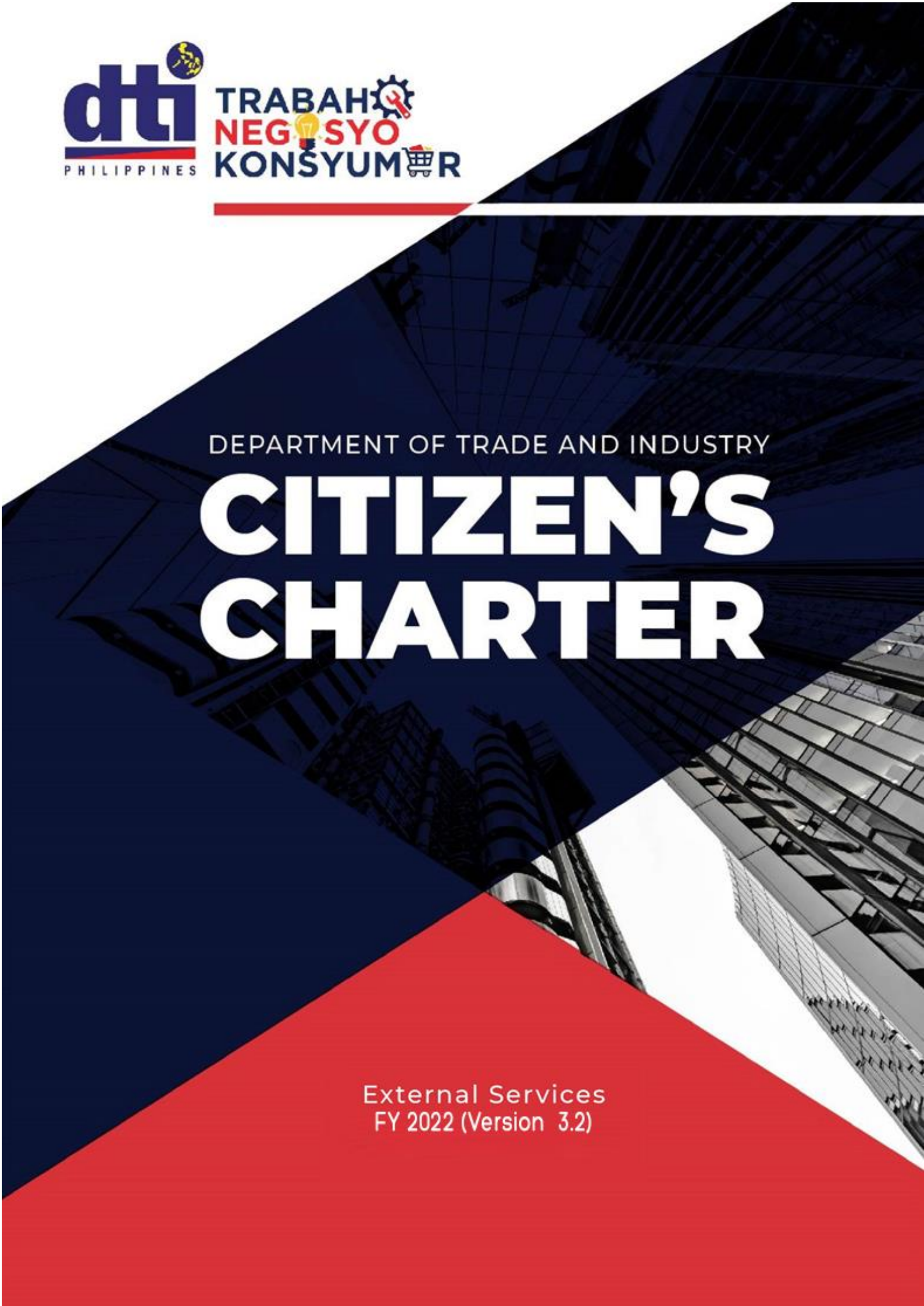
dti PHILIPPINES

TRABAHO NEGOSYO KONSYUMER

DEPARTMENT OF TRADE AND INDUSTRY

CITIZEN'S CHARTER



External Services
FY 2022 (Version 3.2)

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.

V. List of External Services

External Services – Applications for any privilege, right, reward, license, clearance, permitor authorization, concession, or for any modification, renewal or extension of the enumerated applications or requests (per definition of government service in Rule 1, Section 4, Paragraph gg of RA 11032 IRR)		
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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 (artaunit@dti.gov.ph).

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

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**
Option # 1: Via Email or Walk-in:	
1. Application form 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 or Business 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*
Option # 2: Via Online Platform:	
1. Fill out all necessary forms with true and correct company and goods information.	https://www.dti.gov.ph/good-governance-program/domestic-bidders-program/

2. Attach all the documents which are specified in the platform. Ensure that the attachments are clear and readable: 2.1 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); 2.2 Photocopy of Mayor's Permit or Business Permit (one copy); 2.3 Photocopy of FDA Registration/ PS License (if applicable) (one copy); 2.4 Brochure of goods sought to be certified, indicating the brand and model/brand and generic (or any term applicable) (one copy); 2.5 Complete list of raw materials or components comprising the goods sought to be certified, together with the percentage cost (one copy); 2.6 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 2.7 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).	
3. Submit the application and wait for the Secretariat's confirmation.	

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, or website)	N/A	1 to 3 days	DTI-CB (DoBid Secretariat)
	1.2 Acknowledgement and acceptance of Application (email or walk-in, or website)			
2. Payment for the application	2.1 Process payment and issue Official Receipt (*payment may be made via over-the-counter*)	**Micro-Enterprises:** ₱5, 000 **Small Enterprises:** ₱10,000 **Medium Enterprises:** ₱15,000 **Large Enterprises**: ₱20,000 **Certified True Copy (CTC)**:	1 day	DTI-Cashier DTI-HO 4/F

		₱100.00 **Request for Reconsideration:** ₱10,000 .00		
3. Wait for evaluation	a. Assessment/ Validation of document b. Conduct blended inspection[1] c. Preparation of Inspection (Technical) Report d. Submission of report to the Director e. Approval/Denial of application f. Preparation of Certification	N/A	5-10 days (a-d) 2-4 days (e) 1 day (f)	DTI CB (a-d, f) (DoBid Secretariat) 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:			10 to 20 working days	

[1] Physical and/or 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 uponby the assigned officer/employee within 3 working days. If BNRC is not released within 3 days, you may file a complaint via email (artaunit@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.

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 theBNR	DTI Regional and ProvincialOffices / 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 InvestmentAct) 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

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
5. Additional requirement for refugee/stateless persons: • 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 ofRecognition 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 Rulesand 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.	
Online applications filed by non-Philippine nationals, refugees and stateless persons shall be acted upon submission of the abovementioned supportingdocumentary 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: Barangay: ₱200.00 City/ Municipality: ₱ 500.00 Regional: ₱1,000.00 National: ₱2,000.00 Plus Documentary Stamp Tax of ₱30.00 per registration Surcharge for Renewal - Additional 50% of registration fee if filed within ninety-one (91) days to onehundred eighty days (180) days after the expiration date		Cashier/Special Collecting Officer (SCO) If online application, through available online payment modes.
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 theowner	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: 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 ProvincialOffices 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	2.1 Receive payment and issue official receipt	Documentary Stamp Tax (DST) PhP 30.00		
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)				
One (1) duly filled-out Other BN-Related Application Form signed by the owner				DTI Regional and Provincial Offices Negosyo Center
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**	**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 ofcompleted documents and approval of application under normal circumstances, estimated processing time is **fifteen (15) minutes**	BN Processor/NC Business Counsellor, if through NC
				Cashier/Special Collecting Officer (SCO) If online application, through available onlinepayment 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 the	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	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. BN 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 (If incomplete, immediately return the application to applicant and point out deficiencies.)	Changes in Territorial Scope fee varies depending on the selected territorial scope as follows: Barangay: PhP 200.00 City/Municipality: PhP 500.00 Regional: PhP 1,000.00 National: PhP 2,000.00 Plus Documentary Stamp Tax of PhP 30.00 per registration	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			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 (artaunit@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.

Office or Division:	Fair Trade Enforcement Bureau – Sales Promotion Division, Regional and Provincial Offices
Classification:	Simple
Type of Transaction:	G2B
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/ RO/PO
National Telecommunications Commission (NTC) Permit/Registration for: • Call/SMS promo rates • Surfing Services Promo • 4-digit access number or code to be used for SMS promo material • Value Added Services (VAS) that are packaged with voice • New product offers and their pricing schemes	NTC

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
HLURB License for real property promo and authority to sell	HLURB
Advertising materials requirements	
For public telecommunications services: • average broadband speed must be indicated • 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 • the word "UNLIMITED" shall not be allowed, if there are conditions imposed on "UNLIMITED" services • 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
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: • Validity period of at least 1 year • Redemption center • How to avail • 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

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Certificate of Accreditation of Service and Repair Shop from DTI	DTI – FTEB/ RO/PO
National Telecommunications Commission (NTC) Permit/Registration for: • Call/SMS promo rates • 4-digit access number or code to be used for SMS promo material • Value Added Services (VAS) that are packaged with voice • 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: • average broadband speed must be indicated • minimum broadband speed to be experienced by the customer 80% of the time (minimum of 265 kbps) must be indicated • the claim “fastest speed” for broadband is NOT ALLOWED • the word “UNLIMITED” shall not be allowed, if there are conditions imposed on “UNLIMITED” services • 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

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
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: 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/ RO/PO
National Telecommunications Commission (NTC) Permit/Registration for: • Call/SMS promo rates • Surfing Services Promo • 4-digit access number or code to be used for SMS promo material • Value Added Services (VAS) that are packaged with voice • 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

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
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: • average broadband speed must be indicated • minimum broadband speed to be experienced by the customer 80% of the time (minimum of 265 kbps) must be indicated • the claim "fastest speed" for broadband is NOT ALLOWED • the word "UNLIMITED" shall not be allowed, if there are conditions imposed on "UNLIMITED" services 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
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: 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/ RO/PO
Other Promo particulars if applicable	
Raffle stub (traditional) with the following minimum contents: - Name - Address - Telephone number - Signature - Promo period - Deadline for submission of entries - Raffle draw date - "Per DTI Fair Trade Permit No. XXXX (DTI Office) __Series of 2016"	Applicant
Raffle (SMS and Online) - Registration page which must contain the following: - Name - Postal address - Contact details	Applicant
Contest Sales Promo Campaign - Submit name and qualification of judges, at least 3 and 1 of which must be industry practitioner - Judges score sheet and tally sheet	Applicant

Fair Trade Enforcement Bureau – Sales Promotion Division

CLIENT STEPS	AGENCY ACTIONS	FEES	PROCESSING TIME	PERSON RESPONSIBLE
1. Log in at https://iregis.dti.gov.ph via google or corporate email to create new application and pay initial fee of P150.00** *Note: For first time user, register your business via negosyokonek portal, link: https://negosyokonek.dti.gov.ph/ **will be deducted to the required permit fee	1.1 IREGIS will generate unique token number	None	5 minutes	iREGIS Portal
2. Upload necessary requirements and submit application	2.1 Retrieves, evaluates and reviews the application and supporting documents and assess the permit fee	See fees below	30 minutes	Sales Promo Evaluator/ Division Chief
3. Pays required permit fee (net of the P150.00 initial fee)	3.1 IREGIS will process payment through DTI Pay	None	1 minute	iREGIS Portal
4. Download Approval Letter and Accomplish CSF Form	4.1 IREGIS will generate permit number upon approval of the Bureau Director	None	5 minutes	iREGIS Portal/ Bureau Director
Total Processing Time		Within the Day* (41 minutes under normal conditions)		

*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.

Regional/Provincial Offices

CLIENT STEPS	AGENCY ACTIONS	FEES	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. Please see permit fee below.	2 hours 30 minutes	Account Officer
2. Pay and receive 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 (artaunit@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 Testing Laboratories. Application for Import Commodity Clearance is available online through the Product Certification Information Management System (PCIMS).

Applicants are encouraged to apply online. All applications are processed and corresponding certificates are issued within 16 working hours. However, inspection and testing time are not included in "processing time" since they vary depending on the product being tested. Applications are then processed for another 16 working hours after the submission of inspection and audit reports.

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
Packing List	Exporter
Import Entry	Bureau of Customs
Commercial Invoice	Exporter
Bill of Lading/Airway Bill	Shipping company
Summary of Batch Numbers/Serial Numbers of the product(s) covered by mandatory certification Bill	Company Document(based on the actualbatch/serial numbersof the imported commodity)
SEC Certificate of Incorporation (for corporation/partnership) or DTI Business Name Registration Certificate (for single proprietor)	Security Exchange Commission (SEC)or DTI
Board/Partner's Resolution (for corporation/partnership) or Special Power of Attorney (for single proprietors) authorizing aparticular person to transact business with the Bureau of Philippine Standards	Company Document
BOC Certificate of Registration / Importer's Certificate of Accreditation	Bureau of Customs
Surety Bond (*Original copy to be uploaded in PCIMS*)	Insurance company

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Certification to ISO 9001:2008 or its future amendments of the product manufacturer	Manufacturer of theimported commodity
Where applicable, copy of valid test reports	Applicant's documentfrom previous shipment or from testing laboratory recognized by BPS
Declaration of conformity (for motorcycle helmet)	Manufacturer of the imported commodity
Current proof of billing of office and warehouse of the importer	Company Document

**Note: All requirements are needed to be Certified true copy and to be uploaded at PCIMS*

CLIENT STEPS	AGENCY ACTIONS	FEES	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)	21. Evaluate the application and required documents If complete, prepare Statement of Account. If incomplete, revert the application to client and indicate the deficiencies under "Remarks".			

