



BOARD OF INVESTMENTS

CITIZEN'S CHARTER

2025 (1st Edition)



BOARD OF INVESTMENTS

CITIZEN'S CHARTER

2025 (1st Edition)

I. Mandate:

The **Philippine Board of Investments (BOI)**, an attached agency of Department of Trade and Industry (DTI), promotes and generates investments and improves the image of the Philippines as a viable investment destination. It pursues a planned, economically feasible, and practicable dispersal of globally competitive industries.

II. Vision:

Accelerate investments, develop globally competitive, innovative, and sustainable industries, and create employment opportunities by 2028.

III. Mission:

We, the BOI family, are committed to develop globally competitive, innovative, and sustainable industries; and generate local and foreign investments; and create employment opportunities, guided by the principles of private initiative, regulatory compliance, and government cooperation. In pursuit of these commitments, we bind ourselves to render competent and efficient service through our passion for knowledge, utmost integrity, excellence and teamwork. Ours is a challenging task, yet with discipline and the guidance of an enlightened and strong leadership, we shall move forward.

IV. Service Pledge:

The Board of Investments is committed to develop globally competitive, innovative, and sustainable industries; generate local and foreign investments; and create employment opportunities, guided by the principles of private initiative, regulatory compliance, and government cooperation. As such, the BOI shall exert every effort to continuously improve its quality management systems to meet the expectations of clients.

LIST OF SERVICES

Head/Central Office	
External Services	PAGES
Domestic Investments Promotion Service (DIPS)	
Provision of Information on General BOI Procedures and Guidelines	7-8
Provision of Investment and Industry-related Information	9-11
Provision of Investor Facilitation Services	11-13
Financial and Administrative Service (FAS)	
Issuance of Order of Payment	15-16
Investments Assistance Service (IAS)	
Issuance of Certificate of Endorsement for Green Lane	18-21
Request for Business Counseling	22-24
Incentives Administration Service (IS)	
Issuance of Certificate of Authority to Import Capital Equipment, Raw Materials Spare Parts, and Accessories under R.A. 11543, R.A. 8479, R.A. 9513	26-28
Issuance of Endorsement to Department of Justice for the Grant/Renewal of 47(a)2 Visa	28-31
Issuance of Endorsement for the Cancellation/ Downgrading of VISA	32-34
Issuance of Endorsement for the Inclusion of Dependent	34-37
Issuance of Endorsement for Indefinite Special Investor's Resident Visa	38-41
Issuance of Endorsement for Probationary Special Investor's Resident Visa	42-44
Issuance of Endorsement for Release of Consigned Equipment	45-46
Issuance of VAT-zero Rating Certificate	47-50
Industry Development Service (IDS)	
Application for Registration under RA 11534 (CREATE ACT), as amended by RA 12066, and Book 1 of Executive Order No. 226	52-65
International Investments Promotion Service (IIPS)	
Securing BOI Endorsement to set up a Regional or Area Headquarters (RHQ)/Regional Operating Headquarters (ROHQ)	67-71
Legal and Compliance Service (LCS)	
Certificate of Entitlement to Tax Incentives (CETI) for projects registered under EO 226 and other Special Laws	73-76
Certificate of Entitlement to Tax Incentives (CETI) for projects under Corporate Recovery and Tax Incentives for Enterprises Act (CREATE)	76-80

Endorsement of Good Standing (EOGS)	81-83
Certificate of Non-Local Availability (CNLA)	84-88
Certificate of Qualification (CQ) to Import Tax and Duty-free Spare	89-92
Parts and Supplies under Article 39(I) of EO 226 (The Omnibus Investments Code of 1987)	

Investment Policy and Planning Service (IPPS)

Planning and Management Division

Online Request for Data on Investment Statistics	94-99
Walk-in Request for Data on Investment Statistics	100-104

Head/Central Office

Internal Services

Financial and Administrative Service (FAS)

Preparation of LDDAP-ADA	106-107
Processing of Disbursement Vouchers	107-108

Extension Office

External Services

Provision of Information on General BOI Procedures and Guidelines	110-111
Provision of Investment and Industry-related Information	112-114
Provision of Investor Facilitation Services	114-116

Feedback and Complaints Mechanism	117-122
--	---------

List of Offices	123-126
------------------------	---------

HEAD/CENTRAL OFFICE

EXTERNAL SERVICES

**DOMESTIC INVESTMENTS PROMOTION
OFFICE (DIPS)
EXTERNAL SERVICES**

1. PROVISION OF INFORMATION ON GENERAL BOI PROCEDURES AND GUIDELINES

This type of service provides initial consultations on BOI registration eligibility, requirements for project registration, preliminary assessment on qualifications for incentive availment, guidance on application process, and handling of application submissions from extension offices to BOI Head Office.

Office or Division:	Domestic Investments Promotion Service (DIPS) (Marketing & Events Division (Luzon) & BOI Extension Offices in Cebu, Cagayan De Oro and Davao)	
Classification:	Simple	
Type of Transaction:	G2C – Government to Citizen; G2B – Government to Business G2G – Government to Government	
Who may avail:	Available to business owners, investors, industry associations, researchers, government agencies, consultants, media, and the general public who are requesting information on investment priority sectors, incentives, regulations, and procedures to facilitate and encourage investments in the country.	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Letter Request (if applicable) addressed to the Service Director /Division Chief with the following information: a. Full name of the representative from the requesting party b. Contact number or email address c. Full description details of request (What, When, Where, Who, or other relevant supporting details, whichever is available)		Requesting Party
2. Inquiry Log Sheet		DIPS Staff

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Contact nearest BOI Office and request for BOI-related information	1.1 For walk-in clients, DIPS Staff to provide /record info on Inquiry Log Sheet	None	15 minutes (For Walk-in)	DIPS Staff

	For online inquiries*, DIPS Staff acknowledges the receipt of request and record info on the Inquiry Log Sheet.		Within 1 Working day (For online inquiries)	
	1.2 Assigns to concerned unit/personnel		15 minutes	Division Chief
	1.3 Receives, verifies, and processes request		1-2 working days	Assigned DIPS Staff
	1.4 Reviews and approves release of requested information		30 minutes	Division Chief
2. Receives/ acknowledges receipt of information requested	2. Releases requested information to the client	None	10 minutes	Assigned DIPS Staff
3. Accomplish CSM Survey or CFF	3. Provides CSM survey or CFF to the client	None	10 minutes	Assigned DIPS Staff
TOTAL		None	3 working days	

Note:

BOI – Board of Investments

DIPS – Domestic Investments Promotion Services

OD – Officer of the Day

CSM – Client Satisfaction Measurement

2. PROVISION OF INVESTMENT AND INDUSTRY-RELATED INFORMATION

This type of service provides lists of location options, suppliers, potential joint venture partners, industry processors, and other related information that requires preparation of data and reports to help companies and potential investors make informed decisions.

Office or Division:	Domestic Investments Promotion Service (DIPS) <i>(Marketing & Events Division (Luzon) & BOI Extension Offices in Cebu, Cagayan De Oro and Davao)</i>	
Classification:	Complex	
Type of Transaction:	G2C – Government to Citizen; G2B – Government to Business G2G – Government to Government	
Who may avail:	Available to business owners, investors, industry associations, researchers, government agencies, consultants, media, and the general public who are requesting information on location options, suppliers, potential joint venture partners, industry processors, and other related information.	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Letter Request (if applicable) addressed to the Service Director /Division Chief with the following information: a. Full name of the representative from the requesting party b. Contact number or email address c. Full description details of request (What, When, Where, Who, and other relevant supporting details, whichever is available)		Requesting Party
2. Inquiry Log Sheet		DIPS Staff

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Contact nearest BOI Office and request for investment-related information	1.1 For or walk-in clients, DIPS Staff to provide /record info on Inquiry Log Sheet 1.2 For online inquiries*, DIPS	None	15 minutes (For Walk-in)	DIPS Staff

	Staff acknowledges the receipt of request and record info on the Inquiry Log Sheet.		Within 1 Working day (For online inquiries)	
	1.3 Assigns to concerned unit/personnel		15 minutes	Division Chief
	1.4 Receives and assess request If qualified for BOI service —provide applicable information / advise / forms/ data / service requested (i.e. investment briefings, plant visit, meeting, assistance to inbound/outbound mission, etc.). If not qualified for BOI service – refer to other Service / appropriate Government Agency / IPAs / other options		30 minutes	Assigned DIPS Staff
	1.5 Processes request and conducts research/ data gathering		1-3 working days	Assigned DIPS Staff
	1.6 Drafts response to the client		1 working day	Assigned DIPS Staff
	1.7 Reviews and approves presentation materials / itinerary If revisions or additional information are necessary, edit/incorporate		1 hour 1 working day	Division Chief Assigned DIPS Staff

	these to the document/file			
2. Receives/ acknowledges receipt of information requested	2. Release of requested information to the client	None	5 minutes	Assigned DIPS Staff
3. Accomplish CSM Survey or CFF	3. Provide CSM survey or CFF to the client	None	10 minutes	Assigned DIPS Staff
TOTAL		None	7 working days	

4. PROVISION OF INVESTOR FACILITATION SERVICES

This type of service offers comprehensive support for business setup, including advising on regulatory requirements and providing guidelines on investment opportunities as outlined in the Strategic Investment Priority Plan (SIPP). It also offers information on investment incentives under the CREATE Act and assists with identifying suitable locations, organizing site visits, and arranging meetings.

Office or Division:	Domestic Investments Promotion Service (DIPS) <i>(Marketing & Events Division (Luzon) & BOI Extension Offices in Cebu, Cagayan De Oro and Davao)</i>			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen; G2B – Government to Business G2G – Government to Government			
Who may avail:	Available to business owners, entrepreneurs, startups, potential investors and established businesses looking to expand or set up new operations.			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Letter Request (if applicable) addressed to the Director /Division Chief of the Service /Division with the following information: a. Full name of the representative from the requesting party b. Contact number or email address c. Full description details of request (What, When, Where, Who, and How and other relevant supporting details, whichever is available)			Requesting Party	
2. Inquiry Log Sheet			DIPS Staff	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Contact nearest BOI Office and request for investment briefing and/or assistance on site options.	1.1 For walk-in clients, DIPS Staff to provide /record on Inquiry Log Sheet For online inquiries*, DIPS Staff acknowledges the receipt of request and record inquiry on the Inquiry Log Sheet.	None	15 minutes (For Walk-in)	DIPS Staff
	1.2 Assigns to concerned unit/personnel		1 Working day (For online inquiries)	Division Chief
	1.3 Receives and assesses request		15 minutes	Assigned DIPS Staff
	If qualified for BOI service —provide applicable information / advise / forms/ data / service requested (i.e. investment briefings, plant visit, meeting, assistance to inbound/outbound mission, etc.). If not qualified for BOI service – refer to other Service / appropriate Government Agency / IPAs / other options		15 minutes	Assigned DIPS Staff / Division Chief
	1.4 Prepares presentation materials (investment briefing) / itinerary (site visit/ocular inspection)		1 -3 working days	Assigned DIPS Staff

	1.5 Reviews and approves presentation materials / itinerary If revisions or additional information are necessary, edit/incorporate these to the document/file		1 hour 1 working day	Division Chief Assigned DIPS Staff
	1.6 Drafts response to the client		30 minutes	Assigned DIPS Staff
2. Confirms and acknowledges to the schedule	2. Conduct of Investment Briefing / Site Visit / Ocular Inspection as scheduled	None	1 working day	Assigned DIPS Staff / Division Chief
3. Accomplish CSM Survey	3. Provide CSM survey or CFF to the client	None	10 minutes	Assigned DIPS Staff
TOTAL		None	7 working days	

Note:

BOI – Board of Investments

DIPS – Domestic Investments Promotion Services

OD – Officer of the Day

CSM – Client Satisfaction Measurement

**FINANCIAL AND ADMINISTRATIVE SERVICE
(FAS)
EXTERNAL SERVICES**

1. Issuance of Order of Payment

An Order of Payment form is required when requesting the issuance of an official receipt for a payment made to the Cashier. This form is used as a request for processing payments and ensuring that the payment is documented properly with an official receipt. Once the Order of Payment form is completed, it is submitted to the cashier's office, where the payment is processed, and an official receipt is issued as proof of the transaction.

Office or Division:	Accounting Division
Classification:	Simple
Type of Transaction:	G2B – Government to Business G2C – Government to Citizen
Who may avail:	BOI Registered Enterprises (RBEs)
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
One (1) set of the following: 1. Assessment Bill/Slip	- IPPS, MIS, RBIS, ISIS, LICS, IS and FAS 2nd and 3rd Floor, BOI, Incentives Administration Service

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client presents or emails the Assessment Bill to the Accounting Division	1. Receive assessment slip/bill from client and check the nature and amount to be paid If Assessment Bill is completely signed and accomplished, the Order of Payment will be prepared. If Assessment Bill is incompletely filled out and/or unsigned, the client would be informed to return to the service or unit that	None	*First-in, first-out basis, subject to queuing; Three (3) minutes	Accounting Clerk

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	issued the form to get a revised and fully signed Assessment Bill.			
2. None	2. Prepare and print the order of payment	None	Five (5) minutes	Accounting Clerk
3. None	3. Sign the Order of Payment	None	Five (5) minutes	Prepared by: Accounting Clerk Noted by: Chief Accountant
4. Once Order of Payment is issued, the Client will proceed to the Cashier's Office	4. Issue Order of Payment with the assessment bill onsite or via email and endorse the client to the Cashier to request Official Receipt	None	Two (2) minutes	Accounting Clerk
TOTAL:		NONE	Fifteen (15) minutes	

Note:

IPPS– Investment Policy and Planning Service
MIS – Manufacturing Industries Service
RBIS – Resource-Based Industries Service
ISIS – Infrastructure and Services Industries Service
IS- Incentives Service
FAS- Financial & Administrative Service

INVESTMENTS ASSISTANCE SERVICE (IAS)

EXTERNAL SERVICES

1. Issuance of Certificate of Endorsement for Green Lane One-Stop Action Center for Strategic Investments (OSAC-SI)

This covers the application and issuance of Green Lane Certificate of Endorsement. The application of projects to the Green Lane shall be filed with the BOI One-Stop Action Center for Strategic Investments (OSAC-SI) as the single point of entry for all projects qualified as Strategic Investment pursuant to EO 18 s 2023.

