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PREFACE

This Service Guide Manual has been prepared by the Department of Energy (DOE) in accordance with Memorandum Circular No. 35 issued by the Office of the President on 17 March 2003, which strives to promote the welfare of the transacting public and instill quality public service among government agencies by institutionalizing the development of simple and systematized policies, rules and procedures on matters pertaining to the delivery of services to the public. The Circular requires government offices to provide more efficient and effective governance through the publication of service guides or their functional equivalents, and the posting of workflow charts.

An enhanced, expanded and updated version of the DOE’s Manual for Reduction of Steps/Procedures, and Number of Signatures and Processing Time in Providing Frontline Services promulgated in 2002, this Manual presents a brief description of the DOE as a government organization, the services it provides to the public, and the rationalized procedure to be followed in availing of such services. Updates shall be done as warranted.

This Manual manifests DOE’s commitment to achieve excellence and to render efficient service with utmost integrity and professionalism.
THE DEPARTMENT OF ENERGY

The Department of Energy (DOE) was created on 9 December 1992 by virtue of Republic Act 7638, supplanting the erstwhile Office of Energy Affairs. DOE is mandated to “prepare, integrate, coordinate, supervise, and control all plans, programs, projects, and activities of the Government relative to energy exploration, development, utilization, distribution, and conservation.” Its mandate is anchored on two major policy declarations, as follows:

1. To ensure a continuous, adequate, and economic supply of energy with the end in view of ultimately achieving energy self-reliance;

2. To rationalize, integrate, and coordinate the various programs of the Government towards self-sufficiency and enhanced productivity in power and energy without sacrificing ecological concerns.

Administrative Order No. 38 dated 23 August 2002, as amended, has effected the institutional strengthening of the DOE to enable it to respond adequately to its expanded role and functions arising from the passage of new laws, including Republic Act No. 9136, otherwise known as the Electric Power Industry Reform Act of 2001.

Through Administrative Order No. 38, as amended, the DOE has been institutionally strengthened and restructured in order to achieve simplicity and efficiency in its operations and minimize duplication or overlapping of activities among its various units.
Mission

We at the Department of Energy, in partnership with our stakeholders, shall improve the quality of life of the Filipino, by formulating and implementing policies and programs to ensure sustainable, stable, secure, sufficient, accessible and reasonably priced energy.

In pursuit of this mission, we commit to render efficient service with utmost integrity and professionalism.

Vision

Within the next decade, by encouraging private-sector participation and in partnership with our stakeholders, we would have:

- achieved total and reliable energization and energy self-sufficiency;
- developed our indigenous and renewable energy resources;
- actively promoted sustainable and efficient use of energy as well as the utilization of cleaner energy and technologies;
- developed alternative fuels for commercial applications; and
- successfully implemented reforms in the energy sector which have brought about a competitive environment, consumer satisfaction and empowerment.

We are a globally recognized institution for energy policy, research and technology management, with comprehensive data and information systems, responsive to the needs of our stakeholders.

We are a center of excellence: a focused, dynamic, socially responsive, competent, motivated organization, committed to efficient service with integrity, nationalism and professionalism, working under an environment of harmony and respect.
SERVICES OFFERED

- **Energy Resource Development Bureau (ERDB)**
  - Processing of applications for:
    - Nonexclusive Geothermal Exploration Permit
    - Coal Reconnaissance Permit
    - Small-scale Coal Mining Permit
    - Registration / Renewal of Safety Engineer’s and Inspector’s Permit
    - Service / Operating Contract (Geothermal, Petroleum and Coal)
    - Tax-exemption Certificate (TEC)
    - Possession of explosives
    - Purchase / Transfer of explosives
    - Blaster Foreman’s License / Renewal
    - Explosive Purchaser’s License / Amendment to License

- **Energy Utilization Management Bureau (EUMB)**
  - Processing of applications for:
    - Certificate of Authority to Import
    - Certificate of Accreditation
    - Mini-hydro Nonexclusive Reconnaissance Permit
    - Mini-hydroelectric Power Development Operating Contract (MPDOC)
    - Tax-exemption Certificate (TEC)
    - Ocean, Solar and Wind (OSW) Contract applications in public domain
    - Energy audit services: Preliminary audit
    - Energy audit services: Detailed audit
    - Technology Transfer for Energy Management project selection and approval

- **Energy Policy and Planning Bureau (EPPB)**
  - Provision of Philippine Energy Plan (PEP) data / statistics / information to various public clients

- **Electric Power Industry Management Bureau (EPIMB)**
  - Granting of financial benefits to host communities under ER 1-94, as amended
  - Issuance of Certificate of Endorsement
• **Oil Industry Management Bureau (OIMB)**
  
  o Processing of applications for:
    ✴ Certificate of Compliance for Coal Importation
    ✴ Certificate of Availing of Export Incentives
    ✴ DOE endorsement for BOI registration of projects under RA 8479
    ✴ DOE endorsement to avail of incentives for BOI-registered projects under RA 8497
    ✴ DOE endorsement to MARINA for chartering, importation, local construction, conversion of service
    ✴ Permit for the construction, expansion, operation, maintenance and modification of pipelines, transmission- and distribution-related facilities for the supply of natural gas
    ✴ Registration of fuel additives with Interim Status Permit (ISP)
    ✴ Registration of fuel additives with Pre-manufacturing and Pre-importation Notification (PMPIN)
  
  o Issuance of acknowledgement letter for:
    ✴ Notice to Import/Export crude oil, finished petroleum products, lubes and specialty products
    ✴ Notice prior to engagement in the downstream oil industry
  
  o Conduct of complaint-related inspections for all petroleum products of retail outlets (LPG and gasoline stations)
  
  o Provision of oil industry data / statistics / information to various public clients
  
  o Implementation of the Gasoline Station Loan and Financial Assistance Program (GSLFAP)

• **Energy Research and Testing Laboratory Services (ERTLS)**
  
  o Geological and chemical laboratory analysis and testing
  
  o Testing of compact fluorescent lamps, lamp ballast and other energy-saving devices
  
  o Calibration of energy-monitoring instruments for the energy and industrial sectors, government agencies, academe and the general public
  
  o Energy performance certification testing of appliances and equipment (for DTI-Bureau of Product Standards and appliance industry)
• **Information Technology and Management Services (ITMS)**
  o Posting of energy information at the DOE website / portal
  o Technical evaluation / approval / conduct of coal block surveys and small-scale coal mining surveys
  o Provision of geomatic information and services
  o Printing of cartographic, infographics and other maps
  o Provision of energy data / information through the DOE Library / Records Management Center / Energy Data Center

• **Legal Services (LS)**
  o Hearing of complaints for violations of the rules affecting the downstream oil industry
  o Legal assistance in the selection of reinsurer for National Power Corporation properties
  o Legal assistance in handling of DOE cases

• **Financial Services (FS)**
  o Audit of service contractors’ books of accounts
  o Resolution of audit findings
  o Registration of Service Contractors’ subcontracts/agreements
  o Accreditation of insurance/bonding companies

• **Consumer Welfare and Promotion Staff (CWPS)**
  o Consumer-related information requests
  o Electric bill verification service
  o Complaints resolution
RIGHTS AND RESPONSIBILITIES OF CLIENTS

<table>
<thead>
<tr>
<th>RIGHTS</th>
<th>RESPONSIBILITIES</th>
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<tr>
<td>The right to information</td>
<td>The responsibility to use vital information appropriately</td>
</tr>
<tr>
<td>The right to consumer education</td>
<td>The responsibility to take advantage of opportunities through seminars, briefings, fora and/or orientations</td>
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<tr>
<td>The right to basic energy services</td>
<td>The responsibility to use these services appropriately</td>
</tr>
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<td>The right to redress</td>
<td>The responsibility to contend for the quality of service that should be provided</td>
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<tr>
<td>The right to choose</td>
<td>The responsibility to make informed and responsible choices</td>
</tr>
<tr>
<td>The right to safety</td>
<td>The responsibility to read instructions and take precautions</td>
</tr>
<tr>
<td>The right to be heard</td>
<td>The responsibility to make opinions known</td>
</tr>
<tr>
<td>The right to privacy</td>
<td>The responsibility to know how information will be used and to divulge personal information</td>
</tr>
</tbody>
</table>

FEEDBACK MECHANISM

In order to promote the interest of energy clients, the Consumer Welfare and Promotion Staff (CWPS) of the DOE is always ready to receive client feedback, suggestions and complaints (FSC) on matters pertaining to the delivery of services. FSC can be sent to the DOE through several options: the DOE ENERTEXT 2920; the DOE Portal via the internet at website http://www.doe.gov.ph; phone call at telefax no. 840-22-67; or personal appearance at the CWPS in Fort Bonifacio, Taguig, Metro Manila, where General Feedback Forms and Complaint Forms are available.
Forms
General Feedback Form

CWPS Form No. 1

Name (Optional): ___________________________________________________________

Occupation:  ___________________________________________________________

Company/School/Organization: _____________________________________________________

Address:  ___________________________________________________________

Tel/Fax Nos.: ___________________________________________________________

Email Address:  ___________________________________________________________

Please indicate the unit/office visited: _______________________________________________

Type of service to be availed of: ___________________________________________________

To enable us to improve our services please take a few minutes to answer the following questions:

Please check one that best suits your impression.

1. How often do you visit us?

   □ Weekly  □ Monthly  □ Quarterly
   □ Yearly  □ This is my first visit

2. Did you get the information you were looking for?

   □ Yes, quickly  □ Yes, but it took a while  □ No, it will be sent to me
   □ No, I'll come back  □ No and I give up

3. How would you rate the staff/employee who attended to you?

   □ Professional  □ Friendly  □ Accommodating
   □ Good  □ Poor

Name of Employee who assisted you: ____________________

4. Overall, how would you rate the service provided?

   □ Very Good  □ Good  □ Fair
   □ Poor

5. Please provide other comments and suggestions.

   • What other services do you expect from DOE?
   • How can we further improve our services?
   • Which of our services do you make use of more often?
   • How would you compare our services with those of other government agencies?

______________________________________________________________________________
______________________________________________________________________________
______________________________________________________________________________

Thank you for visiting the Department of Energy.
PART I. INSTRUCTIONS FOR FILING A COMPLAINT

1. Always try to resolve your complaint with the person concerned before filing a complaint with the Department of Energy.
2. Print clearly, using black or blue pen.
3. Provide as much information as possible.
4. Attach copies of relevant documents (e.g., receipts, correspondences, contracts, cancelled cheques etc.)

PART II. COMPLAINANT’S INFORMATION

Name

Telephone No.

Address

Telephone No.
Fax No.

Mobile Phone No.
Email Address:

PART III. BUSINESS INFORMATION

Business Name

Telephone No.

Address

Telephone No.
Fax No.

Email Address:

PART IV. YOUR COMPLAINT

Date of complaint
Name of Contact(s)

Nature of complaint (briefly describe the problems encountered)

Signature
Date

FOR CWPS USE ONLY

Date: ____________________ Received by: ____________________
### Endorsement Form

**CWPS Form No. 3**

Respectfully referred to Mr./Ms. ____________________________ (Name / Position / Office, Department, or Section) for appropriate action, ____________________________ (complaint) as the subject matter falls within his / her jurisdiction.

<table>
<thead>
<tr>
<th>Commodity</th>
<th>Nature of Complaint/s</th>
<th>Name of firm and address</th>
<th>Complainant and contact Info</th>
<th>Remarks</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
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</tbody>
</table>

Information on the action thereon may be sent directly to the above-named complainant, copy furnished this office.

