



**DEPARTMENT OF ENVIRONMENT AND NATURAL RESOURCES**  
**KAGAWARAN NG KAPALIGIRAN AT LIKAS NA YAMAN**



**MEMORANDUM**

**TO :** **THE ASSISTANT SECRETARY AND FOREST MANAGEMENT BUREAU (FMB) DIRECTOR IN CONCURRENT CAPACITY**  
**THE DIRECTOR**  
Environmental Management Bureau (EMB)  
**THE DIRECTOR**  
Land Management Bureau (LMB)

**FROM :** **THE UNDERSECRETARY**  
Finance, Information Systems, and Climate Change

**SUBJECT :** **FIRST COORDINATION MEETING OF THE INVESTMENT PROMOTION UNIT NETWORK (IPU-Net) ON 27<sup>TH</sup> JUNE 2024, 09:00 AM TO 03:00 PM, DILG NAPOLCOM, QUEZON CITY**

**DATE :** **24 JUNE 2024**

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This refers to the letter dated 4 June 2024 of Undersecretary Ceferino S. Rodolfo, Department of Trade and Industry (DTI) and Board of Investments (BOI) Managing Head, addressed to Secretary Maria Antonia Yulo Loyzaga, a copy of which was received by this Office from the Office of the Undersecretary for Policy, Planning, and International Affairs (OUPPIA). Said letter contains their invitation to the first coordination meeting of the Investment Promotion Unit Network (IPU-Net) to be held on the 27<sup>th</sup> of June 2024, 09:00 AM, at DILG NAPOLCOM, Quezon Avenue, Quezon City.

The meeting aims to discuss issues and concerns of investors and action needed to be undertaken to facilitate resolution of the issues. Attached herein is a copy of the meeting agenda, for your reference.

Your offices are hereby requested to represent the Department at this meeting. Should you have further concerns, please coordinate directly with Ms. Lady Katherine R. Puente, Investment Assistance Service, Board of Investments at (02) 8897-6682 loc. 293/275 or via email at [lkrpuente@boi.gov.ph](mailto:lkrpuente@boi.gov.ph).

*Analiza eh*  
**ATTY. ANALIZA REBUELTA – TEH**

**CC :** **THE UNDERSECRETARY**  
Policy, Planning and International Affairs

**MEMO NO. 2024 - 552**

4 June 2024

**HON. MARIA ANTONIA YULO-LOYZAGA**  
Secretary  
Department of Environment and Natural Resources  
Visayas Avenue  
Diliman, Quezon City

Dear **Secretary Yulo-Loyzaga**:

Greetings from the Investment Promotion Unit Network (IPUNet) Secretariat!

The Board of Investments would like to extend its sincerest gratitude to your agency and the other IPU-Net members for your support in the successful implementation of Executive Order No. 18 (EO 18), otherwise known as "Constituting Green Lane for Strategic Investments." Moreover, we appreciate your efforts during the Launching and Covenant Signing of EO 18 held on 12 July 2023. //

Originally, twenty-seven (27) government member agencies signed a Memorandum of Agreement (MOA) on Investments Facilitation on April 25, 2007. Through the MOA, the Investments Promotion Unit Network (IPU-Network) was established to facilitate and expedite the resolution of issues, concerns and queries of investors. This was followed by an enhanced MOA signed in 2019 which included additional government agencies resulting to a total of thirty-six (36) government agencies as members of the IPU-Network. With the issuance of EO 18, there is a need to enhance the coordination and cooperation among the IPU-Net members on the promotion and facilitation of investments. To further this initiative, BOI is proposing for the execution of a Joint Memorandum Circular (JMC) on Investment Facilitation which would supersede the IPU-Net MOA, as initiated during the 2023 IPU-Net coordination meeting. Through this JMC, the members-agencies commit to foster a more competitive and business enabling environment for investors, through seamless coordination among government agencies including monitoring of the progress of permitting and licensing processes for Strategic Investments. A copy of the draft memorandum circular is attached herewith for your review and consideration. We kindly request for inputs and comments on the draft JMC and send to us on or before **13 June 2024**.

Additionally, may we respectfully invite two (2) representatives from your good office, preferably occupying Undersecretary, Director or Division Chief levels to attend the **1st Coordination Meeting of IPU-Net for 2024 on 27 June 2024, 9:00AM–03:00PM at DILG NAPOLCOM Center EDSA corner Quezon Avenue, Quezon City**. Enclosed in this letter is the meeting agenda for reference. We would highly appreciate your attendance at this meeting. //

For confirmation and/or coordination purposes, your office may contact the following members of the BOI-Investments Assistance Service:

Contact Person	Telephone No.	Email Address:
Dir. Ernesto C. Delos Reyes, Jr.	02-8-897 6682 loc. 293/275	<a href="mailto:ecdelosreyes@boi.gov.ph">ecdelosreyes@boi.gov.ph</a>
Mr. Lubin G. De Vera, Jr.		<a href="mailto:lrdevera@boi.gov.ph">lrdevera@boi.gov.ph</a>
Atty. Rizel C. Barsabal		<a href="mailto:rcbarsabal@boi.gov.ph">rcbarsabal@boi.gov.ph</a> ✓



We look forward to receiving your confirmation on or before **13 June 2024**.

Thank you for your unwavering support to our programs and initiatives.

Together, let's Make It Happen in the Philippines!

Sincerely,

A handwritten signature in black ink, appearing to read 'Dr. Ceferino S. Rodolfo'.

**DR. CEFERINO S. RODOLFO, DPA**  
DTI Undersecretary and BOI Managing Head

*Bgf/ecdr/lrdv/rcb*

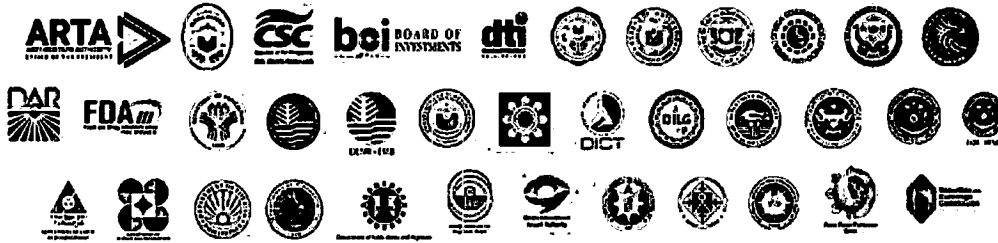
**1<sup>ST</sup> IPUNET YEAR COORDINATION MEETING**  
 27 June 2024, 9:00AM–12:00NN  
 DILG NAPOLCOM Center EDSA cor. Quezon Avenue, Quezon City

Time	Agenda Item	Responsible Unit
8:30M-9:00AM	Registration	BOI
9:00AM-9:15AM	Call to Order Adoption of Agenda	BOI
9:15AM-9:30AM	<ul style="list-style-type: none"> <li>Review and Approval of the Minutes of the Consultation Meeting held on 23 February 2023</li> <li>Action Items from the 2023 IPU-Net Consultation Meeting</li> </ul>	BOI
9:30AM-11:30AM	<ul style="list-style-type: none"> <li><b>Recurring Issues and Concerns – Needs Intervention</b> <ul style="list-style-type: none"> <li>SEC Registration Process</li> <li>VAT-Refund Application</li> <li>Different interpretations of ports on the provisions of customs procedures and requirements</li> <li>Processing of License to Operate and Certificate of Product Registration with FDA</li> <li>Land Conversion Process</li> <li>Application for Tree Cutting Permit</li> <li>Securing of Favorable Endorsement from LGU during pre-development phase</li> <li>Permitting Application of Infrastructure Flagship Projects under EO 59</li> </ul> </li> <li><b>Government Initiatives to address Investor Issues</b> <ul style="list-style-type: none"> <li>BIR initiatives on Ease of Paying Taxes and VAT-refund application</li> <li>DENR Guidelines on Offshore Wind and Floating Solar Projects</li> <li>Establishment of LGU Green lane</li> </ul> </li> <li><b>Updates from Government Agencies</b> <ul style="list-style-type: none"> <li>Integration of government services on eGov SuperApp</li> <li>Issuance of Memorandum Circular providing guidelines for LGU endorsements for Strategic Investment</li> <li>Designation of Focal Persons for Green Lane</li> </ul> </li> </ul>	BOI - Concerned agencies to respond to issues  BIR <del>DENR</del> BOI  DICT DILG BOI
<b>Lunch</b>		
1:00PM - 3:00PM	<ul style="list-style-type: none"> <li>Renewal of Commitment through execution of JMC</li> <li>Presentation of the Salient Provisions of the Draft JMC               <ul style="list-style-type: none"> <li>Integration of the provisions EO No. 18 s. 2023</li> <li>Determination of mandatory requirements for RE projects during pre-development phase</li> </ul> </li> </ul>	BOI

