



## **Investment Promotion Office (IPO)**

### **External Services**



## 1. EO-IPO01 Provision of Investor Assistance and Support (Information Requests Through Phone Calls, Emails, Viber, or Walk-in)

ISO 9001:2015 Certified

The Investor Assistance and Support service provides energy-related information to individuals and various organizations. Managed by the Investment Promotion Office, the service handles requests received through phone calls, emails, Viber, or walk-in — from initial inquiry and data gathering to the preparation, approval, and delivery of the requested information.

| Office or Division:                                                                                                                                                                                                                                      | Investment Promotion Office (IPO)                                                                                                                                                                                                                                                                                         |                 |                 |                                                                                                                                                                                                         |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------|-----------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Classification:                                                                                                                                                                                                                                          | Simple                                                                                                                                                                                                                                                                                                                    |                 |                 |                                                                                                                                                                                                         |
| Type of Transaction:                                                                                                                                                                                                                                     | G2B (Government to Business), G2C (Government to Citizen), G2G (Government to Government)                                                                                                                                                                                                                                 |                 |                 |                                                                                                                                                                                                         |
| Who may avail:                                                                                                                                                                                                                                           | Individuals / entities who seek assistance in doing investments in the energy sector.                                                                                                                                                                                                                                     |                 |                 |                                                                                                                                                                                                         |
| Operating Hours:                                                                                                                                                                                                                                         | 8:00 AM - 5:00 PM                                                                                                                                                                                                                                                                                                         |                 |                 |                                                                                                                                                                                                         |
| CHECKLIST OF REQUIREMENTS                                                                                                                                                                                                                                |                                                                                                                                                                                                                                                                                                                           |                 | WHERE TO SECURE |                                                                                                                                                                                                         |
| No Requirements Needed                                                                                                                                                                                                                                   |                                                                                                                                                                                                                                                                                                                           |                 |                 |                                                                                                                                                                                                         |
| CLIENT STEPS                                                                                                                                                                                                                                             | AGENCY ACTION                                                                                                                                                                                                                                                                                                             | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE<br>(Designation; Office)                                                                                                                                                             |
| 1. Investor requests information and IPO prepares the information needed.<br><b>Location:</b><br>3/F PNOC Building 5, Energy Center, Rizal Drive, BGC<br><br>Email : ipo@doe.gov.ph<br>Viber : 09178608871<br>Phone Number : 02 8840 2255 / 02 8840 2252 | 1. IPO Chief / Staff prepares and transmits the information needed by the investor with the link to the IPO – CSM and records the transaction in the IASR, if the information is available at the IPO. If the information is not available at the IPO, the IPO Chief / Staff endorses the request to the concerned units. | None            | 3 hour/s        | • IPO Chief, Supervising Science Research Specialist, Senior Science Research Specialist, Science Research Specialist II, Science Research Specialist I, Science Research Analyst; Investment Promotion |



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|                               |  |                          |  | Office<br>(IPO) |
| <b>Total Processing Time:</b> |  | Working Days: 3 hour/s   |  |                 |
| <b>Total Processing Fee:</b>  |  | Total Standard Fee: None |  |                 |



## 2. EO-IPO01 Provision of Investor Assistance and Support (Request for Information Through Phone Calls)

ISO 9001:2015 Certified

The Investor Assistance and Support service provides energy-related information to individuals and various organizations. Managed by the Investment Promotion Office, the service handles requests from initial inquiry and data gathering to the preparation, approval, and delivery of the requested information.

| Office or Division:                                                                                                                                                                | Investment Promotion Office (IPO)                                                         |                 |                 |                                                                                                                                                                                                                                                       |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------|-----------------|-----------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Classification:                                                                                                                                                                    | Simple                                                                                    |                 |                 |                                                                                                                                                                                                                                                       |
| Type of Transaction:                                                                                                                                                               | G2B (Government to Business), G2C (Government to Citizen), G2G (Government to Government) |                 |                 |                                                                                                                                                                                                                                                       |
| Who may avail:                                                                                                                                                                     | Individuals / entities who seek assistance in doing investments in the energy sector.     |                 |                 |                                                                                                                                                                                                                                                       |
| Operating Hours:                                                                                                                                                                   | 8:00 AM - 5:00 PM                                                                         |                 |                 |                                                                                                                                                                                                                                                       |
| CHECKLIST OF REQUIREMENTS                                                                                                                                                          |                                                                                           |                 | WHERE TO SECURE |                                                                                                                                                                                                                                                       |
| No Requirements Needed                                                                                                                                                             |                                                                                           |                 |                 |                                                                                                                                                                                                                                                       |
| CLIENT STEPS                                                                                                                                                                       | AGENCY ACTION                                                                             | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE<br>(Designation; Office)                                                                                                                                                                                                           |
| 1. Investor requests information through phone call.<br><b>Location:</b><br>3/F PNOC Building 5, Energy Center, Rizal Drive, BGC<br><br>Phone Number : 02 8840 2255 / 02 8840 2252 | 1. IPO Chief / Staff prepares and provides the information needed by the investor.        | None            | 30 minute/s     | <ul style="list-style-type: none"><li>IPO Chief, Supervising Science Research Specialist, Senior Science Research Specialist, Science Research Specialist II, Science Research Specialist I, Science Research Analyst; Investment Promotion</li></ul> |