Helen B. Arias  
Chief  
Consumer Welfare and Promotion Staff

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### Agency Action Report

**CWPS Form No. 4**

To: CWPS  
From: ____________________________  
Reference No. ___________________

<table>
<thead>
<tr>
<th>Date Received</th>
<th>Status of Complaint / Final Action Taken</th>
<th>Date Resolved</th>
<th>Remarks</th>
</tr>
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</tbody>
</table>
Workflow Charts
Energy Resource Development Bureau
Assessment of application area

Director, Energy Resource Development Bureau (ERDB)

Chief, Information Services Division

Chief, Contracts Division

Chief, Geothermal and Coal Resources Development Division

Chief, Compliance Division

Chief, Treasury Division

Chief, Contracts Division

Director, ERDB

Chief, Information and Data Management Division

** LIST OF REQUIREMENTS**

1) Application letter
2) Proposed work program and schedule of expenditures
3) Map of application area and technical description
4) Company profile, articles of incorporation and by-laws of corporation
5) Proof of technical capability, list of technical staff with bio-data
6) Proof of financial capability, audited financial statements / annual report for the past two (2) years
7) Summary of geological and geophysical survey data and drilling data, if any, on the area of application
8) Certificate of Authority for the designated company representative to negotiate on the service contract, executed under oath by the Corporate Secretary

** PROCESSING FEE**

Php 300 / application

**LEGAL BASES**

P.D. 1442
E.O. 197
**LIST OF REQUIREMENTS**

1. Application letter and receipt of filing fee
2. Proposed work program (6 months), patterned after OEA-TD-Coal-1 Form and signed by a licensed geologist
3. Map showing distribution of work commitments
4. Organizational Chart – Technical
5. Curriculum vitae of technical personnel
6. Detailed cost estimate of reconnaissance expenses
7. Timetable of reconnaissance activities
8. Geologic report signed by a licensed geologist (optional)

**LEGAL BASES**

P.D. 972
E.O. 197

**PROCESSING FEE**

Php 2,400/ block

**For new applications, field verification for at least 5 days may be necessary**
### RESPONSIBLE PERSONNEL / OFFICE / UNIT

- **Director, Energy Resource Development Bureau (ERDB)**
- **Chief, Geothermal and Coal Resources Development Division**
- **Chief, Information Services Division**
- **Chief, Treasury Division**
- **Chief, Compliance Division**
- **Chief, Contracts Division**
- **Director, ERDB**
- **Chief, Information and Data Management Division**

### PROCEDURE

1. **Submission of complete set* of application requirements**
2. **Technical evaluation**
3. **Assessment of application area**
4. **Payment of processing fee***
5. **Financial evaluation**
6. **Legal evaluation / endorsement for approval of permit**
7. **Approval of permit**
8. **Recording / transmittal of permit**

### NORMAL PROCESSING TIME (working days)

- **3** working days
- **1** working day
- **1/2** working day
- **4.5 WORKING DAYS**

---

**LEGEND**

- **Applicant**
- **DOE**

**LIST OF REQUIREMENTS**

1. 3 sets of filled-out Form No. SS-1 with the following attachments:
   - a) Survey plan (1 mylar, 2 white prints) signed by a Geodetic Engineer
   - b) Lot technical description
   - c) Lot data computation
   - d) Certificate of residency from the Brgy. Captain and Municipal / City Mayor
   - e) Operating agreement and contract of purchase and sale
2. Filled-out Form No. SS-2 with the following attachments:
   - a) Geologic map and coal reserve computation
   - b) Detailed mining plan
   - c) Project timetable
   - d) Table of organization
3. Proof of Php 10,000 working capital
4. Filled-out Form No. SS-3

**LEGAL BASES**

- **P.D. 972**
- **E.O. 197**

**PROCESSING FEE**

- **Php 540 / hectare**

**For new applications, field verification for at least 5 days may be necessary**

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**PROCESSING FEES**

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<tr>
<th>Legal Basis</th>
<th>Processing Fee for Coal</th>
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<td>E.O. 197</td>
<td>Php 180 / application</td>
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</table>

**LEGAL BASES**

<table>
<thead>
<tr>
<th>Legal Basis</th>
<th>Processing Fee for Geothermal</th>
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<tbody>
<tr>
<td>P.D. 1442</td>
<td>Php 240 / application</td>
</tr>
<tr>
<td>E.O. 197</td>
<td></td>
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</tbody>
</table>

**RESPONSIBLE PERSONNEL / OFFICE / UNIT**

1. Director, Energy Resource Development Bureau (ERDB)
   - Submission of complete set* of application requirements

2. Chief, Geothermal and Coal Resources Development Division
   - Technical evaluation

3. Chief, Treasury Division
   - Payment of processing fee**

4. Chief, Geothermal and Coal Resources Development Division
   - Endorsement of permit

5. Director, ERDB
   - Approval of permit

6. Chief, Information and Data Management Division
   - Recording / transmittal of permit

**NORMAL PROCESSING TIME (working days)**

- 1 WORKING DAY

**PROCEDURE**

1. Submission of complete set* of application requirements
2. Technical evaluation
3. Payment of processing fee**
4. Endorsement of permit
5. Approval of permit
6. Recording / transmittal of permit

**LEGAL BASES**

- E.O. 197
- P.D. 1442

**PROCESSING FEES**

- Coal - Php 180 / application
- Geothermal - Php 240 / application

---

**LEGEND**

- **Applicant**
- **DOE**

**LIST OF REQUIREMENTS**

1. Police clearance
2. Resume / biodata with 2x2 picture
3. Photocopy of PRC ID (for Safety Engineer only)
4. Endorsement letter from concerned Coal Operating Contract holder
**PROCESSING OF SERVICE / OPERATING CONTRACT APPLICATIONS (PETROLEUM, COAL and GEOTHERMAL)**

<table>
<thead>
<tr>
<th>RESPONSIBLE PERSONNEL / OFFICE / UNIT</th>
<th>PROCEDURE</th>
<th>NORMAL PROCESSING TIME (working days)</th>
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<tbody>
<tr>
<td>Undersecretary / Chairman, Contract Negotiating Panel (CNP)</td>
<td>Submission of complete set* of application requirements</td>
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<tr>
<td>Chief, Contracts Division</td>
<td>Pre-qualification / legal evaluation</td>
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<tr>
<td>Chief, Information Services Division</td>
<td>Assessment of application area</td>
<td></td>
</tr>
<tr>
<td>Chief, Petroleum Resources Development Division / Geothermal and Coal Resources Development Division</td>
<td>Technical evaluation**</td>
<td>18</td>
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<tr>
<td>Chief, Compliance Division</td>
<td>Financial evaluation</td>
<td></td>
</tr>
<tr>
<td>Chief, Treasury Division</td>
<td>Payment of processing fee***</td>
<td></td>
</tr>
<tr>
<td>Director, Energy Resource Development Bureau</td>
<td>In-house review / endorsement to CNP</td>
<td>5</td>
</tr>
<tr>
<td>Chairman, CNP / Chief, Contracts Division</td>
<td>Contract negotiations / final contract preparations / endorsement to the Secretary</td>
<td>24</td>
</tr>
<tr>
<td>Secretary</td>
<td>Signing of contract****</td>
<td>1</td>
</tr>
<tr>
<td>Chief, Information and Data Management Division</td>
<td>Recording / transmittal of approved contract</td>
<td>1/2</td>
</tr>
</tbody>
</table>

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**LIST OF REQUIREMENTS**

- Applicant
- DOE
- DOE / Applicant

1. Contracts with local companies to be signed by the DOE Secretary
2. Contracts with foreign companies to be signed by the President

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**LEGAL BASES**

- P.D. 972; E.O. 197
- P.D. 87; P.D. 1857; E.O. 197
- P.D. 1442; E.O. 197

---

**TYPE OF APPLICATION**

- Coal Operating Contract
  - **PROCESSING FEES**: Php 24,000 / block
  - LEGAL BASES: P.D. 972; E.O. 197
- Petroleum Service Contract
  - **PROCESSING FEES**: Php 0.48 / hectare
  - LEGAL BASES: P.D. 87; P.D. 1857; E.O. 197
- Geothermal Service Contract
  - **PROCESSING FEES**: Php 1.20 / hectare
  - LEGAL BASES: P.D. 1442; E.O. 197

---

**For new applications, field verification for at least 5 days may be necessary**

---

49 WORKING DAYS
LIST OF REQUIREMENTS FOR PROCESSING OF SERVICE / CONTRACT APPLICATIONS

A. GEOTHERMAL SERVICE CONTRACT
1. Letter of application
2. Company profile, articles of incorporation and by-laws of corporation
3. Location map and technical description of the area being applied for
4. Proof of technical capability, including a list of technical personnel and their bio-data
5. Proof of financial capability, audited financial statements / annual reports for the past two years
6. Work program and schedule of expenditures
7. A summary of geological and geophysical survey data and drilling data, if any, on the area of application
8. Proposed service contract patterned after the model contract and model accounting procedures
9. A comparative analysis in tabulated form of items in service contract proposal which deviate from the model contract, including reasons for the proposed changes
10. A Certificate of Authority from the Board of Directors authorizing its designated representatives to negotiate the Service Contract, executed under oath by the Corporate Secretary

B. PETROLEUM SERVICE CONTRACT
1. Summary of application containing information on company name, contract areas applied for, work obligation and minimum expenditures
2. Legal documentation including articles of incorporation, by-laws, certificate of registration, certificate of authority, information sheet of corporation, resume/profile of corporation
3. Financial documentation including latest annual report/audited financial statements. For newly organized subsidiary, parent company financial statements and parent guarantee
4. Work program / economic documentation including proposed service contract, geological and geophysical evaluation, economics and development concepts of possible discoveries, minimum expenditures
5. Technical documentation including operating experience, available technical and industrial resources, HSE approach and standards, and commitment to the development of human resources in the Philippines and use of local goods and services

C. COAL OPERATING CONTRACT
1. Letter of application
2. Technical description and map of application area
3. Three (3) sets of DOE-N-Coal-1 Form
4. Proposed work program using DOE-TD-Coal-1 Form, signed by a mining engineer (for Development/Production Contract) or geologist (for Exploration Contract)
5. Map showing distribution of work commitments
6. Geological report signed by a licensed geologist
7. Organizational chart for technical and administrative
8. Curriculum vitae of technical and administrative personnel
9. List of available company-owned safety and mining equipment (for Development/Production Contract) or exploration equipment and evidence of ownership of drilling equipment/copy of negotiated drilling contract (for Exploration Contract)
10. Detailed cost estimate, including timetable of activities
11. Deviations from model contract with justifications
12. Articles of incorporation
13. Audited and unaudited financial statements for the past three years. For new corporations, audited and unaudited financial statements as of date of application and certification issued by a bank on the corporation’s cash balance as of date of application
14. Cash flow statements for the past three years
**PROCESSING OF TAX-EXEMPTION CERTIFICATE (TEC) APPLICATIONS**

**RESPONSIBLE PERSONNEL / OFFICE / UNIT**

- Director, Energy Resource Development Bureau (ERDB)
- Chief, Contracts Division
- Chief, Treasury Division
- Chief, Geothermal and Coal Resources Development Division / Chief, Petroleum Resources Development Division
- Chief, Contracts Division
- Director, ERDB
- Chief, Contracts Division / Chief, Information and Data Management Division

**PROCEDURE**

1. Submission of complete set* of application requirements
2. Legal evaluation
3. Payment of processing fee**
4. Technical evaluation
5. Preparation / endorsement for approval of TEC
6. Approval of TEC
7. Recording and transmittal of TEC

**NORMAL PROCESSING TIME (working days)**

- 1

---

**LEGEND**

- Applicant
- DOE

**LIST OF REQUIREMENTS**

1) Application form duly signed by company representative, notarized and sealed by Notary Public
2) TEC application number, official receipt of processing fee
3) Company purchase order
4) Requisition slip from minesite
5) Computation of taxes waived
6) BED Circular No. 81-11-09, if applicable

**PROCESSING FEE**

- Php 240 / application

**LEGAL BASIS:**

- E.O. 197

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### PROCESSING OF APPLICATIONS TO POSSESS EXPLOSIVES

#### RESPONSIBLE PERSONNEL / OFFICE / UNIT
- Director, Energy Resource Development Bureau (ERDB)
- Chief, Geothermal and Coal Resources Development Division
- Chief, Treasury Division
- Chief, Geothermal and Coal Resources Development Division
- Director, ERDB
- Chief, Information and Data Management Division

#### PROCEDURE
1. Submission of complete set* of application requirements
2. Technical evaluation
3. Payment of processing fee**
4. Endorsement for approval of application
5. Approval of application
6. Recording / transmittal of approved application