	<ul style="list-style-type: none"> <li>➤ Acceptance and Evaluation of Application for permits/licenses of projects identified as Strategic Investments or Designation and Assignment of Critical Agencies to OSAC to attend Investor's Application (DENR, NCIP, BOC) and Issuance of Provisional Permit/License</li> <li>➤ Designation of New Focal Person/ Account Officers for IPU-Net</li> <li>• Comments/ Inputs from IPU-Network</li> <li>• Proposal to Rename the IPU-Net to Investment Facilitation Unit Network (IFU-Net)</li> </ul>	<p>Concerned agencies</p> <p>BOI</p>
<p>3:00PM – 4:00PM</p>	<ul style="list-style-type: none"> <li>• Other Matters <ul style="list-style-type: none"> <li>➤ New members of the IPU-Net (OSAPEIA, ERC, NIA)</li> <li>➤ Schedule of the 2nd IPU-Net Coordination Meeting</li> <li>➤ Appreciation Ceremony of IPU-Net Members</li> </ul> </li> </ul>	<p>Concerned agencies</p>
<p>4:00PM</p>	<p><b>Adjournment</b></p>	

**Facilitators:**

*Chief Lubin R. De Vera, Jr.*  
*Atty. Rizel C. Barsabal*  
*Lady Katherine Puente*



**Joint Memorandum Circular No. \_\_\_\_\_**  
**Series of 2024**

- REPUBLIC OF THE PHILIPPINES**
- DEPARTMENT OF TRADE AND INDUSTRY (DTI)**
- BOARD OF INVESTMENTS (BOI)**
- ANTI-RED TAPE AUTHORITY (ARTA)**
- OFFICE OF THE OMBUDSMAN**
- BANGKO SENTRAL NG PILIPINAS (BSP)**
- DEPARTMENT OF AGRARIAN REFORM**
- DEPARTMENT OF AGRICULTURE**
- DEPARTMENT OF ENERGY**
- DEPARTMENT OF ENVIRONMENT AND NATURAL RESOURCES (DENR)**
- DEPARTMENT OF FINANCE**
- DEPARTMENT OF FOREIGN AFFAIRS (DFA)**
- DEPARTMENT OF HEALTH (DOH)**
- DEPARTMENT OF INFORMATION AND COMMUNICATIONS TECHNOLOGY (DICT)**
- DEPARTMENT OF THE INTERIOR AND LOCAL GOVERNMENT (DILG)**
- DEPARTMENT OF LABOR AND EMPLOYMENT (DOLE)**
- DEPARTMENT OF PUBLIC WORKS AND HIGHWAYS (DPWH)**
- DEPARTMENT OF SCIENCE AND TECHNOLOGY (DOST)**
- DEPARTMENT OF TOURISM (DOT)**
- DEPARTMENT OF TRANSPORTATION (DOTr)**
- DENR-ENVIRONMENTAL MANAGEMENT BUREAU (DENR-EMB)**
- DILG-BUREAU OF FIRE PROTECTION (DILG-BFP)**
- DILG-BUREAU OF LOCAL GOVERNMENT DEVELOPMENT (DILG-BLGD)**
- DOF-BUREAU OF CUSTOMS (DOF-BOC)**
- DOF-BUREAU OF INTERNAL REVENUE (DOF-BIR)**
- DOF-BUREAU OF LOCAL GOVERNMENT FINANCE (DOF-BLGF)**
- DOF-SECURITIES AND EXCHANGE COMMISSION (DOF-SEC)**
- DOH-FOOD AND DRUG ADMINISTRATION (DOH-FDA)**
- DOH-HEALTH FACILITIES AND SERVICES REGULATORY BUREAU (DOH- HFSRB)**
- DOJ-BUREAU OF IMMIGRATION (DOJ-81)**
- DOTr-MANILA INTERNATIONAL AIRPORT AUTHORITY (DOTr-MIAA)**
- OP-HOUSING AND LAND USE REGULATORY BOARD (OP-HLURB)**
- OP-NATIONAL COMMISSION ON INDIGENOUS PEOPLES (OP-NCIP)**
- OP-NATIONAL ECONOMIC AND DEVELOPMENT AUTHORITY (OP-NEDA)**
- OP-NATIONAL INTELLIGENCE COORDINATING AGENCY (OP-NICA)**
- NEDA-PUBLIC-PRIVATE PARTNERSHIP CENTER (NEDA-PPP Center)**

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50 **SUBJECT: STRENGTHENING THE COORDINATION MECHANISM AMONG THE**  
51 **INVESTMENTS PROMOTION UNIT-NETWORK (IPU-NET) AND**  
52 **INTEGRATION OF THE PROVISIONS OF EXECUTIVE ORDER (EO) NO. 18**  
53

54 **DATE: 08 MAY 2024**  
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56  
57 **SECTION 1. BACKGROUND**  
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- 59 1.1. With a vision to Make-It-Happen in the Philippines, the Office of the President of  
60 the Philippines aims to advance development goals and uplift the quality of life of  
61 all Filipinos by increasing competitiveness and improving the ease of doing  
62 business to attract both local and foreign investments;  
63
- 64 1.2. Consistent with the Eight-Point Socioeconomic Agenda of the Administration, and  
65 as part of continuing efforts of implementing ease of doing business reforms, it is  
66 imperative to adopt measures that will expedite transactions with the government;  
67
- 68 1.3. To encourage local and foreign investments in the country, it is the policy of the  
69 government to sustain efforts to improve competitiveness and the business  
70 environment through streamlining of procedures and establishment of close  
71 coordination among the concerned government agencies involving investments  
72 and investors' issues and concerns;  
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- 74 1.4. The Board of Investments (BOI), the lead agency in investments promotion and  
75 facilitation, is on an intensive effort to promote the country as attractive investment  
76 destination;  
77
- 78 1.5. Republic Act (R.A.) No. 11032, otherwise known as the "Ease of Doing Business  
79 and Efficient Government Service Act of 2018" amended R.A. 9485 or the "Anti-  
80 Red Tape Act of 2007" to implement programs on the simplification of requirements  
81 and procedures that will reduce red tape and expedite business and nonbusiness  
82 related transactions in government;  
83
- 84 1.6. The Anti-Red Tape Authority (ARTA) was created to develop, implement, and  
85 oversee the national policy against red tape and favor ease of doing business,  
86 among others.;
- 87
- 88 1.7. The Department of Information and Communications Technology (DICT) is  
89 mandated to be the primary policy planning, coordinating, implementing, and  
90 administrative entity of the Executive Branch of the government that will plan,  
91 develop, and promote the national ICT development agenda;  
92
- 93 3.1. In March 2021, R.A. No. 11593, otherwise known as the Corporate Recovery and  
94 Tax Incentives for Enterprises (CREATE) Act was passed. Section 10 of the said  
95 law provides for the mandatory establishment of One-Stop Shop or One-Stop  
96 Action Center (OSAC) across all Investment Promotions Agencies;  
97
- 98 1.8. The Office of the President issued Executive Order (EO) 18 series of 2023, entitled  
99 "Constituting Green Lanes for Strategic Investments" (EO 18), as part of continuing  
100 efforts to implementing ease of doing business and to improve the country's  
101 regulatory environment conducive to business operations;  
102
- 103 1.9. On 13 July 2023, the Investments Promotion Unit Network (IPU-Net) pledged their

104 commitment to support the provisions of EO 18 to foster a more competitive and  
105 business enabling environment for investors through seamless coordination  
106 among government agencies;

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108 1.10. In view of the foregoing and in line with the directives of the President against red-  
109 tape and corruption, as well as to streamline issuance of permits, licenses, it is  
110 imperative to adopt measures that will expedite the realization of strategic  
111 investments by adopting a Joint Memorandum Circular (JMC) between and among  
112 the IPU-Net members.

