Department of Trade and Industry

# CITIZEN'S CHARTER

2020

External Services

(2nd Edition)

## I. Mandate:

The Department of Trade and Industry (DTI) is responsible for realizing the country's goal of a globally competitive and innovative industry and services sector that contribute to inclusive growth and employment generation.

Pursuant to the Philippine Development Plan (PDP) 2017-2022, DTI shall endeavor to reduce inequality and poverty by expanding economic opportunities in industry and services, and by increasing the access particularly of micro, small, and medium enterprises (MSMEs), cooperatives, and overseas Filipinos (OFs) to these opportunities.

To attain these sector outcomes by 2022, strategic thrusts include:

1. Increase local and foreign direct investments
2. Increase competitiveness, innovativeness, and resilience of industries and services
3. Improve access to finance, to production networks, and to markets
4. Enhance productivity, efficiency, and resilience
5. Ensure consumer access to safe and quality goods and services

## II. Vision:

A more inclusive and prosperous Philippines with employment and income opportunities for all.

## III. Mission:

DTI is the main economic catalyst that enables innovative, competitive, job generating, inclusive business, and empowers consumers

## IV. Service Pledge:

We, the Department of Trade and Industry, are committed to serve you, our clients, with quality service.

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# Competitiveness and Innovation

## Frontline Service

## 1. Certificate of Preference for Domestic Bidders

The issuance of Certificate of Preference for Domestic Bidders is considered a **HIGHLY TECHNICAL** transaction. Under Sec. 9 b1 of RA 11032, highly technical transactions shall be acted upon by the assigned officer/employee within 20 working days. If the certificate is not released within 20 days, you may file a complaint via email (ask@dti.gov.ph).

Processing of application and issuance of certificate of preference for Domestic Bidders participating in government procurement projects.

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|---|---|
| **Office or Division:** | Competitiveness Bureau |
| **Classification:** | Highly Technical |
| **Type of Transaction:** | G2B – Government-to-Business |
| **Who may avail:** | Domestic bidders or any person or entity offering goods, supplies, or materials which are grown, produced, or manufactured in the Philippines may file an application. |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---|---|
| 1. Application for Domestic Bidders Certificate of Preference (one copy); | https://www.dti.gov.ph/resources/downloadable-forms/ |
| 2. Photocopy of DTI Business Name Registration (if sole proprietorship), or SEC certificate of registration (if corporate or partnership), or CDA registration certificate (if cooperative) (one copy); | DTI / SEC /CDA |
| 3. Photocopy of Mayor's Permit (one copy); | Mayor's office |
| 4. Photocopy of FDA Registration/ PS License (if applicable) (one copy); | FDA |
| 5. Brochure of goods sought to be certified, indicating the brand and model/brand and generic (or any term applicable) (one copy); | *From applicant's files* |
| 6. Complete list of raw materials or components comprising the goods sought to be certified, together with the percentage cost (one copy); | *From applicant's files* |
| 7. Proof to support place of origin of each raw material or component that goes into every unit of the goods sought to be certified (e.g. copies of the delivery receipts issued by the supplier/s of the applicant for certification) (one copy); and | From suppliers of raw materials / ingredients |
| 8. Sworn statement from the applicant, as to the place of origin of each raw material or component that goes into every unit of the foods sought to be certified and the place of manufacture of the goods sought to be certified (one copy). | *From applicant; notarized* |

| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 1. Submit application | 1.1 Pre-screening and acceptance of application (email or walk-in) | N/A | 1 day | DTI-CB (DoBid Secretariat) |
| | 1.2 Acknowledgement and acceptance of | | | |

| | | | | |
|---|---|---|---|---|
| | Application (email or walk-in) | | | |
| 2. Payment for the application | 2.1 Process payment and issue Official Receipt (*payment may be made via over-the-counter in any Land Bank branches or DTI Cashier*) | **Micro-Enterprises:** ₱5, 000<br><br>**Small Enterprises:** ₱10,000<br><br>**Medium Enterprises:** ₱15,000<br><br>**Large Enterprises**: ₱20,000 | 30 minutes | DTI-Cashier<br>DTI-HO 4/F |
| 3. Wait for evaluation | a. Assessment/ Validation of document<br>b. Conduct ocular inspection[1]<br>c. Preparation of Inspection (Technical) Report<br>d. Submission of report to the Director<br>e. Approval/Denial of application<br>f. Preparation of Certification | N/A | 14 days (a-d)<br>2 days (e)<br>1 day (f) | DTI CB (a-d, f) (DoBid Secretariat)<br>CB Director (e) |
| 4. Receive Certificate of Preference | 4.1 Issuance of Certificate of Preference | N/A | 1 day | DTI CB (DoBid Secretariat) |
| **Total Processing Time** | | | | |

[1] Virtual Ocular Inspection could also be done under community quarantine regulations

## 2. Registration of Business Name

The issuance of Business Name Registration Certificate is considered a **SIMPLE** transaction. Under Sec. 9 b1 of RA 11032, simple transactions shall be acted upon by the assigned officer/employee within 3 working days. If BNRC is not released within 3 days, you may file a complaint via email (ask@dti.gov.ph).

BNR is mandated by Act 3883, otherwise known as the Business Name Law, which regulates the use in business transactions of names other than true names; wherein a person intending to engage in business is required to initially register a name, other than its true name with the DTI, before such name is used in any business transactions.

The BNR should be renewed every 5 years from the date of registration. The application for renewal of BNR may be filed one hundred eighty (180) calendar days prior to its expiration up to 180 calendar days after the expiration date.

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| **Office or Division:** | DTI Regional and Provincial Offices – Negosyo Centers |
| **Classification:** | Simple |
| **Type of Transaction:** | G2B – Government-to-Business |
| **Who may avail:** | Individuals/sole proprietors |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---|---|
| **I. BUSINESS NAME REGISTRATION – NEW AND RENEWAL APPLICATION** | |
| **For walk-in/over-the-counter application (may also be done online end-to-end through the Business Name Registration System (BNRS) – https://bnrs.dti.gov.ph)** | |
| 1. Applicant must be at least 18 years old | |
| 2. One (1) duly filled-out Application Form signed by the applicant of the BNR | DTI Regional and Provincial Offices Negosyo Centers |
| 3. One (1) valid government-issued ID | |
| 4. Additional requirements for non-Philippine national: | |
| a. Applicant must be at least 18 years old (where the laws of the home country of the authorized non-Philippine national provides for the legal or contract age lower than 18 years, said authorized non-Philippine national shall submit proof thereof) | |
| b. Clear certified copy of the Alien Certificate of Registration | Bureau of Immigration |
| c. Certificate of Registration for Sole Proprietorship/Certificate of Authority to engage in business in the Philippines issued by the concerned DTI Office per Republic Act No. 7042 (Foreign Investment Act) as amended by Republic Act No. 8179, Republic Act No. 8762 (Retail Trade Liberalization Law) or such other applicable laws, as the case may be | Concerned DTI Office |
| 5. Additional requirement for refugee/stateless persons: | |

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|---|---|
| 1. Clear certified copy of the Certificate of Recognition issued by the Department of Justice – Refugee and Stateless Person Protection Unit (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 | Department of Justice |
| **For online applications**, a signed application form is no longer required since the accomplished online application is equivalent to the duly-accomplished physical application form. The online application for BN registration is subject to the Terms and Conditions set forth under the Rules and by clicking the "I Agree" button, the applicant is deemed to have understood and accepted all such Terms and Conditions including the mandatory undertakings as posted on the web-enabled BN registration system.<br><br>Online applications filed by non-Philippine nationals, refugees and stateless persons shall be acted upon submission of the abovementioned supporting documentary requirements. | |
| **Additional requirements if filer is other than the owner** | |
| 1. Authorization letter from the owner | |
| 2. Valid ID of the authorized representative | |
| **For renewal of registration** | |
| 1. Same requirements as that for new application | |

| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 1. Accomplish and submit application form | 1.1 Receive, verify and process application form. (If incomplete, immediately return the application to applicant and point out deficiencies.) | | Upon submission of completed documents and approval of application under normal circumstances, estimated processing time is **fifteen (15) minutes** | BN Processor/NC Business Counsellor, if through NC |
| 2. Pay registration fee | 2.1 Receive payment and issue official receipt | Registration fee based on territorial scope:<br><br>Barangay: ₱200.00<br><br>City/ Municipality: ₱ 500.00<br><br>Regional: ₱1,000.00<br><br>National: ₱2,000.00 | | Cashier/Special Collecting Officer (SCO)<br><br>If online application, through available online payment modes. |

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|---|---|---|---|---|
| | | Plus Documentary Stamp Tax of ₱30.00 per registration<br><br>Surcharge for Renewal - Additional 50% of registration fee if filed within ninety-one (91) days to one hundred eighty days (180) days after the expiration date | | |
| 3. Claim Certificate of BNR | 3.1 Print and issue Certificate of BNR | | | BN Processor/NC Business Counsellor, if through NC |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---|---|
| **II. BUSINESS NAME REGISTRATION – ISSUANCE OF CANCELLATION CERTIFICATION** | |
| **For walk-in/over-the-counter application only** | |
| 1. One (1) duly filled-out Other BN-Related Application Form signed by the owner | DTI Regional and Provincial Offices Negosyo Centers |
| 2. One (1) valid government-issued ID | |
| 3. Submission of a declaration under oath that the cancellation is not intended to defraud creditors and that he/she has no outstanding and pending financial obligation in connection with his/her business or that he/she has notified all the creditor of such cancellation | |
| 4. Automatic Cancellation due to death of owner:<br>Submission of Other BN-Related Application Form signed by the informant together with a clear certified copy of the death certificate of the registered BN owner and a copy of the informant's valid ID | DTI Regional and Provincial Offices Negosyo Centers |
| **Additional requirements if filer is other than the owner** | |
| 1. Authorization letter from the owner | |
| 2. Valid ID of the authorized representative | |

| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 1. Accomplish and submit Other BN-Related application form | 1.1 Receive, verify and process application form (If incomplete, immediately return the application to applicant and point out deficiencies.) | | Upon submission of completed documents and approval of application under normal circumstances, estimated processing time is **fifteen (15) minutes** | BN Processor/NC Business Counsellor, if through NC |
| 2. Pay registration fee | 2.1 Receive payment and issue official receipt | Documentary Stamp Tax (DST) PhP 30.00 | | Cashier/Special Collecting Officer (SCO) |
| 3. Claim Cancellation Certification | 3.1 Print and issue Cancellation Certification | | | BN Processor/NC Business Counsellor, if through NC |
| **CHECKLIST OF REQUIREMENTS** | | | | **WHERE TO SECURE** |
| **III. BUSINESS NAME REGISTRATION – ISSUANCE OF AFFIRMATIVE/NEGATIVE CERTIFICATION and AUTHENTICATION or CERTIFIED TRUE COPY of the BN CERTIFICATE OF REGISTRATION** | | | | |
| **For walk-in/over-the-counter application only for authentication/certified true copy of the BN Certificate of Registration (Affirmative/Negative Certification may be requested and processed online end-to-end)** | | | | |
| 1. One (1) duly filled-out Other BN-Related Application Form signed by the owner | | | | DTI Regional and Provincial Offices Negosyo Centers |
| 2. One (1) valid government-issued ID | | | | |
| **Additional requirements if filer is other than the owner** | | | | |
| 1. Authorization letter from the owner | | | | |
| 2. Valid ID of the authorized representative | | | | |
| **CLIENT STEPS** | **AGENCY ACTIONS** | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1. Accomplish and submit Other BN-Related | 1.1 Receive, verify and process application form | | Upon submission of completed documents and approval | BN Processor/NC Business Counsellor, if through NC |

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|---|---|---|---|---|
| application form | (If incomplete, immediately return the application to applicant and point out deficiencies.) | | of application under normal circumstances, estimated processing time is **fifteen (15) minutes** | |
| 2. Pay registration fee | 2.1 Receive payment and issue official receipt | Affirmative/Negative Certification – Php 80.00<br><br>Authentication or Certified True Copy – PhP 80.00 (per copy) | | Cashier/Special Collecting Officer (SCO)<br><br>If online application, through available online payment modes. (applicable to BN Certification only) |
| 3. Claim Affirmative/ Negative Certification or Authenticated or Certified True Copy of the BN Certificate of Registration | 3.1 Print and issue Affirmative/ Negative Certification or duly marked and signed Authenticated or Certified True Copy of BN Certificate of Registration | | | BN Processor/NC Business Counsellor, if through NC |
| **CHECKLIST OF REQUIREMENTS** | | | | **WHERE TO SECURE** |
| **IV. BUSINESS NAME REGISTRATION – CHANGES OF INFORMATION OR AMENDMENTS TO THE CERTIFICATE OF BUSINESS NAME REGISTRATION** | | | | |
| **For walk-in/over-the-counter application only** | | | | |
| 1. One (1) duly filled-out Other BN-Related Application Form signed by the owner | | | | DTI Regional and Provincial Offices Negosyo Centers |
| 2. One (1) valid government-issued ID | | | | |
| 3. Submission of a clear certified copy of the marriage certificate or appropriate judicial decree or presentation of the original marriage certificate and submission of a duplicate copy | | | | Philippine Statistics Authority/Court |
| **Additional requirements if filer is other than the owner** | | | | |
| 1. Authorization letter from the owner | | | | |

| | | | | |
|---|---|---|---|---|
| 2. Valid ID of the authorized representative | | | | |
| **CLIENT STEPS** | **AGENCY ACTIONS** | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1. Accomplish and submit Other BN-Related application form | 1.1 Receive, verify and process application form (If incomplete, immediately return the application to applicant and point out deficiencies.) | | Upon submission of completed documents and approval of application under normal circumstances, estimated processing time is **fifteen (15) minutes** | BN Processor/NC Business Counsellor, if through NC |
| 2. Pay registration fee | 2.1 Receive payment and issue official receipt | Change of Owner's Name, Business Address, and/or Owner's Address – Php 80.00 | | Cashier/Special Collecting Officer (SCO) |
| 3. Claim Certification or new Certificate of BN Registration bearing the updated owner's name | 3.1 Print and issue Certification or Certificate of BN Registration bearing the updated owner's name | | | BN Processor/NC Business Counsellor, if through NC |
| **CHECKLIST OF REQUIREMENTS** | | | | **WHERE TO SECURE** |
| **V. BUSINESS NAME REGISTRATION – CHANGES OF TERRITORIAL SCOPE** | | | | |
| **For walk-in/over-the-counter application only** | | | | |
| 1. One (1) duly filled-out Other BN-Related Application Form signed by the owner | | | | DTI Regional and Provincial Offices Negosyo Centers |
| 2. One (1) valid government-issued ID | | | | |
| **Additional requirements if filer is other than the owner** | | | | |
| 1. Authorization letter from the owner | | | | |
| 2. Valid ID of the authorized representative | | | | |

| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 1. Accomplish and submit Other BN-Related application form | 1.1 Receive, verify and process application form<br>(If incomplete, immediately return the application to applicant and point out deficiencies.) | | Upon submission of completed documents and approval of application under normal circumstances, estimated processing time is **fifteen (15) minutes** | BN Processor/NC Business Counsellor, if through NC |
| 2. Pay registration fee | 2.1 Receive payment and issue official receipt | Changes in Territorial Scope fee varies depending on the selected territorial scope as follows:<br><br>a. Barangay PhP 200.00<br>b. City/Municipality PhP 500.00<br>c. Regional PhP 1,000.00<br>d. National PhP 2,000.00<br><br>Plus Documentary Stamp Tax of PhP 30.00 per registration | | Cashier/Special Collecting Officer (SCO) |
| 3. Claim new Certificate of BN Registration with new Territorial Scope and validity period | 3.1 Print and issue Certificate of BN Registration with new Territorial Scope and validity period | | | BN Processor/NC Business Counsellor, if through NC |

# Consumer Protection

Frontline Service

## 3. Processing of Sales Promotion Permit (Issuance of Sales Promo Permit)

The issuance of Sales Promotion Permit is considered a **SIMPLE** transaction. Under Sec. 9 b1 of RA 11032, simple transactions shall be acted upon by the assigned officer/employee within 3 working days. If the Sales Promotion Permit is not released within 3 days, you may file a complaint via email (ask@dti.gov.ph).

Any person intending to conduct any form or scheme for a sales promotion campaign of a consumer product, service or credit shall first secure a permit from the DTI at least 30 days before the commencement of the promotion activity.

The issuance of a sales promotion permit is required to ensure fairness in the conduct of sales promotion, truth in claims, guarantee in the delivery of commitments, and remedies for violation.

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| **Office or Division:** | Fair Trade Enforcement Bureau (FTEB) – Sales Promotion Division (SPD) |
| **Classification:** | Simple |
| **Type of Transaction:** | G2B – Government-to-Business |
| **Who may avail:** | Companies embarking on sales promotion campaign as defined under the Consumer Act of the Philippines and its Implementing Rules and Regulation |

| **CHECKLIST OF REQUIREMENTS** | **WHERE TO SECURE** |
|---|---|
| **I. DISCOUNT PROMO** | |
| ***SP Permit Application Requirements*** | |
| • Filled – up application and duly signed by the authorized representative | Applicant |
| • Detailed sales promo mechanics | Applicant |
| • Layout of promo collaterals one of which must contain the detailed promo mechanics. | Applicant |
| • List of products on sales reflecting the original price, discounted price and % discount | Applicant |
| • Product Standard Certificate for products covered by mandatory standard (see List of Products Under Mandatory Certification at www.bps.dti.gov.ph) | DTI - BPS |
| • Certificate of Accreditation of Service and Repair Shop from DTI | DTI – FTEB |
| • National Telecommunications Commission (NTC) Permit/Registration for:<br>- Call/SMS promo rates<br>- Surfing Services Promo<br>- 4-digit access number or code to be used for SMS promo material<br>- Value Added Services (VAS) that are packaged with voice<br>- New product offers and their pricing schemes | NTC |
| • HLURB License for real property promo and authority to sell | HLURB |
| ***Advertising materials requirements*** | |
| **For public telecommunications services:**<br>• average broadband speed must be indicated<br>• minimum broadband speed to be experienced by the customer 80% of the time (minimum of 265 kbps) must be indicated | Applicant |

| | |
|---|---|
| • the claim “fastest speed” for broadband is NOT ALLOWED<br>• the word “UNLIMITED” shall not be allowed, if there are conditions imposed on “UNLIMITED” services<br>• maximum (“up to”) broadband speed may be indicated | Applicant |
| For ads with special claims: source of special claim with supporting copy of research/test/survey results/scientific or statistical finding, article from journal/book/newspaper/magazine | Applicant |
| For ads with image of Philippine Peso: Clearance from Bangko Sentral ng Pilipinas | BSP |
| For ads with image of Philippine National Flag or Philippine historical/ cultural sites: Clearance from National Historical Commission of the Philippines (NHCP) | NHCP |
| For ads using copyrighted image (Philippine Airlines, Enchanted Kingdom, Disney): permit from copyright owner | Applicant |
| For online ads: screenshots of online publication of promo mechanics/ads and all other promo related landing pages | Applicant |
| ***Note: Memorandum of Agreement between promoting agency and participating outlet/co-sponsor/promo partner if applicable.*** | |
| **II. PREMIUM PROMO** | |
| ***SP Permit Application Requirements*** | |
| • Filled – up application and duly signed by the authorized representative | Applicant |
| • Detailed sales promo mechanics | Applicant |
| • Layout of promo collaterals one of which must contain the detailed promo mechanics | Applicant |
| ***Promo Particulars*** | |
| Voucher or similar instrument with the following minimum contents:<br>• Validity period of at least 1 year<br>• Redemption center<br>• How to avail<br>• Claiming terms and conditions | Applicant |
| Certificates/Check/Card/Vouchers or similar instrument to be sold at promo rate (should be valid for at least 1 year from date of issue) | Applicant |
| System description and features | Applicant |
| Systems flowchart | Applicant |
| Reply/content messages if using SMS/electronic system | Applicant |
| ***Permit Application Attachments (if applicable)*** | |
| Product Standard Certificate for products with mandatory standard (see List of Products Under Mandatory Certification at www.bps.dti.gov.ph) | DTI - BPS |
| Certificate of Accreditation of Service and Repair Shop from DTI | DTI - FTEB |
| 1. National Telecommunications Commission (NTC) Permit/Registration for:<br>• Call/SMS promo rates<br>• 4-digit access number or code to be used for SMS promo material<br>• Value Added Services (VAS) that are packaged with voice<br>• New product offers and their pricing schemes | NTC |
| HLURB License for real estate properties and authority to sell | HLURB |
| For jewelry prizes: Certificate indicating the appraised value of the jewelry signed by licensed gemologist | Applicant |

| | |
|---|---|
| For house and lot prizes: title, blueprint, specifications, model, location plan, cost and area of house, cost and area of lot | Applicant |
| For condominium prize: blueprint, specification, model, location plan, cost, area | Applicant |
| For prizes payable in installment (shall not exceed 5 years): performance bond or similar devices | Applicant |
| For foreign or domestic trips: local/domestic valid for 1 year, foreign valid for 6 months. | Applicant |
| Projected total cost of Prizes for the whole promo duration. | Applicant |
| ***Waiver stating the following (for text-based promos):*** | |
| • In the event that it is determined by a Court of Competent Jurisdiction that (promo title) is a form of gambling or wagering, (sponsor) will submit to the rules and regulations required by the pertinent Government Agency. | Applicant |
| • Sponsor/content provider) shall not forward any unsolicited text messages to subscribers during the promo period, after the subscriber turns off the subscription, and after the promo period. | Applicant |
| • In case inadvertent or unsolicited text message is sent to the subscriber due to failure of the system to recognize subscriber request to turn off subscription, (sponsor/content provider) will revert or refund the cost | Applicant |
| ***Advertising materials*** | |
| For public telecommunications services:<br>• average broadband speed must be indicated<br>• minimum broadband speed to be experienced by the customer 80% of the time (minimum of 265 kbps) must be indicated<br>• the claim “fastest speed” for broadband is NOT ALLOWED<br>• the word “UNLIMITED” shall not be allowed, if there are conditions imposed on “UNLIMITED” services<br>• maximum (“up to”) broadband speed may be indicated | Applicant |
| For ads with special claims (e.g. “the best”, “no.1”, “biggest”, “best-selling”): the source of special claim with supporting official copy of research/test/survey results/scientific or statistical finding, article from journal/book/newspaper/magazine | Applicant |
| For ads with image of Philippine Peso: Clearance from Bangko Sentral ng Pilipinas | BSP |
| For ads with image of Philippine National Flag or Philippine historical/ cultural sites: Clearance from National Historical Commission of the Philippines | NHCP |
| For ads using copyrighted image (Philippine Airlines, Enchanted Kingdom, Disney): permit from copyright owner | Applicant |
| For online ads: Screenshots of online publication of promo mechanics/ads and all other promo related landing pages | |
| ***Note:***<br>***Memorandum of Agreement between promoting agency and participating outlet/co-sponsor/promo partner/redemption center if applicable*** | |
| **III. RAFFLE/REDEMPTION/GAMES/CONTEST SALES PROMOTION** | |
| ***SP Permit Application Requirements*** | |
| • Filled – up application and duly signed by he authorized representative | Applicant |

| | |
|---|---|
| • Detailed sales promo mechanics | Applicant |
| • Layout of promo collaterals one of which must contain the detailed promo mechanics. | Applicant |
| ***For System Aided/Online Promo*** | |
| • System description and features | Applicant |
| • Systems flowchart | Applicant |
| • Reply/content messages for SMS/electronic system based promo | Applicant |
| • Screenshot of all other promo related landing pages/webpages | Applicant |
| ***Permit Application Attachments (if applicable)*** | |
| • Product Standard Certificate for products with mandatory standard (see List of Products Under Mandatory Certification at www.bps.dti.gov.ph) | DTI - BPS |
| • Certificate of Accreditation of Service and Repair Shop from DTI | DTI - FTEB |
| • National Telecommunications Commission (NTC) Permit/Registration for:<br>  • Call/SMS promo rates<br>  • 4-digit access number or code to be used for SMS promo material<br>  • Value Added Services (VAS) that are packaged with voice<br>  • New product offers and their pricing schemes | NTC |
| HLURB License for real estate properties and authority to sell | HLURB |
| For jewelry prizes: Certificate of appraisal signed by licensed gemologist | Applicant |
| title, house plan blueprint, specifications, model, location plan, cost and area of house, cost and area of lot | Applicant |
| For condominium prize: condo unit blueprint, specification, model, location plan, cost, area | Applicant |
| For prizes payable in installment (shall not exceed 5 years): performance bond or similar devices | Applicant |
| For foreign or domestic trips: local/domestic trip valid for 1 year, foreign trip valid for 6 months | Applicant |
| Prize specification when promo Prizes are in kind and the total cost of the promo Prizes | Applicant |
| ***Waiver stating the following (for text-based promos):*** | |
| • In the event that it is determined by a Court of Competent Jurisdiction that (promo title) is a form of gambling or wagering, (sponsor) will submit to the rules and regulations required by the pertinent Government Agency. | Applicant |
| • Sponsor/content provider) shall not forward any unsolicited text messages to subscribers during the promo period, after the subscriber turns off the subscription, and after the promo period. | Applicant |
| • In case inadvertent or unsolicited text message is sent to the subscriber due to failure of the system to recognize subscriber request to turn off subscription, (sponsor/content provider) will revert or refund the cost | Applicant |
| ***Advertising materials*** | |
| **For public telecommunications services:**<br>• average broadband speed must be indicated<br>• minimum broadband speed to be experienced by the customer 80% of the | Applicant |

| | |
|---|---|
| time (minimum of 265 kbps) must be indicated<br>• the claim “fastest speed” for broadband is NOT ALLOWED<br>• the word “UNLIMITED” shall not be allowed, if there are conditions imposed on “UNLIMITED” services<br>• maximum (“up to”) broadband speed may be indicated | |
| For ads with special claims: source of special claim with supporting copy of research/test/survey results/scientific or statistical finding, article from journal/book/newspaper/magazine | Applicant |
| For ads with image of Philippine Peso: Clearance from Bangko Sentral ng Pilipinas | BSP |
| For ads with image of Philippine National Flag or Philippine historical/ cultural sites: Clearance from National Historical Commission of the Philippines | NHCP |
| For ads using copyrighted image (Philippine Airlines, Enchanted Kingdom, Disney): permit from copyright owner | Applicant |
| For online ads: Screens of online publication of promo mechanics/ads and all other promo related landing pages | Applicant |
| ***Note:***<br>***Memorandum of Agreement between promoting agency and participating outlet/co-sponsor/promo partner/redemption center*** | |
| **Control Measures** | |
| • Procedure in handling, collecting, safekeeping of entries/data | Applicant |
| • Name and designation of persons responsible in handling the promo system, collecting entries, safekeeping of entries | Applicant |
| • Presence of DTI representative during the drawing of winners/determination of winners | DTI - FTEB |
| ***Other Promo particulars if applicable*** | |
| • Raffle stub (traditional) with the following minimum contents:<br>• Name<br>• Address<br>• Telephone number<br>• Signature<br>• Promo period<br>• Deadline for submission of entries<br>• Raffle draw date<br>• “Per DTI Fair Trade Permit No. XXXX (DTI Office) Series of 20__” | Applicant |
| • Raffle (SMS and Online)<br>Registration page which must contain the following:<br>- Name<br>- Postal address<br>- Contact details | Applicant |
| • Contest Sales Promo Campaign<br>- Submit name and qualification of judges, at least 3 and 1 of which must be industry practitioner<br>- Judges score sheet and tally sheet | Applicant |

| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 1. Apply Online via SPS Portal (Iregis.dti.gov.ph) | 1.1. Evaluate sales promotion permit application documents<br>1.2. Determine Permit Fee;<br>1.3. Submit documents for review of Division Chief | None | 1 hour | Account Officer, SPD |
| 2. Payment of Fees | 2.1 Review SP application documents by SPD DC<br>2.2 Endorse for payment of fees (DTI Pay online) | See fees below | 15 minutes | Division Chief, SPD<br><br>DTI Pay / e-payment portal |
| 3. Receive/Down-load Sales Promo Permit Approval Document | 3.1 Approval of Sales Promotion Permit Application | None | 10 minutes | Director IV, FTEB |
| **Total Processing Time** | | | 1 hour and 25 minutes* | |

*Note: All complete applications received and processed between 8am – 11:30am will be approved by 12nn; those received and processed by 11:31am – 4:30pm will be approved by 5pm while those received beyond 4:31pm will still be processed but approved the following working day. The total processing time excludes the queuing time between processes.

| CLIENT'S STEP | AGENCY'S ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 1. Submit requirements to DTI Regional/ Provincial Offices | 1.1 Evaluate sales promotion permit application documents and issue order of payment | Each scheme will be subject to a Permit Fee based on the amount of prizes or geographical area, whichever is higher. See permit fee below. | 2 hours 30 minutes | Account Officer |
| 2. Pay and receive and official receipt | 2.1 Receive payment and issue official receipt | | | |
| 3. Claim Sales Promotion Permit | 3.1 Print and issue Sales Promotion Permit | | | |
| **Total Processing Time** | | | **2 hours 30 minutes** | |

| Area Coverage | Permit Fee |
|---|---|
| Single province/city/municipality | ₱250 |
| Several provinces/cities/municipalities within a single region | ₱500 |
| More than one region but excluding Metro Manila | ₱750 |
| NCR only or in several regions including Metro Manila or nationwide | ₱1,000 |

| Amount of Prizes | Permit Fee |
|---|---|
| Up to ₱50,000 | ₱250 |
| ₱50,001-P150,000 | ₱500 |
| ₱150,001-P300,000 | ₱1,000 |
| ₱300,001-P500,000 | ₱2,000 |
| ₱500,001-P1,000,000 | ₱3,000 |
| Above ₱1,000,000 | ₱5,000 |

Beauty Contest – ₱2000

Changes

- Minor changes (change in date or venue of draw) – ₱100
- Extensions and other major changes requiring re-evaluation – ₱300

Documentary Stamp Tax – ₱30

## 4. Processing of Import Commodity Clearance (ICC)

The issuance of Import Commodity Clearance (ICC) is considered a **HIGHLY TECHNICAL** transaction. Under Sec. 9 b1 of RA 11032, highly technical transactions shall be acted upon by the assigned officer/employee within 20 working days excluding product inspection and testing period. If the Import Commodity Clearance is not released within the prescribed time, you may file a complaint via email (ask@dti.gov.ph).