CLIENT STEPS	AGENCY ACTIONS	FEES	PROCESSING TIME	PERSON RESPONSIBLE
	2.2 Identify the type of certificate to be issued. Import Commodity Clearance (ICC) if product applied is covered by the BPS Mandatory Certification scheme and with accompanying valid test report/s Certificate of Conditional Release (CR) if product applied is covered by the BPS Mandatory Certification scheme and without accompanying valid test report Certificate of Exemption (CE) if product applied is not covered by the BPS Mandatory Certification scheme or if with valid PS License		7 working hours	Product Certification Officer
	2.3 Review and recommend for approval/ denial of certificate	None	4 working hours	Product Certification Head or his/her authorized representative
	2.4 Approval or denial of certificate	None	4 working hours	BPS Director or his/her duly authorized representative

CLIENT STEPS	AGENCY ACTIONS	FEES	PROCESSING TIME	PERSON RESPONSIBLE
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 Statementof Account / Payment Slip 3.2 Receive payment from client, sign Statement of Account presented by theclient and issue Official Receipt.	Application Fee: ₱300.00 Processing Fee: ₱5,000.00 - For importation with invoice value up to ₱500,000.00 ₱7,500.00 - for importation with invoice value over ₱500,000.00 up to ₱1 Million ₱10,000.00 - for importation with invoice value over ₱1 Million	15 minutes	PCO / DTI Cashier
4. Present OR and Statement of Account / Payment Slip signed by DTI Cashier. Claim certificate (ICC/CR/CE). For ICC certificate with corresponding ICC stickers, proceed to Step No.7. For Conditional Release, sign on the certificate to agree on the conditions stated therein and proceed to Step No. 5. For CE, confirm receipt of certificate.	4.1 Issue the certificate	None	45 minutes	BPS Releasing Officer

CLIENT STEPS	AGENCY ACTIONS	FEES	PROCESSING TIME	PERSON RESPONSIBLE
5. For applications under Conditional Release, subject the importer's declared warehouse for inspection, inventory, and/or sampling by the BPS recognized inspection body or DTI RO/PO. Select and assign any of the BPS recognized inspection bodies using PCIMS Allow the designated inspector to conduct product inspection and sampling based on the relevant DAO/ PNS at the declared warehouse. 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).	5.1 Endorse to inspection body or DTI RO/PO for the conduct of product inventory, sampling, and monitor submission of samples for independent testing thru PCIMS. The former shall upload the Inspection Report and submit Request for Test Form in PCIMS certification, proceedto step 7. Otherwise proceed to step 8 for preparation of Certificate of Exemption.	**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	*Note: The duration of inspection andsampling 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	PROCESSING TIME	PERSON RESPONSIBLE
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 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	
	6.2 Upon receipt of complete documents, evaluate results of inspection and testing. If compliant, prepare the necessary certificate. If non-compliant, inform applicant thru PCIMS of the non-conformities.	None	7 working hours from receipt of complete documents to approval/ denial of ICC certificate	Product Certification Officer
	6.3 Review and recommend for approval/ denialof certificate	None	4 working hours	Product Certification Head or his/her authorized representative
	6.4 Approval or denial of certificate	None	4 working hours	BPS Director or his/her duly authorized representative

CLIENT STEPS	AGENCY ACTIONS	FEES	PROCESSING TIME	PERSON RESPONSIBLE
7. Print Statement of Account / Payment Slip and have it signed by relevant frontline personnel. Pay ICC stickers fee.	7.1 Sign Statement of Account / Payment Slip. Prepare the ICC stickers for release once paid.	**ICC stickers:** ₱1.56 per piece for regular products (new stickers) ₱1.68 per piece for regular products ₱1.31 per piece for small products (i.e. glow-starters, lighters, PVC electrical tapes, switches, plugs, & socket- outlets)	15 minutes	Releasing Officer and DTI Cashier
8. Receive ICC certificate and ICC stickers.	8.1 Releasing at BPS: If ICC is approved, release ICC and ICC stickers. If ICC is denied, release denial letter to importer.	None	45 minutes	Releasing Officer
	8.2 Releasing at DTIRO/PO: If ICC is approved, release ICC certificate upon purchase of ICCstickers at the BPS. If ICC is denied, release denial letter	None		ReleasingOfficer

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Total Processing Time *(For Import Shipment with validProduct Test Report)*	**16 working hours** upon receipt of ICC application through PCIMS at the BPS frontline
Total Processing Time *(For Import Shipment without validProduct Test Report)*	**16 working hours** (upon receipt of ICC application for issuance of Certificate of Conditional Release) + inspection, inventory, & sampling time + product testing time + 16 working hours (upon receiptof inspection report and product test report for issuance of ICC and its corresponding ICCstickers)

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 InspectionBody
Testing Fee	as charged by the BPS recognized TestingLaboratory
ICC Stickers	
All products	₱1.56 per piece of sticker (new sticker)
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

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 (artaunit@dti.gov.ph).

SOC is issued to an importer whose cement, BI/GI steel pipes, deformed and re-rolled steel bars, plywood, and ceramic tiles have shown conformance to the relevant PNS and is confirmed to come from the registered foreign PS License holder. All applications are processed and corresponding certificates are issued within 16 working hours. However, inspection and testing time are not included in "processing time" since they vary depending on the product being tested. Applications are then processed for another 16 working hours after the submission of inspection and audit reports.

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
Packing List	Exporter
Commercial Invoice	Exporter
Bill of Lading	Shipping Company
Summary of the production batch/lot and the corresponding manufacturing dates duly certified by the manufacturer's Quality Management Representative or Quality Manager	Manufacturer
Production records reflecting the shipped production batch/lot verifiable during surveillance audits duly certified by the manufacturer	Manufacturer
DTI Business Registration Certificate for sole proprietorship or latest SEC Registration Certificate and Articles of Incorporation/Partnership for corporation/partnership	DTI or SEC
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	Company Document
Latest audited financial statement	Company Document
List of distributors/retailers with their complete addresses and contact details	Company Document
Proof of ownership or contract of lease of warehouse	Company Document
Import Entry (may be submitted later prior to release of the certificate)	Bureau of Customs
Surety Bond	Insurance Company
Shipment in bulk shall be accompanied by shipping documents as prescribed by PNS 07 or PNS 63 (for cement only)	
Copy of pre-shipment test reports duly issued by BPS recognized testing laboratory	
BOC Certificate of Registration / Importer's Certificate of Accreditation	Bureau of Customs

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Current proof of billing of office and warehouse of the importer	Company document
PS License	Manufacturer
Note: All requirements are needed to be Certified true copy and to be uploaded at PCIMS	

CLIENT STEPS	AGENCY ACTIONS	FEES	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	8 working hours	Product Certification Officer (PCO)
	1.2 Review and recommend for approval/denial of written authority	None	4 working hours	Product Certification Head or his/her authorized representative
	1.3 Approval or denial of writtenauthority	None	4 working hours	BPS Director or his/her duly authorized representative
2. Fill out the required information and upload the required documents inthe Product Certification Information Management System				
3. Submit SOC application and upload the required documents thru the product Certification Information Management System (PCIMS)	3.1 Evaluate the application and required documents. If complete, prepare Statement ofAccount. If incomplete,revert the application toclient and indicate the deficiencies under "Remarks". Prepare Certificate of Conditional Release (CCR)	None	7 working hours	Product Certification Officer

CLIENT STEPS	AGENCY ACTIONS	FEES	PROCESSING TIME	PERSON RESPONSIBLE
	3.2 Review and recommend for approval/ denial of CCR	None	3 working hours	Product Certification Head or his/her authorized representative
	3.3 Approval or denial of CCR	None	4 working hours	BPS Director or his/her duly authorized representative
4. Print Statement of Account / Payment Slip 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. .	**Application Fee:** ₱300.00 **Processing Fee:** ₱5,000.00 - for importation with invoice value up to ₱500,000.00 ₱7,500.00 - for importation with invoice value over ₱500,000.00 up to ₱1 Million ₱10,000.00 - for importation with invoice value over ₱1 Million	15 minutes	PCO
	4.2 Receive payment from client, sign Statement of Account presented by the client and issue Official Receipt			DTI Cashier
5. Present OR and Statement of Account/ Payment Slip signed by DTI Cashier/Claim certificate. Claim Conditional Release and tag the certificate as received.	5.1 Issue the certificate Conditional Release	None	45 minutes	BPS Releasing Officer

CLIENT STEPS	AGENCY ACTIONS	FEES	PROCESSING TIME	PERSON RESPONSIBLE
6. Select and assign any of the BPS recognized inspection bodies using PCIMS Subject the importer's declared warehouse for inspection, inventory and sampling by the BPS recognized inspection body or DTI RO/PO.	6.1 Endorse to inspection body or DTI RO/PO for the conduct of product inventory, sampling, and monitor submission of samples for independent testing thru PCIMS. The former shall upload the Inspection Report and Request for Test Form in PCIMS.	**Inspection Fee:** DTI Inspection Fee - ₱1,000.00 per man- hour Inspection Body - as charged by the BPS recognized Inspection Body		
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 laboratory for independent testing. The latter shall upload the Test Report/s in PCIMS. *Note: Applications with pre-shipment inspection and testing are only required to undertake testing for critical parameters identified in each relevant technical regulation.*	**Testing Fee:** As charged by the BPS-recognized Testing Laboratory	7 working hours from receipt of complete documents to approval/denial of ICC certificate	Products certification officer
	7.2 Upon receipt of complete documents, evaluate results of inspection and testing. If compliant, prepare the Statement of Confirmation If non- compliant, inform applicant, thru PCIMS, of the non- conformities.	None		Product Certification Head or his/her authorized representative

CLIENT STEPS	AGENCY ACTIONS	FEES	PROCESSING TIME	PERSON RESPONSIBLE
	7.3 Review and recommend for approval and denial of SOC	None	4 working hours	
	7.4 Approval or denial of certificate	None	4 working hours	BPS Director or his/her duly authorized representative
8. Receive SOC or relevant document	8.1 Issue SOC or relevant document	None	1 working hour	Releasing Officer
Total Processing Time (For Import Shipment with Pre- shipment inspection and testing)		**16 working hours** upon receipt of SOC application at the BPS frontline for issuance of written authority to conduct inspection and verification + inspection, inventory, & sampling time + product testing time + 16 working hours (upon receipt of inspection report and product test report for issuance of Certificate of Conditional Release) + inspection, inventory, & sampling time + 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)		**16 working hours** (upon receipt of SOC application for issuance of Certificate of Conditional Release) + inspection, inventory, & sampling time + product testing time + 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 TestingLaboratory

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 (arta@dti.gov.ph).

The PS Quality and/or Safety Certification Mark License is granted to either a local or foreign manufacturer whose factory 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 BPSMandatory Product Certification Schemes

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Articles of Incorporation or Business Name and Sub-Contracting Agreement, if any of manufacturer and local counterpart (if foreign manufacturer)	Manufacturer
2. Quality Manual (CONTROLLED COPY)	Manufacturer
3. Brief description of manufacturing process	Manufacturer
4. Reference no. of the Product Identification File to include process flow, materials, process control and drawings among others.	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.	Manufacturer
6. Brief description of equipment maintenance and calibration program for all testing and measuring equipment with their corresponding calibration certificates.	Manufacturer
7. Copies of labels, markings and logos etc. as per requirements of specific standard.	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.	Manufacturer
9. Vicinity map of the factory	Manufacturer
10. Latest audited financial statement of the manufacturer and its local counterpart (for foreign manufacturers of cement and steel)	Manufacturer / local counterpart
11. Undertaking to abide by the terms and conditions of the PS License	Form can be acquired at the

Note: All requirements are needed to be Certified true copy and to be uploaded at PCIMS

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 thruthe Product Certification Information Management System (PCIMS)	2.1 Review and evaluate application & required attachments If complete, endorse for conduct of audit If incomplete,revert the application indicating the deficiencies under "Remarks" tab	None	16 working hours	Product Certificatio n Officer (PCO)
3. Coordinate with BPS or thechosen auditingbody for the schedule of theaudit	3.1 BPS auditors or the auditing body shall prepareAudit Plan and Audit Assignment.BPS Audit Checker shall review the aforementioned documents.	None		PCO and Audit Checker
4. Prepare for factory and product audit	4.1 Conduct factory/ QMS andproduct audit If complied, draw productsamples. Prepare Audit Report.	**Audit Fee**: As charged by theBPS Recognized Auditing Body	*Note: The audit time varies and the number of product types being applied for PS license*	Audit Team (DTI-BPS, RO/PO, or from BPS recognized auditing body)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		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 **Transportation:** As per arrangement (if necessary) Hotel **Accommodation:** As per arrangement (if necessary)		
5. Institute corrective actions.	5.1 If there are non-conformities (NCRs) during theQMS and/or product audit, advice applicant todo corrective actions within a period of three (3) months from notice.	None		Audit Team (DTI-BPS, RO/PO, orfrom BPS recognized auditing body)
6. Secure Request for Test form for the drawn samples and submit samplesto the BPS designated testing laboratory	6.1 Provide Request for Test form for the drawn samples and inform applicant ofthe test duration.	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
7. Institute corrective actions on the product, if appropriate	7.1 Evaluate Audit and Test Reports If complied, prepare PS License If test results failed, recommend to client to undertake corrective action and/or request for re-testing	None	7 working hours	PCO
	7.2 Prepare draft for PS License and its Scope of Certification, Statement of Account, and letter reminding the licensee of the terms and conditions of the License			
	7.3 Review and recommend for approval/denial of PS license	None	4 working hours	Product Certification Head
	7.4 Approval or denial of PS license	None	4 working hours	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 **Quality Manual Review:** ₱5,000.00 **Original License Fee:** ₱5,000.00 - for micro-sized establishments ₱7,500.00 – for small-sized establishments ₱10,000.00 - for medium-sized establishments ₱12,500.00 - for large-sized establishments	15minutes	Releasing Officer

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		Annual License Fee: ₱2,500.00 - for micro-sized establishments ₱3,750.00 - for small-sized establishments ₱5,000.00 - for medium-sized establishments ₱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. Conform with the reminders as a PS licensee	9.1 Release the PS License and Certificate of Scope upon verification of the OR	None	45 minutes	Releasing Officer
Total Processing Time		**16 working hours** upon receipt of application for issuance of a letter informing the applicant of the evaluation results of their application) + factory audit (includes QMS andproduct audit) + product testing time + 16 working hours (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 of receipt of complete application and requirements including proof of payment of fees. If the Certificate of Accreditation of SRE is not released within 7 days, you may file a complaint via email (arta@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, Regional and Provincial Offices
Classification:	Complex
Type of Transaction:	G2B – Government-to-Business
Who may avail:	Service and Repair Enterprises

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Original notarized completely filled out application form, signed by the authorized signatory;	DTI website or FTEB, Regional and Provincial Offices, Negosyo Centers
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, 10 and 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).	Insurance company/ brokers