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## **SECTION 2. PURPOSE**

116 The overall objectives of this Joint Memorandum Circular (JMC) are the following:

- 117
- 118 2.1. To promote the Philippines as a top investment destination and to encourage  
119 investors to engage in strategic investments;
  - 120
  - 121 2.2. To enhance the system of linkages and networking between and among  
122 government agencies and other relevant bodies or organizations;
  - 123
  - 124 2.3. To facilitate the registration of Strategic Investments and mandate all appropriate  
125 government agencies that are involved in registering, licensing or issuing permits  
126 to investors to assign their representatives to OSAC to attend to investor's  
127 requirements;
  - 128
  - 129 2.4. To provide an integrated system to assist investors obtain necessary information  
130 from across all government departments and bureaus, including LGUs, and  
131 provide guidance and help investors obtain permits and licenses to operate in the  
132 country. The OSAC service aims to reduce unnecessary documents, simplify and  
133 streamline steps, reduce costs and time to obtain permits and licenses. The  
134 application process can be monitored to increase transparency and to facilitate  
135 investment operation
  - 136
  - 137 2.5. To mandate all partner government agencies, involved in the issuance of permits,  
138 licenses, certifications or authorizations covering Strategic Investments specified  
139 under E.O. 18 s of 2023, to streamline processes and requirements as to  
140 application for permits, licenses and clearances for the investors,
  - 141
  - 142 2.6. To allow the One-Stop Action Center for Strategic Investments (OSAC-SI), the  
143 designated single entry for strategic investments to coordinate with concerned  
144 government agencies to address investor concerns starting pre-project  
145 establishment until the post-investment assistance (aftercare services).
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## **SECTION 3. LEGAL COMPLIANCE**

149 This JMC is hereby promulgated based on the following legal provisions:

- 150
- 151 3.2. Article 7 of Executive Order No. 226, otherwise known as the Omnibus Investment  
152 Code of 1987, as amended, provides that the BOI shall be responsible for the  
153 regulation and promotion of investments in the Philippines. It has the authority to  
154 enter into agreements with other agencies of the government for the simplification  
and facilitation of systems and procedures involved in the promotion of



155 investments, and other activities necessary for the effective implementation of the  
156 Code.

157  
158 3.3. Memorandum of Agreement (MOA) dated April 25, 2007 with twenty-seven (27)  
159 other government agencies for the creation of the Investments Promotion Units  
160 Network (IPU-Net).

161  
162 3.4. Enhanced IPU-Net MOA dated May 2019 with thirty-six (36) government agencies  
163 to include pre and post investment assistance and services to investors to support  
164 the retention and expansion of the investor's projects.

165  
166 3.5. RA No. 11032, otherwise known as the "Ease of Doing Business and Efficient  
167 Government Service Act of 2018" amended R.A. 9485 or the "Anti-Red Tape Act  
168 of 2007" to implement programs on the simplification of requirements and  
169 procedures that will reduce red tape and expedite business and nonbusiness  
170 related transactions in government.

171  
172 3.6. Section 10 of R.A. 11032, provides that:

173  
174 "Section 10. Automatic Approval, or Automatic Extension of License, Clearance  
175 Permit, Certification or Authorization. If a government office fails to approve or  
176 disapprove an original application or request for issuance of license, clearance,  
177 permit, certification or authorization within the prescribed processing time, said  
178 application or request shall be deemed approved: Provided, that all required  
179 documents have been submitted and all required fees and charges have been  
180 paid. The acknowledgment receipt together with the official receipt shall be  
181 enough proof or has the same force and effect of a license, clearance, permit,  
182 certification or authorization under this automatic approval mechanism: Of a  
183 government office or agency fails to act on an application or request for renewal  
184 of license, clearance, permit, certification or authorization subject for renewal  
185 within the processing time, said license, clearance, permit, certification or  
186 authorization shall automatically be extended."

187  
188 3.7. RA No. 10844, E-Government objectives in particular, and national objectives in  
189 general, is currently in the process of developing applications and systems in order  
190 to harmonize and coordinate all national ICT plans and initiatives to ensure: 1)  
191 knowledge, information and resource-sharing; 2) database-building; and 3)  
192 agency networking linkages among government agencies.

193  
194 3.8. Section 310 of R.A. No. 11593, otherwise known as the Corporate Recovery and  
195 Tax Incentives for Enterprises (CREATE) Act mandated all Investment Promotion  
196 Agencies (IPAs) to establishment a one-stop shop or one-stop action center that  
197 will facilitate and expedite, to the extent possible, the setting up and conduct of  
198 registered projects or activities, including assistance in coordinating with local  
199 government units and other agencies to comply with the Ease of Doing Business  
200 law.

201  
202 3.9. Administrative Order No. 23 s. 2023, states that:

203  
204 "Section 1. Elimination of Overregulation, "All national government agencies  
205 covered by Section 3 of RA No. 9485, as amended, are directed go hasten the  
206 reform of their processes in order to eliminate overregulation. They shall retain  
207 only such steps, procedures and requirements as may be necessary to fulfill their  
208 legal mandates and policy objectives. All processes in excess thereof, including  
209 those which are redundant or burdensome to the public, shall be deemed

210 manifestations of overregulation and shall be removed accordingly.”

- 211
- 212 3.10. Section 15 of RA No. 9485, as amended, mandates national government agencies
- 213 (NGAs) and local government units (LGUs) to expedite the processing and
- 214 approval or disapproval of licenses, clearances, permits, certifications or
- 215 authorizations for the installation and operation of telecommunication systems,
- 216 broadcast towers, facilities, equipment and service.
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219 **SECTION 4. SCOPE/COVERAGE**

220 This JMC covers the 36 government agencies members of the IPU-Net, including

221 their regional, provincial offices, attached agencies, government owned and

222 controlled corporations and quasi-judicial agencies, mandated to issue regulatory

223 permits, licenses, authorizations, certifications and other documents necessary to

224 do business in the country.

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226 The provisions of this JMC shall also apply to all government offices and agencies

227 in the Executive Department, and other government instrumentalities, located

228 here or abroad that provide services covering business-related and nonbusiness

229 transactions as defined in this JMC.

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232 **SECTION 5. DEFINITION OF TERMS**

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- 234 5.1. Action – refers to the written approval or disapproval made by a government office
- 235 or agency on the application or request submitted by an applicant or requesting party
- 236 for processing;
- 237
- 238 5.2. Affidavit of Undertaking – refers to a sworn written document executed by the
- 239 affiant/applicant or authorized representative of the company stating that the
- 240 applicant submitted an application for the issuance of permits, licenses, or
- 241 certifications with national government agencies, and their regional and provincial
- 242 offices, GOCCs, government instrumentalities, as well as LGUs, and the applicant
- 243 undertakes to comply with the submission of requirements for the issuance of
- 244 permits and/or licenses;
- 245
- 246 5.3. Aftercare Services – refers to the continued support of the Government to investors
- 247 or post-facilitation services to encourage investors to retain, expand and diversify
- 248 their investments in the country;
- 249
- 250 5.4. Agency – refers to the 36 government agencies, including its regional offices or
- 251 bureau, commission, or authority issuing business licenses, permits, certifications or
- 252 any business-related transactions;
- 253
- 254 5.5. Applicant – refers to any qualified person, firm, partnership, corporation, government
- 255 or private institution/organization applying for the issuance of permits, licenses, and
- 256 certificates;
- 257
- 258 5.6. Applications or requests – are formal requests to an authority for access to
- 259 government service;
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- 261 5.7. Authorization – refers to a permission embodied in a document granted by an
- 262 agency to a natural or juridical person who has submitted an application for
- 263 government service in order to implement or sanction specific acts or to engage in

