Management Office (BOC-AMO)
Client Profile Registration System (CPRS)

For inclusions:

Customs Memorandum Order No. 7-2014 dated February 18, 2014
Subject: Schedule of Cargo handling Tariff Arrastre Charges and Wharfage dues for Assessment Purposes at MICT & South Harbor

Customs Memorandum Order No. 22-2007 dated September 06, 2007
Subject: Guidelines in the Determination of the Cost of Insurance and Freight Charges as Components of Dutiable Value

Customs Administrative Order No 2-2001

Subject: Rates of Customs Fees and Charges

- **Lodgement of Goods Declarations**

• **Who are authorized to lodge a goods declaration (Declarant)?**

Any person who makes a goods declaration or in whose name a goods declaration is made.

1. The importer, being the holder of the bill of lading or airway bill;

In case the importer is a juridical person, it may authorize a responsible officer of the company to sign the goods declaration as declarant on its behalf.

a. For corporation, the responsible officer must be authorized by the Board of Directors to sign as the declarant on its behalf.
b. For partnership, the responsible officer must be authorized by the partners.
c. For sole proprietorship, the responsible officer must be authorized by the owner, who shall issue a Special Power of Attorney (SPA).

2. A customs broker acting under authority of the importer or from a holder of the bill; or
3. A person duly empowered to act as agent or attorney-in-fact for each holder of the bill.

• **What are the requirements for Lodgement of Single Administrative Documents (SAD)?**

- Single Administrative Document (SAD)*
- B/L or AWB
- Commercial Invoice
- Packing List
- Other additional documents as may be required, such as:
- ATRIG (VAT-exempt goods)
- Certificate of Origin (CO)
- Import Permit for regulated items
- Health Certificate

Customs Memorandum Order No. 29-2015 dated September 1, 2015

• **Revised Procedures and Documentation in the Processing Formal Consumption Entries**

- Flowchart of the General Import Procedures
- Workflow for the Accreditation of Importers
- Import Clearance Overview

• **Importation**

- **Goods Liable to Duties and Taxes -** All goods, when imported into the Philippines, shall be subject to duty upon importation, including goods previously exported from the Philippines, except the following:

- Those that are conditionally tax and/or duty-exempt importations under section 800, Chapter 1, Title VIII of the CMTA;
- Those considered as De Minimis importations;
- Importations of books under the Florence Agreement;
- Other tax privileges granted by law;

- Importations under the Customs Bonded Warehousing Systems; and - Importations intended for free port zones.

- **When Importation Begins and Deemed Terminated -** Importation begins when the carrying vessel or aircraft enters the Philippine Territory with the intention to unload therein. Importation is deemed terminated when:

- The duties, taxes and other charges due upon the goods have been paid or secured to be paid at the port of entry unless the goods are free from duties, taxes and other charges and legal permit for withdrawal has been granted; or
- In case the goods are deemed free of duties, taxes and other charges, the goods have legally left the jurisdiction of the Bureau.

• **Period within Which to Lodge.**
- Goods declaration must be lodged within (15) days from the date of discharge of the last package from the vessel or aircraft. The period to lodge the goods declaration may, upon request, be extended on valid grounds for another fifteen (15) days subject to the approval of the District Collector. Provided, that the request is made before the expiration of the original period within which to lodge the goods declaration. Provided, however, that the period for the lodgement of the goods declaration may be adjusted by the Commissioner.

• **Forms and Types of Goods Declaration**
- **Goods Declaration for Consumption -** All goods with free on board (FOB) or Free Carrier (FCA) value of at least ten thousand pesos (P10,000) shall be entered through goods declaration for consumption and cleared through a formal entry process. Except for personal and household effects or goods, not in commercial quantity, imported in a passenger's baggage or mail, which shall be cleared thru an informal entry process.
- Informal Entry Process

a. Articles of a commercial nature intended for sale, barter or hire, the dutiable value of which does not exceed P2,000.00

b. Personal and household effects or articles, not in commercial quantity, imported in passenger's baggage, mail, or otherwise for personal use.

- Formal Entry Process

c. Articles of a commercial nature intended for sale, barter, or hire, the dutiable value of which is more than P2,000.00

d. Articles for, which the Collector may, upon the recommendation of the Tariff Commission for the protection of a local industry, or the revenue, require formal entry regardless of value and whatever purpose and nature of the importation.

⋆ **Classification of Goods**

• **TARIFF NOMENCLATURE AND RATE OF DUTY**

Section 1610. General Rules for the Interpretation (GRI). **–** The classification of goods and its tariff nomenclature as provided pursuant to this Act shall be governed by the following principles:

(1) The titles of sections, chapters and subchapters are provided for easy reference only. For legal purposes, classification shall be determined according to the terms of the

headings and any relative section or chapter notes and, provided such headings or notes do not otherwise require, according to the following provisions:

(2) (a) Any reference in a heading to the goods shall be taken to include a reference to the same in their incomplete or unfinished form or state: Provided, That the incomplete or unfinished goods have the essential character, as presented, of the complete or finished goods. It shall also be taken to include a reference to the same, in their complete or finished form or state (or falling to be classified as complete or finished by virtue of this Rule), presented unassembled or disassembled.

(b) Any reference in a heading to a material or substance shall be taken to include a reference to mixtures or combinations of that material or substance with other materials or substances. Any reference to goods of a given material or substance shall be taken to include a reference to goods consisting wholly or partly of such material or substance. The classification of goods consisting of more than one material or substance shall be according to the principles of Rule 3.

(3) When by application of Rule 2 (b) or for any other reason, goods are, prima facie, classifiable under two (2) or more headings, classification shall be effected as follows:

(a) The heading which provides the most specific description shall be preferred to headings providing a more general description. However, when two (2) or more headings, each refer to part only of the materials or substances contained in mixed or composite goods or to part only of the items in a set put up for retail sale, those headings are to be regarded as equally specific in relation to those goods, even if one of them gives a more complete or precise description of the goods.

(b) Mixtures, composite goods consisting of different materials or made up of different components, and goods put up in sets for retail sale, which cannot be classified by reference to 3 (a), shall be classified as if they consisted of their essential character, insofar as this criterion is applicable.

(c) When goods cannot be classified by reference to 3 (a) or 3(b), they shall be classified under the heading which occurs last in numerical order among those which equally merit consideration;

(4) Goods which cannot be classified in accordance with the above Rules shall be classified under the heading appropriate to the goods to which they are most akin.

(5) In addition to the foregoing provisions, the following Rules shall apply with respect to the goods referred to therein:

(a) Camera cases, musical instrument cases, gun cases, drawing instrument cases, necklace cases and similar containers, specially shaped or fitted to contain specific goods or set of goods, suitable for long-term use and presented with the goods for which they are intended, shall be classified with such goods when of a kind normally sold therewith. The Rule does not, however, apply to containers which give the whole its essential character; and

(b) Subject to the provisions of Rule 5(a), packing materials and packing containers presented with the goods therein shall be classified with the goods if they are of a kind normally used for packing such goods. However, this provision does not apply when such packing materials or packing containers are clearly suitable for repetitive use.

(6) For legal purposes, the classification of goods in the subheadings of a heading shall be determined according to the terms of those subheadings and any related

subheading notes and, mutatis mutandis, to the above Rules, on the understanding that only subheadings at the same level are comparable. For the purposes of the Rule, the relative section and Chapter Notes also apply, unless the context others requires.

- **Selectivity System -** Determines the selection of the examination procedures based on risk criteria established in the Customs Cargo Clearance System. The Customs Cargo Clearance System assigns the declared goods to one of the following control channels:

- **Red lane –** documentary check; and physical examination or non-intrusive inspection, or magna scale weighing, when necessary;
- **Yellow lane –** documentary check;
- **Blue lane –** to be considered for post clearance audit; or
- **Green lane** – released without documentary check and without examination of the goods.

II CONSUMERS

A. Action on Consumer Complaints and Enforcement of Trade Law

- **Where do I file my complaint(s) as a consumer**

AREAS OF CONCERN	AGENCY
- agricultural products, product quality and safety, price tag, labelling and packaging -concerns on the prices of rice, fish, livestock, poultry, spices, vegetables, fruits, other basic commodities (sugar, cooking oil)	**Department of Agriculture (DA)** For consumer complaints: **Department of Agriculture** **Agribusiness and Marketing Assistance Service (AMAS)** **Surveillance, Monitoring, and Enforcement Groups (SMEG)** **Tel. No. (02) 926-8203 loc.2169**
- information on the production scandards, processing distribution, and marketing of food, non-food agriculture and fishery products, and organic agriculture industry	**Bureau of Agriculture and Fisheries** **Product Standards (BAFPS)**
- adulterated livestock, feeds, vaccines, pharmaceuticals and biologics Pet animals	**Bureau of Animal Industry (BAI)**
- complaints on fish and fishery products	**Bureau of Fisheries and Aquatic Resources (BFAR)**

- all plants, fruits and vegetables EXCEPT rice, corn, sugar, coconut, tobacoo, and fibers - complaints on fertilizer and pesticide - processed and unprocessed meat and dressed chicken - information on commercial fish ports	**Bureau of Plant Industry (BPI)** **Fertilizer and Pesticide Authority (FPA)** **National Meat Inspection Service (NMIS)** **Philippine Fisheries Development Authority (PFDA)**
- integration of consumer education into the school curriculum and development of consumer protection programs for out-of-school youth and adults	**Department of Education (DepEd)**
- complaints on liquefied petroleum gas and fuels EXCEPT defective LPG tanks (handled by DTI)	**Department of Energy (DOE)** Investment Promotions Office c/o Ms Lisa Go 09175121234 (for any concerns on kerosene and LPG) denr
- concerns on protection and management of the country's environment and natural Resources BNPCs under DENR - firewood (fuelwood) - wood charcoal - nipa shingles - sawalilum - plywood - plyboard - concerns on forest-based products - concerns on wildlife and wildlife products	**Department of Environment and Natural Resources (DENR)** **Forest Management Bureau (FMB)** **Protected Areas and Wildlife Bureau (PAWB)/** **Biodiversity Management Bureau (BMB)**

AREAS OF CONCERN	**AGENCY**

- non-issuance of receipts - modes of payment and information on registration requirements	**Department of Finance (DOF)** **Bureau of Internal Revenue (BIR)**
- information on entry of imported consumer products into the country, consumer products for export, and regular inspections in terms of imported products including hazardous substances - life and non-life insurance claims and pre-needs plans such as educational, pension and memorial - complaints on pre-need plans and pyramiding companies/corporations Mutual funds (investment); financing/lending; listed companies, registered issuers of securities (time sharing)	**Bureau of Customs (BOC)** **Insurance Commission (IC)** **Securities and Exchange Commission (SEC)**
- hospitals' and doctors' services - Health Maintenance Organizations (HMOs) - processed food, drug, cosmetics and medical devices - household products with hazardous substances -advertising and sales promotion on food, drugs, cosmetics, devices and hazardous substances -labelling and packaging of food, drugs, cos-metics, devices and hazardous substances -safety of toys	**Department of Health (DOH)** **Food and Drug Administration**

- concerns on local courier services - authority to operate Private Express and/or Messenger Delivery Service (PEMEDES)	**Department of Information and Communications Technology (DICT)** (The accreditation and reg handled by DICT's Postal pursuant to Republic Act (I Postal Service Act of 1992).
- Complaint against Private water utility	**National Water Resources Board**
- telephone rates, cellphone charges, TV and radio broadcast	**National Telecommunications Commission (NTC)**

AREAS OF CONCERN	**AGENCY**
- for legal opinion on abuse of power/authority by LCEs, local officials, drug addiction and drug pushing	**Department of Interior and Local Government (DILG)**
- complaints on food in restaurants, eateries, and sidewalk vendors - regulation of practice relative to weights and measures -senior citizen (SC) discount	**Local Government Unit (LGU) where the business operates**
-product standards -price tags of manufactured products (e.g. milk, coffee, laundry soap, detergent bars, school supplies) -advertising and sales promotion of consumer products -labelling and packaging of consumer products -consumer product and service warranties	**Department of Trade and Industry**

-repair and service firms -weights and measures using the Metric System - Hollow blocks Basic necessities under DTI: - canned fish and other marine products - processed milk - coffee - laundry soap - detergent - candles - bread - salt - potable water in bottles and containers - locally manufactured instant noodles Prime commodities under DTI - flour - processed and canned pork - processed and canned beef and poultry meat - vinegar - patis - soy sauce - toilet soap - paper - school supplies - cement - clinker - GI sheets - hollow blocks - construction supplies - batteries - electrical supplies - light bulbs - steel wires Scope of monitoring - bakery - flour outlet - grocery stores - hardware stores - hypermarket - school supplies store/outlet - stalls in public and private markets - supermarkets	
- airline companies and freight companies	**Department of Transportation (DOTr)** **Civil Aeronautics Board**

-erring taxi drivers, franchises, tampered taxi meters and concerns on fare regulation	**Land Transportation Franchising and Regulatory Board (LTFRB)**
- banks and other financial intermediaries, non-bank financial institutions, pawnshops and credit cards	**Bangko Sentral ng Pilipinas (BSP)**
- complaints on high cost of electricity, tampered meter and disputes between distribution utility and consumer	**Energy Regulatory Commission (ERC)**
- subdivision and condominium concerns - Warranty of Property and Townhouses	**Housing and Land Use Regulatory Board (HLURB)**

AREAS OF CONCERN	**AGENCY**
- concerns on provincial urban water supply	**Local Water Utilities Administration (LWUA)**
- concerns on traffic and solid waste management, public safety, environmental management, zoning, flood control	**Metro Manila Development Authority (MMDA)**
- water and sewerage related concerns	**Metropolitan Water Works and Sewerage System (MWSS)**
- reports on fake products; cybercrimes and scams	**National Bureau of Investgation (NBI)**
- PWD discount	**National Council on Disability Affairs (NCDA)**
- complaints on adulteration of rice, corn and grain products	**National Food Authority (NFA)**
- data privacy; personal information	**National Privacy Commission (NPC)**

- complaints on prices of coconut cooking oil, husked nuts, and fresh young coconuts, and quality standards of coconut-based products, including lumber	**Philippine Coconut Authority (PCA)**
- complaints on claims for insured deposit queries on deposit insurance coverage, other bank related issues/concerns i.e. unserviced withdrawals, ATM problems, etc.	**Philippine Deposit Insurance Corp. (PDIC)**
- complaints on sugar quality and price -senior citizen's discounts - list of private homes and governmentowned homes for the aged	**Sugar Regulatory Administration (SRA)** Department of Social Welfare and Development

OTHER CONSUMER CONCERNS

Senior Citizens

- **Should doctors and dentists be required to give discounts? How much should the discount be?**
- Medical practitioners should provide discounts, 20% discount and 12% VAT exemption for the services of doctors and dentists.

- **Is there a list of products and services that can be availed of by SCs for discounts?**
  -Joint DTI and DA administrative order Joint DTI and DA administrative order No. 17-01, s. 2017 prescribes the list of products that can be availed of, including the requirements.

- **Are anti rabies vaccines included for discounts for senior citizens?** - Yes.

- **Do the discounts apply to visiting senior balikbayans?**
  -Discounts are applicable for SCs with dual citizenship

- **For events with mostly senior citizens as guests, how can the provision of discounts be administered? As a group or as an individual?**
  -Discounts should be provided for each SC.

- **What is the coverage of the discounts for SCs?**
- Discounts only apply to products that are for SC's consumption only, not the commodities for selling, within the set weekly limit.

- **Which discount to apply? 20% or the 5%**
  -20% applies for food
  -5% for basic needs and prime commodities

Are supplements included in the coverage of products allowed for senior citizens discount?
- Supplements are not included, unless prescribed by doctors.

Where should the complaints on concerns on discounts for SCs be filed? - Go to OSCA first. But can also file with DSWD and DTI.

Can SCs avail of discounts for online consultation with doctors? - The discounts still apply.

Is proxy/authorization letter allowed in behalf of SCs in the purchase of their needs? - For food, no.
- For medicines, yes.

B. Import Regulation

- **What commodities/articles are being regulated (need prior clearance) by the Fair Trade Enforcement Bureau - Import Regulation Division (FTEB-IRD)?**

- Used motor vehicles
- Used completely-knock-down (CKD) parts and components for rebuilding
- Automotive and motorcycle parts for replacement

- **What are those used motor vehicles that are being regulated by IRD?**

- Personally owned used motor vehicle by returning residents (balikbayan)/ immigrants under the No Dollar Import (NDI) Program
- Used trucks with gross vehicle weight of 2.5 tons up to 6 tons
- Used buses with gross vehicle weight of 6 tons up to 12 tons

- **What is No-Dollar Importation (NDI)?**

Importations without foreign remittance from the Philippine banking system, whether immediate or potential.

- **Who are qualified to import used motor vehicle under the NDI?**

- Philippine passport holder who has resided abroad for at least one (1) year (accumulated within 3 year period of his/her stay abroad up to the date of filing of the application)
- Foreign passport holders with a 13G or 13A visa
- Dual citizens
- Special Resident Retirees Visa (SRRV) holder under the Philippine Retirement Act
- 47A2 visa holder under the Balik-Scientist Program

- **Is there any restrictions on the importation of used motor vehicles by a returning resident?**

1. The gross vehicle weight of the vehicle must not exceed 3,000 kgs.
2. The motor vehicle must be left-hand drive.

3. The motor vehicle must be registered under the name of the qualified importer at least six months prior to filing of the application with FTEB-IRD.

- **Are right hand drive motor vehicles allowed for importation?**

  Only left hand drive vehicles are allowed for importation. Importation of right hand drive vehicles is prohibited pursuant to Republic Act No. 8506.