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
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).	Applicant
Additional requirements for those applying for more than One Star:	
14. Copy of the latest audited financial statements stamped "Received" by BIR;	Applicant
15. Copy of valid dealership agreement (five-star only automotive, Ref and Aircon, Office Machine/Data Processing Equipment);	
16. Copy of Valid Contract of Service (if any);	
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/ brokers

CLIENTS STEPS	AGENCY'S ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. APPLY and PAY: SUBMIT duly accomplished application form together with the required documents, (in situations that the processing of applications needs to be done via email, a scanned copy of the documents should be submitted via email to DTI-FTEB [fteb_blad@dti.gov.ph] or RO/PO concerned), and proof of payment of fees.	1.1 Evaluate application and documentary requirements, if complete, issue Orders of Payment in Triplicate	None	45 minutes	Accreditation Officer
	1.2 Receive payment and/ or Proof of Payment of Filing Fee	See schedule of fees below	15 minutes	DTI Cashier/ Other Available Payment Centers or Media/ Accreditation Officer
2. COMPLY: SUBMIT lacking or supporting requirements, if any, after review of the documents by the DC;	2.1 Process the application and endorse it to DC for review;	None	30 minutes	Accreditation Officer
PREPARE the shop for inspection; ALLOW officer/s to be interviewed during inspection; and COMPLY with inspection findings, if any.	2.2 Prepare for the conduct of Inspection	None	3 days	Administrative Aide VI, Accreditation Officer, Division Chief

CLIENTS STEPS	AGENCY'S ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.3 Process application and conduct pre-inspection within 7 days from receipt of complete requirements/ 20 days from issuance of Certificate of Accreditation (when circumstances warrant)	None	2 hours	Accreditation Officers (Inspection Team)
	2.4 Review the evaluation form submitted by the AO and recommend to the Director the grant/ denial of certificate	None	30 minutes	Division Chief
	2.5 Sign/ deny the certificate	None	15 minutes	Director
3. PAY and RECEIVE: **RECEIVE** the Certificate of Accreditation and accomplish CSF.	3.1 Receive proof of payment of Accreditation Fee, DST, and surcharge, if any and Release the Certificate of Accreditation	None	10 minutes	Administrative Aide VI/ Accreditation Officer
	3.2 Provide link/ form for the CSF.	None	3 minutes	Administrative Aide VI/Accreditation Officer
Total Processing Time	3 days, 4 hours, & 28 minutes (processing time to start upon receipt of copy of validated order of payment and official receipt			

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: Certification/ Replacement. P50.00 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 of receipt of complete application and requirements including proof of payment of fees. If the Certificate of Accreditation of PETC is not released within 20 days, you may file a complaint via email (arta@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, Regional and Provincial Offices
Classification:	Highly Technical
Type of Transaction:	G2B
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: a. Valid DTI Certificate of Business Name Registration for sole proprietorship; b. SEC Certificate of Registration and Articles of incorporation/Partnership, for corporation/partnership; 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: a. Original Bio-data (in prescribed form);	Applicant

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
b. Copy of Valid TESDA Certificate of Competency as Motor Vehicle Emission Control Technician (MVECT) or Automotive Servicing NC IV; and 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.	TESDA PETC
10. Original List of all test equipment with their corresponding brand, model, and serial number including the following: a. Certificate of conformance issued by the DENR for each equipment; b. Valid calibration certificate including manuals of the test procedures; and c. Reference materials for the calibration and tests and software, if available.	Applicant DENR-EMB PAB-accredited calibration lab 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. APPLY and PAY: **SUBMIT** duly accomplished application form together with the required documents except for those that may be submitted after the approval of the certificate (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 Evaluate application and documentary requirements (except payment of bond), if complete, issue Orders of Payment in Triplicate	None	1 hour and 10 minutes	Account Officer
	1.2 Receive payment and/ or Proof of Payment of Application Fee	Application Fee: P300.00 (regardless of size of assets of applicant PETC)	15 minutes	DTI Cashier/ Other Available Payment Centers or Media/ Account Officer
2. COMPLY SUBMIT lacking or supporting requirements, if any, after review of the documents by the DC;	2.1 Process the application and endorse it to the division chief for review	None	40 minutes	Account Officer
PREPARE the center for on-site assessment, ALLOW officer/s to be interviewed during assessment, IMPLEMENT and SUBMIT proof of corrective actions, if applicable.	2.2 Review the application and schedule assessment	None	40 minutes	Division Chief
	2.3 Prepare for the conduct of assessment	None	3 days	Division Chief Account Officer, Administrative Aide
	2.4 Conduct assessment and submit report (online/onsite depending on the situation)	None	4 hours	Account Officer (Assessment Team)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.5 Review the documents after assessment/ corrective actions and endorse application to an existing PETC Accreditation Committee	None	30 minutes	Division Chief
	2.6 Convene the PETC Accreditation Committee, if existing	None	3 days	Administrative Aide VI, Division Chief
	2.7 Evaluate and recommend approval/disapproval of application to the Director	None	1 hour	Division Chief and/ or Existing PETC Accreditation Committee
	2.8 Approve/ Disapprove the Issuance of PETC Certificate of Accreditation	None	15 minutes	Director IV
3. **PAY and RECEIVE**	3.1 Issue Order of Payment in Triplicate	None	10 minutes	Administrative Aide VI
PAY Assessment and Accreditation Certificate fees and DST; and CLAIM the Accreditation Certificate and Accomplish the CSF Form	3.2 Receive payment and/ or Proof of Payment of Accreditation, DST and, Assessment Fee	See fees below	5 minutes	DTI Cashier/ Other Available Payment Centers or Media/ Account Officer
	3.3 Release the Accreditation Certificate and Provide the CSF Link/Form	None	5 minutes	Account Officer/ Administrative Aide VI
Total Processing Time			7 days & 50 minutes	

Fees	Small	Medium	Large
Application Fee	₱ 300.00		
Assessment fee* (payable within 15 days after the assessment)	₱8,000.00	₱16,000.00	24,000.00
Reassessment fee (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 (arta@dti.gov.ph).

Online (thru email) processing and issuance of accreditation certificate to Truck Rebuilding Centers

Office or Division:	Fair Trade Enforcement Bureau – Import Regulation Division, Regional and Provincial Offices
Classification:	Complex Transaction
Type of Transaction:	G2B
Who may avail:	Truck Rebuilders

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Completely filled-out DTI-FTEB Application Form and notarized Affidavit of Undertaking	https://www.dti.gov.ph/resources/downloadable-forms/
1. Certified copy of the following: a. For sole proprietorship: Certificate of Business Name Registration b. For corporation/partnership: • Securities and Exchange Commission (SEC) Certificate of Registration • Articles of Incorporation/ partnership • Board Resolution under oath specifying the name of its authorized representative c. For Cooperative: - Cooperative Development Authority (CDA) Certificate of Registration - Board Resolution under oath specifying the name of its authorized representative • Articles of Cooperation	Applicant
2. Location Map of the center	Applicant
3. Layout of the center including dimensions (minimum work area- 1,000 square meters)	Applicant
4. Chart of Organizational Structure showing the relationship between the center and other operations of the applicant, when applicable	Applicant
5. Chart of the Organizational Structure of the center showing its personnel and other respective function	Applicant
6. List of personnel in the operation of the center including their job descriptions, qualification and responsibilities	Applicant
7. 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
8. List of equipment, including reference materials required for truck rebuilding	Applicant
9. Manual on personnel, equipment and procedure for truck rebuilding	Applicant

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
10. 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: • Theft • Pilferage • Fire • Flood, and; • 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. COMPLY Submit soft copy of the duly accomplished application form together with the required documents including recorded videos and photos of the rebuilding center and facilities/equipment through email fteb_ird@dti.gov.ph; fteb_ird@yahoo.com	1.1 Pre-evaluate soft copy of the duly accomplished application form and documentary requirements	None	30 minutes	Account Officer/ Administrative Aide VI
	1.2 Preparation for the Conduct of Inspection	None	3 days	Account Officer/ Administrative Aide VI
	1.3 Conduct actual/remote inspection of the rebuilding facilities using online media platforms	None	6 hours and 25 minutes (including travel time)	Assessment Team = IRD Staff/ Division Chief
	1.4 Prepare assessment report on the application and documentary requirements submitted and the result of actual/remote inspection		45 minutes	Account Officer
	1.5 Issue and send through email soft copy of the order of payment for the application fee if documentary requirements are complete and accurate		2 minutes	Account Officer/ Administrative Aide VI
2. PAYMENT Pay processing fee (application fee) at any Landbank, DTI Head Office and	2.1 Receive proof of payment of fees from clients through email and record the details for reference number	Per Accreditation – P30,000 Documentary Stamp	5 minutes	Account Officer/ Administrative Aide VI

CLIENTS STEPS	AGENCY'S ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
FTEB Cashier, and email scanned copy of the proof of payment ✓ *Send scanned copy of the proof of payment thru email*		Tax (Accreditation) – P30		
	2.2 Prepares and endorses the softcopies of the Certificate of Accreditation and assessment report to IRD Chief		10 minutes	Account Officer/ Administrative Aide VI
	2.3 IRD Chief conduct the final review and endorse to FTEB Director for approval		5 minutes	Division Chief
	2.4 FTEB Director approves the application and e-signed the copy of the Accreditation Certificate		5 minutes	Director
	2.5 Record approved Accreditation Certificate and email the soft copy to client		5 minutes	Account Officer/ Administrative Aide VI
3. RECEIVE Receive approved Accreditation Certificate and accomplish CSF Form through email ✓ *Download and print the Accreditation Certificate*	3.1 Send link to the client for the CSF rating		3 minutes	Account Officer/ Administrative Aide VI. IRD
Total Processing Time		3 days, 8 hours and 15 minutes		

10. Issuance of Certificate of Authority for Ship and Merchandise Broker

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 of receipt of complete application and requirements including proof of payment of fees. If the Certificate of Authority for Ship and Merchandise Broker is not released within 3 days, you may file a complaint via email (arta@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.

Office or Division:	Fair Trade Enforcement Bureau – Business Licensing and Accreditation Division
Classification:	Simple Transaction
Type of Transaction:	G2B
Who may avail:	Ship and Merchandise Brokers; Sub-agents

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Original duly accomplished application form	DTI website or 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/DTI Cashier

CLIENTS STEPS	AGENCY'S ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. APPLY AND PAY SUBMIT duly accomplished application form together with the required documents (A scanned copy of the documents may be submitted	1.1 Evaluate application and documentary requirements, if complete, issue Orders of Payment in Triplicate	None	30 minutes	Account Officer

CLIENTS STEPS	AGENCY'S ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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/ or Proof of Payment of Application Fee	See fees below	15 minutes	DTI Cashier/ Other Available Payment Centers or Media/ Account Officer
2 COMPLY: SUBMIT lacking or supporting requirements, if any, after review of the documents by the DC.	2.1 Process the application and endorse it to the Division Chief for review;	None	25 minutes	Account Officer
	2.2 Review the application and recommend to Director the approval/ disapproval	None	20 minutes	Division Chief
	2.3 Approval/Disapproval of the application.	None	15 minutes	Director
3 RECEIVE CLAIM the Certificate and Accomplish CSF	3.1 Release Certificate and Provide CSF Link/Form	None	5 minutes	Account Officer/ Administrative Aide VI
Total Processing Time			1 hour & 50 minutes	

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 and beyond	50 %
Other Fees: **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 of receipt of complete application and requirements including proof of payment of fees. If the Certificate of Registration for Bulk Sales is not released within 3 days, you may file a complaint via email (arta@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 – Business Licensing and Accreditation Division
Classification:	Simple Transaction
Type of Transaction:	G2B
Who may avail:	Vendor, Mortgagor, Transferor or Assignor

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Original Letter informing DTI of the sale;	Applicant
2. Original Affidavit of Vendor/Board/Partner (Single Proprietorship/Corporation/Partnership) Stating that at the Time of Sale, the Company is with or without Creditor/s;	
3a. Original List of Creditors (name, address, total amount due) 3b. Copy of the Notice to the Creditors regarding the Sale, Transfer or Assignment, if there are Creditor/s; 3c. Original Receiving Copy by all the Creditor/s of the Notice; which date of receipt should be at least ten (10) days before the intended 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); 5b. Original Board/Partner's Resolution re: Authorized Company Officers/Signatories in the Deed of Sale (Corporation/Partnership); 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 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 application and documentary requirements (except payment of bond), if complete, issue Orders of Payment in Triplicate	None	70 minutes	Account Officer
	1.2 Receive payment and/ or Proof of Payment of Fees.	**Registration fee:** ₱ 50.00 **Additional fee:** ₱ 5.00/creditor Document stamp tax: ₱ 30.00	15 minutes	DTI Cashier/ Other Available Payment Centers or Media/ Account Office
2 COMPLY: SUBMIT lacking or supporting requirements, if any, after review of the documents by the DC.	2.1 Process the application and endorse it to the Division Chief for review;	None	60 minutes	Account Officer
	2.2 Review the application and recommend to the Director the approval/ disapproval of the Application	None	30 minutes	Division Chief
	2.3 Grant of the Certificate/ Disapproval of the application		15 minutes	Director IV
3 RECEIVE Claim Certificate of Registration and accomplish the CSF Form	3.1 Release Registration Certificate and Provide Link/**Form** for the CSF	None	5 minutes	Account Officer/ Administrative Aide VI
Total Processing Time			3 hrs. 15 minutes.	