Office or Division:	Investments Assistance Service – One-Stop Action Center for Strategic Investments (IAS-OSAC-SI), Office of Director, Executive Director and Governor-in-Charge, Office of the BOI Managing Head, and Office of the DTI Secretary	
Classification:	Highly Technical	
Type of Transaction:	GTB – Government to Business	
Who may avail:	Companies with qualified projects/activities under EO 18	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
One (1) set of the following:		
1. Duly accomplished application form		BOI
2. Letter of intent (signed by the President/CEO) addressed to the Secretary of Department of Trade and Industry		Applicant
3. Company Profile/Background		Applicant
4. Project Brief (include description of project, type of technology and capacity, number of direct and indirect employee’s opportunities, positive environmental effects and socio-economic impact of the project, suppliers or sources of equipment for the project (please indicate whether they are foreign or local; provide Engineering, Procurement and Construction (EPC) details if applicable), project timetable, project funding (equity and loans, specifying whether the sources are foreign or local)		Applicant
5. Photocopy of Department of Energy(DOE) Service Contract/Certificate, if applicable		Department of Energy
6. Photocopy of SEC Certificate of Registration and latest General Information Sheet		SEC
7. List of Permits and Licenses applied or being applied for (please include the permit name, issuing agency, date filed, and status)		Applicant
8. Secretary’s Certificate authorizing a representative to transact with IAS-OSAC-SI		Applicant

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client submits online application for Green Lane Certificate with supporting documents (or) Fiscal Incentives Review Board / Inter- Agency Investment Promotion Coordinating Committee/ Investment Promotion Agency send endorsement letter Through email at greenlane@boi.gov.ph or walk in application at G/F BOI Office, Investments Assistance Service	1.1 OSAC-SI receives application and supporting documents on line 1.2 An account officer is assign for the project 1.3 Application and supporting documents are evaluated as to completeness. 1.4 If complete, acknowledgement letter will be sent to the client confirming the receipt of their application 1.5 If incomplete, acknowledgement letter will be sent to the client requiring the submission of the lacking documents.	None	Three (3) working days	IAS-OSAC-SI Account Officer
2. Client submits complete documentary requirements	2.1 Upon submission of the complete	None	Seven (7) working days	

	documentary requirements, account officer evaluates the project and supporting documents as to its qualification under Green Lane			
None.	2.2 Account officer prepares evaluation report and make recommendations 2.3 If qualified as strategic investments, account officer prepares evaluation report and for the DTI Secretary to be reviewed by supervisors 2.4 If not qualified as Strategic Investment, account officer's issues Letter of Regret to the client.	None.		IAS-OSAC-SI Account Officer
None.	2.5 Memorandum and Evaluation Report undergoes review and approval.	None	Two (2) working days	Director and Executive Director-in-charge
		None	Two (2) working days	Governor-in-charge
		None	Two (2) working days	BOI Managing Head and DTI Undersecretary

		None	Two (2) working days	DTI Secretary
3. Receives Green Lane Certificate of Endorsement	3 Upon approval and signing of the Certificate of Endorsement, Letter of Confirmation is issued to the company informing that the project qualifies as Strategic Investment	None	One (1) working day	IAS-OSAC-SI Account Officer
4. Receives Green Lane Certificate of Endorsement	4 Issuance of Green Lane Certificate of Endorsement	None	One (1) working day	IAS-OSAC-SI Account Officer
TOTAL		None	20 working days	

2. REQUEST FOR BUSINESS COUNSELING

This type of service provided by the Counseling and Business Requirements Division (CBRD) to clients seeking for assistance in setting-up business in the Philippines and application for incentives under the Corporate Recovery and Tax Incentives for Enterprises Act Maximizing Opportunities for Reinvigorating the Economy (CREATE MORE).

Office or Division:	Investments Assistance Service (IAS) – Counseling and Business Requirements Division (CBRD)	
Classification:	Simple	
Type of Transaction:	G2C – Government to Citizen; G2B – Government to Business; G2G – Government to Government	
Who may avail:	Available to business owners, investors, industry associations, researchers, government agencies, consultants, media, and the general public who are requesting information on doing business in the Philippines.	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Letter Request (if applicable) addressed to the Service Director /Division Chief with the following information: a. Full name of the representative from the requesting party b. Contact number or email address c. Full description details of request (What, When, Where, Who, or other relevant supporting details, whichever is available)		Requesting Party
2. Counseling Form and Log Sheet		BOI

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client submits letter of request to the Service Director/ Division Chief/ Officer-in-Charge indicating the concern and/or supporting documents through email at philippines.business@boi.gov.ph or walk in request at G/F BOI Office, Investments Assistance Service.	1.1 IAS-CBRD receives request and supporting documents on line For walk-in clients, CBRD Staff to provide Counseling Form and Log Sheet	None	One (1) working day (For online) 15 minutes (For Walk-in)	IAS-CBRD Account Officer

	1.2 An account officer is assigned for the request of client (walk-in or email) 1.3 Request and supporting documents are reviewed and evaluated 1.4 If complete, an email will be sent to the client confirming the receipt of their request and will schedule a face-to-face counseling 1.5 If incomplete, an email will be sent to the client requiring the submission of the lacking information/document			
2. Client submits complete information / documentary requirements	2.1 Upon submission of the complete information / documentary requirements, account officer review and evaluates the request	None	One (1) working day (For online)	IAS-CBRD Account Officer

3. Client receives / acknowledges receipt information requested	3.1 Account officer prepares information requested and make recommendations 3.2 Releases requested information to the client	None	30 minutes	IAS-CBRD Account Officer
4. Accomplish Client Satisfaction Feedback	4 Provides CSF to the client	None	15 Minutes	IAS-CBRD Account Officer
TOTAL:		None	1 hour (walk-in) 2 working days and 45 minutes (online)	

INCENTIVES ADMINISTRATION SERVICE (IS)

EXTERNAL SERVICES

1. Certificate of Authority to Import Capital Equipment, Spare Parts, Accessories, and Raw Materials (CAI)

Issuance of Certificate of Authority to Import Capital Equipment, Raw Materials, Spare Parts, and Accessories under R.A. 11543, R.A. 8479, R.A. 9513

Office or Division:	Fiscal Incentives Division and Non-Fiscal Incentives Division	
Classification:	Complex*	
Type of Transaction:	GTB – Government to Business	
Who may avail:	BOI Registered Enterprises (RBEs) under EO 226, R.A. 11543, R.A. 12066, R.A. 8479, R.A. 9513	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
One (1) set of the following: 1. Duly filled up and notarized application form (F-IS-FID-010/R3/01-07/2019) 2. Filled up Attachments A, B, & C 3. Proforma Invoice / Quotation for items to be imported 4. If under R.A. 8479 or R.A. 9513, copy of Endorsement from Department of Energy (DOE)		BOI BOI Applicant DOE

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Registered Business Entity (RBE) files application for CAI with supporting documents	1 Application and supporting documents are checked for completeness. - If complete, application is stamped "For Official Acceptance" and the Assessment Bill is prepared. - If incomplete, RBE is informed of the deficiencies to be submitted.	Filing fee - P1,500	15 minutes	IS Technical Staff

	Application is not accepted			
2. RBE pays the filing fee and submits application to the Records Section along with the copy of Official Receipt.	2.1 The application is stamped received, recorded, assigned an Application No., and then transmits it to IS for processing.	None	1 working day	Records Section Staff
None	2.2 Importable items are referred to industry partners who are given 3 working days to respond as to whether or not they are locally available.	None	3 working days	IS Technical Staff
None	2.3 Application is evaluated. - If documents are in order, CAI and notification letter are prepared. - If there are issues, RBE is informed via email/ telephone to address the deficiencies, Processing continues after issues are addressed.	None	3-4 working days	IS Technical Staff
None	2.4 CAI and notification letter are reviewed and signed.	None	1 working day	Director
			1 working day	Executive Director
None	2.5 Notification letter is transmitted to RBE informing firm on the amount of Performance Bond/ Guarantee and issuance fee. CAI is	None	15 minutes	IS Technical Staff

notarized with photo of understudy / trainee(s)); 4. Bio-Data of Expatriate (for new applications); 5. Affidavit of support if there are dependents joining, duly signed and notarized; 6. Organizational Chart of the company with the names of officers/positions; 7. Copy of contract of employment or Secretary's Certificate, duly signed and notarized; and 8. Valid passport & its photocopy of foreign national and his/her dependents if joining.	Applicant Applicant Applicant Applicant Applicant
B. For DOJ, two (2) sets of the following: 1. DOJ application, duly signed and notarized; 2. BOI Certificate of Registration and Terms & Conditions; 3. DOJ 1st Endorsement Letter (if application is renewal / extension); 4. Affidavit of support if there are dependents joining, duly signed and notarized; 5. Original contract of employment with specific duration of employment & position / Secretary's Certificate, duly signed and notarized;	DOJ BOI DOJ Applicant Applicant

6. Marriage contract if husband or wife is joining; and Birth certificate of children (if joining).	Applicant
---	-----------

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Registered Business Enterprise (RBE) files an application for 47(a)2 visa with supporting documents	1 Application and supporting documents are checklisted for completeness. - If complete, the application is stamped "For Official Acceptance" and prepares Assessment Bill. -If incomplete, client is informed of the deficiencies to be submitted. Application is not accepted.	Filing fee - P2,000	15 minutes	IS Staff
2 RBE pays the filing fee and submits application to the Records Section along with a copy of official receipt.	2.1 The application is stamped received, recorded, assigned an Application No., and then transmitted to IS for processing.	None	1 working day	Records Section Staff
None	2.2 Application is evaluated: - If documents are in order, the endorsement letter and supporting	None	3.75 working days	IS Technical Staff

	documents are prepared for transmittal to Department of Justice (DOJ). - If documents are incomplete, RBE is informed via email or telephone to address deficiencies. Processing continues after deficiencies are submitted.			
None	2.3 Endorsement is reviewed and signed.	None	1 working day	Director
None	2.4 RBE is informed via email/telephone when the endorsement is ready.	None	15 minutes	IS Technical Staff
3. RBE pays the DOJ filing fee.	3 The endorsement and other supporting documents are forwarded to DOJ.	None	1 working day	IS Liaison Officer
Total		P2,000.00	6 days 6 hours 30 minutes	

the copy of Official Receipt.				
None	2.2 Application is encoded in online tracking system	None	15 minutes	IS Technical Staff
None	2.3 Request is evaluated. - If documents are in order, endorsement to BI for the cancellation/ downgrading of visa is prepared. - If there are issues, client is informed via email/ telephone to address the deficiencies. Processing continues after issues are addressed.	None	3.75 working days	IS Technical Staff
None	2.4 Endorsement is reviewed and signed.	None	1 working day	Director
			1 working day	Executive Director
None	2.5 Status of application is updated on the online tracking form.	None	15 minutes	IS Technical Staff
3. Client scans QR Code to check status of application.	None	None	None	None
4. Client retrieves copy of endorsement	4 Copy of endorsement is released to client	None	15 minutes	IS Technical Staff

5. Client pays the processing fees to the Bureau of Immigration (BI) and submits copies of the O.R. to IS.	5 The endorsement and supporting documents are transmitted to the BI for its action.	None	None	IS Liaison Officer
Total		P750.00	6 working days 7 hours	

4. Indefinite Special Investor's Resident Visa (SIRV)

Issuance of Endorsement for the Inclusion of Dependent

Office or Division:	Non-Fiscal Incentives Division		
Classification:	Complex		
Type of Transaction:	G2B – Government to Business		
Who may avail:	Qualified Dependents of SIRV Principal		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Three (3) sets for 14 years old and above or Two (2) sets for 13 years old and below of the following documents:			
FOR ALL HOLDERS			
1. Request letter of SIRV Principal Holder		Applicant	
2. Duly accomplished F-IS-NFID-008 Form – all spaces filled up		BOI	
3. Medical Certificate (Authenticated by the National Quarantine Office of the Department of Health) valid for 6 months		Applicant/ BOQ	
4. Copy of Passport of Principal (front page and SIRV stamp)		Applicant	
5. Copy of Passport of applicant/dependent (front page and latest arrival)		Applicant	
6. Police Clearance (Authenticated by DFA Posts) or Clearance from the International Operations Division of the National Bureau of Investigation (NBI) / NBI Clearance (holders of 9(g)/47(a)2 visas) valid for 6 months (14 yrs. old & above)		Applicant/ NBI	
7. Accomplished Personal History Statement for NICA-all spaces filled up (14 yrs. old & above)		Applicant	

8. Authenticated Birth Certificate/ Family Registry/ Household Registry	Applicant
9. Marriage Contract (Authenticated), (for dependent spouse)	Applicant
10. Most Recent Annual Report duly-received by BOI (if applicable)	Applicant
IF PRINCIPAL INVESTED IN A CORPORATION	
1. Securities and Exchange Commission (SEC) Certificate of Registration with the Articles of Incorporation and By-Laws	SEC
2. Business/mayor's permit valid for one (1) year and the corresponding Official Receipt	LGU
3. Latest Audited Financial Statements/Income Tax Returns (ITR) filed with the BIR	Applicant
4. Latest General Information Sheet (GIS) filed with the SEC reflecting the name of the SIRV holder as one of the stockholders	Applicant
5. Lease contract or proof of ownership of office or factory/plant sites	Applicant
IF PRINCIPAL INVESTED IN PUBLICLY-LISTED CORPORATION(S)	
1. Certified true copy (by the stock broker) of official receipts and buy invoice.	Stockbroker
2. Copy of annotated stock certificate (s)	Applicant
IF PRINCIPAL INVESTED IN A CONDOMINIUM	
1. Certified true copy of Condominium Certificate of Title (CCT)	Registry of Deeds
2. Most recent Real Property Tax Receipt (s)	LGU