- **What are the documents to be submitted to FTEB-IRD prior to importation?**

For NDI program

a. Completely filled-out and notarized application form
b. Completely filled-out and notarized Affidavit of Undertaking
c. 1 copy of 2x2 picture with signature

d. Picture of the motor vehicle

e. Original or authenticated copy of Car Title or Registration with English translation if necessary

Additional requirements for the following:

a. Philippine Passport Holders
- Original or authenticated copy of pages with entries of both and new passport

b. Dual Citizens
- Original or authenticated copy of Philippine and Foreign passport

- Original or authenticated copy of Identification Certificate or Oath of Allegiance issued by the Bureau of Immigration or Philippine Consulate/Embassy in lieu of a Philippine Passport

c. Foreign Passport Holders (13A & 13G visa holders)\
- Original or authenticated copy of passport, stamped with a valid 13A or 13G visa

- Immigrant Card (I-card)

d. Foreigners under the Philippine Retirement Act (PRA) (SRR Visa)
- Original or authenticated copy of passport, stamped with a valid SRR visa

e. Filipinos/Foreigners of Filipino Descent under the Balic-Scientist Program (47A2) visa - Original or authenticated copy of passport, stamped with a valid 47A2 visa

For Used Trucks and Buses

a. Properly filled-out application form
b. Notarized Affidavit of Undertaking

c. Original Proforma Invoice and photocopy (2 copies)

d. Business Name if single proprietorship/partnership or SEC if corporation (for new applicant only)

e. Original or authenticated copy of Certificate of Roadworthiness and emission compliance
f. It is mandatory that the units should be accompanied by original Certificate of Roadworthiness and Emission Compliance upon arrival. Release Certificate shall not be issued without submission of the Certificate.

For CKD parts for rebuilding

a. Properly filled-out application form
b. Affidavit of importer/rebuilder

c. Original Proforma Invoice and photocopy

d. Photocopy of Certificate of Accreditation as a Rebuilding Center (for first importation only)

For automotive and motorcycle parts

a. Properly filled-out application form
b. Notarized Affidavit of Undertaking

c. Two (2) copies of Proforma Invoice with date and number (original and photocopy

d. In appropriate cases, applicant may be required to submit a brochure or any pertinent literature to describe the spare parts to be imported

• **How much is the processing fee?**

Nature of Importation Application	**Amount**
Used trucks and buses	- Php600.00 per unit
NDI program	- Php1, 500.00 for cars and Php900.00 for motorcycles
CKD parts	- Php600.00 per unit
Automotive & motorcycle parts	- Php300.00 per application

C. Accreditation of Freight Forwarders

• **Why is it necessary to accredit freight forwarders, cargo consolidators, breakbulk agents, and non-vessel operating carriers?**

In order to professionalize the freight forwarding industry and eradicate the fly-by-night forwarders, the Fair Trade Enforcement Bureau (FTEB) is tasked to implement the accreditation of freight forwarders, a function of the former Philippine Shippers' Bureau (PSB) under Executive Order (EO) No. 514 and its implementing rules and regulations.

PSB Administrative Order (AO) No. 06, Series of 2005 provides that Non-Vessel Operating Common Carrier (NVOCC), International Freight Forwarder (IFF), and Domestic Freight Forwarder (DFF) "must be accredited first before they can legally engage in the said categories."

- **Are couriers and truckers covered by this Order?**

No. The jurisdiction of this Order covers only sea freight forwarders as stated in Rule II, Section 3 regarding "covered firms":

"Sec. 3. Covered firms - The five (5) categories namely: Non-Vessel Operating Common Carrier (NVOCC), Cargo Consolidator (CC), International Freight Forwarder (IFF), Breakbulk Agent (BBA) and Domestic Freight Forwarder (DFF) are hereby simplified into three (3), namely: Non-Vessel Operating Common Carrier (NVOCC), International Freight Forwarders (IFF), and Domestic Freight Forwarders (DFF) which are defined above. NonVessel Operating Common Carrier includes the functions of a Cargo Consolidator; International Freight Forwarder includes the functions of a Break-bulk Agent. These three categories are referred to as "covered firms" under this Order; hence they must be accredited first before they can legally engage in the said functions and/or operations."

D. Waiver on the Use of RP Flag Vessels (Presidential Decree No. 1466)

[What is PD No. 1466?
PD No. 1466 is the Cargo Reservation Law of the Philippines.

[What is the coverage of PD No. 1466?

PD No. 1466 covers all branches of government including government-owned and controlled corporations and those in the private sector which are beneficiaries of the loans, credits and/or guarantee from government financial institutions.

[What does PD No. 1466 require of its covered entities?

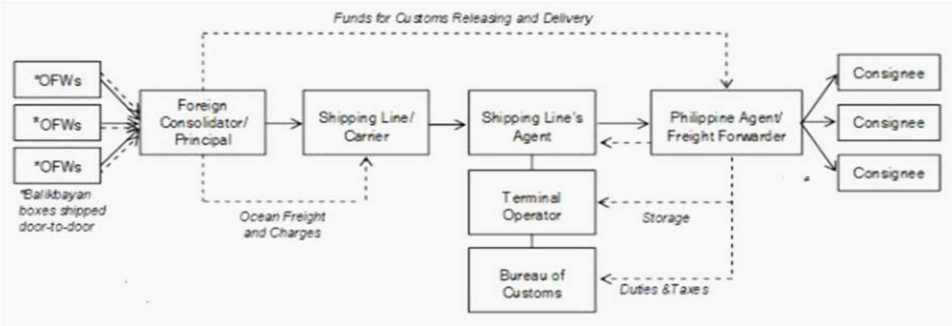
It requires that they use RP Flag Vessels in the shipment of their export and import cargoes whenever such vessels are available and suitable; otherwise, they have to secure a waiver from Fair Trade Enforcement Bureau so they can utilize foreign flag vessels.

[What is the penalty for violation of PD No. 1466?

Violation of PD No. 1466 carries a minimum fine of Php10,000 for shipments in the liner service and Php50,000 for shipments on chartered vessels.

E. Balikbayan Box Shipment

- **What is the typical transport flow of balikbayan boxes?** Below is a typical Transport Flow of Balikbayan Boxes:



Overseas Filipinos usually engage the services of a foreign consolidator/principal sea freight forwarder in sending their balikbayan boxes to their relatives in the Philippines. The foreign consolidators collect door-to-door charges from the OFWs as senders. These charges includes the fees for a shipping line/carrier, terminal storage, duties and charges, and the accredited Philippine agent/local freight forwarder.

The balikbayan boxes are delivered by accredited Philippine agents/local sea freight forwarders to consignees or recipients in the Philippines.

- **What is the problem / issue on the delivery of balikbayan boxes?**

There are instances when foreign consolidators/principal sea freight forwarders do not remit a portion of their collected charges to their accredited Philippine agents/local sea freight forwarders to prompt the release and delivery of balikbayan boxes.

When necessary funds are not remitted to accredited Philippine agent/local freight forwarders, the Bureau of Customs (BOC) will not release the shipments or the balikbayan boxes to consignee / recipients.

- **What office / agency addresses the said problem / issue?**

The Business Licensing Accreditation Division (BLAD) of the Department of Trade and Industry (DTI) - Fair Trade Enforcement Bureau (FTEB) enforces the accreditation scheme for sea freight forwarders based on its Administrative Order No. 6, series of 2005. The FTEB-BLAD holds both the foreign consolidator / principal and its Philippine agent / freight forwarder jointly and severally liable for the delivery of cargoes to the consignees.

- **What are the approaches to the issue of undelivered balikbayan boxes?**

Prevention (How to Avoid Being Victimized)

- Enhanced Information Campaign
- Advisories / Alerts
- Tips on Sending Balikbayan Boxes
- Blacklist
- OWWA, BOC, DFA, Embassies/Consulates, OFW Orgs, DTI
- Commercial Attaches, DTI Regional/Provincial Offices, Consumer
- Agencies of Foreign Governments, Freight Forwarders' Regulatory

- Agencies of Foreign Government

Cure (Assistance to Compalinants/Victims)

- Formal Charges/Sanctions versus Erring Freight Forwarders (both local and foreign)

- Endorsement to Law Enforcement Authorities

- Coordination with the Bureau of Customs and other concerned government agencies

• **If the Philippine agent/freight forwarder holds delivery of balikbayan boxes because its foreign principal fails to remit the necessary funds therefore, what can FTEBBLAD do to help the consignee?**

FTEB-BLAD shall order the Philippine agent/freight forwarder to deliver the cargoes to their rightful owners (consignees) without any delay. Failure of the Philippine agent/freight forwarder to deliver the cargoes immediately shall constrain FTEB-BLAD to file a Formal Charge against the freight forwarder for the revocation of its accreditation (if the forwarder is BLAD-accredited) or a Cease and Desist Order (if the forwarder is not BLAD-accredited) as well as applicable fines as provided in PSB A.O. 6, series of 2005.

• **How does DTI handle complaints pertaining to balikbayan boxes?**

DTI's Fair Trade Enforcement Bureau (FTEB) has a Business Licensing and Accreditation Division, Mediation Division and Adjudication Division that handle complaints on balikbayan boxes.

• **How does one file a complaint with DTI regarding balikbayan boxes?**

Complainants, (either the shipper or consignee) should file a written complaint together with supporting documents showing the name of the local delivery agent/forwarder such as official receipts, cargo receipts, packing list, shippers' declaration, house bills of lading, or waybills, with DTI-FTEB. They can also send their complaints through email at fteb@dti.gov.ph and ftebmediation@dti.gov.ph.

• **What sanctions/penalties may DTI impose on freight forwarders violating existing policies on balikbayan boxes?**

DTI may impose administrative fines in the amount of Php50,000.00, Cease and Desist Order, or suspension or cancellation of accreditation pursuant to PSB A.O. No. 6 series of 2005.

• **What are the common complaints received by DTI regarding balikbayan boxes?** Most of the complaints on balikbayan boxes are:

- Non-delivery

- Loss

- Pilfered

- Damaged

- **How much are the shipping rates of balikbayan boxes? How long is the transit time from origin to destination?**

  The rates differ depending on the size (small (26"x26"x26"), medium (26"x26"x34"), large/jumbo (26"x26"x42"), (53x51x76cm), (76x56x61cm), regular (23"x17"x20"), extralarge (71x43x57cm)) of the balikbayan box and the origin of the balikbayan box shipment. Below is an estimated door to door rate of a typical balikbayan box and its transit time from origin to destination.

Estimated Door to Door Rates of a Typical Balikbayan Box and Transit Time by Destination

	Metro Manila		Visayas		Mindanao	
	Door to Door Rate (USD)	Transit Time (in days)	Door to Door Rate (USD)	Transit Time (in days)	Door to Door Rate (USD)	Transit Time (in days)
Hongkong	64-70	15-20	70-75	20-25	85	22-27
Singapore	82-99	10-20	89-128	15-25	92-134	25-30
USA/Canada	60-85	55-65	70- 95	65-75	75-100	65-75
Middle East	50-90	35-45	66-100	40-50	71-110	50-60
Italy	67	50	84	60	84	65
Germany	78-79	50	106-107	60	112-118	65

- **Where are most balikbayan boxes coming from?** Balikbayan boxes usually come from the following countries:

- Kingdom of Saudi Arabia (KSA)
- United Arab Emirates (UAE)
- Europe
- United States of America (USA)
- Singapore

- **What are the tips in shipping balikbayan boxes?**

  The following are tips to ensure that your balikbayan boxes reach its destination:
  □□Check the list of Foreign Freight Forwarders and their DTI accredited Philippine counterparts/agent□□□

  The following items are NOT allowed to be sent through balikbayan boxes:

- currencies, checks, money orders and traveller's checks;
- jewelries;
- firearms, ammunitions and explosives;
- prohibited drugs and other substances;
- pornographic materials, gambling cards and toy guns;

- pirated products e.g. DVD, CD;
- items of commercial quantity;
- plant seeds and plant materials, and
- any food stuff that are not in cans, sealed packages, or in bottles

[Declare all the contents of your balikbayan box in the packing list per item and its corresponding value, if

possible, as well as your preferred shipping date. Ask for proper (or extraordinary, if needed) packing, wrapping, strapping, sealing and labeling of your box.

[Secure shipping documents such as official receipt, cargo receipt, invoice, house Bill of Lading, shippers' declaration or waybill.

[Get the name and contact details of the consolidator's Philippine counterpart/agent. Be sure that this
information is indicated in the shipping documents that you have secured.

[Beware of exceptionally very low rates.

[Beware of persons posing as representatives of freight forwarding companies in your place. Ask for proper identification, check with the freight forwarding companies if they are an employee or authorized to represent the said companies.

[Monitor the movement of your cargo from origin to destination. You may inquire for a tracking scheme or continuously contact the forwarding company. You may ask them to provide you details of your shipment such as the name of shipping line, vessel's name, voyage number, container number, and expected time of departure and arrival of your package. You can use the Bureau of Customs Balikbayan Box Tracker to monitor your shipment.

[You may also procure insurance for your cargoes. Ask the freight forwarding company on how to go about it.

[Inform your consignee to check your cargo with the Philippine agent even before it arrives. When it does, make sure to inspect the seal and wrapping of the box before signing the receipt of delivery. If you feel it has been tampered with, do not receive the box and ask the delivery agent to have it double-checked.

[Immediately file a complaint for any loss, non-delivery, pilfered or damaged cargo to DTIFTEB at G/F Floor, UPRC Bldg., 315 Sen. Gil Puyat Avenue, Makati City or send through email at fteb@dti.gov.ph or call DTI Direct 7 751-3330 or 0917-8343330 for assistance.

F. Sales Promotion Permits

• **When does a sales promotion activity require a DTI permit?** When it contains the following elements:

- With product purchase/service availment;
- With broad consumer participation;
- Activity is offered for a specific period;

- Use of tri-media; and
- With promise of gain

• **Where can I file my application for a sales promotion permit?**

- If activity is to be conducted within a single province, the application may be filed at the Department's provincial office in that province, or in the absence of a provincial office, at the Department's regional office which has jurisdiction over said province.
- If activity is to be conducted in several provinces within a single region, in the Department's regional office which has jurisdiction over said provinces.
- If activity is to be conducted only within NCR, or in several regions including Metro Manila, it shall be filed with the Department's regional office in NCR.
- For activities covering more than one region but excluding Metro Manila, the application may be filed with the regional office where the main office or the coordinating office of the sponsors is located, whichever is nearest to the areas to be covered by the sales promotion campaign.

• **When to apply a sales promotion permit?**

- Those applications for sales promo activities or campaigns which are national in character must secure a permit from the DTI at least 30 days before the start of the sales campaign
- Sales promotion application for regional or local level, meanwhile, is not required to observe the 30-day period. The applicants, though, are still required to submit their applications prior to the start of the campaign

• **What are the requirements?**

The following are the basic requirements: -
Filled-out application form;

- Mechanics;
- Copy of tri-media utilized; and
- Other documents depending on the activity to be conducted.

• **How much is the processing fee?**

Scheme	**Fee**
Amount of Prizes Up to Php50,000.00	Php250.00
Php50,001.00 to PhpP150,000.00	Php500.00
Php150,001.00 to	

Php300,000.00	Php1,000.00
Php300,001 to Php500,000.00	Php2,000.00
Php500,001 to Php1,000,000.00	Php3,000.00
Above Php1,000,000.00	Php5,000.00

- **How long is the processing time?**

  If documents are complete, the sales promotion permit will be issued within the day.

- **Where can I verify if this permit number is valid/legitimate or not?**

  You may check it with DTI-Sales Promo Division at Telephone Number: (+632) 8811.8233 or on the DTI website: https://dti.gov.ph/consumers/approved-sales-promotions

G. Accreditation of Service and Repair Shops

- **What firms are covered by the accreditation of service and repair shops?**

  All firms engaged in the service and repair of motor vehicles, heavy equipment, engine and engineering works, electronics, electrical, air-conditioning and refrigeration; office machines and data processing equipment and other consumer mechanical and industrial equipment, appliances or devices, including the technical personnel employed by the firm.

- **Where can I apply for accreditation?**

  You may apply at the provincial or regional office where the shop is located.

- **What are the requirements for accreditation?**

  New:

- list of machineries/equipment/tools in useful condition;
- list of certified engineers/accredited technicians/mechanics with their personal data;
- copy of Insurance Policy of the shop covering the property entrusted by its customer for repair, service or maintenance together with a copy of the official receipt covering the full payment of premium;
- copy of Bond;
- written service warranty;
- copy of SEC certificate for corporations and partnerships;
- other of SEC certificate for corporations and partnerships; and

- other additional documents

Renewal:

- copy of Insurance Policy of the shop covering the property entrusted by its customer for repair, service or maintenance together with a copy of the official receipt covering the full payment of premium; and

- copy of Bond.

• **How much is the processing fee?**

Schedule of Fees

A. Filing/Accreditation Fees:

Classification	**New/Renewal Filing Fee**	**Accreditation Fee**	**Renewal Surcharge**
One Star	P50.00	P350.00	P 87.50
Two Stars	P50.00	P400.00	P100.00
Three Stars	P50.00	P425.00	P106.25
Four Stars	P50.00	P450.00	P112.50
Five Stars	P50.00	P500.00	P125.50
Medical/Dental			
Late Renewal	P50.00	P350.00	P 87.50

B. Other Fees

Classification	**Amount**
Certification/Cert. replacement	P50.00
Documentation Stamp	P15.00

• **What is the validity of the accreditation?**

The accreditation is valid until December 31 of the current year and can be renewed until January 31 of the following year. However, firms accredited on the last quarter of the year are valid until December 31 of the following year and can be renewed until January 31 of the succeeding year after its expiration.

G. Business Licensing

• **What is covered by Business Licensing?** Firms engaged in the following businesses:

- Realty service practitioners like real estate brokers, salesman, appraisers and consultants;

- Importation, manufacturing, sale or servicing of fire extinguishers, suppliers and equipment;
- Ship brokers and sub-agents;
- Merchandise brokers; and
- Bonded warehouse.

• **Where can I apply?**

You may apply at the DTI regional or provincial office where the business is located.

• **What are the requirements?** Realty Service Practitioners - Filled-out application form;

- Three (3) 1X1 ID Pictures with white background
- Index Card;
- Examination Report of Rating (for brokers and appraisers); and consultants
- Cash bond, surety bond or a Certification from recognized REB association (except salesmen);
- Continuing Education Program (CEP) Attendance Certificate;
- Clearance (from NBI or Clerk of Court);
- Certification of membership in a reality service organization; and
- Attendance to an accredited CRESAR

Merchandise/Ship Broker
- Filled-out application form;
- Clearance (from Police or NBI, Fiscal, Clerk of Court); and
- Surety or Cash Bond.
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Importer/Wholesaler/Retailer of Fire Extinguishers
- Filled-out application form; and - Certification of Fire Safety.

Manufacturer & Service Firm
- Filled-out application form;
- Certification of Fire Safety; and
- Certification from BPS.
- Salesman and Technician
- Filled-out application form; and
- Certification from Local Fire Chief that applicant is qualified and trained.

