



INVESTMENT PROMOTION OFFICE (IPO)



SUMMARY

Investment Promotion Office (IPO) External Services

PROCESSES	DURATION	CLASSIFICATION
1. Provision of Investor Assistance and Support (Information Request Through E-mail In lieu of Walk- in Information Request) *if not available	2 Hours 3 Hours	Simple
2. Provision of Investor Assistance and Support (Request for Virtual Meeting Through IPO)	6 Hours	Simple



EXTERNAL PROCESSES



***Provision of Investor Assistance and Support (Information Request Through E-mail In lieu of Walk-in Information Request)**

Office or Division:	Investment Promotion Office (IPO)			
Classification:	Simple Transaction			
Type of Transaction:	Government-2-Citizen / Government-2-Business / Government-2-Government			
Who May Avail:	Individuals/entities who seek investment assistance			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Investor requests for information via e-mail	1.1 IPO Staff records the transaction in the IASR System	N / A		Chief / Staff, IPO
	1.1.1 If the information is available at the IPO, and the IPO Chief responds to the e- mail, IPO Chief / Staff sends the information via e-mail with the link to the DOE-IPO Investor and Assistance and Support Request Feedback Form			
	1.1.1.1 If the information is available at the IPO, and the IPO Staff responds to the e- mail, IPO Staff consolidates and packages the information for the approval of the IPO Chief			

	1.1.2 If the info is not available at IPO, IPO Chief / Staff requests for the info from concerned unit/s			
	1.1.3 Concerned unit/s prepares and transmits the info to IPO			<i>Concerned Unit/s</i>
	1.1.3.1 If the IPO Chief responds to the email, IPO Chief / Staff sends the information via e-mail with the link to the DOE-IPO Investor and Assistance and Support Request Feedback Form	N / A		<i>Chief / Staff, IPO</i>
	1.1.3.2 If the IPO Staff responds to the email, IPO Staff consolidates and packages the information for the approval of the IPO Chief			
	1.2 IPO Chief approves the information to be sent to the investor			<i>Chief, IPO</i>
	1.3 IPO Chief / Staff sends the information via e-mail with the link to the DOE-IPO Investor and Assistance and Support Request Feedback Form			<i>Chief / Staff, IPO</i>

2. Investor submits the filled-out feedback form	2.1 If the Investor did not submit the feedback form, IPO Staff follows-up the submission of the filled-out feedback form at most twice			<i>Investor / IPO Staff</i>
Total Number of Days	If the info is available at IPO		2 Hours	
	If the info is not available at IPO		3 Hours	



***Provision of Investor Assistance and Support (Request for Virtual Meeting Through IPO)**

Office or Division:	Investment Promotion Office (IPO)			
Classification:	Simple Transaction			
Type of Transaction:	Government-2-Citizen / Government-2-Business / Government-2-Government			
Who May Avail:	Individuals/entities who seek investment assistance			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Investor requests meeting through telephone or email /SMS/Viber	1.1 IPO Chief / Staff records the transaction in the IASR System	N / A		Chief /Staff, IPO
	1.2 IPO Staff checks the availability of the IPO Chief with the investor's preferred Schedule			
	1.3 IPO Staff finalizes the schedule and creates an online appointment invitation and sends the meeting link to the Investor			
	1.4 IPO Staff ends the transaction in the IASR System			
	1.5 Virtual meeting is conducted as Scheduled			

	1.6 IPO Staff requests for evaluation from the investor and sends the link of the DOE-IPO Investor Assistance and Support Request Feedback Form			
Total Number of Days		6 Hours		