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client files application for inclusion of dependent to principal's SIRV with supporting documents.	1 Application and supporting documents are checked for completeness. - If complete, application is stamped "For Official Acceptance" and the Assessment Bill is prepared. - If incomplete, client is informed of the deficiencies to be submitted. Application is not accepted.	Filing fee - USD300.00 (in PhP equivalent)	15 minutes	IS Technical Staff
2. Client pays the filing fee and submits application to the Records Section along with the copy of Official Receipt.	2.1 The application is stamped received, recorded, assigned an Application No., and then transmits it to the Incentives Administration Service for processing.	None	1 working day	Records Section Staff
None	2.2 Application is encoded in online tracking system.	None	15 minutes	IS Technical Staff
None	2.3 Application is evaluated. - If documents are in order, endorsement to BI for the grant of SIRV to the dependent foreign	None	3.75 working days	IS Technical Staff

	national is prepared. - If there are issues, client is informed via email/telephone to the address the deficiencies. Processing continues after issues are addressed.			
None	2.4 Endorsement is reviewed and signed.	None	1 working day 1 working day	Director Executive Director
None	2.5 Status of application is updated on the online tracking form.	None	15 minutes	IS Technical Staff
3. Client scans QR Code to check status of application.	None	None	None	None
4. Client retrieves copy of endorsement	4 Copy of endorsement is released to client.	None	15 minutes	IS Technical Staff
5. Client pays the processing fees to the BI and submits copies of the O.R. to IS.	5 The endorsement and supporting documents are transmitted to the BI for its action.	None	None	IS Liaison Officer
Total		US\$300.00 & PhP2,000	6 working days 7 hours	

5. Indefinite Special Investor's Resident Visa (SIRV)

Issuance of Endorsement for Indefinite Special Investor's Resident Visa

Office or Division:	Non-fiscal Incentives Division, Incentives Administration Service	
Classification:	Complex	
Type of Transaction:	GTB – Government to Business	
Who may avail:	Foreign Nationals who are holders of Probationary SIRV issued under Book V of EO 226	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Two (2) sets of the following (present originals for comparison):		
A. FOR ALL SIRV HOLDERS		
1. Current NBI Clearance (valid for at least 6 months)		NBI
2. Copy of Bureau of Immigration Order for Probationary SIRV		Applicant
3. Photocopy of passport (front page, latest entry, SIRV stamp)		Applicant
4. Proof of Payment of filing fee of P2,000.00 per person		BOI
5. Proof of Payment for late investment (if applicable)		BOI
6. Bureau of Immigration fee of P1,010.00 per person		BI
B. FOR INVESTMENT IN NEW CORPORATION		
1. Securities and Exchange Commission (SEC) Certificate of Registration with the Articles of Incorporation and By-Laws indicating the SIRV holder has fully invested a minimum of \$75,000 (in PhP) in the firm		SEC
2. Sworn certification of Corporate Secretary as to proposed start of commercial operation of the Corporation.		Applicant
3. Treasurer’s affidavit as to the amount of investment of the applicant		Applicant
4. Business/mayor’s permit valid for one (1) year and the corresponding Official Receipt		LGU
5. Bureau of Internal Revenue (BIR) certificate of registration (TIN/VAT)		BIR
6. BIR approved Authority to print official receipts and invoices		BIR

7. Lease contract or proof of ownership of office or factory/plant sites	Applicant
C. FOR INVESTMENT IN EXISTING CORPORATION	
1. Securities and Exchange Commission (SEC) Certificate of Registration with the Articles of Incorporation and By-Laws	SEC
2. Business/mayor's permit valid for one (1) year and the corresponding Official Receipt	LGU
3. Bureau of Internal Revenue (BIR) certificate of registration (TIN/VAT)	BIR
4. BIR approved Authority to print official receipts and invoices	Applicant
5. Latest Audited Financial Statements/Income Tax Returns (ITR) filed with the BIR	Applicant
6. Latest General Information Sheet (GIS) filed with the SEC reflecting the name of the SIRV holder as one of the stockholders and indicating the SIRV holder has fully invested a minimum of \$75,000 (in PhP) in the firm	SEC
7. Deed of Assignment between the buyer and the seller of the shares of stock, if the shares acquired were purchased from existing stockholders	Applicant
8. Lease contract or proof of ownership of office or factory/plant sites	Applicant
D. FOR INVESTMENT IN PUBLICLY-LISTED CORPORA	
1. Certified true copy (by the stock broker) of official receipts and buy invoice.	Stockbroker
2. Sworn Certification from stockbroker that the SIRV holder is a stock holder on record of the company where the investment was made and indicating the purchase price of the stocks	Stockbroker
3. Certified true copy of the Stock Certificate issued in the name of the SIRV holder which must bear the following annotation on the face thereof:	Applicant
"The shares of stock covered by this certificate shall not be sold, transferred, conveyed and/or encumbered without prior written consent of the Board of Investments"	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client files application for Indefinite SIRV with supporting documents.	1 Application and supporting documents are checklisted for completeness. - If complete, application is stamped "For Official Acceptance" and the Assessment Bill is prepared. - If incomplete, client is informed of the deficiencies to be submitted. Application is not accepted	Filing fee - P2,000	15 minutes	IS Technical Staff
2. Client pays the filing fee and submits application to the Records Section along with the copy of Official Receipt (O.R.).	2.1 The application is stamped received, recorded, assigned an Application No., and then transmitted to IS for processing.	None	1 working day	Records Section Staff
None	2.2 Application is encoded in online tracking system.	None	15 minutes	IS Technical Staff
None	2.3 Application is evaluated. - If documents are in order, endorsement to Bureau of Immigration (BI) for the grant of SIRV to the foreign national is prepared. - If there are issues, client is informed via email/ telephone to	None	3.5 working days	IS Technical Staff

	address the deficiencies. Processing continues after issues are addressed.			
None	2.4 Endorsement is reviewed and signed.	None	1 working day 1 working day	Director Executive Director
None	2.5 Status of application is updated on the online tracking form.	None	15 minutes	IS Technical Staff
3. Client scans QR Code to check status of application.				
4. Client retrieves copy of endorsement	4 Copy of endorsement is released to client.	None	15 minutes	IS Technical Staff
5. Client pays the processing fees to the BI and submits copies of the O.R. to IS.	5 The endorsement and supporting documents are transmitted to the BI for its action.	None		IS Liaison Officer
Total		P2,000	6.5 working days 7 hours	

6. Probationary Special Investor's Resident Visa (SIRV)

Issuance of Endorsement for Probationary Special Investor's Resident Visa

Office or Division:	Non-fiscal Incentives Division, Incentives Administration Service	
Classification:	Complex	
Type of Transaction:	GTB – Government to Business	
Who may avail:	Foreign Nationals twenty-one (21) years old and above with the capability to invest at least US\$75,000 in an eligible form of investment under Book V of EO 226	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Three (3) complete sets (1 set original copies / 2 sets of photocopies) of the following:		
1. F-IS-NFID-008 Form for Principal applicant / F-IS-NFID-009 Form for each Dependent		BOI
2. Signed and notarized Deed of Undertaking (for Principal only)		BOI
3. For Principal and for dependents who are 14 yrs. old and above:		
• Accomplished Personal History Statement Form - all spaces filled up		BOI
• Police Clearance issued abroad translated into English and duly authenticated by Philippine Embassy/Consulate or Clearance from the International Operations Division of the National Bureau of Investigation (NBI) issued in the Philippines valid for 6 months		Applicant / NBI
4. Medical Certificate (Authenticated by the Bureau of Quarantine of the Philippine Department of Health) valid for 6 months		Applicant / BOQ
5. Birth Certificate / Family Registry / Household Registry authenticated by Philippine Embassy/Consulate		Applicant
6. Marriage Contract (if applicable) authenticated by Philippine Embassy/Consulate		Applicant
7. Proof of inward remittance from accredited bank (Development Bank of the Philippines, Landbank of the Philippines, Security Bank, EastWest Bank)		Accredited bank
8. Passport with updated stay		Applicant

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client files application for Probationary SIRV with supporting documents.	1 Application and supporting documents are checked for completeness. - If complete, application is stamped "For Official Acceptance" and the Assessment Bill is prepared. - If incomplete, client is informed of the deficiencies to be submitted. Application is not accepted	Filing fee - US\$300 (PhP equivalent)	15 minutes	IS Technical Staff
2. Client pays the filing fee and submits application to the Records Section along with the copy of Official Receipt.	2.1 The application is stamped received, recorded, assigned an Application No., and then transmitted to IS for processing.	None	1 working day	Records Section Staff
None	2.2 Application is encoded in online tracking system.	None	15 minutes	IS Technical Staff
None	2.3 Application is evaluated. - If documents are in order, endorsement to Bureau of Immigration (BI) for the grant of SIRV to	None	3.5 working days	IS Technical Staff

	the foreign national is prepared. - If there are issues, client is informed via email/telephone to address the deficiencies. Processing continues after issues are addressed.			
None	2.3 Endorsement is reviewed and signed.	None	1 working day	Director
		None	1 working day	Executive Director
None	2.4 Status of application is updated on the online tracking form.	None	15 minutes	IS Technical Staff
3. Client scans QR Code to check status of application.	None	None	None	None
4. Client retrieves copy of endorsement.	4 Copy of endorsement is released to client.	None	15 minutes	IS Technical Staff
5. Client pays the processing fees to the BI and submits copies of the O.R. to IS.	5 The endorsement and supporting documents are transmitted to the BI for its action.	None	None	IS Liaison Officer
Total		US\$300.00	6 working days 7 hours	

7. Application for Unrestricted Use of Consigned Equipment

Issuance of Endorsement for Release of Consigned Equipment

Office or Division:	Non-fiscal Incentives Division, Incentives Administration Service		
Classification:	Complex		
Type of Transaction:	G2B – Government to Business		
Who may avail:	Firms registered under R.A 11534, RA 12066 and E.O 226 within ten (10) years from the date of BOI Registration		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Four (4) sets of the following:			
1. Accomplished and Notarized Application Form (F-IS-FID-007) for Importation of consigned equipment		BOI	
2. Copy of Invoice from the Supplier.		Applicant	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Registered Business Enterprise (RBE) files application for endorsement for release of consigned equipment	1 Application and supporting documents are checklisted for completeness. - If complete, application is stamped "For Official Acceptance" and prepares Assessment Bill. - If incomplete, client is informed of the deficiencies to be submitted. Application is not accepted	Filing fee - P1,500.00	15 minutes	IS Technical Staff
2. RBE pays the filing fee and submits application to the Records Section	2.1 The application is stamped received, recorded, assigned an Application No., and	None	1 working day	Records Section Staff

along with the copy of Official Receipt.	then transmitted to IS for processing.			
	2.2 Application is evaluated. - If documents are in order, endorsement to Department of Finance is prepared. - If there are issues, client is informed via email/ telephone to address the deficiencies. Processing continues after issues are addressed.	None	3-4 working days	IS Technical Staff
None	2.3 Endorsement is reviewed and signed.	None	1 working day	Director
None	2.4 Client is informed via email/telephone when the endorsement is ready	None	15 minutes	IS Technical Staff
3. RBE claims endorsement	3 Copy of endorsement is released to RBE	None	None	IS Technical Staff
Total		P1,500.00	6 working days 45 minutes	

8. Certificate for VAT Zero-Rating

Issuance of VAT-zero Rating Certificate

Office or Division:	Fiscal Incentives Division and Non-Fiscal Incentives Division	
Classification:	Highly Technical	
Type of Transaction:	GTB – Government to Business	
Who may avail:	BOI Registered Enterprises (RBEs) under EO 226, R.A. 11543, R.A. 12066	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
One (1) set of the following:		
1. Duly accomplished application form		BOI
2. Notarized affidavit signed by authorized representative enumerating the documents submitted to BOI		Applicant
3. Duly accomplished Sales Performance Report for the year immediately preceding the period to be covered by the Certification signed by the Auditor and Affiant in accordance with the BOI format		Applicant
4. Duly accomplished Export Sales Report and Annual production for the year immediately preceding the period to be covered by the Certification signed by Affiant in accordance with the BOI format		Applicant
5. Original bank certifications explicitly indicating inward remittances due to export proceeds (in foreign currency)		Applicant
6. Latest Audited Financial Statements and Un-Audited Income Statement of the year preceding the period to be covered by the Certification		Applicant
7. Copy of Mayor's /Business Permit for the current year (present original document)		LGU
8. Pictures of the office (for services) / production area (for manufacturing) and signage of the BOI-registered Company		Applicant
9. Copy of BOI Certificate of Registration with Specific Terms and Conditions (For first time availors only)		BOI
10. For REEs availing only a portion of the goods and/or services listed under Sec. 2-3 of BIR RR No. 3-2023:		Applicant
i. Cost allocation (if used in both the registered project and administrative operations);		
ii. Justification; and		
iii. Proof that the goods and/or services are directly and exclusively used for the BOI-registered project		
11. Copy of Sworn Declaration/Affidavit per BIR Template under BIR RMC No.84-2022.		Applicant

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Registered Export Enterprise (REE) files application for VAT Zero- Rating Certificate with supporting documents.	1 Application and supporting documents are checklisted for completeness. - If complete, application is stamped "For Official Acceptance" and the Assessment Bill is prepared. - If incomplete, REE is informed of the deficiencies to be submitted. Application is not accepted	Filing fee - P1,500.00	15 minutes	IS Technical Staff
2. REE pays the filing fee and submits application to the Records Section along with the copy of Official Receipt.	2.1 The application is stamped received, recorded, assigned an Application No., and then transmits it to IS for processing.	None	1 working day	Records Section Staff
	2.2 Memo requesting for confirmation of REE's compliance with its terms and conditions is prepared and transmitted to Legal and Compliance Service (LCS).	None	15 minutes	IS Technical Staff
	2.3 REE's status of compliance with its terms and conditions is verified. - If fully compliant, LCS informs IS in writing that REE is clear of any deficiencies.	None	10 working days	LCS Staff