- Additional Requirements

- For Corporations and Partnerships, copy of Articles of Incorporation or Partnership.

Bonded Warehouse

- Filled-out application form;

- Clearance (from Police or NBI, Fiscal, Clerk of Court); and

- Surety or Cash Bond.

- **How much is the processing fee?**

Firm	**Fee**
Real Estate Salesman	Php200.00
Real Estate Broker	Php1,050.00 for 3 years
Real Estate Appraiser	Php1,200.00 for 3 years
Real Estate Consultant	Php1,500.00 for 3 years
Merchandise Broker	Php350.00
Ship Broker	Php350.00

Fire Extinguisher	
Importer	Php5,000.00
Manufacturer	Php3,000.00
Wholesaler	Php1,500.00
Retailer	Php150.00
Service Firm	Php150.00
Salesman	Php100.00
Technician	Php100.00

Bonded Warehouse Php100.00 for 1st 1,000 cu.m.

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I. Price Tag

- **What is the provision on Price Tag under R.A. 7394?**

The provision on Price Tag, under R.A. 7394, requires that all consumer products sold in retail to the public shall bear an appropriate price tag, label, or marking indicating the price of the article. Such consumer products shall not be sold at a price higher than that stated in the price tag.

- **What is a price tag?**

A price tag is a label attached to a commodity stating the price at which it is offered for sale

- **Why is there a need for price tag?**

  To provide buyers with adequate information and guide to enable them to compare quality and prices of goods, and patronize stores selling quality products at low prices.
  To discourage and minimize haggling which is a waste of time and energy of both buyer and seller. To expedite transactions and enable both the buyer and seller to use the time and energy for more productive endeavors.

- **What are the characteristics of a Price Tag?** A price tag should:

- Be clearly written;

- State the price of the commodity per unit (piece, package, pair, dozen, set, kilogram, meter, liter, etc.) in pesos and centavos, Philippine currency, except when a law or regulation allows consumer products to be sold in foreign currency as in the case of duty free shops; and

- Bear no erasures or alterations of any sort.

- **When are erasures or alterations in price tag allowed?**

  Erasures or alterations are allowed only in price reduction sales promotion campaigns.

- **Is the use of codes in price tags allowed?**

  Generally, prices of consumer products and services shall not be written in code. However, the following are the exceptions:

- If the codes are used in addition to price tags, labels, markings, or price lists
- If the codes are used in combination with shelf pricing which when scanned will show the price. This exception shall be employed only by establishments which comply with the requirements under Department Administrative Order No. 9, Series of 2002.

- **What are the requirements for establishments intending to use codes in combination with shelf pricing?**

  Establishments intending to use codes in combination with shelf pricing shall be allowed to use such pricing system only upon meeting the following:

- The establishment should use itemized receipt or cash register tape which states the description, size, quantity, and individual price of the consumer goods purchased.

- Each establishment shall install at least one Price Verification Counter (PVC) or similar electronic system strategically located in the establishment, provided that in case the establishment structure is multi-storey, at least one PVC shall be installed per storey.

- **When is a price list allowed?**

  When a consumer product is too small or the nature of which makes it impractical to place a tag thereon; and in case of consumer services.

- **Is a price tag required on samples or dummies on display?**

Yes, samples or dummies of products offered for sale on retail when displayed within the retail outlets shall also bear the prices of products which they represent.

- **Is price tag required for lumber?**

  Yes, in the case of lumber sold, displayed or offered for sale to the public, the same shall be tagged or labeled indicating thereon the price and the corresponding official name of the wood.

- **Are online sellers required to display price tags?**
  Yes.

Other Price Related Concerns

Suggested Retail Price (SRP)

- **What is Suggested Retail Price (SRP)?**
  SRP refers to the reasonable retail price of any or all basic necessities and prime commodities (BNPC) for the information and guidance of producers, manufacturers, traders, sellers, retailers, and consumers.

- **What is the Expanded SRP List?**
  The Suggested Retail Price (SRP) list was expanded from 162 Shelf Keeping Units (SKUs) to 241 SKUs to provide more choices of reasonably-prices basic and prime goods to consumers to include:
- Canned sardines in tomato sauce
- processed milk
- coffee refill
- instant noodles
- detergent/ laundry soap
- condiments
- toilet soap
- 3-in-1 coffee (new commodity)
- salt (new commodity)

- **What is the scope of price monitoring?**
  - Bakery
  - Flour outlet ○ Grocery store ○ Hardware store ○ Hypermarket ○ School supply store/outlet ○ Stalls in public/private markets
  - Supermarket

- **Who sets the Suggested Retail Price (SRP)?**
  The Suggested Retail Price (SRP) is set by manufacturers, and NOT by the DTI.

- **Are prime commodities (PCs) covered by the price freeze?**
  No. Only the basic necessities (BNs) are the ones covered by price freeze. Prime commodities are not covered, based on the present Price Act.

- **Are sari-sari stores and convenience stores covered in the price monitoring of DTI?**
  No.

- **Are imported products included in the BNPC?**

Imported products are included as long as they are in the Philippine market and fall within the definition of BNPCs pursuant to the Price Act.

Price Act Fines and Penalties

- **What are the administrative fines and penalties that can be imposed under the Price Act?**

○ Temporary closure or temporary restraining order for not more than ten (10) days.

○ Permanent closure of establishment ○ Confiscation/Seizure of all products and/or effects of subject of the offense. ○ Confiscation/Seizure of all paraphernalia used in the commission of the crime ○ Suspension, revocation, or cancellation of any permit/license, authority or registration issued by the concerned agency

○ Cease and desist orders

○ Censure ○ Reprimand

○ Administrative fine of not less than One Thousand pesos (P1000.00) nor more than One Million Pesos (P1,000,000.00)

- **What are the criminal penalties that can be imposed for illegal price manipulation under the Price Act?** ○ Imprisonment of not less than five (5) years nor more than fifteen (15) years ○ Fine of P5,000.00 to P2,000,000.00

- **What are the criminal penalties that can be imposed for violating automatic or mandates price ceilings under the Price Act?** ○ Imprisonment of not less than one (1) year nor more than ten (10) years, or ○ Fine of 5,000.00 to P1,000,000.00 or

○ Both imprisonment and fine at the discretion of the court

J. Product Warranty

- **What is the primary law governing all contract of sales with conditions and warranties?**

The provisions of the New Civil Code on conditions and warranties shall govern all contracts of sales with conditions and warranties.

- **What are the responsibilities of a seller / vendor under the New Civil Code in cases of express warranties?**

Under Article 1561, a vendor or a seller has the responsibility to ensure that the items he or she sells has no hidden defects.

- **What kind of defects of the item sold shall make the vendor or seller liable?**

If the defects should render the item sold totally unfit for the use for which it is intended, the seller or the vendor shall be liable for such defects. Second, if the defect should diminish or decrease its fitness or its use to the extent that if the buyer was aware of such defect he would not have bought the product or would have demanded a lower price for it.

- **What are the instances where a vendor or seller may not be held liable in case of defects?**

A vendor or seller may not be held liable in cases of patent defects pr those which are clearly visible upon inspection of the product bought. In case the defects are not visible, and the buyer is an expert, who by reason of his trade or profession should have known the defects, then the vendor or seller may not be held liable.

- **What are the responsibilities of the seller or vendor as to the quality or fitness of the product sold in case there is no express warranty given to him?**

  The seller or vendor is liable to the buyer in an implied warranty, if such buyer make known to the seller expressly or impliedly, the particular purpose for which the goods are acquired. The vendor, by implication, warrants the general fitness or quality of the product sold to the buyer. Second, the seller or vendor is liable to the buyer if such buyer relies on the seller's skill or judgment.

- **Aside from the provisions of the New Civil Code, what are other laws that may apply in cases of express warranties?**

  In addition to the New Civil Code provisions on sale with warranties, the provisions of Title III, Chapter III of the Consumer Act of the Philippines shall govern the sale of consumer products with warranty.

What are the minimum terms of express warranty under the Consumer Act that shall be given by a seller or manufacturer?

The following shall be stated in an express warranty:

- the terms of warranty, written in clear and readily understandable language;
- the warrantor's identity;
- the party's identity to whom the warranty is extended;
- the products or parts covered;
- the warrantor's action plan in the event of a defect, malfunction or failure to conform to the written warranty;
- the directive to the consumer to avail of the right which accrue to the warranty;
- the period within which, after notice of defect, malfunction, or failure to conform to the warranty, the warrantor will perform any obligation under the warranty.

• **What is the difference between a Full warranty and Limited warranty (express)?**

There is Full Warranty if the warranty conforms with the minimum standards for warranties. To conform with requirements, the following should be found in a full warranty: First, there should be a remedy or relief offered to a consumer within the reasonable time and without charge in case of defect, malfunction, or failure to conform with such written warranty. Second, the warranty should give the consumer an option to either ask for a refund or replacement without charge of such product or part, as the case may be, where after reasonable number of attempts to remedy the defect or malfunction, the product continues to have the defect or to malfunction. A Limited Warranty, on the other hand, is when the written warranty does not meet the abovementioned minimum requirements

• **When shall the retailer be subsidiarily liable under the express warranty?**

The retailer may be subsidiarily held liable attaches in the following instance:
In case where both the manufacturer and the distributor failed to honor the warranty the retailer shoulders the expenses and costs necessary to honor the warranty but the retailer is not prevented from pursuing actions against the distributor and manufacturer.

• **What are the documents to be presented to the seller or vendor in case the consumer opts to have the defective product repaired, replaced, or refunded under an express warranty?**

The consumer should present a copy of the warranty card or documents and the official receipt of the product sold or bought.

• **What is the minimum duration or period of an express or implied warranty?** The duration of a warranty shall be reckoned with the following circumstances:

- If there is a stipulation of the period agreed between the seller and the consumer within which the express warranty shall be enforceable;

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- If the implied warranty on merchantability accompanies an express warranty, both will be of equal duration;

- Any other implied warranty: not less than 60 days nor more than one year following the sale of a new consumer product.

- **What are the options given to a consumer in case of a breach of an express warranty?**

First, the consumer can have the goods repaired. Warranty work must be made within 30 days. Such period may be extended by conditions beyond the control of the warrantor or his representatives.

Second, the product or its parts may be replaced.

Third, the consumer may ask for a refund from the warrantor. The amount directly attributable to the use of consumer prior to the discovery of the non-conformity shall be deducted.

- **What are the options given to a consumer in case of a breach of an implied warranty?**

The consumer may retain the goods and recover damages, or reject the goods, cancel the contract, and refund the amount paid for the product, including damages.

- **Are secondhand consumer products covered by a warranty?**

Generally, there is no implied warranty in the sale of secondhand articles, except when the goods are sold as to raise an implied warranty, i.e. if such buyer makes known to the seller, the particular purpose for which the goods are acquired. Doing so warrants the general fitness or quality of the product sold to the buyer. Second, the seller or vendor is also liable under a warranty in the sale of secondhand products if the seller has given an express written warranty.

- **What is the jurisdiction of the DTI in the sale of secondhand consumer products?**

DTI takes jurisdiction of complaints regarding secondhand products if such secondhand / surplus products are sold by persons engaged in the business of selling products and they have, in effect, power to enforce the warranty provided for such products. On the other hand, the complaint shall be filed with the appropriate regular courts if the person who sold the secondhand product is not engaged in the business of selling products, commodities, merchandise, and goods.

K. No Return, No Exchange

- **What is the legal basis of the prohibition on the “No Return, No Exchange” policy of business establishments?**

Pursuant to the Implementing Rules and Regulations of R.A. 7394, or the Consumer Act of the Philippines, specifically Title III, Chapter 1, Rule 2, Section 7 of Department Administrative Order (DAO) No. 2, Series of 1993, the words “No Return, No Exchange”, or words to such effect shall not be written into the contract of sale, receipt of sales transaction, in any documents as evidence of sale, or anywhere in the store or business establishment.

- **What is the rationale for this provision?**

The prohibition is aimed to correct the misconception of a lot of consumers today that they do not have the right to return shoddy or defective goods or de mand for remedies, in case of defective or imperfect service because of the “No Return, No Exchange” notice in the receipts or anywhere in the business establishments.

- **Why is the presence of a “No Return, No Exchange” notice considered deceptive?**

  Such statement is considered deceptive because consumers may return or exchange the goods or avail of other remedies, in case of hidden faults or defects, or any charge the buyer was not aware of the time of purchase. By provision of law, sellers are obligated to honor their implied warranties and grant corresponding remedies to consumers.

Can Business establishments still issue official receipts with the “No Return, No Exchange”?

The Plan has six-month objectives and three-year objectives. Business establishments with unused Official Receipts should erase or blot out the words “No Return, No Exchange” before issuing such receipts and henceforth, such words should no longer be printed in their receipts or anywhere in their business establishments.

- **If an item bought from store Y turns out to be more expensive than a similar item in store X, can the customer return the item and ask for a refund?**

  No. While consumers have the right to choose and make a canvass of prices, once a sale in done and the product has no defect, one cannot return the goods nor ask for a refund.

- **Can a store exercise only a policy of exchange but not refund?**

  Consumers are entitled to either an exchange or refund, as long as there is a defect in the quality of goods or imperfection in the service.

- **If the defect is due to mishandling on the part of the buyer, can he/she still return the item and demand and exchange or refund?**

  No. The prohibition covers only hidden defects, shoddy goods or imperfect service.

- **If after buying a certain item, a customer changes his/her mind and wants to return said item. Can he/she invoke the prohibition on “No Return, No Exchange”?**

  No, the prohibition is not an excuse for the consumer to return the goods because of a change of mind.

- **Is there a time limit within which a buyer may return defective products?**

  There is no hard-and-fast rule on the period within which a customer may return the products he purchased. A rule of reason should, however, be observed, taking into consideration the nature of the item purchased and the express / implied warranties mandated by law, i.e. Consumer Act and the New Civil Code of the Philippines.

- **Can a buyer return defective goods without the official receipt?**

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The Official Receipt is the best proof of purchase. However, he/she may still demand replacement or refund if he she can prove that a defective item was bought from a certain store.

- **Can a store print in their invoices the statement "Exchange of Merchandise will not be accepted without a valid receipt or other evidence of purchase"?**

No, because there may be goods exclusively manufactured or sold by a company and there is no need to prove purchase of the item.

- **Can a store impose the condition that merchandise can only be exchanged once?**

No, because merchandise can be exchanged as many times, as long as the consumer chooses the option of replacement.

L. The Philippine Lemon Law

- **What is Republic Act No. 10642?**

Republic Act (RA) No. 10642, or the Philippine Lemon Law, is the act that strengthens consumer protection in relation to the purchase of brand new motor vehicles, which took effect on 07 August 2014.

- **What is the basic policy of the Philippine Lemon Law?**

  The basic policy of the Philippine Lemon Law is to promote the full protection of the rights and welfare of consumers in the sale of motor vehicles against business and trade practices which are deceptive, unfair or unfavorable to consumers and their interests.

- **What is the coverage of the Philippine Lemon Law?**

  The Philippine Lemon Law covers brand new motor vehicles purchased in the Philippines that are reported by a consumer to be in nonconformity with the standards or specifications of the vehicle's manufacturer or distributor within twelve (12) months from the date of original delivery to the consumer, or up to twenty thousand (20,000) kilometers of operation after such delivery, whichever comes first.

- **Which government agency is responsible for the implementation of the Philippine Lemon Law?**

  The Department of Trade and Industry (DTI) is the sole implementing agency of the Philippine Lemon Law.

- **What is a "brand new motor vehicle"?** A motor vehicle is brand new if:

- The vehicle is constructed entirely from new parts;
- Covered by a manufacturer's express warranty at the time of purchase;
- It has never been sold nor registered with the Department of Transportation and Communications (DOTC) or any appropriate agency; and
- It has never been operated on any highway of the Philippines, or in any foreign state or country.

- **What does "nonconformity" refer to?**

  Nonconformity refers to any defect or condition that substantially impairs the use, value or safety of a brand new vehicle which prevents it from meeting the standards or specifications of the manufacturer or distributor.

- What causes of nonconformity exempt manufacturers, distributors, authorized dealers or retailers from being held responsible for defective motor vehicles?

- Noncompliance by the consumer of the obligations stipulated under the warranty;
- Modifications not authorized by the manufacturer, distributor, authorized dealer or retailer;
- Abuse or neglect of the brand new motor vehicle; and
- Damage to the vehicle due to accident or force majeure (an event caused by the elements of nature such as national disasters).

- **When can a consumer avail of his/her rights under the Philippine Lemon Law?**

  A consumer may avail of his/her rights under the Philippine Lemon Law at any time within the Lemon law rights period and if after at least four (4) separate repair attempts by the

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concerned manufacturer, distributor, authorized dealer or retailer, the defect remains unresolved.

- **How can a consumer avail of his/her rights under the Philippine Lemon Law?**

A consumer shall issue a Notice of Availment of Lemon Law Rights to the concerned manufacturer, distributor, authorized dealer or retailer stating that s/he will avail of his/her rights provided for under the Philippine Lemon Law.

What are the rights of consumers under the Philippine Lemon Law?

- When nonconformity is found on a brand new motor vehicle within twelve (12) months from its date of original delivery, a consumer may bring it before the concerned manufacturer, distributor, authorized dealer or retailer for repair.

- During repair and the period of availment of the Lemon Law rights, the consumer, as agreed with the concerned manufacturer, distributor, authorized dealer or retailer, shall be provided with any of the following: Daily Transport Allowance which covers the transportation expenses of the consumer to and from his/her house and regular workplace or destination; or Service vehicle.
- If after at least four separate (4) repair attempts the defect or nonconformity remains unresolved then,

a consumer may issue a Notice of Availment of Lemon Law Rights to the concerned manufacturer, distributor, authorized dealer or retailer.

- Following to filing the said notice, the consumer shall bring the defective or nonconforming motor vehicle to the concerned manufacturer, distributor, authorized dealer or retailer for a final attempt to address the complaint according to his/her satisfaction.

- In case the final attempt to address the defect or nonconformity fails, the consumer may bring his/her complaint before the DTI.