ICC Certificate is issued to an importer whose imported products have shown conformance to relevant standards through inspection, verification, and product testing by the BPS Recognized Conformity Assessment Bodies. Application for ICC Certificate is filed through the Product Certification Information Management System (PCIMS) accessible at www.qualityproducts.dti.gov.ph.

| | |
|---|---|
| **Office or Division:** | Bureau of Philippine Standards (BPS) |
| **Classification:** | Highly Technical |
| **Type of Transaction:** | G2B – Government-to-Business |
| **Who may avail:** | Importers of products covered under the BPS Mandatory Product Certification Scheme |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---|---|
| 1. Packing List (*Certified true copy to be uploaded in PCIMS*) | Exporter |
| 2. Import Entry (*Certified true copy to be uploaded in PCIMS*) | Bureau of Customs |
| 3. Commercial Invoice (*Certified true copy to be uploaded in PCIMS*) | Exporter |
| 4. Bill of Lading/Airway Bill (*Certified true copy to be uploaded in PCIMS*) | Shipping company |
| 5. Summary of Batch Numbers/Serial Numbers of the product(s) covered by mandatory certification Bill (*Certified true copy to be uploaded in PCIMS*) | Company Document (based on the actual batch/serial numbers of the imported commodity) |
| 6. SEC Certificate of Incorporation (for corporation/partnership) or DTI Business Name Registration Certificate (for single proprietor) (*Certified true copy to be uploaded in PCIMS*) | Security Exchange Commission (SEC) or DTI |
| 7. Board/Partner's Resolution (for corporation/partnership) or Special Power of Attorney (for single proprietors) authorizing a particular person to transact business with the Bureau of Philippine Standards (*Certified true copy to be uploaded in PCIMS*) | Company Document |
| 8. BOC Certificate of Registration / Importer's Certificate of Accreditation (*Certified true copy to be uploaded in PCIMS*) | Bureau of Customs |
| 9. Surety Bond (*Original copy to be uploaded in PCIMS*) | Insurance company |
| 10. Certification to ISO 9001:2008 or its future amendments of the product manufacturer (*Certified true copy to be uploaded in PCIMS*) | Manufacturer of the imported commodity |
| 11. Where applicable, copy of valid test reports (*Certified true copy to be uploaded in PCIMS*) | Applicant's document from previous shipment or from |

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| | testing laboratory recognized by BPS |
| 12. Declaration of conformity (for motorcycle helmet) (*Certified true copy to be uploaded in PCIMS*) | Manufacturer of the imported commodity |
| 13. Current proof of billing of office and warehouse of the importer (*Certified true copy to be uploaded in PCIMS*) | Company Document |

| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 1. Fill-out the required information in the Product Certification Information Management System (PCIMS) | | None | 20 minutes | Importer |
| 2. Submit ICC application and upload the required documents thru the Product Certification Information Management System (PCIMS) | 2.1 Evaluate the application and required documents.<br>• If complete, prepare Statement of Account.<br>• If incomplete, revert the application to client and indicate the deficiencies under "Remarks".<br>2.2 Identify the type of certificate to be issued.<br>• Import Commodity Clearance (ICC) if product applied is covered by the BPS Mandatory Certification scheme and with accompanying valid test report/s<br>• Certificate of Conditional Release (CR) if | None | 20 minutes | Product Certification Officer |

| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| | product applied is covered by the BPS Mandatory Certification scheme and without accompanying valid test report<br>• Certificate of Exemption (CE) if product applied is not covered by the BPS Mandatory Certification scheme or if with valid PS License | | | |
| | 2.3 Review and recommend for approval/ denial of certificate | None | within 5 working hours | Product Certification Head or his/her authorized representative |
| | 2.4 Approval or denial of certificate | None | within 5 working hours | BPS Director or his/her duly authorized representative |
| 3 Print Statement of Account / Payment Slip received thru PCIMS and visit BPS or DTI Regional/ Provincial Office. Present the printed Statement of Account and have it signed by relevant frontline personnel. Pay application and/or processing fees at the DTI Cashier. | 3.1 Sign Statement of Account / Payment Slip.<br>3.2 Receive payment from client, sign Statement of Account presented by the client and issue Official Receipt. | Application Fee: ₱300.00<br><br>Processing Fee:<br>• ₱5,000.00 - for importation with invoice value up to ₱500,000.00<br>• ₱7,500.00 - for importation with invoice value over ₱500,000.00 up to ₱1 Million<br>• ₱10,000.00 - for importation with invoice value over ₱1 Million | within 15 minutes | PCO<br>DTI Cashier |
| 4 Present OR and Statement of Account / Payment Slip | 4.1 Issue the certificate | None | within 15 minutes | BPS Releasing Officer |

| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| signed by DTI Cashier. Claim certificate (ICC/CR/CE).<br>● For ICC certificate with corresponding ICC stickers, proceed to Step No.7. Confirm receipt of certificate through PCIMS.<br>● For Conditional Release, sign on the certificate to agree on the conditions stated therein and proceed to Step No. 5. Confirm receipt of certificate through PCIMS.<br>● For CE, confirm receipt of certificate through PCIMS. | | | | |
| 5. For applications under Conditional Release, subject the imported commodity for inspection, inventory, and/or sampling by the BPS recognized inspection body or DTI RO/PO.<br>● Select and assign any of the BPS recognized inspection bodies using PCIMS<br>● Allow the designated inspector to | 5.1 Designated inspector from BPS or BPS recognized inspection body to conduct product inventory, sampling, and monitor submission of samples for independent testing thru PCIMS. The inspection body shall upload the Inspection Report and Request for Test Form in PCIMS for evaluation of Product Certification Officer. If the inspected product is covered by mandatory | **Inspection Fee:**<br>• DTI Inspection Fee - ₱1,000.00 per man-hour<br>• Inspection Body - as charged by the BPS recognized Inspection Body | *Note: The duration of inspection and sampling depends on the location of the declared warehouse and the volume of the imported commodity being applied for ICC.* | Inspection body and importer |

| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| conduct product inspection and sampling based on the relevant DAO/ PNS at the declared warehouse.<br>● If the inspector determined that the product is indeed covered by mandatory certification, proceed to step 6 for product testing. Otherwise proceed to step 8 for issuance of Certificate of Exemption (CE). | certification, proceed to step 7. Otherwise proceed to step 8 for preparation of Certificate of Exemption. | | | |
| 6 Secure Request for Test form for the drawn samples and submit samples to the BPS designated testing laboratory | 6.1 Inspection body shall endorse the application to the BPS recognized laboratory for independent testing. The latter shall perform product testing as per the applicable PNS and upload the Test Report/s in PCIMS | **Testing Fee:** As charged by the BPS recognized Testing Laboratory | *Note: The test period varies on the product type* | . Inspection Body, Testing Laboratory and Importer |
| | 6.2 Upon receipt of complete documents, evaluate results of inspection and testing.<br>● If compliant, prepare the necessary certificate. | None | within 5 working hours from receipt of complete documents to approval/denial of ICC certificate | Product Certification Officer |

| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| | • If non-compliant, inform applicant thru PCIMS of the non-conformities. | | | |
| | 6.3 Review and recommend for approval/ denial of certificate | None | within 5 working hours | Product Certification Head or his/her authorized representative |
| | 6.4 Approval or denial of certificate | None | within 5 working hours | BPS Director or his/her duly authorized representative |
| 7 Print Statement of Account / Payment Slip received thru PCIMS and visit BPS. Present the printed Statement of Account and have it signed by relevant frontline personnel. Pay corresponding fees for ICC stickers at the DTI Cashier. | 7.1 Sign Statement of Account / Payment Slip. Prepare the ICC stickers for release once paid. | **ICC stickers:**<br>• ₱1.68 per piece for regular products<br>• ₱1.31 per piece for small products (i.e. glow-starters, lighters, PVC electrical tapes, switches, plugs, & socket-outlets)<br>• ₱1.75 per piece for helmets | within 30 minutes | Releasing Officer and DTI Cashier |
| 8 Receive certificate and/or ICC stickers. Confirm receipt thru PCIMS. | 8.1 Releasing at BPS:<br>• If ICC is approved, release ICC and ICC stickers to importer.<br>• If ICC is denied, release denial letter to importer. | None | within 30 minutes | Releasing Officer |
| 9 Receive ICC certificate and ICC stickers thru PCIMS | 9.1 Releasing at DTI RO/PO:<br>• If ICC is approved, release ICC certificate upon | None | within 30 minutes | Releasing Officer |

| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| | purchase of ICC stickers at the BPS.<br>• If ICC is denied, release denial letter. | | | |
| **Total Processing Time** *(For Import Shipment with valid Product Test Report)* | | | **3 working days** upon receipt of ICC application through PCIMS | |
| **Total Processing Time** *(For Import Shipment without valid Product Test Report)* | | | **3 working days** (upon receipt of ICC application for issuance of Certificate of Conditional Release)<br>+ inspection, inventory, & sampling time<br>+ product testing time<br>+ 16 working hours (upon receipt of inspection report and product test report for issuance of ICC and its corresponding ICC stickers) | |

| | |
|---|---|
| **Application Fee** | ₱300 |
| **Processing Fee** | |
| • for importation with invoice value up to ₱500,000.00 | ₱5,000.00 |
| • for importation with invoice value over ₱500,000.00 up to ₱1 Million | ₱7,500.00 |
| • for importation with invoice value over ₱1 Million | ₱10,000.00 |
| **Inspection Fee** | |
| • DTI Inspection Fee | ₱1,000.00 per man-hour |
| • Inspection Body | as charged by the BPS recognized Inspection Body |
| **Testing Fee** | as charged by the BPS recognized Testing Laboratory |
| **ICC Stickers** | |
| • Regular products | ₱1.68 per piece of sticker |
| • Small products (i.e. glow-starters, lighters, PVC electrical tapes, switches, plugs, & socket-outlets) | ₱1.31 per piece of sticker |
| • Helmets | ₱1.75 per piece of sticker |

## 5. Processing of Statement of Confirmation (SOC)

The issuance of Statement of Confirmation (SOC) is considered a **HIGHLY TECHNICAL** transaction. Under Sec. 9 b1 of RA 11032, highly technical transactions shall be acted upon by the assigned officer/employee within 20 working days excluding product inspection and testing period. If the Statement of Confirmation is not released within the prescribed time, you may file a complaint via email (ask@dti.gov.ph).

SOC is issued to an importer whose cement or steel product have shown conformance to the relevant PNS and is confirmed to come from the registered foreign PS License holder.

| | |
|---|---|
| **Office or Division:** | Bureau of Philippine Standards (BPS) |
| **Classification:** | Highly Technical |
| **Type of Transaction:** | G2B – Government-to-Business |
| **Who may avail:** | Importers of cement and steel products |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---|---|
| 1. Packing List (*Certified true copy to be uploaded in PCIMS*) | Exporter |
| 2. Commercial Invoice (*Certified true copy to be uploaded in PCIMS*) | Exporter |
| 3. Bill of Lading (Certified true copy to be uploaded in PCIMS) | Shipping Company |
| 4. Summary of the production batch/lot and the corresponding manufacturing dates duly certified by the manufacturer's Quality Management Representative or Quality Manager (*Certified true copy to be uploaded in PCIMS*) | Manufacturer |
| 5. Production records reflecting the shipped production batch/lot verifiable during surveillance audits duly certified by the manufacturer (*Certified true copy to be uploaded in PCIMS*) | Manufacturer |
| 6. DTI Business Registration Certificate for sole proprietorship or latest SEC Registration Certificate and Articles of Incorporation/Partnership for corporation/partnership (*Certified true copy to be uploaded in PCIMS*) | DTI or SEC |
| 7. Special Power of Attorney (for single proprietorship) or Board/Partnership Resolution or Secretary's Certificate in cases where the application is filed by a person other than the owner/importer/authorized representative clearly setting forth the authority of the representative dealing with the Bureau of Philippine Standards (*Certified true copy to be uploaded in PCIMS*) | Company Document |
| 8. Latest audited financial statement (*Certified true copy to be uploaded in PCIMS*) | Company Document |
| 9. List of distributors/retailers with their complete addresses and contact details (*Certified true copy to be uploaded in PCIMS*) | Company Document |
| 10. Proof of ownership or contract of lease of warehouse (*Certified true copy to be uploaded in PCIMS*) | Company Document |
| 11. Import Entry (may be submitted later prior to release of the certificate) (*Certified true copy to be uploaded in PCIMS*) | Bureau of Customs |
| 12. Surety Bond (*Original copy to be uploaded in PCIMS*) | Insurance Company |

| | |
|---|---|
| **CHECKLIST OF REQUIREMENTS** | **WHERE TO SECURE** |
| 13. Load Port Survey Report (*Certified true copy to be uploaded in PCIMS*) | BPS Recognized Inspection Body |
| 14. Proof of Payment of Safeguard Duties (*Certified true copy to be uploaded in PCIMS*) | Bureau of Customs |
| 15. BOC Certificate of Registration / Importer's Certificate of Accreditation (*Certified true copy to be uploaded in PCIMS*) | Bureau of Customs |
| 16. Current proof of billing of office and warehouse of the importer (*Certified true copy to be uploaded in PCIMS*) | Company document |
| 17. PS License (*Certified true copy to be uploaded in PCIMS*) | Manufacturer |

| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 1. For applications with pre-shipment inspection and testing, a request letter must be sent indicating the chosen inspection body and testing laboratory with the summary of batch and production record as attachments | 1.1 Prepare written authority to conduct inspection and verification to the identified BPS recognized inspection body and testing laboratory, copy furnished the applicant | None | 4 working hours | Product Certification Officer (PCO) |
| | 1.2 Review and recommend for approval/denial of written authority | None | within 5 working hours | Product Certification Head or his/her authorized representative |
| | 1.3 Approval or denial of written authority | None | within 5 working hours | BPS Director or his/her duly authorized representative |
| 2. Fill out the required information in the Product Certification Information Management System | None | None | 20 minutes | Importer |
| 3. Submit SOC application and upload the | 3.1 Evaluate the application and | None | 20 minutes | Product Certification Officer |

| | | | | |
|---|---|---|---|---|
| required documents thru the Product Certification Information Management System (PCIMS) | required documents.<br>• If complete, prepare Statement of Account. Prepare Certificate of Conditional Release (CR).<br>• If incomplete, revert the application to client and indicate the deficiencies under "Remarks" | | | |
| | 3.2 Review and recommend for approval/ denial of Conditional Release | None | within 5 working hours | Product Certification Head or his/her authorized representative |
| | 3.3 Approval or denial of Conditional Release | None | within 5 working hours | BPS Director or his/her duly authorized representative |
| 4. Print Statement of Account / Payment Slip received thru PCIMS and visit BPS or DTI Regional/ Provincial Office. Present the printed Statement of Account and have it signed by relevant frontline personnel. Pay application and/or processing fees at the DTI Cashier. | 4.1 Sign Statement of Account / Payment Slip.<br>4.2 Receive payment from client, sign Statement of Account presented by the client and issue Official Receipt. | **Application Fee:**<br>₱300.00<br><br>**Processing Fee:**<br>• ₱5,000.00 - for importation with invoice value up to ₱500,000.00<br>• ₱7,500.00 - for importation with invoice value over ₱500,000.00 up to ₱1 Million<br>• ₱10,000.00 - for importation with invoice value over ₱1 Million | within 15 minutes | PCO<br><br>DTI Cashier |

| | | | | |
|---|---|---|---|---|
| 5. Present OR and Statement of Account/ Payment Slip signed by DTI Cashier/Claim certificate. Confirm receipt through PCIMS | 5.1 Issue the certificate | None | within 15 minutes | BPS Releasing Officer |
| 6. Select and assign any of the BPS recognized inspection bodies using PCIMS<br>● Allow the designated inspector to conduct product inspection and sampling based on the relevant DAO at the declared warehouse. | 6.1 Designated inspector from BPS or BPS recognized inspection body to conduct product inventory, sampling, and monitor submission of samples for independent testing thru PCIMS. The inspection body shall upload the Inspection Report and Request for Test Form in PCIMS | **Inspection Fee:**<br>• DTI Inspection Fee - ₱1,000.00 per man-hour<br>• Inspection Body - as charged by the BPS recognized Inspection Body | *Note: The duration of inspection and sampling depends on the location of the declared warehouse and the volume of the imported commodity being applied for ICC.* | Inspection body and importer |
| 7 Secure Request for Test form for the drawn samples and submit samples to the BPS designated testing laboratory | 7.1 Inspection body shall endorse the application to the BPS recognized laboratory for independent testing. The latter shall perform product testing as per the applicable PNS and upload the Test Report/s in PCIMS | **Testing Fee:**<br>As charged by the BPS recognized Testing Laboratory | *Note: The test period varies on the product type* | .<br>Inspection Body, Testing Laboratory and Importer |
| None | 8 Upon receipt of complete documents, evaluate results | None | within 5 working hours from receipt of complete | Product Certification Officer |

| | | | | |
|---|---|---|---|---|
| | of inspection and testing.<br>● If compliant, prepare the necessary Statement of Confirmation<br>● If non-compliant, inform applicant, thru PCIMS, of the non-conformities. (For the next procedures in case of con-conformities, please refer to DAO 17-06:2017 or DAO 18-08) | | documents to approval/denial of ICC certificate | |
| | 8.1 Review and recommend for approval/ denial of certificate | None | within 5 working hours | Product Certification Head or his/her authorized representative |
| | 8.2 Approval or denial of certificate | None | within 5 working hours | BPS Director or his/her duly authorized representative |
| 9. Receive SOC or relevant document | 9.1 Issue SOC or relevant document | None | within 30 minutes | Releasing Officer |
| **Total Processing Time** (*For Import Shipment with Pre-shipment inspection and testing*) | | | **3 working days** upon receipt of SOC application through PCIMS for issuance of written authority to conduct inspection and verification<br>+ inspection, inventory, & sampling time<br>+ product testing time<br>+ 16 working hours (upon receipt of inspection report and product test report for issuance of Certificate of Conditional Release)<br>+ inspection, inventory, & sampling time<br>+ 16 working hours (upon receipt of inspection report for issuance of Statement of Confirmation) | |
| **Total Processing Time** (*For Import Shipment without Pre-shipment inspection and testing*) | | | **3 working days** (upon receipt of SOC application for issuance of | |

| | |
|---|---|
| | Certificate of Conditional Release)<br>+ inspection, inventory, & sampling time<br>+ product testing time<br>+ 16 working hours (upon receipt of inspection report and product test report for issuance of SOC) |

| | |
|---|---|
| **Application Fee** | ₱300 |
| **Processing Fee** | |
| • for importation with invoice value up to ₱500,000.00 | ₱5,000.00 |
| • for importation with invoice value over ₱500,000.00 up to ₱1 Million | ₱7,500.00 |
| • for importation with invoice value over ₱1 Million | ₱10,000.00 |
| **Inspection Fee** | |
| • DTI Inspection Fee | ₱1,000.00 per man-hour |
| • Inspection Body | as charged by the BPS recognized Inspection Body |
| **Testing Fee** | as charged by the BPS recognized Testing Laboratory |
| **ICC Stickers** | |
| • Regular products | ₱1.68 per piece of sticker |
| • Small products (i.e. glow-starters, lighters, PVC electrical tapes, switches, plugs, & socket-outlets) | ₱1.31 per piece of sticker |
| • Helmets | ₱1.75 per piece of sticker |

## 6. Processing of Philippine Standard (PS) Quality and/or Safety Certification Mark License

The issuance of Philippine Standard (PS) Quality and/or Safety Certification Mark is considered a **HIGHLY TECHNICAL** transaction. Under Sec. 9 b1 of RA 11032, highly technical transactions shall be acted upon by the assigned officer/employee within 20 working days excluding product audit and testing period. If the PS License is not released within the prescribed time, you may file a complaint via email (ask@dti.gov.ph).

The PS Quality and/or Safety Certification Mark License is granted to a local or foreign manufacturer whose quality management system and product have successfully complied with the requirements of the PNS ISO 9001 and the relevant product standard/s, respectively. Application for PS License is filed through the Product Certification Information Management System (PCIMS) accessible at www.qualityproducts.dti.gov.ph.

| | |
|---|---|
| **Office or Division:** | Bureau of Philippine Standards (BPS) |
| **Classification:** | Highly Technical |
| **Type of Transaction:** | G2B – Government-to-Business |
| **Who may avail:** | Manufacturers/assemblers of products covered under the BPS Mandatory Product Certification Schemes |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---|---|
| 1. Articles of Incorporation or Business Name and Sub-Contracting Agreement of manufacturer and local counterpart (if foreign manufacturer) (*Certified true copy to be uploaded in PCIMS*) | Manufacturer |
| 2. Quality Manual (CONTROLLED COPY) (*Certified true copy to be uploaded in PCIMS*) | Manufacturer |
| 3. Brief description of manufacturing process (*Certified true copy to be uploaded in PCIMS*) | Manufacturer |
| 4. Reference no. of the Product Identification File to include process flow, materials, process control and drawings among others. (*Certified true copy to be uploaded in PCIMS*) | Manufacturer |
| 5. Listing of measuring and testing equipment with nominal capacities and serial numbers at each inspection point and final product testing together with the evidence of ownership, such as official receipts. (*Certified true copy to be uploaded in PCIMS*) | Manufacturer |
| 6. Brief description of equipment maintenance and calibration program for all testing and measuring equipment with their corresponding calibration certificates. (*Certified true copy to be uploaded in PCIMS*)) | Manufacturer |
| 7. Labels, markings and logos etc. as per requirements of specific standard. (*Certified true copy to be uploaded in PCIMS*) | Manufacturer |
| 8. Description of the supply distribution chain. If new business, identify the target market. If foreign company, identify the Philippine principal and describe the organizational relationship of the applicant/license holder and Philippine principal. (*Certified true copy to be uploaded in PCIMS*) | Manufacturer |
| 9. Vicinity map of the factory. (*Certified true copy to be uploaded in PCIMS*) | Manufacturer |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---|---|
| 10. Latest audited financial statement of the manufacturer and its local counterpart (for foreign manufacturers of cement and steel) (*Certified true copy to be uploaded in PCIMS*) | Manufacturer / local counterpart |
| 11. Undertaking to abide by the terms and conditions of the PS License (*Original copy to be uploaded in PCIMS*) | Form can be acquired at the BPS |

| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 1. Fill-out the required information in the Product Certification Information Management System (PCIMS) | None | None | 20 minutes | Manufacturer |
| 2. Submit PS application and upload required documents thru the Product Certification Information Management System (PCIMS) | 2.1 Review and evaluate application & required attachments<br>● If complete, endorse for conduct of audit<br>● If incomplete, revert the application indicating the deficiencies under "Remarks" tab | None | 16 working hours | Product Certification Officer (PCO) |
| 3. Coordinate with BPS or the chosen auditing body for the schedule of the audit | 3.1 BPS auditors or the auditing body shall prepare Audit Plan and Audit Assignment. BPS Audit Checker shall review the aforementioned documents. | None | 8 working hours | PCO and Audit Checker |
| 4. Prepare for factory and product audit | 4.1 Conduct factory/ QMS and product audit<br>● If complied, draw product samples. | **Audit Fee**: As charged by the BPS Recognized Auditing Body | *Note: The audit time varies and the number of product types being applied* | Audit Team (DTI-BPS, RO/PO, or from BPS recognized auditing body) |

| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| | ● Prepare Audit Report. | For BPS and/or DTI RO/PO: Size of business establishment in terms of assets ₱100.00 per man-hour - for micro-sized establishments ₱300.00 per man-hour - for small-sized establishments ₱400.00 per man-hour - for medium-sized establishments ₱500.00 per man-hour - for large-sized establishments<br><br>• Transportation: As per arrangement (if necessary)<br>• Hotel Accommodation: As per arrangement (if necessary) | *for PS License.* | |
| 5. Institute corrective actions. | 5.1 If there are non-conformities (NCRs) during the QMS and/or product audit, advice applicant to do corrective actions within a period of three (3) months from notice. | None | Must be cleared within a period of three (3) months from notice | Audit Team (DTI-BPS, RO/PO, or from BPS recognized auditing body) |
| 6. Secure Request for Test form for the drawn samples and submit samples to the BPS designated | 6.1 Provide Request for Test form for the drawn samples and inform applicant of the test duration. Perform product testing as per the applicable PNS | Testing Fee: As charged by the BPS recognized Testing Laboratory | *Note: The test period varies on the product type.* | Audit Team (DTI-BPS, RO/PO, or from BPS recognized auditing body) and BPS Recognized Testing Laboratory |

| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| testing laboratory | | | | |
| 7. Institute corrective actions on the product, if appropriate | 7.1 Evaluate Audit and Test Reports<br>● If complied, prepare PS License<br>● If test results failed, recommend to client to undertake corrective action and/or request for re-testing | None | Within 5 working days | PCO |
| | 7.2 Prepare PS License and its Scope of Certification, and Statement of Account | None | within 1 working day | PCO |
| | 7.3 Review and recommend for approval/denial of PS license | None | within 1 working day | Product Certification Head |
| | 7.4 Approval or denial of PS license | None | Within 1 working day | Bureau Director |
| 8. Pay the necessary fees specified on the Statement of Account and present Official Receipt (OR) | 8.1 Prepare payment slip indicating the amount specified on the Statement of Account | **Application Fee:** ₱300.00<br>• Quality Manual Review: ₱5,000.00<br><br>**Original License Fee:**<br>₱5,000.00 - for micro-sized establishments<br>₱7,500.00 – for small-sized establishments<br>₱10,000.00 - for medium-sized establishments<br>₱12,500.00 - for large-sized establishments | Within 30 minutes | Releasing Officer |

| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| | | **Annual License Fee:**<br>₱2,500.00 - for micro-sized establishments<br>₱3,750.00 - for small-sized establishments<br>₱5,000.00 - for medium-sized establishments<br>₱6,250.00 - for large-sized establishments | | |
| 9. Get original copy of the PS License and Certificate of Scope and/or copies of Test Results. Confirm receipt of certificate in PCIMS. | 9.1 Release the PS License and Certificate of Scope upon verification of the OR | None | Within 15 min | Releasing Officer |
| **Total Processing Time** | | | **3 working days** (upon receipt of application until endorsement to the chosen auditing body)<br>+ factory audit (includes QMS and product audit)<br>+ product testing time<br>+ 7 working days (upon receipt of the last required document i.e. audit report, corrective action report, product test reports, etc.) | |

| Size of business establishment in terms of assets | Application Fee | Quality Manual Review | Audit Fee* | Testing Fee | Original License Fee | Annual License Fee |
|---|---|---|---|---|---|---|
| micro-sized establishments | ₱300.00 | ₱5,000.00 | ₱100.00 per man-hour | As charged by the BPS recognized Testing Laboratory | ₱5,000.00 | ₱2,500.00 |
| small-sized establishments | ₱300.00 | ₱5,000.00 | ₱300.00 per man-hour | | ₱7,500.00 | ₱3,750.00 |
| medium-sized establishments | ₱300.00 | ₱5,000.00 | ₱400.00 per man-hour | | ₱10,000.00 | ₱5,000.00 |
| large-sized establishments | ₱300.00 | ₱5,000.00 | ₱500.00 per man-hour | | ₱12,500.00 | ₱6,250.00 |

* Audit conducted by BPS or DTI RO/PO is charged according to the audit fees indicated in this table. If audit is conducted by BPS Recognized Auditing Bodies, the fee is charged by the BPS Recognized Auditing Body
* Transportation: As per arrangement (if necessary)
* Hotel Accommodation: As per arrangement (if necessary)

## 7. Issuance of Certificate for Accreditation for Service and Repair Enterprise (Accreditation of Service and Repair Enterprises)

The issuance of Certificate of Accreditation of Service and Repair Enterprises is considered a **COMPLEX** transaction. Under Sec. 9 b1 of RA 11032, complex transactions shall be acted upon by the assigned officer/employee within 7 working days from the date the request and/or complete application or request was received. If the Certificate of Accreditation of SRE is not released within 7 days, you may file a complaint via email (ask@dti.gov.ph).