#### NORMAL PROCESSING TIME (working days)
1 working day

#### LEGEND
- **: Applicant
- **: DOE

#### * LIST OF REQUIREMENTS
1. Purchaser’s license
2. Blaster Foreman’s license
3. Consolidated report of acquisition and disposal of explosives

#### ** PROCESSING FEE
Php 240 / application

#### LEGAL BASES
BED Circular No. 1, Series of 1978
E.O. 197

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PROCESSING OF APPLICATIONS TO PURCHASE/MOVE EXPLOSIVES

** RESPONSIBLE PERSONNEL / OFFICE / UNIT **

** PROCEDURE **

** NORMAL PROCESSING TIME **
(working days)

1. Submission of complete set* of application requirements
   - Chief, Geothermal and Coal Resources Development Division

2. Technical evaluation**
   - Chief, Geothermal and Coal Resources Development Division

3. Payment of processing fee***
   - Chief, Treasury Division

4. Endorsement of application
   - Director, Energy Resource Development Bureau (ERDB)

5. Approval / transmittal of application
   - Chief, Geothermal and Coal Resources Development Division

6. Recording / transmittal of approved application
   - Director, ERDB
   - Chief, Information and Data Management Division

1 WORKING DAY

---

** LEGEND **

- Applicant
- DOE

** LIST OF REQUIREMENTS **

1) Purchaser’s license
2) Blaster Foreman’s license
3) Consolidated report of acquisition and disposal of explosives
4) Inventory of explosive / explosive ingredients (last 12 months)
5) Security survey of explosive magazines

** PROCESSING FEES **

- Coal - Php 120 / application
- Geothermal - Php 120 / application

** LEGAL BASES **

- BED Circular 1, Series of 1978
- E.O. 197
- P.D. 1442; E.O. 197

** For new applications, field verification for at least 5 days may be necessary **

---

22
**LEGAL BASES**

- BED Circular No. 1, Series of 1976
- E.O. 197

**PROCESSING FEES**

- Coal - Php 240 / application
- Geothermal - Php 240 / application

**LIST OF REQUIREMENTS**

1. Foreman’s license application
2. Endorsement from Chief, Philippine National Police
3. Consolidated report of acquisition and disposal of explosives
4. Inventory of explosive / explosive ingredients (last 12 months)
5. Security survey of explosive magazines
6. Daily transaction of explosives / explosives ingredients

1 WORKING DAY
**PROCESSING OF APPLICATIONS FOR EXPLOSIVE PURCHASER’S LICENSE/AMENDMENTS TO LICENSE**

**RESPONSIBLE PERSONNEL / OFFICE / UNIT**

- **Director, Energy Resource Development Bureau (ERDB)**
- **Chief, Coal Resources Development Division**
- **Chief, Treasury Division**
- **Chief, Geothermal & Coal Resources Dev. Division**
- **Director, ERDB**
- **Chief, Information and Data Management Division**

**PROCEDURE**

1. **Submission of complete set** of application requirements
2. **Technical evaluation**
3. **Payment of processing fee**
4. **Endorsement for approval of permit**
5. **Approval of permit**
6. **Recording / transmittal of permit**

**NORMAL PROCESSING TIME** (working days)

- 1 working day

**LEGEND**

- **Applicant**
- **DOE**

**LIST OF REQUIREMENTS**

1. Purchaser’s license application
2. Endorsement from Chief, Philippine National Police
3. Consolidated report of acquisition and disposal of explosives
4. Inventory of explosive / explosive ingredients (last 12 months)
5. Security survey of explosive magazines
6. Daily transaction of explosives / explosives ingredients

**LEGAL BASES**

- BED Circular No. 1, Series of 1978
- E.O. 197
- P.D. 1442; E.O. 197

**PROCESSING FEES**

- Coal - Php 240 / application
- Geothermal - Php 240 / application

**For new applications, field verification for at least 5 days may be necessary.**

**1 WORKING DAY**
Energy Utilization Management Bureau
# PROCESSING OF APPLICATIONS FOR CERTIFICATE OF AUTHORITY TO IMPORT (CAI)

<table>
<thead>
<tr>
<th>RESPONSIBLE PERSONNEL / OFFICE / UNIT</th>
<th>PROCEDURE</th>
<th>NORMAL PROCESSING TIME (working days)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Director, Energy Utilization Management Bureau (EUMB)</td>
<td>Submission of complete set* of application</td>
<td>1/2</td>
</tr>
<tr>
<td>Chief, Alternative Fuels and Energy Technology Division</td>
<td>Checklisting / official acceptance / recording / verification of imported components / determination / approval of Tariff Heading Reference</td>
<td>2</td>
</tr>
<tr>
<td>Chief, Treasury Division</td>
<td>Payment of processing fee **</td>
<td>1/2</td>
</tr>
<tr>
<td>Director, EUMB</td>
<td>Endorsement for approval of CAI</td>
<td>1/2</td>
</tr>
<tr>
<td>Undersecretary</td>
<td>Approval of CAI</td>
<td>1/2</td>
</tr>
<tr>
<td>Chief, Alternative Fuels and Energy Technology Division</td>
<td>Recording / transmittal of approved CAI / copy furnished to Information &amp; Data Management Division, Information Technology &amp; Management Services</td>
<td>1/2</td>
</tr>
</tbody>
</table>

** 4 WORKING DAYS**

## LEGEND
- **Applicant**
- **DOE**

## * LIST OF REQUIREMENTS
- Three (3) sets of the following:
  1. Filed-out application form
  2. Business name and brand
  3. Business proposal / Feasibility Study
  4. Business permit
  5. Technical licensing agreement / certification

## ** PROCESSING FEE  LEGAL BASIS**
- **Php 750**
- **Tariff Code**

---

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**PROCESSING OF APPLICATIONS FOR CERTIFICATE OF ACCREDITATION (CA)**

<table>
<thead>
<tr>
<th>RESPONSIBLE PERSONNEL / OFFICE / UNIT</th>
<th>PROCEDURE</th>
<th>NORMAL PROCESSING TIME (working days)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Director, Energy Utilization Management Bureau (EUMB)</td>
<td>Submission of complete set* of application requirements</td>
<td>1/2</td>
</tr>
<tr>
<td>Chief, Alternative Fuels and Energy Technology Division</td>
<td>Checklisting / official acceptance / recording / validation / evaluation of application / preparation of report</td>
<td>14.5</td>
</tr>
<tr>
<td>Chief, Treasury Division</td>
<td>Payment of processing fee **</td>
<td></td>
</tr>
<tr>
<td>Chief, Alternative Fuels and Energy Technology Division</td>
<td>Endorsement of application to NGVPPT*** Committee</td>
<td>1</td>
</tr>
<tr>
<td>Director, EUMB / NGVPPT Committee</td>
<td>Deliberation and recommendation</td>
<td>3</td>
</tr>
<tr>
<td>Undersecretary</td>
<td>Approval of CA</td>
<td></td>
</tr>
<tr>
<td>Chief, Alternative Fuels and Energy Technology Division</td>
<td>Recording / transmittal of approved CAI / copy furnished to Information &amp; Data Management Division, Information Technology &amp; Management Service</td>
<td>1</td>
</tr>
</tbody>
</table>

**20 WORKING DAYS**

<table>
<thead>
<tr>
<th>LEGEND</th>
<th>** LIST OF REQUIREMENTS</th>
<th>** PROCESSING FEE</th>
<th>LEGAL BASIS</th>
</tr>
</thead>
<tbody>
<tr>
<td>🆔 Applicant</td>
<td>Three (3) sets of the following:</td>
<td>Php 1,500.00</td>
<td>Department Circular (For approval)</td>
</tr>
<tr>
<td>🆕 DOE</td>
<td>1) Filled-out application form</td>
<td></td>
<td></td>
</tr>
<tr>
<td>*** NGVPPT – Natural Gas Vehicle Program for Public Transport</td>
<td>2) Business name and brand</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>3) Business proposal / Feasibility Study</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>4) Business permit</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>5) Technical licensing agreement / certification</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Technical evaluation / endorsement for approval of permit

Payment of processing fee**

Recording / transmittal of reconnaissance permit

LEGAL BASES

R.A. 7156
E.O. 197

** PROCESSING FEE
Php 600 / application

* LIST OF REQUIREMENTS
1) Application letter
2) Location plan/vicinity map
3) Technical description
4) LGU endorsement
5) NCIP certification
6) Work program
7) Technical capability profile of applicant

LEGEND

○ Applicant

□ DOE
**PROCESSING OF APPLICATIONS FOR MINI-HYDROELECTRIC POWER DEVELOPMENT OPERATING CONTRACT (MPDOC)**

**RESPONSIBLE PERSONNEL / OFFICE / UNIT**
- Undersecretary / Chairman, Contract Negotiating Panel
- Chief, Contracts Division
- Chief, Information Services Division
- Chief, Renewable Energy Management Division
- Chief, Compliance Division
- Chief, Treasury Division
- Director, Energy Utilization Management Bureau
- Chairman, Contract Negotiating Panel / Chief, Contracts Division
- Secretary
- Chief, Information and Data Management Division

**PROCEDURE**
1. Submission of complete set* of application requirements
   - Pre-qualification / legal evaluation
   - Assessment of application area
   - Technical evaluation
   - Financial evaluation
   - Payment of processing fee**
   - In-house review and endorsement to Contract Negotiating Panel
   - Contract negotiations
   - Signing of contract***
   - Recording / transmittal of signed contract

**NORMAL PROCESSING TIME**
(working days)
- 1
- 40 (simultaneous)
- 1
- 1

---

**LEGEND**
- **Applicant**
- **DOE**
- **DOE & Applicant**

**LIST OF REQUIREMENTS**
1. Securities and Exchange Commission registration
2. Proposed Memorandum of Agreement / Power Purchase Agreement
3. Feasibility study
4. Environmental Compliance Certificate / Certificate of Non-Coverage from DENR
5. Water rights permit
6. Local Government Unit endorsement
7. Financial statement
8. Proof of technical capability

**PROCESSING FEE**
- Php 2.50 / kw

**LEGAL BASES**
- R.A. 7156
- E.O. 197

**1. Contracts with local companies to be signed by the DOE Secretary**
**2. Contracts with foreign companies to be signed by the President**

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**43 WORKING DAYS**

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29
Processing of Tax-Exemption Certificate (TEC) Applications

**Responsible Personnel / Office / Unit**
- Director, Energy Utilization Management Bureau (EUMB)
- Chief, Contracts Division
- Chief, Treasury Division
- Chief, Renewable Energy Management Division
- Chief, Contracts Division
- Director, EUMB
- Chief, Contracts Division / Chief, Information and Data Management Division

**Procedure**
1. Submission of complete set* of application requirements
2. Legal evaluation
3. Payment of processing fee**
4. Technical evaluation
5. Preparation / endorsement for approval of TEC
6. Approval of TEC
7. Recording and transmittal of TEC

**Normal Processing Time (Working Days)**
1 working day

**Legend**
- Applicant
- DOE

**List of Requirements**
1. Application letter
2. Airway bill
3. Bill of lading
4. Purchase order
5. Proforma invoice
7. Packing List

**Processing Fee**
Php 250 / application

**Legal Bases**
- R.A. 7156
- E.O. 197
PROCESSING OF APPLICATIONS FOR OCEAN, SOLAR AND WIND (OSW) CONTRACT APPLICATIONS IN PUBLIC DOMAIN

<table>
<thead>
<tr>
<th>RESPONSIBLE PERSONNEL / OFFICE / UNIT</th>
<th>PROCEDURE</th>
<th>NORMAL PROCESSING TIME (working days)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Undersecretary / Chairman, Contract Negotiating Panel</td>
<td>Submission of complete set* of application requirements</td>
<td>1/2</td>
</tr>
<tr>
<td>Chief, Contracts Division</td>
<td>Pre-qualification / legal evaluation</td>
<td>Simultaneous</td>
</tr>
<tr>
<td>Chief, Information Services Division</td>
<td>Assessment of application area</td>
<td>13</td>
</tr>
<tr>
<td>Chief, Renewable Energy Management Division</td>
<td>Technical evaluation</td>
<td></td>
</tr>
<tr>
<td>Chief, Compliance Division</td>
<td>Financial evaluation</td>
<td></td>
</tr>
<tr>
<td>Chief, Treasury Division</td>
<td>Payment of processing fee**</td>
<td></td>
</tr>
<tr>
<td>Director, Energy Utilization Management Bureau</td>
<td>In-house review and endorsement to Contract Negotiating Panel</td>
<td>5</td>
</tr>
<tr>
<td>Chairman, Contract Negotiating Panel / Chief, Contracts Division</td>
<td>Contract negotiations</td>
<td></td>
</tr>
<tr>
<td>Secretary</td>
<td>Signing of contract***</td>
<td>1</td>
</tr>
<tr>
<td>Chief, Information and Data Management Division</td>
<td>Recording / transmittal of signed contract</td>
<td>1/2</td>
</tr>
</tbody>
</table>

