

# Provincial Tourism, Investment and Enterprise Development Office



## 1. Request for Technical Assistance

This service involves the provision of technical assistance on general matters involving enterprise development such as consultations, referrals and advisories on the organization, registration and development of associations and cooperatives.

<b>Office or Division:</b>	Enterprise Development Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C, G2B			
<b>Who may avail:</b>	General public, associations, cooperatives			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
a. Request letter duly endorsed by the Office of the Governor (original)		Office of the Governor		
b. Board Resolution (original)		Cooperative or association		
b. Certificate of Registration (photocopy)		Cooperative Development Authority (CDA) or Department of Labor and Employment (DOLE)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit letter-request and supporting documents	1. Record the incoming documents in the logbook and attach internal routing and transmittal slip	none	5 minutes	Administrative Aide IV
2. Inquire for the result of preliminary evaluation	2. Conduct preliminary evaluation of the request	None	15 minutes	PGDH-PTIEDO

3. Inquire for the result of the validation of requested assistance	3. Conduct validation of requested assistance	None	1 hour	Development Management Officer III Project Development Officer I
4. Receive technical assistance	4. Provision of technical assistance	None	1 day	PGDH-PTIEDO Development Management Officer III Project Development Officer I
5. Fill out feedback form	Advise the client to drop the accomplished form in the drop box.	None	5 minutes	Administrative Aide IV

## 2. Service Name: Request for Assistance in Registration of Cooperatives and Associations

This service aims to assist people in the formation and registration of cooperatives and associations with Cooperative Development Authority or Department of Labor and Employment, respectively.

<b>Office or Division:</b>	Enterprise Development Division	
<b>Classification:</b>	Complex	
<b>Type of Transaction:</b>	G2C, G2B	
<b>Who may avail:</b>	General public	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
a. Request letter duly endorsed by the Office of the Governor (original)		Office of the Governor

<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit letter-request	1. Record the incoming document in the logbook and attach internal routing and transmittal slip	None	5 minutes	Administrative Aide IV
2. Inquire and await the result of preliminary evaluation	2. Conduct preliminary evaluation of the request	None	15 minutes	PGDH-PTIEDO
3. Submit additional documentary requirements	3. Accept and evaluate documentary requirements	None	1 day	Development Management Officer III Project Development Officer I
4. Coordinate with CDA or DOLE	4. Assist in coordinating with Cooperative Development Authority or Department of Labor and Employment	None	1 day	Project Development Officer I
5. Attend seminar	5. Facilitates the conduct of Pre-Registration Seminar in case of cooperatives	None	1 day	PGDH-PTIEDO Development Management Officer III Project Development Officer I
6. Submit requirements to DOLE or CDA	6. Assist in the submission of	None	1 hour	Project Development Officer I

	requirements to CDA or DOLE			
7. Fill out feedback form	7. Advise the client to drop the accomplished form in the drop box.	none	5 minutes	Administrative Aide IV

### 3. Service Name: Request for Financial Assistance

This service covers the provision of soft loans to qualified associations payable in three (3) years. Food production and/or processing are preferred type of businesses falling under this credit facility

<b>Office or Division:</b>	Enterprise Development Division			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C, G2B			
<b>Who may avail:</b>	Associations			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
a. Request letter duly endorsed by the Office of the Governor (original) and project proposal (original) b. Board Resolution (original)		Office of the Governor		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit letter-request and project proposal	1. Record the incoming documents in the logbook and attach internal routing and transmittal slip	none	5 minutes	Administrative Aide IV
2. Inquire and await the result of preliminary evaluation	2. Conduct preliminary evaluation of the request and project proposal	none	15 minutes	PGDH-PTIEDO