The accreditation of repair and service enterprises and their technical personnel aims to protect the interest of the consumers availing their services. The accreditation ensures that the enterprises have the necessary tools, equipment, and facilities, and its technical personnel have the required expertise to provide the services.

| | |
|---|---|
| **Office or Division:** | Fair Trade Enforcement Bureau - Business Licensing and Accreditation Division |
| **Classification:** | Complex |
| **Type of Transaction:** | G2B – Government-to-Business |
| **Who may avail:** | Service and Repair Enterprises |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---|---|
| 1a. Original notarized completely filled out application form, signed by the authorized signatory;<br>1b. Detailed Information about the Shop (New applicants only), signed by authorized signatory; | DTI website or FTEB- BLAD |
| 2. Original Undertaking/Warranty, minimum warranty of 90 days; | |
| 3. Copy of Valid Business Name Certificate of Registration for Single Proprietorship; SEC Certificate of Incorporation/Partnership and Articles of Incorporation/Partnership for Corporation/Partnership; | DTI or SEC |
| 4. Copy of Latest Accreditation Certificate; | Applicant |
| 5. Original copy of Organizational Chart; | |
| 6. Original List of Employees/Mechanics/Technicians and Position (attach Personal Data Sheet of technicians); | |
| 7. Copy of Valid and relevant TESDA Certificate (National Certificate or Certificate of Competency for Technical Employees); | TESDA or Technician |
| 8. Original Certified List of Trainings Attended by the Employees/Technicians for the past 2 years (for Ref and Aircon, including auto aircon); | Applicant |
| 9. Original List of Shop Tools and Equipment; | |
| 10. Original Shop Floor Plan/Layout/Size/No. of Stalls/Working Bays; | |
| 11. Original Photos of the Shop/Office – showing front (with signages) and interior including the facilities and/or equipment | |
| 12. Originally issued Certification (in lieu of items 5, 6, 9, 10 or 11) that there are no changes on the said items for renewals, provided that said requirements have been previously submitted | |

| | |
|---|---|
| 13a. Copy of Insurance Policy covering the customers' properties entrusted for repair or service against theft, pilferage, fire, flood and loss. Insurance coverage must be for one year and its expiry date must be on or after December 31st 20__ and Official Receipt (proof of payment of insurance premiums).<br>13b. Original Affidavit stating that all services and repairs are done in the clients' premises (for applicants that conduct all services and repairs in their client's premises, in lieu of insurance policy). | Insurance company/Insurance brokers<br><br>Applicant |
| **Additional requirements for those applying for more than One Star:** | |
| 14. Copy of the latest audited financial statements stamped "Received" by BIR;<br>15. Original copy of valid dealership agreement (five-star only automotive, Ref and Aircon, Office Machine/Data Processing Equipment);<br>16. Copy of Valid Contract of Service (if any); | Applicant |
| 17. Original copy of Performance Bond policy and official receipt with minimum coverage of P50,000, in favor of the DTI valid until or after Dec. 31, 20__ (for 3 to 5 STAR, New or Renewal). | Insurance company/ broker |

| CLIENTS STEPS | AGENCY'S ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 1<br>APPLY and PAY:<br><br>SUBMIT duly accomplished application form together with the required documents (A scanned copy of the documents may be submitted via email: fteb_blad@dti.gov.ph), PAY Filing fee and SUBMIT Copy of Official Receipt | 1.1<br>Evaluate application and documentary requirements, if complete, issue Order of Payment<br><br>1.2<br>Receive payment and issue official receipt | None<br><br>Filing Fee of P50.00 | 45 minutes<br><br>5 minutes/<br>1 working day | Account Officer. BLAD<br><br>DTI Cashier/ Other Available Payment Centers or Media |
| 2<br>COMPLY:<br><br>SUBMIT lacking or supporting requirements, if any, after review of the documents by the DC;<br>PREPARE the shop for inspection;<br>ALLOW officer/s to be interviewed during inspection; and<br>COMPLY with inspection findings, if any. | 2.1<br>Process the application and endorse it to BLAD-DC for review;<br><br>2.2<br>Prepare for the conduct of Inspection<br><br>2.3 | None<br><br>None | 35 minutes<br><br>2 days | Account Officer. BLAD<br><br>Administrative Aide VI, BLAD; Account Officer. BLAD and Division Chief, BLAD |

| | | | | |
|---|---|---|---|---|
| | Conduct inspection (may be conducted pre or post issuance of Certificate of Accreditation) | None | 1 day | Account Officer, BLAD (Inspection Team) |
| | 2.4 Review the application and recommend to FTEB Director the approval/ disapproval | None | 30 minutes | Division Chief, BLAD |
| | 2.5 Approval/Disapproval of the application | None | 15 minutes | Director IV, FTEB |
| 3<br>PAY and RECEIVE:<br><br>PAY the Accreditation Fee, DST, and Surcharge, if applicable; SUBMIT Copy of Official Receipt or validated OP, and<br>RECEIVE the Certificate of Accreditation | 3.1 Issue Order of Payment | None | 5 minutes | Administrative Aide VI, BLAD |
| | 3.2 Receive payment and issue Official Receipt. | See fees below | 5 minutes | DTI Cashier/ Other Available Payment Centers or Media |
| | 3.2 Release Accreditation Certificate | None | 5 minutes | Administrative Aide Vi, BLAD |
| **Total Processing Time** | | | 3 days, 2 hrs, & 25 mins., if the filing fee will be paid in DTI Cashier; or 2 hrs, & 25 mins., if inspection will be conducted after issuance of certificate and the filing fee will be paid in DTI Cashier. | |

| SCHEDULE OF FEES (in Philippine Peso) | | | |
|---|---|---|---|
| **Classification** | **New/Renewal** | | **Renewal** |
| | **Filing Fee** | **Accreditation Fee** | **Surcharge*** |
| 1. One (1) - Star | 50.00 | 350.00 | 87.50 |
| 2. Two (2) - Star | 50.00 | 400.00 | 100.00 |
| 3. Three (3) - Star | 50.00 | 425.00 | 106.25 |
| 4. Four (4) - Star | 50.00 | 450.00 | 112.50 |
| 5. Five (5) - Star | 50.00 | 500.00 | 125.00 |
| 6. Medical/Dental | 50.00 | 350.00 | 87.50 |
| *A surcharge of 25% of the amount of renewal fees are imposed if application is renewed after January 31. | | | |
| Other Fees:<br>Certification/ Replacement. P50.00<br>Documentary Stamp Tax. P30.00 | | | |

## 8. Issuance of Certificate of Accreditation for Private Emission Testing Centers (PETCs)

The issuance of Certificate of Accreditation of Private Emission Testing Centers (PETC) is considered a **HIGHLY TECHNICAL** transaction. Under Sec. 9 b1 of RA 11032, highly technical transactions shall be acted upon by the assigned officer/employee within 20 working days from the date the request and/or complete application or request was received. If the Certificate of Accreditation of PETC is not released within 20 days, you may file a complaint via email (ask@dti.gov.ph).

Pursuant to Republic Act 8749 or the "Philippine Clean Air Act of 1999", which provides, among others, that the State shall maintain a quality of air that protects human life and welfare, DTI is mandated to accredit Private Emission Testing Centers, which will be authorized by DOTr in order for DOTr to implement emission standards for motor vehicles.

DTI shall also conduct surveillance visits of accredited PETCs to check the consistent conformance to the accreditation requirements.

| | |
|---|---|
| **Office or Division:** | Fair Trade Enforcement Bureau |
| **Classification:** | Highly Technical |
| **Type of Transaction:** | G2B – Government-to-Business |
| **Who may avail:** | Owners of Private Emission Testing Centers |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---|---|
| 1. Original and duly notarized application form signed by the authorized signatory; under oath; | DTI website or FTEB- BLAD |
| 2. Certified true copy of any of the following:<br>a. Valid DTI Certificate of Business Name Registration for sole proprietorship;<br>b. SEC Certificate of Registration and Articles of incorporation/Partnership, for corporation/partnership;<br>c. Cooperative Development Authority Certificate of Registration and Articles of Cooperation, for cooperatives | DTI or SEC |
| 3. Copy of Valid Business Permit with Official Receipt (OR) issued by the local government unit (LGU) where the PETC is located. The nature of business indicated should be emission testing. | LGU |
| 4. Copy of BIR Registration Certificate and TIN. | BIR |
| 5. Copy of SSS Membership Certificate | SSS |
| 6. Copy of Audited Financial Statement for the last two (2) years stamped, "Received" by the BIR or audited pre-operating Balance Sheet for newly established company; showing that the applicant shall be in such financial condition as to reasonably expect it to operate for at least one (1) year; | Applicant |
| 7. Original Location Map of the center showing proximity to the nearest LTO District Office, and layout of the center including dimensions. | Applicant |
| 8. Original Organizational Chart showing (a) its personnel and their functions and (b) the relationship between the center and other operations of the firm, if applicable | |

| | |
|---|---|
| 9. Original List of personnel indicating their positions and their job descriptions/responsibilities including:<br>a. Original Bio-data (in prescribed form);<br>b. Copy of Valid TESDA Certificate of Competency as Motor Vehicle Emission Control Technician (MVECT) or Automotive Servicing NC IV; and<br>c. Original Authorization from PETC for its specific personnel to perform particular sampling, tests, issue test report, give opinion and interpretations and to operate the emission testing equipment. | Applicant<br><br>TESDA<br><br>Applicant |
| 10. Original List of all test equipment with their corresponding brand, model, and serial number including the following:<br>a. Certificate of conformance issued by the DENR for each equipment;<br>b. Valid calibration certificate including manuals of the test procedures; and<br>c. Reference materials for the calibration and tests and softwares, if available. | Applicant<br><br>DENR-EMB<br><br>PAB-accredited calibration lab<br><br>Applicant |
| 11. Original Complaints Handling Procedure and copy of complaint form. | Applicant |
| 12. Copy of PETC Operations Manual or equivalent documents pertaining to PETC operations. | |
| 13. Original Housekeeping Policy (to be presented and validated during assessment). | |
| 14. Original Proof of Bond in the amount of One Hundred Thousand Pesos (Php100,000.00) in favor of Department of Trade and Industry (DTI) valid for three (3) years, with OR to be submitted before the release of the Certificate of Accreditation. | Insurance company/ broker |
| 15. Original Oath of undertaking (notarized) containing the PETC's commitment to comply with the provisions of the latest version of PNS ISO/IEC 17025 to be submitted before the release of Certificate of Accreditation. | Applicant |
| **For Renewal** | |
| 1. Items #1-3, 6-10 except 10.c above. | Applicant |
| 2. Photocopy of latest DTI certificate of accreditation and DOTr Authorization (both for Center and MVECT). | |
| 3. Photocopy of Certificate of Compliance with the latest version of PNS ISO/IEC 17025. | |
| 4. Original Proof of Bond valid for three (3) years with OR in the amount of One Hundred Thousand Pesos (Php100,000.00) in favor of Department of Trade and Industry (DTI) to be submitted before the release of the Certificate of Accreditation. | Insurance company/ broker |

| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 1<br>APPLY and PAY: SUBMIT duly accomplished application form together with the required documents (A scanned copy of the documents may be submitted via email: fteb_blad@dti.gov.ph); PAY Application Fee and SUBMIT copy of Official Receipt or validated Order of Payment | 1.1<br>Evaluate application and documentary requirements, if complete, issue Order of Payment | None | 1 hour and 10 minutes | Account Officer, BLAD |
| | 1.2<br>Receive payment and issue official receipt | Application Fee: P300.00 (regardless of size of assets of applicant PETC) | 5 minutes/ 1 day | DTI Cashier/ Other Available Payment Centers or Media |
| 2<br>COMPLY<br><br>SUBMIT lacking or supporting requirements, if any, after review of the documents by the DC; PREPARE the center for on-site assessment, ALLOW officer/s to be interviewed during assessment, IMPLEMENT and SUBMIT proof of corrective actions, if applicable. | 2.1<br>Process the application and endorse it to BLAD-DC for review | None | 40 minutes | Account Officer, BLAD |
| | 2.2<br>Review the application | None | **40** minutes | Division Chief, BLAD |
| | 2.3<br>**Prepare for the conduct of on-site assessment** | None | **3** days | Administrative Aide VI, BLAD; Account Officer. BLAD and Division Chief, BLAD |
| | 2.4<br>Conduct assessment and submit report | None | 1 day | Account Officer, BLAD (Assessment Team) |
| | 2.5<br>Review the documents after assessment/ | None | **40** minutes | Division Chief, BLAD |

| | | | | |
|---|---|---|---|---|
| | corrective actions and endorse application to the PETC Accreditation Committee<br><br>2.6<br>Convene the PETC Accreditation Committee<br><br>2.7<br>Evaluate and recommend approval/disapproval of application to the Director<br><br>2.8<br>Approval/Disapproval of the application | None<br><br>None | 2 days<br><br>1 day<br><br>15 minutes | Administrative Aide VI, BLAD<br>Division Chief, BLAD<br><br>PETC Accreditation Committee<br><br>Director IV, FTEB |
| 3<br>PAY and RECEIVE<br><br>SUBMIT requirements due for submission before the release of certificate, if applicable;<br>PAY Assessment and Accreditation Certificate fees and DST; and<br>CLAIM the Accreditation Certificate | 3.1<br>Evaluate submitted documents and Issue Order of Payment<br><br>3.2<br>Receive payment and issue Official Receipt.<br><br>3.3<br>Release the Accreditation Certificate. | <br><br>See fees below.<br><br> | 10 minutes<br><br>5 minutes<br><br>5 minutes | Administrative Aide VI, BLAD<br><br>DTI Cashier/ Other Available Payment Centers or Media<br><br>Administrative Aide VI, BLAD |
| **Total Processing Time** | | | **7 days, 3 hours and 50 minutes** if the filing fee will be paid in DTI Cashier. | |

Note: The processing of application includes the conduct of on-site assessment of the center in which the PETC shall be given a maximum period of thirty (30) days to make corrective actions on the deficiencies found during assessment. This is pursuant to Section 9.6.1 of DTI DAO No. 3, Series of 2002, or the Rules and Regulations on the Issuance of DTI Accreditation of Motor Vehicle PETCs. The application will then be endorsed to the PETC Accreditation Committee to deliberate on the application before it is endorse to FTEB-Director for approval or disapproval.

| Fees | Small | Medium | Large |
|---|---|---|---|
| Assessment fee* (payable within 15 days after the assessment) | ₱8,000.00 | ₱16,000.00 | 24,000.00 |
| Reassessment fee<br>(applicable only in cases of verification visit) | ₱4,000.00 | ₱8,000.00 | ₱12,000.00 |
| Accreditation Certificate Fee | ₱3,000.00 | ₱4,000.00 | ₱5,000.00 |
| Annual accreditation fee | ₱1,000.00 | ₱2,000.00 | ₱3,000.00 |
| Other fees: Certified true copy of certificate/ Other certifications | ₱500.00 / ₱100.00 | ₱500.00 / ₱100.00 | ₱500.00 / ₱100.00 |
| Document Stamp Tax: | ₱ 30.00 | | |

**Non-transferrable*
*Based on Assets: Small (<P15M); Medium (P15-100M); (>P100M)*

## 9. Processing Application for Certificate of Accreditation for Truck Rebuilding Center

The issuance of Certificate of Accreditation for Truck Rebuilding Center is considered a **COMPLEX** transaction. Under Sec. 9 b1 of RA 11032, complex transactions shall be acted upon by the assigned officer/employee within 7 working days. If the Certificate of Accreditation for Truck Rebuilding Center is not released within 7 days, you may file a complaint via email (ask@dti.gov.ph).

Online processing and issuance of accreditation certificate to Truck Rebuilding Centers

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|---|---|
| **Office or Division:** | Fair Trade Enforcement Bureau – Import Regulation Division |
| **Classification:** | Complex Transaction |
| **Type of Transaction:** | G2B – Government-to-Business |
| **Who may avail:** | Truck Rebuilders |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---|---|
| 1. Duly accomplished application form, under oath | DTI website |
| 2. Certified copy of the following:<br>a. For sole proprietorship: Certificate of Business Name Registration<br>b. For corporation/partnership:<br>• Securities and Exchange Commission (SEC) Certificate of Registration<br>• Articles of Incorporation/ partnership<br>• Board Resolution under oath specifying the name of its authorized representative<br>c. For Cooperative: - Cooperative Development Authority (CDA) Certificate of Registration - Board Resolution under oath specifying the name of its authorized representative<br>• Articles of Cooperation | applicant |
| 3. Location Map of the center | applicant |
| 4. Layout of the center including dimensions (minimum work area- 1,000 square meters) | applicant |
| 5. Chart of Organizational Structure showing the relationship between the center and other operations of the applicant, when applicable | applicant |
| 6. Chart of the Organizational Structure of the center showing its personnel and other respective function | applicant |
| 7. List of personnel in the operation of the center including their job descriptions, qualification and responsibilities | applicant |
| 8. Certificate of competency on rebuilding of road vehicles issued by TESDA or other DTI accredited institutions providing the same and other relevant training skills | applicant |
| 9. List of equipment, including reference materials required for truck rebuilding | applicant |
| 10. Manual on personnel, equipment and procedure for truck rebuilding | applicant |

| | |
|---|---|
| 11. Certified copy of the insurance policy and other official receipt showing payment of the premium. Insurance coverage shall not be less than One Million Pesos (P1,000,000.00) and shall cover the following risks:<br>• Theft<br>• Pilferage<br>• Fire<br>• Flood, and;<br>• Loss to cover the motor vehicles stored in the premises of the center for purpose of truck rebuilding | applicant |
| Other document that may be needed from time to time - Surety Bond | applicant |

| CLIENTS STEPS | AGENCY'S ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 1. APPLY<br>Submit soft copy of the duly accomplished application form together with the required documents through email | 1.1 Pre-evaluate soft copy of the duly accomplished application form and documentary requirements | None | 5 minutes | Account Officer/ Administrative Aide VI, IRD |
| | 1.2 Issue and send through email soft copy of the order of payment for the application fee if documentary requirements are complete and accurate | None | 2 minutes | Account Officer/ Administrative Aide VI, IRD |
| 2. PAY<br>Pay processing fee (application fee) at any Landbank, DTI Head Office, Regional Office and Provincial Office, and email scanned copy of the proof of payment | 2.1 Receive proof of payment of fees from clients through email and record the details for reference number | Per application – P300 | 5 minutes | Account Officer/ Administrative Aide VI, IRD |

| | | | | |
|---|---|---|---|---|
| 3. COMPLY SUBMIT lacking or supporting requirements, if any, after review of the documents by the DC; PREPARE the center for on-site assessment, ALLOW officer/s to be interviewed during assessment, IMPLEMENT and SUBMIT proof of corrective actions, if applicable. | 3.1 Evaluate submitted Documents | None | 2 hours | Account Officer, IRD |
| | 3.2 Conduct of real-time online assessment/ inspection of rebuilding facilities and simultaneous video conference with the applicant for any clarification. *Note: Validation through actual/physical post inspection to be conducted after the period of community quarantine* | None | 6 hours and 25 minutes (including travel time) | Assessment Team/ IRD Staff |
| 4.INSPECTION Submission of actual photos and videos for the online inspection | 4.1 Preparation of Assessment Report and recommend the approval/disapproval of the application | None | 45 minutes | Account Officer. IRD |
| | 4.2 Issue and send through email soft copy of the order of payment for the accreditation fee | None | 2 minutes | Account Officer/ Administrative Aide VI. IRD |
| 5. PAYMENT FOR ACCREDITA-TION AND APPROVAL Pay accreditation fee at any Landbank, DTI Head Office, Regional Office and Provincial Office, and email scanned copy of | 5.1 Receive proof of payment of fees from clients through email and record the details for reference number Prepare the Certificate of Accreditation | Per accreditation – P30,000<br><br>Documentary Stamp Tax – P30 | 5 minutes | Account Officer/ Administrative Aide VI. IRD |

| | | | | |
|---|---|---|---|---|
| the proof of payment | | | | |
| | 5.2 Endorse the soft copy of Certificate of Accreditation to FTEB Director for online approval and disapproval | None | 5 minutes | Director IV, FTEB |
| | 5.3 Record the signed Certificate of Accreditation | None | 1 minute | Account Officer/ Administrative Aide VI, IRD |
| 6. RECEIVE Claim the Accreditation Certificate through email | 6.1 Release and email of the approved Accreditation Certificate in soft copy (in PDF) | None | 2 minutes | Account Officer/ Administrative Aide VI. IRD |
| 7. CSF RATING Answer Client Satisfaction Survey | 7.1 Issue/send link for the online CSF rating | None | 1 minute | Account Officer/ Administrative Aide VI, IRD |
| **Total Processing Time** | | | 9 hours and 38 minutes | |

## 10. Issuance of Certificate of Authority for Ship and Merchandise Brokers

The issuance of Certificate of Authority for Ship and Merchandise Broker is considered a **SIMPLE** transaction. Under Sec. 9 b1 of RA 11032, simple transactions shall be acted upon by the assigned officer/employee within 3 working days from the date the request and/or complete application or request was received. If the Certificate of Authority for Ship and Merchandise Broker is not released within 3 days, you may file a complaint via email (ask@dti.gov.ph).

The issuance of Certificate of Authority to Ship and Merchandise Brokers aim to protect the public from dishonest or incompetent salesmen, brokers, appraisers and consultants.

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|---|---|
| **Office or Division:** | Fair Trade Enforcement Bureau (FTEB)– Business Licensing and Accreditation Division (BLAD) |
| **Classification:** | Simple Transaction |
| **Type of Transaction:** | G2B – Government-to-Business |
| **Who may avail:** | Ship and Merchandise Brokers; Sub-agents |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---|---|
| 1. Original duly accomplished application form | FTEB- BLAD |
| 2. Original copy of previous DTI Ship Broker/Merchandise Broker Certificate | Applicant |
| 3. Copy of Clearance (Police, NBI, or Justice of Peace) | PNP, NBI or DOJ |
| 4. Copy of Business Name Registration Certificate (Single Proprietorship) or SEC Registration Certificate and Articles of Incorporation/Partnership (Corporation and Partnership) | DTI or SEC |
| 5. Copy of Board Resolution appointing the applicant to act in behalf of the corporation (only for new or if with changes in the appointment) | Applicant |
| 6. Original Surety or Cash Bond (P2,000) | Insurance company/ broker |

| CLIENTS STEPS | AGENCY'S ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 1. APPLY AND PAY<br>SUBMIT duly accomplished application form together with the required documents (A scanned copy | 1.1 Evaluate application and documentary requirements, if complete, issue Order of Payment | None | 30 minutes | Account Officer, BLAD |

| | | | | |
|---|---|---|---|---|
| of the documents may be submitted via email: fteb_blad@dti.gov.ph), PAY Licensing/Permit Fee and SUBMIT Copy of Official Receipt or validated Order of Payment | 1.2 Receive payment and issue official receipt | See fees below | 5 minutes/ 1 day | DTI Cashier/ Other Available Payment Centers or Media |
| 2. COMPLY:<br><br>SUBMIT lacking or supporting requirements, if any, after review of the documents by the DC. | 2.1 Process the application and endorse it to BLAD-DC for review<br><br>2.2 Review the application and recommend to FTEB Director the approval/ disapproval<br><br>2.3 Approval/ Disapproval of the application. | None<br><br>None<br><br>None | 25 minutes<br><br>20 minutes<br><br>15 minutes | Account Officer BLAD<br><br>Division Chief, BLAD<br><br>Director IV, FTEB |
| 3. RECEIVE<br><br>CLAIM the Certificate | 3.1 Release Certificate | None | 5 minutes | Administrative Aide VI, BLAD |
| **Total Processing Time** | | | 1 hour and 40 minutes , if licensing/permit fee will be paid in the DTI Cashier | |

| **Licensing/Permit Fee:** ₱350.00 | |
|---|---|
| **Filing Date** | **Surcharge:** |
| 1 month after grace period | 10 % of filing fee |
| 2 months later | 20 % |
| 3 months later | 30 % |
| 4 – 5 months later | 40 % |
| 6 months later | 50 % |
| **Document Stamp Tax:** ₱ 30.00 | |

*with 30-day grace period after expiration of License.