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 of receipt of complete application and requirements including proof of payment of fees. If the Certificate of Accreditation for Sea Freight Forwarders is not released within 7 days, you may file a complaint via email (arta@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
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 officer must have at least three (3) years experience in	Applicant

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. PAY and APPLY LOG IN as Negosyo Applicant in the DTI IREGIS Portal https://iregis.dti.gov.ph CLICK on the NegosyoKonek Profile to register the company and to get reference number, then go to Sea Freight Forwarder Menu and input required information.	1.1 Retrieve and Evaluate the encoded information and uploaded documentary requirements, assess fees to be paid, and endorse to the Division Chief for review, if requirements are complete.	See fees below	1 hour 10 minutes	Applicant/IRegIs
PAY Initial Assessment Fee (Php150.00 which will be deducted from the filing and processing fee)				
UPLOAD in the IRegIS Portal the notarized duly accomplished application form and required documents.				Accreditation Officer
2. COMPLY: SUBMIT lacking or supporting requirements, if any, after review of the documents by the DC,	2.1 Retrieve and Review the application, if complete, endorse for payment of fees.	None	45 minutes	Division Chief
PREPARE the office for inspection, ALLOW officer/s to be interviewed during inspection, and COMPLY with inspection findings, if any.	2.2 Prepare for the conduct of Inspection	None	**3 days**	Administrative Aide VI, Accreditation Officer, Division Chief

Pay filing and processing fee, certificate and DST fees through DTI Pay connected in the IRegIS portal.	2.3 Process application and conduct pre-inspection within 7 days from receipt of complete requirements/ 20 days from issuance of Certificate of Accreditation (when circumstances warrant)	None	1 hour	Accreditation Officer, (Inspection Team)
	2.4 IREGIS will process payment through DTI Pay.	See fees below		Applicant/ IREGIS
	2.5 Director grants or denies the application	None	15 minutes	Director
3 RECEIVE: RECEIVE the Certificate of Accreditation and accomplish CSF form	3.1 Sends link/form for the CSF rating	None	3 minutes	Accreditation Officer/ Administrative Aide VI
Total Processing Time	**3 days, 3 hours, and 13 minutes,** if inspection will be conducted after issuance of certificate.			

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 of receipt of complete application and requirements including proof of payment of fees. If the General Bonded Warehouse License is not released within 3 days, you may file a complaint via email (arta@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 – Business Licensing and Accreditation Division
Classification:	Simple Transaction
Type of Transaction:	G2B
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** 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 application and documentary requirements, if complete, issue Orders of Payment in Triplicate	None	1 hour	Account Officer
	1.2 Receive payment and/ or Proof of Payment of Application	See fees below	15 minutes	DTI Cashier/ Other Available Payment Centers or Media/ Account Officer
2. **COMPLY:** SUBMIT lacking or supporting requirements, if any, after review of the documents by the DC.	2.1 Process the application and endorse it to the division chief for review;	None	45 minutes	Account Officer
	2.2 Review the application and recommend to the Director the approval/ disapproval	None	30 minutes	Division Chief
	2.3 Approval/Disapproval of the application	None	15 minutes	Director IV
3. **RECEIVE** Claim Certificate and accomplish CSF	3.1 Release Certificate and Provide CSF link/form	None	5 minutes	Account Officer/ Administrative Aide VI
Total Processing Time			2 hrs. & 50 mins	

Fees:

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 of receipt of complete application and requirements including proof of payment of fees. If the Waiver Under PD No. 1466 is not released within 3 days, you may file a complaint via email (arta@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 – Business Licensing and Accreditation Division
Classification:	Simple Transaction
Type of Transaction:	G2B
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: • Proforma/Commercial Invoice; • Letter of Credit; • Purchase Order; • 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 SUBMIT duly accomplished application form together with the required documents	1.1 Evaluate application and documentary requirements, if complete, issue Orders of Payment in Triplicate	None	20 minutes	Account Officer

CLIENTS STEPS	AGENCY'S ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
(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	1.2 Receive payment and/ or Proof of Payment of Application	See fees below	15 minutes	DTI Cashier/ Other Available Payment Centers or Media/ Account Officer
2 COMPLY: SUBMIT lacking or supporting requirements, if any, after review of the documents by the DC.	2.1 Process the application and endorse it to Division Chief for review;	None	15 Minutes	Account Officer
	2.2 Review the application and recommend to the Director the grant/ denial of waiver	None	15 Minutes	Division Chief
	2.3 Sign/ Deny the application for waiver	None	15 minutes	Director IV
3 RECEIVE: Claim Approved Waiver Application and Accomplish CSF	3.1 Release the approved Waiver application and Provide CSF link	None	5 minutes	Account Officer/ Administrative Aide VI
Total Processing Time			1 hr. & 25 mins.	

FOR AMENDMENTS OF APPROVED WAIVERS

CLIENTS STEPS	AGENCY'S ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. APPLY and PAY SUBMIT amended application form along with the duly approved waiver and additional supporting 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 Evaluate application and documentary requirements, if complete, issue Orders of Payment in Triplicate	None	15 minutes	Account Officer
	1.2 Receive payment and/ or Proof of Payment of Application	See fees below	15 minutes	DTI Cashier/ Other Available Payment Centers or Media/ Account Officer
2 **COMPLY:** SUBMIT lacking or supporting requirements, if any, after review of the documents by the DC.	2.1 Process the application and endorse it to Division Chief for review;	None	10 Minutes	Account Officer
	2.2 Review the application and recommend to the Director the grant/ denial of waiver	None	10 Minutes	Division Chief
	2.3 Sign/ Deny the application for waiver	None	10 minutes	Director
3 **RECEIVE:** Claim Approved Waiver Application and Accomplish CSF	3.1 Release the approved Waiver application and Provide CSF link	None	5 minutes	Account Officer/ Administrative Aide VI
Total Processing Time			1 hr. & 5 mins.	

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: Amendments - 50% of Application Fee Document Stamp Tax: ₱ 30.00	

Penalties:

Number of Violations	Liner Service	Chartered Vessel
First Violation	₱ 10,000.00	₱ 50,000.00
Second Violation	₱ 30,000.00	₱ 100,000.00
Third Violation	₱ 50,000.00	₱ 200,000.00
Fourth Violation	₱ 70,000.00	₱ 300,000.00
Fifth & Succeeding Violations	₱ 100,000.00	₱ 500,000.00

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 (arta@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 b) Government to Government (G2G) – Importation through Government Importation and Donation to LGU c) Government to Citizens (G2C) - No-Dollar Importation
Who may avail:	Importation of the following: 1. CKD Parts and Components for Rebuilding – only DTI accredited rebuilding centers 2. CBU used motor vehicles – any person, natural or juridical 3. Use Engines, Parts and Components for Rebuilding - any person, natural or juridical 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. 5. Importation of Motor Vehicle by the Officials of the Diplomatic Corps 6. Government Importation – National Government Agencies (NGA), Local Government Units (LGU) and Government-Owned and Controlled Corporation (GOCC) Donation – Local Government Units (LGU) 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. Completely filled out DTI-FTEB Application Form and notarized Affidavit of Undertaking	iregis.dti.gov.ph
2. Proforma Invoice;	Applicant
3. Certificate of Accreditation as a Rebuilding Center (for first importation only)	Applicant
Completely Built-Up Used Trucks, Buses and Special Purpose Vehicle Importation	
1. Completely filled out DTI-FTEB Application Form and notarized Affidavit of Undertaking:	iregis.dti.gov.ph
2. 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 apostatized 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. Completely filled out DTI-FTEB Application Form and notarized Affidavit of Undertaking;	iregis.dti.gov.ph
2. 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 apostatized by the competent authority of Apostille-contracting countries, whichever is applicable (under CAA, RA 8749)	Applicant
B. Documentary Requirements	
1. Completely filled-out DTI-FTEB Application Form and notarized Affidavit of Undertaking;	iregis.dti.gov.ph
2. 1 copy of 2x2 picture with signature	Applicant
3. Picture of the motor vehicle;	Applicant
4. 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: a. Original or authenticated copy of Philippine and Foreign Passport; 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):	Applicant

a. Original or authenticated copy of passport, stamped with valid 13A and 13G Visa); b. Immigrant Card (I-card)	
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	
Officials of the Diplomatic Corps - <u>Individual</u>	
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 apostatized by the competent authority of Apostille-contracting countries, whichever is applicable (under CAA RA 8749).	Applicant
B. Documentary Requirements	
1. Completely filled-out DTI-FTEB Application Form and notarized Affidavit of Undertaking;	iregis.dti.gov.ph
2. Copy of 2x2 picture with signature;	Applicant
3. Copy of passport;	Applicant
4. Copy of picture of the motor vehicle;	Applicant

5. Copy of Car Title or Registration with English translation if necessary;	Applicant
6. Certification from Department of Foreign Affairs (DFA) as a member of Diplomatic Corps and authorization to import used motor vehicle.	Applicant
Officials of the Diplomatic Corps – Embassy and International Organization	
Basic Requirements	
For Importer	
a. Embassies and International Organizations,	Applicant
For Motor Vehicle	
a. Left Hand Drive;	Applicant
b. 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 apostatized by the competent authority of Apostille-contracting countries, whichever is applicable (under CAA RA 8749).	Applicant
Documentary Requirements	
1. Completely filled-out DTI-FTEB Application Form and notarized Affidavit of Undertaking;	iregis.dti.gov.ph
2. Copy of picture of the motor vehicle;	Applicant
3. Copy of Certification from Department of Foreign Affairs (DFA) that the particular DM/IO is authorized to import used motor vehicle for the use of officials of the Diplomatic Corps of International Organization	Applicant
Government Importation	
1. Completely filled-out DTI-FTEB Application Form with notarized Affidavit of Undertaking;	iregis.dti.gov.ph
2. Proforma Invoice;	Applicant
3. 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 apostatized by the competent authority of Apostille-contracting countries, whichever is applicable (under CAA RA 8749).	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. Completely filled-out DTI-FTEB Application Form and notarized Affidavit of Undertaking;	iregis.dti.gov.ph
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. APPLY CONNECT The **Client** logs in the DTI's IREGIS Portal as Negosyo Applicant https://iregis.dti.gov.ph Without NegosyoKonek Profile, register at NegosyoKonek Website and get reference number https://negosyokonek.dti.gov.ph With NegosyoKonek Profile, go to Import Application Menu and fill-out necessary information **"One-time business registration only to NegosyoKonek"**	1.1 iREGIS will generate unique token number		5 minutes	iREGIS
PAY The **Client** pays for the initial assessment fee of Php150.00 thru DTI Pay *The confirmation of payment will be sent thru email and will be reflected on the application dashboard on the IREGIS.*		Initial Assessment Fee of PhP 150.00		iREGIS
2 COMPLY: The **Client** submits application and documentary requirements to the IREGIS	2.1 The **IRD Account Officer / Administrative Aide VI** evaluates the application and documentary requirements uploaded on the IREGIS		20 minutes	Account Officer/ Division Chief

CLIENTS STEPS	AGENCY'S ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.2 The **IRD Division Chief** reviews the application and documentary requirements on the IREGIS. If disapprove, application will return to IRD Account Officer, and return the application to "For Client's Action" status to comply with the lacking documents If approve, change status of the application to "for Application Fee Payment" for the full payment of the application fee		5 minutes	Division Chief
3.0 PAY The **Client** pays the full application fee thru DTI Pay. *The confirmation of payment will be sent thru email and will be reflected on the application dashboard on the IREGIS.* Upon payment, status of the application will change to "For Recommending Approval" for the final approval of FTEB Director	3.1 The **FTEB Director** reviews and approves the Authority to Import thru IREGIS.	CKD: Php 600.00/set of chassis, engine body, cabin/ cowl CBU: Php 600.00/unit SP: Php300.00/ application NDI: Cars: Php1,500.00/unit Motorcycle: Php900.00/unit ODC: Cars: Php1,500.00/unit Motorcycle: Php900.00/unit GI: Php300.00/ application D: Php300.00/ application	5 minutes	Director IV

CLIENTS STEPS	AGENCY'S ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4.0 RECEIVE The **Client** downloads or prints approved Authority to Import and accomplishes CSF form.	4.1 The **IRD Account Officer / Administrative Aide VI** sends link for the online CSF rating		3 minutes	Account Officer/ Administrative Aide VI
Total Processing Time		1-2 Days (38 minutes under normal conditions)		

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 150.

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 engagein 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://dtiwebfile s.s3-ap-southeast-1.amazonaws.com/index.html?prefix=STMO/Forms/
2. Proof of identity/relevant license/s: (1 Copy) • For corporations and sole proprietor's relevant license/s or business permits (e.g., SEC Registration and GIS, PEZA registration, etc.); • For individuals and/or sole proprietors, government-issued identifications (e.g., National ID, Passport, etc.); or • For brokers, brokers accreditation from the Bureau of Customs, as necessary	SEC PEZA DTI BNRS PSA BOC
3. Description of strategic trade relevant activity or reason for registration,if no website available; (1 Copy)	Applicant
4. Description of Internal Compliance Program (ICP) or Technology Control Plan (TCP), if applicable; (1 Copy)	Applicant
5. Notarized copy of the document appointing a "person responsible for STMA compliance, "who must be the CEO, owner, or any equivalent position; (1 Copy) For documents notarized overseas, the documents should be authenticated either through an Apostille (for countries signatory to the 1961 Hague Convention4) or a Philippine Department of Foreign Affairs (DFA) issued red ribbon (for countries not signatory to the 1961 Hague Convention) whichever is applicable	Applicant
5. Organizational chart showing the relationship among the company's parent, subsidiaries, affiliates, or multiple division or facilities, ifapplicable; (1 Copy)	Applicant
7. Internal organizational chart (i.e., showing responsibilities or reporting relationships of individuals or offices within the company), ifapplicable; (1 Copy) and;	Applicant

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
8. Accomplished Form A1-1 (1 Copy), if applicable, indicating name/swith date and place of birth of: (a) incorporators; (b) board of directors; and (c) executive/ senior managers engaged in providing servicesrelated to strategic goods.	STMO Webpage: https://dtiwebfiles.s3-ap-southeast-1.amazonaws.com/index.html?prefix=STMO/Forms/Registration%20Forms/

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Submit duly accomplished signed application form (excel and PDF) together with supporting documents (PDF) through email: stmo_rad@dti.gov.ph	1.1 Receive and check the completeness of the requirements *Incomplete – Inform requesting party of any deficiency and enumerate the missing requirements *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 Process application		30 Calendar Days	
2 Receive	Release official result of the application to the applicant *If approved, Registration Certificate *If denied Denial Letter			

Registration to STMO Services is covered under Republic Act No. 10697. In consonance with DTI Administrative Order 19-07 or the STMO's phased implementation of STMA services and published guidelines, the mandatory registration process will initially start with activities covered in DTI Memorandum Circular 20-26 (Export Authorization), MC 21-06 (Brokering and Financing), and MC. 21-37 (Annex III) until the coverage for other activities in the transfer of strategic goods is announced by the STMO. STMO may refer the application for an advisory opinion to other government agencies, if needed.

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 150.