3. Submit additional documentary requirements, when requested	3. Review the request for financial assistance and supporting documents	none	1 day	Development Management Officer III  Project Development Officer I
4. Await approval of project proposal	4.1 Endorse project proposal to PGDH-PTIEDO for approval	None	5 minutes	Development Management Officer III
	4.2 Sign approval sheet of the project proposal	None	5 minutes	PGDH-PTIEDO
	4.3 Transmit to PA's Office for endorsement to Provincial Governor	None	30 minutes	Administrative Aide IV
5. Await signing of Memorandum of Agreement (MOA)	5.1 Draft Memorandum of Agreement (MOA)	None	1 day	Project Development Officer I
	5.2 Submit MOA to Provincial Legal Office for review	None	30 minutes	Administrative Aide IV
	5.3 Endorse MOA to Sangguniang Panlalawigan for issuance of legislative authority	None	30 minutes	Office of the Governor
	5.4 Sign MOA	None	5 minutes	Project Development Officer I

6. Await release of check	6.1 Prepare vouchers and follow up release of check	none	2 hours	Administrative Aide IV
	6.2 Notify proponent on the release of check payment	None	5 minutes	Administrative Aide IV

#### 4. Service Name: Request for Conduct of Training

This service involves the provision of assistance for the conduct of training on specific matters for the advancement of knowledge, capabilities and skills of the members.

<b>Office or Division:</b>	Enterprise Development Division			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C, G2B			
<b>Who may avail:</b>	General public, associations, cooperatives			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
a. Request letter duly endorsed by the Office of the Governor (original)		Office of the Governor		
b. Board Resolution (original)		Cooperative or association		
b. Certificate of Registration (photocopy)		Cooperative Development Authority (CDA) or Department of Labor and Employment (DOLE)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit letter-request and supporting documents	1. Record the incoming documents in the logbook and attach internal routing and transmittal slip	None	5 minutes	Administrative Aide IV
2. Inquire for the result of preliminary evaluation	2. Conduct preliminary evaluation of the request	None	15 minutes	PGDH-PTIEDO

3. Inquire for the result of the validation of requested assistance	3. Validate requested assistance	None	1 hour	Development Management Officer III  Project Development Officer I
4. Wait for the approval of the training design	4.1 Prepare training design and other resource requirements	None	2 days	Project Development Officer I
	4.2 Review, sign and endorse training design to PA's Office	None	4 hours	PGDH-PTIEDO
	4.3 Approve training design	None	1 day	PA's Office
	4.4 Prepare venue and other logistics and documents preparatory to training	None	4 hours	Administrative Aide IV
5. Attend and participate in the training	5. Conduct of training	None	2 days	Development Management Officer III  Project Development Officer I
6. Fill out feedback form	6. Advise the client to drop the accomplished form in the drop box.	None	5 minutes	Administrative Aide IV

## 5. Service Name: Request for Financial Assistance for Product Enhancement

This service covers the provision of cash assistance for purpose of boosting the value of the commodity through packaging and labeling

<b>Office or Division:</b>	Enterprise Development Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C, G2B			
<b>Who may avail:</b>	cooperatives, associations			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
a. Request letter duly endorsed by the Office of the Governor (original) b. Board Resolution		Office of the Governor		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit letter-request and supporting document	1. Record the incoming document in the logbook and attach internal routing and transmittal slip	none	5 minutes	Administrative Aide IV
2. Await and inquire the result of preliminary evaluation	2. Conduct preliminary evaluation of the request	none	15 minutes	PGDH-PTIEDO
3. Await the release of check payment	3.1 Review and validate the request	None	1 day	Project Development Officer I
	3.2 Prepare vouchers and follow-up release of check payment	none	2 hours	Administrative Aide IV
	3.3 Notify proponent on the release of check payment	none	5 minutes	Administrative Aide IV



## 6. Service Name: Investment Counseling and business matching

This service covers the provision of advisory and referrals pertaining to investment and business. It also provides assistance in market matching with producers, suppliers and consumers.