20 WORKING DAYS

** LEGEND **
- Applicant
- DOE
- DOE & Applicant

* LIST OF REQUIREMENTS
1) Application letter
2) Location map
3) OSW Form 1
4) Work program
5) Pre-commercial contract
6) Pre-negotiated commercial contract

** PROCESSING FEE **
-Php 1,000 / application +
-Php 5 / hectare

** LEGAL BASES **
- E.O. 462
- E.O. 232
- E.O. 197

***
1. Contracts with local companies to be signed by the DOE Secretary
2. Contracts with foreign companies to be signed by the President
ENERGY AUDIT SERVICES: PRELIMINARY AUDIT

RESPONSIBLE PERSONNEL / OFFICE / UNIT

Director, Energy Utilization Management Bureau (EUMB)

Director, EUMB / Chief, Energy Efficiency Division (EED)

Senior Science Research Specialist (SRS) / SRS II

Supervising SRS / Senior SRS

Chief, EED

Director, EUMB

Chief, EED

Chief, Treasury Division

PROCEDURE

Submission of request* for energy audit

Preparation / transmittal of reply and schedule of energy audit

Conduct of energy audit

Preparation of audit report

Endorsement of audit report for approval

Approval of audit report

Transmittal of audit report / issuance of Order of Payment

Payment of processing fee**

NORMAL PROCESSING TIME (working days)

1

1

3

1

1

7 WORKING DAYS

LEGEND

Applicant

DOE

* LIST OF REQUIREMENTS

1) Letter of request from the company
2) Letter of confirmation of energy audit schedule and pre-energy audit data requirement
3) Post-energy audit survey form for energy audit services feedback report

** PROCESSING FEE

Php 11,000

LEGAL BASIS

E.O. 197
**ENERGY AUDIT SERVICES: DETAILED AUDIT**

### RESPONSIBLE PERSONNEL / OFFICE / UNIT
- **Director, Energy Utilization Management Bureau (EUMB)**
- **Director, EUMB / Chief, Energy Efficiency Division (EED)**
- **Senior Science Research Specialist (SRS) / SRS II**
- **Supervising SRS / Senior SRS**
- **Chief, EED**
- **Director, EUMB**
- **Chief, EED**
- **Chief, Treasury Division**

### PROCEDURE
1. Submission of request* for energy audit
2. Preparation / transmittal of reply and schedule of energy audit
3. Conduct of energy audit
4. Preparation of audit report
5. Endorsement of audit report for approval
6. Approval of audit report
7. Transmittal of audit report / issuance of Order of Payment
8. Payment of processing fee**

### NORMAL PROCESSING TIME (working days)
- Submission of request*: 1 day
- Preparation / transmittal of reply and schedule of energy audit: 1 day
- Conduct of energy audit: 1 day
- Preparation of audit report: 23 days
- Endorsement of audit report for approval: 1 day
- Approval of audit report: 1 day
- Transmittal of audit report / issuance of Order of Payment: 1 day
- Payment of processing fee**: 26 working days

### LEGEND
- Applicant: DOE
- Processing Fee
- E.O. 197

### LIST OF REQUIREMENTS
1. Letter of request from the company
2. Letter of confirmation of energy audit schedule and pre-energy audit data requirement
3. Post-energy audit survey form for energy audit services feedback report

### PROCESSING FEES
- Detailed audit: Php 21,500 (E.O. 197)
- Detailed audit with Thermal Efficiency Testing: Php 25,000 (E.O. 197)
- Electrical System Audit: Php 19,000 (E.O. 197)
- Electrical System Audit with Thermal Scanner: Php 24,000 (E.O. 197)
- Boiler Efficiency Test (SOX, NOX, CO2, O2, CO): Php 8,370/boiler (E.O. 197)
- Boiler Efficiency Test (CO2, O2, CO): Php 4,830/boiler (E.O. 197)
TECHNOLOGY TRANSFER FOR ENERGY MANAGEMENT (TTEM) PROJECT SELECTION AND APROVAL

<table>
<thead>
<tr>
<th>RESPONSIBLE PERSONNEL / OFFICE / UNIT</th>
<th>PROCEDURE</th>
<th>NORMAL PROCESSING TIME (working days)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Director, Energy Utilization Management Bureau (EUMB)</td>
<td>Submission of application / project proposal*</td>
<td>3**</td>
</tr>
<tr>
<td>Chief, Energy Efficiency Division</td>
<td>Review / evaluation of application / project proposal and preparation of detailed project proposal</td>
<td></td>
</tr>
<tr>
<td>Director, EUMB / Selection Committee Members</td>
<td>Approval of proposed project</td>
<td>2</td>
</tr>
<tr>
<td>Undersecretary / Assistant Secretary / Director, EUMB</td>
<td>Negotiation with DOE-accredited banks / participating financial institutions</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Approval of final project</td>
<td>1</td>
</tr>
</tbody>
</table>

6 WORKING DAYS

LEGEND

- Applicant
- DOE

** Excluding site visits / field verifications

* LIST OF REQUIREMENTS

1) TTEM Project application form
2) Detailed project description
3) Presentation of project proposal
4) Notice of approval of the project
5) Certificate of availability of fund
6) Memorandum of Agreement
7) Coordination with the conduit bank
8) Annual monitoring

PROCESSING FEE

No fees
PROVISION OF PHILIPPINE ENERGY PLAN (PEP) DATA/STATISTICS/INFORMATION TO VARIOUS PUBLIC CLIENTS

RESPONSIBLE PERSONNEL / OFFICE / UNIT

Director, Energy Policy and Planning Bureau (EPPB)

Submission of request*

1/2

Processing of the requested data

2

Supervising Science Research Specialist (SRS)

Review / endorsement for approval of output

1

Chief SRS

Approval of output

1/2

Director, EPPB

Recording / transmittal of output

PROCEDURE

NORMAL PROCESSING TIME (working days)

4 WORKING DAYS

LEGEND

Applicant

DOE

* LIST OF REQUIREMENTS

1) Letter of request containing the following information:
   - Name and address of the requesting party
   - Specific industry data/statistic/information needed
   - Intended use of data/statistic/information being requested
   - Contact number (telephone/fax/e-mail address)

PROCESSING FEE

Cost of photocopying

LEGAL BASIS

E.O. 197
Electric Power Industry Management Bureau
# GRANTING OF FINANCIAL BENEFITS TO HOST COMMUNITIES UNDER ER 1-94, AS AMENDED

## RESPONSIBLE PERSONNEL / OFFICE / UNIT

<table>
<thead>
<tr>
<th>Procedure</th>
<th>Normal Processing Time (working days)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Submission of project proposal*</td>
<td>1</td>
</tr>
<tr>
<td>Review / endorsement of project proposal</td>
<td>5</td>
</tr>
<tr>
<td>Approval of project proposal**</td>
<td>2</td>
</tr>
<tr>
<td>Preparation of Memorandum of Agreement (MOA) on project implementation</td>
<td>1</td>
</tr>
<tr>
<td>Signing of MOA***</td>
<td>1-30</td>
</tr>
<tr>
<td>Releasing of funds</td>
<td>2</td>
</tr>
</tbody>
</table>

* * 12 to 41 WORKING DAYS

## LEGEND

- **Applicant**
- **DOE**

** Bureau Director for projects < 1M Php
** DOE Undersecretary for projects < 5M Php
** DOE Secretary for projects = / > 5M Php
** Energy Project: DOE & Distribution Utilities
** Nonenergy Project: DOE / Local Gov’t. Unit / Generation Companies

## LIST OF REQUIREMENTS

1. Endorsement letter
2. List of projects / work program
3. Sanggunian / RDC resolution
4. Project proposal (Form 2) including details on justification, list of beneficiaries, location map, program of works/cost estimate, drawings/plan for infrastructure projects
5. Accreditation from Cooperative Development Authority for projects to be undertaken by cooperative
6. Legal document supporting public property ownership of project site
7. Endorsement from DENR Region / Watershed Management Administrator
8. Relevant permits from concerned agencies (i.e., LWUA)

## PROCESSING FEE

No fees

## LEGAL BASES

ER 1-94, as amended

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ISSUANCE OF CERTIFICATE OF ENDORSEMENT (COE)

<table>
<thead>
<tr>
<th>RESPONSIBLE PERSONNEL / OFFICE / UNIT</th>
<th>PROCEDURE</th>
<th>NORMAL PROCESSING TIME (working days)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Director, Electric Power Industry Management Bureau (EPIMB)</td>
<td>Submission of request*</td>
<td>1/2</td>
</tr>
<tr>
<td>Chief, Power Planning and Development Division (PPDD)</td>
<td>Review of required documents / preparation of CoE</td>
<td>1</td>
</tr>
<tr>
<td>Undersecretary / Director, EPIMB</td>
<td>Endorsement of CoE</td>
<td>1</td>
</tr>
<tr>
<td>Secretary</td>
<td>Signing of CoE</td>
<td>1</td>
</tr>
<tr>
<td>Chief, Treasury Division</td>
<td>Payment of processing fee**</td>
<td>1/2</td>
</tr>
<tr>
<td>Clerk</td>
<td>Releasing of CoE</td>
<td>1/2</td>
</tr>
</tbody>
</table>

** PROCESSING FEE
Php 100 per MW of installed capacity or a minimum of Php 10,000

LEGAL BASES
Schedule of Fees and Charges (E.O. No. 197 and E.O. No. 218)

* LIST OF REQUIREMENTS
1) Letter of request
2) Company profile
3) Project background / description
4) Historical Generation Data (only for existing generating facility)
Oil Industry Management Bureau
# PROCESSING OF APPLICATIONS FOR CERTIFICATE OF COMPLIANCE (COC) FOR COAL IMPORTATION

<table>
<thead>
<tr>
<th>RESPONSIBLE PERSONNEL / OFFICE / UNIT</th>
<th>PROCEDURE</th>
<th>NORMAL PROCESSING TIME (working days)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Director, Oil Industry Management Bureau (OIMB)</td>
<td>Submission of application*</td>
<td>2</td>
</tr>
<tr>
<td>Chief, Treasury Division</td>
<td>Payment of application / filing fee**</td>
<td></td>
</tr>
<tr>
<td>Senior Science Research Specialist (SRS) / SRS II</td>
<td>Evaluation / processing of application / preparation of Memorandum of Approval (MOA) and Certificate of Compliance (COC)</td>
<td></td>
</tr>
<tr>
<td>Chief, Oil Industry Competition and Monitoring Division / Supervising SRS</td>
<td>Review / endorsement for approval of MOA and COC</td>
<td>1</td>
</tr>
<tr>
<td>Director, OIMB</td>
<td>Approval / signing of MOA and COC</td>
<td></td>
</tr>
<tr>
<td>Clerk IV</td>
<td>Recording / transmittal of MOA and COC</td>
<td>3 WORKING DAYS</td>
</tr>
</tbody>
</table>

** LEGEND **
- **Applicant**
- **DOE**

** LEGEND **
- **Applicant**
- **DOE**

** LIST OF REQUIREMENTS **
1) Letter of application with the following data:
   a) Name, address and nature of business of the importer
   b) Name, description and volume of product to be imported
   c) Unit and total import price (FOB, Freight, CIF)
   d) Name and address of the supplier
   e) Date of loading and load port / country
   f) Expected date and place of arrival in the Philippines
   g) Name of carrier / vessel
   h) Transaction date
   i) Reason for importing
2) Guaranteed specifications
3) Proforma invoice
4) Additional documents to be submitted 10 days after the arrival of shipments:
   a) Import entry
   b) Commercial Invoice
   c) Release certificate
   d) Certificate of quality particularly of the product received
   e) Other documents relative to the importation