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 orintends to engage in the export, import, transit, transshipment, re-export, and the reassignment of strategic goods or providesrelated 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/Authorization%20Forms/
2. Technical specifications of the item/commodity, allowing the STMO to verify the classification of the commodity against the control list (1 Copy)	Applicant
3. Commodity Classification Form (Form A2-1) (1 Copy)	STMO Webpage: https://dtiwebfiles.s3-ap-southeast- 1.amazonaws.com/index.html? prefix=STMO/Forms/Others/Form%20A2-1_Commodity%20Classification%20Form.xlsx&ActiveCell=A1&wdDownloadButton=True&wdInConfigurator=True
4. Documents certifying the origin and acquisition of the strategic goods,when appropriate (1 Copy)	Applicant
5. Relevant commercial documents, in particular, any sales contract,order confirmation, invoice, or dispatch note, if available (1 Copy)	Applicant
6. Original End-Use Statement or End-User Certificate (FormA2-2) (1 Copy)	STMO Webpage: https://dtiwebfiles.s3-ap-southeast- 1.amazonaws.com/index.html? prefix=STMO/Forms/Form%20A2-2_EndUser%20Statement%20Template.xlsx

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
7. Additional authorizations such as transit and/or import authorizations(1 Copy), if applicable: a. Technology Control Plan, in case of technology transfer; b. Network Security Plan, in case of intangible software transmission	Applicant
8. Relevant license/s or business permits as proof of identity (1 copy), applicable for end-user/catch-all controls export transactions of an unregistered applicant • For corporations and sole proprietor's relevant license/s or business permits (e.g., SEC Registration and GIS, PEZA registration, etc.); • For individuals and/or sole proprietors, government-issued identifications (e.g., National ID, Passport, etc.); or • For brokers, brokers accreditation from the Bureau of Customs, as necessary	SEC PEZA DTI BNRS PSA BOC
9. Proof of payment of the processing fee	Applicant

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Submit duly accomplished signed application form (excel and PDF) together with supporting documents (PDF) through email: stmo_rad@dti.gov.ph	**1.1** Receive and check the completeness of the requirements **Incomplete – Inform requesting party of any deficiency and enumerate the missing requirements* **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 Process application		30 Calendar Days	
2 Receive	**2** Release official result of the application to the applicant **If approved, Authorization Certificate* **If denied/intent to deny, Denial Letter/Letter of Intent to Deny*			

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 page150.

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- Investigationand ComplianceDivision
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/Authorization%20Forms
2. Technical specifications of the item/commodity, allowing the STMO to verify the classification of 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. Additional authorizations such as transit and/or importauthorizations (1 Copy), if applicable: (a) Technology Control Plan, in case of technology transfer; (b) Network Security Plan, in case of intangible software transmission	Applicant
6. Proof of payment of the processing fee	Applicant

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Submit duly accomplished signed application form (excel and PDF) together with supporting documents (PDF) through email: stmo_rad@dti.gov.ph	**1.1** Receive and check the completeness of the requirements **Incomplete – Inform requesting party of any deficiency and enumerate the missing requirements* **Complete – Acknowledge receipt containing application tracking number and accept the application for processing*	To be determined	90 Calendar Days	Analyst/ Specialist/Senior Specialist, STMO-Registration and Authorization Division
	1.2 Process application			
2 Receive	**2.2** Release official result of the application to the applicant **If approved, Authorization Certificate* **If denied/intend to deny, Denial Letter/Letter of Intent to Deny*			

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 150.

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 orintends to engage in the export, import, transit, transshipment, re-export, and the reassignment of strategic goods or providesrelated 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 commodityagainst 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, orderconfirmation, 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 (1Copy), if applicable: (a) Technology Control Plan, in case of technology transfer; (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 Submit duly accomplished signed application form (excel and PDF) together with supporting documents (PDF) through email: stmo_rad@dti.gov.ph	**1.1** Receive and check the completeness ofthe requirements **Incomplete – Inform requesting party of any deficiency and enumerate the missing requirements* **Complete – Acknowledge receipt containing application tracking number and accept the application for processing*	To be determined	30 calendar days	Analyst/ Specialist/ Senior Specialist, STMO-Registration and Authorization Division
	1.2 Process application			
2 Receive	**2.2** 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 CAis not released within 3 days, you may file a complaint via email (artaunit@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 fromthe date of issuance, and may be renewed for the same period of two (2) yearsand 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 – through the 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 - Negosyo Centers - Online thru: https://www.dti.gov.ph/sdm_downloads/bmbe-registration-application-form/ or https://dtiwebfiles.s3-ap-southeast1.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 Cooperative Development Authority (CDA) – for cooperative

CLIENT STEPS	AGENCY ACTIONS	FEES	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit filled-out BMBE application form and other documentary requirements	1.1 Upon receipt of application, check the completeness of documentary requirements	None	1 hour	NC Business Counsellor/ BMBE Processor
	1.2 Evaluate and verify the application to determine the eligibility and qualification as a BMBE based on declared information in the application form and submitted supporting documents	None	4 hours	NC Business Counsellor/ BMBE Processor and Applicant
	1.3 Process the application: 1.3.1 Encode the information on the BMBE CA template and confirm the information with the client	None	25 minutes	NC Business Counsellor/ BMBE Processor
	1.3.2 Print the BMBE CA	None	5 minutes	NC Business Counsellor/ BMBE Processor
	1.3.3 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 Processing Time		**8 hours**		

Trade Promotions

Frontline Service

21. 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 (artaunit@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**	

22. 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 (artaunit@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

APPLICATIONFOR COFFEE EXPORT CLEARANCE (CEC)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required documents	1.1. Validate the consistency of information between the ED and the required documents.	None	15 minutes	Accreditation Officer, Export Assistance and Business MatchingDivision
	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	2.1 Record the Release of the CEC in the Releasing Logbook	None	5 minutes	Accreditation Officer, Export Assistance and Business Matching Division
	2.2 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	Accreditati onOfficer, Export Assistance andBusiness Matching Division

	2.3 Review and sign the Coffee Export Clearance (CEC) stamped on the ED Form	None	15 minutes	Division Chief, Export Assistance andBusiness Matching Division
3. Sign the release of the CEC in the Releasing Logbook	3.2 Record the Release of theCEC in the Releasing Logbook	None	5 minutes	Accreditati onOfficer, Export Assistance andBusiness Matching Division
TOTAL PROCESSING TIME			**45 minutes**	

APPLICATION FOR A CERTIFICATE OFORIGIN (CO)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required documents	1.1Validate 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

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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 ofthe 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, Greenand Blue copy of validated CO to EMB	1.1. Validate and keep the copiesof 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**	

23. 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 (artaunit@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, andthe contact details of the consignee)	Applicant
2. Original copy of proof or information to support the request forexemption.	Requesting Party at the destination ofthe sample shipment.
3. Photocopy of the applicant's Company Identification (ID) Card or anygovernment issued ID.	Applicant

CLIENT STEPS	AGENCY ACTIONS	FEES	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	Accreditati onOfficer, Export Assistance andBusiness 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 andBusiness Matching Division
2. Sign the release of the CE in the Releasing Logbook	2.2 Record the Release of the CE in the Releasing Logbook	None	5 minutes	Accreditati onOfficer
TOTAL PROCESSING TIME			**45 minutes**	

Competitiveness and Innovation

Other Frontline Service

24. Receiving and evaluation of application requirements for the initial accreditation, special assessment, and reaccreditation of Conformity Assessment Bodies (CABs)

The receiving and reviewing/ evaluating of application requirements 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 twenty (20) working days. If the written notice of compliance and/or non-compliance to the accreditation requirements is not released within twenty (20) days, you may file a complaint via email (artaunit@dti.gov.ph).

The Laboratory Accreditation Division (LAD) of the PAB implements the accreditation of CABs based on applicable international standards. Accreditation provides public recognition to CABs with whose management and/ or operation have demonstrated technical competence on their particular activities and have complied with PAB accreditation requirements. However, the manner of application of the set criteria will vary depending on the nature and/ or type of organization.

Office or Division:	Philippine Accreditation Bureau – Laboratory Accreditation Division (LAD)
Classification:	Highly technical
Type of Transaction:	G2B; G2G
Who may avail:	Conformity Assessment Bodies such as: 1. Testing and/or Calibration Laboratories 2. Medical Testing Laboratories 3. Inspection Bodies 4. Proficiency Testing Providers

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
I. Laboratory Accreditation Application/Reaccreditation requirements: 1. Application for Accreditation forms *(1 e-copy)* 2. Terms and Conditions of PAB Accreditation *(1 e-copy)* 3. Assessment checklist, *as per scheme applied (1 e-copy)* 4. Copy of system documentation *(as per Annex A of Application form)* a. Management System documents *(1 e-copy)* b. Technical documents *(1 e-copy)* 5. Uncertainty Budget for Calibration Laboratory *(1 e-copy)* ***Note:*** *List of management system documents for submission* 1. System documentation (Manuals, Procedures, Work Instructions) *(1 e-copy)*	# 1-3 PAB Website: https://www.dti.gov.ph/resources-pab/downloadable-forms/lab-inspection-body-accredit-forms

2. Legal identities (i.e. SEC Registration with the Articles of Incorporation, DTI Registration and Local Government Unit (LGU) Business Permit, or if in case of a foreign CAB, duly notarized registration documents and authenticated by Philippine Consulate or an equivalent document from the country where CAB is operating, as proof of being a legal entity as the case may be) *(1 e-copy)* 3. Organizational and/or functional structure *(1 e-copy)* 4. Records related to risk analysis *(1 e-copy)* 5. Confidentiality records *(1 e-copy)* 6. Latest Internal Audit *(1 e-copy)* 7. Records of nonconforming work and corrective actions *(1 e-copy)* 8. Latest Management Review *(1 e-copy)* 9. Records relating to purchasing (e.g. purchase request to supplier evaluation) *(1 e-copy)* 10. Complaints/Appeals *(1 e-copy)* ***Note:*** *List of technical documents for submission (where applicable)* 1. Competence evaluation of approved/authorized signatories *(1 e-copy)* 2. Training plan and records *(1 e-copy)* 3. Monitoring of environmental conditions *(1 e-copy)* 4. Equipment records (latest calibration certificates, plan and maintenance) *(1 e-copy)* 5. Quality Assurance/Quality Control records (internal quality controls) *(1 e-copy)* 6. Latest records of proficiency testing participation *(1 e-copy)* 7. Measurement uncertainty, as applicable *(1 e-copy)* 8. Records of a complete process (from receiving to worksheets to certificates/reports) *(1 e-copy)* II. For special assessment: 1. For additional signatory and/ or additional scope/ sub-scope/ change of method. a. Application for accreditation form with list of signatories and/ or additional scope/ sub-scope/ change of method *(1 e-copy)* 2. For change in location/accommodation: a. Application for accreditation form *(1 e-copy)* b. Latest lay-out/floor plan *(1 e-copy)* c. List of equipment affected by the change in location/ accommodation *(1 e-copy)* ***Note:*** *All application documents shall be coursed through email at pab-lad@dti.gov.ph or visit us at:* Laboratory Accreditation Division (LAD) Philippine Accreditation Bureau GF HPGV Building 395 Sen. Gil Puyat Ave. Makati City, 1209 Telephone: (02) – 8895-3995 / (+632) -09178116026 Fax: (02) – 8890-4688 **PAB Accreditation Policies** Philippine Accreditation Bureau adheres to the following accreditation rules and regulation:	# 2 Securities and Exchange Commission (SEC), DTI, LGU, Philippine Consulate (where, applicable) # 1-4 PAB website See LA/GD 01-11, https://www.dti.gov.ph/pab/resources/lab-

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)13:1995 – Schedule of Fees 5. Resolutions issued by: Asia Pacific Accreditation Cooperation (APAC) and International Laboratory Accreditation Cooperation (ILAC)	inspect-guidance-documents/ and LA/SR 01-04 https://www.dti.gov.ph/pab/resources/supplementary-requirements/ # 5 www.apac-accreditation.org and International Laboratory Accreditation Cooperation (ILAC) https://ilac.org/

CLIENT'S STEPS	AGENCY'S ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit initial application/ reapplication documents. 1.1 **For renewal of accreditation:** Acknowledge receipt of notification.	1. Receive, check, and ensure completeness of application documents 1.1 **For renewal of accreditation:** PAB will remind the accredited CAB of the expiry of accreditation validity and deadline for submission of the required document 1.2 Log application in CAB database **Note:** *Incomplete documents will not be processed*	None	5 days	Administrative Aide Accreditation Officer Division Chief
2. None	2. Document Review (Resource Review) 2.1 Check and evaluate the compliance of documentation with the standard. 2.2. Inform CABs, in writing, of the result of review if there are discrepancies. If there are no deviations, the application will be endorsed for the	None	10 days **Note:** *Review may extend depending on the complexity of the system documentation submitted and the scope applied.*	Accreditation Officer Division Chief

	schedule of assessment. 2.3. Draft Billing Statement for Application Fee and send to CAB.			
3. Acknowledge the Billing Statement and result of document review and submit additional documents as necessary. 3.1. Pay the corresponding application fee and document review fee. ***Note 1:*** *For payment transaction:* a. *Secure triplicate copies of Order of Payment at PAB Office or to PAB-LAD personnel thru email and go to 4/F DTI Cashier, DTI Building 361 Sen. Gil Puyat Ave. Makati City and settle the obligation.* b. *In case of Foreign CAB and CAB located outside Metro Manila, payment transaction is done electronically (i.e. wire transfer, direct bank payment)* c. *Provide proof of payment (OR/deposit slip) to LAD personnel* ***PAB Office Address:*** ***Philippine Accreditation Bureau (PAB)*** ***G/F HPGV Building 395 Sen. Gil Puyat Ave.*** ***Makati City,1209***	3. Receive and review additional documents submitted 3.1 Complete the document review report and endorse written notice of compliance for the schedule of assessment visit. 3.2 Prepare Order of Payment Slip and issue to CAB. ***Note:*** *For payment transaction:* a. *Authorized LAD personnel to Issue signed triplicate copies of Order of Payment to CAB personnel*. b. *Validate deposit slips for CAB's direct payment and/or wire transfers through DTI – Financial Service (FS).* c. *Update LAD billing monitoring file*.	**Application Fee:** Php 300.00 **Document Review Fee:** Php 500/ man-hour x no. of hours x no. of assessors / technical expert ***Note 1:*** *Application fee and document review fee are non-refundable.* ***Note 2:*** *Refer to LA GD05 or DAO 13:1995 for the schedule of fees.-*	5 days	Accreditation Officer DTI Cashier FS Personnel
Total Processing Time Initial/Special/Reassessment/Reaccreditation			**20 days**	

25. Accreditation Assessment for Initial Accreditation, Surveillance Visit, and Reaccreditation of Conformity Assessment Bodies (CABs)

The accreditation assessment of Conformity Assessment Bodies (CABs) 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 twenty (20) working days. If the assessment is not conducted within twenty (20) days, you may file a complaint via email (artaunit@dti.gov.ph)

The Laboratory Accreditation Division (LAD) of the PAB implements accreditation of CABs based on applicable international standards. Accreditation provides public recognition to CABs whose management and/ or operation have demonstrated technical competence on their particular activities and have complied with PAB accreditation requirements. However, the manner of application of the set criteria will vary depending on the nature and/ or type of organization.