- **How will Lemon Law related consumer complaints be resolved?**

The DTI shall settle Lemon Law-related consumer complaints in accordance to the following dispute resolution mechanisms:

- Mediation. A conference/negotiation for both parties to settle their dispute amicably. Mediation proceedings shall not exceed ten (10) working days.
- Arbitration. In the event that mediation fails, the complainant and respondent may voluntarily undertake arbitration proceedings wherein a third party who is chosen by both parties, will decide on the case.
- Adjudication. Should both parties choose not to undertake arbitration, at least one of them may commence adjudication proceedings wherein a DTI Adjudication/Hearing Officer will decide on the case. Adjudication proceedings shall not exceed twenty (20) working days.

- **If during adjudication proceedings it is proven that there is nonconformity in the motor vehicle, what are the possible remedies for consumers?**

In case a finding of nonconformity is arrived at during adjudication proceedings, the DTI will direct the concerned manufacturer, distributor, authorized dealer or retailer to grant any of the following remedies to the consumer:

- Replace the motor vehicle with a similar or comparable motor vehicle in terms of specifications and value; or

- Accept the return of the motor vehicle and refund the purchase price, and pay collateral charges.

- **Can a consumer choose to replace the defective motor vehicle with another vehicle that is of higher value and specifications?**

  Yes, provided that, the consumer will pay the difference in cost.

- **How is the value of a nonconforming motor vehicle determined?**

  The value of a nonconforming motor vehicle is determined by deducting the reasonable allowance for use from the purchase price.

- **What is "reasonable allowance for use"?**

  Reasonable allowance for use shall mean twenty percent (20%) per annum deduction from the purchase price, or the product of the distance travelled in kilometers and the purchase price divided by one hundred thousand (100,000) kilometers, whichever is lower.

- **What if the DTI found no defect or nonconformity on the motor vehicle?**

  The DTI shall rule in favor of the manufacturer, distributor, authorized dealer or retailer and direct the consumer to reimburse the costs incurred by the latter in validating the consumer's complaints.

- **Can a decided case be appealed?**

  Yes, an appeal may be filed before the DTI Secretary within fifteen (15) days upon receipt of the decision based on the following grounds:

- Grave abuse of discretion;
- The decision/order is in excess of jurisdiction or authority of the Adjudication Officer; and
- The decision/order is not supported by the evidence, or there is serious error in the findings of facts.

- **How long does it take for an appeal to be decided upon?**

  The DTI Secretary shall decide within thirty (30) days upon receipt of the Memorandum of Appeal.

- **Can a returned motor vehicle be resold to consumers?**

  Yes, provided that, the manufacturer, distributor, authorized dealer or retailer disclosed the following information to consumers:

- The motor vehicle was returned;
- The nature of the defect or nonconformity which caused the return; and
- The condition of the motor vehicle at the time of return.

- **Can a manufacturer, distributor, authorized dealer or retailer be held responsible for the resold motor vehicle?**

No. The responsibility of the manufacturer, distributor, authorized dealer or retailer ends upon the sale of the resold motor vehicle to its first purchaser.

- **Can a manufacturer, distributor, authorized dealer or retailer be penalized for nondisclosure of information on the resale of returned motor vehicles?**

Yes. If found to have violated the provisions on disclosure on resale, the manufacturer, distributor, authorized dealer or retailer shall be liable to pay One hundred thousand pesos (P100,000) as damages to the aggrieved party without prejudice to any civil or criminal liability that may be incurred under existing laws.

- **Can a store sell motorcycles on installment basis only?**

There is no specific policy which prohibits that kind of scheme. The advice for consumers is to look for another store that offers sale on cash basis, and that's premised on the basic right of the consumer to choose.

M. Gift Check, Gift Certificate, Gift Card

- **What is a gift check/certificate/card?**

A gift check, gift certificate or gift card is an instrument issued by a supplier to an individual, partnership or a juridical entity for monetary consideration evidencing a promise by the issuer that consumer goods or services will be exchanged in favor of the bearer upon presentation of said gift certificate/ check/ card to the value, credit, specific good, service or event shown in the instrument. It represents value held in trust by the issuer/supplier distributor, thus DTI intends to regulate its use to protect consumers and ensure that they are not unduly deprived of their money.

- **Are there guidelines in the issuance, use and redemption of gift checks/certificates/cards?**

Yes, as stipulated in DAO 10-04, in accordance with Republic Act No. 7394 or the Consumer Act of the Philippines, and for other purposes.

- **What are the salient features of DAO 10-04?**

- Upon effectivity of the order, 16 July 2010, all gift checks/ certificates/cards issued must bear a date of issue and an expiry of two (2) years.

- Starting 01 July 2012, all suppliers, issuers, distributors and sellers are prohibited to issue and/or sell gift certificates/check/cards with an expiry date.

- Gift certificates/checks/cards that are distributed to consumers under awards, loyalty or promotional programs are not covered.

- All gift checks/certificates/cards with no expiry dates shall be redeemable until used by the bearer.

- Holders of unused and unexpired gift check/ certificates/ cards after June 30, 2012 shall be entitled to replacement after revalidation by suppliers.

- Terms and conditions of unused gift check s/ certificates/ cards issued before the effectivity of this order shall be honored; but those bearing expiry dates beyond June 30, 2012 shall be subject to revalidation or replacement.

- Goods and services that are paid with gift certificates/check/card are qualified in promotional sales activities,
- loyalty programs, warranties, return policies for cash purchases, and discounts for senior citizens/persons with disability.
- The suppliers cannot be held liable for gift certificates/ checks/ cards under that are:
  - lost due to no fault of the supplier; and
  - mutilated or defaced due to no fault of the supplier and such damage prevents the supplier from identifying the security and authenticity features thereof.

N. Standards Conformity

- **What are the Philippine National and International Standards?**

Philippine National Standrads (PNS) are documents established by consensus through technical committee and approved by the BPS that provides, for common and repeated use, rules, guidelines or characteristics for activities or their results, aimed at the achievement of the optimum degree of order in a given context.

International standards are standards that were developed by an International standardizing standards organization and made available to the public e.g. International standard published by International Organization for Standardization (ISO), International Electrotechnical Commission (IEC), Codex Alimentarius etc.

- **How does one avail of copies of PNS and International Standards?**

Anyone can visit or come to Standards Data Center (SDC) and research on the specific standard you need at:

Bureau of Philippine Standards
3rd Floor, Trade and Industry Building

361 Sen. Gil Puyat Avenue, Makati City 1200 Philippines

Interested clients may also purchase the specific standards they want at a minimal fee, based on the Sales Unit price structure. You can also e-mail us at BPS@dti.gov.ph or call (632) 7751-3124 regarding the standard you need. BPS require pre-payment for ordered PNS or international standards.

You can also visit the Order Standards Online section of our website http://www.bps.dti.gov.ph/ and follow the instructions provided to place your order.

The following are the terms and conditions on payment and delivery of PNS or International Standards:

1. Pre-Payment is required for any order of PNS or International Organization for Standardization (ISO) Standard.
2. DTI-BPS only accepts a Manager's Cheque or a Cashier's Cheque that is payable to the Department of Trade and Industry.
3. Prices are subject to change without prior notice. All orders will be billed at the current price.
4. DTI-BPS encourages the requesting office / organization to arrange for its handling / shipping / postage, and other special services for delivery to its respective address.

- **What is the Bureau of Philippine Standards (BPS)?**

The Bureau of Philippine Standards is the National Standards Body of the Philippines created through Republic Act (RA) 4109 known as the Standards Law. The office is within the governmental ambit of Department of Trade and Industry (DTI) under the Consumer Protection Group (CPG).

- **What are the authorities and responsibilities of Bureau of Philippine Standards?**

The authorities and responsibilities of the BPS are grouped into four (4) divisions:

Standards Conformity Division (SCD)

- Operates and implements the BPS Product Certification Scheme for both locally produced and imported products covered by mandatory standards

- Prepares implementing policies and guidelines for every standard approved for mandatory certification;

- Monitor the development of conformity assessment procedures for the country to be at par with internationally-accepted protocols

Standards Development Division (SDD)

- Formulates national standards development policies

- Develops and promulgates Philippine National Standards (PNS) for consumer protection and trade facilitation

- Coordinates national standardization activities in the country and harmonization of standards with international standards

Product Testing Division (BPS-TD)

- Conducts third-party testing of products through the BPS Testing –Laboratory to verify their conformity with specified PNS

- Provides support to the BPS PCS requirements and standards development through the performance of electrical, chemical and mechanical testing of products

- Conducts confirmatory tests when there are conflicts about results of other government and private laboratories

Standards Mainstreaming Division (SMD)

- Conceptualizes, prepares, proposes and implements programs, projects and activities for the mainstreaming and dissemination of new national and international standards to industries, manufacturers, traders, regulators, and other users

- Maintains and updates the Standards and Conformance Portal

- Operates the Enquiry Point and Notification Authority in connection with the country's obligations to the World Trade Organization (WTO) Agreement on Technical Barriers to Trade

- Monitors developments for forging of strategic alliances with international and regional organizations.

- **What is the BPS Product Certification Scheme??**

Part of the DTI-BPS' mandate is to ensure the quality and safety of use of certain critical products through standards. Thus, the bureau has listed several products which are required to comply with the requirements of relevant Philippine National Standards (PNS) prior to being sold in the market.

The Bureau implements this technical regulation through the Product Certification Scheme (PCS) which is divided into two (2) schemes, the Philippine Standard (PS) Quality and/or Safety Licensing Scheme for manufacturers whether locally or internationally situated and the Import Commodity Clearance (ICC) Certification Scheme for the importers

The PS Quality and/or Safety License is granted to a manufacturer whose factory and products have successfully complied with the requirements of the PNS ISO 9001 and the relevant standard/s, respectively. Whereas, the ICC Certificate is issued to an importer only after the imported products' has passed its relevant standards, determined through inspection, verification, and product testing by DTI-BPS Recognized Testing Laboratories. Currently, PS License is mandatory to cement and steel products.

Products manufactured and imported by companies granted the PS license and the ICC Certificate are required to bear the PS and ICC marks when distributed in the Philippine Market..

- **What is the BPS Product Certification Scheme??**

There are currently 86 products and systems (As of 09 September 2019, BPS Memorandum Circular No., 19-05, Series of 2019) under the list of products covered by the BPS Mandatory Certification Scheme which is comprised of household appliances; lamps and related products; wiring devices; wires and cables; mechanical / building & construction materials; chemical and other consumer products; and other systems/processes. The list gets updated from time to time. Please visit the BPS Portal for the latest list of mandatory products (http://www.bps.dti.gov.ph/index.php/productcertification/list-of-products-under-mandatory-certification).

- **There are international standards not available at BPS-SDC. Can BPS help clients get copies of these?**

Yes, as a member body of International Organization for Standardization (ISO), the SDC can facilitate acquisition of needed standards. Request letter addressed to the Standards Sales Officer is required for the specific standard needed. Order for any standard requires pre-payment.

Interested clients can also order online by visiting the Order Standards Online section of our website http:/ www.bps.dti.gov.ph/.

- **What are the types of audit conducted by BPS during the PS Quality and Safety Certification?**

- Quality System Audit

During the quality system audit, BPS assessors conduct an actual visit to the company's plant to check whether the company is capable of managing effectively its quality system for the manufacture and delivery of its products based on the requirements of the applicable PNS ISO 9000 series of standards or its future amendment.

- Product Audit In-plant testing

BPS assessors witness the actual testing of product samples using the company's own facilities and resources. The objective of this activity is to check whether the company is applying the requirements of the standard in the production of its product. This type of product audit will also initially determine if the product meets the requirements of the standard.

Independent testing

BPS assessors draw samples of the product from the company's manufacturing site and submit these for testing by BPS or by BPS accredited testing laboratory. Independent product testing is BPS means of affirming the results of the in-plant test.

1. Import Commodity Clearance (ICC)

- **What is ICC?**

ICC is issued to importers whose shipments have been found to conform to the requirements of the relevant PNS or acceptable international or foreign standards. In addition to satisfactory test results of import shipments, BPS conducts random checks at market outlets to make sure that imported shipments consistently meet the requirements of the applicable Philippine standards.

- **How is the Import Commodity Clearance (ICC) Certification Scheme for the importers implemented?**

The Import Commodity Clearance (ICC) Certification Scheme is pursuant to DTI Department Administrative Order (DAO) No. 05, Series of 2008. Importers of products covered by mandatory certification are required to secure the ICC Certification for their shipment, before distributing their goods in the market. The importer applies for ICC certificate on a per shipment, per bill of lading, per product basis.

- **I'm an importer of a product covered by mandatory certification, but my product shipment was produced from a Philippine Standard (PS) Licensed factory located abroad. Do I still need to secure the Import Commodity Clearance (ICC) Certification for the said shipment?**

You are no longer required to secure an Import Commodity Clearance (ICC) Certificate. However, you are still required to secure a Certificate of Exemption (CE) from the DTI-BPS before the Bureau of Customs (BOC) releases your shipment from their custody at the ports.

- **How would we know if the product is certified by BPS?**

Products sold in the market should bear the PS/ICC mark. PS is for products manufactured in the Philippines while the ICC is for imported products. Products that bear these markings signify that the product went through the quality requirements of the BPS.

- **We were not informed of our liabilities as seller. Does the DTI-BPS conduct seminar regarding DAO2:2002?**

Yes.

- **If we have complaint where can we contact you??**

If you have complaints regarding the implementation of the DTI-BPS Product Certification Scheme, you may call the Standards Conformity Division (SCD) at 7791.3130; 7751.4724;

7751.4720; 7751.4725; 7751.4708 and 0917.5036258 or email the details of your complaint to bps@dti.gov.ph.

2. Product Testing

- **Does BPS have its own testing facilities?**

Yes, the BPS Testing Center (BPSTC) located at:

Construction Manpower Development Center (CMDC) Compound, Carlos Trinidad Avenue, Salawag, Dasmariñas, Cavite

- **How much is the fee for products testing?**

It depends. If the product is a regularly-tested product at BPSTC its accredited laboratories, please call BPSTC at telephone nos. 8838.0542 or 8838.8344 for testing fee details.

In cases where the sample submitted is not a regularly tested product, the item need to be assessed by BPSTC to determine the applicable tests and the corresponding testing fee.

- **Where do we pay the testing fee?**

The BPSTC receiving section has a responsible person for collecting fees and issuing the corresponding official receipt.

III EXPORTERS

A. Accreditation of Coffee Exporting

- **How can I become an accredited coffee exporter and what are the requirements?**

To become a coffee exporter, a firm, company or corporation needs to be accredited by the Export Marketing Bureau (EMB), Department of Trade and Industry in accordance with Article 33 of ICA 2007 of which the Philippines is a signatory country-member.

Interested applicants must signify their intent for accreditation in writing address to:

Director
Export Marketing Bureau DTI International Building
375 Sen. Gil J. Puyat Avenue, Makati City

Other documentary requirements for accreditation are as follows: -
Letter of Intent

- Business Name Registration or SEC Registration
- Mayor’s Permit
- BIR Registration
- Latest Audited Financial Statement/s

- **Why is there a need for Coffee Exporters’ Accreditation?**

- To evaluate appropriateness and capacity of firms/companies/corporations upholding ICO rules and \ rocedures and prevent fly-by-night firms in the coffee exporting business.

- To assign a permanent exporter code number to accredited firm/company/corporation for ICO identification\ marking purposes, export performance and compliance monitoring vis-à-vis other ICO rules and standards.
- To include the newly accredited firm/company/corporation in EMB's Coffee Directory and beneficiary of the Agency's marketing and information services.

- **What are the grounds for disapproval of applications for accreditation?**

- Invalid, expired, incomplete documents/requirements submitted -
  Other inconsistencies

- **How long would it take to complete the processing of my company's accreditation?**

Provided that all requirements are complied with or submitted, it takes only three (3) days to secure a coffee exporter's Certificate of Accreditation, inclusive of inspection of facilities and evaluation of the application.

- **How long does it take to process the application for Coffee Export Clearance (CEC)?**

The CEC serves as a go signal from EMB that a coffee shipment is cleared for loading with the BOC. Processing of the CEC takes within 30 minutes provided that all requirements are complete/ complied with.

- **What are the procedures in coffee exporting?**

(Pre-loading stage)
1. Submit duly accomplished Export Declaration (ED) form together with Commercial/Proforma Invoice, Packing List and draft Bill of Lading.

2. EMB evaluates, approves, and releases the Export Declaration.

(Post-loading stage)
1. Submit a copy of the signed Bill of Lading (B/L) or Airway Bill and validated ED for verification and recording of shipment data.

2. EMB prepares, approves, and releases the Certificate of Origin for submission to and countersigning of the Bureau of Customs (BOC).

3. Return photocopy of Original, Green and Blue copy of validated CO to EMB for submission to ICO-London.

- **Must all coffee export shipment be processed by EMB?**

Yes, as per the International Coffee Agreement (ICA) rules to which the Philippines is a party to, all exports
of coffee should be documented at any quantity. However, documentation will be dependent on the volume, as follows:

a. Certificate of Exemption for small quantities of export parcels with the following weight equivalent:

Green Beans	60 kg.
Parchment Coffee	75 kg.
Dried Coffee Cherry	120 kg.
Roasted Coffee	50.4 kg.
Instant/Soluble	23 kg.

b. Coffee Export Clearance and Certificate of Origin for all forms of coffee with total weight higher than 60 kg. green bean equivalent or quantities of commercial size.

- **What will the repercussions be if coffee shipments have not passed through EMB's documentation/commodity clearance/certificate of origin?**

-Possible detention of coffee shipment at the port of destination or port of arrival - Extra warehousing and shipping costs due to delay in delivery to final destination

-Risk of business discontinuity in coffee exporting by suspension or cancellation of Accreditation

B. Design and Packaging

- **Where can exporters and manufacturers get ideas, updates, and trends for product designs?**

The Design Center of the Philippines (DCP) has a resource center for print and online materials on design and design trends. The Design Center also disseminates these trend information through seminars conducted by designers.

- **What are the basic programs and services of Product Development and Design Center of the Philippines (DCP)?**

DCP offers programs on Design Innovation (product development and materials research), Design Services (Designs for MSMEs and Designer Development Program), Design Promotion and Design Protection.

- **How do we avail of DCP services?** Requests may be coursed through:

Officer-in-Charge, Design Center of the Philippines
ATTENTION: DESIGN SERVICES SECRETARIAT

DCP Building, CCP Complex, Roxas Boulevard, 1300 Pasay City Telephone Nos.: 8832.1112 to 18 local 130

Fax No.: 8832.3649

E-mail: info@designcenter.gov.ph

- **Who may avail themselves of DCP services?**

Individual MSMEs and those manufacturers who may have formed themselves into entrepreneurial groups or trade associations planning to participate in a marketing event may avail themselves of Design Center services.