## 11. Issuance of Certificate of Registration of Bulk Sales

The issuance of Certificate of Registration for Bulk Sales is considered a **SIMPLE** transaction. Under Sec. 9 b1 of RA 11032, simple transactions shall be acted upon by the assigned officer/employee within 3 working days from the date the request and/or complete application or request was received. If the Certificate of Registration for Bulk Sales is not released within 3 days, you may file a complaint via email (ask@dti.gov.ph).

The issuance of Certificate of Registration for Bulk Sales prevents the defrauding of creditors by secret sale or disposal in bulk of all or substantially all of the merchant's stock or goods.

| | |
|---|---|
| **Office or Division:** | Fair Trade Enforcement Bureau (FTEB)– Business Licensing and Accreditation Division |
| **Classification:** | Simple Transaction |
| **Type of Transaction:** | G2B – Government-to-Business |
| **Who may avail:** | Vendor, Mortgagor, Transferor or Assignor |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---|---|
| 1. Original Letter informing DTI of the sale; | Applicant |
| 2a. Original Affidavit of Vendor Stating that at the Time of Sale, the Company has or no Creditor/s (Single Proprietorship);<br>2b. Original Board/Partner Resolution, stating that at the Time of Sale the Company has or no Creditor/s (Corporation/Partnership); | |
| 3a. Original List of Creditors (name, address, total amount due)<br>3b. Copy of the Notice to the Creditors regarding the Sale, Transfer or Assignment, if there are Creditor/s;<br>3c. Original Receiving Copy by all the Creditor/s of the Notice; the notice should be received by the Creditors at least ten (10) days before the date of sale; | |
| 4. Original Inventory of Properties Sold; | Applicant |
| 5a. Copy of the Deed of Sale, Mortgage or Assignment (original copy to be presented);<br>5b. Original Board/Partner's Resolution re: Authorized Company Officers/Signatories in the Deed of Sale (Corporation/Partnership);<br>5c. Copy of Valid Government-Issued IDs of the Authorized Signatories (original copy must be presented); | Applicant |
| 6. Copy of the Latest BN Registration Certificate -both buyer and seller (Single Proprietor); or Copy of SEC Registration Certificate and Articles of Incorporation/Partnership -both buyer and seller (Corporation/Partnership). | DTI or SEC |

| CLIENTS STEPS | AGENCY'S ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 1. APPLY and PAY<br><br>SUBMIT all the required documents (A scanned copy of the documents may be submitted via email: fteb_blad@dti.gov.ph), PAY registration fee, additional fee, if applicable, and DST; and SUBMIT Copy of Official Receipt or validated Order of Payment | 1.1 Evaluate documentary requirements, if complete, issue Order of Payment<br><br>1.2 Receive payment and issue official receipt | None<br><br>Registration fee: ₱ 50.00<br>Additional fee: ₱ 5.00/creditor<br>Document stamp tax: ₱ 30.00 | 70 minutes<br><br>5 minutes/ 1 day | Account Officer, BLAD<br><br>DTI Cashier/ Other Available Payment Centers or Media |
| 2. COMPLY:<br><br>SUBMIT lacking or supporting requirements, if any, after review of the documents by the DC. | 2.1 Process the application and endorse it to BLAD-DC for review;<br><br>2.2 Review the application and recommend to FTEB Director the approval/ disapproval<br><br>2.3 Approval/ Disapproval of the application | None<br><br>None | 60 minutes<br><br>30 minutes<br><br>15 minutes | Account Officer, BLAD<br><br>Division Chief, BLAD<br><br>Director IV, FTEB |
| 3. RECEIVE<br><br>Claim Certificate of Registration | 3.1 Release Registration Certificate. | None | 5 minutes | Administrative Aide VI, BLAD |
| **Total Processing Time** | | | 3 hours, 5 minutes, if licensing/permit fee will be paid in DTI Cashier. | |

## 12. Issuance of Certificate of Accreditation for Sea Freight Forwarders

The issuance of Certificate of Accreditation for Sea Freight Forwarders is considered a **COMPLEX** transaction. Under Sec. 9 b1 of RA 11032, simple transactions shall be acted upon by the assigned officer/employee within 7 working days from the date the request and/or complete application or request was received. If the Certificate of Accreditation for Sea Freight Forwarders is not released within 7 days, you may file a complaint via email (ask@dti.gov.ph).

DTI implements an accreditation scheme for sea freight forwarders to make sure they meet the minimum requirements under which covered firms may legally do business; upgrade the quality of services, capabilities, resources and expertise of the covered firms, and curtail acts and practices inimical to the fast growth of the freight forwarding industry and prejudicial to the interests of Philippine shippers.

| | |
|---|---|
| **Office or Division:** | Fair Trade Enforcement Bureau – Business Licensing and Accreditation Division |
| **Classification:** | Complex Transaction |
| **Type of Transaction:** | G2B – Government-to-Business |
| **Who may avail:** | Seafreight Forwarders (Non-Vessel Operating Common Carriers, International and Domestic Freight Forwarders) |

| **CHECKLIST OF REQUIREMENTS** | **WHERE TO SECURE** |
|---|---|
| **Documentary Requirements for NEW Applicants** | |
| 1. Original Application Form signed by the authorized signatory; | DTI website or FTEB- BLAD |
| 2. Copy of SEC Registration Certificate with Articles of Incorporation/ Partnership; Category/ies to be applied should be included in the Primary Purpose and the paid-up capital should be equal or more than the capital requirement (Corporation/Partnership); DTI Business Name Registration Certificate (Single Proprietorship); | SEC or DTI |
| 3. Copy of Latest Audited Financial Statement (for newly organized companies, audited pre-operating balance sheet); | Applicant |
| 4. Copy of Latest Income Tax Return for two (2) preceding years (Single Proprietorship); | |
| 5. B Originally issued Bank Certificate reflecting at least the minimum amount of capital requirement and Proof of Tangible Assets and Undertaking; the fair market value of tangible assets must be equal or more than the amount of capital requirement (Single Proprietorship); | |
| 6. Copy of Valid Mayor's Permit (with copy of Official Receipt); BIR Registration Certificate; and SSS Certificate of Membership; | LGU, BIR & SSS |
| 7. Original Board Resolution, Partnership Resolution or Authorization from Proprietor (as applicable) authorizing the company to apply for accreditation and identifying the key officers authorized to sign documents relative to DTI-FTEB accreditation, follow-up, and receive the accreditation certificate; | Applicant |
| 8. Original List of Corporate Officers/Partners & Key Operating Officers with corresponding Biodata and passport size picture. At least 1 key | Applicant |

| | |
|---|---|
| officer must have at least three (3) years experience in shipping, forwarding, &/or related activities and must submit certification or proof of employment from previous employers. | |
| 9. Original List of International &/or Domestic Principals/Agents with their respective Company Profile, and a copy of existing contract &/or agency agreement; | Applicant |
| 10. For NVOCC, original blank specimen of own House/Forwarders Bill of Lading with company signing "as Carrier", and Principal/Agent's House/Forwarders Bill of Lading; | Applicant |
| 11. Copy of Proof of cargo insurance coverage, insurance policy with copy of official receipt as proof of payment of insurance premium. It should meet the insurance coverage requirement; | Insurance company/ broker |
| 12. Original Inventory of Office Equipment/Facilities; | Applicant |
| 13. Original Location Map of Office; | |
| 14. Original Visitorial/Inspection Authority**;** | DTI website or FTEB- BLAD |
| 15. Original Freight Tariff and transshipment fees (NVOCC); Domestic rates (DFF); | Applicant |
| 16. Original Duly prescribed itemized service charges**.** | DTI website or FTEB- BLAD |
| **Documentary Requirements for RENEWAL** | |
| 1. Original Duly Accomplished Application Form signed by the authorized signatory; | DTI website or FTEB- BLAD |
| 2. Copy of Latest Audited Financial Statement (must be updated in submitting FS as reportorial requirement); | Applicant |
| 3. Originally issued Bank Certificate reflecting at least the minimum amount of capital requirement and Proof of Tangible Assets and Undertaking; the fair market value of tangible assets must be equal or more than the amount of capital requirement; and DTI Business Name Certificate, if newly renewed; (Single Proprietorship); | Bank/Applicant |
| 4. Copy of Valid Mayor's Permit (with copy of Official Receipt); | LGU |
| 5. Original List of Corporate Officers/Partners and Key Operating Officers; Certification from company that there are/no changes re: Corporate/Partners and Key Operating Officers; (d) Biodata & passport size picture of new Officers & (e) Certification or proof of employment from previous employers, if applicable; | Applicant |
| 6. Original List of International &/or Domestic Principals/ Agents; Certification from company that there are/no changes re: Principals/Agents; | Applicant |
| 7. For NVOCC, original blank specimen of own House/Forwarders Bill of Lading with company signing "as Carrier", and Principal/Agent's House/Forwarders Bill of Lading; | Applicant |
| 8. Copy of Proof of cargo insurance coverage: insurance policy with copy of official receipt as proof of payment of insurance premium. It should meet the insurance coverage requirement**;** | Insurance company/ broker |
| 9. Updated submission of Quarterly Cargo Statistics Report as part of the reportorial requirements; | Applicant |
| 10. Original Visitorial/Inspection Authority**;** | DTI website or FTEB- BLAD |
| 11. Original Freight Tariff and transshipment fees (NVOCC); Domestic Rates (DFF) | Applicant |

| | |
|---|---|
| 12. Original Duly prescribed itemized service charges | DTI website or FTEB- BLAD |
| **Documentary Requirements for BRANCH OFFICE** | |
| 1. Original duly accomplished Application Form signed by the authorized signatory; | DTI website or FTEB- BLAD |
| 2. Original Brief information about the Branch Office; | Applicant |
| 3. Original Bio-data and picture of Branch Manager (with experience of at least 3 years in Forwarding, shipping and/or related activities) | Applicant |
| 4. Copy of Valid Mayor's Permit and official receipt | LGU |
| 5. Copy of Insurance policy coverage – inclusion of the clause in the Territorial Limits : *"covering branch office's area of operations"* | Insurance company/ broker |
| 6. Original Visitorial/Inspection Authority | Applicant |
| 7. Original Freight tariff and service rates Ex-Port nearest to branch office's area of operations (NVOCC)/Domestic Rates (DFF) | Applicant |
| **Documentary Requirements for Accreditation (ADDITIONAL CATEGORY)** | |
| 1. Original Duly Accomplished Application Form signed by the authorized signatory; | DTI website or FTEB- BLAD |
| 2. Copy of SEC Registration Certificate with Articles of Incorporation/ Partnership; Category/ies to be applied should be included in the Primary Purpose and the paid-up capital should be equal or more than the capital requirement (corporation/Partnership); DTI Business Name Registration Certificate, if newly renewed (Single Proprietorship); | SEC or DTI |
| 3. Copy of Latest Audited Financial Statement, must be updated in submitting FS as reportorial requirement; | Applicant |
| 4. Originally issued Bank Certificate reflecting at least the minimum amount of capital requirement and Proof of Tangible Assets and Undertaking; the fair market value of tangible assets must be equal or more than the amount of capital requirement; and DTI Business Name Certificate, if newly renewed; (Single Proprietorship) | Bank/Applicant |
| 5. Copy of Valid Mayor's Permit (with copy of Official Receipt); | LGU |
| 6. Original List of International &/or Domestic Principals/Agents with their respective Company Profile and a copy of existing contract &/or agency agreement; | Applicant |
| 7. For NVOCC, original blank specimen of own House/Forwarders Bill of Lading with company signing "as Carrier", and Principal/Agent's House/Forwarders Bill of Lading; | Applicant |
| 8. Copy of Proof of cargo insurance coverage: insurance policy with copy of official receipt as proof of payment of insurance premium. It should meet the insurance coverage requirement; | Insurance company/ broker |
| 9. Updated submission of Quarterly Cargo Statistics Report as part of the reportorial requirements: | Applicant |
| 10. Original Freight Tariff and transshipment fees (NVOCC); Domestic Rates (DFF) | Applicant |
| 11. Original Duly prescribed itemized service charges (NVOCC and IFF). | DTI website or FTEB- BLAD |

| CLIENTS STEPS | AGENCY'S ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 1<br>APPLY and PAY<br><br>SUBMIT duly accomplished application form together with the required documents (A scanned copy of the documents may be submitted via email: fteb_blad@dti.gov.ph)<br>PAY Filing & Processing Fee and SUBMIT copy of Official Receipt or validated Order of Payment | 1.1<br>Evaluate documentary requirements, if complete, issue Order of Payment<br><br>1.2<br>Receive payment and issue official receipt | None<br><br>See fees below | 1 hour<br><br>5 minutes<br>1 working day | Account Officer , BLAD<br><br>DTI Cashier/ Other Available Payment Centers or Media |
| 2<br>COMPLY:<br><br>SUBMIT lacking or supporting requirements, if any, after review of the documents by the DC, PREPARE the office for inspection, ALLOW officer/s to be interviewed during inspection, and COMPLY with inspection findings, if any. | 2.1<br>Process the application and endorse it to BLAD-DC for review;<br><br>2.2<br>Prepare for the conduct of Inspection<br><br>2.3<br>Conduct inspection (may be conducted pre or post issuance of Certificate of Accreditation)<br><br>2.4<br>Review the application and recommend to FTEB Director the approval/ disapproval<br><br>2.5 | None<br><br>None<br><br>None<br><br>None | 45 minutes<br><br>2 working days<br><br>1 working day<br><br>35 minutes | Account Officer, BLAD<br><br>Administrative Aide VI, BLAD; Account Officer. BLAD and Division Chief, BLAD<br><br>Account Officer, BLAD (Inspection Team)<br><br>Division Chief, BLAD |

| | | | | |
|---|---|---|---|---|
| | Approval/Disapproval of the application | | 15 minutes | Director IV, FTEB |
| 3<br>PAY and RECEIVE<br><br>PAY the Certificate Fee and DST; SUBMIT Copy of Official Receipt or validated OP, and RECEIVE the Certificate of Accreditation | 3.1<br>Issue Order of Payment<br><br>3.2<br>Receive payment and issue Official Receipt.<br><br>3.3<br>Release Certificate of Accreditation to Authorized representative. | None<br><br>See fees below<br><br>None | 5 minutes<br><br>5 minutes<br><br>5 minutes | Administrative Aide VI, BLAD<br><br>DTI Cashier/ Other Available Payment Centers or Media<br><br>Administrative Aide VI, BLAD |
| **Total Processing Time** | | | 3 days, 2 hours and 55 minutes., if the filing fee will be paid in DTI Cashier; and 2 hrs. & 55 mins., if inspection will be conducted after issuance of certificate and the filing fee will be paid in DTI Cashier | |

**Filing & Processing Fee**

| | Non-Vessel Operating Common Carrier (NVOCC) | International Freight Forwarder (IFF) | Domestic Freight Forwarder (DFF) |
|---|---|---|---|
| **Main Office** | ₱5,000.00 | ₱ 4,000.00 | ₱3,000.00 |
| **Branch Office** | ₱1,250.00 | ₱ 1,000.00 | ₱ 750.00 |
| **Additional Category Fee** | ₱ 1,500.00 | | |

**Surcharge for Late Filing of Renewal Application (Main & Branch Office)**

| Delay in Filing | Surcharge (regardless of category) | |
|---|---|---|
| | Main Office | Branch Office |
| If filed from 1-15 days after the expiry date: | ₱ 2,000.00 | ₱ 500.00 |
| If filed from 16-30 days after the expiry date: | ₱ 4,000.00 | ₱ 1,000.00 |
| If filed from 31-45 days after the expiry date: | ₱ 8,000.00 | ₱ 2,000.00 |
| If filed from 46 days after the expiry date and onwards: | ₱ 12,000.00 | ₱ 3,000.00 |

**Other Fees:**

| | |
|---|---|
| Accreditation Certificate Fee | ₱ 200.00 |
| For the issuance of a substitute certified copy of a lost or destroyed Certificate of Accreditation | ₱ 200.00 |
| For the issuance of a Certification that a certain firm has or has no pending case | ₱ 200.00 |
| For the issuance of any other Certification | ₱ 200.00 |
| Document Stamp Tax | ₱ 30.00 |

## 13. Issuance of General Bonded Warehouse License

The issuance of General Bonded Warehouse License is considered a **SIMPLE** transaction. Under Sec. 9 b1 of RA 11032, simple transactions shall be acted upon by the assigned officer/employee within 3 working days from the date the request and/or complete application or request was received. If the General Bonded Warehouse License is not released within 3 days, you may file a complaint via email (ask@dti.gov.ph).

The issuance of General Bonded Warehouse License is to regulate the business of receiving commodities for storage and defining the rights and obligations of a bonded warehouseman and protects the rights of the owner of the commodity.

| | |
|---|---|
| **Office or Division:** | Fair Trade Enforcement Bureau (FTEB) – Business Licensing and Accreditation Division |
| **Classification:** | Simple Transaction |
| **Type of Transaction:** | G2B – Government-to-Business |
| **Who may avail:** | General Bonded Warehouse Owner/Operator |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---|---|
| 1. Original Application Form duly signed by authorized signatory; | FTEB- BLAD |
| 2. Photocopy of Business Name Registration Certificate (Single Proprietorship) or SEC Registration Certificate and Articles of Incorporation/Partnership (Corporation/Partnership); | DTI or SEC |
| 3. Original List and location map of branches (warehouse) with plan, size and dimensions; | Applicant |
| 4. Original List of agent/employees authorized to sign Warehouse receipts with specimen signature; | |
| 5. Original specimen of warehouse receipts; | |
| 6. Original List of weighing equipment including calibration certificates; | |
| 7. Original Proposed schedule of charges; | |
| 8. Copy of latest audited financial statements; | |
| 9. Copy of Fire insurance covering commodities received or stored; | Insurance company/Insurance brokers |
| 10. Copy of Surety or Cash Bond, at least 33⅓% of maximum value of commodity to be received/received; | |
| 11. Original Storage and Withdrawal Report (Renewal) | Applicant |

| CLIENTS STEPS | AGENCY'S ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 1. APPLY and PAY<br><br>SUBMIT duly accomplished application form together with the required documents (A scanned copy of the documents may be submitted via email: fteb_blad@dti.gov.ph); PAY Licensing and Permit Fee and SUBMIT copy of Official Receipt or validated Order of Payment | 1.1 Evaluate documentary requirements, if complete, issue Order of Payment<br><br>1.2 Receive payment and issue official receipt | None<br><br>See fees below | 1 hour<br><br>5 minutes / 1 working day | Account Officer, BLAD<br><br>DTI Cashier/ Other Available Payment Centers or Media |
| 2. COMPLY:<br><br>SUBMIT lacking or supporting requirements, if any, after review of the documents by the DC. | 2.1 Process the application and endorse it to BLAD-DC for review;<br><br>2.2 Review the application and recommend to FTEB Director the approval/ disapproval<br><br>2.3 Approval/ Disapproval of the application | None<br><br>None<br><br>None | 45 minutes<br><br>30 minutes<br><br>15 minutes | Account Officer, BLAD<br><br>Division Chief, BLAD<br><br>Director IV, FTEB |
| 3. RECEIVE<br><br>Claim Certificate | 3.1 Release Certificate | None | 5 minutes | Administrative Aide VI, BLAD |
| **Total Processing Time** | | | 2 hours and 40 minutes, if the licensing and permit fee will be paid in the DTI Cashier. | |

| **Licensing/Permit Fee:** ₱100.00 -first 1,000 cbm + P0.50/succeeding cbm | |
|---|---|
| **Filing Date** | **Surcharge:** |
| If renewing after 30 day grace period | 10% of filing fee |
| If within 60 days | 20% |
| If within 90 days | 30% |
| If within 150 days | 40% |
| If within 180 days | 50% |
| If after 180 days | 100% |
| **Document Stamp Tax:** ₱ 30.00 | |

## 14. Issuance of Waiver under PD 1466

The issuance of Waiver Under PD No. 1466 is considered a **SIMPLE** transaction. Under Sec. 9 b1 of RA 11032, simple transactions shall be acted upon by the assigned officer/employee within 3 working days from the date the request and/or complete application or request was received. If the Waiver Under PD No. 1466 is not released within 3 days, you may file a complaint via email (ask@dti.gov.ph).

The issuance of Waiver Under PD 1466 is to Prioritize the development of the country's maritime transport industry. Conserve the country's foreign exchange, promote the growth and development of the Philippine water transport industry and enhance national self-reliance in the transport of passengers and cargoes.

| | |
|---|---|
| **Office or Division:** | Fair Trade Enforcement Bureau (FTEB) – Business Licensing and Accreditation Division |
| **Classification:** | Simple Transaction |
| **Type of Transaction:** | G2B – Government-to-Business |
| **Who may avail:** | Any Person, Partnership, Corporation or Entity Granted a Loan or Credit by Government or any of its financial institutions. |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---|---|
| 1. Original Prescribed Application Form | DTI-FTEB |
| 2. Copy of any of the following supporting documents:<br>• Proforma/Commercial Invoice;<br>• Letter of Credit;<br>• Purchase Order;<br>• Sales Contract and Charter Agreement and/or Bill of Lading | Applicant |

| CLIENTS STEPS | AGENCY'S ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 1. APPLY and PAY<br>SUBMIT duly accomplished application form together with the required documents (A scanned copy of the documents may be submitted via email: fteb_blad@dti.gov.ph); PAY | 1.1 Evaluate documentary requirements, if complete, issue Order of Payment | None | 20 minutes | Account Officer, BLAD |
| | 1.2 Receive payment and issue official receipt | See fees below | 5 minutes/<br>1 working day | DTI Cashier/ Other Available Payment Centers or Media |

| | | | | |
|---|---|---|---|---|
| Application Fee and SUBMIT copy of Official Receipt or validated Order of Payment | | | | |
| 2. COMPLY:<br><br>SUBMIT lacking or supporting requirements, if any, after review of the documents by the DC. | 2.1 Process the application and endorse it to BLAD-DC for review;<br><br>2.2 Review the application and recommend to FTEB Director the approval/ disapproval<br><br>2.3 Approval/ Disapproval of the application | None<br><br>None<br><br>None | 15 Minutes<br><br>15 Minutes<br><br>15 minutes | Account Officer, BLAD<br><br>Division Chief, BLAD<br><br>Director IV, FTEB |
| 3. RECEIVE<br><br>Claim Approved Waiver Application. | 3.1 Release the approved Waiver application. | None | 5 minutes | Administrative Aide VI, BLAD |
| **Total Processing Time** | | | 1 hour and 15 minutes, if the application fee will be paid in DTI Cashier. | |

**Application Fee:**

| **Tonnage/Application** | **Fee per Application** |
|---|---|
| Chartered Vessel | ₱ 1,000.00 |
| Above 100 RT | ₱ 800.00 |
| Over 80 to 100 RT | ₱ 700.00 |
| Over 60 to 80 RT | ₱ 600.00 |
| Over 40 to 60 RT | ₱ 500.00 |
| Over 20 to 40 RT | ₱ 400.00 |
| 20 RT and below | ₱ 300.00 |
| Other Fees:<br>Amendments - 50% of Application Fee<br>Document Stamp Tax: ₱ 30.00 | |

## 15. Online Application for Certificate of Authority to Import

The issuance of Certificate of Authority to Import a **SIMPLE** transaction. Under Sec. 9 b1 of RA 11032, simple transactions shall be acted upon by the assigned officer/employee within 3 working days. If the Certificate of Authority to Import is not released within 3 days, you may file a complaint via email (ask@dti.gov.ph).