	- If there are deficiencies, REE is informed in writing to address the deficiencies, Processing continues after issues are resolved.			
None	2.4 Application undergoes evaluation. - If there are items included in the Sworn Affidavit that do not appear to be “directly attributable” to the REE’s registered activity, the matter is referred to the appropriate unit in the Industry Development Services (IDS) for clarification.	None	3.75 working days	IS Technical Staff
None	2.5 IDS verifies if the questionable items are “directly attributable” to the REE’s registered activity and informs IS which items should be excluded, if any.	None	3 working days	IDS Technical Staff
None	2.6 VAT Zero-Rating Certificate is prepared which may include a list of items for exclusion, if any.	None	15 minutes	IS Technical Staff
None	2.7 VAT Zero-Rating Certificate is reviewed and signed.	None	1 working day	Director
		None	1 working day	Executive Director
None	2.8 REE is informed via email/telephone when	None	15 minutes	IS Technical Staff

	the endorsement is ready			
3. REE claims VAT Zero-Rating Certificate.	3 VAT Zero-Rating Certificate is released to REE.	None	None	IS Technical Staff
TOTAL:		P1,500.00	19 working days 7 hours	

INDUSTRY DEVELOPMENT SERVICE (IDS)

EXTERNAL SERVICES

1. Application for Registration under RA 11534 (CREATE ACT), as amended by RA 12066, and Book 1 of Executive Order No. 226

This covers the processing of application for registration under the CREATE Act, as amended by CREATE MORE Act, and Book 1 of Executive Order No.226 by the Industry Development Services – Project Evaluation and Registration Division (IDS-PERD)

Office or Division:	Infrastructure and Services Industries Service (ISIS) Manufacturing Industries Service (MIS) Resource-Based Industries Service (RBIS)		
Classification:	Highly Technical		
Type of Transaction:	G2B		
Who may avail:	Qualified business enterprise engaged in activities allowed under CREATE MORE Act and listed in the Strategic Investment Priorities Plan (SIPP). The SIPP, as approved by the President, contains the priority projects or activities, scope and coverage of location and industry tiers, eligible for tax incentives under the CREATE MORE Act.		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
One (1) set of accomplished, duly signed and notarized BOI Application Form 501 and documentary requirement attachments as follows:		• BOI Website www.boi.gov.ph • 3rd Floor BOI, Project Evaluation and Registration Division of each Industry Service	
1. Secretary's Certificate / Board Resolution / Special Power of Attorney (SPA) (a) Authorizing officer to transact, execute and sign in behalf of the applicant enterprise; (b) that the firm has no action or proceeding against the project and the investment is pending in the Supreme Court, the Court of Appeals or any other tribunal or government agency xxx;		Applicant	
2. Business Registration (SEC Registration with Articles of Incorporation and By-Laws, including amendments, if any / License to		SEC / DTI / BIR	

Transact Business in the Philippines / DTI Certificate of Registration, Latest General Information Sheet (GIS), and BIR Certificate of Registration);	
3. Audited Financial Statement (AFS) for the past three (3) years or interim / latest for newly incorporated / registered enterprises, if applicable;	Applicant
4. Google Map, indicating the applicant's proposed and existing project/s (if any) located near the proposed site. Sketches not acceptable;	Applicant
5. Conglomerate Structure / Stockholder's Information, if applicable;	Applicant
6. Requirements for Enterprise with Existing Operations, if applicable;	Applicant
7. Requirements for Modernization Projects under CREATE Act or Additional Investments under RA 9513;	Applicant
8. Requirements for Mass Housing Projects, if applicable;	Applicant
9. Proof of Loan, if applicable/available;	Applicant
10. 20-year Financial Projections (Income Statement with Itemized Cost of Sales or Cost of Goods Sold, Payroll with No. of Employees, Operating Expenses, Depreciation Schedule with useful life and Taxes, Balance Sheet, Cash Flow, List of Domestic Inputs During Construction and Operations, if any and Other Applicable Taxes and Benefits) in excel file;	Applicant
11. Perspective View and Picture of Product/s;	Applicant

12. Process Flowchart, if applicable;	Applicant
13. Business Model - Schematic diagram/model of the activity being registered (clearly indicate how the proponent will earn revenues and make profit);	Applicant
14. Copy of Contract/Concession Agreement/ JV Agreement, if applicable;	Applicant
15. Integrity Pledge;	Applicant
16. List of Existing Projects;	Applicant
17. For Export-Market Enterprises - Detailed List of goods and services to be directly and exclusively used in the proposed project or activity; and	Applicant
18. Other endorsement / certification / other documents required that the specific sector of activity may require under the specific guidelines, if applicable.	Relevant Government Agency or Industry Association to the proposed project/activity
Additional documents for TIER II Activities listed under the 2022 SIPP:	
• Written report justifying how the proposed activity will fill in a product, service or technology gap in the industry value chain; and	Applicant
• Endorsement that the proposed activity will address value/supply chain gap.	Relevant Government Agency or Industry Association (in case there is no relevant government agency) to the proposed project/activity

Additional documents for TIER III Activities listed under the 2022 SIPP: - Written report justifying how the proposed activity adopts the activities listed under Tier III of BOI MC No. 2022-007; and - Endorsement that the proposed activity is covered by the activities listed under Tier III of BOI MC No. 2022-007.	Applicant Relevant Government Agency or Industry Association (in case there is no relevant government agency) to the proposed project/activity
--	--

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1 Submit the application form and documentary requirements for checklisting through email* or walk-in application at 3F BOI Office, Project Evaluation and Registration Division of each Industry Service *Email Addresses - ISIS – infra.services@boi.gov.ph - MIS – mis.perd@boi.gov.ph - RBIS – rbisperd@boi.gov.ph	1.1 Receive the application form and documentary requirements online For walk-in clients, IDS – PERD Staff to provide Checklist Form 1.2 An account officer is assigned for the application 1.3 Checklisting of application and documentary requirements based on completeness and substance.	None	Seven (7) working days	IDS – PERD Staff (ISIS / MIS / RBIS)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
	- If application documents and information are incomplete, Notice of Deficiency is sent to the client giving them seven (7) working days to submit complete documents / information; otherwise, the application shall be considered withdrawn without prejudice to reapplication. - If application documents and information are complete and verified, the application shall be officially accepted and the corresponding notice shall be issued to the applicant. For firms with existing registration/s, PERD sends referral slip to Legal and Compliance Service (LCS) for verification of the firm's compliance with the Terms and Conditions; and Incentives Administration Service (IS) to determine the			

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
	firm's total availment of incentives. As applicable, PERD conducts site visit / virtual inspection to validate the status of operation of the enterprise and other information submitted by the firm.			
2 Submit complete application form and documentary requirements to PERD	2.1 Receive the application documents and issue official acceptance documents such as Assessment Bill, Official Acceptance Form, Letter of Acceptance, and Notice for Publication - For Micro and Small Projects, PERD to transmit the Notice for Publication to IT Department (ITD) for posting to the BOI website. - For Regular Projects, PERD to issue to client the Notice for Publication requiring the firm to submit proof of publication	None	30 mins	IDS – PERD Staff (ISIS / MIS / RBIS) / Information Technology Division Information System's Analyst (ITD) Staff

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
	within five (5) days from receipt. Note: • If the client opted to pay the filing fee in the BOI Extension Office (BEO), PERD to transmit the copy of AB and OP to the BEO. • BEO to receive the application documents and furnish the copy of OR to PERD for Records' assigning of application number			
3. Submit Assessment Bill to Accounting Division / BEO and requests for Order of Payment	3.1 Receive Assessment Bill and issues Order of Payment	None	30 mins	Accounting Division / BEO Staff

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
4. Pay the filing fee upon presentation of Order of Payment to Cashier / BEO	4.1 Receive payment and issues Official Receipt	<u>Filing Fees:</u> • <u>Micro Project</u> Php1,520 for Project Cost not exceeding P4 Million • <u>Small Project</u> Php3,030 for Project Cost exceeding P4 Million but not over Ph15Million • <u>Regular Project</u> Php4,545 for project cost exceeding P20 Million but not over Php50Million Php6,060 for project cost exceeding P50Million	30mins	Cashier / BEO Staff

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
5. Submit application documents to the Records Section with the copy of Official Receipt (Blue paper)	5.1 Receive the documents, assign the Application No. and transmit the application documents to PERD for processing	None	30 mins	Records Division
6. None	6.1 Application undergoes evaluation PERD prepares project evaluation report (PER) submit the PER to Director and Executive Director for review and approval. * PERD to include Socio-Economic Benefit Ratio (SEBR) and ex-ante Cost-Benefit Analysis (CBA) to determine the impact of tax incentives on the investment project or activity, as applicable. 6.2 Service Director to present the PER to Management Committee and Board for approval of the project.	None	Twenty (20) working days	IDS – PERD Staff (ISIS / MIS / RBIS)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
	- For projects with investment capital of PhP15 Billion and above or the threshold, BOI endorses the application documents, PER and/or additional information/documents to the FIRB Secretariat for presentation to FIRB Technical Committee and FIRB Board - FIRB evaluation process to follow the procedural steps as specified under CREATE MORE IRR Rule 6 Sec. 7.			
7 Receive the Notice of Board Action (whether project is approved or denied)	7.1 PERD to prepare Notice of Board Action (whether approved, deferred or denied) upon receipt of Board Resolution If investment capital of the project is more than PhP15 Billion or specified threshold, BOI to secure the FIRB Resolution prior to preparation of Notice of Board Action (NOBA)	None	Three (3) working days	IDS – PERD Staff (ISIS / MIS / RBIS)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
	If approved, client is given 60 calendar days to submit the pre-registration requirements, otherwise, the approved project shall be withdrawn without prejudice to re-application. 7.2 PERD to discuss to the client the contents of the NOBA *Any request for extension of the period to comply with the pre-registration requirements shall be filed before the lapse of the sixty (60) day period in the NOBA. The approval of the request for extension of period to submit pre-registration requirement shall be delegated to the concerned Service Director provided it does not exceed 90 days. * The approval of the request for extension exceeding 150 days shall be delegated to the concerned Service Director, subject to the payment of a non-			

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
	refundable fee equivalent to the amount originally paid as filing fee. *The fee shall be imposed only after the lapse of the 90-day period or on the 91st day. *Any request for extension beyond 150 days shall be resolved by the Board.			
8 Submit the pre-registration requirements to PERD	8.1 Pre-registration requirements are checklisted for completeness and substance • If pre-registration requirements and information are incomplete, PERD to return the documents to client for revision / resubmission • If pre-registration requirements and information are complete and verified, PERD to issue Assessment Bill	None	15 mins	IDS – PERD Staff (ISIS / MIS / RBIS)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
9. Submit Assessment Bill to Accounting Division / BEO and requests for Order of Payment	9.1 Receive Assessment Bill and issues Order of Payment	None	30 mins	Accounting Division / BEO Staff
10. Pay the registration fee upon presentation of Order of Payment to Cashier / BEO	10.1 Receive payment and issues Official Receipt	<u>Registration Fees:</u> 1/10 of 1% of project cost but not lower than P3,000	30mins	Cashier / BEO Staff
11. Submit the copy of Official Receipt (Blue paper) to PERD	11.1 Receive payment and issues Official Receipt Submit application documents to the Office of the Executive Director with the copy of Official Receipt (Blue paper)	None	15 mins	IDS – PERD Staff (ISIS / MIS / RBIS)
None	12.1 Receive the documents, assign the Registration and Security Strip No. then transmit the documents to PERD for processing	None	30 mins	Office of the Executive Director - IDS

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
None	13.1 PERD to prepare the Certificate of Registration (CR) for signature of authorized signatories	None	Seven (7) working days	IDS – PERD Staff (ISIS / MIS / RBIS)
14. Receives the original copy of Certificate of Registration	14.1 PERD to record the details of CR, releases the CR to client, create registration folder (cc LCS and IS)	None	Two (2) hours	IDS – PERD Staff (ISIS / MIS / RBIS)
TOTAL:		Please refer to the table of fees below	37 working days, 6 hours	

Industry Development Services qualified for multi-stage processes

Note:

BOI - Board of Investments
IDS – Industry Development Services
PERD – Project Evaluation and Registration Division
PER – Project Evaluation Report

TABLE OF FEES	
Filing Fee*	
For New and Expansion Projects	
Not exceeding P3Million	Php 1,500.00
Exceeding P3 Million but not over P4 Million	1,500.00
Exceeding P4 Million but not over P15 Million	3,000.00
Exceeding P15 Million but not over P20 Million	3,000.00
Exceeding P20 Million but not over P50 Million	4,500.00
Exceeding P50 Million	6,000.00
*Includes additional fee for Legal Research Fund (LRF) equivalent to 1% of filing fee but not lower than <u>Php</u> 20.00 as per P.D. 1856.	
Registration Fees	
For New and Expansion Projects	1/10 of 1% of the project cost, but not less than P3,000.00; and not to exceed P15,000.00.

INTERNATIONAL INVESTMENTS PROMOTION SERVICE (IIPS)

EXTERNAL SERVICES

1. Regional or Area Head Quarters and Regional Operating Head Quarters (RHQ/ROHQ)

Securing BOI Endorsement to SEC for the establishment of a Regional or Area Headquarters (RHQ)/Regional Operating Headquarters (ROHQ) in the Philippines or conversion of RHQ to ROHQ.