- **Are design services for free?**

Design and technical services are currently provided free of charge. However it must be properly coordinated due to the volume of requests received.

- **Where can we visit DCP?**

The Design Center is located at the Design Center of the Philippines Building, CCP Complex, Roxas Boulevard, Pasay City. It is open Monday to Friday, from 8:00am to 5:00pm.

C. Export Facilitation

- **What documents are required in filing an export trade related complaint?**

All export trade related complaints must be submitted in writing and signed by the complainant. The complainant must attach to his letter of complaint copies of pertinent documents to support his complaint.

1. Information Sharing

- **What are the steps and documents required in exporting?**

a. Exporter's Accreditation

All exporters should first have their businesses registered either at DTI (if Sole Proprietorship), Securities and Exchange Commission (SEC) (If Partnership or Corporation) or Cooperative Development Authority (CDA) (if Cooperative). As well as at the city or municipality where their business will be located, and at the Bureau of Internal Revenue (BIR) having jurisdiction over their business location.

Exporters are required to be accredited by the Approving Authorities for the Client Profile Registration System (CPRS) under the Export-2-Mobile (E2M) of the Bureau of Customs (BOC), as follow:

Nature of Business	Accrediting Office
• First-time exporter	Philippine Exporters Confederation, Inc. (Philexport)
• Philexport Member	(www.philexport.ph)
• Coffee Exporter	DTI-Export Marketing Bureau (EMB) (www.dti.gov.ph/emb)
• Exporter accredited under the Export Development Act (EDA)	
• Company registered with the Board of Investments (BOI)	Board of Investments (BOI) (www.boi.gov.ph)
• Company located in an area governed by the Philippine Economic Zone Authority (PEZA)	Philippine Economic Zone Authority (PEZA) (www.peza.gov.ph)

- Company located in one of the many At the specific Freeport Zone Authority freeport zone authorities (e.g. SBMA,
  CDC, AFAB, ZEZA, CEZA, etc.)

  After securing a Unique Reference Number (URN) from the designated Approving Authority, exporter may now apply for the CPRS through any of the Value Added Service Providers (VASP) of the Bureau of Customs (BoC), as follow:

- www.ekonek.com
- www.intercommerce.com.ph

- www.cdec.com.ph

b. Exportation Procedure

1. Upon receipt of a purchase order from a foreign buyer, the exporter sends back a pro-forma invoice for confirmation. An order is confirmed when the pro-forma invoice is signed and returned by the buyer.

2. When the goods are ready for shipment, the exporter accomplishes the Export Declaration (ED) form online at his/her preferred VASP website. Exporter prints the accomplished ED.

3. The exporter then secures export commodity clearance or export permit from the government commodity office if the product is included in the list of prohibited and regulated products for export or if the buyer requires it.

4. The accomplished ED form together with the supporting documents are submitted to the Bureau of Customs Processing Unit (BOC-PU) for approval of the Authority to Load (AL).

5. Wharfage fee and arrastre charges are paid for cargoes transported by ship.

6. Upon loading, the customs inspector signs the Report of Loading (for sea freight). The exporter also secures the Bill of Lading (B/L) from the shipping line or Air Waybill (AWB) from the airline.

7. After loading, the BOC issues the Certificate of Origin and Certificate of Shipment, upon request.
8. The exporter furnishes the Authorized Agent Bank (AAB) for record purposes a copy of the approved ED together with other shipping documents, if export negotiation or payment is coursed through them.

For prepaid shipments, the original commercial and shipping documents are sent to the buyer.

- **Where can exporters find foreign buyers?**

Direct inquiries sent by foreign buyers and trade opportunities reported by trade representatives abroad are available for reference at the

DTI-Export Marketing Bureau (EMB). For business matching assistance, Exporters may contact DTI-EMB thru email: exportmatching@dti.gov.ph, or phones: (02) 8465.3300 local 102, (02) 8897.7605

The Philippine International Trading Corporation (PITC) assists both exporters and manufacturers wishing to penetrate export market. They have a network of overseas clients.

Exporters may also join trade fairs/exhibits and trade missions organized by the Center for International Trade Expositions and Missions (CITEM). Also foreign embassies and commercial offices of other countries in Metro Manila and various trade associations provide trade information.

- **As an exporter, are there fees to pay?**

Executive Order 554 abolishes fees and charges imposed on export-related permits and clearances from concerned government agencies.

- **Is there an on-line export trade information systems?**

The Export Marketing Bureau (EMB) has its webpage www.dti.gov.ph/emb. It provides trade information through an interactive on-line system. Among other things, this unique service contains export and import statistics, exporters' directory, product and market profiles, and other valuable industry links.

2. Mediation Assistance on Export Trade Related Complaints

- **Where do I file export trade related complaint?**

Export trade related complaints may be filed with the Export Marketing Bureau (EMB), any DTI regional/ provincial office, Philippine Trade and Investment Center (PTIC), or Philippine Embassy/Consulate.

The EMB, through the Export Trade Complaints Committee (ETCC), mediates on export trade related complaints. The ETCC, based on the provisions of the DTI Department Administrative Order No. 14-1, Series of 2014 was issued to facilitate amicable or out of court settlement of export trade related complaints. The filing of this complaint with the ETCC is an option that exporters/importers may take in order to avoid tedious filing of complaints with the proper courts.

The EMB is located at the Ground Floor, DTI-International Bldg., 375 Sen. Gil Puyat Ave., Makati City; telephone number: (02) 8465.3300 locals 106 or 110 or email ETCC_Secretariat@dti.gov.ph or exponet@dti.gov.ph.

- What documents are required in filing an export trade related complaint?

All export trade related complaints must be submitted in writing and signed by the complainant. The complainant must attach to his letter of complaint copies of pertinent documents to support his complaint.

E. Export Training

Seminars for Exporters

- Are there seminars to prepare exporters before joining a trade fair?

Yes. PTTC offers the seminar, "How to Effectively Participate in Trade Fairs" and others. For more information, please contact:

Executive Director
Philippine Trade Training Center
Telephone: (+63 2) 7263.7961
E-mail: info@pttc.gov.ph

Website: http://pttc.gov.ph

IV. INVESTORS

A. Construction Industry Promotion and Regulation

1. Licensing of Contractors Domestic Operation
- **Who may file for a contractor's license?**

New entrants/returning delisted contractors with at least 60% Filipino equity.

Application shall be filed by the firm's owner/proprietor, Authorized Managing Officer or by the Authorized Representative of the firm.

- **Where do I file my application for contractor's license?**

Applications for contractor’s license may be filed directly with the Philippine Contractors Accreditation Board (PCAB) with office at:

5th Floor, Executive Center Building
369 Sen. Gil Puyat (Buendia) cor. Makati Avenue, Makati City.
Telephone Numbers: (02) 8895.4258; (02) 8897.0869

Email Address: pcab@dti.gov.ph; pcabphil@yahoo.com

It may also be filed through the PCAB/CIAP windows at any DTI Regional or Provincial Offices, or online through http://ciap-portal.dti.gov.ph/

- **How do I file and claim my license?**

a) Accomplish the PCAB Application Forms and attach supporting documents.
b) Submit to the PCAB Public Assistance Desk (PAD) for the checklisting/pre-screening of application.

c) After passing the pre-screening process, pay the Php600.00 filing fee.

Note: Payment maybe made in cash, manager’s check, bank draft or postal money order payable to the “Construction Industry Authority of the Philippines-PCAB”. Upon receipt of payment, CIAP will issue an official receipt of payment.

Approved applications shall be issued the license certificate within thirty (30) business days under normal circumstances. Disapproved applications shall be issued a “Notice of Disapproval/Deferral” as the case may be.

d) To claim the License Certificate, secure an Order of Payment (OP) at the PCAB’s counter and pay the corresponding fees at the CIAP cashier. The license certificate may be picked-up personally or through a representative with appropriate authorization or upon request may be mailed or delivered through other means with cost for the account of the contractor.

e) All licenses shall be renewed annually on or before the expiration of their validity which is 30th June of each year. A license issued after the first of July is valid for the remaining part of the year.

- **How do I renew my license?**

Follow the same filing process as with new application. Approved application for renewal of license may take 10-30 business days. To claim the license certificate, pay the corresponding fees as follows:

		CATEGORY						
		AAA	AA	A	B	C	D	E/Trade
Filing Fee		600	600	600	600	600	600	600
Category Review		14,400	7,200	2,400	1,800	960	480	n/a
License Renewal Fee		50	50	50	50	50	50	50
Documentary Stamp Tax		15	15	15	15	15	15	15
Legal Research Fund		10	10	10	10	10	10	10
GRAND TOTAL (Php)		**15,075**	**7,875**	**3,075**	**2,475**	**1,635**	**1,155**	**675**
Late Renewal	Additional Processing Fee (filing after the respective schedule)	5,000	5,000	5,000	5,000	5,000	5,000	5,000
	Additional License Fee (filing after 30 June)	5,000	5,000	5,000	5,000	5,000	5,000	5,000
	Surcharge	20	20	20	20	20	20	20

- **What is meant by a license "category"?**

  "Category" is the graded level of aggregate capability of a contractor with respect to his principal classification and is based on pre-determined qualification criteria which includes financial capacity, experience of sustaining technical employees, track record and equipment

- **What are the minimum requirements corresponding to each category?**

  In determining a contractor's category, the applicant's qualifications must satisfy all the minimum requirements, corresponding to the classification and category applied for, quantified and rated according to equivalent credit points and shall be the lowest sustainable by all three determinants as follows:

		CATEGORY						
		AAA	AA	A	B	C	D	E/Trade
Filing Fee		600	600	600	600	600	600	600
Classifica-tion Fee	Principal	2,400	1,200	240	120	72	24	n/a
	Other/s (chargeable for each classification)	1,200	600	120	60	36	12	n/a
Categorization Fee		21,600	10,800	3,600	2,400	1,200	600	n/a
License Fee		50	50	50	50	50	50	50
Documentary Stamp Tax		15	15	15	15	15	15	15
Legal Research Fund		10	10	10	10	10	10	10
Grand Total (Php)		**25,875**	**13,275**	**4,635**	**3,255**	**1,983**	**1,311**	**675**

Financial Capacity

1. Experience of Sustaining Technical Employee
2. Overall credit points based on the four qualification criteria

The minimum requirements for each contractor are shown in the PCAB Classification and Categorization Table.

- **What changes may be instituted on a contractor's license?**

A contractor may apply/request for the following changes in his contractor's license:

1. Category upgrading;
2. Classification revision;

3. Change of authorized Managing Officer;

4. Change of BN;

5. Change of BN and status.

- **What is meant by a license "classification"?**

"Classification " means the area of operation that a contractor can engage in, based on the technical experience of his Sustaining Technical Employee. There are three main contracting classifications in the licensing of contractors and which are further subclassified accordingly:

1. General Engineering (GE)
GE-1 Road, Highway, Pavement, Railway, Airport, Horizontal Structures & Bridges GE-2 Flood Control and Irrigation

GE-3 Dam, Reservoir and Tunneling GE-4 Water Supply

GE-5 Port, Harbor and Offshore Engineering

2. General Building (GB) GB-1 Building & Industrial Plant

GB-2 Sewerage & Sewage Treatment/Disposal Plant GB-3 Water Treatment Plant & System

GB-4 Park, Playground & Recreational Work

3. Specialty

Sp-1 Foundation Work Sp-2 Structural Steel Work
Sp-3 Concrete Pre-Casting & Pre-Stressing Sp-4 Plumbing & Sanitary Work

Sp-5 Electrical Work Sp-6 Mechanical Work
Sp-7 Air-Conditioning & Refrigeration Work Sp-8 Elevator and Escalator Work

Sp-9 Fire-Protection Work Sp-10 Waterproofing Work Sp-11 Painting Work Sp-12 WellDrilling Work

Sp-13 Communication Facilities

b. Overseas Construction Projects

- **Where does a Filipino contractor or consultancy firm intending to operate?**

  At the Philippine Overseas Construction Board (POCB), which operates under the Construction Industry Authority of the Philippines

- **How does a Filipino contractor or consultancy firm register for overseas operation?**

  A Filipino construction contractor or consultancy firm undertaking or who intend to undertake overseas construction projects must secure and fill-up the application forms available at the POCB and submit them upon accomplishment together with other supporting documents as may be required. The applicant must also meet the basic criteria set by the Board.

- Are there fees to pay when applying for POCB registration certificate?

  Yes. The fee for new registration certificate application is Php20,000.00 while the fee for renewal of registration certificate is Php10,000.00.

- What are the basic criteria for registration for overseas construction operations? For Construction Companies

1. Must possess an appropriate and current PCAB license with at least:

a. Category AA and classification of general engineering and general building for those applying as a general construction contractor;

b. Category A and a classification relevant to the specialization being applied for those applying as a specialty contractor; and

c. Category A for those applying as service contractor.

2. One of the key technical staff must have been employed with the company for not less than one year at the time of the filing of the application;

3. It must have at least five (5) years of continuous actual operation as a licensed construction contractor;

4. It must have successfully completed during the immediate years the following type(s) and size(s) of projects;

a. At least one (1) general engineering/building project costing not less than Php10,000,000.00 for general construction contractor

- At least one (1) project falling within its field(s) of specialization costing not less than Php5,000,000.00 for specialty contractor

- Substantial experience overseas as a labor sub-contractor or manpower service contractor and have remitted substantial amount of foreign exchange remittances.

For Specialized Consultancy Groups

1. Minimum paid-up capital and net worth of Php250,000.00;
2. At least three permanently employed staff with appropriate degrees and professional training along the line of consultancy services offered by the company and with an aggregate experience of 25 man-years. One of the staff must have been actively engaged in the practice of his profession for at least 10 years. One of the key technical staff must have been employed with the company for not less than one year at the time of filing of the application;

3. The applicant must submit proof that the above-mentioned members of the staff possess the required experience and are permanently employed by the company;

4. It must have at least five (5) years of continuous actual operation as a specialized consultant counted from the date of the firm's earliest contract;

5. It must have successfully completed during the immediate past five (5) years at least one consultancy project costing not less than Php1,000,000.00

- **What is the validity of the registration with POCB?**

All contractors registered with the Board are required to renew their registration every two (2) years during the month when their applications for registration were approved.

- **What are the requirements for renewal of POCB registration?**

The Board shall renew the registration only of those companies which still meet the requirements for registration enumerated in Section 1 of this Rule and which have not violated any provision of the Decree, the Rules and Regulations, and the terms and conditions of their registration.

2. Constructors Performance Evaluation System (CPES)

- **What is CPES and how is this program being implemented by the government?**

CPES is a uniform rating system of evaluating the performance of constructors based on a set of criteria. It is like a "report card" wherein the constructors will be rated during construction and upon completion of the project.

The CPES program is being spearheaded by the Construction Industry Authority of the Philippines (CIAP) thru one of its implementing boards, the Philippine Domestic Construction Board (PDCB). Based on the Implementing Rules and Regulations (IRR) of Presidential Decree 1594, all concerned government agencies shall implement CPES program through establishment of CPES Implementing Unit (IU) in their agency. The IUs shall act as the agency's overseer in the CPES implementation.

- **How is a constructor being rated or evaluated?**

With CPES, the performance of a constructor is evaluated during construction on the aspects of workmanship, materials, time, environmental, safety and health concern, resources deployment, and facilities. However, upon completion the aspects of workmanship and time shall be evaluated. The constructor shall receive a CPES rating from the agency concerned which implements the projects. The rating states both the numerical and descriptive performance of the constructor for each project visit.

- **What regulation requires the implementation of CPES in government construction projects?**

Section IV Performance Evaluation of the IRR of PD 1594, as amended 12 July 1995, provides that all contractors undertaking government projects shall have their performance evaluated by agencies concerned using CPES.

- **Who will be evaluated using CPES?**

The following constructors undertaking projects with the government shall be evaluated:

a) Local constructors licensed by and registered with the Philippine Contractors Accreditation Board (PCAB);
b) Foreign constructors licensed by PCAB; and
c) Joint ventures and consortia licensed by PCAB.

- **Who can use the CPES system?**

The government agencies implementing construction projects are mandatory required to adopt the CPES system in their infrastructure projects based on the IRR of PD 1594.

However, the private project owners, constructors, engineers, architects and the public can also use this system for monitoring/ evaluating their own projects/s. They have also the option to use this system through the CIAP accredited CPEs, but shall be subject to terms and conditions.

- **What are the possible uses of CPES ratings in the government and private sectors?**

The uses of CPES ratings and other related information as identified by the industry are as follows: a) prequalification of constructors; b) agency shortlist; c) awarding of contracts; d) project monitoring and control;
e) issuance of Certificate of completion; f) policy formulation/review; g) industry planning; and h) granting of credential /incentives/awards.

- **How will the implementation of CPES help in the improvement of quality of our construction projects?**

It is believed that CPES provides a systematic and objective monitoring and evaluation of constructors performance. Thus, with implementation of CPES, the quality of infrastructure shall be thoroughly checked and problems encountered shall be given early resolution.

- **In the long run, what are the benefits we can get from implementing CPES in government construction projects?** With the implementation of CPES, the following are some of the short and long term effects:

A. Completion of infrastructure projects on time and with the desired quality;

B. Improvement of standards of constructors performance;

C. Classification of constructors based on their performance;

D. Improvement of government's efficiency and effectiveness on project implementation;

E. Strict compliance of constructors with environment, safety and health concerns; and

F. Improvement of domestic constructors capability for project implementation.

B. Investments Information and Availments of Incentives

1. Investment Incentives

Availment of BOI Incentives

- **How can my project qualify for incentives?**

Under the Omnibus Investments Code of 1987 (EO 226)
Your project should involve any of the activities listed in the Annual National Investment Priorities Plan. Or if not listed, must satisfy the export requirement set by the Board of Investments (BOI).

Under the Special Economic Zone Act of 1995 (RA 7916 as amended by RA 8748)
Your project should involve manufacturing for export (at least 70% of production), free trade, tourism, information technology, utilities, facilities, enterprises including those engaged in warehousing and trading operations in the ecozones and development and operation of ecozones.