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|                               |  |                           |  | Office<br>(IPO) |
| <b>Total Processing Time:</b> |  | Working Days: 30 minute/s |  |                 |
| <b>Total Processing Fee:</b>  |  | Total Standard Fee: None  |  |                 |



### 3. EO-IPO02 Provision of Investor Assistance and Support (Request for Information Through Walk-in)

ISO 9001:2015 Certified

The Investor Assistance and Support service provides energy-related information to individuals and various organizations. Managed by the Investment Promotion Office, the service handles requests from initial inquiry and data gathering to the preparation, approval, and delivery of the requested information.

| Office or Division:                                                                                                                                                     | Investment Promotion Office (IPO)                                                                                                                                                                                               |                 |                 |                                                                                                                                                                                                                                                       |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------|-----------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Classification:                                                                                                                                                         | Simple                                                                                                                                                                                                                          |                 |                 |                                                                                                                                                                                                                                                       |
| Type of Transaction:                                                                                                                                                    | G2B (Government to Business), G2C (Government to Citizen), G2G (Government to Government)                                                                                                                                       |                 |                 |                                                                                                                                                                                                                                                       |
| Who may avail:                                                                                                                                                          | Individuals / entities who seek assistance in doing investments in the energy sector.                                                                                                                                           |                 |                 |                                                                                                                                                                                                                                                       |
| Operating Hours:                                                                                                                                                        | 8:00 AM - 5:00 PM                                                                                                                                                                                                               |                 |                 |                                                                                                                                                                                                                                                       |
| CHECKLIST OF REQUIREMENTS                                                                                                                                               |                                                                                                                                                                                                                                 |                 | WHERE TO SECURE |                                                                                                                                                                                                                                                       |
| No Requirements Needed                                                                                                                                                  |                                                                                                                                                                                                                                 |                 |                 |                                                                                                                                                                                                                                                       |
| CLIENT STEPS                                                                                                                                                            | AGENCY ACTION                                                                                                                                                                                                                   | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE<br>(Designation; Office)                                                                                                                                                                                                           |
| 1. Investor walks in and fills out the Investor Assistance and Support Request (IASR) form.<br><b>Location:</b><br>3/F PNOC Building 5, Energy Center, Rizal Drive, BGC | 1. IPO Chief / Staff prepares and provides the information needed by the investor. IPO Chief / Staff requests the investor to respond to the IPO Client Satisfaction Measurement (IPO-CSM). The investor fills out the IPO-CSM. | None            | 3 hour/s        | <ul style="list-style-type: none"><li>IPO Chief, Supervising Science Research Specialist, Senior Science Research Specialist, Science Research Specialist II, Science Research Specialist I, Science Research Analyst; Investment Promotion</li></ul> |



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|                               |  |                          |  | Office<br>(IPO) |
| <b>Total Processing Time:</b> |  | Working Days: 3 hour/s   |  |                 |
| <b>Total Processing Fee:</b>  |  | Total Standard Fee: None |  |                 |



#### 4. EO-IPO03 Provision of Investor Assistance and Support (Requests for Information Through Emails or Viber)

ISO 9001:2015 Certified

The Investor Assistance and Support service provides energy-related information to individuals and various organizations. Managed by the Investment Promotion Office, the service handles requests from initial inquiry and data gathering to the preparation, approval, and delivery of the requested information.