Office or Division:	International Investments Promotion Service		
Classification :	Simple		
Type of Transaction:	G2B		
Who may avail:	Qualified multinational companies with 2 or more affiliates or subsidiaries or branches in at least 2 countries.		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
In addition to the original documents, please submit two (2) sets of photocopies of the following: 1. Covering letter addressed to Director LANIE O. DORMIENDO , International Investments Promotion Service, Board of Investments requesting for endorsement to SEC. (Please state in your letter request the projected employment of the company.)		Applicant	
2. Copy of SEC system generated Application of Multinational Company for Registration and License to establish ROHQ/RHQ		SEC	
3. Duly accomplished Application Form for BOI Endorsement to SEC.		Applicant	
4. Certification stating that the said foreign entity is engaged in international trade with affiliates, subsidiaries or branch offices in the Asia Pacific Region and other foreign markets.		Philippine Consulate/Embassy, or Philippine Trade & Investments center or the Philippine Commercial Office or from the equivalent office of the Philippine Department of Trade and Industry (DTI) in the applicant's home country Note: The Philippine Consulate/ Embassy in the applicant's home country should authenticate certification issued by the equivalent office of the	

	DTI in the said country or be apostilled, whichever is applicable.
5. Duly authenticated and consularized or apostilled Certification (as applicable) from the principal officer of the foreign entity to the effect that the said foreign entity has been authorized by its Board of Directors or governing body to establish its ROHQ / RHQ in the Philippines. A.) <u>QUALIFYING SERVICES:</u> ROHQ may engage in any of the following qualifying services: - <i>General administrative and planning;</i> - <i>Business planning and coordination;</i> - <i>Sourcing/procurement of raw materials and components;</i> - <i>Corporate finance advisory services;</i> - <i>Marketing control and sales promotion;</i> - <i>Training and personnel management;</i> - <i>Logistics services;</i> - <i>Research and development services and product development;</i> - <i>Technical support and maintenance;</i> - <i>Data processing and communication; and</i> - <i>Business development</i> OR The activities of the REGIONAL OR AREA HEADQUARTERS (RHQ) shall be limited to acting as a supervisory, communications and coordinating center for its	Applicant

<i>subsidiaries, affiliates and branches in the region.</i> <u>B.) RESIDENT/LOCAL AGENT</u> Appointment of local/resident agent by the foreign applicant in the Philippines with full authority to accept summons and other legal processes and on behalf of the company, to sign the prescribe SEC Application form and all other pertinent documents in support thereto, for and in behalf of the company. IMPORTANT REMINDERS: Applicant must have at least 2 or more affiliates or subsidiaries or branches in at least 2 countries.	
---	--

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Applicant files an application for endorsement with all the required documents as listed in the application form	1.1 Checklists application; if documents are incomplete, application to be returned to the client. 1.2 If documents are complete, IIPS issues preliminary order of payment to the firm.	None	1 working day	IIPS Account Officer
2 Applicant submits preliminary order of payment to the	2.1 Accounting Staff issues official Order of Payment	None		Accounting Div. Staff

Accounting Division.				
3 Firm applicant brings the official Order of Payment to the Cashier and pays the filing fee	3.1 Cashier issues Official Receipt	Php 4,545.00		Cashier
4 Applicant submits the original copy of the official receipt with all complete documents to Records Division	4.1 Records Division provides the complete set of documents to IIPS	None		Records/Staff
None or Applicant submits additional or correct requirements.	5 IIPS Account Officer evaluates the application and checks the veracity and consistency of the information supplied. 5.1 If compliant , the Account Officer proceeds with the preparation of the evaluation report, the endorsement letter to SEC and the letter to the applicant company; Division Chief reviews the evaluation report and letters and submits to IIPS Director. 5.2 If not compliant , the Account Officer informs the applicant by phone or email to submit	None	2 working days * <u>Note</u> : To stop the clock while the applicant addresses additional requirements or revision of document.	IIPS Account Officer/ Division Chief

	requirements with correct details*.			
None	6 IIPS Director reviews and signs the evaluation report, endorsement letter to SEC and the letter to the applicant company for submission to the IPS Exec. Director for approval of the application	None	1 working day	IIPS Director
None	7 IPS Exec. Director reviews and signs endorsement letter to SEC	None		IPS Exec. Director
8 Applicant picks up the required letters and the original copies of the supporting documents and fills up the CSM form.	8.1 Releases to the client the approved endorsement letters. Requests client to fill up the CSM form.			IIPS Account Officer
TOTAL		PhP 4,545.00	4 working days	

Note:

BOI - Board of Investments

IIPS - International Investments Promotion Service

IPS - Investments Promotion Service

SEC - Securities and Exchange Commission

CSM – Client Satisfaction Measurement

LEGAL AND COMPLIANCE SERVICE (LCS)

EXTERNAL SERVICES

1. Certificate of Entitlement to Tax Incentives (CETI) for projects registered under EO 226 and other Special Laws

The CETI must be secured prior to the filing of the firm's Income Tax Return (ITR) with the Bureau of Internal Revenue (BIR). Failure to secure the CETI shall amount to forfeiture of the firm's Income Tax Holiday for the particular taxable year.

Office or Division:	Compliance A and B, Legal and Compliance Service
Classification:	Complex
Type of Transaction:	G2B – Government to Business
Who may avail:	All BOI-registered business enterprises (RBEs) entitled to incentives [i.e., Income Tax Holiday (ITH), Capital Equipment (CE) Incentive, Enhanced Deduction (ED), Special Corporate Income Tax (SCIT)]
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
One (1) copy of the duly accomplished Application Form (F-LCS-COM-001/R1/12-27-2022)	• BOI Website (boi.gov.ph) • 2nd Floor BOI, Legal and Compliance Service

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Firm submits application form through any of the following modes: a. E-mail (lcsubmission@boi.gov.ph) b. Manual Filling c. Courier/postal service	1.1 Checklists requirement 1.2 Issues Assessment Bill	None	30mins	Account Officer
2. Firm requests for Order of Payment from Accounting Division upon presentation of Assessment Bill through any of the following modes:	2.1 Receives Assessment Bill and issues Order of Payment	None	30mins	Accounting Division

a. E-mail (acctg@boi.gov.ph) b. Manual Filling				
3. Firm pays the filing fee upon presentation of Order of Payment to Cashier through any of the following modes: a. LANDBANK Link.BizPortal. b. Manual Filling	3.1 Receives payment and issues Official Receipt	Filing fee - P1,500	30mins	Cashier
4. Firm submits duplicate copy of the Official Receipt (Blue paper) to the Legal and Compliance Service	4.1 Receives duplicate copy of the Official Receipt (Blue paper) and stamps application with "Received"	None	30mins	Account Officer
None	5. Receives the official stamped application form for recording and assigns to concerned Compliance Division (A or B)	None	30mins	Clerical Staff
None	6. Receives the stamped application form for recording and assigns the request to concerned Account Officer	None	30mins	Division Secretary
None	7. Receives the application form, evaluates and checks compliance with terms and conditions of registration	None	2 Days	Account Officer

	7.1 If fully compliant, prepares the Compliance Matrix for signature and Certificate for review and initials of the Division Chief 7.2 If non-compliant, prepares the Compliance Matrix and Supervision Letter for signature and Certificate for review and initials of the Division Chief			
None	8. Reviews and signs the Compliance Matrix and/or Supervision Letter and affixes initials to the Certificate	None	2 Days	Division Chief
None	9. Reviews and signs the Certificate	None	2.5 hours	Director or Executive Director
None	10. Submits Supervision Letter and/or Certificate to Information Technology Division for QR code	None	30mins	Account Officer
None	11. QR codes and returns the Supervision Letter and/or Certificate to the Legal and Compliance Service for release	None	1.5 hours	Information Technology Division Information System's Analyst

12. Firm receives the Supervision Letter and/or Certificate	12.1 Releases the Supervision Letter and/or Certificate to the Firm through online	None	30mins	Account Officer
TOTAL		P1,500	5 Days	

2. Certificate of Entitlement to Tax Incentives (CETI) for projects under Corporate Recovery and Tax Incentives for Enterprises Act (CREATE)

The CETI must be secured prior to the filing of the firm's Income Tax Return (ITR) with the Bureau of Internal Revenue (BIR). Failure to secure the CETI shall amount to forfeiture of the firm's Income Tax Holiday for the particular taxable year.

Office or Division:	Compliance A and B, Legal and Compliance Service
Classification:	Complex
Type of Transaction:	G2B – Government to Business
Who may avail:	All BOI-registered business enterprises (RBEs) entitled to incentives [i.e., Income Tax Holiday (ITH), Capital Equipment (CE) Incentive, Enhanced Deduction (ED), Special Corporate Income Tax (SCIT)]
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
One (1) copy of the duly accomplished Application Form (F-LCS-COM-001/R1/12-27-2022)	- BOI Website (boi.gov.ph) 2nd Floor BOI, Legal and Compliance Service

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Firm submits application form through any of the following modes: a. E-mail (lcsubmission@boi.gov.ph) b. Manual Filing c. Courier/postal service	1.1 Checklists requirement 1.2 Issues Assessment Bill	None	30mins	Account Officer

2. Firm requests for Order of Payment from Accounting Division upon presentation of Assessment Bill through any of the following modes: a. E-mail (acctg@boi.gov.ph) b. Manual Filling	2 Receives Assessment Bill and issues Order of Payment	None	30mins	Accounting Division
3. Firm pays the filing fee upon presentation of Order of Payment to Cashier through any of the following modes: a. LANDBANK Link.BizPortal. b. Manual Filling	3 Receives payment and issues Official Receipt	Filing fee - P1,500	30mins	Cashier
4. Firm submits duplicate copy of the Official Receipt (Blue paper) to the Legal and Compliance Service	4 Receives duplicate copy of the Official Receipt (Blue paper) and stamps application with "Received"	None	30mins	Account Officer
None	5. Receives the official stamped application form for recording and assigns to concerned Compliance Division (A or B)	None	30mins	Clerical Staff
None	6. Receives the stamped application form for recording and assigns the request to concerned Account Officer	None	30mins	Division Secretary

None	7. Receives the application form, evaluates and checks compliance with terms and conditions of registration 7.1 If fully compliant, prepares the Compliance Matrix for signature and Certificate for review and initials of the Division Chief 7.2 If non-compliant with any of the terms and conditions of registration except performance commitments, prepares Compliance Matrix and Supervision Letter for signature and Certificate for review and initials of the Division Chief 7.3 If non-compliant with any of the performance commitments, prepares Compliance Matrix for signature and Show-Cause Letter for initials of the Division Chief	None	2 Days	Account Officer
------	---	------	--------	-----------------

	8. 8.1 If fully compliant, reviews and signs the Compliance Matrix and affixes initials to the Certificate 8.2 If non-compliant with any of the terms and conditions of registration except performance commitments, reviews and signs Compliance Matrix and Supervision Letter and affixes initials to the Certificate 8.3 If non-compliant with any of the performance commitments, reviews and signs Compliance Matrix and affixes initials to the Show-Cause Letter	None	2 Days	Division Chief
None	9. 9.1 If fully compliant or with non- compliance with the terms and conditions of registration except performance commitments, or upon approval by the Board of the justification for such	None	2.5 hours	Director or Executive Director

	non-compliance with performance commitments, approves and signs the Certificate 9.2 If non-compliant with any of the performance commitments, signs the Show-Cause Letter			
None	10. Submits the Certificate and/or Supervision Letter, or Show-Cause Letter to Information Technology (IT) Division for QR code	None	30mins	Account Officer
None	11. QR codes and returns the Certificate and/or Supervision Letter, or Show-Cause Letter to the Legal and Compliance Service for release	None	1.5 hours	Information Technology Division Information System's Analyst
12. Firm receives the Certificate and/or Supervision Letter, or Show-Cause Letter	12.1 Releases Certificate and/or Supervision Letter, or Show-Cause Letter to the Firm through online	None	30mins	Account Officer
TOTAL		P1,500	5 Days	

3. Endorsement of Good Standing (EOGS)

Issuance of EOGS for the Bureau of Customs (BOC) under Client Profile
Registration System (CPRS)

Office or Division:	Compliance A and B, Legal and Compliance Service
Classification:	Simple
Type of Transaction:	G2B – Government to Business
Who may avail:	All BOI-registered business enterprises (RBEs) under EO 226 (The Omnibus Investments Code of 1987), RA 11534 [Corporate Recovery and Tax Incentives for Enterprises (CREATE) Act], RA 9513 (Renewable Energy Act of 2008), RA 8479 (Oil Deregulation Law), RA 8502 (Jewelry Industry Development Act of 1998)
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
1 hard copy of Request Letter or Email Request addressed to the LCS Director may be submitted through Account Officer email address or at LCS email address lcsubmission@boi.gov.ph	Applicant

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Firm submits application form through any of the following modes: a. E-mail (lcsubmission@boi.gov.ph) b. Manual Filling c. Courier/postal service	1 Receives and stamp receives hard copy of request letter and transmits to Records Section or receives and acknowledges email request	None	30mins	Account Officer
None	2. Receives hard copy of request letter for recording and transmits to the Office of the LCS Director	None	30mins	Records Section
None	3. Receives the official stamped request letter for recording and assigns to	None	30mins	Clerical Staff

[illegible]

None	6. 6.1 If fully compliant, reviews and initials the Endorsement and submits for approval and signature of the Director 6.2 If non-compliant, reviews and signs the Supervision Letter	None	1 Day	Division Chief
None	7. If fully compliant or the Firm complies with the terms and conditions of the registration, reviews and signs the Endorsement	None	2 hours	Director
None	8. Submits Endorsement or Supervision Letter to Information Technology Division for QR code	None	30mins	Account Officer
None	9. QR codes the Endorsement or Supervision Letter and returns to Account Officer for release	None	1.5 hours	Information Technology Division Information System's Analyst
10. Firm and Bureau of Customs receives Endorsement or Supervision Letter	10 Releases copies of Endorsement to Firm and Bureau of Customs or Supervision letter to Firm through online	None	30mins	Account Officer
TOTAL		None	3 Days	

4. Certificate of Non-Local Availability (CNLA)

Under Part II, Rule 2, Section 4(B)(3) of the Implementing Rules and Regulation of the Corporate Recovery and Tax Incentives for Enterprises (CREATE) Act, all RBEs registered under the CREATE Act are required to secure CNLA for their avilment of the duty exemption on importation of capital equipment, raw materials, spare parts, or accessories, subject to the conditions that the items to be imported are not produced or manufactured domestically in sufficient quantity or of comparable quality and at reasonable prices.