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- a particular line of business. The authorization can take in the form of a permit, a clearance, a license, a certificate of registration, accreditation, compliance or exemption, or any similar document;
- 5.8. Building Permit – refers to a document issued by the Building Official to an owner/applicant to proceed with the construction, installation, addition, alteration, renovation, conversion, repair, moving, demolition or other work activity of a specific project/building/structure or portions thereof after the accompanying principal plans, specifications and other pertinent documents with the duly notarized application are found satisfactory and substantially conforming with the NBCP and its Implementing Rules and Regulations (IRR);
- 5.9. Business Permit or Mayor's Permit – refers to a document issued by the City or Municipal Head, usually through its Business Permits and Licensing Office (BPLO), for business to legally operate in the locality;
- 5.10. Business Registration – refers to set of regulatory requirements that an entrepreneur must comply with, to start operating a business entity in a city/municipality, including but not limited, to the collection or preparation of a number of documentation, submission to government authorities, approval of application submitted, and receipt of a formal certificate/s, licenses, permits, and similar documents which confirm the eligibility to operate as a legitimate business entity in the city or municipality;
- 5.11. Business-related transactions – refer to a set of regulatory requirements that a business entity must comply with to engage, operate or continue to operate a business such as, but not limited to, collection, preparation of a number of documentations, submission to government authorities, approval of application, licenses, permits and similar documents which confirm the eligibility to operate as a legitimate business entity in the city or municipality;
- 5.12. Certificate – refers to a document in which a fact is formally attested;
- 5.13. Citizen's Charter – refers to the most current and updated service standards of a government entity which may be in the form of information billboards posted at the most conspicuous place, in their respective websites and in the form of published materials such as handbook written either in English or Filipino, or in local dialect. It describes in detail the comprehensive and uniform checklist of requirements for each type of application or request; procedure to obtain a particular service; person/s responsible for each step; maximum time to conclude the process; document/s to be presented by the applicant or requesting party, if necessary; amount of fees, if necessary; and procedure for filing complaints pursuant to Section 4 (q) of RA No. 11032;
- 5.14. Complex transactions – refers to applications or requests submitted by applicants or requesting parties of a government office which necessitate evaluation in the resolution of complicated issues by an officer or employee of said government office, such transactions to be determine by the office concerned;
- 5.15. Highly technical application or transaction – a transaction which requires the use of technical knowledge, specialized skills and/or training in the processing and/or evaluation thereof;
- 5.16. Investment Promotion Unit – refers to the special units established in concerned government agencies that relate to the promotion of investments and operations of business including implementation of applicable rules. They shall include the

319           Bangko Sentral ng Pilipinas (BSP), Bureau of Customs (BOC), Bureau of Food and  
320           Drugs Administration (BEAD), Bureau of Immigration (BI), Bureau of Internal  
321           Revenue (BIR), Civil Service Commission (CSC), Commission on Information and  
322           Communications Technology (CICT), Department of Agrarian Reform (DAR);  
323           Department of Agriculture (DA), Department of Energy (DOE), Department of  
324           Environment and Natural Resources (DENR), Department of Finance (DOF),  
325           Department of Foreign Affairs (DFA), Department of Interior and Local Government  
326           (DILG), Department of Labor and Employment (DOLE), Department of Public Works  
327           and Highways (DPWH), Department of Science and Technology (DOST),  
328           Department of Tourism (DOT), Department of Transportation and Communications  
329           (DOTC), Housing and Land Use Regulatory Board (HLURB), Manila International  
330           Airport Authority (MIAA), National Commission on Indigenous Peoples (NCIP),  
331           National Economic and Development Authority (NEDA), National Intelligence  
332           Coordinating Agency (NICA), Office of the Ombudsman (OMBUDSMAN) Philippine  
333           Overseas Employment Administration (POEA) and Securities and Exchange  
334           Commission (SEC) which are all signatories to this JMC;

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336           5.17. Investment Promotion- refers to the encouragement of investments in a particular  
337           area through the development of its key factors for investments, the creation of  
338           awareness as a business site and the provision of services. This may take the form  
339           of Image Building, Investment Generation and Investment Servicing;

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341           5.18. Investment Facilitation- refers to the removal/reduction of barriers/impediments to  
342           investments such as but not limited to trade and industry liberalization,  
343           institutional/structural reforms, simplification of business transactions/procedures,  
344           all geared towards improving/enhancing the business climate for both foreign and  
345           domestic investors;

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347           5.19. One-Stop Action Center for Strategic Investments (OSAC-SI) -- refers to the body,  
348           established by DTI-BOI, tasked to serve as the single point of entry for all projects  
349           designated as Strategic Investment under EO 18;

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351           5.20. Permit – refers to a permission evidenced by a certificate issued by the concerned  
352           government agency or instrumentality.

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354           5.21. Permitting Agencies – refers to agencies of the Government or relevant entities  
355           issuing permits, licenses, certifications, authorization or other documents relating to  
356           doing business in the country;

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358           5.22. Processing Time – refers to the time spent by an applicant or project proponent from  
359           the submission of application of regulatory permits, licenses, certifications or  
360           authorizations, with complete supporting documents, up to the release of the  
361           aforementioned documents.

362  
363           For processes that involved several stages, each stage shall have its own  
364           processing time. The processing time commences on the date/time that the  
365           applicant has satisfactorily completed the previous stages and all the requirements  
366           for the stage being applied for, and has paid the applicable fees, if any.

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368           5.23. Post-registration – refers to the stage or phase of the business permitting process  
369           where an applicant is requested to secure permits, clearances, and authorizations  
370           after the Business Permit application has been issued;

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372           5.24. Provisional Permit/ License – refers to temporary permit/license to construct issued  
373           by the concerned government agencies to projects designated as Strategic

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Investment pending the submission of complete documentary requirements;

5.25. Simple Transactions – applications or request submitted by applicants or requesting parties of a government office or agency which only require ministerial actions on the part of the public or employee or that which present only inconsequential issues for the resolution by an officer of employee of said government office.

5.26. Strategic Investments – are those which are aligned with the Philippine Development Plan or any similar national development plan; and can be characterized as significant capital or investment to the country; consequential economic impact; positive impact on the environment; significant contribution to the country’s balance of payments; with complex technical processes and engineering designs; and will bring about improvement in the country’s infrastructure capabilities. For this purposes Strategic Investments shall include, but shall not be limited to the following:

5.26.1. Highly Desirable Projects. Investment Projects recommended by the Fiscal Incentives Review Board to the President for modification of incentives or the crafting of the appropriate financial support package based on defined development strategies for creating high-value jobs, building new industries to diversify economic activities, and attracting significant foreign and domestic capital or investment, and the fiscal requirements of the activity or project, as provided under Section 301 of RA No. 11534 or the “Corporate Recovery and Tax Incentives for Enterprises (CREATE) Act.”

5.26.2. Foreign Direct Investments. Foreign Direct Investments are those resulting from the implementation of the Foreign Investment Promotion and Marketing Plan, as endorsed by the Inter-Agency Investment Promotion Coordination Committee.

5.26.3. Projects or activities under the Strategic Investment Priority Plan (SIPP). Local or foreign investments on activities considered projects of national significance or highly desirable, and which falls under the priority sectors or industries included in the SIPP formulated by the Department of Trade and Industry-Board of Investments (DTI-BOI) and approved by the President in accordance with Section 300 of RA No. 11534. These projects cover registrations under the DTI-BOI or other Investment Promotion Agencies.

5.27. Substantial Compliance – refers to the compliance with major documentary requirements, as determined by the concerned government agency, for applications to be processed simultaneously across all government agencies

5.28. Whole-of-Government Approach – refers to the ability of government agencies to integrate systems and processes to provide ease of access and use by investors (local and foreign) resulting in an integrated approach to public service delivery, policy making, interoperability of government processes, linkages and coordination among agencies in accordance with the lifecycle of citizens and businesses.

5.29. JMC – refers to this Joint Memorandum Circular.

430 **SECTION 6. INTEGRATION OF THE PROVISIONS OF EO 18 s 2023**

431  
432 The provisions of EO 18 s 2023 shall be integrated in this JMC as follows:

- 433  
434 6.1. **Single Point of Entry** - Within six (6) months from the effectivity of this Act, the DTI-  
435 BOI shall establish One-Stop Action Center for Strategic Investments (OSAC-SI),  
436 which shall serve as the single point entry for all projects qualified as Strategic  
437 Investments.

438  
439 The OSAC-SI shall address investor concerns starting with identifying and  
440 designating an investment as Strategic Investment under this Act and endorse the  
441 same to concerned NGAs, LGUs, and/or quasi-judicial bodies for processing of  
442 permits and licenses, and monitoring and reporting of actions taken thereon. The  
443 OSAC-SI shall include aftercare or post-investment assistance as part of its services.  
444

445 Within three (3) months from the issuance of this Act, the DTI-BOI shall produce and  
446 regularly update, an investor manual of guidebook or its equivalent, containing the list  
447 of government requirements for the establishment for Strategic Investments, as well  
448 as the concerned NGAs, LGUs, or quasi-judicial bodies issuing the relevant permits  
449 and licenses.