| Office or Division:                                                                                                                                                    | Investment Promotion Office (IPO)                                                                                                                                                                     |                 |                 |                                                                                                                                                                                                                                                       |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------|-----------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Classification:                                                                                                                                                        | Simple                                                                                                                                                                                                |                 |                 |                                                                                                                                                                                                                                                       |
| Type of Transaction:                                                                                                                                                   | G2B (Government to Business), G2C (Government to Citizen), G2G (Government to Government)                                                                                                             |                 |                 |                                                                                                                                                                                                                                                       |
| Who may avail:                                                                                                                                                         | Individuals / entities who seek assistance in doing investments in the energy sector.                                                                                                                 |                 |                 |                                                                                                                                                                                                                                                       |
| Operating Hours:                                                                                                                                                       | 8:00 AM - 5:00 PM                                                                                                                                                                                     |                 |                 |                                                                                                                                                                                                                                                       |
| CHECKLIST OF REQUIREMENTS                                                                                                                                              |                                                                                                                                                                                                       |                 | WHERE TO SECURE |                                                                                                                                                                                                                                                       |
| No Requirements Needed                                                                                                                                                 |                                                                                                                                                                                                       |                 |                 |                                                                                                                                                                                                                                                       |
| CLIENT STEPS                                                                                                                                                           | AGENCY ACTION                                                                                                                                                                                         | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE<br>(Designation; Office)                                                                                                                                                                                                           |
| 1. Investor requests information through email or Viber.<br><b>Location:</b><br><br>3/F PNOC Building 5, Energy Center, Rizal Drive, BGC<br><br>Email : ipo@doe.gov.ph | 1. IPO Chief / Staff prepares the information needed by the investor. IPO Chief / Staff transmits the information to the investor with the link to the IPO Client Satisfaction Measurement (IPO-CSM). | None            | 1 working day/s | <ul style="list-style-type: none"><li>IPO Chief, Supervising Science Research Specialist, Senior Science Research Specialist, Science Research Specialist II, Science Research Specialist I, Science Research Analyst; Investment Promotion</li></ul> |



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|                               |  |                               |  | Office<br>(IPO) |
| <b>Total Processing Time:</b> |  | Working Days: 1 working day/s |  |                 |
| <b>Total Processing Fee:</b>  |  | Total Standard Fee: None      |  |                 |



## 5. EO-IPO04 Provision of Investor Assistance and Support (Request for Face-to-Face or Virtual Meetings Through Phone Calls, Emails, or Viber)

ISO 9001:2015 Certified

The Investor Assistance and Support service facilitates face-to-face or virtual meetings for individuals and various entities. Requests received through phone calls, emails, or Viber are processed by scheduling the meeting, sending an online appointment invitation, and providing the meeting link to the investor.

| Office or Division:                                                                                                                                                                                                     | Investment Promotion Office (IPO)                                                                                                                                              |                 |                 |                                                                                                                                                                                                                                            |
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| Classification:                                                                                                                                                                                                         | Simple                                                                                                                                                                         |                 |                 |                                                                                                                                                                                                                                            |
| Type of Transaction:                                                                                                                                                                                                    | G2B (Government to Business), G2C (Government to Citizen), G2G (Government to Government)                                                                                      |                 |                 |                                                                                                                                                                                                                                            |
| Who may avail:                                                                                                                                                                                                          | Individuals / entities who seek assistance in doing investments in the energy sector.                                                                                          |                 |                 |                                                                                                                                                                                                                                            |
| Operating Hours:                                                                                                                                                                                                        | 8:00 AM - 5:00 PM                                                                                                                                                              |                 |                 |                                                                                                                                                                                                                                            |
| CHECKLIST OF REQUIREMENTS                                                                                                                                                                                               |                                                                                                                                                                                |                 | WHERE TO SECURE |                                                                                                                                                                                                                                            |
| No Requirements Needed                                                                                                                                                                                                  |                                                                                                                                                                                |                 |                 |                                                                                                                                                                                                                                            |
| CLIENT STEPS                                                                                                                                                                                                            | AGENCY ACTION                                                                                                                                                                  | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE<br>(Designation; Office)                                                                                                                                                                                                |
| 1. Investor requests for a face-to-face or virtual meeting.<br><b>Location:</b><br><br>3/F PNOC Building 5, Energy Center, Rizal Drive, BGC<br><br>Email : ipo@doe.gov.ph<br>Phone Number : 02 8840 2255 / 02 8840 2252 | 1. IPO Staff sets the meeting, informs the concerned units, if applicable, and sends the meeting details and the link to the IPO-CSM, and records the transaction in the IASR. | None            | 1 working day/s | <ul style="list-style-type: none"><li>Supervising Science Research Specialist, Senior Science Research Specialist, Science Research Specialist II, Science Research Specialist I, Science Research Analyst; Investment Promotion</li></ul> |



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|                               |  |                               |  | Office<br>(IPO) |
| <b>Total Processing Time:</b> |  | Working Days: 1 working day/s |  |                 |
| <b>Total Processing Fee:</b>  |  | Total Standard Fee: None      |  |                 |