<b>Office or Division:</b>	Investment Promotion Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C, G2B			
<b>Who may avail:</b>	General public, entrepreneurs, businessmen			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
a. Request letter duly endorsed by the Office of the Governor (original)		Office of the Governor		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit letter-request	1. Record the incoming document in the logbook and attach internal routing and transmittal slip	none	5 minutes	Administrative Aide IV
2. Discuss the request with concerned staff of PTIEDO	2. Provides investment counseling and marching services	None	1 day	PGDH-PTIEDO Economist IV
3. Fill out feedback form	3. Advise the client to drop the accomplished form in the drop box.	none	5 minutes	Administrative Aide IV

## 7. Service Name: Provision of assistance for investment generation

This service covers the provision of advisory and referrals pertaining to investment and business. It also provides assistance in market matching with producers, suppliers, consumers and other stakeholders

<b>Office or Division:</b>	Investment Promotion Division			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C, G2B			
<b>Who may avail:</b>	Farmers, entrepreneurs			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
a. Request letter duly endorsed by the Office of the Governor (original)		Office of the Governor		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit letter-request	1. Record the incoming document in the logbook and attach internal routing and transmittal slip	none	5 minutes	Administrative Aide IV
2. Discuss the request with PGDH- PTIEDO	2. Provide preliminary evaluation of the request	None	1 hour	PGDH-PTIEDO
3. Coordinate with concerned staff for preparation of activity design and other related matters such as venue, date and time of activity	3.1 Evaluate the request and discuss the findings with client	None	1 hour	Economist IV
	3.2 Prepare project design	none	1 day	Economist IV
		none	30 minutes	PGDH-PTIEDO

	3.3. Review and endorse project design to PPDO/PA's Office for approval	None	1 day	PA's Office
	3,4 Approve project design	None	4 hours	Administrative Aide IV
	3.5 Prepare required documents and logistics for conduct of activity	none	1 day	Economist IV
	3.6 Conduct activity			Orlando B. Tizon PGDH-PTIEDO
4. Fill out feedback form	Advise the client to drop the accomplished form in the drop box.	None	5 minutes	Administrative Aide IV

### 8. Service Name: Request for Technical Assistance (Business Registration)

This service covers the request for technical assistance for registration of businesses with Department of Trade and Industry (sole proprietorship) and Security and Exchange Commission (corporation and partnership)

<b>Office or Division:</b>	Investment Promotion Division
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C, G2B
<b>Who may avail:</b>	General public, entrepreneurs
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	
a. Request letter endorsed by Office of the Governor	Office of the Governor

<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit letter-request	Record the incoming document in the logbook and attach internal routing and transmittal slip	None	5 minutes	Administrative Aide IV
2. Discuss the request with PGDH- PTIEDO	2. Provide preliminary evaluation of the request	None	1 hour	PGDH-PTIEDO
3. Coordinate with concerned staff for preparation of required documents for registration	3.1 Evaluate the request and discuss the findings with client	None	1 hour	Economist IV
	3.2 Coordinate with Department of Trade and Industry in case of sole proprietorship and with Securities and Exchange Commission in case of corporation and partnership	none	4 hours	Economist IV
	3.3 Facilitate the registration process	None	1 day	Economist IV
4. Fill out feedback form	Advise the client to drop the accomplished form in the drop box.	None	5 minutes	Administrative Aide IV

## 9. Service Name: Referral/endorsement for financial assistance

This service covers request for assistance involving referral to national government agencies and financial institutions for the provision of credit and grants

<b>Office or Division:</b>	Investment Promotion Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C, G2B			
<b>Who may avail:</b>	General public, entrepreneurs			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
a. Request letter endorsed by Office of the Governor		Office of the Governor		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit letter-request	1. Record the incoming document in the logbook and attach internal routing and transmittal slip	None	5 minutes	Administrative Aide IV
2. Discuss the request with PGDH- PTIEDO	2. Provide preliminary evaluation of the request	None	1 hour	PGDH-PTIEDO
3. Coordinate with concerned staff for preparation of required documents for referral to financial Institutions and national government agencies	3.1 Evaluate the request and discuss the findings with client	None	1 hour	Economist IV
	3.2 Coordinate with national government agencies such as DA, DOLE and DTI and financial institutions such as DBP and Land Bank of the Philippines		4 hours	Economist IV