The reassessment (renewal of accreditation) of accredited CABs resembles the initial assessment in all aspects. 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 the accreditation expires.

Surveillance visits are conducted to monitor the continuous conformance of accredited CABs with international standards 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** – Succeeding surveillance visit will be conducted with a **fifteen (15)** month scheduled interval from the date of granting of accreditation

Office or Division:	Philippine Accreditation Bureau – Laboratory Accreditation Division (LAD)
Classification:	Highly Technical
Type of Transaction:	G2B; G2G
Who may avail:	Conformity Assessment Bodies such as: 1. Testing and/or Calibration Laboratories 2. Medical Testing Laboratories 3. Inspection Bodies 4. Proficiency Testing Providers

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Additional documents that may be requested by the assessment team to support the assessment findings. Measurement audit approval, updated Proficiency Testing results, updated management system records, written notice of compliance, and other related documents. This will depend on the results of assessment and verification of corrective actions if applicable. **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)13:1995 – Schedule of Fees 5. Resolutions issued by: Asia Pacific Accreditation Cooperation (APAC) and International Laboratory Accreditation Cooperation (ILAC)	**CAB** # 1-4 PAB website See LA/GD 01-11, https://www.dti.gov.ph/pab/resources/lab-inspect-guidance-documents/ and LA/SR 01-04 https://www.dti.gov.ph/pab/resources/supplementary-requirements/ # 5 www.apac-accreditation.org and International Laboratory Accreditation Cooperation (ILAC) https://ilac.org/

CLIENT'S STEPS	AGENCY'S ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. None	1. Schedule of assessment. 1.1 Draft and send Notice of Assessment to CABs. ***Note 1:*** ***First Surveillance Visit*** *– conducted* ***fifteen (15)*** *months from the date of granting accreditation* ***Succeeding Surveillance Visits*** *– Succeeding surveillance visit will be conducted with a* ***fifteen (15)*** *month scheduled interval from the date of granting of accreditation* ***Note 2:*** *For reassessment, the visit is conducted six (6) months before the validity of accreditation expires.*	None	4 hours	Accreditation Officer Division Chief
2. Confirm schedule of assessment within seven (7) calendar days after the receipt of the notice.	2. Selection of assessment team	None	7 days **Note:** *If there are no available Assessors/*	Accreditation Officer Division Chief Bureau Director

Otherwise, the assessment will be cancelled. **Note:** *Inform PAB for request of assessment reschedule.*	2.1 Select assessors/ experts from registry. Send revised assessment notice (with assessment team composition) to the CABs. 2.2 Preparation and approval of Appointment of Assessment Team.		*Experts, this will be consulted and/ or coordinated with CABs to look for possible assessors/ experts.*	
3. Confirm final assessment schedule and team 3.1 Coordinate with PAB the transportation arrangements at least seven (7) days before on-site visit. **Note:** *CABs shall inform PAB of the arrangement at least a week before the scheduled assessment*	3. Prepare for the conduct of assessment and coordinate with the CAB for the schedule and logistics arrangement. 3.1 Preparation of assessment kits and other relevant documents	None	2.5 days ***Note:*** *Processing time is subject to availability of Technical Experts in case of joint assessment with partner AB*	Accreditation Officer Assessment Team Division Head Bureau Director
4. None	4. Assessment team briefing and technical dry run ***Note:*** *technical dry run for remote assessment only* 4.1. Set assessment team briefing one (1) week before the scheduled assessment. 4.2. Discuss assessment plan/program, confidentiality requirements, applied field of accreditation (e.g. scopes, signatories, management	None	1 day	Accreditation Officer Assessment Team

	review) and logistics (e.g. ICT tools, travel arrangements)			
5. Participate as auditee in the assessment. 5.1 CABs shall cooperate with the assessment team by providing the requirements during the time of assessment.	5. Conduct of assessment 5.1. Start with an Opening meeting and conduct assessment based on program. (Assessment includes interview/ discussions with laboratory personnel, review of records, documents, and witness of actual testing/ calibration). 5.2. Team to prepare assessment findings to be presented in the closing meeting.	None	3 days **Note:** *May be extended depending on the scopes applied, the number of staffs involved in the activities and the location of the applicant CABs*	Assessment Team
6. None	6. Billing of assessment fees 6.1. Prepare Billing Statement and transmit to CAB. **Note:** *Total billing is based on actual time assessed by the team (inclusive of travel time). Billing will be sent only after closing CA and submission of final report.*	**Assessment Fee:** Php 500.00/ man-hour	4 hours	Accreditation Officer Division Chief
7. Acknowledge the result of assessment and submit additional documents, as necessary. 7.1 Submit corrective actions (CAs) for any findings raised on assessment.	7. Accept the submitted CAs, evaluate and send to CAB the result of the evaluation. ***Note:*** *All nonconformities (NCs) must be cleared within thirty (30) days and may be extended depending on the complexity of findings and results of corrective actions*	None	5 days	Accreditation Officer Division Chief

	Submission of final assessment report and clearing of corrective actions			
8. Settle the obligation based on the Billing Statement sent by PAB. ***Note 1:*** *Maximum period for payment of fee is thirty (30) days.* ***Note 2:*** *For payment transaction:* *a. Secure triplicate copies of Order of Payment at PAB Office or to PAB-LAD personnel thru email and go to 4/F DTI Cashier, DTI Building 361 Sen. Gil Puyat Ave. Makati City and settle the obligation.* *b. In case of Foreign CAB and CAB located outside Metro Manila, payment transaction is done electronically (i.e. wire transfer, direct bank payment)* *c. Provide proof of payment (OR/deposit slip) to LAD personnel* ***PAB Office Address:*** ***Philippine Accreditation Bureau (PAB)*** ***G/F HPGV Building 395 Sen. Gil Puyat Ave.*** ***Makati City,1209***	8. Prepare Order of Payment Slip and transmit to CAB. ***Note:*** *For payment transaction:* *a. Authorized LAD personnel to Issue signed triplicate copies of Order of Payment to CAB personnel.* *b. Validate deposit slips for CAB's direct payment and/or wire transfers through DTI – Financial Service (FS).* *c. Update LAD billing monitoring file.*	***Note 1:*** *Fees to be paid will be based on the fees reflected on the issued billing statement* ***Note 2:*** *Refer to LA GD05 or DAO 13:1995 for the schedule of fees.-*	4 hours	Administrative Aide Accreditation Officer DTI Cashier FS Personnel
Total Processing Time: Initial/Surveillance/Reassessment/Reaccreditation			**20 days**	

26. Final Evaluation and Granting of the Accreditation to Conformity Assessment Bodies (CABs)

The final technical evaluation and granting of the accreditation assessment of Conformity Assessment Bodies (CABs) is considered a **HIGHLY TECHNICAL** transaction. Under Sec. 9 b 1 of RA 11032, complex transactions shall be acted upon by the assigned officer/ employee within twenty (20) working days. If the result of the technical evaluation is not communicated within twenty (20) days, you may file a complaint via email (artaunit@dti.gov.ph).

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

Office or Division:	Philippine Accreditation Bureau – Laboratory Accreditation Division (LAD)
Classification:	Highly Technical
Type of Transaction:	G2B; G2G
Who may avail:	Conformity Assessment Bodies such as: 1. Testing and/or Calibration Laboratories 2. Medical Testing Laboratories 3. Inspection Bodies 4. Proficiency Testing Providers

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
• Accomplished Summary of Assessment Findings (LA/SF16-1) • Accomplished Assessment Report (LA/SF16) • Documents supporting the corrective actions taken **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)13:1995 – Schedule of Fees 5. Resolutions issued by: Asia Pacific Accreditation Cooperation (APAC) and International Laboratory Accreditation Cooperation (ILAC)	The agreed assessment findings will be given after the closing meeting of the assessment visit. # 1-4 PAB website See LA/GD 01-11, https://www.dti.gov.ph/pab/resources/lab-inspect-guidance-documents/ and LA/SR 01-04 https://www.dti.gov.ph/pab/resources/supplementary-requirements/ # 5 www.apac-accreditation.org and

				International Laboratory Accreditation Cooperation (ILAC) https://ilac.org/
CLIENT'S STEPS	**AGENCY'S ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. None	1. Final evaluation process 1.1 Review all documents and records. 1.2 Prepare a report based on the recommended scope of accreditation and approved signatories. 1.3 Endorse for granting of accreditation. Otherwise, require the CAB to submit additional documents.	None	5 days	Accreditation Officer in consultation with Technical Assessor/ Expert (if necessary) Division Chief Bureau Director
2. Submission of additional documents within given timeframe.	2. Receipt and evaluation of additional documents. Prepare Final Evaluation Report and endorse for granting accreditation certificates. 2.1 Endorse to the Bureau Director for approval of the recommendation from the final evaluation process	None	7 days	Accreditation Officer in consultation with Technical Assessor/ Expert (if necessary) Bureau Director
3. None	3. Prepare, review, approve and communicate	None	4 hours	Accreditation Officer Division Chief

	/coordinate the draft billing for the *accreditation services (i.e. accreditation fee, annual fee)* and send the billing statement to CAB. **3**.1 **For initial and reaccreditation**: Prepare, review, approve and send Notice of Granting Certificate of Accreditation ***Note:*** *Amount indicated in the billing statement depends on the number of accredited scopes and duration of conducted assessment*			
4. Acknowledge receipt of Notice of Granting of Accreditation. 4.1 Settle the obligation based on the Billing Statement sent by PAB. ***Note 1:*** *Maximum period for payment of fee is 30 days.* ***Note 2:*** *For payment transaction:* *a. Secure triplicate copies of Order of Payment at PAB Office or to PAB-LAD personnel thru email and go to 4/F DTI Cashier, DTI Building 361 Sen. Gil Puyat Ave. Makati City and settle the obligation.* *b. In case of Foreign CAB and CAB located outside Metro Manila, payment transaction is done electronically (i.e. wire transfer, direct bank payment)*	4. Prepare Order of Payment slip and transmit to CAB. ***Note:*** *For payment transaction:* *a. Authorized LAD personnel to Issue signed triplicate copies of Order of Payment to CAB personnel*. *b. Validate deposit slips for CAB's direct payment and/or wire transfers through DTI – Financial Service (FS).* *c. Update LAD billing monitoring file*.	**Accreditation Fee:** Php 5,000.00/ scope of Accreditation x no. of scope of accreditation **Annual Fee:** Php 3,000.00/ scope of Accreditation x no. of scope of accreditation ***Note:*** *Refer to LA GD05 or DAO 13:1995 for the schedule of fees.-*	4 hours	Administrative Aide Accreditation Officer DTI Cashier FS Personnel

c. Provide proof of payment (OR/deposit slip) to LAD personnel ***PAB Office Address:*** ***Philippine Accreditation Bureau (PAB)*** ***G/F HPGV Building 395 Sen. Gil Puyat Ave.*** ***Makati City,1209***				
5. None	5. Preparation, approval, and issuance of certificate of accreditation 5.1 Prepare Certificate of Accreditation. 5.2 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 copy of the certificate. ***Note:*** *PAB reserves the right to issue the certificate and post this on PAB website only upon receipt of payment made by the CAB.*	None	7 days **Note:** *The preparation may extend depending on the complexity of scopes of accreditation*	Accreditation Officer in consultation with Technical Assessor/ Expert (if necessary) Division Chief Bureau Director
6. Acknowledge receipt of communication.	6. None	None		
Total Processing Time Initial/Special/Reassessment/Reaccreditation			**20 days**	

27. Receiving and evaluation of application requirements for the Initial Accreditation, Scope Extension, and Reaccreditation of Conformity Assessment Bodies (CABs)

The receiving and evaluation of application requirements 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 twenty (20) working days. If the evaluation of the application requirements is not conducted within twenty (20) days, you may file a complaint via email (artaunit@dti.gov.ph).

The Management System Accreditation Division (MSAD) 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 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 applicant body.

Initial assessment, special assessment and reassessment (renewal of accreditation) will include all other premises of the applicant body 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.