Online processing and issuance of importation clearance for regulated used motor vehicles, used engines, parts and components prior to shipment from the country of origin into the Philippine customs territory.

| | |
|---|---|
| **Office or Division:** | Fair Trade Enforcement Bureau – Import Regulation Division |
| **Classification:** | Simple Transaction |
| **Type of Transaction:** | a) Government-to-Business (G2B) – Importation of CKD, CBU and Replacement Parts<br>b) Government-to-Government (G2G) – Importation through Government Importation and Donation to LGU<br>c) Government-to-Citizens (G2C) - No-Dollar Importation |
| **Who may avail:** | Importation of the following:<br>1. CKD Parts and Components for Rebuilding – only DTI accredited rebuilding centers<br>2. CBU used motor vehicles – any person, natural or juridical<br>3. Use Engines, Parts and Components for Rebuilding - any person, natural or juridical<br>4. No-Dollar Importation – Filipino returning resident, immigrants holding 13g and 13a visa or Dual Citizens, SRR Visa Holder under the Philippine Retirement Act, 47(a)(2) Visa Holder under the Balik-Scientist Program and member of Diplomatic Corps.<br>5. Importation of Motor Vehicle by the Officials of the Diplomatic Corps<br>6. Government Importation – National Government Agencies (NGA), Local Government Units (LGU) and Government-Owned and Controlled Corporation (GOCC) Donation – Local Government Units (LGU)<br>7. Donation – Local Government Units (LGU) |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---|---|
| **Completely Knocked-Down parts and components of Used Truck, Bus and Special Purpose Vehicle for Rebuilding** | |
| 1. Application form with affidavit of undertaking; | https://www.dti.gov.ph/resources/downloadable-forms/ |
| 2. Original and photocopy of Proforma Invoice; | Applicant |
| 3. Photocopy of Certificate of Accreditation as a Rebuilding Center (for first importation only) | Applicant |
| **Completely Built-Up Used Trucks, Buses and Special Purpose Vehicle Importation** | |

| | |
|---|---|
| 1. Application form with affidavit of undertaking; | https://www.dti.gov.ph/resources/downloadable-forms/ |
| 2. Original and photocopy of Proforma Invoice; | Applicant |
| 3. Business Name if Single Proprietorship/Partnership or SEC if corporation (for new applicants); Business Name if Single Proprietorship/Partnership or SEC if corporation (for new applicants); | Applicant |
| 4. Certificate of Roadworthiness and Emission Compliance (CEC) from country of origin duly authenticated by the Philippine Embassy abroad for non-members of the Apostille Convention or apostillized by the competent authority of Apostille-contracting countries, whichever is applicable (under CAA, RA 8749) | Applicant |
| 5. Picture of the motor vehicle | Applicant |
| **Used Engines, Parts and Components Importation** | |
| 1. Application form with affidavit of undertaking; | https://www.dti.gov.ph/resources/downloadable-forms/ |
| 2. Original and photocopy of Proforma Invoice; | Applicant |
| 3. Business Name if Single Proprietorship/Partnership or SEC if corporation (for new applicants); | Applicant |
| 4. In appropriate cases, applicant may be required to submit a brochure or any pertinent literature to describe the spare parts to be imported | Applicant |
| **No-Dollar Importation of Used Motor Vehicle** | |
| **A. Basic Requirements** | |
| **1. For the importer** | |
| a. Philippine passport for Philippine citizens showing that the applicant has resided abroad for at least one (1) year (accumulated for the last 3 years from the date of filing of the application); | Applicant |
| b. Immigrants holding 13G or 13A Visa or Dual Citizens; | Applicant |
| c. SRR Visa Holder under the Philippine Retirement Act; | Applicant |
| d. 47(a)(2) Visa Holder under the Balik-Scientist Program. | Applicant |
| **2. For the motor vehicle** | |
| a. Left Hand Drive; | Applicant |
| b. Not to exceed 3,000Kgs GVW; | Applicant |
| c. Registered under the name of qualified importer for at least six (6) months prior to the submission of the application. Co-owner to submit Affidavit of Waiver; | Applicant |
| d. Certificate of Roadworthiness and Emission Compliance (CEC) from country of origin duly authenticated by the Philippine Embassy abroad for non-members of the Apostille Convention or apostillized by the competent authority of Apostille-contracting countries, whichever is applicable (under CAA, RA 8749) | Applicant |
| **B. Documentary Requirements** | |
| 1. Completely filled-out and notarized FTEB application; | https://www.dti.gov.ph/resources/downloadable-forms/ |
| 2. Completely filled-out notarized Affidavit of Undertaking; | https://www.dti.gov.ph/resources/downloadable-forms/ |

| | |
|---|---|
| 3. 1 copy of 2x2 picture with signature | Applicant |
| 4. Picture of the motor vehicle; | Applicant |
| 5. Original or authenticated copy of Car Title of Registration with English translation if necessary | Applicant |
| **C. Additional Requirements** | |
| 1. Philippine Passport Holders – Original or authenticated copy of pages with entries of both old and new passport; | Applicant |
| 2. Dual Citizens:<br>a. Original or authenticated copy of Philippine and Foreign Passport;<br>b. 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. | Applicant |
| 3. Foreign Passport Holders (13A and 13G visa Holders):<br>a. Original or authenticated copy of passport, stamped with valid 13A and 13G Visa);<br>b. Immigrant Card (I-card) | Applicant |
| 4. Foreigners Under the Philippine Retirement Act (PRA) (SRR Visa) – Original or authenticated copy of passport stamped with a valid SRR Visa. | Applicant |
| 5. Filipinos/Foreigners of Filipino Descent under the Balik-Scientist Program (47A2 Visa) – Original or authenticated copy of passport stamped with valid 47A2 Visa | Applicant |
| **D. Note** | |
| 1. Authentication is required when original documents cannot be presented, unless expressly stated; | --- |
| 2. Non-original documents shall be authenticated by the Philippine Consulate/ Embassy abroad; | --- |
| 3. Certificate of car title or registration from UAE shall be authenticated by the UAE Ministry of Foreign Affairs (MOFA) and consequently certified by the Philippine Consulate/Embassy abroad; | --- |
| 4. Importation of motor vehicles is subject to payment of taxes and duties; | --- |
| 5. Personal appearance of applicant at the FTEB is required prior to the release of the motor vehicle from the Bureau of Customs (BOC); | --- |
| 6. Only one vehicle shall be allowed per family (composed of the husband, wife and unemancipated minor children) and can avail of the program only once (under Part II Sec. 3, par.d.3 of the guidelines of EO 156 as amended by EO 877-A); | --- |
| 7. There shall be no resale of the motor vehicle for three years (under EO 156 as amended by EO 877-A); | --- |
| 8. Must file within two years of arrival; | --- |
| 9. Submit to the FTEB the above mentioned requirements for evaluation and subsequent issuance of an authority to import if found qualified. | --- |
| **Importation by the Officials of the Diplomatic Corps** | |
| **A. Basic Requirements** | |
| **1. For Importer** | |
| a. Officials of the Diplomatic Corps and International Organization, | Applicant |
| **2. For Motor Vehicle** | |
| a. Left Hand Drive; | Applicant |

| | |
|---|---|
| b. Registered under the name of the qualified importer for at least six (6) months prior to the submission of the application. Co-owner to submit Affidavit of Waiver; | Applicant |
| c. Certificate of Roadworthiness and Emission Compliance (CEC) from country of origin duly authenticated by the Philippine Embassy abroad for non-members of the Apostille Convention or apostillized by the competent authority of Apostille-contracting countries, whichever is applicable (under CAA RA 8749). | Applicant |
| **B. Documentary Requirements** | |
| 1. Completely filled-out and notarized DTI-FTEB Application Form; | DTI website |
| 2. Completely filled-out and notarized Affidavit of Undertaking; | DTI website |
| 3. 1 copy of 2x2 picture with signature; | Applicant |
| 4. Photocopy of passport; | Applicant |
| 5. Picture of the motor vehicle; | Applicant |
| 6. Original or Certified True Copy of Car Title or Registration with English translation if necessary; | Applicant |
| 7. Certification from Department of Foreign Affairs (DFA) as a member of Diplomatic Corps and authorization to import used motor vehicle. | Applicant |
| **Government Importation** | |
| 1. Application form with affidavit of undertaking; | DTI website |
| 2. Original and certified photocopy of Proforma Invoice; | Applicant |
| 3. Certificate of Emission Compliance (CEC) from country of origin duly authenticated by the Philippine Embassy abroad (for motor vehicles only); | Applicant |
| 4. Liquidation of previous Authority to Import, if any/ Certificate of First Importation; | Applicant |
| 5. Board Resolution (original & certified true copy w/ dry seal) for Local Government Unit (LGU) only, indicating all items to be imported; | Applicant |
| 6. Notice of Award, Abstract of Bids, if through public bidding; | Applicant |
| 7. Sole distributorship/manufacturer certificate, certificate of non-public bidding; | Applicant |
| 8. Brochure and other documents (if needed) | Applicant |
| **Importation through Donation of used Motor Vehicle by Local Government Units** | |
| **A. For Donee/Consignee** | |
| 1. Application form with affidavit of undertaking; | DTI website |
| 2. Letter request for Importation; | Applicant |
| 3. Sangguniang Panlalawigan, Sangguniang Panglungsod or Sangguniang Bayan Resolution accepting the donation (original and certified true copy with dry seal of the City/Municipal/Province). | Applicant |
| **B. For Donor/Supplier** | |
| 1. Authenticated Deed of Donation by the nearest Philippine Consulate abroad (original and photocopy) | Applicant |

| CLIENTS STEPS | AGENCY'S ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 1.0 APPLY<br>Submit soft copy of the duly accomplished application form together with the required documents through email | 1.1<br>Pre-evaluate soft copy of the duly accomplished application form and documentary requirements | <u>CKD:</u><br>Php 600.00/set of chassis, engine body, cabin/ cowl<br><br><u>CBU:</u><br>Php 600.00/unit<br><br><u>SP:</u><br>Php300.00/ application<br><br><u>NDI:</u><br>Cars: Php1,500.00/unit<br>Motorcycle: Php900.00/unit<br><br><u>ODC:</u><br>Cars: Php1,500.00/unit<br>Motorcycle: Php900.00/unit<br><br><u>GI:</u><br>Php300.00/ application<br><br><u>D:</u><br>Php300.00/ application | 4 minutes | Account Officer/ Administrative Aide VI, IRD |
| | 1.2<br>Issue and send through email soft copy of the order of payment if documentary requirements are complete and accurate | | 2 minutes | Account Officer/ Administrative Aide VI, IRD |
| 2.0 PAY<br>Pay processing fee at any Landbank, DTI Head Office, Regional Office and Provincial Office, and email scanned copy of the proof of payment | 2.1<br>Receive proof of payment of fees from clients through email and record the details for reference number | | 5 minutes | Account Officer/ Administrative Aide VI, IRD |
| 3.0 COMPLY | 3.1<br>Evaluate and Process the application; prepare the CAI and endorse the soft copy to Director for online approval and disapproval | None | 25 minutes | Account Officer/ Division Chief, IRD |
| | 3.2<br>Director will review and approved/ disapprove the CAI | None | 5 minutes | Director IV, FTEB |
| | 3.3<br>Record the signed CAI | None | 1 minute | Account Officer/ Administrative Aide VI, IRD |
| 4.0<br>RECEIVE<br>Claim the CAI through email | 4.1<br>Release and email of the approved CAI in soft copy (PDF) | None | 2 minutes | Account Officer/ Administrative Aide VI, IRD |

| | | | | |
|---|---|---|---|---|
| 5.0<br>CSF RATING<br>Answer Client Satisfaction Survey | 5.1<br>Issue/send link for the online CSF rating | None | 1 minute | Account Officer/ Administrative Aide VI, IRD |
| **Total Processing Time** | | | 45 minutes | |

# Industry Development and Trade Policy

Frontline Service

## 16. Registration of STMO Services

Registration refers to the act of entering the exporters, importers, and brokers of strategic goods and providers of services into the registry established by the STMO. For feedback and complaints, please refer to page 144.

| | |
|---|---|
| **Office or Division:** | Strategic Trade Management Office |
| **Classification:** | Covered under special law (Republic Act No. 10697) |
| **Type of Transaction:** | G2B – Government-to-Business, G2C – Government-to-Citizen |
| **Who may avail:** | Any natural or juridical person who engages or intends to engage in the export, import, and re-export of strategic goods, or provides related services such as brokering, financing, transporting, technical assistance. |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---|---|
| 1. Accomplished Application for Entry into Register Form (Form A1); (1 Copy) | STMO Webpage: https://dtiwebfiles.s3-ap-southeast-1.amazonaws.com/index.html?prefix=STMO/Forms/ |
| 2. Relevant license/s: (1 Copy)<br>• DTI Business Registration; or<br>• SEC Certificate and GIS; and/ or<br>• PEZA Certificate | DTI-BNRS<br>SEC<br>PEZA |
| 3. Description of strategic trade relevant activity/ reason for registration, if no website available; (1 Copy) | Applicant |
| 4. Description of Internal Compliance Program, if applicable; (1 Copy) | Applicant |
| 5. Notarized copy of the document appointing CEO, Senior Official, owner or person in the equivalent position as the responsible person for STMA compliance; (1 Copy) | Applicant |
| 6. Organizational chart showing the relationship among the company's parent, subsidiaries, affiliates, or multiple division or facilities, if applicable; (1 Copy) | Applicant |
| 7. Internal organizational chart (i.e., showing responsibilities or reporting relationships of individuals or offices within the company), if applicable; (1 Copy) and | Applicant |
| 8. Accomplished Form A1-1 (1 Copy), if applicable, indicating name/s with date and place of birth of:<br>(a) incorporators;<br>(b) board of directors; and<br>(c) executive/ senior managers engaged in providing services related to strategic goods. | STMO Webpage: https://dtiwebfiles.s3-ap-southeast-1.amazonaws.com/index.html?prefix=STMO/Forms/ |

| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| **1**<br>Submit duly accomplished signed application form (excel and PDF) together with supporting documents (PDF) through email: stmo_rad@dti.gov.ph | **1**<br>Receive and check the completeness of the requirements<br><br>**Incomplete – Inform requesting party of any deficiency and enumerate the missing requirements*<br><br>**Complete – Acknowledge receipt containing application tracking number and accept the application for processing* | None | | Analyst/ Specialist/ Senior Specialist, STMO-Registration and Authorization Division |
| | **1.2**<br>Process application | | 30 Calendar Days | |
| **2**<br>Receive | Release Registration Certificate to the applicant | | | |

Registration to STMO Services is covered under Republic Act No. 10697.

## 17. Individual License

An authorization granted to one specific natural or juridical person to engage in the export, import, transit, transshipment, re-export, reassignment of strategic goods, and the provision of related services for ***one end-user, consignee and covering one or more strategic goods.*** For feedback and complaints, please refer to page 144.

| | |
|---|---|
| **Office or Division:** | Strategic Trade Management Office |
| **Classification:** | Covered under special law (Republic Act No. 10697) |
| **Type of Transaction:** | G2B – Government-to-Business, G2C – Government-to-Citizen |
| **Who may avail:** | Any STMO registered natural or juridical person who engages or intends to engage in the export, import, transit, transshipment, re-export, and the reassignment of strategic goods or provides related services such as brokering, financing, transporting, technical assistance. |

| **CHECKLIST OF REQUIREMENTS** | **WHERE TO SECURE** |
|---|---|
| ***Export or re-export authorization application*** | |
| 1. Authorization Application Form (1 Copy) | STMO Webpage: https://dtiwebfiles.s3-ap-southeast-1.amazonaws.com/index.html?prefix=STMO/Forms/ |
| 2. Technical specifications, allowing the STMO to classify the commodity against the control list (1 Copy) | Applicant |
| 3. Documents certifying the origin and acquisition of the strategic goods, when appropriate (1 Copy) | Applicant |
| 4. Relevant commercial documents, in particular, any sales contract, order confirmation, invoice, or dispatch note, if available (1 Copy) | Applicant |
| 5. Original End-Use Statement or End-User Certificate (1 Copy) | STMO Webpage: https://dtiwebfiles.s3-ap-southeast-1.amazonaws.com/index.html?prefix=STMO/Forms/ |
| 6. Relevant license/s or business permits (1 Copy), applicable for end-user/ catch-all controls export transactions of an unregistered applicant<br>• DTI Business Registration; or<br>• SEC Certificate and GIS; and/ or<br>• PEZA Certificate | DTI-BNRS<br>SEC<br>PEZA |
| 7. Additional authorizations such as transit and/or import authorizations (1 Copy), if applicable:<br>(a) Technology Control Plan, in case of technology transfer;<br>(b) Network Security Plan, in case of intangible software transmission | Applicant |

| | |
|---|---|
| 8. Proof of payment of the processing fee | Applicant |

| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| **1**<br>Submit duly accomplished signed application form (excel and PDF) together with supporting documents (PDF) through email: stmo_rad@dti.gov.ph | **1.1**<br>Receive and check the completeness of the requirements<br><br>**Incomplete – Inform requesting party of any deficiency and enumerate the missing requirements*<br><br>**Complete – Acknowledge receipt containing application tracking number and accept the application for processing* | To be determined | | Analyst/ Specialist/ Senior Specialist, STMO-Registration and Authorization Division |
| | **1.2**<br>Process application | | 30 Calendar Days | |
| **2**<br>Receive | **2**<br>Release Authorization Certificate | | | |

Individual Authorization is covered under Republic Act No. 10697. Information from other government agencies may be needed in the evaluation of the application. Rule IV, Sec. 4 of the Implementing Rules and Regulations of R.A 10697 states that the time that elapses between the date the STMO requests the information and the date such information is received from other government agencies will not be counted in the processing timeframe.

## 18. Global License

An authorization granted to one specific natural or juridical person to engage in the export, import, transit, transshipment, re-export, reassignment of strategic goods, and the provision of related services for ***one or more end-user and/or in one or more countries and covering one or more strategic goods.*** For feedback and complaints, please refer to page 144.

| | |
|---|---|
| **Office or Division:** | Strategic Trade Management Office |
| **Classification:** | Covered under special law (Republic Act No. 10697) |
| **Type of Transaction:** | G2B – Government-to-Business, G2C – Government-to-Citizen |
| **Who may avail:** | Any STMO registered natural or juridical person who engages or intends to engage in the export, import, transit, transshipment, re-export, and the reassignment of strategic goods or provides related services such as brokering, financing, transporting, technical assistance. |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---|---|
| A. Internal Compliance Program Pre-Audit | STMO-Investigation and Compliance Division |
| ***Export or re-export authorization application*** | |
| 1. Authorization Application Form (1 Copy) | STMO Webpage: https://dtiwebfiles.s3-ap-southeast-1.amazonaws.com/index.html?prefix=STMO/Forms/ |
| 2. Technical specifications, allowing the STMO to classify the commodity against the control list (1 Copy) | Applicant |
| 3. Documents certifying the origin and acquisition of the strategic goods, when appropriate (1 Copy) | Applicant |
| 4. Relevant commercial documents, in particular, any sales contract, order confirmation, invoice, or dispatch note, if available (1 Copy) | Applicant |
| 5. Copy/ies of relevant license/s or business permits (1 Copy), applicable for end-user/ catch-all controls export transactions of an unregistered applicant<br>• DTI Business Registration; or<br>• SEC Certificate and GIS; and/ or<br>• PEZA Certificate | <br><br><br><br>DTI-BNRS<br>SEC<br>PEZA |
| 6. Copies of additional authorizations such as transit and/or import authorizations (1 Copy), if applicable:<br>(a) Technology Control Plan, in case of technology transfer;<br>(b) Network Security Plan, in case of intangible software transmission | Applicant |
| 7. Proof of payment of the processing fee | Applicant |

| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| **1**<br>Submit duly accomplished signed application form (excel and PDF) together with supporting documents (PDF) through email: stmo_rad@dti.gov.ph | **1.1**<br>Receive and check the completeness of the requirements<br><br>**Incomplete – Inform requesting party of any deficiency and enumerate the missing requirements*<br><br>**Complete – Acknowledge receipt containing application tracking number and accept the application for processing* | To be determined | | Analyst/ Specialist/ Senior Specialist, STMO-Registration and Authorization Division |
| | **1.2**<br>Process application | | 90 Calendar Days | |
| **2**<br>Receive | **2**<br>Release Authorization Certificate | | | |

Global Authorization is covered under Republic Act No. 10697. Information from other government agencies may be needed in the evaluation of the application. Rule IV, Sec. 4 of the Implementing Rules and Regulations of R.A 10697 states that the time that elapses between the date the STMO requests the information and the date such information is received from other government agencies will not be counted in the processing timeframe.

## 19. Governmental End-Use Assurance

Formal security guarantee issued by the STMO, in consultation with the National Security Council – Strategic Trade Management Committee (NSC-STMCom), upon request of the country of origin of the strategic items, certifying the end-use of those goods in the Philippines. For feedback and complaints, please refer to page 144.

| | |
|---|---|
| **Office or Division:** | Strategic Trade Management Office |
| **Classification:** | Covered under special law (Republic Act No. 10697) |
| **Type of Transaction:** | G2B – Government-to-Business, G2C – Government-to-Citizen |
| **Who may avail:** | Any STMO registered natural or juridical person who engages or intends to engage in the export, import, transit, transshipment, re-export, and the reassignment of strategic goods or provides related services such as brokering, financing, transporting, technical assistance. |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---|---|
| 1. Authorization Application Form (1 Copy) | STMO Webpage: https://dtiwebfiles.s3-ap-southeast-1.amazonaws.com/index.html?prefix=STMO/Forms/ |
| 2. Technical specifications, allowing the STMO to classify the commodity against the control list (1 Copy) | Applicant |
| 3. Documents certifying the origin and acquisition of the strategic goods, when appropriate (1 Copy) | Applicant |
| 4. Relevant commercial documents, in particular, any sales contract, order confirmation, invoice, or dispatch note, if available (1 Copy) | Applicant |
| 5. Original End-Use Statement or End-User Certificate (1 Copy) | STMO Webpage: https://dtiwebfiles.s3-ap-southeast-1.amazonaws.com/index.html?prefix=STMO/Forms/ |
| 6. Additional authorizations such as transit and/or import authorizations (1 Copy), if applicable:<br>(a) Technology Control Plan, in case of technology transfer;<br>(b) Network Security Plan, in case of intangible software transmission | Applicant |
| 7. Proof of payment of the processing fee | Applicant |

| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| **1**<br>Submit duly accomplished signed application form (excel and PDF) together with supporting documents (PDF) through email: stmo_rad@dti.gov.ph | **1.1**<br>Receive and check the completeness of the requirements<br><br>**Incomplete – Inform requesting party of any deficiency and enumerate the missing requirements*<br><br>**Complete – Acknowledge receipt containing application tracking number and accept the application for processing* | To be determined | Timelines determined by the NSC-STMCom, on a case-by-case basis. | Analyst/ Specialist/ Senior Specialist, STMO-Registration and Authorization Division |
| | **1.2**<br>Process application | | | |
| **2**<br>Receive | **2**<br>Release Authorization Certificate | | | |

Governmental End-Use Assurance is covered under Republic Act No. 10697.

# Regional Operations

## Frontline Service

## 20. Issuance of BMBE Certificate of Authority

The issuance of BMBE Certificate of Authority (CA) is considered a **SIMPLE** transaction. Under Sec. 9 b1 of RA 11032, simple transactions shall be acted upon by the assigned officer/employee within 3 working days. If the BMBE CA is not released within 3 days, a complaint may be filed which can be done via email thru ask@dti.gov.ph.

The processing and issuance of BMBE CA is in compliance with RA 9178 as amended by RA 10644, its implementing rules and regulations, and future amendments.

The BMBE CA shall be effective for a period of two (2) years commencing from the date of issuance, and 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 as prescribed by law and its IRR.

| | |
|---|---|
| **Office or Division:** | DTI Regional and Provincial Offices – Negosyo Centers |
| **Classification:** | Simple |
| **Type of Transaction:** | G2B – Government-to-Business |
| **Who may avail:** | Barangay micro business enterprises that have an asset size of not more than Three Million Pesos (PhP 3,000,000.00) including those arising from loans but excluding land on which the plant and equipment are located and engaged in the production, processing or manufacturing of products or commodities, including agro-processing, trading, and services but excluding practice of profession (e.g. Accountant, Lawyer, Doctor, among others. |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---|---|
| 1. Duly filled-out application form (BMBE Form), signed by the owner (for sole proprietorship) or authorized representative (for partnerships, corporations, and cooperatives) of the entity applying for registration (1 copy) | • DTI Regional and Provincial Offices – Business/SME Development Division<br>• Negosyo Centers<br>• https://www.dti.gov.ph/resources/downloadable-forms/<br><br>or<br><br>https://dtiwebfiles.s3-ap-southeast-1.amazonaws.com/Downloadable+Files/BMBE+Registration+Application+Form/BMBE+Form+01_BMBE+Application+form.pdf |
| 2. Certificate of Registration for new application (1 photocopy) | DTI Business Name Registration -- for sole proprietorship |

| | | | | |
|---|---|---|---|---|
| | | | Securities and Exchange Commission (SEC) -- for partnership, corporation, or association<br><br>Cooperative Development Authority (CDA) -- for cooperative | |
| **CLIENT STEPS** | **AGENCY ACTIONS** | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1. Submit duly accomplished application form and other requirements | 1.1 Check the completeness of documentary requirements | None | 1 hour | NC Business Counsellor/ BMBE Processor |
| | 1.2 Evaluate and verify the application for purposes of determining the eligibility and qualification as a BMBE based on declared information in the application form and required supporting documents | None | 4 hours | NC Business Counsellor/ BMBE Processor and Applicant |
| | 1.3 Print the BMBE CA | None | 30 minutes | NC Business Counsellor/ BMBE Processor |
| | 1.4 Approve and countersign the BMBE CA | None | 2 hours | Provincial Director or his/her duly authorized representative |
| 2. Claim BMBE Certificate of Authority | 2.1 Issue the BMBE Certificate of Authority | None | 30 minutes | NC Business Counsellor/ BMBE Processor |
| | **TOTAL** | **None** | **1 day** | |

# Trade Promotions

Frontline Service

## 21. Accreditation of Exporters under the Export Development Act (EDA)

The accreditation of exporters under the Export Development Act (EDA) is considered a **COMPLEX** transaction. Under Sec. 9 b1 of RA 11032, simple transactions shall be acted upon by the assigned officer/employee within 7 working days. If EDA Accreditation Certificate is not released within 7 days, you may file a complaint via email (ask@dti.gov.ph).

Accreditation of exporters under the Export Development Act (EDA) are for companies whose export receipts account for more than 70% of their Annual Gross Sales. Accredited exporters are included in the List of Qualified Companies for Zero-Rated VAT incentive endorsed monthly to the Bureau of Internal Review (BIR).

| | |
|---|---|
| **Office or Division:** | Export Marketing Bureau |
| **Classification:** | Complex |
| **Type of Transaction:** | G2B – Government-to-Business |
| **Who may avail:** | Exporters |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---|---|
| 1. Accomplished EMB-EDA Form 002 (scanned copy) | download from https://www.dti.gov.ph/negosyo/exports/accreditation-of-exporters/ |
| 2. Affidavit of Compliance with the Minimum Wage and SSS Laws (notarized) EMB-EDA Form 003 (scanned copy of notarized Sworn Statement) | |
| 3. Audited Financial Statement (preceding year, scanned copy) | Applicant's Auditor |
| 4. Bank Certification of Export Performance/Inward Remittance of Export Sales (scanned copy of original) | Bank/s where company maintains an account |

| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 1. Submit scanned copies of accomplished application form together with required documents via email at eda@dti.gov.ph | 1.1. Check the completeness of documents | None | 30 minutes | EDA Accreditation Officer, Export Assistance & Business Matching Division |
| | 1.2. Validate data on the Bank Certificate of Inward Remittances and the Audited | None | 3 days | |

| | | | | |
|---|---|---|---|---|
| | Financial Statement. | | | |

| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| | 1.3. Evaluate and compute for the consistency of sales figures declared as export sales, vis-a-vis inward remittance amount in the Bank Certificate. Convert using average Foreign Exchange for the year. | None | 1 day | EDA Accreditation Officer, Export Assistance & Business Matching Division |
| | 1.4. Prepare the Evaluation Sheet for review and approval of the Division Chief. | None | 30 minutes | |
| | 1.5. If approved, prepare the Certificate of Accreditation for signature of the EMB Director. | None | 40 minutes | |
| | 1.6. If approved, sign the Certificate of Accreditation. | None | 1 day | EMB Director |
| | 1.7. Notify the applicant of the approval of their application. | None | 10 minutes | EDA Accreditation Officer, Export Assistance & Business Matching Division |
| 2. Receive EDA accreditation Certificate | 2. Issue EDA Accreditation Certificate through email | None | 10 minutes | |
| **TOTAL PROCESSING TIME** | | | **5 days and 2 hours** | |

## 22. Issuance of Coffee Exporter's Accreditation

The issuance of Coffee Exporter's Accreditation is considered a **COMPLEX** transaction. Under Sec. 9 b1 of RA 11032, complex transactions shall be acted upon by the assigned officer/employee within 7 working days. If Certificate of Accreditation is not released within 7 days, you may file a complaint via email (ask@dti.gov.ph).