	3.3 Facilitate the referral process		1 day	Economist IV
4. Fill out feedback form	Advise the client to drop the accomplished form in the drop box.	None	5 minutes	Administrative Aide IV

## 10. Tourism Development and Promotions Financial Assistance

Tourism Development and Promotions Assistance is intended to cater the financial assistance to tourism-related activities, projects and events of Local Government Units (LGUs)

<b>Office or Division:</b>	Tourism Development and Promotions Division		
<b>Classification:</b>	Complex		
<b>Type of Transaction:</b>	G2B and G2C		
<b>Who may avail:</b>	National Government Agencies (NGAs), Local Government Units (LGU), <i>Sangguniang Panlalawigan</i> (SP) Accredited Community-Based Sustainable Tourism Organizations (CBSTOs)		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
<b>Financial Assistance to Tourism-Related Projects (for LGUs &amp; NGAs)</b>			
Written letter request (1 original copy)		Requesting LGU/NGA	
Program of Works (1 original copy)		Engineering Office of the requesting LGU	
<b>Financial Assistance to Tourism-Related Events &amp; Activities (for LGUs &amp; NGAs)</b>			
Written letter request (1 original copy)		Requesting LGU/NGA	
Program of Activities (1 original copy)		Requesting LGU/NGA	
<b>Financial Assistance to Tourism-Related Projects (for CBSTOs)</b>			
Written letter request (1 original copy)		Requesting CBSTOs	
Program of Works (1 original copy)		Engineering Office of the concerned LGU	

Certificate of Organization Registration from the Department of Labor and Employment / Securities and Exchange Commission (1 photocopy)		Department of Labor and Employment (DOLE) / Securities and Exchange Commission (SEC)		
Certificate of Accreditation from the <i>Sangguniang Panlalawigan</i> (1 photocopy)		<i>Sangguniang Panlalawigan</i> (SP)		
<b>Financial Assistance to Tourism-Related Events &amp; Activities (for CBSTOs)</b>				
Written letter request (1 original copy)		Requesting CBSTOs		
Program of Activities (1 original copy)		Requesting CBSTOs		
Certificate of Organization Registration from the Department of Labor and Employment / Securities and Exchange Commission (1 photocopy)		Department of Labor and Employment (DOLE) / Securities and Exchange Commission (SEC)		
Certificate of Accreditation from the <i>Sangguniang Panlalawigan</i> (1 photocopy)		<i>Sangguniang Panlalawigan</i> (SP)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Sign in the Client Log Book in the office information desk.	1. Provide the Log Book to the client.	None	1 Minute	<i>Administrative Aide IV</i> PTIEDO – Tourism Development and Promotions Division
2. Submit the required document to the Tourism Development and Promotions Division.	2.1 Receive the required documents and assess the nature of request and completeness of the documents.	None	3 Minutes	<i>Supervising Tourism Operations Officer</i> PTIEDO – Tourism Development and Promotions Division
	2.2 Forward the documents received to the Governor's Office for marginal approval.		2 days	<i>Supervising Tourism Operations Officer</i> PTIEDO – Tourism Development and Promotions Division