- **What incentives will I be entitled to? Fiscal Incentives**

1. Income Tax Holiday (ITH);
2. Upon expiry of the Income Tax Holiday - 5% Special Tax on Gross Income and exemption from all national and local taxes;

3. Tax and duty free importation of raw materials, capital equipment, machineries and spare parts;

4. Exemption from wharfage dues and export tax, impost or fees;

5. VAT zero-rating of local purchases subject to compliance with BIR and PEZA requirements; and,

6. Exemption from payment of any and all local government imposts, fees, licenses or taxes. However, while under Income Tax Holiday, no exemption from real estate tax, but machineries installed and operated in the economic zone for manufacturing, processing or for industrial purposes shall be exempt from real estate taxes for the first three (3) years of

operation of such machineries. Production equipment not attached to real estate shall be exempt from real property taxes.

Non-Fiscal Incentives

1. Simplified Import - Export Procedures (Electronic Import Permit System and Automated Export Documentation System);

2. Non-resident Foreign Nationals may be employed by PEZA-registered Economic Zone Enterprises in supervisory, technical or advisory positions; and,

3. Special Non-Immigrant Visa with Multiple Entry Privileges for the following non-resident Foreign Nationals in a PEZA-registered Economic Zone Enterprise : Investor/s, officers, and employees in supervisory, technical or advisory position, and their spouses and unmarried children under twenty-one years of age. PEZA extends Visa Facilitation Assistance to foreign nationals their spouses and dependents.

2. Investment Facilitation

Registration of Projects/Investment Activities Listed in Investment Priority Plan

- **How does one file an application with the Board of Investments (BOI)/Philippine Economic Zone Authority (PEZA)?**

  File an application in the form prescribed by the BOI/PEZA in two copies and properly sworn to before a notary public. A project feasibility study is required as one of the primary documents supporting the application for registration.

- How long will it take to obtain BOI/PEZA approval once all requirements are complied with?

  Under the 1987 Omnibus Investments Code, applications filed with the BOI shall be considered automatically approved if not acted upon by the Board within 20 working days from official acceptance thereof, subject to the usual terms and conditions.

  In the case of PEZA, the processing and evaluation by the appropriate department usually takes about two weeks. The decision on the project is made during the bi-monthly meetings of the PEZA Board.

- **How much time is an investor allowed to start his project?**

  The amount of time allowed for starting a registered project depends on the period set by the proponent, with the BOI/PEZA approval.

- **Assuming approval is obtained, what restrictions are ordinarily attached?**

  A list of general and specific terms and conditions is normally attached to the approval letter issued by the BOI/PEZA upon approval of the application for registration. The general conditions include certain management, financial, operational, and marketing restrictions which must be properly complied with to avoid grounds for cancellation of registration. The specific terms and conditions, which may include nationality, operational, and reporting requirements vary depending upon the nature of the business enterprise.

- **How can I file my application with these agencies?**

An application should be made in the form prescribed by these agencies, duly accomplished, together with
a simplified project report. Some projects require endorsement from government agencies like Department of Transportation and Communications (DOTC), Department of Tourism (DOT), Bureau of Customs (BOC), Technical Education and Skills Development Authority (TESDA), etc., depending on the activity to be engaged in.

- When can I expect to get my registration certificate?

Agency	Processing Time
Board of Investments	10 to 20 working days
Philippine Economic Zone AuthoritY	10 to 20 working days
Clark Development Corporation	2 to 3 working days
Subic Bay Metropolitan Authority	15 to 20 working days
Cagayan Economic Zone Authority	30 working days
Zamboanga Economic Zone Authority	20 working days
Phividec Industrial Authority	10 working days

- **What conditions are normally attached to my being a registered enterprise?**

These would include compliance with your commitments in terms of start of commercial operation, project location, exports (if an export producer) reporting requirements such as submission of Audited Financial Statement, annual report of operation, adherence to environmental standards, public participation rule, and prior authority from the BOI should you decide to engage in other activities.

3. Economic Zone (Ecozone) Development

- **What are the procedures and requirements for New Ecozone Development?**

Stage 1. Pre-qualification Clearance

Filing of Application

1. Owner/s of private lands or other person/s or entity/ies duly authorized by the landowner/s intending to develop the area as ecozone shall file the application to PEZA-Ecozone Development Department (EDD) by submitting the following:

a. Application Form (notarized);
b. Anti-Graft Certificate (notarized);

c. SEC Registration and Articles of Incorporation;

d. Audited Financial Statements (for the last three years of operation, where applicable);

e. Board Resolution/Special Power of Attorney designating the company's authorized representative to PEZA;

f. Project Description (Development Plan and Timetable);

g. Vicinity map reflecting the various land uses and important verifiable landmarks within one kilometer radius of the project site;

h. Proof of land ownership or any perfected contract/ document confirming the applicant's authority/clearance to use the land for ecozone development and related purposes;

i. If the applicant is not the registered owner, a perfected contract/document confirming the applicant's authority/ clearance to apply for and use the land for ecozone and related purposes is required.
j. Endorsement from the Sangguniang Bayan/Panlungsod for the development of the proposed ecozone (i.e., all local government units of all municipalities and cities with areas included in the proposed ecozone);
k. Certification from the Department of Agriculture (DA) that the area for the proposed ecozone is not or has ceased to be economically feasible and sound for agricultural purposes (i.e., the area is marginal for agricultural use);

l. DAR Conversion Clearance or Exemption Certificate (or HLURB Zoning Certification, whichever is applicable)

and if the proposed area is zoned as agricultural on or before 15 June 1988, a DAR Conversion Clearance Order is required. However, if the zoning of the area is non-agricultural on or before said date, a DAR Exemption Certificate or HLURB Zoning Certification shall be required; and

m. Other documents as may be required by PEZA.

2. EDD checks completeness of documents.
a. If document is complete, EDD receives the application and issues the corresponding Order of Payment.

b. If document is not complete, application shall not be received.

3. The proponent brings the Order of Payment to the PEZA Cashier and pays the application/processing fee.

4. The proponent informs EDD of the payment and EDD takes note of the Official Receipt No., date and amount paid.

Processing and Evaluation

1. A. The EDD Manager assigns the application to the Evaluator.

2. B. The Evaluator inspects the proposed area, if necessary, and prepares the evaluation report.

3. C. The EDD Division Head reviews evaluation report and submits to EDD Manager for final review.

4. D. Manager reviews the evaluation report and endorses the same to the Group Manager/Deputy Director General (DDG) for final comments.

Approval Process

1. Management Information System Corporate Planning Economic Development (MISCPED) Group Manager/DDG endorses the recommendation to the Director General (DG).
   The final evaluation report, together with the recommendation, is endorsed by the DG to the PEZA Board of Directors.

   The Deputy DG presents the recommendation to the Board for approval.

4. If the recommendation is approved, the PEZA Corporate Secretary issues the corresponding Board Resolution within a reasonable period of time.

5. EDD informs the proponent of the Board decision and correspondingly advises the applicant to take the appropriate course of action:

a. If action on the application is deferred, the applicant is advised of the reason/s for deferment;

b. If the application is approved, the applicant is advised to submit the documentary requirements for Presidential Proclamation.

Stage 2. Presidential Proclamation
Submission of documents

1. Proponent submits the following documentary requirements for Presidential Proclamation:

a. Proof of land ownership or long-term lease agreement on the whole area of the proposed ecozone;

b. Verified Survey Returns and technical description of the area for the proposed ecozone;

c. Certification from the National Water Resources Board that the identified source(s) of water for the ecozone shall not cause water supply and related problems in adjacent communities;

d. Environmental Compliance Certificate issued by the Department of Environment and Natural Resources; and

e. Other documents as may be required by PEZA.

2. EDD checks completeness of documents.

a. If documents are not complete, EDD notifies proponent using PEZA EDD Form No. 004;

b. If documents are complete, EDD evaluates and prepares the draft Presidential Proclamation and the corresponding requests for Certifications of Concurrence from concerned government agencies, as follows:

i. Local Government Unit/s where the ecozone is located;

ii. Department of Agrarian Reform;

iii. Department of Environment and Natural Resources;

iv. Housing and Land Use Regulatory Board; and

v. Land Registration Authority.

3. The Certifications of Concurrence from concerned agencies are obtained pursuant to the requirement of
   Completed Staff Work mandated under a Presidential Memorandum dated 10 June 1999 Manager for final review.
4. EDD Manager, upon final review, endorses all documents to DDG for endorsement to the DG for signing.
5. DG signs endorsement letter and forward it to the DTI Secretary for endorsement to the President.

6. President signs proclamation.

7. Office of the President transmits a copy of the Presidential Proclamation to the Office of the Director General (ODG). ODG furnishes the proponent a copy of the Presidential Proclamation (Annex D).

8. EDD Division Head reviews draft proclamation and submits to EDD Proclamation.

Stage 3. Registration

1. Proponent submits the following documentary requirements for the signing of the Registration Agreement:

a. Development plans of the ecozone; and

b. Other documents as may be required by PEZA.

2. EDD checks completeness of documents

a. If documents are not complete, EDD notifies proponent using PEZA EDD Form No. 004.

b. If documents are complete, EDD issues the Order of Payment (PEZA-EDD Form No. 002) for the registration fee and the proponent shall pay the fee prior to the actual signing.

3. EDD requests the Legal Services Group (LSG) for the preparation of the Registration Agreement.

4. LSG prepares the draft Registration Agreement and provides EDD with a draft to be forwarded to the developer / perator for comments.

5. EDD arranges the date of signing of the Registration Agreement with the ODG and the proponent.

For more inquiries, contact:

PEZA Ecozone Development Department
5/F PNOC Building 5 DOE-PNOC Complex, Energy Center

34th Street, Bonifacio Global City, Taguig City

Tel. No. (632) 8551-3440 local 213/214
Email: edd@peza.gov.ph

V. OTHER SERVICES FOR THE GENERAL PUBLIC

Sources of Information and Referrals to Respective Offices:

1. Truck Rebuilding Accreditation

   Fair Trade Enforcement Bureau (FTEB)
   1-2F UPRC Building
   315 Sen. Gil J. Puyat Ave., Makati City Import Regulations Division
   Phone: (+632) 8403.1417
   Email: fteb_ird@dti.gov.ph

2. Requirements and procedures on application for Client Profile Registration System - Certificate of Registration (CPRS-COR)
   PhilExport Office : ITC Complex, Roxas Blvd., Cor. Sen. Gil Puyat Ave., Pasay City
   Tel. nos.: (02) 8230.5555 / 8782.9847 / 8935.1025
   Mobile nos.: (0908) 104.1444 l (0956)166.3344

Requirements may be found at www.philexport.ph
Services > PhilExport Services > Export Documentation

3. Information about CARS (Comprehensive Automotive Resurgence Strategy) Program?

BOI- Project Management Office – CARS Program
Tel.no.: (02) 8897.6682 locs. 222 I 209
E-mail: cars@boi.gov.ph

4. ROLL IT Program – Roads Leveraging Linkages for Industry and Trade

BOI – Infrastructure and Service Industries
Contact Person: Medy Lim and Yna Sanchez
Tel.no.: (02) 8 897.6682 locs.: 263 I 264

5. Registration to engage in trade of "Strategic Goods", as well as the issuing of licenses for the export, import, transit, transshipment re-export, or reassignment of strategic goods.

Bureau of Import Services (BIS)
3F Tara Building
389 Sen. Gil J. Puyat Ave., Makati City
Strategic Trade Management Office (STMO)
Phone: (+632) 8896.4431
Email: BIS@dti.gov.ph

6. List of Halal certifying bodies

Export Marketing Bureau (EMB)
1-2F DTI International Building
375 Sen. Gil J. Puyat Ave., Makati City
Al – Mahdi Isahac Jul-Ahmad
EMB- Halal Section
Tel.nos.: (02) 8896.3250 8465.3300 loc. 202

2. List of Jeepney Manufacturers

Board of Investments (BOI)
Industry & Investments Building
Sen. Gil J. Puyat Ave., Makati City BOI
Contact Person: Mr. Bong Faustino
Tel. no.: (02) 8890.6060

8. Guidelines for factories that produce explosive materials in the Philippines

Board of Investments (BOI)
Industry & Investments Building
385 Sen. Gil J. Puyat Ave., Makati City
BOI- Manufacturing Industries Services
Contact Person: Manuel Cruz
E-mail: mjcruz@boi.gov.ph
Tel. no.: (02) 8893.2909

9. List of BPO / Contact Center / Call Center in the Philippines

Board of Investments (BOI)
Industry & Investments Building
385 Sen. Gil J. Puyat Ave., Makati City
BOI – Infrastructure Services and Industries Service –
Project Evaluation Registration Division
Contact Person: Melania Dingaya
Division Chief
Tel. no.: (02) 8897.6682 locs. 263 I 221
E-mail: afarcellana@boi.gov.ph / meraganit@boi.gov.ph

10. Information on industries such as Aerospace, Automotive, Chemical, Electric Vehicles, Electronics, Footwear, Furniture, Garments and Textile Industry Brief, Iron and Steel, Manufacturing, Petrochemicals, Pharmaceutical, Plastic, Shipbuilding

BOI – Industry Development Group
Manufacturing Industries Services
Ma. Corazon H. Dichosa - Executive Director
E. M Cagatan – Director
E-mail: emcagatan@boi.gov.ph
Steve P. Recto sprecto@boi.gov.ph
Tel.no.: (02) 8897.6682 loc. 237 / 8890-9306

11. Requirements in investing in the Philippines

BOI – Investment Assistance Service
Contact Person: Mr. Edilberto Nunag I Joan Castañeda
E-mail: Startup@boi.dti.gov.ph
Tel.no.: (+632) 8897.2116

12. Inquiry on Business Matching

- Foreign country looking for business partners in Philippines.

- For foreigners looking for investors for partnership

BOI- Domestic Investments Promotion Service (DIPS)
Contact Person: Dir. Maria Rosario Dominguez
E-mail: RJDominguez@boi.gov.ph I piedominguez@yahoo.com
Tel. nos.: (+632) 8896.4179 / 8897.6682 loc. 241 / (02) 8897.3087

13. Investments Visa

BOI- Incentives Service
Kenneth Co
OIC- Fiscal Incentives
E-mail: khco@boigov.ph
Tel.no.: (02) 8895.3641

14. IRR of Investment Priority Plan (IPP) and Strategic Investment Priority Plan (SIPP)

BOI-Research and Policy Division

Contact Person: Dino Recto
Contact Number: (02) 7897-6682
E-mail: djbrecto@boi.gov.ph

15. UV Modernization (design concern)

Bureau of Philippine Standards (BPS)
3F Trade & Industry Building
361 Sen. Gil J. Puyat Ave., Makati City
Contact Person: Ana Lim
Tel. no.: (02) 7751.0384 loc. 4730
Email: BPS@dti.gov.ph / StandardsDataCenterBPS@dti.gov.ph Website: www.bps.dti.gov.ph

16. Seminars for Exporters
"How to Effectively Participate in Trade Fairs" and others.

Philippine Trade Training Center (PTTC)
International Trade Center Complex
Roxas Blvd. cor. Sen. Gil J. Puyat Ave. Pasay City
Contact person: Nestor P. Palabyab, Executive Director
Trunkline: (+632) 7263.2878
Direct Lines: (+632) 7263.7691
Telefax: (+632) 8834.1341
Email: training.pttc@gmail.com or at info@pttc.gov.ph Website: www.pttc.gov.ph

17. Skills Training for Employment Entrepreneurship Program (STEEP) – DTI and TESDA

Bureau of Small & Medium Enterprise Development (BSMED)
2F Trade & Industry Building
361 Sen. Gil J. Puyat Ave., Makati City
Contact Person: Mr. Mon Cruz
Tel.no.: (02) 7751.0384 loc. 5036

[Place contact details on TESDA here]

18. Coffee Industry

Regional Operations Group (ROG) 6F
Trade & Industry Building
361 Sen. Gil Puyat Avenue, Makati City
ROG –Coffee Industry
Contact Person: Ms. Maydee Barranta
E-mail: marymaydeebarranta@dti.gov.ph I ROG@dti.gov.ph
Tel. no.: (02) 7 751.0384 locs. 5985 I3340

19. Kapatid Mentor Me in NCR – schedule of trainings

DTI-National Capital Region Office
Tel. no.: (02) 8811.8232 I / 8811.8277
E-mail: NCR@dti.gov.ph

20. Certificate of Origin

Philippine Chamber of Commerce and Industry (PCCI)
Address: 3F Commerce and Industry Plaza 1030 Campus Ave. cor. Park Ave. McKinley Town Center, Fort Bonifacio Taguig City, Philippines 1634
E-mail: secretariat@philippinechamber.com
Tel. no.: +(632) 8846-8196
Fax no.: +(632) 8846-8619
Website: www.philippinechamber.com

21. Securing Certificate of No Derogatory Record/Report of a certain registered business entity

Competitiveness Bureau (CB)
2F HPGV Building
3395 Sen. Gil J. Puyat Ave., Makati City
Supply Chain and Logistics Management Division
Tel.no.: (02) 8899.6247

22. Juana Make a Mark Program

Intellectual Property Office of the Philippines (IPOPHL)
28 Upper McKinley Road
McKinley Hill Town Center
Fort Bonifacio, Taguig City
Website: www.ipophil.gov.ph
Contact Person: Ms. Jo Gabriel
Tel. no.: (02) 7238.6300 loc. 8602

23. Results on Cities and Municipalities Competitiveness Index Survey (CMCI) Survey

Competitiveness Bureau (CB)
2F HPGV Building
3395 Sen. Gil J. Puyat Ave., Makati City
Competitiveness Bureau (CB)
Tel. no.: (02) 8890. 4861
E-mail: herminioviterbo@dti.gov.ph

24. Marawi Livelihood Program

Regional Operations Group (ROG)
Recovery and Rehabilitation Project Management Unit
Tel. nos.: (02)7 791.3284 l (02) 7751.0384 loc.3395
E-mail: yolandapo@dti.gov.ph

25. Financial Education Services to MSMEs

Memorandum of Understanding (MOU) – DTI and First Circle
First Circle Growth Finance Corps
Tel.no.: (02) 8580.3200
Mobile no.: 0920.822.4455 l 0995.302.1822
Website: firstcircle.ph/dti