** LEGAL BASES **
- R.A. 7638
- R.A. 7638

** PROCESSING FEES **
- Filing Fee – Php 300.00
- Application Fee – Php 150.00
- R.A. 7638
**PROCESSING OF APPLICATIONS FOR CERTIFICATE OF AVAILING OF EXPORT INCENTIVES**

<table>
<thead>
<tr>
<th>RESPONSIBLE PERSONNEL / OFFICE / UNIT</th>
<th>PROCEDURE</th>
<th>NORMAL PROCESSING TIME (working days)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Director, Oil Industry Management Bureau (OIMB)</td>
<td>Submission of application*</td>
<td>2 WORKING DAYS</td>
</tr>
<tr>
<td>Supervising SRS / Senior SRS / SRS II</td>
<td>Recording / evaluation of application/ preparation of Export Incentive Certificate (EIC)</td>
<td>1</td>
</tr>
<tr>
<td>Chief, Oil Industry Competition and Monitoring Division / Supervising SRS</td>
<td>Review / endorsement of EIC</td>
<td>1</td>
</tr>
<tr>
<td>Director, OIMB</td>
<td>Approval of acknowledgement letter</td>
<td></td>
</tr>
<tr>
<td>Clerk IV</td>
<td>Recording / transmittal of acknowledgement letter</td>
<td></td>
</tr>
</tbody>
</table>

**LEGEND**
- Applicant
- DOE

**LIST OF REQUIREMENTS**
Letter of request, duly signed and with the following attachments:
- Commercial Invoice
- Bill of lading
- Certificate of quantity
- Certificate of quality
- Certificate of Origin
- Cargo manifest

**PROCESSING FEE**
- No fees
**PROCESSING OF APPLICATION FOR DOE ENDORSEMENT FOR BOI REGISTRATION OF PROJECTS UNDER R.A. 8479**

<table>
<thead>
<tr>
<th>RESPONSIBLE PERSONNEL / OFFICE / UNIT</th>
<th>PROCEDURE</th>
<th>NORMAL PROCESSING TIME (working days)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Director, Oil Industry Management Bureau (OIMB)</td>
<td>Submission of application*</td>
<td>1/2</td>
</tr>
<tr>
<td>Senior Science Research Specialist (SRS) / SRS II</td>
<td>Evaluation / processing of application and preparation of Memorandum of Approval (MOA) and Endorsement Certificate (EC)</td>
<td>3</td>
</tr>
<tr>
<td>Supervising SRS / Chief</td>
<td>Review / endorsement for approval of MOA and EC</td>
<td>1/2</td>
</tr>
<tr>
<td>Director, OIMB</td>
<td>Approval / signing of MOA and EC</td>
<td></td>
</tr>
<tr>
<td>Chief, Treasury Division</td>
<td>Payment of processing fee**</td>
<td>1</td>
</tr>
<tr>
<td>Clerk IV</td>
<td>Recording / transmittal of MOA and EC</td>
<td></td>
</tr>
</tbody>
</table>

**LEGEND**
- Applicant
- DOE
- DOE & Applicant

**PROCESSING FEE**
- Php 200.00

**LEGAL BASES:**
- Sections 5 and 12, IRR of R.A. 8479

**LIST OF REQUIREMENTS**
1. Company background
2. Detailed project study and description (timeframe, target date of operation)
3. Investment plan (project cost, list of equipment/machineries)
4. SEC registration and articles of incorporation or DTI registration

5 WORKING DAYS
# PROCESSING OF APPLICATION FOR DOE ENDORSEMENT TO AVAL OF INCENTIVES FOR BOI-REGISTERED PROJECTS UNDER R.A. 8497

<table>
<thead>
<tr>
<th>RESPONSIBLE PERSONNEL / OFFICE / UNIT</th>
<th>PROCEDURE</th>
<th>NORMAL PROCESSING TIME (working days)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Director, Oil Industry Management Bureau (OIMB)</td>
<td>Submission of application*</td>
<td>3</td>
</tr>
<tr>
<td>Senior Science Research Specialist (SRS) / SRS II</td>
<td>Evaluation / processing of application / preparation of memorandum of approval (MOA) / Endorsement Certificate (EC)</td>
<td>1 1/2</td>
</tr>
<tr>
<td>Supervising SRS / Chief / Director</td>
<td>Review / endorsement of MOA and EC for approval</td>
<td>1</td>
</tr>
<tr>
<td>Secretary</td>
<td>Approval / signing of MOA and EC</td>
<td>1 1/2</td>
</tr>
<tr>
<td>Chief, Treasury Division</td>
<td>Payment of processing fee**</td>
<td>1/2</td>
</tr>
<tr>
<td>Clerk IV</td>
<td>Recording / transmittal of MOA and EC</td>
<td></td>
</tr>
</tbody>
</table>

**LEGAL BASES**
Sections 12 and 13, IRR of R.A. 8479

**PROCESSING FEE**
Php 200.00

**LIST OF REQUIREMENTS**
1) Letter of request / Details of Application
2) Description of investment subject for incentive availsment
3) Certificate of BOI-registered project
4) For 3% duty:
   • Description of equipment for importation
   • Details of importation of equipment (costs, supplier, loading date)
   • Commercial invoice
   • Certificate of quality of equipment for importation

6 WORKING DAYS
**PROCESSING OF TANKER APPLICATIONS FOR DOE ENDORSEMENT TO MARINA FOR CHARTERING / IMPORTATION / LOCAL CONSTRUCTION / CONVERSION OF SERVICE**

<table>
<thead>
<tr>
<th>RESPONSIBLE PERSONNEL / OFFICE / UNIT</th>
<th>PROCEDURE</th>
<th>NORMAL PROCESSING TIME (working days)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Director, Oil Industry Management Bureau (OIMB)</td>
<td>Submission of application*</td>
<td>1</td>
</tr>
<tr>
<td>Senior Science Research Specialist (SRS) / SRS II</td>
<td>Evaluation / processing of application / preparation of Memorandum of Approval (MOA) / Endorsement Certificate (EC)</td>
<td></td>
</tr>
<tr>
<td>Supervising SRS / Chief SRS</td>
<td>Review / endorsement of MOA and EC for approval</td>
<td></td>
</tr>
<tr>
<td>Director, OIMB</td>
<td>Approval / signing of MOA and EC</td>
<td>1</td>
</tr>
<tr>
<td>Clerk IV</td>
<td>Recording / transmittal of MOA and EC</td>
<td></td>
</tr>
</tbody>
</table>

**LEGEND**
- [ ] Applicant
- [ ] DOE

**LIST OF REQUIREMENTS**
1) Letter application for endorsement
2) Domestic tanker statistics in support to endorsement request
3) Vessel particulars

**PROCESSING FEE**
- No fees
PROCESSING OF APPLICATIONS FOR PERMIT FOR THE CONSTRUCTION, EXPANSION, OPERATION, MAINTENANCE & MODIFICATION OF PIPELINES, TRANSMISSION- AND DISTRIBUTION-RELATED FACILITIES FOR THE SUPPLY OF NATURAL GAS

**PROCESSING FEE**

Php 10 / meter of pipeline

**LEGAL BASIS**

DOE Circular No. 2002-07-004

**LIST OF REQUIREMENTS**

See Annex 1 of DOE Circular No. 2002-06-005 (copy attached)
**LIST OF REQUIREMENTS FOR PROCESSING OF APPLICATIONS FOR NATURAL GAS PIPELINE PERMIT**

1. Articles of incorporation and by-laws, if applicant is a corporation or if not, a list of the names and addresses of applicant’s officers and directors

2. A detailed explanation of relationships, including the percentage of voting strength, if applicant or any of its officers or directors, directly or indirectly owns, controls or holds with power to vote ten (10) percent or more of the outstanding voting shares of any person or organized group of persons engaged in production, transmission, distribution, or pricing of natural gas, or of any person or organized group of persons engaged in the construction or financing of such enterprises or operations.

3. A detailed explanation of applicant’s relationship with any person or organized group of persons who directly or indirectly owns, controls or holds with power to vote ten (10) percent or more of the outstanding voting securities of the applicant

4. A certified true copy of the application for ECC with the DENR including its Environmental Impact Statement

5. A certified true copy of applicant’s Pipeline Concession or Franchise or charter where the applicant is a government-owned or controlled corporation

6. A certified true copy of the applicant’s Service Contract where the pipeline is to be constructed and operated as part of petroleum operations

7. Map showing details of location, length and capacity of pipeline, location and size of compressor stations, location and designation of proposed facilities, etc

8. Flow diagram showing daily design capacity of proposed facilities

9. Description of engineering design data

10. Description of the Service Contract areas accessible to the pipeline that contain sufficient natural gas supplies for the proposed development project and how it will be connected to the pipeline

11. Proposed route of the pipeline with details on surface land-use, list of landowners, and copy of the proposed access agreement or easements to be entered into with landowners

12. System-wide estimate of the quantity of natural gas and rate of delivery per year of full operation

13. Detailed estimate of total capital cost of the proposed development

14. Plans for financing the proposed facilities

15. Concise statement on contracts or agreements for supervision, management, engineering, accounting legal or other similar services that will not be performed by employees of the applicant in connection with the construction or operation of the pipeline

16. Reference, indicative or any tariff for which approval will be sought from the ERC, and depreciation rates calculated according to the prescribed methodology and rate setting procedures of the ERC

17. Pro-forma copies of contracts to be entered into with third parties for the transmission or distribution of natural gas, including any code of operations or transmission policy
### RESPONSIBLE PERSONNEL / OFFICE / UNIT

<table>
<thead>
<tr>
<th>Procedure Description</th>
<th>Director, Oil Industry Management Bureau (OIMB)</th>
<th>Chief Science Research Specialist (SRS), Supervising SRS</th>
<th>Senior SRS / SRS II</th>
<th>Chief SRS / Supervising SRS</th>
<th>Director, OIMB</th>
<th>Chief, Treasury Division</th>
<th>Clerk IV</th>
</tr>
</thead>
<tbody>
<tr>
<td>SUBMISSION OF APPLICATION*</td>
<td>Submission of application*</td>
<td>Evaluation of application</td>
<td>Preparation of Memorandum of Approval (MOA) and Provisional Certificate (PC)</td>
<td>Review / endorsement of PC / MOA for approval</td>
<td>Signing of PC / MOA</td>
<td>Payment of processing fee**</td>
<td>Recording and transmittal of PC / MOA</td>
</tr>
</tbody>
</table>

### NORMAL PROCESSING TIME

| Normal Processing Time (working days) | 1/2 | 15 | 1 | 1 | 1/2 |

### LEGEND

<table>
<thead>
<tr>
<th><strong>LEGEND</strong></th>
<th><strong>APPLICANT</strong></th>
<th><strong>DOE</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>PROCESSING FEE</strong></td>
<td><strong>LEGAL BASES</strong></td>
<td></td>
</tr>
<tr>
<td>Registration Certificate  – Php 500 per additive</td>
<td>Sec. 16 of R.A. 8479 R.A. 6969</td>
<td></td>
</tr>
</tbody>
</table>

### LIST OF REQUIREMENTS

1. Accomplished DOE-OIMB Registration Form
2. Material Safety Data Sheet
3. Complete Product Identity/Information (chemical components, % composition, CAS registry number, physical and chemical properties)
4. Description and Analytical Techniques (purpose and recommended dosage, determination of concentration limit, toxicity test/result, emission characteristic/result, performance test results/feasibility studies e.g. octane increase, emission reduction, fuel efficiency, lubricity, etc)
5. Regulatory Status of Additive in other countries
6. Product bulletin/brochure
7. Authenticated copies of SEC/DTI registration, Mayor/business permit
8. EMB-DENR Interim Status Permit

### 18 WORKING DAYS
# PROCESSING OF REGISTRATION OF FUEL ADDITIVES WITH PRE-MANUFACTURING & PRE-IMPORTATION NOTIFICATION (PMPIN)