450  
451 The DTI-BOI will be supported by additional manpower, including the designation of  
452 account officers for Strategic Investments, as well as the equipment necessary to  
453 operationalize the OSAC-SI, in coordination with the Department of Budget and  
454 Management.  
455

- 456 6.2. **Establishment of Green Lanes for Strategic Investments** – NGAs including their  
457 regional and provincial offices when applicable, LGUs and quasi-judicial bodies shall  
458 establish or designate, whichever is applicable, a Green Lane within their offices in  
459 charge of expediting and streamlining processes and requirements for the issuance  
460 of permits and licenses for Strategic Investments endorsed by the OSAC-SI. The said  
461 Green Lane shall not be integrated and shall not be duplicative of the existing One-  
462 Stop Shops or One-Stop Action Centers established under existing laws, such as RA  
463 No. 11534, RA No. 11234 or the "Energy Virtual One-Stop Shop Act," and RA No.  
464 11032.  
465

466 For this purpose, the above agencies or offices shall designate an account officer for  
467 the Green Lane, who is responsible for coordinating with the OSAC-SI, relevant  
468 government offices or agencies in streamlining and simplifying business permitting  
469 and licensing processes, and recommending modifications or amendments to the  
470 existing procedures that are outdated, redundant, and adds undue regulatory burden  
471 and cost to the transacting public, in coordination with the Anti-Red Tape Authority  
472 (ARTA).  
473

- 474 6.3. **Actions on the Application** - NGAs and LGUs shall act on the applications for the  
475 issuance of a permit or license within the prescribed processing time provided in the  
476 concerned agency or LGU's Citizen's Charter (original period), which shall not be  
477 longer than three (3) working days in the case of simple transactions, seven (7) working  
478 days in the case of complex transactions, and twenty (20) working days for highly  
479 technical transactions from the date the complete application was received. The said  
480 prescribed maximum processing period may be extended only once for the same  
481 number of days, provided the same is indicated in the Citizen's Charter (extension  
482 period), pursuant to Rule VII, Section 3(b) of the Implementing Rules and Regulations  
483 of RA No. 11032. In all cases, denial of such application shall be made in writing within  
484 the same period prescribed.

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Consistent with Section 10 of RA 9485, as amended, the complete application for the issuance of a permit or license shall be deemed approved in case of failure of NGA or LGU to act, whether to approve or disapprove, on said application. An application shall be considered complete when all the documentary requirements indicated in the respective Citizen's Charters are submitted and the required fees and charges are duly paid. Imposition of additional requirements other than those listed in the Citizen's Charter and imposition of additional costs not reflected in the Citizen's Charter shall be punished in accordance with Sections 21 and 22 of RA 9485, as amended. However, with respect to applications for registration and tax incentives under RA No. 11534, the same shall not be deemed approved in case of failure of the NGA or LGU to act on said application.

6.4. **Automatic Approval on the Application.** Consistent with Section 10 of RA No. 9485, as amended, the complete application for the issuance of a permit or license shall be deemed approved in case of failure of the NGA or LGU to act, whether to approve or disapprove, on said application. An application shall be considered "complete" when all the documentary requirements indicated in the respective Citizen's Charters are submitted and the required fees and charges are duly paid. Imposition of additional requirements other than those listed in the Citizen's Charter and imposition of additional costs not reflected in the Citizen's Charter shall be punished in accordance with Sections 21 and 22 of RA No. 9485, as amended. However, with respect to applications for registration and tax incentives under RA No. 11534, the same shall not be deemed approved in case of failure of the NGA or LGU to act on said applications.

6.5. **Issuance of Permits and Licenses.** After the lapse of the original or extension period under Section 5 of this Order, the NGA or LGU shall issue the requested permit or license, otherwise, the DTI-BOI shall endorse the case to the ARTA. Upon receipt of the endorsement, together with the presentation of the acknowledgment receipt and/or official receipt of the payment of the necessary license or permit fees, and other transaction costs, and upon due investigation and verification that the applicant has indeed fully submitted all necessary documents and paid all the required fees, the ARTA shall issue a declaration of completeness and order the concerned office or agency to issue the appurtenant approval, extension, and/or renewal of the license, clearance, permit, certification, or authorization which is deemed approved pursuant to Section 10 of RA No. 9485, as amended.

The above mechanism shall likewise apply to issuance of a permit of license by quasi-judicial bodies consistent with Rule VIII Section 1 (b) of the Implementing Rules and Regulations of RA No. 9485, as amended.

6.6. **Simultaneous Processing of Applications.** NGAs and LGUs that receive applications for permits and licenses shall process the same with the presumption that the relevant documents from other agencies have already been issued consistent with Rule VII Section 3(c) of the Implementing Rules and Regulations of RA No. 9485, as amended.

6.6.1. **Affidavit of Undertaking.** The applicant shall execute an affidavit of undertaking, using the template prescribed by the DTI-BOI, that it has secured the relevant documents from specific NGAs or LGUs and/or that it shall submit the complete documentary requirements within thirty (30) working days. For this purpose, the concerned NGAs and/or LGUs may coordinate with other relevant offices or agencies to check or verify the status of applications for related permits or licenses to avoid

539 delay in their own evaluation of applications pending with them. The NGA or LGU  
540 concerned shall then issue the corresponding permits or licenses, with an annotation  
541 that it shall be subject to the completion of requirements covered by the undertaking.

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543 **6.6.2. Penalty for non-compliance for failure to submit the requirements/documents**  
544 **needed for the application.** Concerned NGAs shall monitor the compliance of the  
545 application with the requirements provided by law. Failure to submit the required  
546 documents with the given period, unless justified, shall warrant the suspension or  
547 revocation of Business permit of licenses.

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549 **6.7. Monitoring.** The concerned NGA, LGU and/or quasi-judicial body shall submit to the  
550 DTI-BOI monthly updates regarding the status of applications received and acted upon  
551 involving Strategic Investments covered under this JMC!

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553 **6.8. Fees and Charges.** Payment of business fees and charges shall depend on the  
554 amount provided under the Citizen's Charter of each NGAs or LGUs, and noting that  
555 any cost not in the Citizen's Charter shall not be required from the  
556 applicant/requesting party.

## 557 558 559 **SECTION 7. ADOPTION AND IMPLEMENTATION OF THE IRR OF EO 18**

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561 **7.1. Projects Endorsed as Strategic Investment.** All 36 government agencies  
562 members of the IPU-Net, including their regional, provincial offices, attached  
563 agencies, government owned and controlled corporations, quasi-judicial agencies,  
564 and local government units mandated to issue regulatory permits, licenses,  
565 authorizations, certifications and other documents necessary to do business in the  
566 country shall adopt and implement the provisions of the provisions of the  
567 Implementing Rules and Regulations (IRR) of EO 18.

568  
569 The guidelines on the application for Green Lane under EO 18, including the  
570 qualifications of project/s, evaluation of application, endorsement to other  
571 government agencies and action on the projects endorsed as Strategic Investment  
572 by the concerned agency shall be governed by the provisions in the IRR.

573  
574 **7.2. Applications not Covered under Green Lane/ Projects not considered as**  
575 **Strategic Investment.** BOI-registered projects and projects not covered under  
576 Green Lane or not endorsed as Strategic Investments shall be regularly facilitated  
577 by the BOI- Investments Assistance Service.

## 578 579 580 **SECTION 8. ONE-STOP ACTION CENTER FOR STRATEGIC INVESTMENTS**

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582 **8.1. One-Stop Action Center for Strategic Investments (OSAC-SI).** BOI-OSACSI, as the  
583 single point of entry of projects qualified as Strategic Investment, shall facilitate the  
584 application and registration of project proponents for Green Lane in coordination with  
585 the appropriate government agency. It shall have the following functions:

586  
587 8.1.1. Receive applications and documents for application for Green Lane  
588 under EO 18.

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590 8.1.2. Accept and preliminary asses the completeness of the application or  
591 request and its supporting documents vis-à-vis checklist of  
592 requirements, in coordination with the agency concerned, to ensure a



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more expeditious action on the application for Business Permit, Import Permit, Import Commodity Clearance, Environment Compliance Certificate, Certification Precondition, Land Use Permit. OSAC-SI shall not accept deficient or incomplete applications or requests.

8.1.3. An acknowledgement receipt shall be issued signifying acceptance of the complete application of request, without prejudice to the final determination of the completeness of the application from the agency concerned.