26. APEC MSME Market Place

Bureau of Small and Medium Enterprise Development
Contact Person: Ms. Marjorie Posas
Tel.no.: (02) 7751.0384 loc. 2655

C. DIRECTORY OF OTHER GOVERNMENT AGENCIES

Department of Health (DOH)
San Lazaro Compound, Sta. Cruz, Manila
Phone: (02)165.364 / 8651.7800 loc. 5001 to 5004
Cellphone: (0918) 888.8364

Email: callcenter@doh.gov.ph
Website: https://www.doh.gov.ph/

Food and Drug Administration
Civic Drive Filinvest Corporate City Alabang, Muntinlupa City
Direct Line: (02)8821.1176 / 8821.1177 / 8821.1159

Email: info@fda.gov.ph / report@fda.gov.ph
Website: https://www.fda.gov.ph/

Department of Education (DepEd)
DepEd Complex, Meralco Ave., Pasig City
Phones: (02) 8636.1663 / 8633.1942
Cellphone: (0919) 456.0027
Email: action@deped.gov.ph
Website: http://www.deped.gov.ph/

Department of Agriculture (DA)
Elliptical Road Diliman, Quezon City
Phones: (02) 8273-AGRI (2474) / 8928.8756 to 65
Email: osec.da@gmail.com
Website: http://www.da.gov.ph/

Bureau of Animal Industry (BAI)
Department of Agriculture
Visayas Avenue, Diliman, Quezon City
Phones: (02) 8926.6883 / 8925.4343 / 8928.2836 (Animal Health)
Email: bai_dir@yahoo.com
Website: http://www.bai.da.gov.ph/

Bureau of Agriculture and Fisheries Product Standards (BAFPS)
Department of Agriculture
BPI Cmpd. Visayas Ave. Diliman, Quezon City
Phone: (02) 8928.8756 to 65
Email: bafpsda@yahoo.com.ph
Website: http://www.bafs.da.gov.ph/index.php/contact-us

Bureau of Fisheries and Aquatic Resources (BFAR)
Department of Agriculture
PCA Building, Diliman, Quezon City

Phones: (02) 8929.8074 / 8929.9597
Email:info@bfar.da.gov.ph
Website: https://www.bfar.da.gov.ph/

Bureau of Plant Industry (BPI)
Department of Agriculture
692 San Andres Street, Malate, Manila, Philippines
Phone: (02) 8 524.7909 /8 525.7857

Email: bpi.information@yahoo.com
Website: http://bpi.da.gov.ph/bpi/index.php

National Meat Inspection Service (NMIS)
Department of Agriculture
One Stop Shop Center, No. 4 Visayas Ave. Brgy. Vasra, 1128 Quezon City
Phone: (02) 8 554.7224
Email: consumerprotection@nmis.gov.ph / nmis@nmis.gov.ph
Website: http://nmis.gov.ph/

Fertilizer and Pesticide Authority (FPA)
Department of Agriculture
FPA Building, Bureau of Animal Industry Compound, Visayas Avenue, Diliman Quezon City
Phones: (02) 8426.1572 / 8920.8573 / 8927-2536 /8 927.3647 /8 920.8449
Email: fpacentral77@gmail.com
Website: http://fpa.da.gov.ph/

National Food Authority (NFA)
3F Philippine Sugar Center Building, North Avenue, Quezon City
(Consumer Affairs Council/Department of Public Affairs)
Bantay Bigas Hotline (OPCEN): 3 454.1344
Phone:8920.1123 / 8981.3800 loc. 3213/3214
Mobile: 0906. 436.3133
Website: http://www.nfa.gov.ph/contact
Email: nfa@nfa.gov.ph

Sugar Regulatory Administration (SRA)
Sugar Center Bldg., North Avenue, Diliman, Quezon City
Phones: (02) 3 455.3524 / 3 455.2135 /3 455.1589
Webmail: http://www.sra.gov.ph/contact-us/

Philippine Coconut Authority (PCA)
Diliman, Quezon City
Phone: (02) 8928.4501
Email: pca_ofad@gmail.com

Department of Energy (DOE)
2F PNOC Building V, Energy Center, Rizal Drive, 34th St. Taguig City
Phone: (02) 8479.2900
Email: sec@doe.gov.ph
Website: www.doe.gov.ph/doe-help-desk

Energy Regulatory Commission (ERC)
Consumer Affairs Service
Pacific Center Building, San Miguel Avenue, Ortigas Center, Pasig City
Phones: (02)8 687.5577 / 8687.5544 / 8689.5303
Email: consumer@erc.gov.ph
Website: http://www.erc.gov.ph
Energy-related question, complaint or report may be sent to ERC via text messaging. Key in ERC and send to 2920 (for Globe & Smart subscribers only)

Department of Environment and Natural Resources (DENR)
Visayas Avenue, Diliman,Quezon City
Phones: 3367 or
DENR (hotline) (02)929.6626
Cellphones: 0917.868.3367/ 0917. 885.3367
Email: aksyonkalikasan@denr.gov.ph / web@denr.gov.ph Website:
http://www.denr.gov.ph/

Forest Management Bureau (FMB)
Visayas Avenue, Diliman,Quezon City
Phones: (02)8 927.4788 /8 (02) 920.0374
E-mail: fmbdenr@mozcom.com

Protected Areas and Wildlife Bureau (PAWB)/Biodiversity Management Bureau (BMB)
Ninoy Aquino Parks and Wildlife Center, Diliman, Quezon City
Phone: (02) 8 924.6031 to 35
Email: bmb@bmb.gov.ph

Philippine Fisheries Development Authority (PFDA)
2/F PCA Annex Bldg., 1 Elliptical Road, Diliman, Quezon City
Phones: (02) 8 925.6141 / 8 925.6143
Email: pid@pfda.gov.ph / pfdagm@yahoo.com

Department of Interior and Local Government (DILG)
Public Relations Division
DILG-NAPOLCOM Center, EDSA corner Quezon Avenue, West Triangle, Quezon City, Philippines 1104
Phones: (02) 8 925.7343 /8 876.3454 loc. 5705
Email: mtvergara@dilg.gov.ph
Local Government Unit (LGU) where the business operates* *provide
contact details of the concerned LGU

National Bureau of Investigation
(NBI) Taft Avenue, Ermita, Manila
Public Assistance Center:
Phones: (02) 8524.4269 / 8536.7422 / 8523.8231 to 38 loc. 4466/4467/4464
Intellectual Property Rights Division: Phone: (02) 8526-1215
Email: info@nbi.gov.ph / iprd@nbi.gov.ph

Department of Information and Communications Technology (DICT)
C.P Garcia Ave., Diliman, Quezon City
Phone: (02) 8920.0101 loc. 1004
Email: info@dict.gov.ph

National Privacy Commission (NPC)
3F Core G, GSIS Headquarters Bldg., Financial Center, Pasay City
Phone: (02) 8517.7806
Trunklines (loc. 7031): (02) 8928.6085 / 8920.0101 / 8928.6099 / 8928.1887 / 8928.6076 / 8928.6018
Email: complaints@privacy.gov.ph
Website: https://www.privacy.gov.ph/

National Telecommunications Commission (NTC)
BIR Road, East Triangle, Diliman, Quezon City
Phone: (02) 8921.3251 / 8920.4464 / 8924.4010 / 8924.4072 / 8924.4075 / 8929.5108
Email: consumer@ntc.gov.ph / ntcncr@yahoo.com
Website: http://ncr.ntc.gov.ph/

Bangko Sentral ng Pilipinas (BSP)
A. Mabini St. cor. P. Ocampo St., Malate Manila, Philippines 1004
Phones : (02) 8708.7701 / 8524.7011 loc. 2584
Direct Line: (02) 8523.3631
E-mail: consumeraffairs@bsp.gov.ph / bspmail@bsp.gov.ph Website:
http://www.bsp.gov.ph/

Philippine Deposit Insurance Corp. (PDIC)
3rd - 10th Floor SSS Building 6782 Ayala Avenue corner V.A. Rufino St. Makati City
Phones: (02) 8 841.4630 / (02) 8 841.4631
Toll Free: 1-800-1-888-7342 or 1-800-1-888-PDIC
Fax No.: (02) 8 817.3566
Email: info@pdic.gov.ph

Bureau of Internal Revenue (BIR)
BIR National Office Bldg., BIR Road, Diliman, Quezon, Philippines
Phone: (02) 8 981.7003 / 8 981.7020 / 8 981.7030 / 8 981.7040 / 8 981.7046
Email: contact_us@bir.gov.ph
Website: https://www.bir.gov.ph/index.php

Securities and Exchange Commission (SEC)
Secretariat Building, PICC Complex, Roxas Boulevard, Pasay City Phones:
Trunkline no.: (02) 8 818.0921
Website: http://www.sec.gov.ph/

Insurance Commission (IC)

UN Avenue Ermita, Manila
Phones: (02) 8 523.8461 to 70 locs. 127 or 103 / (02) 8 404.1758
Email: reportscam@insurance.gov.ph
Website: https://www.insurance.gov.ph/

Bureau of Customs (BOC)
South Harbor, Gate 3, Port Area, Manila
Phones.: (02) 7 917.3200 (3201 to 3205)
Email: info@customs.gov.ph

Civil Aeronautics Board (CAB)
Hotline: 165-66
Trunk Lines: (02) 8 853.7259 / 8 854.5996
Phone: (02) 8 852.8967 (CAB Legal Office)
Email: legal@cab.gov.ph / APBR@cab.gov.ph
Website: https://www.cab.gov.ph/

Department of Transportation (DOTr)
Action Center Hotline: 7890
Trunkline: (02) 8 790.8300/ 8 790.8400
Email: actioncenter@dotr.gov.ph
Website: https://dotr.gov.ph/

Land Transportation Franchising and Regulatory Board (LTFRB)
East Avenue Diliman, Quezon City
Phone: (02) 8 426.2515 / (02) 8 426.2519
Email: complaint.ltfrb.gov.ph@gmail.com
Website: http://ltfrb.gov.ph/

Housing and Land Use Regulatory Board (HLURB)
SUNNYMEDE IT Center
1614 Quezon Ave., South Triangle, Quezon City, Philippines
Phones: (02) 8 373.1811 / 8 927.2731
Email: pac@hlurb.gov.ph
Website: http://hlurb.gov.ph/

Local Water Utilities Administration (LWUA)
LWUA Building, LWUA-MWSS Complex, Katipunan Avenue, Balara, Quezon City, Philippines
Phones: (02) 8 926.5665
Mobile: 0920.5581 to 89
Email: publicaffairs@lwua.gov.ph
Website: http://lwua.gov.ph/

Metropolitan Water Works and Sewerage System (MWSS)
Customer Service Regulation
3F Engineering Bldg., MWSS Compound, Balara, Quezon City
Phone: (02) 3 435.8903
Email: csr@ro.mwss.gov.ph / csrcsmd@gmail.com / csr_med@yahoo
Website: http://mwss.gov.pH

Metro Manila Development Authority (MMDA)
MMDA Building, EDSA corner Orense St., Guadalupe Nuevo, Makati City

Phones: (02) 8 881.0861 / 8 882.4151 to 77 loc. 1160
Email: digitalmmda@gmail.com
Website: http://www.mmda.gov.ph/

National Council on Disability Affairs (NCDA)
NCDA Building, Isidora Street, Barangay Holy Spirit, Diliman, Quezon City
Phone: (02) 8 932.6422
Email: council@ncda.gov.ph
Website: http://www.ncda.gov.ph/

Department of Labor and Employment (DOLE)
Muralla Wing cor. General Luna St., Intramuros, Manila
Hotline: 1349
Website: https://www.dole.gov.ph/

Department of Tourism (DOT)
National Capital Region, 2nd Flr The New DOT Bldg., 351 Se. Gil Puyat Ave., Makati City
Phone: (02) 8 459.5200 to 8 459.5230 local 212 and 232
Email: dotncr@tourism.gov.ph
Website: http://www.tourism.gov.ph/

Escalated Concerns		
Concerns/Inquiries	**Concerned Department**	**Feedback**
Online Bus Reservation (iwantseats). Will request for rebooking but can't contact their hotline	DTI-FTEB	
Catering service complaint (Business to Consumer)	DTI-FTEB	
Jollibee Manager refusing to sign the xerox copy of the receipt.	DTI-FTEB	
Request for a non-coverage certificate for the items that are not for sale and will be used as tokens to the employees.	FTEB-SPD	
Downpayment for Car Assembly	FTEB-BLAD	
Hospital Policy on Foreign Corporation	BOI	
List of Gemologists	EMB	
Harassment of a lending company	SEC	
Number of Establishments and Total Employment by Industry , Region and Employment Grouping (MSMEs)	BSMED	
Keys and strategies in creating an institution of woman-friendly entrepreneurial environments	BSMED and RGMS	

Partnership of Cacao Planting with DTI	DTI Regional Operations Group	
Archival documents about the Economic activities of Japanese immigrants	National Library of the Philippines (NLP)	
A resolution from Provincial Agricultural and Fishery Council requesting the DTI to create a price regulation on Commercial feeds.	CPAB, cc OSEC	
Usapang Financial ng mga OFW Requesting for Representative	Small Business Corp	
How to become a participant of Logistic Services Philippines Conference and exhibition	CB	
Mechanics/process of DiskarTech	BSP	
Invitation to the TNW Conference 2020	BSMED	
Inventory of LIIC of all LGUs (latest available).	BOI and DILG	
Philippines- Thailand tobacco WTO dispute	Bureau of International Trade Relations (BITR)	
Effectivity date of DAO No.19-12 series of 2019		As per DAO 19-12, it will be ε day 200 days after the 15of ɔlication the DAO.
Impact of consumer's choices in our environment.		The way we consume affects ıstance, environment. For in consumption of too much would cause pollution enviror the

Copy of DTI Memorandum Order of Usec Barba dated 11 June 2019 which prescribes the guidlines on the application for sales promotion	FTEB-SPD	Memorandum of Usec Barba cannot be circularized outside DTI Family.
Development details of every field/satellite/branch office: -Number of employees per field/satellite/branch office -Organizational structure of every	HRAS/ROG	Number of employees per field/satellite/branch is handled by HRAS but for the Organizational structure of every field/satellite/branch office and Maximum number of clients that the field/satellite/branch office can handle, should request from ROG.

field/satellite/branch office -Maximum number of client that your field/satellite/branch office can handle		
Bilateral Investment Treaty between RP and UAE	Bureau of International Trade Relations (BITR) / Board of Investments (BOI)	The Bureau of International Trade Relations (BITR) advised that the office responsible for bilateral INVESTMENT treaties is the Board of Investments, Legal and Investment Compliance Service.
Appeal for Adjudication	FTEB-Adjudication	An appeal may be filed before the DTI Secretary within fifteen (15) days upon receipt of the decision. The client may file his / her appeal via letter (courier / personal) To send a Memorandum of Appeal letter to Legal Service attached the decided case. Address: Legal Service 2F Trade & Industry Building 361 Sen. Gil J. Puyat Ave., Makati City Notice of Appeal Letter - To FTEB Adjudication, informing them that the client is appealing to their decision. Address: FTEB -Adjudication - 1-2F UPRC Building 315 Sen. Gil J. Puyat Ave., Makati City

The Bids and Awards Committee (BAC) of DOH TRC - Bicutan will be conducting BAC activities and requesting for Observers.	SEC/CDA	Under Sec. 13.2 of the IRR of RA 9184 or otherwise known as The Government Procurement Reform Act, The observers shall come from an organization duly registered with the Securities and Exchange Commission (SEC) or the Cooperative Development Authority (CDA) and should meet the following criteria: a) Knowledge, experience or expertise in procurement or in the subject matter of the contract to be bid; b) Absence of actual or potential conflict of interest in the contract to be bid; and c) Any other relevant criteria that may be determined by the BAC.
i3S Initiative (Inclusive Innovation Industry Strategy)	CIG	The i3S is explained in this policy brief: http://industry.gov.ph/wpcontent/uploads/2017/11/DTI-PolicyBrief-2017-05-Philippine-Inclusive-Innovation-Industrial-Strategy.pdf.
The Philippine Innovative Startup Act		To advise that it is still a Bill but for Start ups, may refer to DTI-EMB
If BIS is involve in the Vape Importation Ban	BIS	Concern will be handled by BIS
A lot of online sellers in the Shopee app are from China. Are they even paying the right import taxes? If we have warranty issues with the items they are selling, barriers in communication becomes a problem and hindrance from getting the support the buyers need. Is this even legally allowed?	BIR/FTEB	For import taxes - refer to BIR Regarding warranty issues- refer to FTEB
If still needs an Advertising permit if will put a business signage in a private car		No permit required

VI. COVID-19

1. Is there a price freeze issuance and which goods are included?

- Following the tripartite release of the JMC by DA, DTI, and the Department of Health, the prices of all agricultural and manufactured basic goods, essential medicines and medical supplies, were frozen at their prevailing prices for sixty (60) days from the declaration of the State of Calamity on 16 March 2020, unless sooner lifted by the President.

a) Basic Necessities

DTI has issued a 60-day price freeze on all basic necessities, including, but not limited to, rice, corn, bread, canned foods and other marine products, pork, beef, poultry, and other animal products, milk, vegetables and root crops, sugar, salt, cooking oil, laundry items, effective March 10, 2020. To view the complete SRP list, please visit bit.ly/COVID-Price-Freeze.

b) Medical Supplies

Due to the ongoing global concern on the spread of COVID-19, the Department of Health (DOH) has released a Department Memorandum on the price freeze of essential emergency medicines and selected medical devices. Visit doh.gov.ph for the complete list.

c) Agricultural and Fishery Commodities

The Department of Agriculture (DA) enforced and implemented the SRP for the selected agriculture and fishery commodities in Metro Manila.