<table>
<thead>
<tr>
<th>RESPONSIBLE PERSONNEL / OFFICE / UNIT</th>
<th>PROCEDURE</th>
<th>NORMAL PROCESSING TIME (working days)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Director, Oil Industry Management Bureau (OIMB)</td>
<td>Submission of application*</td>
<td>1/2</td>
</tr>
<tr>
<td>Chief Science Research Specialist (SRS), Supervising SRS</td>
<td>Evaluation of application</td>
<td>3</td>
</tr>
<tr>
<td>Senior SRS / SRS II</td>
<td>Preparation of memorandum of approval (MOA) and Certificate of Additive Registration (CAR)</td>
<td></td>
</tr>
<tr>
<td>Supervising SRS &amp; Chief SRS</td>
<td>Review / endorsement for approval of MOA / CAR</td>
<td>1</td>
</tr>
<tr>
<td>Director &amp; Undersecretary</td>
<td>Endorsement of MOA &amp; certificate for signing</td>
<td>2</td>
</tr>
<tr>
<td>Secretary</td>
<td>MOA / CAR for signing</td>
<td>1</td>
</tr>
<tr>
<td>Chief, Treasury Division</td>
<td>Payment of processing fee**</td>
<td>1/2</td>
</tr>
<tr>
<td>Clerk IV</td>
<td>Recording and transmittal of PR / MOA / CAR (copy furnished to IDMD)</td>
<td></td>
</tr>
</tbody>
</table>

** 8 WORKING DAYS**

### LEGEND
- Applicant
- DOE

### * LIST OF REQUIREMENTS
1. Accomplished DOE-OIMB Registration Form
2. EMB-DENR Pre-manufacturing & Pre-importation Notification Certificate
3. Material Safety Data Sheet
4. Complete Product Identity/Information (chemical components, % composition, CAS registry number, physical and chemical properties)
5. Description and Analytical Techniques (purpose and recommended dosage, determination of concentration limit, toxicity test/result, emission characteristics/result, performance test results/feasibility studies e.g. octane increase, emission reduction, fuel efficiency, lubricity, etc)
6. Regulatory Status of Additive in other countries
7. Product bulletin/brochure
8. Authenticated copies of SEC/DTI registration, Mayor/business permit

### ** PROCESSING FEE
- Registration Certificate – Php 500 per additive

### LEGAL BASES
- Sec. 16 of R.A. 8479
- R.A. 6969

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**ISSUANCE OF ACKNOWLEDGEMENT FOR NOTICE OF IMPORTATION/EXPORTATION OF CRUDE OIL, FINISHED PETROLUEM PRODUCTS, LUBES AND SPECIALTY PRODUCTS**

**RESPONSIBLE PERSONNEL / OFFICE / UNIT**
- Director, Oil Industry Management Bureau (OIMB)
- Supervising Science Research Specialist (SRS) / Senior SRS / SRS II
- Chief SRS
- Director, OIMB
- Clerk IV

**PROCEDURE**
1. Submission of notice*
2. Evaluation of notice / preparation of acknowledgement letter
3. Review / endorsement for approval of acknowledgement letter
4. Approval of acknowledgement letter
5. Recording / transmittal of acknowledgement letter

**NORMAL PROCESSING TIME** (working days)
- 1
- 1/2
- 1
- 1/2

**LEGEND**
- Applicant
- DOE

**LIST OF REQUIREMENTS**
1) Letter of notification duly signed by the importer with details on name and address of the exporter and consignee, type and quantity of cargo, loading and discharge ports and dates, price (FOB $/bbl) and vessels particular (must be submitted not later than 10 days prior to loading of every importation)
2) Bill of lading
3) Commercial invoice
4) Export manifest and Release Certificate
5) Certificate of quality
6) Monthly activity report of the actual exportation (to be submitted every 15th of the month)

**PROCESSING FEE**
- No fees

**3 WORKING DAYS**
ISSUANCE OF ACKNOWLEDGEMENT FOR NOTICE PRIOR TO ENGAGEMENT IN THE DOWNSTREAM OIL INDUSTRY

RESPONSIBLE PERSONNEL / OFFICE / UNIT | PROCEDURE | NORMAL PROCESSING TIME (working days)
---|---|---
Director, Oil Industry Management Bureau (OIMB) | Submission of Notice / documents* | 1/2
Supervising Science Research Specialist (SRS) | Evaluation of Notice & preparation of acknowledgement | 2
Chief SRS | Endorsement of acknowledgement | 1
Director, OIMB | Approval of acknowledgement | 1
Clerk IV | Recording / transmittal of acknowledgement | 1/2

5 WORKING DAYS

LEGEND

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Applicant</td>
<td>DOE</td>
</tr>
</tbody>
</table>

* LIST OF REQUIREMENTS

1) Application letter with business name, address, telephone and fax numbers
2) Project or business plan indicating the scope of operation/activity
3) List of facilities (Process and Storage) to support the proposed business
4) Process description, flowchart, plant capacity and production rate
5) Mayor’s permit, SEC and DTI registration, location/zoning clearance
6) Product guaranteed specifications

For LPG/Liquid fuels outlets, in addition to the above:
7) Authenticated copies of:
   • Fire safety inspection certificate of the facilities
   • Certificate of conformance of facilities to national or accepted international standards on health, safety and environment
   • Product liability insurance certificate / Product certificate of quality
   • Environmental compliance certificate, if applicable

PROCESSING FEE

No fees
CONDUCT OF COMPLAINT-RELATED INSPECTIONS FOR ALL PETROLEUM PRODUCTS OF RETAIL OUTLETS (LPG AND GASOLINE STATIONS)

<table>
<thead>
<tr>
<th>RESPONSIBLE PERSONNEL / OFFICE / UNIT</th>
<th>PROCEDURE</th>
<th>NORMAL PROCESSING TIME (working days)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Director, OIMB / Director, Legal Services / Chief, Consumer Welfare and Promotion Staff / Others</td>
<td>Submission of complaints*</td>
<td>1/2 day</td>
</tr>
<tr>
<td>Chief, Retail Market Monitoring &amp; Special Concerns Division Supervising SRS/Technical Staff</td>
<td>Conduct of inspection / preparation / endorsement of inspection report</td>
<td>5 days</td>
</tr>
<tr>
<td>Director, OIMB</td>
<td>Approval / endorsement inspection report &amp; resolution of complaint</td>
<td>2 days</td>
</tr>
<tr>
<td>Director, Legal Services</td>
<td>With Violations?</td>
<td></td>
</tr>
<tr>
<td>Clerk</td>
<td>NO</td>
<td></td>
</tr>
<tr>
<td></td>
<td>YES</td>
<td>Legal evaluation / Issuance of “ORDER”</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Recording / transmittal of Notice of Non violation / “ORDER”</td>
</tr>
</tbody>
</table>

11 WORKING DAYS

**LEGEND**

- Applicant
- DOE

**LIST OF REQUIREMENTS**

1) Filled-out Gasoline complaint form or LPG complaint form

**PROCESSING FEE**

No fees
**PROVISION OF OIL INDUSTRY DATA / STATISTICS / INFORMATION TO VARIOUS CLIENTS**

<table>
<thead>
<tr>
<th>RESPONSIBLE PERSONNEL / OFFICE / UNIT</th>
<th>PROCEDURE</th>
<th>NORMAL PROCESSING TIME (working days)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Director, Oil Industry Management Bureau (OIMB)</td>
<td>Submission of request</td>
<td>½ day</td>
</tr>
<tr>
<td>Chief SRS</td>
<td>Evaluation of request</td>
<td></td>
</tr>
<tr>
<td>Supervising Science Research Specialist (SRS)</td>
<td>Processing of requested data</td>
<td>2 days</td>
</tr>
<tr>
<td>Chief SRS</td>
<td>Review / endorsement for approval of output</td>
<td>½ day</td>
</tr>
<tr>
<td>Director, OIMB</td>
<td>Approval of output</td>
<td>1 day</td>
</tr>
<tr>
<td>Clerk/Staff</td>
<td>Recording / transmittal of output</td>
<td>½ day</td>
</tr>
</tbody>
</table>

**4.5 WORKING DAYS**

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**LEGEND**

- Applicant
- DOE

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**LIST OF REQUIREMENTS**

1) Letter of request containing the following information:
   - Name and address of the requesting party
   - Specific industry data/statistic/information needed
   - Intended use of data/statistic/information being requested
   - Contact number (telephone/fax/e-mail address)

---

**PROCESSING FEE**

- Php 1.50/page (xerox)

**LEGAL BASIS**

- E.O. 197
IMPLEMENTATION OF THE GASOLINE STATION LOAN AND FINANCIAL ASSISTANCE PROGRAM (GSLFAP)

**RESPONSIBLE PERSONNEL / OFFICE / UNIT**

- Chief Science Research Specialist (SRS)
- Chief SRS / Director, Oil Industry Management Bureau (OIMB)
- Director, OIMB / Chief, Retail Market Monitoring and Special Concerns Division
- Supervising SRS / Technical Staff
- Director / Chief SRS
- Review Committee
- OIMB Technical Staff
- Review Committee
- Director OIMB / Chief SRS
- DBP / Trust Services
- Director OIMB / Chief SRS
- Clerk

**PROCEDURE**

- Announcement / publication of the conduct of training program on GSLFAP
- Attendance to the conduct of training program
- Submission of loan application
- Evaluation/ conduct of ocular inspection / preparation of report / recommendation
- Review / approval for endorsement to Review Committee
- Approval of loan application for endorsement to DBP
- Transmittal of endorsement of loan application to the Development Bank of the Philippines for further evaluation
- Submission of loan recommendation from DBP / Issuance of Notice of Approval to loan applicant
- Recording / transmittal of Notice / Approval

**NORMAL PROCESSING TIME (working days)**

- 3 days
- 2 days
- ½ day
- 15 days
- 2 days
- 4 days
- 1 day
- ⅛ day
- 25 days
- 2 days
- ½ day

**LEGEND**

- Applicant
- DOE

**LIST OF REQUIREMENTS**

1) Filled-out application form
2) Bio-data of applicant/major stockholders/officers
3) Certificate of completion of the two-fold training program
4) Certificate of registration of business/articles of partnership or incorporation/by-laws
5) Feasibility study
6) Board resolution authorized the borrowing and designating authorized signatories for the loan
7) Certified list of stockholders and officers
8) Contact person & telephone number/address/authority to inspect
9) Income tax return (last 3 years)
10) Customer information report
11) ECC or letter of application to DENR for issuance of ECC

**PROCESSING FEES**

- DOE Application Fee – Php 5,500.00
- DBP Processing Fee – Php20,000.00

**LEGAL BASES**

- R.A. 8479
- DC 98-03-004
Energy Research and Testing Laboratory Services
TESTING OF COMPACT FLUORESCENT LAMPS, LAMP BALLAST AND OTHER ENERGY-SAVING DEVICE

**RESPONSIBLE PERSONNEL / OFFICE / UNIT**

<table>
<thead>
<tr>
<th>Position</th>
<th>Procedure</th>
<th>Normal Processing Time (Working Days)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Senior Science Research Specialist (SRS)</td>
<td>Submission of test* / unit sample and request form to the LATL office</td>
<td>1/2</td>
</tr>
<tr>
<td>Supervising SRS / Senior SRS / SRS II</td>
<td>Conduct of test</td>
<td>96 days (for certification) 288 days (for ELI project)</td>
</tr>
<tr>
<td>Senior SRS / SRS II</td>
<td>Preparation of test report</td>
<td>3 / batch</td>
</tr>
<tr>
<td>Supervising SRS</td>
<td>Review of test report</td>
<td>1</td>
</tr>
<tr>
<td>Chief, Lighting and Appliance Testing Laboratory</td>
<td>Approval / signing of test report and preparation of transmittal letter</td>
<td>1</td>
</tr>
<tr>
<td>Director, Energy Research and Testing Laboratory Services</td>
<td>Approval / signing of transmittal letter</td>
<td>1</td>
</tr>
<tr>
<td>Laboratory technician</td>
<td>Issuance Official Bill of Laboratory Services</td>
<td></td>
</tr>
<tr>
<td>Chief, Treasury Division</td>
<td>Payment of laboratory services fee**</td>
<td>1/2</td>
</tr>
<tr>
<td>SRS I</td>
<td>Release of report to client</td>
<td></td>
</tr>
</tbody>
</table>