**8.2. Evaluation/ Technical Review on the Application of Permit/ License.** Upon receipt of the application or request for permit/ license, OSACSI shall submit the documentary requirements and other supporting documents to the agency concerned for evaluation and technical review.

The receiving officer shall immediately inform the applicant of the requesting party of any deficient in the accompanying documents, which shall be limited to those enumerated in the Citizen's Charter.

Payment of documentary/ application fees shall be directed to the agency concerned.

**8.3. Coordination with Concerned Agencies.** All appropriate government agencies that are involved in registering, licensing or issuing permits to investors shall:

8.3.1. Designate and assign their respective representatives to the OSAC to attend to Investor's requirements; or

8.3.2. Allow BOI-OSACSI to accept, checklist and evaluate the submitted documents or requirements from project projects in relation to their application for permit or licenses with other agencies, including application for Business Permit, Import Permit, Import Commodity Clearance, Environment Compliance Certificate, Certification Precondition, Land Use Permit

**8.4. Training.** In coordination with IPU-Net, concerned agencies shall provide facilities that will assist BOI-OSACSI to learn skills, to retrain and enhance acquired skills as the case may be and to provide training modules and materials and other technical assistance and facilitation services. BOI-OSACSI may likewise solicit coordination with other government agencies or non-government organization for training purposes.

## **SECTION 9. SIMPLIFICATION AND STREAMLINED GUIDELINES ON THE APPLICATION OF STRATEGIC INVESTMENTS**

**9.1. Clearances from Other Government Agencies**

The following clearances from other government agencies shall be required, whenever applicable

- a. Environment Compliance Certificate (ECC), if the project site is within an environmentally critical area;
- b. Special Use Agreement in Protected Areas, if the project site is a protected area
- c. Free and Prior Informed Consent (FPIC), if the proposed project site is within ancestral domain;
- d. Land Use Conversion from the Department of Agrarian Reform (DAR) Central

- 648 Office, if the proposed project site requires conversion of agricultural land of more  
649 than five (5) hectares, or from the DAR Regional Office, if the said land is 5 hectares  
650 and below;
- 651 e. Clearance from Laguna Lake Development Authority, if the proposed project site
  - 652 is within the Laguna de Bay region;
  - 653 f. Clearance from the Philippine Economic Zone Authority, if the proposed project
  - 654 site is within an economic zone or any other area owned, administered or operated
  - 655 by PEZA;
  - 656 g. Strategic Environmental Plan Clearance from Palawan Council for Sustainable
  - 657 Development, if the proposed project site is within the province of Palawan;
  - 658 h. Building Permit/ Occupational Permit/ Certificate of Occupancy issued by the
  - 659 City/Municipal Building Official and
  - 660 i. Other requirements as mandated by the Constitution and existing laws.

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662 The streamlined requirements shall apply to all pending and new applications  
663 submitted by NGAs/ LGUs.

## 664 9.2. Clearances Not Required from Other Government Agencies

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666 For energy-related projects endorsed as Strategic Investment, the following  
667 clearances shall not be required during the pre-development stage of the energy  
668 project:

- 669 a. Sangguniang Panglungsod/ Bayan Resolution
- 670 b. Sangguniang Barangay Resolution

## 671 9.3. Issuance of Provisional Permit/ License to Construct

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673 Consistent with the provisions of RA 11032 and to facilitate the permitting applications of  
674 projects endorsed as Strategic Investment, BOI OSAC-SI in coordination with agencies  
675 concerned, shall issue a Provisional permit/ license for purposes of construction or  
676 development of infrastructure facilities e.g. building, roads, bridges, canals, communication  
677 lines/ towers, industrial complex and other similar projects.

678  
679 The issuance of provisional permit/license shall be subject to the approval of the concerned  
680 agency.

# 681 SECTION 10. ROLES AND RESPONSIBILITIES

## 682 10.1. DTI-BOI

### 683 10.1.1. BOI-OSACSI

- 684 a. Serve as the single point of entry for all projects qualified as Strategic
- 685 Investments;
- 686 b. Receive directly applications for Green Lane and applications as
- 687 endorsed by the Office of the President, FIRB, IIPCC, and DTI-BOI;
- 688 c. Identify and designate projects as strategic investments;
- 689 d. Process, evaluate and endorse for approval of the DTI Secretary the
- 690 application/s for Strategic Investments;
- 691 e. Address investor concerns, through coordination with the Investments
- 692 Promotion Unit Network (IPU-Net) member-agencies and endorse the
- 693 same to concerned NGAs, LGUs, and/or quasi-judicial bodies for the
- 694 processing of permits and licenses, and monitoring and reporting of
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actions taken thereon;

- f. Provide and regularly update an investor manual of guidebook or its equivalent the list of government requirements for the establishment for Strategic Investments, as well as the concerned NGAs, LGUs, or quasi-judicial bodies issuing the relevant permits and licenses annually;
- g. Monitor and inquire on the status of ongoing applications for permits or licenses necessary for, or related to, applications of Strategic Investments, and in relation thereto, ascertain the Government agency and individuals tasked with the submission of electronic document, and such individual's action or inaction thereon;
- h. Submit monthly reports on the implementation of EO 18 to the BOI Board and Office of the President; and
- i. Provide aftercare services or post-establishment facilitation services to Strategic Investments.

**10.1.2. DTI-BOI**

- a. Enhance system of linkages and networking between and among government agencies and other relevant bodies or organizations;
- b. Make referrals with other Investment Promotion Units (IPUs) and other relevant organizations on investment-related issues and concerns affecting foreign and local investors in the Philippines;
- c. Monitor/document investment-related issues and concerns referred to the IPU Net to ensure prompt and accurate response to follow ups and to build a database of Frequently Asked Questions (FAQs);
- d. Update the clients on status of referrals made to other IPUs and relevant organizations on investment-related issues and concerns;
- e. Facilitate the processing of all investment-related requirements by concerned agencies including local government units (e.g., licenses and permits, importation, taxation, etc., by ensuring that all frontline agencies perform their tasks within prescribed standards and parameter
- f. Accept and checklist applications for permit and licenses consistent with the requirement in the concerned agency's Citizen's Charter;
- g. Encourage investors to use the online portal of the DICT in the facilitation of investment-related issues, concerns and queries, including other online facilitation systems available in other government agencies, as the case may be;
- h. Provide training on the use of the online portal and promote related online services of other IPU Net members.
- i. Refer applications for Green Lane services to the OSAC-SI; and
- j. Perform other acts necessary and incidental to accomplish the policy objectives of this Act.

**10.2. IPU-NET AND ATTACHED AGENCIES**

**10.2.1.** Act on investment issues and concerns within seventy-two (72) hours from receipt thereof, whenever possible but not later than the fifteen (15) working days deadline prescribed under R.A. No. 6713, otherwise known as the Code of Conduct and Ethical Standards for Public Officials and Employees, and its Implementing Rules and Regulations to act on letters and request;

**10.2.2.** Expedite and streamline the processing of applications for permits,

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licenses and other requests (pre and post operating requirements, including importation transactions) relative to investments as required by the respective offices/agencies (including those of regional offices) within the timeframe prescribed in their respective Citizen's Charters as aligned with the objectives or RA No. 11032 and its IRR.

**10.2.3.** Monitor/document investment-related issues and concerns referred to the IPU-Net to ensure prompt and accurate response to follow ups and to build database of FAQs;

**10.2.4.** Adopt and implement a system of coordination with the OSAC-Si regarding actions taken on investors' issues and concerns referred by the BOI;

**10.2.5.** Promote the use of the Electronic/ Digital System of Coordination and other online facilitation systems available in other government agencies, in the facilitation of investment related issues, concerns and queries;

**10.2.6.** Upon request, provide the DTI-BOI with investment/business related documents as soon as practicable but not exceeding three (3) working day from date of receipt of request, subject to the rules on confidentiality as provided for by existing laws. Updates on said investment/business-related documents shall likewise be provided to BOI within 15 working days from effectivity of the changes;

**10.2.7.** Designation of focal person/ unit, in accordance with Section 7, who will coordinate and address ICQs, referred by the OSAC-SI. Should there be any changes in the designation unit/focal person (s), the concerned agency shall accordingly advise OSAC-SI in writing within 3 working days from the effectivity of such change.