Office or Division:	Philippine Accreditation Bureau - Management System Accreditation Division (MSAD)
Classification:	Highly Technical
Type of Transaction:	G2B; G2G
Who may avail:	Public and private local and foreign Conformity Assessment Bodies (CABs) that certify: 1. Management System (e.g. Quality Management System, Environmental Management System, Food Safety Management System) 2. Product, process, service (e.g. Halal, Organic) 3. Persons

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Upon submission of application: 1. Letter of application *(using the required format) (1 e-copy)* 2. Accomplished application form *per scheme applied (1 e-copy)* 3. Accomplished Assessment Checklist *per scheme applied (1 e-copy)*	#1-4 PAB website see link below: https://www.dti.gov.ph/resources-pab/downloadable-

4. Signed Terms and Condition of PAB Accreditation *(1 e-copy)* 5. Copy of SEC Registration with the Articles of Incorporation or DTI Registration and Local Government Unit (LGU) Business Permit or if in case of a foreign CAB, duly notarized registration documents and authenticated by Philippine Consulate or an equivalent document from the country where CAB is operating, as proof of being a legal entity as the case may be. *(1 e-copy)* ***Note 1:*** *Initial assessment and reassessment will include all other premises of the CAB where 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.* ***Note 2:*** *For foreign CABs, office assessment (Stage 1) and witness audit (Stage 2) shall be conducted within the timeframe of the approved travel period of the assessors* 6. Copy of CAB's proof of managing liabilities *(e.g. insurance, *reserves) (1 e-copy)* 7. Copy of certification agreement between the CAB and its clients *(1 e-copy)* 8. Copy of certificate issued to its clients *(1 e-copy)* ***Note:*** *The applicant body shall have granted at least two (2) certificates for each scheme applied.* *9.* List of certified organizations (*specifying certified scopes, validity of certificates, address and contact numbers) (1 e-copy)* *10.* Copy of CAB's Quality Manual *(1 e-copy)* *11.* Copy of CAB's Rules/procedures of certification *(1 e-copy)* *12.* List of auditors/inspectors *(including their approved scopes)* and Technical Experts *(1 e-copy)* *13.* Latest audited financial statement of the CAB *(1 e-copy)* *14.* Detailed organizational structure with individual duties and responsibilities *(1 e-copy)* *15.* Information on fees charged to its applicants and certified organization and the means by which CAB obtains financial support *(1 e-copy)* *16.* Records of internal audit conducted by the CAB *(1 e-copy)* *17.* Records of management review conducted by the CAB *(1 e-copy)* *18.* Copy of Latest Risk Management Matrix *(1 e-copy)* ***Note:*** *Electronic copies of application documents shall be sent through email* ***pab_msad@dti.gov.ph*** *or visit us at:* Management System Accreditation Division (MSAD) Philippine Accreditation Bureau GF HPGV Building 395 Sen. Gil Puyat Ave. Makati City, 1209 Telephone: (02) – 8895-3995 / (+632) -09178192971 Fax : (02) – 8890-4688	forms/ certification-body # 5 Securities and Exchange Commission (SEC), DTI, LGU, Philippine Consulate (where, applicable)

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 CAB applicants***				# 1-4 PAB website See MSA/P01, MSA/P01-1, 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**	**PROCESS ING TIME**	**PERSON RESPONSIBLE**
1. Communicate to PAB the intention to apply for PAB Accreditation and submit the accomplished application form, checklist and other requirements. Send e-copies of documents to: ***pab_msad@dti.gov.ph*** ***Note:*** *Application is valid for one (1) year from the date of the acceptance of application* 1.1 **For renewal of accreditation** Acknowledge receipt of notification.	1. Receive and review the application submitted by the applicant CAB. 1.1. Log application in CAB database ***Note:*** *The start of processing of CAB application is subject to submission of complete requirements.* 1.1 **For renewal of accreditation** Send notification to accredited CAB six (6) months before the expiration date of its accreditation.	None	2 days	Admin Officer Accreditation Officer Program Manager
2. None	2. Review available resources (*availability of qualified assessors and external technical experts).*	None	2 days, 4 hours	Division Head Program Manager Admin Officer

	2.1 Coordination of availability of the assessment team			
3. None	3. Draft and send Quotation of fees *(i.e. assessment fee, accreditation fee and annual fee)* to CAB. ***Note 1:*** *For CABs that do not require formal quotation, billing statement will be issued when some or all of the accreditation activities have been undertaken.* ***Note 2:*** *Amount indicated in the quotation depends on the number of scopes applied and number of assessment man day.*	None	1 day	Admin Officer Program Manager Division Head Bureau Director
3. Accept the quotation and send to PAB the signed quotation form. (if applicable)	3. Receive the acceptance of the communication and inform Division Head. 3.1 Update CAB's Accreditation Files	None	1 day	Admin Officer Program Manager Division Head
4. None	4. Review the CAB's submitted Quality Manuals and other relevant documents, prepare summary of document review result and send this to CAB. 4.1 Draft Billing Statement for Application Fee and Document Review Fee and send to CAB.	None	3 days (for 1 scheme)	Assessor Division Head Admin Officer
5. Acknowledge the result of document review and pay the corresponding application fee and	5. Prepare Order of Payment Slip and transmit to CAB.	**Application fee:** Php 2,000/ scheme x no.	4 hours	Admin Officer DTI Cashier FS Personnel

document review fee. ***Note 1:*** *For payment transaction:* *d. Secure triplicate copies of Order of Payment at PAB Office or to PAB-MSAD personnel thru email and go to 4/F DTI Cashier, DTI Building 361 Sen. Gil Puyat Ave. Makati City and settle the obligation.* *e. In case of Foreign CB, payment transaction is done electronically (i.e. wire transfer)* *f. Provide proof of payment (OR/deposit slip) to MSAD personnel* ***PAB Office Address:*** ***Philippine Accreditation Bureau (PAB)*** ***G/F HPGV Building 395 Sen. Gil Puyat Ave.*** ***Makati City,1209***	***Note:*** *For payment transaction:* *d. Authorized MSAD personnel to Issue signed triplicate copies of Order of Payment to CAB personnel.* *e. Validate deposit slips for CAB's direct payment and/or wire transfers through DTI – Financial Services (FS).* *f. Update MSAD billing monitoring file.*	of schemes applied **Document Review Fee:** Php 5,000/ man-day x no. of assessors/ technical expert x no. of days ***Note:*** *Application fee and document review fee are non-refundable.*		
6. Submit corrective actions (CAs) and additional documents, as necessary, for the findings raised on the document review (if applicable). ***Note 1:*** *Office-based assessment will only be conducted after the closure of the findings on the document review.* ***Note 2:*** *In the event that the applicant CAB has not acted satisfactorily within six (6) months from the date of the communication of the deficiencies noted during the document review, the processing of the application shall be terminated. The CAB may still re-apply for PAB's accreditation but needs to pay new application fee and document review fee.*	6. Accept the submitted CAs, evaluate and send to CAB the result of the evaluation. 6.1 Endorse for the schedule of assessment visit.	None	10 days ***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.* ***Note 2:*** *There will be cases where additional CAs need to be submitted by the CAB based on the evaluation of PAB.*	Assessor Division Head Admin Officer
Total Processing Time: Initial/Scope Extension/Reassessment/Reaccreditation			**20 days**	

28. Accreditation Assessment for Initial Accreditation, Scope Extension, Surveillance Visit and Reaccreditation of Conformity Assessment Body (CAB)

The Accreditation of Conformity Assessment Bodies (CABs) 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 (artaunit@dti.gov.ph).

The Management System Accreditation Division (MSAD) 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 system have demonstrated technical competence for their particular activities and PAB accreditation requirement compliant.

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.

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 on or before the 12th month from the date of granting accreditation
- **Succeeding Surveillance Visit** - conducted on or before the 24th month after the previous surveillance visit

Office or Division:	Philippine Accreditation Bureau - Management System Accreditation Division (MSAD)
Classification:	Highly Technical
Type of Transaction:	G2B; G2G
Who may avail:	Public and private local and foreign Conformity Assessment Bodies (CABs) that certify: 1. Management System (e.g. Quality Management System, Environmental Management System, Food Safety Management System)

	2. Product, process, service (e.g. Halal, Organic) 3. Persons

CHECKLIST OF REQUIREMENTS	WHERE TOSECURE
A. Prior to office-based assessment **For initial and reassessment:** *All required documents were already submitted in the first stage unless there are other documents to be submitted upon evaluation prior to the conduct of assessment.* **For surveillance assessment:** 1. Records of latest internal audit and management review conducted by the CAB *(1 e-copy)* 2. Proof/evidence of any changes on the CAB 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 ability of accredited CAB to fulfill requirements for accreditation.* *(1 e-copy where applicable*) **B. Prior to witness audit (Stage 2) activity** 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 CAB and its clients allowing PAB to join the audit *(1 e-copy)* • Copy of the CAB's audit plan *(1 e-copy)* • Background information on the CAB's audit team (i.e. CV, Scope approval) *(1 e-copy)* • Copy of the Quality Manual and key procedures of its clients to be audited *(1 e-copy)* • 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 e-copy)* • Audit report, required actions, and responses from the previous audit activity *(1 e-copy)* • Calculation of man-days *(1 e-copy)* **<u>PAB Accreditation Policies</u>** 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	# 1-4 PAB website See MSA/P01, MSA/P01-1, 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

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 CABs 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 CAB applicants*** **C. After Assessment** (where applicable) 1. Accomplished MSA/SF18 Assessment Findings 2. Documents supporting the corrective actions taken	The agreed assessment findings will be given after the closing meeting of the assessment visit.

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 CAB regarding planned schedule of assessment (initial/ special/ surveillance/ reassessment). ***Note 1:*** *For surveillance, basis is the *scheduled surveillance program of the Accredited CAB, (i.e. 1st Surveillance is done within twelve (12) months after the date of granting accreditation, 2nd Surveillance is done on or before the 24th month after the previous Surveillance Visit*. ***Note 2:*** *For reassessment, the visit is conducted six (6) months before the validity of accreditation expires.*	None	4 hours	Accreditation Officer Admin Officer Division Head Bureau Director

2. Acknowledge the receipt of the notification and coordinate with PAB the schedule and logistics for the conduct of assessment. ***Note:*** *Requirements shall be submitted at least one (1) week prior to the date of assessment.*	2. Prepare for the conduct of office-based assessment and coordinate with the CAB for the schedule and logistics arrangement. 2.1 Preparation of assessment kits and other relevant documents	None	2 days ***Note:*** *Processing time is subject to availability of Technical Experts in case of joint assessment with partner AB* .	Admin Officer Assessment Team Division Head Bureau Director
3. Participate as auditee in office-based assessment. .	3. Conduct office-based assessment. ***Note:*** *There will be 2 assigned assessors and 1 or 2 Technical assessors.*	**Assessment Fee:** Php 5,000 / man-day ***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.* ***Note 2:*** *Assessment Fees for the conducted office-based assessment are settled upon issuance of billing statement from PAB.*	2 days ***For initial assessment*** ***Note 1:*** *Processing time is based on the number of schemes applied. One (1) scheme is 4 man days = *2 days with 2 assessors.* 1 day ***For Surveillance*** ***Note:*** *Processing time is based on the number of schemes applied. One (1) scheme is 2 man days = *1 day with 2 assessors.* 1 day & 4 hours ***For reassessment*** ***Note:*** *Processing time is based on the number of schemes applied. One (1) scheme is 3 man days = *1.5 days with 2 assessors* ***General Note:*** *Refer to Annex B of MSA P01 for the Standard*	Assessment Team Technical Expert ***Note:*** *When necessary, technical experts in the areas to be assessed maybe included in the assessment team as adviser.*

			Number of Accreditation Assessment Man-Days	
4. Coordinate with PAB on the schedule and logistics for the conduct of witness audit. ***Note 1:*** *Please see checklist of requirements* ***"B.* Prior to witness audit (Stage 2) activity"** ***Note 2:*** *The number of organizations to be witnessed is based on the surveillance program.* ***Note 3:*** *Witness audits can be done prior to office assessment and should be completed within nine (9) months of the surveillance period*	4. Prepare for the conduct of witness audit and coordinate with the CAB on the schedule and logistics arrangement. 4.1 Preparation of assessment kits and other relevant documents	None	1 day	Admin Officer Assessment Team Division Head Bureau Director
5. Conduct scheduled certification audit.	5. Conduct witness audit. ***Note 1:*** *For initial and reassessment, conduct of witness audit are to be completed within three (3) months after the office-based assessment.* ***Note 2:*** *The number of organizations to be witnessed is based on the surveillance program, i.e. the schedule scopes to be witnessed.* ***Note 3:*** *Witness audits can be done prior to office assessment and should be completed within nine (9) months of the surveillance period.*	**Assessment Fee:** Php 5,000 / man-day ***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.* ***Note 2:*** *Assessment Fees for the conducted witness audits are settled upon issuance of billing statement from PAB.*	5 days/scope witnessed *Note 1: Duration does not include travel time.* *Note 2: Based on the assumption that there is only 1 scope witnessed and it is a certification audit.*	Assessment Team Technical Expert ***Note:*** *When necessary, technical experts in the areas to be assessed maybe included in the assessment team as adviser.*

6. None	6. Prepare, review, approve and send the office assessment report to CAB.	None	2 days	Assessment Team/Technical Expert Division Head
7. Acknowledge the result of office-based assessment and submit additional documents, as necessary. 7.1 Submit corrective actions (CAs) for any findings raised on office-based assessment: **For initial and reassessment:** Submit CA/s within sixty (60) days from the date of the initial assessment / reassessment ***Note:*** *Extension of one (1) month from the timelines may be extended upon written request by the CAB to PAB (but PAB may accept or reject such request as appropriate). If the request of extension is approved, but the CAB fails to submit CAs within the timeframe of extension, PAB reserves the right to consider the application invalid. The CAB may still re-apply for PAB's accreditation but needs to pay new application fee and doc review fee.* **For Surveillance and Special Assessment:** ***Note 1:*** ***For Major NC*** *– within seven (7) working days*	7. Accept the submitted CAs, evaluate and send to CAB the result of the evaluation. ***Note:*** *All nonconformities (NCs) must be cleared within four (4) months from the date of assessment.*	None	2 days ***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.* ***Note 2:*** *There may be cases where additional CAs need to be submitted by the CAB based on the evaluation of PAB.*	Assessment Team Technical Expert Division Head Admin Officer

For minor NC *– within thirty (30) working days* ***Note 2:*** *There may be cases where additional CAs need to be submitted by the CAB based on the evaluation made by PAB.* ***:*** *All nonconformities must be cleared within three (3) months from the date of assessment. Otherwise, this shall be ground for suspension/ withdrawal of accreditation.*				
8. Acknowledge receipt of evaluation of Corrective Action/s (CA/s)	8. None	None		
9. None	9. Prepare, review and approve witness audit report and send to CAB.	None	2 days	Assessor/Technical Expert Division Head Admin Officer
10. Acknowledge the receipt of witness audit report. 10.1 Submit CAs for the findings raised during witness audit within thirty (30) days after the witnessing activity.	10. Accept the submitted CAs, evaluate and send to CAB the result of the evaluation.	None	2 days ***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.* ***Note 2:*** *There may be cases where additional CAs need to be submitted by the CAB based on the evaluation of PAB.*	Assessment Team Division Head Admin Officer
11. None	11. Prepare, review, approve and communicate the draft billing for the assessment and witness audit conducted with other partner AB, where applicable, and send the billing to CAB.	None	1 day	Admin Officer Division Head