103 WORKING DAYS (for certification) 295 WORKING DAYS (for ELI project)

**LEGEND**

- Applicant
- DOE

*** LIST OF REQUIREMENTS**

1) Equipment for testing
2) Request for Laboratory Service
3) Official receipt of payment of laboratory fee

**" PROCESSING FEES"**

- Compact fluorescent lamp - Php 5,400 / batch of 20 samples
- A. C. Ballast – Php 2,100 / batch of 5 samples

**LEGAL BASES**

- E.O. 197

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CALIBRATION OF ENERGY-MONITORING INSTRUMENTS

**RESPONSIBLE PERSONNEL / OFFICE / UNIT**
- Science Research Specialist (SRS) I
- SRS II / SRS I / Laboratory technician
- Chief, Lighting and Appliance Testing Laboratory
- Chief, Treasury Division
- SRS I

**PROCEDURE**
1. Submission of request*
2. Conduct of calibration / preparation of calibration certificate
3. Approval / signing of the certificate
4. Payment of testing services fee**
5. Release of certificate

**NORMAL PROCESSING TIME** (working days)
- 1/2
- 5
- 1/2

**LEGAL BASIS**
- E.O. 197 Refer to Department of Energy Schedule of Fees and Charges

**LIST OF REQUIREMENTS**
1) Equipment for testing
2) Request for Laboratory Service
3) Official receipt of payment of laboratory fee

**PROCESSING FEE**
- Refer to Department of Energy Schedule of Fees and Charges

---

6 WORKING DAYS

---

**LEGEND**
- Applicant
- DOE
## RESPONSIBLE PERSONNEL / OFFICE / UNIT

<table>
<thead>
<tr>
<th>Laboratory Technician II</th>
<th>Senior SRS</th>
<th>Supervising SRS</th>
<th>Chief, Lighting and Appliance Testing Laboratory</th>
<th>Chief, Treasury Division</th>
<th>Science Research Analyst</th>
</tr>
</thead>
<tbody>
<tr>
<td>Submission of request*</td>
<td>Conduct of test / preparation of test report</td>
<td>Review of test results</td>
<td>Approval of test results / submission of report to Director, Energy Research Testing Laboratory Services</td>
<td>Payment of testing services fee***</td>
<td>Release of test report</td>
</tr>
</tbody>
</table>

## NORMAL PROCESSING TIME (working days)

- 1/2
- 23**
- 1

## 24.5 WORKING DAYS

### LEGEND
- Applicant
- DOE

### LIST OF REQUIREMENTS
1. Equipment/appliance for testing
2. Request for Laboratory Service
3. Official receipt of payment of laboratory fee

### ** For every 1-4 units of equipment / appliance to be tested

### *** PROCESSING FEES

<table>
<thead>
<tr>
<th>Equipment</th>
<th>Fee</th>
</tr>
</thead>
<tbody>
<tr>
<td>Refrigerator</td>
<td>Php 14,600</td>
</tr>
<tr>
<td>Air-conditioner</td>
<td>7,300</td>
</tr>
<tr>
<td>Electric fan</td>
<td>1,800</td>
</tr>
<tr>
<td>Electric motor</td>
<td>2,200</td>
</tr>
</tbody>
</table>

### LEGAL BASIS
- E.O. 197
Information Technology and Management Services
**POSTING OF ENERGY INFORMATION THRU THE DOE WEBSITE / PORTAL**

**RESPONSIBLE PERSONNEL / OFFICE / UNIT**

<table>
<thead>
<tr>
<th>Director, Information Technology and Management Services (ITMS)</th>
<th><strong>PROCEDURE</strong></th>
<th><strong>NORMAL PROCESSING TIME</strong> (working days)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Submission of request*</td>
<td>1</td>
<td></td>
</tr>
</tbody>
</table>

| Chief, Information Technology Division (ITD) | Planning / organization / collation of required data / information | 1 to 2 |

| Information Technology Officer I / Information Systems Analyst II | Design / layout of contents of web page | 1 to 3 |

| Chief, Information Technology Division (ITD) | Review / endorsement for approval of design / layout / contents of web page | 1 |

| Director, ITMS | Approval of design / layout / contents of web page | 1 day |

| Information Technology Officer I / Information Systems Analyst II | Posting of approved web page on the DOE website | 5 to 8 WORKING DAYS |

**LEGEND**

| **POSTING OF ENERGY INFORMATION THRU THE DOE WEBSITE / PORTAL** |
| --- | --- | --- |
| Applicant | DOE |

**LIST OF REQUIREMENTS**

1) Letter of request / Filled Computer Services Request Form
2) Digital copy of the web page, if available

**PROCESSING FEE**

No fees
CONDUCT / TECHNICAL EVALUATION / APPROVAL OF COAL BLOCK SURVEYS AND SMALL-SCALE COAL MINING (SSCM) SURVEYS

** RESPONSIBLE PERSONNEL / OFFICE / UNIT **

- **Director, Information Technology and Management Services (ITMS)**
- **Chief / Assistant Chief, Information Services Division (ISD)**
- **Chief, Treasury Division**
- **Chief, Geoinformatics Section**
- **Chief / Assistant Chief, ISD**
- **Director, ITMS**
- **Computer Operator / Clerk**

** PROCEDURE **

1. **Submission of request* / survey returns**
2. **Evaluation of request / checking of survey returns computations / issuance of order for payment**
3. **Payment of processing fee**
4. **Conduct of survey / field verification of boundary monuments / preparation of technical description (TD)**
5. **Endorsement for approval of TD / preparation of transmittal letter**
6. **Approval of TD / transmittal letter**
7. **Releasing / transmittal of TD**

** NORMAL PROCESSING TIME (working days) **

- **1**
- **18 (for coal block)**
- **1 (for SSCM)**
- **1/2**
- **5**
- **3 (for coal block)**
- **1 (for SSCM)**

** LEGEND **

- Applicant
- DOE

** LIST OF REQUIREMENTS **

1) Survey report, transmittal of survey returns
2) Copy of Geodetic Engineer’s current registration and PTR
3) Certification from Lands Management Bureau/Coast and Geodetic Survey Department of the geographic and/or grid coordinates of the tie-points used
4) Certification from the Coast and Geodetic Survey Department for the evaluation of the survey results using GPS receivers
5) Certification of GPS calibration and registration
6) Certificate of transit inspection and tape inspection
7) Fieldnotes and plans
8) Computation for azimuth for latitude of observation and convergence correction of azimuth
9) Coordinate conversion of principal corners and other tie points
10) Traverse, setting and area computations

** LEGAL BASIS **

1) Field verification survey – Php 1,000/man/day E.O. 197
2) Verification of survey returns
   • Tracing cloth/mylar - Php 300/plan
   • Fieldnotes, computations – Php 5/sheet
3) Boundary survey of contract area – Php 150/ha

** PROCESSING FEES **

29 WORKING DAYS (COAL BLOCK)
8 WORKING DAYS (SSCM)
PROVISION OF GEOMATIC INFORMATION AND SERVICES

RESPONSIBLE PERSONNEL / OFFICE / UNIT  | PROCEDURE  | NORMAL PROCESSING TIME (working days)
--- | --- | ---
Director, Information Technology and Management Services (ITMS) | Submission of request* | 1 day
Chief, Information Services Division (ISD) / Assistant Chief, ISD | Evaluation of request | 2 days
Chief, Treasury Division | Payment of processing fee** | 1 day
Chief, Geoinformatics Section | Processing of request | 1 day
Chief, ISD / Assist. Chief, ISD | Endorsement for approval of output / preparation of transmittal letter | 1 day
Director, ITMS | Approval of output / transmittal letter | 1 day
Computer Operator / Clerk | Releasing / transmittal of output | 5 WORKING DAYS

LEGAL BASIS

E.O. 197

LEGEND

Applicant
DOE

* LIST OF REQUIREMENTS
1) Letter of request
2) Filled-out Pro-forma Terms and Conditions

** PROCESSING FEE
Cost of reproduction
PRINTING OF CARTOGRAPHIC, INFOGRAPHIC AND OTHER MAPS

**RESPONSIBLE PERSONNEL / OFFICE / UNIT**

- Director, Information Technology and Management Services (ITMS)
- Chief, Information Services Division (ISD) / Assist. Chief, ISD
- Chief, Treasury Division
- Chief, Geoinformatics Section
- Chief, ISD / Assist. Chief, ISD
- Director, ITMS
- Computer Operator / Clerk

**PROCEDURE**

1. Submission of request*
2. Evaluation of request / issuance of order of payment
3. Payment of processing fee**
4. Processing of request / preparation of transmittal letter
5. Endorsement for approval of output / transmittal letter
6. Approval of output
7. Releasing / transmittal of output

**NORMAL PROCESSING TIME (working days)**

- 1
- 1
- 1
- 3 WORKING DAYS

**LEGEND**

- Applicant
- DOE

**LIST OF REQUIREMENTS**

1. Letter of request
2. Filled-out Pro-forma Terms and Conditions
3. Receipt of payment

**PROCESSING FEE**

- Cost of reproduction

**LEGAL BASIS**

- E.O. 197

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# Provision of Energy Data / Information Thru the DOE Library / Records Management Center / Energy Data Center

## Responsible Personnel / Office / Unit
- Director, Information Technology and Management Services (ITMS)
- Director, ITMS / Chief, Information and Data Management Division (IDMD) / Chief, concerned unit
- Chief, IDMD
- Chief, Treasury Division
- Section Chief, Data Center / Database Administration / Records Management Center / Library Center
- Chief, IDMD

## Procedure
1. Submission of request*
2. Evaluation / approval of request
3. Submission of signed conforme / confidentiality / terms and conditions pro forma letter
4. Issuance of order of payment
5. Payment of data / processing fee**
6. Processing of request / preparation of data / transmittal letter
7. Recording / transmittal of data

## Normal Processing Time (Working Days)
- Submission of request*: 1/2
- Evaluation / approval of request: 1
- Submission of signed conforme / confidentiality / terms and conditions pro forma letter: 1/2
- Issuance of order of payment: 1
- Payment of data / processing fee**: 1
- Processing of request / preparation of data / transmittal letter: 1
- Recording / transmittal of data: 1
- **3 Working Days**

## Legend
- **Applicant**
- **DOE**

## List of Requirements
1. Letter of request
2. Filled-out data request form
3. List of data/documents requested
4. Receipt of payment
5. Signed conforme/confidentiality/terms and conditions

## **Processing Fee**
Refer to Department of Energy Schedule of Fees and Charges

## Legal Basis
E.O. 197
Legal Services
### Hearing of Complaints for Violations of the Rules Affecting the Downstream Oil Industry

<table>
<thead>
<tr>
<th>RESPONSIBLE PERSONNEL / OFFICE / UNIT</th>
<th>PROCEDURE</th>
<th>NORMAL PROCESSING TIME (working days)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Director, Legal Services (LS)</td>
<td>Receiving of inspection / investigation reports* from Oil Industry Management Bureau</td>
<td>2</td>
</tr>
<tr>
<td>Chief, Hearing Division</td>
<td>Evaluation of Reports</td>
<td>5</td>
</tr>
<tr>
<td>Legal Officer</td>
<td>Drafting of orders / resolutions/ and decisions **</td>
<td>3</td>
</tr>
<tr>
<td>Chief, Hearing Division</td>
<td>Review / revision / modification / signing of orders / decisions</td>
<td>2</td>
</tr>
<tr>
<td>Director, LS</td>
<td>Signing of decisions or motions for reconsideration</td>
<td>1</td>
</tr>
<tr>
<td>Secretary</td>
<td>Submission of appeal</td>
<td>1</td>
</tr>
<tr>
<td>Director, LS</td>
<td>Review of appeal / preparation of endorsement letters</td>
<td>2</td>
</tr>
<tr>
<td>Secretary</td>
<td>Signing / Decision on appeal / Endorsement to the Department of Interior and Local Government Secretary for closure of LPG establishment or gasoline station</td>
<td>1</td>
</tr>
</tbody>
</table>