<p>3. Wait for the advisory from the Tourism Development and Promotions Division personnel regarding the status of the request.</p>	<p>3.1 Prepare necessary documents for processing: Disbursement Voucher (DV) and Obligation Request (ObR) for Financial Assistance.</p> <p>3.2 Submit the documents to concerned offices for processing.</p> <p>3.3 Coordinate with the requesting party regarding the merit and status of the request.</p> <p>3.4 Advise the requesting LGU on the date of release of the financial assistance.</p>	<p>None</p>	<p>5 Minutes</p> <p>4 Days</p> <p>2 Minutes</p> <p>3 Minutes</p>	<p><i>Administrative Aide IV</i> PTIEDO – Tourism Development and Promotions Division</p> <p><i>Administrative Aide IV</i> PTIEDO – Tourism Development and Promotions Division</p> <p><i>Supervising Tourism Operations Officer</i> PTIEDO – Tourism Development and Promotions Division</p> <p><i>Supervising Tourism Operations Officer</i> PTIEDO – Tourism Development and Promotions Division</p>
<p>4. Claim the Financial Assistance at the Provincial Treasurer’s Office and present at least two (2) valid identification Cards and the official receipt of the requesting party.</p>	<p>4. Assist the client to locate the financial assistance at the Provincial Treasurer’s Office.</p>	<p>None</p>	<p>2 Minutes</p>	<p><i>Administrative Aide IV</i> PTIEDO – Tourism Development and Promotions Division</p>



## 11. Tourism Development and Promotions Technical and Logistical Assistance

Tourism Development and Promotions Assistance is intended to cater the technical and logistical assistance to tourism-related activities, projects and events of Local Government Units (LGUs)

<b>Office or Division:</b>	Tourism Development and Promotions Division			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2B and G2G			
<b>Who may avail:</b>	National Government Agencies (NGAs), Local Government Units (LGU), <i>Sangguniang Panlalawigan</i> (SP) Accredited Community-Based Sustainable Tourism Organizations (CBSTOs)			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>Technical/Logistical Assistance to Tourism-Related Events &amp; Activities (for LGUs &amp; NGAs)</b>				
Written letter request (1 original copy)		Requesting LGU/NGA		
Program of Activities (1 original copy)		Requesting LGU/NGA		
<b>Technical/Logistical Assistance to Tourism-Related Events &amp; Activities (for CBSTOs)</b>				
Written letter request (1 original copy)		Requesting CBSTOs		
Program of Activities (1 original copy)		Requesting CBSTOs		
Certificate of Organization Registration from the Department of Labor and Employment / Securities and Exchange Commission (1 photocopy)		Department of Labor and Employment (DOLE) / Securities and Exchange Commission (SEC)		
Certificate of Accreditation from the <i>Sangguniang Panlalawigan</i> (1 photocopy)		<i>Sangguniang Panlalawigan</i> (SP)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Sign in the Client Log Book in the office information desk.	1. Provide the Log Book to the client.	None	1 Minute	<i>Administrative Aide IV</i> PTIEDO – Tourism Development and Promotions Division



## 12. # Tourism Demand and Supply Data Assistance

Tourism Development and Promotions Assistance is intended to cater clients requesting tourism demand and supply data of the province.

<b>Office or Division:</b>	Tourism Development and Promotions Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C,G2B, G2G			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Written letter request (1 original copy)		Requesting client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Sign in the Client Log Book in the office information desk.	1. Provide the Log Book to the client.	none	1 Minute	<i>Administrative Aide IV</i> PTIEDO – Tourism Development and Promotions Division
2. Submit the required document to the Tourism Development and Promotions Division.	2.1 Receive the required documents and assess the type of data requested.	none	3 Minutes	<i>Administrative Aide IV</i> PTIEDO – Tourism Development and Promotions Division
	2.2 Forward the document received to the focal person on Demand and Supply Data.		2 Minutes	
3. Receive the document provided by the Tourism Development and Promotions Division personnel.	3. Provide the data and have it received by the client.	none	15 Minutes	<i>Senior Tourism Operations Officer</i> PTIEDO – Tourism Development and Promotions Division
4. Fill out the client satisfaction survey form provided by the Tourism Development and Promotions Division personnel.	4. Provide the client satisfaction form survey.	none	2 Minutes	<i>Senior Tourism Operations Officer</i> PTIEDO – Tourism Development and Promotions Division