	Note 1: *Amount indicated in the billing statement depends on the number of scopes witnessed and duration of audit.* ***Note 2:*** *Billing Statement may be issued to CAB every after assessment/ witness audit conducted.*			
12. Settle the obligation based on the Billing Statement sent by PAB. ***Note 1:*** *Maximum period for payment of fee is 15 days.* ***Note 2:*** *For payment transaction:* *a. Secure triplicate copies of Order of Payment at PAB Office or to PAB-MSAD personnel thru email and go to 4/F DTI Cashier, DTI Building to settle the obligation.* *a. In case of Foreign CAB, payment transaction is done electronically (i.e. wire transfer)* *b. Email to PAB the copy of Official Receipt (OR) as proof of payment.* ***Note 3:*** *If the accredited CAB fails to pay the required fees within fifteen (15) days after the issuance of the billing statement, its accreditation will be subject to suspension or withdrawal.*	12. Prepare Order of Payment Slip and transmit to CAB. ***Note:*** *For payment transaction:* *a. Authorized MSAD personnel to Issue signed triplicate copies of Order of Payment to CAB personnel.* *b. Validate deposit slips for CAB's direct payment and/or wire transfers through DTI – Financial Service (FS).* *c. Update MSAD billing monitoring database.*	***Assessment Fee:*** Php 5,000 / man-day x no. of assessor / technical expert x no. of days ***Witness Audit:*** ***Stage 1:*** Php 5,000 / man-day x no. of assessor / technical expert x no. of days ***Stage 2:*** Php 5,000 / man-day x no. of assessor / technical expert x no. of days ***Annual fee:*** Php 5,000 / scope x no. of accredited scope ***Note:*** *Billing statement for Annual Fees are usually issued within 1st Quarter of the year for Accredited CABs.*	4 hours	Admin Officer DTI Cashier FS Personnel
Total Processing Time:				
Initial/Scope Extension:			**20 days**	
Surveillance:			**19 days**	
Reassessment/reaccreditation:			**19 days and 4 hours**	

29. Technical Evaluation of the Accreditation Assessment of Conformity Assessment Body (CAB)

The technical evaluation of the accreditation assessment of Conformity Assessment Bodies (CABs) is considered a **HIGHLY TECHNICAL transaction**. Under Sec. 9 b 1 of RA 11032, complex transactions shall be acted upon by the assigned officer/employee within twenty (20) working days. If the result of technical evaluation is not communicated within twenty (20) days, you may file a complaint via email (artaunit@dti.gov.ph).

The Management System Accreditation Division (MSAD) 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 system have demonstrated technical competence for their particular activities and PAB accreditation requirement compliant.

Office or Division:	Philippine Accreditation Bureau - Management System Accreditation Division (MSAD)
Classification:	Complex
Type of Transaction:	G2B; G2G
Who may avail:	Public and private local and foreign Conformity Assessment Bodies (CABs) that certify: 1. Management System (e.g. Quality Management System, Environmental Management System, Food Safety Management System) 2. Product, process, service (e.g. Halal, Organic) 3. Persons

CHECKLIST OF REQUIREMENTS	WHERE TOSECURE
Order of Payment **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)	# 1-4 PAB website See MSA/P01, MSA/P01-1, 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

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 CAB applicants***	# 6 www.ihaf.org.ae

CLIENTS STEPS	AGENCY'S ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. None	1. **For initial, scope extension and reassessment:** Prepare to convene the Accreditation Evaluation Panel (AEP). 1.1 Invitation of AEP members 1.2 Preparation of CABs Accreditation Files for Evaluation 1.3 Coordination on schedule and logistics (remote/onsite) of AEP Meeting	None	5 days	Program Manager Admin Officer Division Head
2. None	2. **For initial, scope extension and reassessment:** Evaluate the assessment package, accomplish the assessment review report and endorse to the Bureau Director for approval.	None None	5 days 3 days	AEP Assessment Team Admin Officer Bureau Director Admin Officer Program Manager Division Head

	For surveillance assessment: Review assessment package for the surveillance assessment conducted.			
3. None	3. 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 CAB. **3**.1 **For initial, scope extension and reaccreditation**: Prepare, review, approve and send Notice of Granting Certificate of Accreditation ***Note:*** *Amount indicated in the billing statement depends on the number of accredited scopes and duration of conducted assessment & witness audit.* **3.**2 **For surveillance:** Confirm / deny continued accreditation and	None	5 days	Admin Officer Division Head Bureau Director

	communicate to client.			
4. Settle the obligation based on the statement of account sent by **PAB**. ***Note 1:*** *Maximum period for payment is fifteen (15) days.* ***Note 2:*** *For payment transaction:* *b. Secure triplicate copies of Order of Payment at PAB Office or to PAB-MSAD personnel thru email and go to 4/F DTI Cashier, DTI Building to settle the obligation.* *c. In case of Foreign CAB, payment transaction is done electronically (i.e. wire transfer)* *d. Send to PAB through email the copy of Official Receipt as proof of payment.* ***Note 3:*** *PAB reserves the right to issue the certificate and post this on PAB website only upon receipt of payment made by the CAB.*	4. Prepare Order of Payment and transmit to CAB. ***Note:*** *For payment transaction:* *a. Authorized MSAD personnel to Issue signed triplicate copies of Order of Payment to CAB personnel.* *b. Validate deposit slips for CAB's direct payment and/or wire transfers through DTI – Financial Service (FS).* *c. Update MSAD billing monitoring database.*	**Accreditation fee:** Php10,000/ scope x no. of accredited scope **Annual fee:** Php 5,000/ scope x no. of accredited scope ***Note:*** *Refer to MSA GD02 or Section 8 of DAO 1:2005 for the schedule of fees.-*	1 day	Admin Officer DTI Cashier FS Personnel
5. None	5. Prepare the draft certificate for review.	None	2 days	Admin Officer Program Manager Division Head
6. None	6. 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	None	2 days	Admin Officer Bureau Director

	copy of the certificate. ***Note:*** *PAB reserves the right to issue the certificate and post this on PAB website only upon receipt of payment made by the CAB.*			
7. Acknowledge receipt of communication.	None	None		
Total Processing Time:				
Initial/Scope Extension/Reassessment			**20 days**	
Surveillance			**9 days**	

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 Notice of Mediation is not issued within 7 days, you may file a complaint via email (artaunit@dti.gov.ph).

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

Office or Division:	Fair Trade Enforcement Bureau (FTEB) – Mediation Division, Regional and Provincial Offices
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, RO/PO
2. Proof of Transaction	Applicant
3. Other evidences to substantiate claim	Applicant

CLIENTS STEPS	AGENCY'S ACTION	FEES	PROCESSING TIME	PERSON RESPONSIBLE
1 FILING OF COMPLAINT (Note: through consumercare@dti.gov.ph)	1.1 Encoding in Database and assigning of reference number and to Mediation Officer	None	Within 2 working days	Administrative Aide VI, MD
2. RECEIVE NOTICE OF MEDIATION	2.1 Issue Notice of Mediation to concerned parties	None	Within 5 working days	Mediation Officer. MD
Total Processing Time		Estimated processing time is 7 working days upon receipt of complete documents by Administrative Officer/MD		

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 (artaunit@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 (artaunit@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 *The number of days will depend on the complexity of the inquiry*		1- 18 working days	Technical Staff
	1.7 Review communications prepared		60 minutes	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			Technical Staff
	2.2 File and maintain documents			Admin Aide/ Technical Staff

Management Services

Frontline Service

33. Processing of Freedom of Information (FOI) Requests

The Processing of Freedom of Information (FOI) Request is considered a **HIGHLY TECHNICAL** transaction. Under Executive Order No. 02, series of 2016, FOI requests should be processed within 15 working days, which can be extended for another 20 working days depending on the complexities involved in doing extensive search for government's office records, examination of voluminous records, and even the occurrence of fortuitous events or other analogous cases. In cases of denied requests, clients can file an appeal, which shall be decided within 30 working days from the filing of said written appeal. Pursuant to the said EO, Department Administrative Order 17-01 (bit.ly/DTI_DAO1701) and Department Order 17-02 (bit.ly/DTI_DAO1702) were issued to establish the process of handling FOI requests in DTI.

Processing of FOI Requests in DTI is a response to the call for transparency and full public disclosure of information. The DTI is committed to release information to the public involving public interest, subject to limitations as provided by the Constitution, applicable laws, rules, regulations, and procedures, such as Republic Act (RA) No. 10173, otherwise known as the "Data Privacy Act," and the List of Exceptions approved by the Office of the President, among others.

Office or Division:	All Bureaus/Offices and Regional Offices
Classification:	Highly Technical
Type of Transaction:	G2B – Government-to-Business, G2C – Government-to-Citizen, G2G – Government-to-Government
Who may avail:	All

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. FOI Request Form	Online: foi.gov.ph; www.dti.gov.ph/foi Head Office: The Malasakit Help Desk (MHD) Ground Floor, Trade and Industry Building 361 Sen. Gil Puyat Avenue, Makati City Regional Office: Receiving desks of respective Regional Offices

CLIENT STEPS	**AGENCY ACTIONS**	**FEESTO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. The requesting party shall fill up and submit the FOI Request	1.1 Received the accomplished FOI request	N/A	One day	FOI Receiving Officers (FROs) from Head Office and the Regions
	1.2 The request shall be logged, indicating the date and time of the receipt of the written request	N/A	Same day of receipt of request	FROs

	1.3 Notify the requesting party of the status of the request	N/A	Same day of receipt of request	FROs
	1.4 Process the requests	N/A	1 to 15 days, which can be extended for another 20 working days	Process owners of information of respective Bureau/ Office and Regions
	1.4.a **Approval of Request.** In case of approval, the DTI shall ensure that all records that have been retrieved and considered be checked for possible exemptions, prior to actual release. The DTI shall prepare the letter or email informing the requesting party within the prescribed period that the request was granted	For Business Name (BN) listing, Php20.00 for the first five (5) pages and Php3.00 for each succeeding page both soft/ hard copy	1 to 15 days, which can be extended for another 20 working days	FOI Decision Makers (FDMs) from Head Office and the Regions. Head Office: Division Chief, Information and Creative Services Division, KMIS, 5F Trade and Industry Bldg., Makati City Respective Regional FDMs
	1.4.b **Denial of Request.** In case of denial of the request wholly or partially, the requesting party shall be notified by the DTI, within the prescribed period, of the denial in writing. The notice shall clearly set forth the ground or grounds for denial and the circumstances on which the denial is based.	N/A	1 to 15 days, which can be extended for another 20 working days	FDMs
2. File an appeal in cases of denial of requests	2.1 Decide on the appeal	N/A	1 to 30 working days	FOI Appellate Director, KMIS, 5F Trade and Industry Bldg., Makati City Respective DTI Regional Director

VI. Feedback and Complaints

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Please let us know how we have served you by: • Filling up a Client Satisfaction Feedback Form and drop the Form in the designated drop box at the Front Desk/Public Assistance Desk • Contact the concerned DTI bureaus and offices. Please refer to the provided list of offices. • 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 artaunit@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: • Fill up a Client Complaint Form • Inform the Public Assistance Desk or email thru artaunit@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. 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. 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 8-478-5093 complaints@arta.gov.ph PCC pcc@malacanang.gov.ph 8888 CCB email@contactcenterngbayan.gov.ph 0908-881-6565

VII. List of Offices

Office	Address	Contact Information
Competitiveness and Innovation Group (CIG)		
Bureau of Trade and Industrial Policy Research (BTIPR)	5F HPGV Building 395 Sen. Gil J. Puyat Ave., Makati City	(+632) 8895.3198 (+632) 8897.1243
Competitiveness Bureau	2F HPGV Building 395 Sen. Gil J. Puyat Ave., Makati City	(+632) 8890.4861 (+632) 8895.9460
E-Commerce ProgramOffice	2F HPGV Building 395 Sen. Gil Puyat Avenue, Makati City	(+632) 8890.4861 (+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., MakatiCity	(+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)	2F Trade and Industry Building 361 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 361 Sen. Gil J. Puyat Ave., Makati City	(+632) 7791.3310
DTI-Comprehensive Agrarian Reform Program Management Office (DTI-CARP PMO)	3F Oppen Building 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 (0920) 963.1606 (0917) 597.3067
Region 1 - Ilocos Region	4F Juanita Bldg., Quezon Ave. San Fernando City, La Union	(+6372) 607.1297
Region 2 - Cagayan Valley Region	11 Dalan na Pappabalo Regional Gov't. Center, Carig Sur, Tuguegarao City, Cagayan	(+6378) 396.9865
Region 3 - Central Luzon	Malikhain St., cor. Maagap St. Diosdado Macapagal Government Center Maimpis City, San Fernando, 2000 Pampanga	(+6345) 625.9290
Region 4-A (CALABARZON)	3F Marcelita Bldg., Brgy. Real Calamba City, Laguna	(+6349) 545.6169
Region 4-B – MIMAROPA	5F Oppen Building 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 (+6352) 742.6791
Region 6 - Western Visayas	3F DTI Building J.M. Basa & Gen. Macario Peralta Sts., Iloilo City	(+6333) 335.0548 (+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	DTI Regional Office 8 Building, Pan-Philippine Highway, Palo, Leyte	(+6353) 323.4082 (+6353) 323.7360
Region 9 - Zamboanga Peninsula	4F VHW Bldg., Veterans Ave., Zamboanga City	(+6362) 991.3237 (+6362) 991.3238
Region 10 - Northern Mindanao	NACIDA Bldg., Corrales Ave. cor. Antonio Luna St. 9000 Cagayan de Oro City	(+638822) 729.291 (+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. Gensan Drive cor. Aquino St. 9506 Koronadal City, South Cotabato	(+6383) 228.9837
Caraga	West Wing, 3F D&V Plaza Bldg., J.C. Aquino Ave., 8600 Butuan City, Agusan del Norte	(+6385) 341.5221
National Capital Region Office (NCRO)	2F Metro House Bldg. 345 Sen. Gil Puyat Ave., Makati City	(+632) 8811.8227 (+632) 8890.8232
Trade Promotions Group (TPG)		
Bureau of Domestic Trade Promotion (BDTP)	GF Trade & Industry Building 361 Sen. Gil J. Puyat Ave., Makati City	(+632) 7791.3102
Export Marketing Bureau (EMB)	1-2F DTI International Building 375 Sen. Gil J. Puyat Ave., Makati City	(+632) 8465.3300 locs. 102, 104, 106, 107, 110, 113