### LEGEND
- **Respondent / Appellant**
- **DOE**

### * LIST OF REQUIREMENTS
1) Written answer to show cause orders issued by the Office of Legal Counsel
2) Proof of compliance with the following:
   - Notice and reportorial requirements
   - Weighing device
   - Price display board
   - Cell phone warning device
   - Research Octane Number (RON) posting requirements

### PROCESSING FEE
- No fees
LEGAL ASSISTANCE IN THE SELECTION OF REINSURER FOR NATIONAL POWER CORPORATION (NAPOCOR) PROPERTIES

RESPONSIBLE PERSONNEL / OFFICE / UNIT

Director, Legal Services (LS) / Chief, Contracts Division (CD)

PROCEDURE

Attendance in meetings* with Department of Finance, NAPOCOR and Government Service Insurance System

Chief, CD

Preparation of bidding documents

Director, LS / Chief, CD

Attendance in the opening of bids

Director, LS / Chief, CD

Evaluation of bid documents

Director, Legal Services (LS)

Awarding of reinsurance to winning bidder/s

NORMAL PROCESSING TIME
(working days)

Variable

LEGEND

1) Notice of conduct of bidding
2) Bid documents

PROCESSING FEE

No fees
### LEGAL ASSISTANCE IN HANDLING OF DOE CASES

<table>
<thead>
<tr>
<th>RESPONSIBLE PERSONNEL / OFFICE / UNIT</th>
<th>PROCEDURE</th>
<th>NORMAL PROCESSING TIME (working days)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Director, Legal Services (LS) / Chief, Legal Counseling Division (LCD) / Chief, Hearing Division (HD) / Chief, Contracts Division (CD)</td>
<td>Preparation of endorsement letter* to the Office of Solicitor General (OSG)</td>
<td>3</td>
</tr>
<tr>
<td>Chief, LCD / Chief, HD / Chief, CD</td>
<td>Preparation of appropriate pleadings</td>
<td>15</td>
</tr>
<tr>
<td>Director, LS / Chief, LCD / Chief, HD / Chief, CD</td>
<td>Attendance in meetings with OSG</td>
<td>Variable</td>
</tr>
<tr>
<td>Director, LS / Chief, LCD / Chief, HD / Chief, CD</td>
<td>Attendance with OSG in court hearings</td>
<td>Variable</td>
</tr>
<tr>
<td>Director, LS / Chief, LCD / Chief, HD / Chief, CD</td>
<td>Appeal with the Court of Appeals</td>
<td>30</td>
</tr>
<tr>
<td>Director, LS / Chief, LCD / Chief, HD / Chief, CD</td>
<td>Appeal with the Supreme Court</td>
<td>30</td>
</tr>
</tbody>
</table>

**78 ++ WORKING DAYS**

### LIST OF REQUIREMENTS

1) Copy of complaint / petition

### PROCESSING FEE

- No fees
Financial Services
### RESPONSIBLE PERSONNEL / OFFICE / UNIT

<table>
<thead>
<tr>
<th>RESPONSIBLE PERSONNEL / OFFICE / UNIT</th>
<th>PROCEDURE</th>
<th>NORMAL PROCESSING TIME (working days)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Financial Analyst (FA) IV / FA III</td>
<td>Coordination with the Service Contractor</td>
<td>1</td>
</tr>
<tr>
<td>Director, Financial Services</td>
<td>Approval of introductory letter with a list of required documents*</td>
<td>1/2</td>
</tr>
<tr>
<td>FA III / FA II / FA I</td>
<td>Conduct of audit**</td>
<td>5 - 170</td>
</tr>
<tr>
<td>FA IV / FA III</td>
<td>Discussion on audit findings</td>
<td>1</td>
</tr>
<tr>
<td>FA III / FA II / FA I</td>
<td>Preparation / submission of audit report</td>
<td>3 - 21</td>
</tr>
<tr>
<td>FA IV</td>
<td>Review of audit report</td>
<td>1 - 6</td>
</tr>
<tr>
<td>Chief, Compliance Division</td>
<td>Endorsement of audit report</td>
<td>1 - 6</td>
</tr>
<tr>
<td>Director, Financial Services</td>
<td>Approval of audit report</td>
<td>1/2</td>
</tr>
<tr>
<td>Clerk</td>
<td>Recording / transmittal of audit report to Service Contractor</td>
<td>13 TO 206 WORKING DAYS***</td>
</tr>
</tbody>
</table>

### LEGEND
- **Service Contractor**
- **DOE**
- **DOE & Service Contractor**

### LIST OF REQUIREMENTS
1) Reported revenues and expenditures
2) Trial balance
3) Books of accounts and supporting documents

### PROCESSING FEE
- **No fees**

### LEGAL BASES
- P.D. 87
- P.D. 972
- P.D. 1442
- Service / Operating Contract

*** contingent on the Service Contractor’s magnitude of operations and number of DOE examiners assigned
RESOLUTION OF AUDIT FINDINGS

**RESPONSIBLE PERSONNEL / OFFICE / UNIT**

**PROCEDURE**

**NORMAL PROCESSING TIME** (working days)

<table>
<thead>
<tr>
<th>Responsible Personnel</th>
<th>Procedure</th>
<th>Normal Processing Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>Director, Financial Services</td>
<td>Submission of request* for resolution</td>
<td>1/2</td>
</tr>
<tr>
<td>Financial Analyst (FA) IV / FA III</td>
<td>Coordination with the Service Contractor</td>
<td>1</td>
</tr>
<tr>
<td>FA III / FA II</td>
<td>Conduct of audit** and revalidation of audit findings</td>
<td>2-7</td>
</tr>
<tr>
<td>FA IV / FA III</td>
<td>Discussion on the audit and revalidation findings</td>
<td>1</td>
</tr>
<tr>
<td>FA III/ FA II</td>
<td>Preparation / submission of audit report / schedules</td>
<td>1-4</td>
</tr>
<tr>
<td>FA IV</td>
<td>Review of audit report</td>
<td>1-2</td>
</tr>
<tr>
<td>Chief, Compliance Division</td>
<td>Endorsement of audit report</td>
<td>1</td>
</tr>
<tr>
<td>Director, Financial Services</td>
<td>Approval of audit report</td>
<td>1/2</td>
</tr>
<tr>
<td>Clerk</td>
<td>Recording / transmittal of audit report to Service Contractor</td>
<td></td>
</tr>
</tbody>
</table>

8 to 17 WORKING DAYS***

**LEGEND**

- Service Contractor
- DOE
- DOE & Service Contractor

**LEGAL BASES**

- P.D. 87, as amended
- P.D. 972
- P.D. 1444

**LIST OF REQUIREMENTS**

1) Letter of request for resolution of audit findings
2) Supporting documents

**PROCESSING FEE**

- No fees
**REGISTRATION OF SERVICE CONTRACTOR’S SUBCONTRACT / AGREEMENT**

<table>
<thead>
<tr>
<th>RESPONSIBLE PERSONNEL / OFFICE / UNIT</th>
<th>PROCEDURE</th>
<th>NORMAL PROCESSING TIME (working days)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Director, Energy Resource Development Bureau (ERDB)</td>
<td>Submission of copy of subcontract / Agreement*</td>
<td>1/2</td>
</tr>
<tr>
<td>Chief, Contracts Division / Chief, Petroleum Resources Dev. Division / Chief, Geothermal and Coal Resources Development Division</td>
<td>Evaluation of sub-contract / agreement / endorsement for registration**</td>
<td>3</td>
</tr>
<tr>
<td>Chief, Compliance Division</td>
<td>Preparation and endorsement of letter on the registration of subcontract agreement</td>
<td>2</td>
</tr>
<tr>
<td>Director, ERDB</td>
<td>Approval of letter of registration</td>
<td>1/2</td>
</tr>
<tr>
<td>Financial Analyst III</td>
<td>Logging of registered subcontract / provision of copies to Contracts Division and Information and Data Management Division (IDMD)</td>
<td>1</td>
</tr>
<tr>
<td>Clerk</td>
<td>Recording / transmittal of letter of registration to Service Contractor</td>
<td>1/2</td>
</tr>
</tbody>
</table>

7.5 WORKING DAYS

---

**LEGEND**
- Service Contractor
- DOE

**LIST OF REQUIREMENTS**
1) Letter of Service Contractor
2) Copy of subcontracts/agreements

**PROCESSING FEE**
- No fees

**LEGAL BASES**
- P.D. 1354
- P.D.1442
### PROCEDURE

<table>
<thead>
<tr>
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<th>NORMAL PROCESSING TIME (working days)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Director, Financial Services (FS)</td>
<td>Submission of application* for accreditation</td>
<td>1/2</td>
</tr>
<tr>
<td>Financial Analyst III</td>
<td>Evaluation of application / preparation of accreditation letter</td>
<td>1</td>
</tr>
<tr>
<td>Financial Analyst IV</td>
<td>Review of the evaluation and accreditation letter</td>
<td>1/2</td>
</tr>
<tr>
<td>Chief, Compliance Division</td>
<td>Review / endorsement for approval of accreditation</td>
<td>1/2</td>
</tr>
<tr>
<td>Director, FS</td>
<td>Approval of accreditation</td>
<td>1/2</td>
</tr>
<tr>
<td>Clerk</td>
<td>Recording / transmittal of letter of registration to Service Contractor</td>
<td></td>
</tr>
</tbody>
</table>

**3 WORKING DAYS**

### LEGEND

- Service Contractor
- DOE

### * LIST OF REQUIREMENTS

1. Certificate of Authority issued by the Insurance Commission
2. Audited Financial statements for 2 years
3. Clearance from the Supreme Court
4. Form I issued by the Insurance Commission
5. Company profile

### PROCESSING FEE

No fees
Consumer Welfare and Promotion Staff
CONSUMER-RELATED INFORMATION REQUESTS

RESPONSIBLE PERSONNEL / OFFICE / UNIT

PROCEDURE

NORMAL PROCESSING TIME
(working days)

Chief, CWPS

Submission of request*  

1/2

Technical Staff

Research / gathering of information  

1 to 10

Chief, CWPS

Approval of report / reply  

1/2

Clerk

Recording / releasing / transmittal of report / reply  

1/2

2.5 to 11.5 WORKING DAYS

<table>
<thead>
<tr>
<th>LEGEND</th>
<th>LIST OF REQUIREMENTS</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>** PROCESSING FEE</td>
</tr>
<tr>
<td></td>
<td>Applicant</td>
</tr>
<tr>
<td></td>
<td>DOE</td>
</tr>
<tr>
<td></td>
<td>* CWPS</td>
</tr>
<tr>
<td></td>
<td>Consumer Welfare and Promotion Staff</td>
</tr>
</tbody>
</table>
**RESPONSIBLE PERSONNEL / OFFICE / UNIT**

Chief, CWPS

Submission of request*  
1/2

Technical Staff

Gathering / auditing of electric bill or site inspection / preparation of inspection report  
3

Chief, CWPS

Approval of report / reply  
1/2

Clerk

Recording / releasing / transmittal of report / reply  
1/2

**NORMAL PROCESSING TIME**  
(working days)

4.5 WORKING DAYS

---

**LEGEND**

- Applicant
- DOE
- * CWPS Consumer Welfare and Promotion Staff

**LIST OF REQUIREMENTS**

1) Phoned-in verification:
   - Filled-out caller’s information
2) Walk-in verification:
   - Filled-out request form

**PROCESSING FEE**

No fees
Submission of complaint* 

- Initial review / endorsement of complaint to the Director of the appropriate unit

Director of appropriate unit: Assessment of complaint category

Technical Staff: Investigation / evaluation of the complaint

Chief, Hearing Division: Legal evaluation (if necessary)

Technical Staff: Resolution of complaints and preparation of report / reply

Director of appropriate unit: Signing of report / reply

Clerk of appropriate unit: Recording / releasing / transmittal of report / reply

LEGEND
- Applicant
- DOE

* LIST OF REQUIREMENTS
1) Phoned-in complaints:
   - Filled-out caller’s information
   - Nature of complaint
2) Walk-in complaints:
   - Filled-out Complaints Form
   - Filled-out General Feedback Form

PROCESSING FEE:
No fees

2.5 to 11.5 WORKING DAYS