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

| | |
|---|---|
| **Office or Division:** | Export Marketing Bureau |
| **Classification:** | Complex |
| **Type of Transaction:** | G2B – Government-to-Business |
| **Who may avail:** | Coffee would-be exporters, manufacturers, and producers |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---|---|
| 1. Original Copy of Letter of Intent | Applicant |
| 2. Photocopy of Mayor's Permit | Office of the City/ Municipal Mayor |
| 3. Photocopy of Company Profile | Applicant |
| 4. Original Copy of Authorization of Representative to transact with EMB | Applicant |

| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 1. Submit letter of application with required documents | 1. Evaluate completeness of the requirements | None | 20 minutes | Accreditation Officer, Export Assistance & Business Matching Division |
| 2. Confirm availability during the plant visit with the Accreditation Officer | 2.1. Set a schedule for factory/plant visit | None | 1 day | |
| | 2.2. Conduct a factory or plant visit and have the inspection report countersigned by the applicant and orient the applicant on the ICO systems, rules, and procedures of the regulating office. | None | 1 day | |

| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| | 2.3. Prepare evaluation sheet/report on the inspected facility or farm, assign the ICO Identification Code of the company, and encode the details of the application in the computer file of the Coffee Accreditation (CA) Ledger for the current coffee year. | None | 2 hours | Accreditation Officer, Export Assistance & Business Matching Division |
| | 2.4. Prepare and print the Certificate of Accreditation (CA) | None | 10 minutes | |
| | 2.5. Review and Recommend approval (or disapproval of accreditation) | None | 30 minutes | Division Chief, Export Assistance and Business Matching Division |
| | 2.6. Approve and sign Certificate Accreditation | None | 1 day | EMB Director |
| 3. Sign the Releasing Logbook for the release of the CA | Record the Release of the CA in the Releasing Logbook | None | 5 minutes | Accreditation Officer, Export Assistance and Business Matching Division |
| **TOTAL PROCESSING TIME** | | | **3 days 3 hours and 5 minutes** | |

## 23. Issuance of Coffee Export Clearance (CEC) and Certificate of Origin (CO)

The issuance of Coffee Export Clearance (CEC) and Certificate of Origin (CO) is considered a **SIMPLE** transaction. Under Sec. 9 b1 of RA 11032, simple transactions shall be acted upon by the assigned officer/employee within 3 working days. If CEC and/or CO is not released within 3 days, you may file a complaint via email (ask@dti.gov.ph).

Coffee export documentation in accordance with Chapter XII, Article 32-33 of the International Coffee Agreement (ICA) to which the Philippines is a member-country. The documentation is divided into two (2) stages; 1) Pre-loading stage where exporter is required to apply for Coffee Export Clearance (CEC) and 2) Post-loading stage where based on the Bill of Lading, a Certificate of Origin (CO) shall be issued and countersigned by the Bureau of Customs (BOC).

| | |
|---|---|
| **Office or Division:** | Export Marketing Bureau |
| **Classification:** | Simple |
| **Type of Transaction:** | G2B – Government-to-Business |
| **Who may avail:** | Coffee Exporters |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---|---|
| Coffee Export Clearance (CEC) | |
| 1. Original Copy of Duly accomplished Export Declaration (ED) Form | Website of BOC VASP |
| 2. Photocopy of Commercial Invoice | Applicant |
| 3. Photocopy of Packing Lists | Applicant |
| 4. Photocopy of Draft Bill of Lading or Airway Bill (Cargo Booking) | Shipping/ Airline Office |
| Certificate of Origin (CO) | |
| 1. Photocopy of Validated Export Declaration (ED) stamped with Authority to Load and Date | BOC |
| 2. Photocopy of Packing lists | Applicant |
| 3. Photocopy of Commercial Invoice | Applicant |
| 4. Photocopy of Signed Bill of Lading (BL) or Airway Bill (with Date of Loading) | Shipping/ Airline Office |

| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| **APPLICATION FOR COFFEE EXPORT CLEARANCE (CEC)** | 1.1. Validate the consistency of information between the ED and the required documents. | None | 15 minutes | Accreditation Officer, Export Assistance and Business Matching Division |

| | | | | |
|---|---|---|---|---|
| 1. Submit the required documents | | | | |
| | 1.2. Assign the serial number for the application, encode the details of the application in the computer file of the Coffee Export Clearance (CEC) Ledger for the current coffee year, and stamp the box for clearance on the face of the ED. | None | 10 minutes | Accreditation Officer, Export Assistance and Business Matching Division |
| | 1.3. Review and sign the Coffee Export Clearance (CEC) stamped on the ED Form | None | 15 minutes | Division Chief, Export Assistance and Business Matching Division |
| 2. Sign the release of the CEC in the Releasing Logbook | 2. Record the Release of the CEC in the Releasing Logbook | None | 5 minutes | Accreditation Officer, Export Assistance and Business Matching Division |
| **TOTAL PROCESSING TIME** | | | **45 minutes** | |
| **APPLICATION FOR A CERTIFICATE OF ORIGIN (CO)**<br><br>1. Submit the required documents | 1.1. Validate the consistency of information between the copy of ED and the shipping documents. | None | 15 minutes | Accreditation Officer, Export Assistance and Business Matching Division |
| | 1.2. Assign the serial number and encode the details of the application in the computer file of the Certificate of Origin (CO) Ledger for the current coffee year. | None | 15 minutes | |

| | | | | |
|---|---|---|---|---|
| | 1.3. Prepare and print one (1)receiving copy and the five (5) copies of the Certificate of Origin (CO) using the International Coffee Organization's (ICO) CO Form. | None | 30 minutes | Accreditation Officer, Export Assistance and Business Matching Division |
| | 1.4. Review and sign the CO | None | 15 minutes | Division Chief, Export Assistance and Business Matching Division |
| 2. Sign the release of the CO in the Releasing Logbook | 2.1. Record the Release of the CO in the Releasing Logbook for submission to and countersigning of the Bureau of Customs (BoC) with instructions for the return of the two (2) copies (green and blue) for the ICO | None | 5 minutes | Accreditation Officer, Export Assistance and Business Matching Division |
| **TOTAL PROCESSING TIME** | | | **1 hour and 20 minutes** | |
| 1. Return photocopy of Original, Green and Blue copy of validated CO to EMB | 1.1. Validate and keep the copies of CO for reference in preparing the monthly ICO London Report. | None | 5 minutes | Accreditation Officer, Export Assistance and Business Matching Division |
| **TOTAL PROCESSING TIME** | | | **5 minutes** | |

## 24. Issuance of Certificate of Exemption for Sample Sized Coffee Shipment

The issuance of Certificate of Exemption for Sample Sized Coffee Shipment is considered a **SIMPLE** transaction. Under Sec. 9 b1 of RA 11032, simple transactions shall be acted upon by the assigned officer/employee within 3 working days. If Certificate of Exemption is not released within 3 days, you may file a complaint via email (ask@dti.gov.ph).

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

| | |
|---|---|
| **Office or Division:** | Export Marketing Bureau |
| **Classification:** | Simple |
| **Type of Transaction:** | G2B – Government-to-Business |
| **Who may avail:** | Any person who wants to send to other countries a sample size of coffee as gift, for home use, promotion or any legitimate purpose. |

| **CHECKLIST OF REQUIREMENTS** | **WHERE TO SECURE** |
|---|---|
| 1. Original copy of Letter of Intent (to mention the coffee form, volume, and the contact details of the consignee) | Applicant |
| 2. Original copy of proof or information to support the request for exemption. | Requesting Party at the destination of the sample shipment. |
| 3. Photocopy of the applicant's Company Identification (ID) Card or any government issued ID. | Applicant |

| **CLIENT STEPS** | **AGENCY ACTIONS** | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
|---|---|---|---|---|
| 1. Submit letter of intent and supporting documents | 1.1. Validate the consistency of information in the required documents | None | 10 minutes | Accreditation Officer, Export Assistance and Business Matching Division |
| | 1.2. Assign the serial number and encode the details of the application in the computer file of the Certificate of Exemption Ledger for the current coffee year. | None | 5 minutes | |

| | | | | |
|---|---|---|---|---|
| | 1.3. Prepare and print the Certificate of Exemption (CE). | None | 10 minutes | |
| | 1.4. Review and sign the CE. | None | 15 minutes | Division Chief, Export Assistance and Business Matching Division |
| 2. Sign the release of the CE in the Releasing Logbook | 2. Record the Release of the CE in the Releasing Logbook | None | 5 minutes | Accreditation Officer |
| **TOTAL PROCESSING TIME** | | | **45 minutes** | |

# Competitiveness and Innovation

## Other Frontline Service

## 25. Laboratory and Inspection Body Accreditation Process (Initial Assessment and Reassessment)

The issuance of Certificate of Accreditation is considered a **HIGHLY TECHNICAL transaction**. Under Sec. 9 b 1 of RA 11032, highly technical transactions shall be acted upon by the assigned officer/employee within 20 working days. If the Certificate of Accreditation is not released within 20 days, you may file a complaint via email (ask@dti.gov.ph).

Accreditation of Conformity Assessment Body (CAB) involved a multistage system based on ISO standards, international requirements and PAB accreditation criteria.

The Laboratory Accreditation Division (LAD) of the Philippine Accreditation Bureau (PAB) implements accreditation of Conformity Assessment Bodies (CABs) based on applicable international standards. Accreditation provides CABs with public recognition whose management and/or operation have demonstrated technical competence for their particular activities and PAB accreditation requirement compliant. However, the manner of application of the set criteria will vary considering the nature and/or type of organization.

The reassessment (renewal of accreditation) of accredited Conformity Assessment Bodies (CABs) resembles an initial assessment in all aspect. It is a full assessment of the CAB's management system, technical operations and personnel involved in the accredited activities. It includes follow-up of corrective actions on previous assessment findings. The visit is conducted six (6) months before the validity of accreditation expires.

Failure to complete the accreditation process within six (6) month period will void the application.

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|---|---|
| **Office or Division:** | Philippine Accreditation Bureau - Laboratory Accreditation Division (LAD) |
| **Classification:** | Highly Technical |
| **Type of Transaction:** | G2B – Government-to-Business, G2G – Government-to-Government |
| **Who may avail:** | Conformity Assessment Bodies (CABs)<br>e.g. Testing Laboratories including Medical, Calibration Laboratories and Inspection Bodies |

| **CHECKLIST OF REQUIREMENTS** | **WHERE TO SECURE** |
|---|---|
| Application checklist requirement:<br>– Application for Accreditation form (1 original)<br>– Assessment checklist (1 original)<br>– Application for signatory approval (1 original) | PAB Website: https://www.dti.gov.ph/ resources-pab/downloadable-forms/lab-inspection-body-accredit-forms |
| – Copy of system documentation<br>• Quality Manual (1 photocopy) | Applicant - CABs |

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| • Procedures Manual (1 photocopy)<br>• In-House Methods (if applicable) (1 photocopy)<br>– Internal Audit Report (1 photocopy)<br>– Management Review Report (1 photocopy)<br>– Uncertainty Budget for Calibration Laboratory (1 photocopy)<br><br>Note: Application documents can be submitted through email at PAB-LAD@dti.gov.ph | | | | |
| **CLIENTS STEPS** | **AGENCY'S ACTION** | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1. Submit initial application/ reapplication documents | 1. Receive, check and ensure completeness of application documents<br><br>**Note:** *Incomplete documents will not be accepted*<br><br>1.1 Stamp documents with "RECEIVED" mark and affix date and signature by receiving staff.<br><br>1.2 Log application in CAB database<br><br>**Note:** *For Renewal Application, PAB will remind the CABs of the expiry of accreditation validity and deadline for submission of the required document.* | Application Fee: Php 300.00 (non-refundable)<br><br>**Note:** *Application fee will be included in the billing of assessment fees* | 1 hour and 30 minutes | Administrative Aide or Accreditation Officer<br>Division Chief<br>Director |
| 2. None | 2. Document Review<br><br>2.1 Check completeness of documentation with standard.<br><br>2.2 Inform CABs result of review if there are discrepancies. If complete, schedule assessment. | Assessment Briefing/document review Fee: Php 500/ man-hour<br><br>**Note:** *Document review fees will be included in the billing of assessment fees* | 1 day<br><br>**Note:** *Review may extend depending on the complexity of the system documentation submitted and the scope applied.* | Accreditation Officer<br>Division Chief |
| 3. Address result of document review. Submit additional documents, as necessary. | 3. Receive and review additional documents submitted. If cleared, schedule assessment. | None | 4 hours | Accreditation Officer |
| 4. None | 4. Schedule of assessment | None | 30 minutes | Accreditation Officer<br>Division Chief |

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| | Send Notice of Assessment to CABs. | | | |
| 5. Confirm schedule of assessment within 7 calendar days after the receipt of the notice. Otherwise, the assessment will be cancelled.<br><br>**Note:** *Inform PAB for request of assessment reschedule.* | 5. Selection of assessment team<br>5.1 Select assessors/ experts from registry. Send revised assessment notice (with assessment team composition) and program to the CABs. | None | 5 days<br><br>**Note:** *If there are no available Assessors/ Experts, this will be consulted and/or coordinated with CABs to look for possible assessors/ experts.* | Accreditation Officer<br>Division Chief |
| 6. Confirm final assessment schedule and team | 6. Preparation of assessment documents/ kits | None | 4 hours | Administrative Aide<br>Accreditation Officer<br>Division Chief<br>Director |
| 7. None | 7. Assessment team briefing<br>7.1. Set assessment team briefing 1 week before on-site assessment. Distribute assessment kits to respective assessors/ experts.<br>7.2. Discuss assessment program, requirements, applied field of accreditation (e.g. scopes, signatories, management review) and logistics (e.g. travel arrangements)<br>7.3 Assessment team sign confidentiality agreement between PAB and CAB. | Assessment Briefing/ document review Fee:<br>Php 500/ man-hour<br><br>**Note:** *Document review fees will be included in the billing of assessment fees.* | 1 day | Accreditation Officer<br>Division Chief |
| 8. Arrangement of transportation and accommodation<br>8.1. Coordinate with PAB the transportation | 8. Confirm the arrangement for transportation and accommodation | **Note:** *Aside from the assessment fees, actual costs of transportation and accommodation of personnel* | 1 hour | Accreditation Officer |

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| arrangements at least 7 days before on-site visit.<br><br>**Note:** *CABs shall inform PAB of the arrangement at least a week before the scheduled assessment* | | *conducting assessment (including presence / participation of Technical Expert) shall be borne by the applicant body.* | | |
| 9. CABs shall cooperate with the assessment team by providing the requirements during the time of assessment. | 9. On-site assessment<br>9.1. Starts with Opening meeting, assessment based on program. (Assessment includes interview/ discussions with laboratory personnel, review of records, documents, and witness of actual testing/ calibration.)<br>9.2. Team to prepare assessment findings to be presented on closing meeting. | Assessment Fee:<br>Php 500.00/ man-hour<br><br>***Note:*** *Total assessment fee depends on the number of assessor / technical experts in the assessment team* | 3 days<br><br>**Note:** *Depend on the scopes applied, the number of staffs involved in the activities and the location of the applicant CABs* | Accreditation Officer<br>Division Chief<br>Director |
| 10. None | 10. Billing of assessment fees<br>10.1. Prepare Billing Statement and transmit to CAB.<br><br>**Note:** *Total billing is based on actual time assessed by the team (inclusive of travel time).* | | 30 minutes | Accreditation Officer<br>Division Chief |
| 11. Payment of assessment fees<br>11.1. Settle all billing dues within 30 days.<br><br>***Note 1:*** ***For payment transaction:*** *Secure triplicate copies of Order of Payment at PAB Office and go to 4/F DTI Cashier, DTI Building 361 Sen. Gil Puyat Ave. Makati City and settle the obligation.*<br><br>**Note 2:** *CABs shall provide proof of payment for bank to bank transactions* | 11. Prepare payment slip and issue to CAB | Application Fee:<br>Php 300.00 x no. of fields applied (non-refundable)<br><br>Assessment Briefing / document review Fee:<br>Php 500/ man-hour x no. of assessors/ technical expert x no. of hours<br><br>Assessment Fee:<br>Php 500.00/ man-hour x no. of assessors / | 30 minutes | Administrative Aide<br>Accreditation Officer |

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| | | technical expert no. of hours<br><br>Annual Fee: Php3,000.00 (for renewal of accreditation) x no. of fields accredited<br><br>**Note:** *Fees to be paid will be based on the fees reflected on the issued billing statement* | | |
| 12. Submission of corrective actions<br>12.1. Submit corrective action to nonconformities raised during the on-site assessment. Comply within thirty (30) calendar days from the date of closing meeting.<br>12.2. If the evaluation is not cleared, submit another corrective action. | 12. Receiving **and evaluation** of corrective actions<br>12.1 Stamp documents with "RECEIVED" mark and affix date and signature of receiving staff.<br>12.2 Endorse to assessors/experts for evaluation.<br>12.3 Assessors/Experts evaluate corrective actions. Indicate whether cleared or not cleared.<br>12.4 Send to CAB a summary of corrective action evaluation and endorse for final evaluation.<br><br>**Note:** *A follow-up visit may be requested as a result of evaluation* | None | 5 days | Administrative Aide<br>Accreditation Officer<br>Division Chief |
| 13. None | 13. Final evaluation process<br>13.1. Review all documents and records.<br>13.2. Prepare a report based on the recommended scope of accreditation and approved signatories.<br>13.3. Endorse for granting of | None | 4 hours | Accreditation Officer in consultation with Technical Assessor/Expert (if necessary)<br>Division Chief<br>Director |

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| | accreditation. Otherwise, require the CAB to submit additional documents. | | | |
| 14. Submission of additional documents<br>14.1. Submit additional documents within given timeframe. | 14. Receiving and evaluation of additional documents. | None | 2 hours | Accreditation Officer in consultation with Technical Assessor/Expert (if necessary) |
| 15. None | 15. Awarding of Accreditation<br>15.1. Approve the recommendation from the final evaluation process.<br>15.2. Send notice of Awarding of Accreditation | None | 1 hour | Accreditation Officer<br>Division Chief<br>Director |
| 16. None | 16. Billing of accreditation fee<br>16.1. Prepare billing statement and send to CAB. | None | 30 minutes | Accreditation Officer<br>Division Chief |
| 17. Payment of accreditation fee<br>17.1. Settle all the billing dues within 30 calendar days.<br><br>***Note 1:* For payment transaction:***<br>*Secure triplicate copies of Order of Payment at PAB Office and go to 4/F DTI Cashier, DTI Building 361 Sen. Gil Puyat Ave. Makati City and settle the obligation.*<br><br>**Note 2:** *CABs shall provide proof of payment for bank to bank transactions* | 17. Prepare payment slip and issue to CAB | Accreditation Fee<br>Php 5,000.00/ Field of Accreditation x no. of accredited field | 30 minutes | Administrative Aide<br>Accreditation Officer<br>DTI Cashier |
| 18. None | 18. Preparation, approval and issuance of certificate of accreditation | None | 2 days<br><br>**Note:** *The preparation may extend depending* | Accreditation Officer<br>Division Chief<br>Director |

| | | | | |
|---|---|---|---|---|
| | 18.1. Prepare Certificate of Accreditation.<br>18.2. Notify CAB of availability of certificates. | | *on the complexity of scopes of accreditation* | |
| 19. Acknowledge the receipt of the original copy of the certificate of accreditation<br><br>**Note:** *CABs shall inform PAB of any corrections within thirty (30) calendar days only. Any request for revision after the given period will not be accepted* | 19. Uploading in PAB website | None | 1 hour | Administrative Aide or Accreditation Officer |
| | TOTAL | | 19 days & 5hrs. | |

## 26. Laboratory and Inspection Body Accreditation Process (Surveillance Visit)

The issuance of Certificate of Accreditation is considered a **HIGHLY TECHNICAL transaction**. Under Sec. 9 b 1 of RA 11032, highly technical transactions shall be acted upon by the assigned officer/employee within 20 working days. If the Certificate of Accreditation is not released within 20 days, you may file a complaint via email (ask@dti.gov.ph).

Accreditation of Conformity Assessment Body (CAB) involved a multistage system based on ISO standards, international requirements and PAB accreditation criteria.

Surveillance visits are conducted to monitor the continuous conformance by accredited Conformity Assessment Bodies (CABs) with the international standard and PAB accreditation requirements. Only selected aspects of the organization's operations are assessed. All accredited CABs shall conform to the following schedule:

- First Surveillance Visit - conducted **fifteen (15)** months from the date of granting accreditation
- Succeeding Surveillance Visits - conducted **fifteen (15)** months after the last surveillance visit.

Failure to complete the accreditation process within six (6) month period will void the surveillance process and may grounds for suspension of accreditation.

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|---|---|
| **Office or Division:** | Philippine Accreditation Bureau - Laboratory Accreditation Division (LAD) |
| **Classification:** | Highly Technical |
| **Type of Transaction:** | G2B – Government-to-Business, G2G – Government-to-Government |
| **Who may avail:** | Accredited Conformity Assessment Bodies (CABs)<br>e.g. Testing Laboratories including Medical, Calibration Laboratories and Inspection Bodies |

| **CHECKLIST OF REQUIREMENTS** | **WHERE TO SECURE** |
|---|---|
| None | |

| **CLIENTS STEPS** | **AGENCY'S ACTION** | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
|---|---|---|---|---|
| 1. None | 1 Schedule of assessment<br>1.1 Send Notice of Assessment to CAB. | None | 30 minutes | Accreditation Officer<br>Division Chief |
| 2. Confirm schedule of assessment within 7 | 2. Selection of assessment team | None | 5 days | Accreditation Officer |

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| calendar days after receipt of notice. Otherwise, the assessment will be cancelled.<br><br>**Note:** *Inform PAB for request of assessment reschedule.* | 2.1. Select and qualify Assessors and/or Experts from registry applied/approved signatories and scope of accreditation. Where necessary, seek formal approval from their affiliation for their service.<br>2.2. Send revised assessment Notice (with assessment team composition) and Program to CABs. | | **Note:** *If there are no available Assessors/ Experts, this will be consulted and/or coordinated with CABs to look for possible assessors/ experts.* | Division Chief |
| 3. Confirm final assessment schedule and team | 3. Preparation of assessments documents<br>3.1. Prepare assessment kits and forms. The kit is carried always by the assessor during assessment to record on-site findings. | None | 4 hours | Administrative Aide<br>Accreditation Officer<br>Division Chief<br>Director |
| 4. None | 4. Assessment team briefing<br>4.1. Set assessment team briefing 1 week before scheduled assessment. Distribute assessment kits to respective assessors/experts.<br>4.2. Discuss assessment Program, requirements, applied field of accreditation (e.g. scopes, signatories, management | Document Review Fee: Php 500/ man-hour<br><br>**Note:** *Document review fees will be included in the billing of assessment fees.* | 1 day | Accreditation Officer<br>Division Chief |

| | | | | |
|---|---|---|---|---|
| | review) and logistics e.g. travel arrangements)<br>4.3 Sign confidentiality agreement between PAB and CAB. | | | |
| 5. Arrangement of transportation and accommodation<br>5.1 Coordinate with PAB the transportation arrangements at least 7 days before the on-site visit.<br><br>***Note:*** *CABs shall inform PAB of the arrangement at least a week before the scheduled assessment.* | 5. Confirm the arrangement for transportation and accommodation | ***Note:*** *Aside from the assessment fees, actual costs of transportation and accommodation of personnel conducting assessment (including presence / participation of Technical Expert) shall be borne by the applicant body.* | 1 hour | Accreditation Officer |
| 6. CABs shall cooperate with the assessment team by providing the requirements during the time of assessment. | 6. On-site assessment visit<br>a. Start with an Opening Meeting, then proceed based on Program. Assessment includes discussions with laboratory personnel and inspection of records, documents, actual testing and calibration.<br>b. Prepare assessment report<br>c. Present to CAB assessment findings on Closing meeting | Assessment Fee:<br>Php 500.00/ man-hour<br><br>***Note:*** *Total assessment fee depends on the number of assessor / technical experts in the assessment team* | 2 days<br><br>**Note:** *Depends on scopes applied, number of staffs involved in activities and location of applicant CABs* | Accreditation Officer<br>Division Chief<br>Director |
| 7. None | 7. Bill the assessments fees - Prepare Billing Statement and transmit to CAB. | | 30 minutes | Accreditation Officer<br>Division Chief |

| | | | | |
|---|---|---|---|---|
| | **Note:** *Total billing is based on actual time assessed by team (inclusive of travel time).* | | | |
| 8. Payment of assessment fees<br>8.1. Settle all billing dues within 30 days.<br><br>***Note 1:* For payment transaction:**<br>*Secure triplicate copies of Order of Payment at PAB Office and go to 4/F DTI Cashier, DTI Building 361 Sen. Gil Puyat Ave. Makati City and settle the obligation.*<br><br>**Note 2:** *CABs shall provide proof of payment for bank to bank transactions* | 8. Prepare payment slip and issue to CAB. | Assessment Team Briefing Fee:<br>Php 500.00/ man-hour x no. of assessors/ technical expert x no. of hours<br><br>Assessment Fee:<br>Php 500.00/ man-hour x no. assessors / technical expert x no. of hours<br><br>Annual Fee:<br>Php 3,000.00 x no. of accredited field<br><br>**Note:** *Fees to be paid will be based on the fees reflected on the issued billing statement* | 30 minutes | Administrative Aide<br>Accreditation Officer<br>DTI-Cashier |
| 9. Submit corrective actions<br>9.1. Submit corrective action on non-conformities raised during on-site assessment within 30 calendar days from date of closing meeting.<br>9.2. If non - conformities are not cleared, submit another corrective action.<br><br>**Note:** *Failure to clear the nonconformities within 6 months will treat CAB non-* | 9. Receiving and evaluation of corrective actions<br>9.1. Stamp documents with "RECEIVED" marks, affix date and signature of receiving staff.<br>9.2. Endorse to assessors/experts for evaluation.<br>9.3. Assessors/Experts evaluate corrective actions. Indicate whether cleared or not cleared.<br>9.4. Send to CAB summary of corrective action evaluation and | None | 5 days | Administrative Aide<br>Accreditation Officer<br>Division Chief |

| | | | | |
|---|---|---|---|---|
| *compliant. Application will be void.* | endorse for final evaluation.<br><br>**Note:** *A follow-up visit may be requested as a result of evaluation.* | | | |
| 10. None | 10. Granting of Continued Accreditation<br>10.1. Approve recommendation from the final evaluation process.<br>10.2. Notify granting of Continued Accreditation | None | 1 hour | Accreditation Officer<br>Division Chief<br>Director |
| 11. None | 11. Preparation, approval and issuance of Certificate of Accreditation<br>11.1. Prepare Certificate of Accreditation.<br>11.2. Notify CAB of availability of certificates. | None | 2 days<br><br>**Note:** *The preparation may extend depending on the complexity of scopes of accreditation* | Accreditation Officer<br>Division Chief<br>Director |
| 12. Acknowledge the receipt of the original copy of the certificate of accreditation.<br><br>***Note:*** *CABs shall inform PAB of any corrections within thirty (30) calendar days only. Any request for revision after the given period will not be accepted.* | 12. Updating PAB website | None | 1 hour | Administrative Aide or Accreditation Officer |
| | **TOTAL** | | **16 days & 30 mins.** | |

## 27. Laboratory and Inspection Body Accreditation Process (Special Assessment)

The issuance of Certificate of Accreditation is considered a **HIGHLY TECHNICAL transaction**. Under Sec. 9 b 1 of RA 11032, highly technical transactions shall be acted upon by the assigned officer/employee within 20 working days. If the Certificate of Accreditation is not released within 20 days, you may file a complaint via email (ask@dti.gov.ph).

Accreditation of Conformity Assessment Body (CAB) involved a multistage system based on ISO standards, international requirements and PAB accreditation criteria.