Office or Division:	Compliance A and B, Legal and Compliance Service	
Classification:	Complex*	
Type of Transaction:	G2B – Government to Business	
Who may avail:	• BOI-registered business enterprises (RBE) under RA 11534 [Corporate Recovery and Tax Incentives for Enterprises (CREATE) Act] • Firms covered by the following laws and issuances: RA 9520 (Cooperative Code of the Philippines), RA 6847 (Philippine Sports Commission Act), RA 7109 (An Act Granting Tax Exemption Privileges to Local Water District), RA 7354 (Postal Service Act of 1992), RA 7459 (Investors and Invention Act of the Philippines), PD 269 (NEA Registered Electric Cooperative of the Philippines), RA 7686 (Dual Training System Act of 1994), RA 7884 (National Dairy Development Act of 1995), RA 9184 (Government Procurement Reform Act), PD 1362, and Department of Finance Officer Order 55-2010	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Three (3) hard copies of duly accomplished CNLA Request Form		2nd Floor BOI, Legal and Compliance Service Website (FIRB)
Three (3) hard copies of the Purchase Order and/or Invoice		Firm
Three (3) hard copies of the Packing List (hard and soft copy (Excel file-encoded in “Packing List per Invoice” Sheet)		Firm
Three (3) hard copies of Notarized Sworn statement that the spare parts, machinery and equipment that will be imported is for the exclusive use of the importing entity		Firm
Three (3) hard copies of Fabrication drawing of the parts/components (if applicable)		Firm

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Firm submits request form through any of the following modes: a. E-mail (lcsubmission@boi.gov.ph) b. Manual Filling c. Courier/postal service	1.1 Checklists requirement 1.2 Issues Assessment Bill once documents are found to be complete 1.3 If incomplete, returns the request and informs the Firm of the deficiencies to be completed	None	30mins	Account Officer
2. Firm requests for Order of Payment from Accounting Division upon presentation of Assessment Bill	2 Receives Assessment Bill and issues Order of Payment	None	30mins	Accounting Division
3. Firm pays the filing fee upon presentation of Order of Payment to Cashier	3 Receives payment and issues Official Receipt	Filing fee - P1,500	30mins	Cashier
4. Firm submits duplicate copy of the Official Receipt (Blue paper) to the Legal and Compliance Service	4 Receives duplicate copy of the Official Receipt (Blue paper) and stamps request with "OK for acceptance"	None	30mins	Account Officer
5. Firm submits the stamped request to the Records Section	5 Receives Request Form for recording and transmits to the	None	30mins	Records Section

	Legal and Compliance Service Director			
None	6. Receives the official stamped Request Form for recording and assigns to concerned Compliance Division (A or B)	None	30mins	Clerical Staff
None	7. Receives the stamped Request Form for recording and assigns the request to concerned Account Officer	None	30mins	Division Secretary
None	8. Receives the Request, evaluate and prepares Referral Letters to concerned Local Manufacturers/ Industry Associations for signature of the Division Chief	None	4.5 hours	Account Officer
None	9. Reviews and signs the Referral Letters	None	1 Day	Division Chief
None	10. Submits the signed Referral Letters to Information Technology (IT) Division for QR code	None	3 hours	Account Officer
None	11. QR codes the Referral Letters and returns to Legal and	None	2 hours	Information Technology Division Information System's Analyst

	Compliance Service for release			
12. Concerned Local Manufacturers/ Industry Associations receives the referral letters	12 Releases Referral Letters to concerned Local Manufacturers/ Industry Associations	None	1 hour	Account Officer
13. Concerned Local Manufacturers/ Industry Associations provides feedback	13 Receives feedback from concerned Local Manufacturers/ Industry Associations	None	5 Working days	Local Manufacturers/ Industry Associations
None	14. If concerned Local Manufacturers/ Industry Associations provides positive feedback or no feedback is given, drafts the Certificate for review and initials of the Division Chief 14.1 If concerned Local Manufacturers/ Industry Associations provides negative feedback, drafts the Denial Letter for review and initials of the Division Chief	None	4 hours	Account Officer
None	15. Reviews the Certificate or Denial Letter and submits	None	1 Day	Division Chief

	for approval and signature of the Director			
None	16. Reviews and signs the Certificate or Denial Letter	None	3 hours	Director
None	17. Submits CNLA to Information Technology Division for QR code	None	30mins	Account Officer
None	18. QR codes and returns the Certificate or Denial Letter for release	None	2 hours	Information Technology Division Information System's Analyst
19. Firm receives the Certificate or Denial Letter	19 Releases the Certificate or Denial Letter to Firm through online	None	30mins	Account Officer
TOTAL		P1,500	10 Working Days	

*The issuance of Certificate of Non-Local Availability is based on DOF JMC 001-2023.

5. Certificate of Qualification (CQ) to Import Tax and Duty-free Spare Parts and Supplies under Article 39(I) of EO 226 (The Omnibus Investments Code of 1987

Importation of required supplies and spare parts for consigned equipment or those imported tax and duty free by a registered enterprise with a bonded manufacturing warehouse shall be exempt from customs duties and national internal revenue taxes payable thereon, Provided, However, That at least seventy percent (70%) of production is exported; Provided, further, that such spare parts and supplies are not locally available at reasonable prices, sufficient quantity and comparable quality; Provided, finally, That all such spare parts and supplies shall be used only in the bonded manufacturing warehouse of the registered enterprise under such requirements as the Bureau of Customs may impose.

Office or Division:	Compliance A and B, Legal and Compliance Service		
Classification:	Simple		
Type of Transaction:	G2B – Government to Business		
Who may avail:	All BOI registered enterprises still entitled to the incentive to Import Tax and Duty-Free Spare Parts and Supplies under Article 39(I) of EO 226		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
One (1) copy of duly accomplished Request Form (F-LCS-COM-002/RO/01-07-2019		• BOI Website (boi.gov.ph) • 2nd Floor BOI, Legal and Compliance Service	
For renewal, one (1) copy of previous CQ issued		Firm	
One (1) copy of License to Operate CBMW		Firm	
One (1) copy of BOC Certificate stating that the applicant has filed a renewal to operate a CBMW (for RBEs with expired CBMW license)		Firm	
Proof of inward remittance of foreign exchange earnings		Firm	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Firm files Request Form for the issuance of Certificate	1.1 Checklists requirement 1.2 Issues Assessment Bill	None	30mins	Account Officer

	once documents are found to be complete 1.3 If incomplete, returns and informs the Firm of the deficiencies to be completed			
2. Firm requests for Order of Payment from Accounting Division upon presentation of Assessment Bill	2 Receives Assessment Bill and Issues Order of Payment	None	30mins	Accounting Division
3. Firm pays the filing fee upon presentation of Order of Payment to Cashier	3 Receives payment and issues Official Receipt	Filing fee - P1,500	30mins	Cashier
4. Firm submits duplicate copy of the Official Receipt (Blue paper) to the Legal and Compliance Service	4 Receives duplicate copy of the Official Receipt (Blue paper) and stamps request with "OK for acceptance"	None	30mins	Account Officer
5. Firm submits the stamped Request Form to the Records Section	5 Receives Request Form for recording and transmits to the Legal and Compliance Service	None	30mins	Records Section
None	6. Receives the official stamped Request Form for recording and assigns to	None	30mins	Clerical Staff

	concerned Compliance Division (A or B)			
None	7. Receives the stamped Request Form for recording and assigns the request to concerned Account Officer	None	30mins	Division Secretary
None	8. Receives the Request Form, evaluates and checks compliance with terms and conditions of registration 8.1 If fully compliant, prepares the Compliance Matrix for signature and Certificate for initials of the Division Chief 8.2 If not compliant, prepares the Compliance Matrix and Supervision Letter informing and requiring the firm's compliance and payment of penalty, if any, for signature of the Division Chief	None	1 Day	Account Officer

	9.1 If fully compliant, reviews and initials the Certificate and submits for approval and signature of the Director 9.2 If non-compliant, reviews and signs the Supervision Letter	None	1 day	Division Chief
None	10. If fully compliant or the Firm complies with the terms and conditions of the registration, reviews and signs the Certificate	None	2 hours	Director
None	11. Submits Certificate or Supervision Letter to Information Technology Division for QR code	None	30mins	Account Officer
None	12. QR codes the Certificate or Supervision Letter and returns to Account Officer for release	None	1.5 hour	Information Technology Division Information System's Analyst
13. Firm receives Certificate or Supervision Letter	13 Releases Certificate or Supervision letter to Firm through online	None	30mins	Account Officer
TOTAL		P1,500	3 Working Days	

INVESTMENTS POLICY PLANNING SERVICE (IIPS)

EXTERNAL SERVICES

1. Online Request for Data on Investment Statistics

This outlines the process for requesting investment data from the Board of Investments - Planning and Management Division. This service provides businesses, government agencies, NGOs, students, and researchers with up-to-date investment statistics and trends on BOI-approved and registered projects. Details on applicable fees and response timelines are also provided to ensure clarity and enhance client satisfaction.

Office or Division:	Planning and Management Division (PMD)		
Classification:	Complex		
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business G2G – Government to Government		
Who may avail:	All. In compliance with the Implementing Rules and Regulations of EO 226, as specified in Rule XXXVII, Section 11		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. One (1) copy of duly accomplished Investment Data Request Form (IDRF)		BOI Website (boi.gov.ph) <i>Resources>Downloadable>Investment Data Request Form</i> Link: https://bit.ly/PMDIDRF	
2. One (1) scanned copy of company/school ID		Requesting client	
3. Assessment bill for requesting clients that are students or from educational institutions, NGOs, and other non-profit organizations. Government agencies, foreign embassies and consulates, domestic and international donor institutions are exempted from the payment of these fees.		BOI-PMD	
4. One (1) duplicate copy of Official Receipt		BOI Cashier	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the duly accomplished Investment Data Request Form (IDRF) to planning@boi.gov.ph .	1. Acknowledge the receipt of request for Data on Investment Statistics with attached copy of Citizen's Charter on Online Request for Data	None	-xxx-	Administrative Office V

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	on Investment Statistics			
	1.1 Encode the request in the Online Data Request Tracking (ODRT)	None	10 minutes	
	1.2 Evaluate the data request, verify data availability in the BOI Investments Database, and ensure the request aligns with BOI's mandate.	None	30 minutes	
	1.2.A If the data is available and within BOI's mandate, assign the data request processing to either Administrative Officer IV or Administrative Officer II.			
	1.2.B If data are not available/ updated but within the mandate of BOI, coordinate with the concerned BOI services to			

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	update the needed data in the shared file. 1.2.C If the request is outside the BOI's mandate, promptly inform the client via email or another communication platform, and refer them to the appropriate government agency or organization.			
	1.3 Generate the requested data. <i>This also includes coordinating with the client for any clarifications regarding the request, if any.</i>	None None	3 days 5 minutes	Administrative Office IV/II
	1.4 Submit the generated data to Supervisor for review 1.5 Review the accuracy and completeness of generated data and its compliance to data privacy act. Endorse to	None	1 day	Administrative Officer V and Planning Officer V

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	the Service Director for clearance.			
	1.6 Review and clear the generated data	None	1 day	IPPS Director
2. Requesting clients from government agency, foreign embassy and consulate, domestic and international donor institution receives the requested data and shall proceed to Step 6. Requesting clients that are students or from educational institutions, NGOs, and other non-profit organizations receive the assessment bill	2. Respond to the client with proper attachment. 2.A If requesting client is a government agency, foreign embassy and consulate, domestic and international donor institution which are exempted from the payment of miscellaneous fees, provide the requested data. 2.B If the requesting client is an Educational Institution, NGO, Student and other Non-Profit Organization, BOI Firm and Other Business Enterprise, attach an assessment bill for the amount due based on the fee	Please refer to the matrix of misc. fees	30 minutes	Administrative Office II/IV

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	schedule in Rule XXXVII Section 11 of the IRR of EO 226.			
3. Present the assessment bill to the Accounting Section for the preparation and issuance of Order of Payment.	3. Receive the assessment bill 3.1. Issue an Order of Payment.	None	3 minutes	Accounting Division
4. Submit the Order of Payment to the cashier's window and pay the exact amount.	4. Issue (one) 1 original and (one) 1 duplicate Official Receipt as proof of payment.	Please refer to the matrix of misc. fees	3 minutes	BOI Cashier
5. Submit the (one) 1 duplicate copy of Official Receipt to the PMD	5. Receives and check the duplicate copy of Official Receipt 5.1 Provide the requested data to the client. 5.2 Request the client to accomplish the Client Satisfaction Measurement Form.	None	1 day	Administrative Officer II/IV
6. Receive and acknowledge the data requested	6. Request the client to accomplish the Client Satisfaction Measurement Form.	None	3 minutes	Administrative Officer II/IV

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
7. Accomplish the Client Satisfaction Measurement Form.	7. Log to Online Data Request Tracking (ODRT) to close the status of request.	None	1 minute	Administrative Officer II/IV
TOTAL:		Please refer to the matrix of misc. fees	6 days, 85 minutes	

MATRIX OF MISCELLANEOUS FEES

a. For Certified Lists of BOI Firms and Other Statistical Data	
i. For BOI Firms and Other Business Enterprises (132-column paper) (80-column paper)	P 15.00/page P 8.00/page
ii. For Educational Institutions, Ngos, Students and other Non-Profit Organizations	50% less
iii. Electronic Copy Data	P 100.00/request P 81.00/kilobyte
iv. For Certified True Copies of BOI Endorsement Letters	P 75.00/page

2. Walk-in Request for Data on Investment Statistics

This outlines the process for requesting investment data from the Board of Investments - Planning and Management Division. This service provides businesses, government agencies, NGOs, students, and researchers with up-to-date investment statistics and trends based on BOI-approved and registered projects. Details on applicable fees and response timelines are also provided to ensure clarity and enhance client satisfaction.