The focal person/unit shall have the authority to provide answers to technical and legal inquiries as well as take fast action on the approval of investment-related permits and licenses submitted by the DTI-BOI and BOI-OSACSI. Whenever a more detailed evaluation of documents and papers are necessary, the focal person/unit shall be responsible for monitoring the status of such documents and papers and ensuring that they are returned to the DTI-BOI and the applicant in the shortest possible time or within the prescribed time period.

**10.2.8.** Allow the DTI-BOI to accept and checklist the requirements for application of permits/licenses; and

**10.2.9.** Provide training to the DTI-BOI personnel of all investment-related requirements by concerned agencies including local government units.

**10.3. Anti-Red Tape Authority (ARTA)**

**10.3.1.** Coordinate technical assistance for the implementation of this JMC from the development partners as part of its Ease of Doing Business Activities;

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**10.3.2.** Provide technical support for the implementation of the standards provided for in this JMC;

**10.3.3.** Coordinate with business groups at the local and national levels to support the new guidelines in streamlining the processes for issuance of Permits, Licenses and Certificate; and

**10.3.4.** Oversee the implementation of this JMC in close collaboration with the concerned government agencies.

**10.3.5.** If the ICQs of investors fall under violations of R.A. No. 11032 (Section 21) and its rules (Rule IX Section 18, Rule XIII Section 1), and after facilitation efforts exerted by 801 and the IPU Net have been exhausted within the prescribed timeframe, these ICQs can be endorsed to ARTA for appropriate action in accordance with the provisions of R.A. No. 11032. Otherwise, all ICQs not falling under the scope of R.A. No. 11032 must be referred to the appropriate government office or agency for appropriate action. ICQs outside the scope of R.A. No. 11032 and its IRR including alleged commission of bribery, extortion, or when the violation was done deliberately and maliciously to solicit favor in cash or in kind, should be filed to the appropriate court.

**10.3.6.** Complaints for delays in the delivery of frontline government services can be directly filed to the ARTA pursuant to Section 17 (d) and (e) of R.A. No. 11032.

**10.4. Department of Information and Communications Technology (DICT).** The DICT, in consultation with the DTI-BOI, ARTA, and concerned national and local government agencies, shall streamline the applications of Strategic Investments by adopting automation and digitalization of government services to promote zero-contact policy. This shall involve the integration of any existing government portal/ platform issuing permits, authorities, approvals, and certificates, which are necessary for the registration and operation of Strategic Investments.

**10.5. Bureau of Customs (BOC) and Cluster Agencies** – BOC shall ensure that the documents required for the release of shipments, capital equipment, raw materials, spare parts, or accessories are accomplished properly, complete and accessible to concerned Departments, and/or its offices/agencies, subject to the existing laws, and shall streamline its guidelines on the issuance of permits/ licenses and other import-related documents to facilitate the process of duty-free importation of registered companies.

**10.6. Civil Service Commission** - The Civil Service Commission (CSC) shall make recommendations on service delivery improvement of IPU based on investment-related feedback received by the CSC through the Contact Center ng Bayan.

**10.7. Office of the Ombudsman** – The Office of the Ombudsman, consistent with its mandate to investigate and prosecute graft and corruption offenses committed by government officials and employees, shall act with investment-related complaints falling within the purview of anti-graft laws such as, but not limited to, R.A. No. 3019, R.A. No. 6770, R.A. No. 7080, R.A. No. 6713; Title Seven of the Revised Penal Code on Crimes Committed by Public Officers, inter alia.

**10.8. Department of the Interior and Local Government (DILG) and its**

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**Regional Offices** – Ensure active cooperation by the LGUs and other relevant agencies and offices under its purview and monitor compliance of LGU to this JMC.

To cause the dissemination of this JMC to all LGUs with their respective jurisdictions.

**10.9. Local Government Units (LGUs)** – LGUs shall comply with the provisions of the JMC and shall issue appropriate orders or ordinances to adopt this JMC.

**SECTION 10. ADOPTION OF THE PROVISIONS OF JMC 2019-001**

The provisions of JMC 2019-001 entitled “The Implementing Rules and Regulations of Republic Act 11032 otherwise known as the Ease of Doing Business and Efficient Government Service Delivery Act of 2018” is hereby adopted.

**SECTION 11. COORDINATION MECHANISMS**

In order to ensure effective implementation of this JMC, there shall be institutionalized coordination mechanisms which shall cover the following functions:

**11.1. Stakeholder engagement.** Establish consultative mechanism and dialogues with concerned government agencies, in person or through electronic or digital system of coordination, depending on the industry/sector, to address the entry barriers of investments and facilitate issues and concerns related to investments.

**11.2. Complaint Resolution.** Without prejudice to resorting to available Alternative Dispute Resolution Mechanisms, disputes, complaints, or issues arising from the following shall be referred to and addressed by the corresponding agency identified herein:

**11.2.1. ARTA** – Delays in the processing of the application for Permit or Licenses beyond the processing time provided herein as well as the imposition of additional requirements other than those expressly enumerated in this JMC.

**11.2.2. DILG** – Issues arising from the failure of the local government unit concerned or office under its purview to comply with this JMC.

**11.2.3. Composition of Coordination Mechanisms.** The Approving Authorities of this JMC shall identify the composition and membership of each of the Coordination Mechanisms, which may include members from private sector, as may be necessary. The Mechanisms herein institutionalized shall ensure proper reporting and documentation, including status updates, plans, and program implementation to the Approving Authorities.

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**SECTION 12. VIOLATIONS, PENALTIES, AND LIABILITIES**

The provisions of Sections 21, 22, and 23 of R.A. No. 9485, as amended by R.A. No. 11032, are applicable in case of violations concerning applications or requests for permits, licenses, clearances, authorizations or certifications covered by this JMC.

**SECTION 13. REPORTING AND FEEDBACK**

All concerned NGAs shall submit to the BOI progress reports detailing the implementation of this JMC. For all inquiries and concerns regarding this JMC, all questions should be directed/addressed to the following:

**Board of Investments**  
E-Mail: [ias@boi.gov.ph](mailto:ias@boi.gov.ph)

**Anti-Red Tape Authority**  
Email: [info@arta.gov.ph](mailto:info@arta.gov.ph)

**SECTION 14. SEPARABILITY CLAUSE**

If any section or part of this JMC is held unconstitutional or invalid, the other sections or provisions not otherwise affected shall remain in full force and effect.

**SECTION 15. REPEALING CLAUSE**

All Agreements inconsistent with this JMC are hereby repealed or modified accordingly.

This JMC may be amended, supplemented, or modified only by a written instrument duly executed by or on behalf of each party hereto.

**SECTION 16. COUNTERPARTS**

This JMC may be executed in several copies each of which will be deemed to be an original, will constitute as one and the same JMC.

**SECTION 17. EFFECTIVITY**

This JMC shall take effect immediately fifteen (15) days after publication in a newspaper of general circulation and filing of three (3) certified true copies with the Office of the National Administrative Register, University of the Philippines.