Price Freeze for Basic Agricultural and Fishery Commodities

AGRICULTURAL/FISHERY COMMODITY	SUGGESTED RETAIL PRICE (SRP)
1. Rice (Imported)	
a. Special	Php 51.00/kg
b. Premium	Php 42.00/kg
c. Well-Milled	Php 40.00/kg
d. Regular	Php 39.00/kg
2. Rice (Local)	
a. Special	Php 53.00/kg
b. Premium	Php 45.00/kg
c. Well-Milled	Php 40.00/kg
d. Regular	Php 33.00/kg
3. NFA Rice	Php 27.00/kg
4. Roundscad (Galunggong-local)	Php 130.00/kg
5. Pork (Liempo)	Php 225.00/kg
6. Chicken egg (medium)	Php 6.50/pc
7. Cooking oil (Palm oil ; 350 ml)	**Php 24.00**
8. Cooking oil (Palm oil; 1 liter)	**Php 50.00**

2. **What is automatic price control?**

Unless otherwise declared by the President, prices of basic necessities in an area shall automatically be frozen at their prevailing prices or placed under automatic price control whenever:

- That area is proclaimed or declared a disaster area or under a state of calamity;
- That area is declared under an emergency;
- The privilege of the writ of habeas corpus is suspended in that area;
- That area is placed under martial law;
- That area is declared to be in a state of rebellion; or - A state of war is declared in that area.

If the prevailing price of any basic necessity is excessive or unreasonable, the implementing agency may
recommend to the President the imposition of a price ceiling for the sale of the basic necessity at a price other than its prevailing price. Unless sooner lifted by the President, price control of basic necessities under this section shall remain effective for the duration of the condition that brought it about, but not for more than sixty (60) days. The terms "disaster" and "calamity" shall include those brought about by natural or man-made causes, whether local or foreign.

3. **What is mandated price ceiling?**

Price ceiling on any basic necessity or prime commodity may be imposed if any of the following conditions so warrants:

- The impendency, existence, or effects of a calamity;
- The threat, existence, or effect of an emergency;
- The prevalence or widespread acts of illegal price manipulation;
- The impendency, existence, or effect of any event that causes artificial and unreasonable increase in the price of the basic necessity or prime-commodity; and
- Whenever the prevailing price of any basic necessity or prime commodity has risen to unreasonable levels.

4. **What steps are DTI taking to ensure availability of all essential commodities amid the Enhanced Community Quarantine?**

DTI provides measures to limit the hoarding and panic over-buying of all basic necessities amid the ongoing Public Health Emergency. Per DTI MC no. 20-07, sales for disinfectants, soap, face masks, toilet paper, instant food and beverage products, mineral water, and bread shall be limited in quantity in accordance with the prescribed guidelines. The Department likewise continues to monitor supplies across the country. View the complete Anti-Hoarding and Anti-Panic Buying guidelines here: bit.ly/DTI_MC2007.

Last March 31, 2020, DTI has issued Supplemental Anti-Hoarding and Anti-Panic Buying Directive because of the reports that products classified as such but not included in the said Circular are being sold at and purchased from point of retail in such quantity that is considerably more than what is normally needed for a period of one week or two. To view the Supplemental Memorandum Circular (MC 20-10), please visit https://www.dti.gov.ph/advisories/mc-2010/.

5. **What transactions can I make with DTI?**

Vital transactions with DTI are temporarily suspended until further notice. Processing of requests made from March 13, 2020 under the FOI Bill are likewise hereby suspended until April 12, 2020. You may still reach us via email at ask@dti.gov.ph, Facebook (@DTI.Philippines), Twitter (@DTIPhilippines), or our website at dti.gov.ph.

For Business Name Registration, Renewal, or Request for Certification, just go to Business Name Services at https://bnrs.dti.gov.ph. The service is available 24/7. However, it does not include Cancellation or Authentication of Certificate.

6. **Where can I lodge complaints related to COVID-19?**

- **DTI COVID-19 Hotlines**
  DTI Officer of the Day
  COVID Rapid Response Team
  0926.612.6728 (Text/Viber)

  DTI Command Center
  0956.091.6570 (Text/Viber)
  0927.428.0475 (Text/Viber)

- **Department of the Interior and Local Government (DILG)**
  - To monitor the implementation of directives and measures against COVID-19 in LGUs, and for any issue encountered by authorized personnel of qualified establishments at Checkpoints. Emergency Operations Center Hotline Numbers:
  (02) 8876.3454 Local 8801-88015

  GLOBE
  0927.422.6300
  0915.005.4535

  SMART
  0961.772.1668
  0961.384.9272

  DILG Public Assistance and Complaint Center (PACC) also remains operational at (02) 8925.03430

- **Department of Health (DOH)**
  - For all COVID-19 related concerns including consultations with medical professionals.

  02-894-COVID (02-894-26843)

  1555 (PLDT, Smart, Sun, and TNT Subscribers)

- **Department of Transportation (DOTr)**
  To help motorists, commuters, and the general public with their road, aviation, and maritime concerns during the virus outbreak.

  8405.5517 to 5524 (PLDT/Smart subscribers)
  No long distance charges, 7am to 7pm
  Monday to Friday, 8am to 12nn, Saturday to Sunday

  Road Sector:

  Landline: (02) 7980 – 2387 / (02) 7980 – 2390
  Mobile: 0917 876 8535 / 0917 876 853
  Aviation Sector:

Landline (02) 7980 – 2391 / (02) 7980 – 2392
Mobile: 0917 876 8573 / 0917 802 2224
Maritime Sector:

Landline: (02) 7980 – 2394
Mobile: 0917 876 8594

* **Food and Drug Administration (FDA)**
  - To report problems on any health products regulated by the FDA, such as Physical and online selling of unregistered health products, overpricing of essential medicines and medical supplies, alleged fake and substandard health products, concerns on food and drug safety, and any other related reports.

  FDA Email Hotline: covidresponse@fda.gov.ph

  Concerns on the safe of toys

  Engr. Ana Trinidad F. Rivera
  FDA - Center for Cosmetics Regulation and Research
  Director IV atfrivera@fda.gov.ph
  atfrivera@gmail.com

  Ms. Maria Theresa M. Gutierrez mtmgutierrez@fda.gov.ph

  Ms. Melody M. Zamudio
  mmzamudio@fda.gov.ph

  Ms. Marivic E. Paulino
  mepaulino@fda.gov.ph

* **Department of Social Welfare and Development (DSWD)**
  - Concerns on the implementation of the Social Amelioration Program (SAP)

  Phone: 8-951-2803
  Text hotline: 0918-912-2813

* **Department of Agriculture**
  - For reports on all major concerns, including profiteering, problems at checkpoints and queries about the SRP of Agricultural products.

  Hotline numbers: 09511443233, 0921-748-8537, and 0949-752-3638

Operations for Export Enterprises, and their Service Providers

1. **What are the implemented alternative work arrangements for Export enterprises?** - The export enterprises are allowed to enhance their operations by deploying workers under an on-site or near-site accommodation arrangements or by providing point-to-point shuttle services. For purposes of MC 20-14:
   a. near-site accommodations shall refer to housing arrangement provided the company for its workers within the 5km radius of the factory or facility; or located in the same or in an adjacent municipality or city as the factory or facility. In these housing accommodations, proper health protocols issued by relevant agencies, including social distancing shall be strictly observed.

b. the employees who are residents of the areas within the said 5km radius shall be allowed to work.

c. point-to-point shuttle services for these employees in near-site accommodations or near-site residences shall be allowed, subject to observance of strict social distancing and routing disinfection of vehicles.

2. Where to get an endorsement letter for the exemption of travel ban for foreign nationals?
The endorsement letter can be obtained from PEZA.

SB Corporation COVID-19 Assistance to Restart Enterprises (CARES) Program

1. What is COVID19 Enterprise Rehabilitation Financing (ERF) Program?
- Is a P1.0 billion Enterprise Rehabilitation Financing facility under the Pondo sa Pagbabago at Pag-asenso to support micro and small businesses affected and cushion the economic impact of the spread of Covid-19 virus in the country.

The program is intended to:

- Save Employment
- Encourage Innovations
- Restarts MSMEs

2. Who are the qualified borrowers?

a. One-hundred percent (100%) Filipino-owned micro or small enterprises legitimately operating for atleast one (1) year immediately prior to March 16, 2020 and affected by the imposition of ECQ throughout Luzon, including similar community quarantine declarations in the Visayas and Mindanao.

b. Must have an asset size of not more than fifteen million pesos (Php15,000,000.00), exclusive of the land on which the particular business entity's office, plant and equipment is situated.

3. How much is the loanable amount?

a. Micro enterprises with asset size of not more than P3.0 million may borrow P10.0 thousand up to P200.0 thousand.
b. Small enterprises with asset size of not more than P15.0 million may borrow a higher loan amount but not to exceed P500.0 thousand.

4. What is the Interest Rate and the Grace Period?

- Interest rate is 0.5% per month (discounted basis).

* The loan shall have a maximum grace period of six (6) months on principal repayment, subject to approval by SB Corporation.

5. What are the Loan Payment Terms?
The loan repayment term shall be from 12 months to a maximum of 24 months (exclusive of grace period), subject to regular monthly amortizations.

6. Where can we download the application form?
The application form can be downloaded through this link: https://www.sbgfc.org.ph/programsand-services/sb-corporation-cares-program

7. What are the documentary requirements?

Loan Amount	Requirements	Terms
For Small Enterprises (SEs)		
More tnan P200,000 up to P300,000	Documentary Requirements: • Fully-accomplished Loan Application Form and Signature Card • One (1) Government-issued ID with picture • Proof of permanent business address • DTI/SEC business registration • Mayor's Business Permit • Post-dated checks (PDCs) • Audited/In-house 2019 Financial Statements	Up 24 months
More than P300,000 up to P500,000	Documentary Requirements: • Fully-accomplished Loan Application Form and Signature Card	

Loan Amount	Requirements	Terms
For Micro Enterprises (MEs)		
P10,000 to P50,000	**Should have physical assets (e.g. food cart, simple equipment, inventory)** Documentary Requirements: • Fully-accomplished Loan Application Form and Signature Card • One (1) Government-issued ID with picture • Barangay Business Certification/Permit • Proof of permanent business address	Up to 12 months
More than P50,000 up to P150,000	Documentary Requirements: • Fully-accomplished Loan Application Form and Signature Card • One (1) Government-issued ID with picture • DTI/SEC business registration • Barangay Business Certification/Permit • Proof of permanent business address	Up 24 months
More than P150,000 up to P200,000	Documentary Requirements: • Fully-accomplished Loan Application Form and Signature Card • One (1) Government-issued ID with picture • Proof of permanent business address • DTI/SEC business registration • Mayor's Business Permit • Post-dated checks (PDCs)	

For inquiries, you may reach SB Corp. at: hotline 8651-3333, Toll free Hotline: 1-800-106513333, E-mail: P3@sbgfc.org.ph

MC 20-31 (SUPPLEMENTAL GUIDELINES ON THE CONCESSION ON RESIDENTIAL RENTS AND COMMERCIAL RENTS)

What are DTI Memorandum Circular (MC) 20-12, MC 20-29, and MC 20-31?
The Department of Trade and Industry (DTI) issued **MC 20-12** "Guidelines on the Concessions on Residential Rates, Commercial Rents of MSMEs" on 4 April 2020 to provide Filipinos and businesses particularly MSMES, economic relief during the COVID-19 public health emergency.

MC 20-29 was issued on 2 June 2020 to supplement MC 20-12.

MC 20-31 was later issued on 4 June 2020 to amend the Supplemental Guidelines on the Concession on Residential Rents and Commercial Rents as contained in MC 20-29.

Who are the micro, small and medium enterprises (MSMEs)?
MSMEs are any business activity or enterprise engaged in industry, agribusiness and/or services, whether single proprietorship, cooperative, partnership or corporation whose total assets, inclusive of those arising from loans but exclusive of the land on which the particular business entity's office, plant and equipment are situated, must have value falling under the following categories

(a) Micro - not more than P3,000, 000
(b) Small - P3,000,001 to P15,000,000

(c) Medium - P15,000,001 to P100,000,000

What is a "residential rent"?
Residential rent is any amount paid for the use or occupancy of a building and/or land, houses, apartment/condominium/town house unit, dormitory, room or bed space primarily for residential or dwelling purposes, regardless of the mode and terms of payment.
What is a "commercial rent"?
Commercial rent is any amount paid for the use or occupancy of a building and/or lands store or space for commercial purposes, regardless of the mode and terms of payment.

Who is a "lessor"?
Lessor is a person, natural or juridical who, in order to gain income/profit/revenue, offers for lease and actually leases its building and/or land, houses, apartment/condominium/town house unit, dormitory, room or bedspace to another person, natural or juridical under certain consideration, terms and conditions either for residential or commercial purposes, or both.

Who is a "residential lessee"?
Residential lessee a natural person who, for a consideration under certain terms and conditions, leases from a lessor a house, apartment/condominium/town house unit, dormitory, room, or bed space primarily for residential or dwelling purposes.

Who is a "commercial lessee"?
Commercial lessee is a person, natural or juridical who, for a consideration under certain terms and conditions, leases from a lessor a building and/or land, store, or space for commercial purposes. This refers to MSMEs and other business sectors whose operation is not permitted during the period of community quarantine. **Which rents are covered by the 30-day grace period?**
The due date of rent subject to the thirty (30)-day grace period falls within the declared community quarantine, whether ECQ, MECQ and GCQ.

When shall the 30-day grace period start for residential rent?
As set forth in DTI Memorandum Circular No. 20-12, S.2020, the grant by the lessor of a minimum thirty (30)-day grace period for residential rent shall commence from the last due date or from the lifting of the ECQ, MECQ, and GCQ, whichever is longer, without incurring interests, penalties, fees, and other charges.
When shall the 30-day grace period start for commercial rent?
For commercial rents falling due upon MSMEs and sectors not permitted to operate during the ECQ, MECQ, and GCQ, the minimum thirty (30)-day grace period shall be from the last due date or from the lifting of the ECQ and MECQ, and GCQ, whichever is longer, without incurring interests, penalties, fees, and other charges.

How shall the cumulative amount of residential and commercial rents that fall due within ECQ, MECQ, and GCQ be amortized?
The cumulative amount of residential and commercial rents that fall due within ECQ, MECQ, and GCQ shall be equally amortized in six (6) months following the end of the 30-day minimum grace period, without interest, penalties, fees and other charges, which amount shall be added to the current monthly rent due.

Can lessees demand for a refund of their rents?
Lessors are **not obliged** to refund residential and commercial rents paid by the lessees before or during the period of the community quarantine.

Lessors are **only enjoined** to adopt any of the following in the spirit of goodwill, generosity and fair play:

a) Totally or partially waive the commercial rents that are falling due during the ECQ, MECQ and GCQ;
b) Grant reprieve or a reduction in the amount of rent due in the months following the ECQ, MECQ, and GCQ;
c) Open for renegotiation the Lease Term Agreements with the lessees; or
d) Use other recourse to mitigate the impact of the ECQ, MECQ and GCQ to the MSMEs."

Non-enforcement of eviction

No eviction for failure to pay the residential or commercial rent due may be enforced from March 17, 2020 when ECQ took effect until the end of the grace period granted by a lessor to a lessee.

What are the liabilities of lessors and lessees for non-compliance?

Lessors may be held criminally, civilly or administratively liable for failure to abide by relevant laws, regulations and/or ordinances. The same applies to lessees who fail to pay their obligations and abide by the terms of their promissory note.

How to file a complaint?

Any violation of this MC may be brought before the DTI for proper assistance, either in person or electronically. To facilitate such assistance and/or action, the following information are required:

a) Complete name, residence/email address, and contact number of the lessor and the lessee;
b) Complete address of the leased residential or commercial unit;
c) Date when the rental payment is due;
d) Narration of the relevant and material facts; and
e) Submission of supporting documents, such as contracts, receipts, letters, certificate of employments, business permit, and the like.

OMNIBUS GUIDELINES ON THE IMPLEMENTATION OF COMMUNITY QUARANTINE

1. What is 'Community Quarantine'?

- refers to the restriction of movement within, into, or out of the area of quarantine of individuals, large groups of people, or communities, designed to reduce the likelihood of transition of COVID-19 among persons in and to persons outside the affected area.

2. What are the phases of quarantine restrictions and how do they differ from each other?

- there are four phases of quarantine restrictions in the Philippines before transitioning to a 'New Normal'. These are:

1st - Enhanced Community Quarantine (ECQ) - refers to the implementation of temporary measures imposing stringent limitations on movement and transportation of people, strict regulation of operating industries, provision of food and essential services, and heightened presence of uniformed personnel to enforce community quarantine protocols.

2nd - Modified Enhanced Community Quarantine (MECQ)- refers to the transition phase between ECQ and GCQ, when these temporary measures are relaxes: stringent limiting movement and transportation of people, strict regulation of operating industries, provision of food and essential services, and heightened presence of uniformed personnel to enforce community quarantine protocols become less necessary.

3rd - General Community Quarantine (GCQ) - refers to the implementation of temporary measures limiting movement and transportation, regulation of operating industries, and presence of uniformed personnel to enforce community quarantine protocols.

4th - Modified General Community Quarantine (MGCQ) - refers to the transition phase between GCQ and New Normal, when these temporary measures are relaxed: limiting movement and transportation, the regulation of operating industries, and the presence of uniformed personnel to enforce community quarantine protocols become less necessary.

3. What is a "New Normal"?

- refers to the emerging behaviors, situations, and minimum public health standards that will be institutionalized in common or routine practices and remain even after the pandemic while the disease is not totally eradicated through means such as widespread immunization. These include actions that will become second nature to the general public as well as policies such as bans or large gatherings that will continue to remain in force.

4. What are the essential goods and services?

- Essential goods and services covers health and social services to secure the safety and well being of persons, such as but not limited to food, water, medicine, medical devices, public utilities, energy and others as may be determined by the IATF.

5. What is 'Minimum public health standard'?

- refers to guidelines set by the DOH, as well as sector-relevant guidelines issued by government agencies, to aid all sectors in all settings to implement non-pharmaceutical interventions (NPI), which refer to public health measures that do not involve vaccines, medications or other pharmaceutical interventions, which individuals and communities can carry out in order to reduce transmission rates contact rates, and the duration of the infections of individuals in the population to mitigate COVID-19.

6. What are the public health safety interventions that individuals and communities shall observe?

- below are the Safety Protocols and Social Distancing Guidelines set by the DOH:

Safety Protocols	**Safe Distancing**	**Return-to-work protocols for private companies**
▪ "No mask, no entry" ▪ Frequent sanitation and handwashing ▪ Avoid touching surfaces and face ▪ stricter protocols for higher risk occupations, industries, and spaces	▪ at least 1 m apart ▪ Reconfigured work spaces ▪ Markers in public spaces ▪ No work if showing symptoms	▪ Work from home as a default; onsite as exception ▪ Private shuttles required for workers; ▪ Antibody testing and confirmatory PCR