Office or Division:	Planning and Management Division (PMD)	
Classification:	Complex	
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business G2G – Government to Government	
Who may avail:	All. In compliance with the Implementing Rules and Regulations of EO 226, as specified in Rule XXXVII, Section 11	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. One (1) copy of duly accomplished Investment Data Request Form (IDRF)		BOI Website (boi.gov.ph) <i>Resources>Downloadable>Investment Data Request Form</i> Link: https://bit.ly/PMDIDRF BOI-PMD
2. Present one (1) valid company/school ID		Requesting client
3. Assessment bill for requesting clients that are students or from educational institutions, NGOs, and other non-profit organizations. Government agencies, foreign embassies and consulates, domestic and international donor institutions are exempted from the payment of these fees.		BOI-PMD
4. One (1) duplicate copy of Official Receipt		BOI Cashier

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register at BOI's Security in the ground floor lobby	1. Request the client to sign in the Log Book 1.1 Assist the client to the Planning and Management Division office on the 3rd floor.	None	-xxx	Security Guard on Duty
2. Submit the duly accomplished	2. Receive the accomplished IDRF	None	3 minutes	Administrative Officer II

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Investment Data Request Form (IDRF)	and inform the client of the succeeding steps as indicated in the Citizen's Charter on Walk-in Request for Data on Investment Statistics	None	10 minutes	
	2.1 Check if all the required information are provided and encode the request data in the Online Data Request Tracking (ODRT) and endorse to Administrative Officer V			
	2.2 Check the request details and purpose for completeness, verify data availability in the BOI Investments Database, and ensure the request aligns with BOI's mandate. 2.2.A If the data is available and within BOI's mandate, assign the data request processing to either Administrative Officer IV or Administrative Officer II. 2.2.B If data are not available/ updated	None	30 minutes	Administrative Office V

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	but within the mandate of BOI, coordinate with the concerned BOI services to update the needed data in the shared file.			
	2.2.C If the request is outside the BOI's mandate, promptly inform the client via email or another communication platform, and refer them to the appropriate government agency or organization.			
	2.3 Generate the requested data. <i>This also includes coordinating with the client for any clarifications regarding the request, if any.</i>	None	3 days	Administrative Office IV or Administrative Officer II
	2.4 Review the accuracy, completeness, compliance to data privacy act, and relevance of the data and endorse to the Service Director for clearance.	None	1 day	Administrative Officer V and Planning Officer V
	2.5 Review and clear the generated data	None	1 day	IPPS Director
3. Requesting clients from	3. Communicate the result to the client.	None	30 minutes	Administrative Office II/IV

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
government agency, foreign embassy and consulate, domestic and international donor institution receives the requested data and shall proceed to Step 7. Requesting clients that are students or from educational institutions, NGOs, and other non-profit organizations receive the assessment bill	3.A If requesting client is a government agency, foreign embassy and consulate, domestic and international donor institution which are exempted from the payment of miscellaneous fees, provide the requested data. 3.B If requesting client is an Educational Institution, NGO, Student and other Non-Profit Organization, BOI Firm and Other Business Enterprise, provide an assessment bill for the amount due based on the fee schedule in Rule XXXVII Section 11 of the IRR of EO 226.			
4. Submit the assessment bill to the Accounting Section for the preparation and issuance of Order of Payment.	4. Receive the assessment bill 4.1 Issue an Order of Payment.	None	3 minutes	Accounting Division
5. Submit the Order of Payment to the cashier's window and pay the exact amount.	5. Issue 1 original and 1 duplicate Official Receipt as proof of payment.	Please refer to the matrix of misc. fees	3 minutes	BOI Cashier

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
6. Submit the duplicate copy of Official Receipt and order of payment to the Planning and Management Division	6. Provide the requested data to the client.	None	1 day	Administrative Officer II/IV
7. Accomplish the Client Satisfaction Measurement Form.	7. Provide Client Satisfaction Measurement Form.	None	3 minutes	Administrative Officer II/IV
	7.1 Log to Online Data Request Tracking (ODRT) to close the status of request.	None	1 minute	Administrative Officer II/IV
TOTAL:		Please refer to the matrix of misc. fees	7 working days	

MATRIX OF MISCELLANEOUS FEES

a. For Certified Lists of BOI Firms and Other Statistical Data	
v. For BOI Firms and Other Business Enterprises (132-column paper) (80-column paper)	P 15.00/page P 8.00/page
vi. For Educational Institutions, Ngos, Students and other Non-Profit Organizations	50% less
vii. Electronic Copy Data	P 100.00/request P 81.00/kilobyte
viii. For Certified True Copies of BOI Endorsement Letters	P 75.00/page

FINANCIAL AND ADMINISTRATIVE SERVICE (FAS)

INTERNAL SERVICES

1. Preparation of LDDAP-ADA

List of Due and Demandable Accounts Payable-Advice to Debit Account - refers to accountable form integrating the Advice to Debit Account (ADA) with the LDDAP, which is a list reflecting the names of creditors/payees to be paid by the agency and the corresponding amounts of the unpaid claims.

Office or Division:	Accounting Division
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	BOI Employees and Services
CHECKLIST OF REQUIREMENTS	
- Duly signed and approved Disbursement Vouchers (DV) with complete and valid supporting documents - Complete Bank Details	
WHERE TO SECURE	
- Office of the FAS Director - Provided by the requesting party/end-users or the client	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Office of the Director-FAS transmit the signed DV to Accounting	1. Receive signed DV with attachments from the Office of the FAS Director	None	*first-in, first-out; subject to queuing Five (5) minutes	Accounting Staff (LDDAP-ADA Preparer)
None	2. Prepare LDDAP-ADA and forward to Chief Accountant for review and signature	None	Four (4) working hours	Accounting Staff (LDDAP-ADA Preparer)
None	3. Chief Accountant reviews the LDDAP-ADA - If all entries are correct, Chief Accountant signs LDDAP-ADA If any entry is incorrect, Chief Accountant will	None	Three (3) hours and fifty-five (55) minutes	Chief Accountant

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	return the LDDAP-ADA to the staff for correction			
None	4. Forward the signed LDDAP-ADA to the Cashier for preparation of ACIC in manual format or via electronic Modified Disbursement System (eMDS)	None	None	Accounting Staff (LDDAP-ADA Preparer)
TOTAL		None	8 working hours or 1 working day	

2. Processing of Disbursement Vouchers

The Disbursement Voucher is a form used to pay an obligation to employees/individuals/agencies/creditors for goods purchased or services rendered.

Office or Division:	Accounting Division	
Classification:	Simple	
Type of Transaction:	G2G – Government to Government	
Who may avail:	BOI Employees and Services	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
• Three (3) copies of (Disbursement Vouchers (DV) • Three (3) copies of Obligation and Request Status (ORS) • Documentary requirements mentioned in the COA Circular No. 2012-01 dated 14 June 2012 and other pertinent circulars		• Accounting Division • Budget Division • Provided by the requesting party/end-users

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Budget Division to transmit the signed DV to Accounting	1. Receive DV with attachments from the Budget Division	None	*first-in, first-out, subject to queuing: Ten (10) minutes	Accounting Staff (DV Processor)
None	2. Determine type of payment voucher request and validate required attachments - If all attachments are complete and valid, the DV will be process. - If any of the attachment is incomplete and/or invalid, DV will be returned to the requesting party and processing time will reset.	None	1.5 working days (given that claim is complete and valid)	Accounting Staff (DV Processor)
None	3. DV that are duly processed will be forwarded to the Chief Accountant for review and signature	None	1 working day	Accounting Staff (DV Processor)
None	4. Chief Accountant signs the DV with valid claims.	None	Ten (10) minutes	Chief Accountant
None	5. Prepare transmittal to FAS Director for approval and signature	None	Ten (10) minutes	Accounting Staff (DV Processor)
TOTAL		None	3 working days	

BOI EXTENSION OFFICES

EXTERNAL SERVICES

1. PROVISION OF INFORMATION ON GENERAL BOI PROCEDURES AND GUIDELINES

This type of service provides initial consultations on BOI registration eligibility, requirements for project registration, preliminary assessment on qualifications for incentive availment, guidance on application process, and handling of application submissions from extension offices to BOI Head Office.

Office or Division:	Domestic Investments Promotion Service (DIPS) (Marketing & Events Division (Luzon) & BOI Extension Offices in Cebu, Cagayan De Oro and Davao)	
Classification:	Simple	
Type of Transaction:	G2C – Government to Citizen; G2B – Government to Business G2G – Government to Government	
Who may avail:	Available to business owners, investors, industry associations, researchers, government agencies, consultants, media, and the general public who are requesting information on investment priority sectors, incentives, regulations, and procedures to facilitate and encourage investments in the country.	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
3. Letter Request (if applicable) addressed to the Service Director /Division Chief with the following information: d. Full name of the representative from the requesting party e. Contact number or email address f. Full description details of request (What, When, Where, Who, or other relevant supporting details, whichever is available)		Requesting Party
4. Inquiry Log Sheet		DIPS Staff

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Contact nearest BOI Office and request for BOI-related information	3.1 For walk-in clients, DIPS Staff to provide /record info on Inquiry Log Sheet	None	15 minutes (For Walk-in)	DIPS Staff

	For online inquiries*, DIPS Staff acknowledges the receipt of request and record info on the Inquiry Log Sheet.		Within 1 Working day (For online inquiries)	
	3.2 Assigns to concerned unit/personnel		15 minutes	Division Chief
	3.3 Receives, verifies, and processes request		1-2 working days	Assigned DIPS Staff
	1.4 Reviews and approves release of requested information		30 minutes	Division Chief
4. Receives/ acknowledges receipt of information requested	4. Releases requested information to the client	None	10 minutes	Assigned DIPS Staff
5. Accomplish CSM Survey or CFF	4. Provides CSM survey or CFF to the client	None	10 minutes	Assigned DIPS Staff
TOTAL		None	3 working days	

Note:

BOI – Board of Investments

DIPS – Domestic Investments Promotion Services

OD – Officer of the Day

CSM – Client Satisfaction Measurement

2. PROVISION OF INVESTMENT AND INDUSTRY-RELATED INFORMATION

This type of service provides lists of location options, suppliers, potential joint venture partners, industry processors, and other related information that requires preparation of data and reports to help companies and potential investors make informed decisions.

Office or Division:	Domestic Investments Promotion Service (DIPS) <i>(Marketing & Events Division (Luzon) & BOI Extension Offices in Cebu, Cagayan De Oro and Davao)</i>	
Classification:	Complex	
Type of Transaction:	G2C – Government to Citizen; G2B – Government to Business G2G – Government to Government	
Who may avail:	Available to business owners, investors, industry associations, researchers, government agencies, consultants, media, and the general public who are requesting information on location options, suppliers, potential joint venture partners, industry processors, and other related information.	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Letter Request (if applicable) addressed to the Service Director /Division Chief with the following information: d. Full name of the representative from the requesting party e. Contact number or email address f. Full description details of request (What, When, Where, Who, and other relevant supporting details, whichever is available)		Requesting Party
2. Inquiry Log Sheet		DIPS Staff

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Contact nearest BOI Office and request for investment-related information	1.1 For or walk-in clients, DIPS Staff to provide /record info on Inquiry Log Sheet	None	15 minutes (For Walk-in)	DIPS Staff

	2.1 For online inquiries*, DIPS Staff acknowledges the receipt of request and record info on the Inquiry Log Sheet.		Within 1 Working day (For online inquiries)	
	2.2 Assigns to concerned unit/personnel		15 minutes	Division Chief
	2.3 Receives and assess request If qualified for BOI service —provide applicable information / advise / forms/ data / service requested (i.e. investment briefings, plant visit, meeting, assistance to inbound/outbound mission, etc.). If not qualified for BOI service – refer to other Service / appropriate Government Agency / IPAs / other options		30 minutes	Assigned DIPS Staff
	2.4 Processes request and conducts research/ data gathering		1-3 working days	Assigned DIPS Staff
	2.5 Drafts response to the client		1 working day	Assigned DIPS Staff
	2.6 Reviews and approves presentation materials / itinerary If revisions or additional		1 hour 1 working day	Division Chief Assigned DIPS Staff

	information are necessary, edit/incorporate these to the document/file			
3. Receives/ acknowledges receipt of information requested	3. Release of requested information to the client	None	5 minutes	Assigned DIPS Staff
4. Accomplish CSM Survey or CFF	4. Provide CSM survey or CFF to the client	None	10 minutes	Assigned DIPS Staff
TOTAL		None	8 working days	

3. PROVISION OF INVESTOR FACILITATION SERVICES

This type of service offers comprehensive support for business setup, including advising on regulatory requirements and providing guidelines on investment opportunities as outlined in the Strategic Investment Priority Plan (SIPP). It also offers information on investment incentives under the CREATE Act and assists with identifying suitable locations, organizing site visits, and arranging meetings.

Office or Division:	Domestic Investments Promotion Service (DIPS) <i>(Marketing & Events Division (Luzon) & BOI Extension Offices in Cebu, Cagayan De Oro and Davao)</i>			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen; G2B – Government to Business G2G – Government to Government			
Who may avail:	Available to business owners, entrepreneurs, startups, potential investors and established businesses looking to expand or set up new operations.			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Letter Request (if applicable) addressed to the Director /Division Chief of the Service /Division with the following information: d. Full name of the representative from the requesting party e. Contact number or email address f. Full description details of request (What, When, Where, Who, and How and other			Requesting Party	

relevant supporting details, whichever is available)	
2. Inquiry Log Sheet	DIPS Staff

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Contact nearest BOI Office and request for investment briefing and/or assistance on site options.	1.1 For walk-in clients, DIPS Staff to provide /record on Inquiry Log Sheet	None	15 minutes (For Walk-in)	DIPS Staff
	For online inquiries*, DIPS Staff acknowledges the receipt of request and record inquiry on the Inquiry Log Sheet.		1 Working day (For online inquiries)	
	1.2 Assigns to concerned unit/personnel		15 minutes	Division Chief
	1.3 Receives and assesses request			Assigned DIPS Staff
	If qualified for BOI service—provide applicable information / advise / forms/ data / service requested (i.e. investment briefings, plant visit, meeting, assistance to inbound/outbound mission, etc.). If not qualified for BOI service – refer to other Service / appropriate Government Agency / IPAs / other options		15 minutes	Assigned DIPS Staff / Division Chief

	1.4 Prepares presentation materials (investment briefing) / itinerary (site visit/ocular inspection)		1 -3 working days	Assigned DIPS Staff
	1.5 Reviews and approves presentation materials / itinerary If revisions or additional information are necessary, edit/incorporate these to the document/file		1 hour 1 working day	Division Chief Assigned DIPS Staff
	1.6 Drafts response to the client		30 minutes	Assigned DIPS Staff
2. Confirms and acknowledges to the schedule	2. Conduct of Investment Briefing / Site Visit / Ocular Inspection as scheduled	None	1 working day	Assigned DIPS Staff / Division Chief
3. Accomplish CSM Survey	3. Provide CSM survey or CFF to the client	None	10 minutes	Assigned DIPS Staff
TOTAL		None	7 working days	

Note:

BOI – Board of Investments

DIPS – Domestic Investments Promotion Services

OD – Officer of the Day

CSM – Client Satisfaction Measurement

FEEDBACK AND COMPLAINTS MECHANISMS	
How to send a feedback	I. ADMINISTRATION OF CFF 1. Personal Administration: a. The CFF should be administered based on the sequence of its code; b. Only the employee servicing the client is allowed to administer the survey instrument to the client (<i>internal or external</i>) personally served by him/her; c. Clients are not required to accomplish the CFFs but may be requested to do so at their own free will; d. The staff should ensure that each CFF provided to the client has been duly-accomplished and dropped in the CFF Box before he leaves the Service; and e. In no case should the staff falsify the CFFs in order to comply with the required number of accomplished CFFs every month or pull up the rating. Such falsification, if any, should result to failure of his CSR on his personal dashboard. 2. Online Administration: a. PMD should send the CFF link to all BOI employees; b. The online administration of CFF should be conducted via Office 365 by sending the CFF link to the clients served over the phone or via email, hence, clients served over the phone should be requested their email account to be able to send the link; c. At their own will, clients may accomplish the online CFF via desktop, laptop or mobile phones; d. Only the employee servicing the client is allowed to administer the online survey to the client (<i>internal or external</i>) personally assisted by him/her through email or phone; and e. Clients are required to answer the mandatory fields before sending it back to the BOI employee by clicking the “submit” button.
How feedbacks are processed	II. PROCESSING OF DATA 1. At the end of the month, PMD should collect all the 40 CFFs (<i>accomplished and unaccomplished</i>) from the Services. For BOI Extension Offices, the Unit Heads should be responsible for sending back the 20 CFFs to DIPS – Marketing and Events Division (MED) for computation purposes within the first week of the succeeding month. 2. For the online CFF: a. Data are stored and generated automatically with email notification to the Data Manager (DM), who has

	the sole access to the system for security purposes; and b. DM generates the data at the end of the month and incorporates the same to the CSR result obtained through personal administration of CFF. 3. For the response rate, no target will be assigned since clients are not required to fill out the CFF. 4. The Service CSR for Domestic Investment Promotion Service (DIPS) should cover its four (4) divisions including the Extension Offices in the regions; 5. The CSR for the Office the Executive Directors should be the average rating of the supervised Services in addition to the result of the online rating for clients served via email or phone by their respective staff; 6. At the end of the year, the monthly BOI CSR (inclusive of result of the online CFF) should be computed and the average will serve as the BOI CSR for the year. 7. In general, the CSR is computed to determine the clients' level of satisfaction in terms of Service Quality (SQ), Employee Engagement (EE) and Timely Rendition of Services (TRS), as the bases of the adjectival/numerical ratings, i.e., Outstanding (O/5), Very Satisfactory (VS/4), Satisfactory (S/3), Below Satisfactory (BS/2) and Poor (P/1). Each criterion has a perfect numerical rating of five (5) based on the adjectival rating "Outstanding". This numerical rating of five (5) is multiplied by the total number of responses in each criterion which serves as the denominator while the numerator corresponds to the sum of the computed value in each level of satisfaction (number of responses multiplied by the numerical rating) to obtain the rating in each criterion. The same is done in the other two (2) criteria to determine the average rating of the Service, which is considered as its CSR. 8. The PMD should issue a memorandum to the Office of the Executive Directors/Directors on the result of Client Satisfaction Rating (CSR) of each Service and the average rating to get the Agency CSR. The memorandum should also include a marginal analysis of the results of the collected CFFs/online rating for their guidance. 9. The monthly CSR Report includes the following: a. <i>Return Rate.</i> Ratio of CFFs returned at the end of the month over the total number of CFFs provided to each Service. Based on the return rate, a corresponding deduction from the average CSR of each Service will be implemented, as follows:
--	---

RETURN RATE	% DEDUCTIONS
95%-99%	1%
90%-94%	2%
85%-89%	3%
80%-84%	4%
79% and Below	5%

- b. **Response Rate.** Ratio of accomplished CFFs over the total number of CFFs provided to each Service;
- c. **Service CSR.** Average of CSRs obtained from the accomplished CFFs;
- d. **BOI CSR.** Average of Service CSRs obtained from the Service CSRs;
- e. **Adjectival Rating.** Descriptive rating based on the numerical rating, as follows:

CSR	ADJECTIVAL RATING
96-100%	Outstanding
91-95%	Very Satisfactory
87-90%	Satisfactory
80-86%	Below Satisfactory
Below 80%	Poor

- f. **Off Targets.** A Service CSR below the threshold (*based on the 90% of the target set*) is considered failed, hence, a nonconformity is issued to concerned Service for corrective action through the Internal Quality Audit (IQA) Team;
- g. **Comments, Suggestions and Complaints.** These are included in the report as Annexes. Suggestions and complaints should be dealt with by the Client Satisfaction Committee (CSC) to validate if they are doable and monitor actions thereof; and

	h. Analysis. The figures presented in the report should be complemented with analyses or comparative evaluation from the previous rating period/year to provide a thorough study or tracking of the movement or fluctuation of the CSR based on the required fields, criteria, etc.
How to file a complaint	In case of complaints, comments and suggestions, clients may indicate the same in the space provided at the bottom of the Client Feedback Form (CFF).
How complaints are processed	III. CLIENT SATISFACTION COMMITTEE (CSC) As a requirement in the implementation of ISO9001:2015, a Client Satisfaction Committee (CSC) should be created by the Agency. Only permanent officials and employees shall be appointed as a member of the CSC. 1. Composition The composition of the Client Satisfaction Committee (CSC) are, as follows: Chairperson : Exec. Dir. Ma. Corazon H. Halili-Dichosa <i>Quality Management Representative (QMR)</i> Co-Chairperson : Bobby G. Fondevilla <i>Concurrent Executive Director, Management Services</i> Members : 1. Alda N. Dela Fuente <i>Financial and Administrative Service (FAS)</i> 2. Lester A. Olimpo <i>Legal and Compliance Service (LCS)*</i> 3. Adonna Yao-Co <i>Incentives Service (IS)</i> 4. Diorella Joy Bobis <i>International Investments Promotion Service (IIPS)</i> 5. Irwin Jason Jamaca <i>Domestic Investments Promotion Service (DIPS)</i> 6. Angelica W. Agcaoili <i>Infrastructure and Service Industries Service (ISIS)</i> 7. Nehemiah Franz C. Susarno <i>Investments Assistance Service</i>

	(IAS) 8. Lourdes A. Chan <i>Manufacturing Industries Service (MIS)</i> 9. Ma. Barbara B. Guirao <i>Resource-Based Industries Service (RBIS)</i> 10. Christian A. Salcedo <i>Investments Policy and Planning Service (IPPS)</i> 11. Demosthenes Perez Jr. and Reynaldo Lignes <i>BOI Employees Association, Inc. (BOIEA)</i> Secretariat : Planning and Management Division (PMD) *LCS representative should be a lawyer 2. Responsibilities of CSC - Review and evaluate customer complaints issues for the rating period, and categorize issues based on complaint type and severity of the issue. If the complaint is proven valid, the same will be referred to the IQA Team to issue a Nonconformity (NC) Report to concerned Services for appropriate action. - Assess the feasibility of suggestions or recommendations indicated by the clients in the CFF. Upon validation, the same shall be referred to the IQA Team to issue an Opportunity for Improvement (OFI) Report to concerned Services for their appropriate action. - Attend to customer complaints received from the Office of the President via 8888 hotline, a 24/7 national public service hotline operated by the Government of the Philippines, also known officially as the Citizens' Complaint Hotline and as the President's Hotline. - Propose service improvement measures that would help facilitate or expedite services provided to every client. - Revise the CFF when necessary to include/exclude items in compliance with other government regulatory requirements, ISO standards, etc. - Refer to the Grievance Committee (GC), should there be any dispute arising from the feedback of internal client/s to another internal client/s.
--	---

	3. Regular Meeting Whenever applicable, the CSC shall meet depending on the frequency of suggestions or complaints received. Further, the CSC may meet upon instruction of the Chairman, to discuss the CFF improvement, online administration, reporting, other enhancement-related purposes of its implementation, etc. 4. Quorum A quorum is declared if 50% of the total members/representatives of CSC plus one (1) is present or at least eight (8) members/representatives. As authorized representatives, their disagreement, conforme, suggestions, comments, etc. during the discussion are adopted as an official action of the represented members. 5. Monitoring of Action Plan The CSC should monitor through the IQA Team, the status of actions plans implemented by the Services whom an NC/OFI Reports were issued to ensure that suggestions and complaints are properly addressed and attended to. 6. Responsibilities of the Secretariat The Secretariat should perform the following functions: a. Prepare the monthly CSR Report; b. Convene the CSC for any suggestions or complaints indicated in the CFF (manual and online) and received via 8888 hotline; c. Refer to IQA Team the CSC-validated suggestions and complaints for issuance of OFI and NC Reports to concerned Services, respectively; d. Monitor the actions implemented by the concerned Services and update the CSC during its meetings; e. Prepare minutes of the meetings of CSC and provide the members a copy within five (5) working days thereafter for review/comments; f. Monitor items for action by CSC; and g. Perform other client satisfaction-related tasks delegated by the Chairperson.
Contact Information of CCB, PCC, ARTA	ARTA: complaints@arta.gov.ph 1-ARTA (2782) PCC: 8888 CCB: 0908-881-6565

LIST OF OFFICES

Office	Address	Contact Information
BOI Head Office- International Investments Promotion Service (IIPS)	Ground Floor, Industry and Investments Building, 385 Sen. Gil Puyat Ave., Makati City, Metro Manila 1200	Direct Line +632 896-8907 Trunk Line +632 897-6682 Local: 288
Americas Division	Ground Floor, Industry and Investments Building, 385 Sen. Gil Puyat Ave., Makati City, Metro Manila 1200	Direct Line +632 897-3082 Trunk Line +632 897-6682 Local: 269, 302
Asia Division	Ground Floor, Industry and Investments Building, 385 Sen. Gil Puyat Ave., Makati City, Metro Manila 1200	Direct Line +632 897-3637 Trunk Line +632 897-6682 Local: 287, 272
Europe Division	Ground Floor, Industry and Investments Building, 385 Sen. Gil Puyat Ave., Makati City, Metro Manila 1200	Direct Line +632 897-3083 Trunk Line +632 897-6682 Local: 210, 214
Infrastructure and Services Industries Service	3 rd Floor, Industry and Investments Building, 385 Sen. Gil Puyat Ave., Makati City, Metro Manila 1200	Direct Line 8895-3997 Trunk Line 8897-6682 Local: 263, 221
Manufacturing Industries Service	3 rd Floor, Industry and Investments Building, 385 Sen. Gil Puyat Ave., Makati City, Metro Manila 1200	Direct Line 8890-9329 Trunk Line 8897-6682 Local: 300
Resource-Based Industries Service	3 rd Floor, Industry and Investments Building, 385 Sen. Gil Puyat Ave., Makati City, Metro Manila 1200	Direct Line 8895-3977 Trunk Line 8897-6682 Local: 245, 336
Legal and Compliance Service, BOI	2 nd Floor, Industry and Investments Building, 385 Sen. Gil Puyat Ave., Makati City, Metro Manila 1200	Direct Line +632 8890-3172 +632 8890-9544 Trunk Line +632 8897-6682 Local: 238, 254, 257

Incentives Administration Service , BOI	2 nd Floor, Industry and Investments Building, 385 Sen. Gil Puyat Ave., Makati City, Metro Manila 1200	Direct Line +632 8895-3568 +632 8896-8236 Trunk Line +632 8897-6682 Local: 271, 234, 309
Investments Assistance Service, BOI	Ground Floor, Industry and Investments Building, 385 Sen. Gil Puyat Ave., Makati City, Metro Manila 1200	Direct Line +632 8896-8329 +632 8895-8322 Trunk Line +632 8897-6682 Local: 249, 293, 275, 253, 283, 291, 270 +63 999 882 1952 Email greenlane@boi.gov.ph
Investments Policy and Planning Services, BOI	3/F BOI, Industry and Investments Building, No. 385 Sen. Gil Puyat Ave., Makati City 1200	Direct Line +632 8895-3568 +632 8896-8236 Trunk Line +632 8897-6682 locals 271, 234, 309
Financial and Administrative, Accounting Division	2 nd Floor, Industry and Investments Building, 385 Sen. Gil Puyat Ave., Makati City, Metro Manila 1200	Direct Line +632 88901332 Trunk Line +632 8897-6682 Local: 219
Domestic Investments Promotion Service (DIPS) (Regions 1, 2,3,4A, 5, MIMAROPA, CAR and NCR)	Ground Floor, Industry and Investments Building, 385 Sen. Gil Puyat Ave., Makati City, Metro Manila 1200	Ms. Maria Rosario J. Dominguez Director Domestic Investment Promotion Service Email: DIPS@boi.gov.ph (+6328)-890-9307 Ms. Jean D. Trabello Chief, Marketing and Events Divison Email: DIPS@boi.gov.ph (+6328)-890-9307

BOI Extension Office Cebu (Region 6, 7, 8)	Ground Floor, Lexmark Plaza 3, Samar Loop corner Panay Road, Cebu Business Park, Cebu City, Cebu 6000	Ms. Floreza D. Alpuerto Chief, BOI Cebu Email: boicebu@boi.gov.ph (+6332) 412-1944 (+6332) 236-1173
BOI Extension Office Cagayan de Oro (Regions 9, 10, 13)	Ground Floor, State Investment & Trust Bldg. Tiano Brothers- Archbishop Hayes Street Cagayan De Oro City, Misamis Oriental 9000	Ms. Lourdes Ellen N. Kionisala Chief, BOI CDO Email: cdo@boi.gov.ph (+6388) 857-3178
BOI Extension Office Davao (Regions 11, 12)	Block 2 Lot 2, Purok 49, King's Road, Royal Valley Subdivision, Bangkal, Talomo, Davao City, Davao del Sur 8000	Mr. Emerson G. Gerongay Officer-In-Charge, BOI Davao Email: boi-davao@boi.gov.ph (+6382) 222-4677 (+6382) 224-1055