**Approving Authority:**

**ALFREDO S. PASCUAL**  
SECRETARY  
DEPARTMENT OF TRADE AND INDUSTRY

**CEFERINO S. RODOLFO**  
UNDERSECRETARY AND BOI MANAGING HEAD  
BOARD OF INVESTMENTS

**ERNESTO V. PEREZ**  
SECRETARY  
ANTI-RED TAPE AUTHORITY

**RALPH G. RECTO**  
SECRETARY  
DEPARTMENT OF FINANCE

**ELI M. ROMOLONA**  
GOVERNOR  
BANGKO SENTRAL NG PILIPINAS

**ARSENIO M. BALISACAN**  
SECRETARY  
OP-NATIONAL ECONOMIC AND DEVELOPMENT AUTHORITY

**FRANCISCO T. LAUREL, JR.**  
SECRETARY  
DEPARTMENT OF AGRICULTURE

**CONRADO M. ESTRELLA**  
SECRETARY  
DEPARTMENT OF AGRARIAN REFORM



**RAPHAEL P. M. LOTILLA**  
SECRETARY  
DEPARTMENT OF ENERGY

**MARIA ANTONIA YULO LOYZAGA**  
SECRETARY  
DEPARTMENT OF ENVIRONMENT AND NATURAL RESOURCES

**ENRIQUE A. MANALO**  
SECRETARY  
DEPARTMENT OF FOREIGN AFFAIRS

**DR. TEODORO J. HERBOSA**  
OFFICER IN CHARGE AND UNDERSECRETARY  
DEPARTMENT OF HEALTH

**SAMUEL R. MARTIRES**  
OMBUDSMAN  
OFFICE OF THE OMBUDSMAN

**IVAN JOHN E. UY**  
SECRETARY  
DEPARTMENT OF INFORMATION AND COMMUNICATIONS TECHNOLOGY

**ATTY. BENJAMIN C. ABALOS, JR.**  
SECRETARY  
DEPARTMENT OF THE INTERIOR AND LOCAL GOVERNMENT

**BIENVENIDO E. LAGUESMA**  
SECRETARY  
DEPARTMENT OF LABOR AND EMPLOYMENT

**MANUEL M. BONOAN**  
SECRETARY  
DEPARTMENT OF PUBLIC WORKS AND HIGHWAYS

**Dr. RENATO U. SOLIDUM, JR.**  
DEPARTMENT OF SCIENCE AND TECHNOLOGY

**MARIA ESPERANZA CHRISTINA GARCIA FRASCO;**  
SECRETARY  
DEPARTMENT OF TOURISM

**JAIME J. BAUTISTA**  
SECRETARY  
DEPARTMENT OF TRANSPORTATION

**ENGR. GILBERT C. GONZALES**  
DIRECTOR  
DENR-ENVIRONMENTAL MANAGEMENT BUREAU

**LOUIE S PURACAN, CEO-VI**  
FIRE DIRECTOR  
DILG-BUREAU OF FIRE PROTECTION

**ANNA LIZA F BONAGUA CESO III**  
DIRECTOR  
DILG-BUREAU OF LOCAL GOVERNMENT DEVELOPMENT

**BIENVENIDO Y. RUBIO**  
COMMISSIONER  
DOF-BUREAU OF CUSTOMS

**ROMEO D. LUMAGUI, JR.**  
COMMISSIONER  
DOF-BUREAU OF INTERNAL REVENUE

**NIÑO RAYMOND B. ÁLVINA**  
EXECUTIVE DIRECTOR  
DOF-BUREAU OF LOCAL GOVERNMENT FINANCE

**EMILIO BENITO AQUINO**  
CHAIRPERSON  
DOF-SECURITIES AND EXCHANGE COMMISSION

**ROLANDO ENRIQUE D. DOMINGO**  
UNDERSECRETARY, OIC-DIRECTOR GENERAL  
DOH-FOOD AND DRUG ADMINISTRATION

**ATTY. CHARADE B. MERCADO-GRANDE, MPSA**  
DIRECTOR IV  
DOH-HEALTH FACILITIES AND SERVICES REGULATORY BUREAU

**ATTY. NORMAN G. TANSINGCO**  
COMMISSIONER  
DOJ-BUREAU OF IMMIGRATION

**CESAR M. CHIONG**  
GENERAL MANAGER  
DOT-MANILA INTERNATIONAL AIRPORT AUTHORITY

**MR. ALLEN A. CAPUYAN**  
CHAIRPERSON  
OP-NATIONAL COMMISSION ON INDIGENOUS PEOPLES

**RICARDO F. DE LEON, Ph.D.**  
DIRECTOR GENERAL  
OP-NATIONAL INTELLIGENCE COORDINATING AGENCY

**MA. CYNTHIA C. HERNANDEZ**  
EXECUTIVE DIRECTOR  
NEDA-PUBLIC-PRIVATE PARTNERSHIP CENTER

**Annex \_\_\_\_**

**Proposed Percentile for Accomplishment of Issues/Concerns**

**I/C ENDORSED TO OTHER AGENCIES**

STEPS	BOI-OSAC VC HANDLING MECHANISM A roved b ManCom/Board		OTHER AGENCIES	
	Activities		Activities	
1	Evaluate Data Gathering / Coordination	10		
2	Correspondence	20		
3	Visitation/Meeting (as necessary)	30		
4	Recommendation thru email/letter/memo	80	Evaluate Issues/Concerns	10
5	Monitoring		Correspondence	15
	Short-Term — every 2 weeks subject to elevation to either Medium- or Long-term as appropriate Medium-Term - every 2 weeks subject to elevation to Long-term as appropriate Long Term — once a month		Agency MC Handling Mechanism (depending on the a enc 's set of activities	
			• O - 25% Accomplished	25
			• 26- 50% Accomplished	50
			51-75% Accomplished	75
			76- 100% Accomplished	95
6	Issue Resolved	100%	Transmittal of Completion Letter to the Investor cc: BOI	100%

**BOARD OF INVESTMENTS  
ISSUES/CONCERNS VC TRACKING CARD**

<p><b>ISSUE PROFILE</b></p> <p>Investor: _____</p> <p>Address: _____</p> <p>Representative: _____</p> <p>Contact Number: _____</p> <p>_____email:</p> <p>Brief Description of the Issues/Concerns (MC):</p> <p>_____</p> <p>_____</p> <p>_____</p>	<p>Date Received by BOI: _____</p> <p>Date Endorsed to _____</p> <p>Target date of completion _____</p> <p>Designated Official: _____</p> <p>Name: _____</p> <p>Position: _____</p> <p>Office/Department Contact Number. _____</p> <p>Email: _____</p>
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Step	Activities	Expected Output	Date Accomplished	Detailed Status
1	Evaluation	10		
2	Correspondence	15		
3	I/C Handling Mechanism			
	0-25 % Accomplished	25		
	26-50% Accomplished	50		Reason for Delay (if any)
	51-75 % Accomplished	75		
	76-100% Accomplished	95		
4	Correspondence to the Investor cc BOI	100		

Note: All yellow shaded portions are BOI predefined entries. The unshaded portions are to be filled-up by the Agency.

Prepared by:

\_\_\_\_\_  
Signature over printed name                      Position                      Date

Endorsed by:

\_\_\_\_\_  
Signature over printed name                      Position                      Date

ANNEX \_\_\_\_\_

**Endorsement Letter to ARTA for automatic approval  
(Registration and Incentives processes are exempted)  
2023-SOP-OSAC-SI-012**

(Date)

**(NAME)**  
**Secretary**  
**Anti-Red Tape Authority (ARTA)**

Dear (Name):

Greetings from the Department of Trade and Industry - Board of Investments (DTI-BOI) One-Stop Action Center for Strategic Investments (OSAC-SI)!

This is to inform you that the proposed (Name of Project and Activity) in (Location) of (Company) has been identified and designated as Strategic Investment pursuant to Executive Order No. 18. With this, the project is bestowed with green lane issuance and processing of permits and licenses as mandated under the said EO 18. National Government Agencies (NGAs) and Local Government Units (LGUs) shall act on the application for issuance the project's permits and licenses through their agency's Green Lane mandated under EO 18 within the prescribed processing time.

The (Name of Project and Activity) in (Location) of (Company) has filed for (Name of Permit) with (Agency) last (date) with complete requirements. The processing period had lapsed last (Date).

Consistent with Section 10 of RA No. 9485, as amended, the complete application for the issuance of a permit or license shall be deemed approved in case of failure of the NGA or LGU to act, whether to approve or disapprove, on said application. An application shall be considered "complete" when all the documentary requirements indicated in the respective Citizen's Charters are submitted and the required fees and charges are duly paid.

Upon due investigation and verification that the applicant has indeed fully submitted all necessary documents and paid all the required fees, we are endorsing the application to your office for the issuance of a declaration of completeness and order the concerned office or agency to issue the appurtenant approval, extension, and/or renewal of the license, clearance, permit, certification, or authorization which is deemed approved pursuant to Section 10 of RA No. 9485, as amended.

For your appropriate action.

Thank you.

Very Truly Yours,

**NAME OF DIRECTOR**  
Service Director-In-Charge  
Investments Assistance Service  
One Stop Action Center for Strategic Investments

Annex \_\_\_\_\_

**Endorsement Form to OSAC-SI**  
**2023-SOP-OSAC-SI-002**

This is to respectfully endorse to the One-Stop Action Center for Strategic Investments (OSAC-SI) the letter (or application) from (Name), (Designation), of (Company Name) for its (Name of Project and Activity) in (Location) for the Green Lane Services under Executive Order No. 18, entitled "Constituting Green Lanes for Strategic Investments."

May we kindly request your office to inform the proponent directly of the actions taken on the matter, copy furnish the (source/name of the government agency).

Thank you.

Very Truly Yours,

(Name)  
(Designation)  
(Official E-mail address)

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