Accredited Conformity Assessment Bodies (CABs) may request for a special assessment for additional scope/s, applicant signatories and/or change in accommodation/location for accreditation. This assessment may be performed during the scheduled surveillance visit.

Failure to complete the accreditation process within six (6) month period will void the application.

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| **Office or Division:** | Philippine Accreditation Bureau - Laboratory Accreditation Division (LAD) |
| **Classification:** | Highly Technical |
| **Type of Transaction:** | G2B – Government-to-Business, G2G – Government-to-Government |
| **Who may avail:** | Accredited Conformity Assessment Bodies (CABs)<br>e.g. Testing Laboratories including Medical, Calibration Laboratories and Inspection Bodies |

| **CHECKLIST OF REQUIREMENTS** | **WHERE TO SECURE** |
|---|---|
| Application checklist requirement<br>– Application for accreditation form (1 original)<br><br>For additional signatory and/or additional scope/sub-scope/change of method:<br>– Application for signatory approval (1 original) | PAB Website https://www.dti.gov.ph/resources-pab/downloadable-forms/lab-inspection-body-accredit-forms |
| For change in location/accommodation<br>– New lay-out/floor plan (1 photocopy)<br>– List of equipment affected by the change in location/accommodation (1 original)<br><br>Note: Application documents can be submitted through email at PAB-LAD@dti.gov.ph | Applicant – CABs |

| CLIENTS STEPS | AGENCY'S ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 1. Submit application documents | 1. Receive, check and ensure completeness of application documents<br><br>***Note: Incomplete documents will not be accepted***<br><br>1.1. Stamp documents with "RECEIVED" mark and affix date and signature of receiving staff.<br>1.2. Log application to CAB database. | None | 30 minutes | Administrative Aide or Accreditation Officer |
| 2. None | 2. Document Review<br>2.1. Check completeness of documentation with standard.<br>2.2. Inform CABs result of review. If complete, schedule initial assessment. | Document Review Fee:<br>Php 500/ man-hour<br>**Note:** *Document review fees will be included in the billing of assessment fees.* | 4 hours<br>**Note:** *Review may extend depending on the complexity of the system documentation submitted and the scope applied.* | Accreditation Officer<br>Division Chief |
| 3. Resolve the findings from the document review. Submit additional documents, as necessary. | 3. Receive and review additional documents submitted. If cleared, schedule assessment. | None | 4 hours | Accreditation Officer |
| 4. None | 4. Schedule of assessment<br>4.1 Send Notice of Assessment to CABs. | None | 30 minutes | Accreditation Officer<br>Division Chief |
| 5. Confirm the schedule of assessment within (7) seven calendar days after the receipt of the notice. Otherwise, the assessment will be cancelled. | 5. Selection of assessment team<br>5.1 Select assessors /experts from registry. Send revised assessment notice (with assessment team) | None | 5 days<br>**Note:** *If there are no available Assessors/ Experts, this will be consulted and/or coordinated with CABs to look for possible assessors /experts.* | Accreditation Officer<br>Division Chief |

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| **Note:** *Inform PAB for request of assessment reschedule.* | | | | |
| 6. Confirm the final assessment schedule and team | 6. Preparation of assessment documents/kits | None | 4 hours | Administrative Aide<br>Accreditation Officer<br>Division Chief<br>Director |
| 7. None | 7. Assessment team briefing<br>7.1. Set assessment team briefing 1 week before on-site assessment. Distribute assessment kits to respective assessors/experts .<br>7.2. Discuss assessment program, require-ments, applied field of accreditation (e.g. scopes, signatories, management review) and logistics (e.g. travel arrangements)<br>7.3 Assessment team sign confidentiality agreement between PAB and CAB. | Document Review Fee: Php 500.00/ man-hour<br><br>**Note:** *Document review fees will be included in the billing of assessment fees* | 1 day | Accreditation Officer<br>Division Chief |
| 8. Arrangement of transportation and accommodation<br>8.1. Coordinate with PAB the transportation arrangements at least 7days before the on-site visit.<br><br>**Note:** *CABs shall inform PAB of the arrangement at least a week before the scheduled assessment* | 8. Confirm the arrangement for the transportation and accommodation | ***Note:*** *Aside from the assessment fees, actual costs of transportation and accommodation of personnel conducting assessment (including presence / participation of Technical Expert) shall be borne by the applicant body.* | 1 hour | Accreditation Officer |

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| 9. CABs shall cooperate with the assessment team by providing the requirements during the time of assessment. | 9. On-site assessment<br>9.1. Start with Opening meeting, assessment based on program. (Assessment includes interview/ discussions with laboratory personnel, review of records, documents, and witness of actual testing/ calibration.)<br>9.2. Team to prepare assessment findings to be presented on closing meeting | Assessment Fee:<br>PHP 500.00/ man-hour<br>***Note:*** *Total assessment fee depends on the number of assessor / technical experts in the assessment team* | 2 days<br>**Note:** *Depends on the scopes applied, the number of staffs involved in the activities and the location of the applicant CABs* | Accreditation Officer<br>Division Chief<br>Director |
| 10. None | 10. Billing of assessments fees<br>10.1. Prepare Billing Statement and transmit to CAB.<br>**Note:** *Total billing is based on actual time assessed by the team (inclusive of travel time).* | | 30 minutes | Accreditation Officer<br>Division Chief |
| 11. Payment of assessment fees<br>11.1. Settle all billing dues within 30 days.<br>***Note 1: For payment transaction:*** *Secure triplicate copies of Order of Payment at PAB Office and go to 4/F DTI Cashier, DTI Building 361 Sen. Gil Puyat Ave. Makati City and settle the obligation.*<br>**Note 2:** *CABs shall provide proof of payment for bank to bank transactions* | 11 Prepare payment slip and issue to CAB | **Document Review Fee:**<br>Php 500/ man-hour x no. of assessors / technical expert x no. hours<br>Assessment Fee:<br>Php 500.00/ man-hour x no. of assessors/ technical expert x no. of hours<br>**Note:** *Fees to be paid will be based on the fees reflected on* | 30 minutes | Administrative Aide<br>Accreditation Officer<br>DTI Cashier |

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| | | *the issued billing statement* | | |
| 12. Submission of corrective actions<br>12.1. Corrective action on assessment findings will be submitted 30 calendar days from date of assessment as agreed during the closing meeting.<br>12.2. If evaluation is not cleared, the CABs will be requested to submit another corrective action at a given timeframe and to be evaluated by assessors/experts. | 12. Receiving **and evaluation** of corrective actions<br>12.1. Stamp documents with "RECEIVED" mark and affix date and signature of receiving staff.<br>12.2. Endorse to assessors/experts for evaluation.<br>12.3 Assessors/Experts evaluate corrective actions. Indicate whether cleared or not cleared.<br>12.4 Send to CAB a summary of corrective action evaluation and endorse for final evaluation.<br><br>**Note:** *A follow-up visit may be requested as a result of evaluation* | None | 5 days | Administrative Aide<br>Accreditation Officer<br>Division Chief |
| 13. None | 13. Final evaluation process<br>13.1. Review all documents and records.<br>13.2. Prepare a report based on the recommended scope of accreditation and approved signatories.<br>13.3. Endorse for granting of accreditation. Otherwise, require CAB to submit additional documents. | None | 4 hours | Accreditation Officer in consultation with Technical Assessor/Expert (if necessary)<br>Division Chief<br>Director |

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| | **Note:** *Only with additional scope will undergo the final valuation process.* | | | |
| 14. Submission of additional documents<br>14.1 Submit the additional documents within the given timeframe. | 14. Receiving and evaluation of additional documents | None | 2 hours | Accreditation Officer in consultation with Technical Assessor/Expert (if necessary) |
| 15. None | 15. Awarding of Accreditation<br>15.1. Approve the recommendation from the final evaluation process.<br>15.2. Send notice of Granting of Accreditation | None | 1 hour | Accreditation Officer<br>Division Chief<br>Director |
| 16. None | 16. Preparation and Issuance of Certificate of Accreditation<br>16.1. Prepare Certificate of Accreditation.<br>16.2. Notify CAB of availability of certificate. | None | 2 days<br><br>***Note:*** *The preparation may extend depending on the complexity of scopes of accreditation* | Accreditation Officer<br>Division Chief<br>Director |
| 17. Acknowledge the receipt of the original copy of the certificate of accreditation.<br><br>***Note:*** *CABs shall inform PAB of any corrections within thirty (30) calendar days only. Any request for revision after the given period will not be accepted* | 17. Upload Certificate and Scope of Accreditation in PAB website | None | 1 hour | Administrative Aide or Accreditation Officer |
| | **TOTAL** | | 17 days & 7 hrs. | |

## 28. Processing of Initial Accreditation and Reaccreditation of Certification Bodies

The issuance of Certificate of Accreditation is considered a **HIGHLY TECHNICAL** transaction. Under Sec. 9 b 1 of RA 11032, highly technical transactions shall be acted upon by the assigned officer/employee within 20 working days. If the Certificate of Accreditation is not released within 20 days, you may file a complaint via email (ask@dti.gov.ph).

Accreditation of Conformity Assessment Body (CAB) involved a multistage system based on ISO standards, international requirements and PAB accreditation criteria.

The Management System Accreditation Division (MSAD) of the Philippine Accreditation Bureau (PAB) implements accreditation of Conformity Assessment Bodies (CABs) particularly Certification Bodies (CBs) based on applicable international standards. Accreditation provides CABs with public recognition whose management system have demonstrated technical competence for their particular activities and PAB accreditation requirement compliant. Though, the manner of application of the set criteria will vary considering the nature and/or type of certification body.

Initial assessment and reassessment (renewal of accreditation) will include all other premises of the CB which one or more key activities are performed and which are covered by the scope of accreditation. The key activities include policy formulation, process and/or procedure development, contract review, planning of conformity assessments, review, approval and decisions on the results of conformity assessment.

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| **Office or Division:** | Philippine Accreditation Bureau - Management System Accreditation Division (MSAD) |
| **Classification:** | Highly Technical |
| **Type of Transaction:** | G2B – Government-to-Business, G2G – Government-to-Government |
| **Who may avail:** | Public and private local and foreign Certification Bodies (CBs) that certify :<br>1. Management System (e.g. Quality Management System, Environmental Management System, Food Safety Management System)<br>2. Product, process, service (e.g. Halal, Organic)<br>3. Persons |

| **CHECKLIST OF REQUIREMENTS** | **WHERE TO SECURE** |
|---|---|
| A. **Upon submission of application:**<br>1. Letter of application *(using the required format)* (1 original)<br>2. Accomplished application form *per scheme applied* *(1 original)*<br>3. Accomplished assessment Checklist *per scheme applied* *(1 original)* | #1-4 PAB website see link below: https://www.dti.gov.ph/resources-pab/downloadable-forms/certification-body |

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| 4. Signed Terms and Condition of PAB Accreditation (1 original)<br><br>5. 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. (1 photocopy)<br><br>***Note 1:*** *Initial assessment and reassessment will include all other premises of the CB which one or more key activities are performed and which are covered by the scope of accreditation. The key activities include policy formulation, process and/or procedure development, contract review, planning of conformity assessments, review, approval and decisions on the results of conformity assessment.*<br><br>***Note 2:*** *For foreign CBs, office assessment (Stage 1) and witness audit (Stage 2) shall be conducted within the timeframe of the approved travel period of the assessors*<br><br>6. Copy of CB's proof of managing liabilities *(e.g. insurance, *reserves)* (1 photocopy)<br>7. Copy of certification agreement between the CB and its clients (1 photocopy)<br>8. Copy of certificate issued to its clients (1 photocopy)<br><br>***Note:*** *The applicant body shall have granted at least 2 certificates for each scheme applied.*<br><br>9. List of certified organizations (*specifying certified scopes, validity of certificates, address and contact numbers)* (1 original)<br>10. Copy of CB's Quality Manual (1 photocopy)<br>11. Copy of CB's Rules/procedures of certification (1 photocopy)<br>12. List of auditors *(including their approved scopes)* and Technical Experts (1 original)<br>13. Overview of financial structure of the CB (1 original)<br>14. Information on fees charged to its applicants and certified organization and the means by which CB obtains financial support (1 original)<br>15. Records of internal audit and management review conducted by the CB (1 photocopy)<br><br>***Note:*** *Electronic copies of application documents sent through email is acceptable. Please send your documents to:* ***pab_msad@dti.gov.ph*** *or visit us at :*<br><br>Management System Accreditation Division (MSAD)<br>Philippine Accreditation Bureau<br>3/F TARA Building 389 Sen. Gil Puyat Ave. Makati City<br>Telephone : (02) – 8895-3995 / (632) -09178192971<br>Fax : (02) – 8890-4688<br><br>**B. Prior to conduct of Witness audit (See client step 12)** | # 5 Securities and Exchange Commission (SEC), DTI, Philippine Consulate (where, applicable) |

*Documents needed for the conduct of witness audit should be submitted at least one (1) week prior to the witnessing activity. These documents are the following:*

- Agreement between the CB and its clients allowing PAB to join the audit (1 original)
- Copy of the CB's audit plan (1 photocopy)
- Background information on the CB's audit team (i.e. CV, Scope approval) (1 photocopy)
- Copy of the Quality Manual and key procedures of its clients to be audited (1 photocopy)
- If the audit being witnessed is an initial certification re-assessment, a copy of the document review report and/or stage 1 audit report (1 photocopy)
- Audit report, required actions and responses from the previous audit activity (1 photocopy)
- Calculation of man-days (1 photocopy)

**PAB Accreditation Policies**

Philippine Accreditation Bureau adheres to the following accreditation rules and regulation :

1. PAB policies for the accreditation criteria
2. PAB policies procedure for the conduct of pre-assessment, initial assessment, surveillance and reassessment.
3. Use of PAB accreditation symbol
4. Department Administrative Order (DAO)1:2005 – Schedule of Fees
5. Resolutions issued by: Asia Pacific Accreditation Cooperation (APAC) and International Accreditation Forum (IAF)
6. *Resolutions issued by International Halal Accreditation Forum (IHAF)
7. *Advisories/Resolutions related to accreditation of Halal CBs issued by Philippine Halal Board -
8. *****Signed Memorandum of Understanding (MOU) with other accreditation bodies *(i.e. MOU with ESMA, MOU with GAC)*, where applicable
9. *****Importing Country requirement *(i.e. relevant Halal Standards of the concerned country/region of destination)*
10. *****Philippine National Halal Certification Scheme (PNHCS)
11. *****Use of Philippine Halal logo

***Note: *Applicable to Halal CB applicants***

# 1-4 PAB website See MSA P01, MSA GD 01, MSA GD 02, PAB P13 https://dti.gov.ph/resources-pab/guidance-documents/certif-body-guidance-docs

# 5 www.apac-accreditation.org and International Accreditation Forum (IAF) www.iaf.nu

# 6 www.ihaf.org.ae

| CLIENTS STEPS | AGENCY'S ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 1. Communicate to PAB the intention to submit application and pay the corresponding | 1. Receive and review the application submitted by the applicant CB. | **Application fee:** Php 2,000/ scheme x no. | 1 hour | Admin Officer<br>Assigned Program Manager<br>DTI Cashier |

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| application and document review fee and together with the copy of Official Receipt (OR) submit the accomplished application form, checklist and other requirements. Otherwise, send the scanned copies of OR and send e-copies of documents to: ***pab_msad@dti.gov.ph***<br><br>1.1 **For renewal of accreditation**<br><br>Acknowledge receipt of notification and pay the corresponding application and document review fee together with the copy of Official Receipt (OR)<br><br>***Note 1:*** *For payment transaction:*<br><br>a. Secure triplicate copies of Order of Payment at PAB Office and go *to 4/F DTI Cashier, DTI Building 361 Sen. Gil Puyat Ave. Makati City and settle the obligation.*<br><br>b. *In case of Foreign CB, payment transaction is done electronically (i.e. wire transfer)*<br><br>***Note 2:*** *For submission of hardcopies of requirements go to:*<br><br>***Philippine Accreditation Bureau (PAB)***<br>***3/F TARA Building 389 Sen. Gil Puyat Ave.***<br>***Makati City*** | ***Note 1:*** *Application is valid for one (1) year from the date of the acceptance of application*<br>.<br>***Note 2:*** *The start of processing of CB application is subject to submission of complete requirements including the full payment of application fee and document review fee.*<br><br>1.1 **For renewal of accreditation**<br><br>PAB send notification to accredited CB six (6) months before the expiration date of its accreditation. | of schemes applied<br><br>**Document Review Fee:** Php 5,000/ man-day x no. of assessors/ technical expert x no. of days<br><br>***Note:*** *Application fee and document review fee are non-refundable.*<br><br>**Application fee:** Php 2,000/ scheme x no. of schemes applied<br><br>**Document Review Fee:** Php 5,000/ man-day x no. of assessors/ technical expert x no. of days<br><br>***Note:*** *Application fee and document review fee are non-refundable.* | | |
| 2. None | 2. Review available resources | None | 1 hour | Division Head |

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| | (*availability of qualified assessors and external technical experts).* | | | |
| 3. None | 3. Draft and send Quotation of fee *(i.e. assessment fee, accreditation fee and annual fee).*<br><br>***Note 1:*** *For CBs that do not require formal quotation, billing statement will be issued when some or all of the accreditation activities have been undertaken.*<br><br>***Note2:*** *Amount indicated in the quotation depends on the number of scopes applied and number of assessment man day.* | **Assessment Fee:** Php 5,000/ man-day x no. of assessors/ technical expert x no. of days<br><br>**Accreditation fee:** Php10,000/ scope x no. of scope applied<br>**Annual fee:** Php 5,000/ scope x no. of accredited scope<br>. | 1 hour | Admin Officer<br>Bureau Director |
| 4. Conforme with the quotation and send to PAB the signed quotation form. | 4. Receive the acceptance of the communication and inform Division Head. | None | 30 minutes | Admin Officer<br>Division Head |
| 5. None | 5. Review the CB's submitted Quality Manuals and other relevant documents, prepare summary of document review result and send this to CB. | None | 2 days | Assessor<br>Division Head |
| 6. Submit corrective actions (CAs) for the findings raised on the document review.<br><br>***Note 1:*** *Office-assessment will only be conducted after the closure of the findings on the document review.*<br><br>***Note 2:*** *In the event that the applicant CB has not acted satisfactorily within six months from the date* | 6. Accept the submitted CAs, evaluate and send to CB the result of the evaluation. | None | 4 hours<br><br>***Note 1:*** *Processing time is subject to the number and category of raised NCs which needs to be closed through corrective actions evaluated as satisfactory.* | Assessor<br>Division Head |

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| *of the communication of the deficiencies noted during the document review, the processing of the application shall be terminated. The CB may still re-apply for PAB's accreditation but needs to pay new application fee and document review fee.* | | | ***Note 2:*** *There will be cases where additional CAs need to be submitted by the CB based on the evaluation of PAB.* | |
| 7. Coordinate with PAB the schedule and logistics for the conduct of assessment. | 7. Prepare for the conduct of office assessment and coordinate with the CB for the schedule and logistics arrangement. | None | 4 hours<br><br>***Note:*** *Processing time is subject to availability of Technical Experts in case of joint assessment with partner AB.* | Assessment Team/Technical Expert<br>Admin Officer |
| 8. Participate as auditee in office-based assessment. | 8. Conduct office-based assessment.<br><br>. | **Assessment Fee:**<br>Php 5,000 / man-day<br><br>***Note 1:*** *Actual costs of transportation and accommodation of personnel conducting assessment (including presence/ participation of Technical Expert) shall be borne by the applicant body.*<br><br>***Note 2:***<br>*Assessment fees for the conducted office-based assessment are settled upon issuance of billing statement for PAB.* | 2 days<br><br>***Note:***<br>*Processing time is based on the number of schemes applied. One (1) scheme is 4 man days = *2 days with 2 assessors*<br><br>***For reassessment***<br>1 day & 4 hours<br><br>***Note:***<br>*Processing time is based on the number of schemes applied. One (1) scheme is 3 man days = *1.5 days with 2 assessors* | Assessment Team<br>Technical Expert<br><br>***Note:*** *When necessary, technical experts in the areas to be assessed maybe included in the assessment team as adviser.* |
| 9. Submit corrective actions (CAs) for the findings raised on office assessment within 60 days from the date of the initial assessment / reassessment | 9. Accept the submitted CAs, evaluate and send to CB the result of the evaluation. | None | 4 hours<br><br>***Note 1:***<br>*Processing time is subject to the number and category of raised NCs which needs to* | Assessment Team<br>Technical Expert<br>Division Chief |

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| ***Note:*** *Extension of one (1) month from the timelines may be extended upon written request by the CB to PAB (but PAB may accept or reject such request as appropriate). If the request of extension is approved, but the CB fails to submit CAs within the timeframe of extension, PAB reserves the right to consider the application invalid. The CB may still re-apply for PAB's accreditation but needs to pay new application fee and doc review fee.* | ***Note:*** *All nonconformities must be cleared within 4 months from the date of on-site assessment.* | | *be closed through corrective actions evaluated as satisfactory.*<br><br>***Note 2:*** *There will be cases where additional CAs need to be submitted by the CB based on the evaluation of PAB.* | |
| 10. None | 10. Prepare, review, approve and send the office assessment report to CB. | None | 2 days & 4 hours | Assessment Team/Technical Expert<br>Division Head |
| 11. Acknowledge the receipt of assessment report. | 11. None | None | | |
| 12. Coordinate with PAB the schedule and logistics for the conduct of witness audit.<br><br>***Note:*** *Please see checklist of requirements* ***"B. Prior to conduct of Witness audit "*** | 12. Prepare for the conduct of witness audit and coordinate with the CB on the schedule and logistics arrangement. | None | 1 day | Admin Officer<br>Assessment Team<br>Division Head<br>Bureau Director |
| 13. Conduct scheduled certification audit. | 13. Conduct witness audit.<br><br>***Note:*** *To be completed within 3 months after the office-based assessment* | **Assessment Fee:**<br>Php 5,000 / man-day<br><br>***Note 1:*** *Aside from the assessment fees, actual costs of transportation and accommodation of personnel conducting assessment (including presence/ participation of Technical Expert) shall be* | 5 days/scope witnessed<br>***Note 1:*** *Duration does not include travel time.*<br><br>***Note 2:*** *Based on the assumption that there is only 1 scope witnessed and it is a certification audit.* | Assessment Team |

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| | | *borne by the applicant body.*<br><br>***Note 2:*** *Assessment fees for the conducted witness audits are settled upon issuance of billing statement for PAB.* | | |
| 14. None | 14. Prepare, review, approve and communicate the draft billing for the, assessment and witness audit conducted with other partner ABs, where applicable, and send the billing statement to CB.<br><br>***Note:*** *Amount indicated in the billing statement depends on the number of scopes applied and duration of conducted assessment & witness audit.* | None | 4 hours | Admin Officer<br>Division Head<br>Bureau Director |
| 15. Settle the obligation based on the statement of account sent by **PAB**.<br><br>***Note 1:*** *Maximum period for payment of fee is **15** days.*<br><br>***Note 2:*** *For payment transaction:*<br>*a. Secure triplicate copies of Order of Payment at PAB Office and go to 4/F DTI Cashier, DTI Building 361 Sen. Gil Puyat Ave. Makati City and settle the obligation.*<br><br>*b. In case of Foreign CB, payment transaction is done electronically (i.e. wire transfer)* | 15. Issue signed Order of Payment and update billing monitoring database. | **Office Assessment:**<br>Php 5,000 / man-day x no. of assessors/ technical expert x no. of days<br><br>**Witness Audit:**<br>**Stage 1:**<br>Php 5,000 / man-day x no. of assessors/ technical expert x no. of days<br><br>**Stage 2:**<br>Php 5,000 / man-da x no. of assessors/ technical | 1 hour | Admin Officer<br>DTI Cashier |

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| c. *Send to PAB, through email the copy of Official Receipt (OR) as proof of payment.* | | expert x no. of days<br><br>***Note 1**: The man-days of witness audit, depends on the number of certification audit days of the CB.*<br><br>***Note 2:** Refer to MSA GD02 or Section 8 of DAO 1:2005 for the schedule of fees and Annex B of MSA P01 for the Standard Number of Accreditation Assessment Man-Days.* | | |
| 16. None | 16. Prepare, review and approve witness audit report and send to CB. | None | 1 day | Assessor/Technical Expert<br>Division Head |
| 17. Acknowledge the receipt of witness audit report. | 17. None | None | | |
| 18. Submit CAs for the findings raised during witness audit within 30 days after the witnessing activity. | 18. Accept the submitted CAs, evaluate and send to CB the result of the evaluation. | None | 4 hours<br><br>***Note 1:** Processing time is subject to the number and category of raised NCs that need to be closed through corrective actions evaluated as satisfactory.*<br><br>***Note 2:** There will be cases where additional CAs need to be submitted by the CB based on the evaluation of PAB.* | Assessment Team |
| 19. None | 19. Prepare to convene the | None | 3 hours | Program Manager<br>Admin Officer |

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| | Accreditation Evaluation Panel (AEP). | | | |
| 20. None | 20. Evaluate the assessment package, accomplish the assessment review report and endorse to the Bureau Director for approval. | None | 4 hours | AEP<br>Assessment Team<br>Admin Officer<br>Bureau Director |
| 21. None | 21. Prepare, review, approve and communicate /coordinate the draft billing for the *accreditation services (i.e. accreditation fee, annual fee)* with other partner ABs, where applicable, and send the billing statement to CB.<br><br>21.1 Prepare, review, approve and send Notice of Granting Certificate of Accreditation<br><br>***Note:*** *Amount indicated in the billing statement depends on the number of accredited scopes and duration of conducted assessment & witness audit.* | None | 3 hours & 30 mins | Admin Officer<br>Division Head<br>Bureau Director |
| 22. Settle the obligation based on the statement of account sent by **PAB**.<br><br>***Note 1:*** *Maximum period for payment is **15** days.*<br><br>***Note 2:*** *For payment transaction:* | 22. Issue signed Order of Payment and update billing monitoring database. | **Accreditation fee:** Php10,000/ scope x no. of accredited scope<br><br>**Annual fee:** Php 5,000/ scope x no. of | 1 hour | Admin Officer<br>DTI Cashier |

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| a. *Secure triplicate copies of Order of Payment at PAB Office and go to 4/F DTI Cashier, DTI Building to settle the obligation.*<br><br>b. *In case of Foreign CB, payment transaction is done electronically (i.e. wire transfer)*<br><br>c. *Send to PAB through email the copy of Official Receipt as proof of payment.*<br><br>***Note 3:*** *PAB reserves the right to issue the certificate and post this on PAB website only upon receipt of payment made by the CB.* | | accredited scope<br><br>***Note:*** *Refer to MSA GD02 or Section 8 of DAO 1:2005 for the schedule of fees.* | | |
| 23. None | 23. Prepare the draft certificate for review. | None | 1 day | Admin Officer<br>Division Head |
| 24. None | 24. Print/sign the official certificate and post the certificate to PAB website in coordination with DTI- ISMS and communicate with the client for the transmittal of the original copy of the certificate.<br><br>***Note:*** *PAB reserves the right to issue the certificate and post this on PAB website only upon receipt of payment made by the CB.* | None | 1 day | Admin Officer<br>Bureau Director |
| 25. Acknowledge the receipt of the original copy of the certificate of accreditation. | 25. None | None | | |
| Total Processing Time: *(see table below)* | | | | |

**TOTAL PROCESSING TIME:**

| ACCREDITATION PROCESS | TOTAL PROCESSING TIME |
|---|---|
| • INITIAL ACCREDITATION | 20 days |
| • REACCREDITATION | 19 days, 4 hrs |

## 29. Verification of Certification Bodies (CBs) Continuing Compliance through Surveillance

The issuance of Certificate of Accreditation is considered a **HIGHLY TECHNICAL** transaction. Under Sec. 9 b 1 of RA 11032, highly technical transactions shall be acted upon by the assigned officer/employee within 20 working days. If the Certificate of Accreditation is not released within 20 days, you may file a complaint via email (ask@dti.gov.ph).

Accreditation of Conformity Assessment Body (CAB) involved a multistage system based on ISO standards, international requirements and PAB accreditation criteria.

Surveillance visits are conducted to monitor the continuous conformance by accredited Conformity Assessment Bodies (CABs) with the international standard and PAB accreditation requirements. Only selected aspects of the organization's operations are assessed. All accredited CABs shall conform to the following schedule:

- **First Surveillance Visit** - conducted **twelve (12)** months from the date of granting accreditation
- **Succeeding Surveillance Visit** - not longer than the 24th month after the previous surveillance visit

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| **Office or Division:** | Philippine Accreditation Bureau - Management System Accreditation Division (MSAD) |
| **Classification:** | Highly Technical |
| **Type of Transaction:** | G2B – Government-to-Business, G2G – Government-to-Government |
| **Who may avail:** | Public and private local and foreign Certification Bodies (CBs) that certify :<br>1. Management System (e.g. Quality Management System, Environmental Management System, Food Safety Management System)<br>2. Product, process, service (e.g. Halal, Organic)<br>3. Persons |

| CHECKLIST OF REQUIREMENTS | WHERE TOSECURE |
|---|---|
| **A. Prior to office-based assessment**<br>1. Records of latest internal audit and management review conducted by the CB (1 photocopy)<br>2. Proof/evidence of any changes on the CB which is significant to the operation of its certification scheme, ***i.e.*** *a) change in legal entity; b) changes on the organizational structure and key personnel c) change of resources and premises; d) change to the scope of accreditation; e) changes to main policies; f) transfer of accreditation; and g) any other matter that may affect the* | |

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| *ability of accredited CB to fulfill requirements for accreditation.* (1 photocopy where applicable)<br><br>**B. Prior to witness audit activity (See client step 4)**<br>Documents needed for the conduct of witness audit should be submitted at least one (1) week prior to the witnessing activity. These documents are the following:<br><br>• Agreement between the CB and its clients allowing PAB to join the audit (1 photocopy)<br>• Copy of the CB's audit plan (1 photocopy)<br>• Background information on the CB's audit team (i.e. CV, Scope approval) (1 photocopy)<br>• Copy of the Quality Manual and key procedures of its clients to be audited (1 photocopy)<br>• If the audit being witnessed is an initial certification re-assessment, a copy of the document review report and/or stage 1 audit report (1 photocopy)<br>• Audit report, required actions and responses from the previous audit activity (1 photocopy)<br>• Calculation of man-days (1 photocopy)<br><br>**<u>PAB Accreditation Policies</u>**<br><br>Philippine Accreditation Bureau adheres to the following accreditation rules and regulation :<br><br>1. PAB policies for the accreditation criteria<br>2. PAB policies procedure for the conduct of pre-assessment, initial assessment, surveillance and reassessment.<br>3. Use of PAB accreditation symbol<br>4. Department Administrative Order (DAO)1:2005 – Schedule of Fees<br>5. Resolutions issued by: Asia Pacific Accreditation Cooperation (APAC) and International Accreditation Forum (IAF)<br>6. *Resolutions issued by International Halal Accreditation Forum (IHAF)<br>7. *Advisories/Resolutions related to accreditation of Halal CBs issued by Philippine Halal Board -<br>8. *****Signed Memorandum of Understanding (MOU) with other accreditation bodies *(i.e. MOU with ESMA, MOU with GAC)*, where applicable<br>9. *****Importing Country requirement *(i.e. relevant Halal Standards of the concerned country/region of destination)*<br>10. *****Philippine National Halal Certification Scheme (PNHCS)<br>11. *****Use of Philippine Halal logo<br><br>***Note: *Applicable to Halal CB applicants*** | # 1-4 PAB website See MSA P01, MSA GD 01, MSA GD 02, PAB P13 https://dti.gov.ph/resources-pab/guidance-documents/certif-body-guidance-docs<br><br># 5 www.apac-accreditation.org and International Accreditation Forum (IAF) www.iaf.nu<br><br># 6 www.ihaf.org.ae |

| CLIENTS STEPS | AGENCY'S ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 1. None | 1. Prepare letter of notification, review, approve and send to CB regarding planned *schedule of surveillance.<br><br>***Note:*** *Basis is the *scheduled surveillance program of the Accredited CB, (i.e. 1st Surveillance is done within 12 months after the date of granting accreditation, 2nd Surveillance is done no longer than the 24th month after the previous Surveillance Visit.* | None | 1 hour | Accreditation Officer<br>Admin Officer<br>Division Head<br>Bureau Director |
| 2. Acknowledge the receipt of the notification and coordinate with PAB the schedule and logistics for the conduct of assessment.<br><br>***Note:*** *Requirements shall be submitted at least one (1) week prior to the date of surveillance assessment.* | 2. Prepare for the conduct of office assessment and coordinate with the CB for the schedule and logistics arrangement. | None | 4 hours<br><br>***Note:*** *Processing time is subject to availability of Technical Experts in case of joint assessment with partner AB*<br>. | Admin Officer<br>Assessment Team<br>Bureau Director |
| 3. Participate as auditee in office-based assessment.<br>. | 3. Conduct office-based assessment.<br><br>***Note:*** *There will be 2 assigned assessors and 1 or 2 Technical assessors.* | **Assessment Fee:** Php 5,000 / man-day<br><br>***Note 1:*** *Actual costs of transportation and accommodation of personnel conducting assessment (including presence/ participation of Technical Expert) shall be borne by the applicant body.* | 2 days<br><br>***Note 1:*** *Processing time is based on the number of schemes applied. One (1) scheme is 4 man days = *2 days with 2 assessors.*<br><br>***Note 2:*** *Refer to Annex B of MSA P01 for the Standard Number of Accreditation Assessment Man-Days* | Assessment Team<br>Technical Expert<br><br>***Note:*** *When necessary, technical experts in the areas to be assessed maybe included in the assessment team as adviser.* |

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| | | ***Note 2:*** *Assessment Fees for the conducted office-based assessment are settled upon issuance of billing statement from PAB.* | | |
| 4. Submit corrective action for the findings raised on the office assessment.<br><br>***Note1:***<br>***For Major NC*** *– within 7 working days*<br>***For minor NC*** *– within 30 working days*<br><br>***Note 2:*** *There will be cases where additional CAs need to be submitted by the CB based on the evaluation made by the AB.*<br><br>***Note 3:*** *All nonconformities must be cleared within 3 months from the date of on-site assessment. Otherwise, this shall be ground for suspension/ withdrawal of accreditation.* | 4. Accept the submitted CA, evaluate and send to the client the result of the evaluation.<br><br>***Note 1:*** *All nonconformities must be cleared within 3 months from the date of on-site assessment. Otherwise, this shall be ground for suspension/withdrawal of accreditation.*<br><br>***Note 2:*** *A follow-up visit may be requested as a result of evaluation.* | None | 4 hours<br><br>***Note 1:*** *Processing time is subject to the number and category of NCs raised that need to be closed through a corrective action evaluated as satisfactory.*<br><br>***Note 2:*** *There will be cases where additional CAs need to be submitted by the CB based on the evaluation of PAB.* | Assessment Team<br>Technical Expert |
| 5. None | 5. Prepare, review, approve and send the office assessment report to CB. | None | 2 days | Assessment Team<br>Division Head |
| 6. Acknowledge the receipt of office assessment report. | 6. None | None | | |
| 7. Coordinate with PAB on the schedule and logistics for the | 7. Prepare for the conduct of witness audit and coordinate with the CB on the | None | 1 day | Admin Officer<br>Assessment Team<br>Division Head<br>Bureau Director |

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| conduct of witness audit.<br><br>***Note 1:*** *Please see checklist of requirements "B.* Prior to witness audit activity"<br><br>***Note 2:*** *The number of organizations to be witnessed is based on the surveillance program.*<br><br>***Note 3:*** *Witness audits can be done prior to office assessment and should be completed within 9 months of the surveillance period* | schedule and logistics arrangement. | | | |
| **8.** Conduct scheduled certification audit. | 8. Conduct witness audit.<br><br>***Note 1:*** *The number of organizations to be witnessed is based on the surveillance program, i.e. the schedule scopes to be witnessed.*<br><br>***Note 2:*** *Witness audits can be done prior to office assessment and should be completed within 9 months of the surveillance period.* | Assessment Fee: Php 5,000 / man-day<br><br>*Note 1: Aside from the assessment fees, actual costs of transportation and accommodation of personnel conducting assessment (including presence / participation of Technical Expert) shall be borne by the applicant body.*<br><br>*Note 2: Assessment Fees for the conducted witness audits are settled upon issuance of billing statement from PAB.* | 5 days/scope witnessed<br><br>*Note 1: Duration does not include travel time.*<br><br>*Note 2: Based on the assumption that there is only 1 scope witnessed and it is a certification audit.* | **Assessment Team** |
| 9. None | 9. Prepare, review, approve and communicate the draft billing for the document review, assessment and witness audit conducted with | None | 4 hours | Admin Officer<br>Division Head |

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| | other partner AB, where applicable, and send the billing to CB.<br><br>*<u>Note:</u> Amount indicated in the billing statement depends on the number of scopes witnessed and duration of audit.* | | | |
| 10. Settle the obligation based on the statement of account sent by PAB.<br><br>***<u>Note 1:</u>** Maximum period for payment of fee is 15 days.*<br><br>***<u>Note 2:</u>** For payment transaction :*<br>*a. Secure triplicate copies of Order of Payment and go to 4/F DTI Cashier DTI Building 361 Sen. Gil Puyat Ave. Makati City to settle the payment.*<br><br>*b. In case of Foreign CB, payment transaction is done electronically (i.e. wire transfer)*<br><br>*c. Email to PAB the copy of Official Receipt (OR) as proof of payment.*<br><br>***<u>Note 3:</u>** Failure of the accredited CB to pay the required fees 15 days upon the issuance of the billing statement is subject to suspension/ withdrawal of accreditation* | 10. Issue signed Order of Payment and update billing monitoring database. | ***Office Assessment:***<br>Php 5,000 / man-day x no. of assessor / technical expert x no. of days<br><br>***Witness Audit:***<br>***Stage 1:***<br>Php 5,000 / man-day x no. of assessor / technical expert x no. of days<br><br>***Stage 2:***<br>Php 5,000 / man-day x no. of assessor / technical expert x no. of days<br><br>***Annual fee::***<br>Php 5,000 / scope x no. of accredited scope<br><br>***<u>Note:</u>** Billing statement for Annual Fees are usually issued within 1st Quarter of the year.* | **1 hour** | **Admin Officer**<br>**DTI Cashier** |
| 11. None | 11. Prepare, review and approve witness audit report and send to CB. | None | 1 day | Assessment Team<br>Division Head |
| 12. Acknowledge the receipt of | 12. None | None | | |

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| witness audit report. | | | | |
| 13. Submit CAs for the findings raised during witness audit.<br><br>***Note:*** *Corrective action must be submitted within two (2) week after the conduct of witness audit.* | 13. Accept the submitted CA, evaluate and send to the client the result of the evaluation. | None | 4 hours<br><br>***Note 1:*** *Processing time is subject to the number and category of NCs raised that need to be closed through a corrective action evaluated as satisfactory.*<br><br>***Note 2:*** *There will be cases where repetitive process of evaluating the CAs will be conducted, based on the submitted satisfactory Corrective Actions.* | Assessment Team<br>Division Head |
| 14. None | 14. Review assessment package for the surveillance assessment conducted. | None | 1 day | Accreditation Officer<br>Division Head |
| 15. None | 15. Confirm / deny continued accreditation and communicate to client. | None | 3 hours | Assessment Team<br>Division Head |
| 16. Acknowledge receipt of communication. | 16. None | None | | |
| **Total Processing Time:** | | | **14 days & 5 hours** | |

# Consumer Protection

## Frontline Service

## 30. Consumer Complaints Handling
***(Under DTI Jurisdiction)***

Consumer Complaints Handling is considered a **COMPLEX** transaction. Under Sec. 9 b1 of RA 11032, complex transactions shall be acted upon by the assigned officer/employee within 7 working days. If mediation is not scheduled within 7 days, you may file a complaint via email (ask@dti.gov.ph).

Consumer Complaints Resolution aims to ensure that all consumer complaints received are resolved in accordance with applicable laws and procedures.

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|---|---|
| **Office or Division:** | Fair Trade Enforcement Bureau (FTEB)– Mediation Division |
| **Classification:** | Complex |
| **Type of Transaction:** | G2C – Government-to-Citizen |
| **Who may avail:** | Natural or Judicial Person |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---|---|
| 1. Accomplished Complaint Form | DTI Website, FTEB Office |
| 2. Proof of Transaction | Applicant |
| 3. Other evidences to substantiate claim | Applicant |

| CLIENTS STEPS | AGENCY'S ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 1<br>FILING OF COMPLAINT | 1.1 Assign to Mediation Officer<br><br>1.2 Evaluate the complaint if this will fall under DTI jurisdiction and if documents submitted are complete<br><br>1.3 Encoding in Database and assigning of reference number | None | Within 1 working day<br><br>Within 2 working days | Administrative Aide VI, MD<br><br>Mediation Officer/ Division Chief, MD<br><br>Administrative Aide VI, MD |
| 2. RECEIVE NOTICE TO EXPLAIN | 2.1 Issue Notice to party complained of, through e-mail, (copy furnish the complainant) to notify of the fact of the complaint | None | Within 1 day | Mediation Officer. MD |

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| | filed for possible action | | | |
| 3. RECEIVE NOTICE OF MEDIATION | 3.1 Schedule then issue Notice of Mediation to concerned parties, through email, (if no settlement is reached despite issuance of Notice to party complained of) for virtual conference | None | Within 3 working Days | Mediation Officer. MD |
| **Total Processing Time** | | | **7 days** | |

# Industry Development and Trade Policy

Frontline Service

## 31. Provision of Statistical Data to Various Stakeholders

The provision of statistical data to various stakeholders is considered a **HIGHLY TECHNICAL** transaction. Under Sec. 9 b1 of RA 11032, highly technical transactions shall be acted upon by the assigned officer/employee within 20 working days. If the statistical data are not provided within 20 days, you may file a complaint via email (ask@dti.gov.ph).

Provision of list of importers of specific product/commodity and volume and value of imports by product classification (AHTN) or by country of origin/port of entry, among others.

| | |
|---|---|
| **Office or Division:** | Bureau of Import Services |
| **Classification:** | Highly Technical |
| **Type of Transaction:** | G2B – Government-to-Business, G2C – Government-to-Citizen, G2G – Government-to-Government |
| **Who may avail:** | Industries/associations, embassies, private companies, banks, other government offices, academe, researchers, consultants |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---|---|
| 1. Valid Company ID | |
| 2. Company Background | |
| 3. Accomplished Online Data Request Form | |

| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 1. Submit letter of request via walk-in, e-mail/courier | 1.1 Receive letter of request via e-mail, courier. Walk-in to fill up standard form (SF) request | None | 50 minutes | Technical Staff |
| | 1.2 Evaluate request by the technical staff concerned | | | Technical Staff |
| | 1.3 Prepare and submit summary of all requests for the day to the Division Chief/Asst. Division Chief | | | Technical Staff |
| | 1.4 Delegate to technical staff | | | Division Chief/ Asst. Division Chief |

| | | | | |
|---|---|---|---|---|
| | 1.5 Process request by the technical staff and preparation of reply letter (The number of days will depend on the complexity of the inquiry | | 1-19 days | Technical Staff |
| 2. Receive import information requested via email. For large files, client will bring a USB/CD for data storage | 2.1 Send letter reply via email/ fax/ courier | | | Technical Staff |

## 32. Provision of Information on General Import Procedures and other Government Agencies' Import Regulations

The provision of information on general import procedures and other government agencies' import regulations is considered a **HIGHLY TECHNICAL** transaction. Under Sec. 9 b1 of RA 11032, highly technical transactions shall be acted upon by the assigned officer/employee within 20 working days. If the information is not provided within 20 days, you may file a complaint via email (ask@dti.gov.ph).

This process describes how request for import procedures is handled from the time request is received up to the time receipt of the information is acknowledged by the client/stakeholder. To ensure that request for import procedure is timely provided with accurate and updated information.

| | |
|---|---|
| **Office or Division:** | Bureau of Import Services |
| **Classification:** | Highly Technical |
| **Type of Transaction:** | G2B – Government-to-Business, G2C – Government-to-Citizen, G2G – Government-to-Government |
| **Who may avail:** | Importers, Exporters, Brokers, Overseas Filipino Workers (OFWs) |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---|---|
| 1. Letter Request | |
| 2. Client Profile | |
| 3. Commodity Harmonized System (HS) Code | |
| 4. Product Description | |
| 5. Other Documents, i.e., Sales Invoice, Bill of Lading, Certificate of Origin, etc., (if needed) | |

| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 1. Request for trade- related information thru letter/fax/email | 1.1 Acknowledge receipt of requests received thru letter/fax/email | None | 5 minutes | Admin Aide/ Technical Staff |
| | 1.2 If request is thru letter/email addressed to the Office of the Director, forward to OBD Secretary and attach BIS-ESS-SF 01 and 02, log in and forward to the Director/Assistant Director for instructions | | 1 working day | OBD Secretary |

| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| | 1.3 Instruct the IFD Chief for appropriate action. | | | Director |
| | 1.4 Review and consider the instructions from the OBD and endorse to staff for appropriate action | | 30 minutes | Division Chief |
| | 1.5 Record the transaction in logbook (client name and information, address and gender) | | | Technical Staff |
| | 1.6 Conduct research and draft response to client<br>*The number of days will depend on the complexity of the inquiry* | | 1- 18 working days | Technical Staff |
| | 1.7 Review communications prepared | | | Assistant Division Chief |
| | 1.8 Final review and approval | | | Division Chief |
| 2. Receive import information requested via email. For large files, client will bring a USB/CD for data storage | 2.1 Send response to concerned client | | 60 minutes | Technical Staff |
| | 2.2 File and maintain documents | | | Admin Aide/ Technical Staff |

## VI. Feedback and Complaints

| FEEDBACK AND COMPLAINTS MECHANISM | |
|---|---|
| How to send feedback | Please let us know how we have served you by:<br>• Filling up a Client Satisfaction Feedback Form and drop the Form in the designated drop box at the Front Desk/Public Assistance Desk<br>• Contact the concerned DTI bureaus and offices. Please refer to the provided list of offices.<br>• You may also contact us through our DTI Direct Customer Contact Center from Monday to Sunday, 8:00 AM-5:00 PM (except holidays) at telephone number 1-DTI (384) or email ask@dti.gov.ph |
| How feedbacks are processed | Feedback results are provided to the concerned division/office. Those feedback requiring responses are forwarded to the concerned bureau/s or office/s. |
| How to file a complaint | You may:<br>• Fill up a Client Complaint Form<br>• Inform the Public Assistance Desk or email thru ask@dti.gov.ph |
| How complaints are processed | Written/verbal complaints are treated with confidentiality and utmost care to prevent disclosure. They shall be addressed immediately by the concerned bureau or office.<br><br>If you are not satisfied with the response to your complaint, you may elevate it to the concerned Bureau/Office Director or to the Planning and Management Service, the ARTA Unit of DTI, at artaunit@dti.gov.ph.<br><br>Thank you for helping us continuously improve our services. |
| Contact Information | Kindly refer to the DTI List of Offices |
| Contact Information of CCB, PCC, ARTA | ARTA<br>8-478-5093<br>complaints@arta.gov.ph<br><br>PCC<br>pcc@malacanang.gov.ph<br>8888<br><br>CCB<br>email@contactcenterngbayan.gov.ph<br>0908-881-6565 |

## VII. List of Offices

| Office | Address | Contact Information |
|---|---|---|
| **Competitiveness and Innovation Group (CIG)** | | |
| Bureau of Trade and Industrial Policy Research (BTIPR) | 4F Industry & Investments Building 385 Sen. Gil J. Puyat Ave., Makati City | (+632) 8897.1243<br>(+632) 7976.5701 |
| Competitiveness Bureau | 2F HPGV Building 395 Sen. Gil J. Puyat Ave., Makati City | (+632) 8890.4861<br>(+632) 8895.9460 |
| E-Commerce Program Office | 2F HPGV Building 395 Sen. Gil Puyat Avenue , Makati City | (+632) 8890.4861<br>(+632) 8895.9460 |
| **Consumer Protection Group (CIG)** | | |
| Bureau of Philippine Standards (BPS) | 3F Trade & Industry Building 361 Sen. Gil J. Puyat Ave., Makati City | (+632) 7791.3124 |
| Consumer Protection and Advocacy Bureau (CPAB) | 2F Trade & Industry Building 361 Sen. Gil J. Puyat Ave., Makati City | (+632) 7791.3335 |
| Fair Trade Enforcement Bureau (FTEB) | 1-2F UPRC Building 315 Sen. Gil J. Puyat Ave., Makati City | (+632) 7215.1165 |
| **Industry Development &Trade Policy Group (IDTPG)** | | |
| Bureau of Import Services (BIS) | 3F Tara Building 389 Sen. Gil J. Puyat Ave., Makati City | (+632) 8896.4430 |
| Bureau of International Trade Relations (BITR) | 4F DTI International Building 375 Sen. Gil J. Puyat Ave., Makati City | (+632) 8465.3300 loc. 439 |
| Strategic Trade Management Office (STMO) | 3F Tara Building 389 Sen. Gil J. Puyat Ave., Makati City | (+632) 8896.4430 |
| **Management Services Group (MSG)** | | |
| Finance Service (FS) | 4F Trade & Industry Building 361 Sen. Gil J. Puyat Ave., Makati City | (+632) 7791.3185 |
| Human Resource and Administrative Service (HRAS) | 4F Trade & Industry Building 361 Sen. Gil J. Puyat Ave., Makati City | (+632) 7791.3199 |
| Information Systems Management Service (ISMS) | 5F Trade & Industry Building 361 Sen. Gil J. Puyat Ave., Makati City | (+632) 7791.3222 |
| Knowledge Management and Information Service (KMIS) | 5F Trade & Industry Building 361 Sen. Gil J. Puyat Ave., Makati City | (+632) 7791.3234 |
| Planning and Management Service (PMS) | 5F Trade & Industry Building 361 Sen. Gil J. Puyat Ave., Makati City | (+632) 7791.3158 |

| Office | Address | Contact Information |
|---|---|---|
| Resource Generation and Management Service (RGMS) | 4F Industry & Investments Building<br>385 Sen. Gil J. Puyat Ave., Makati City | (+632) 7791.3411 |
| **Regional Operations Group (ROG)** | | |
| Bureau of Small & Medium Enterprise Development (BSMED) | 2F Trade & Industry Building<br>361 Sen. Gil J. Puyat Ave., Makati City | (+632) 7791.3310 |
| DTI-Comprehensive Agrarian Reform Program Management Office (DTI-CARP PMO) | 3F Oppen Building<br>349 Sen. Gil J. Puyat Ave., Makati City | (+632) 8897.1024 |
| Cordillera Administrative Region (CAR) | 2F Pine Lake View Building, No. 9 Otek St. cor Rizal Park 2600, Baguio City | (+6374) 620.5542<br>(0920) 963.1606<br>(0917) 597.3067 |
| Region 1 - Ilocos Region | 4F Juanita Bldg., Quezon Ave.<br>San Fernando City, La Union | (+6372) 607.1297 |
| Region 2 - Cagayan Valley Region | 11 Dalan na Pappabalo<br>Regional Gov't. Center, Carig Sur, Tuguegarao City, Cagayan | (+6378) 396.9865 |
| Region 3 - Central Luzon | Malikhain St., cor. Maagap St.<br>Diosdado Macapagal Government Center<br>Maimpis City, San Fernando, 2000 Pampanga | (+6345) 625.9290 |
| Region 4-A (CALABARZON) | 3F Marcelita Bldg., Brgy. Real<br>Calamba City, Laguna | (+6349) 545.6169 |
| Region 4-B – MIMAROPA | 5F Oppen Building<br>349 Sen. Gil J. Puyat Ave., Makati City | (+632) 8890.1712 |
| Region 5 - Bicol Region | 3F Capitol Annex Bldg, Old Albay District, Legazpi City, Albay | (+6352) 742.0513<br>(+6352) 742.6791 |
| Region 6 - Western Visayas | 3F DTI Building<br>J.M. Basa & Gen. Macario Peralta Sts., Iloilo City | (+6333) 335.0548<br>(+6333) 335.1980 |
| Region 7 - Central Visayas | 3F Rm. 311 WDC Bldg., Osmeña Blvd. Cebu City | (+6332) 255.0036-37 (+6332) 412.1989 |
| Region 8 - Eastern Visayas | 2F Leyte Academic Center, Gov't. Center, Pawing, Palo | (+6353) 323.4082<br>(+6353) 323.7360 |
| Region 9 - Zamboanga Peninsula | 4F VHW Bldg., Veterans Ave.,<br>Zamboanga City | (+6362) 991.3237<br>(+6362) 991.3238 |
| Region 10 - Northern Mindanao | NACIDA Bldg., Corrales Ave.<br>cor. Antonio Luna St.<br>9000 Cagayan de Oro City | (+638822) 729.291<br>(+638822) 722.276 |
| Region 11 - Southern Mindanao | 3F Mintrade Bldg., Monteverde Ave. cor. Sales St., Davao City | (+6382) 224.0511 |

| Office | Address | Contact Information |
|---|---|---|
| Region 12 - Soccsksargen | 3-4F De Luz Bldg.<br>Gensan Drive cor. Aquino St.<br>9506 Koronadal City, South Cotabato | (+6383) 228.9837 |
| Caraga | West Wing, 3F D&V Plaza Bldg.,<br>J.C. Aquino Ave., 8600 Butuan City, Agusan del Norte | (+6385)341.2293 |
| National Capital Region Office (NCRO) | 2F Metro House Bldg.<br>345 Sen. Gil Puyat Ave., Makati City | (+632) 8890.8232 |
| **Trade Promotions Group (TPG)** | | |
| Bureau of Domestic Trade Promotion (BDTP) | GF Trade & Industry Building<br>361 Sen. Gil J. Puyat Ave., Makati City | (+632) 7791.3102 |
| Export Marketing Bureau (EMB) | 1-2F DTI International Building<br>375 Sen. Gil J. Puyat Ave., Makati City | (+632) 8465.3300<br>locs. 102, 104, 106, 107, 110, 113 |