

INVESTMENT PROMOTION OFFICE (IPO)



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SUMMARY OF PROCESSES

External Services

PROCESSES	DURATION	CLASSIFICATION
1. <u>Provision of Investor Assistance and Support (Information Request Through E-mail In lieu of Walk-in Information Request) <i>(ISO Certified)</i></u> *if not available	2 Hours 8 Hours	Simple
2. <u>Provision of Investor Assistance and Support (Request for Virtual Meeting Through IPO) <i>(ISO Certified)</i></u>	6 Hours	Simple

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

Note: *This process is ISO Certified.*

Office or Division:		Investment Promotion Office (IPO)		
Classification:		Simple Transaction		
Type of Transaction:		Government-2-Citizen / Government-2-Business / Government-2-Government		
Who may avail:		Individuals / entities who seek assistance in doing investments in the energy sector		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Investor requests information via e-mail	2. IPO Staff records the transaction in the IASR System	None		<i>Investor</i> <i>Staff, IPO</i>
	2A. If the info is available at the IPO, the IPO staff packages the information needed by the investor			<i>Staff, IPO</i>
	2A.1 The IPO Staff packages the information needed by the investor and proceeds to 4			<i>Staff, IPO</i>
	2B. If the information is not available at the IPO, the IPO Staff requests the information from the concerned unit/s			<i>Concerned Unit/s</i>

	2B.1 If the information is available from other units, the concerned unit/s sends the information to IPO and proceeds to 3			<i>Staff, IPO</i>
	2B.2 If the information is not available from other units, the IPO staff conducts research on the inquiry of the investor			<i>Staff, IPO</i>
	3. The IPO Staff packages the information for the approval of the IPO Chief			<i>Staff, IPO</i>
	3A. If the IPO Chief approves the draft reply to the investor, the IPO Chief / Staff sends the information via email with the link to the DOE-IPO Client Satisfaction Measurement (CSM) and proceeds to 5			<i>Staff, IPO</i>
	3B. If the IPO Chief does not approve the draft reply to the investor, the IPO Staff goes back to 3			<i>Chief, IPO</i>
	4. The IPO Chief / Staff sends the information via e-mail with the link to the DOE-IPO Chief, IPO CSM			<i>Staff, IPO</i>
	5 The IPO Chief / Staff ends the transaction in the IASR System			<i>IPO Chief / Staff</i>

	5A. If the investor submits the filled-out CSM Form, the Transaction is ended			<i>Investor</i>
	5B. If the investor does not submit the filled-out CSM Form, the IPO Staff follows up the submission of the filled-out CSM Form for the second time, and the transaction is ended.			<i>Chief / Staff, IPO</i>
Total number of Days:	If the information is Available at IPO		2 Hours	
	If the information is not Available at IPO		8 Hours	



Provision of Investor Assistance and Support (Request for a Virtual Meeting)

Note: *This process is ISO Certified.*

Office or Division:	Investment Promotion Office (IPO)			
Classification:	Simple Transaction			
Type of Transaction:	Government-2-Citizen / Government-2-Business / Government-2-Government			
Who may avail:	Individuals / entities who seek assistance in doing investments in the energy sector			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Requests virtual meeting with IPO	2. The IPO Staff evaluates the request			<i>Investor</i>
	2A. If the meeting is energy-related, the IPO staff records the transaction in the IASR System and proceeds to 4			<i>Staff, IPO</i>
	2B If the meeting is not energy-related, the IPO staff prepares the draft response for the approval of the IPO Chief informing the investor that the concern is not energy-related, and recommends to the appropriate Agency, if any			<i>Staff, IPO</i>
	2B.1 If the IPO Chief approves the draft reply, the IPO Staff sends the draft reply to the investor and the transaction is ended			<i>Staff, IPO</i>

	2B.2 If the IPO Chief does not approve the draft reply, the IPO Staff revises the draft reply for approval of the IPO Chief and goes back to 3B			<i>Chief, IPO / Staff</i>
	3. The IPO Staff schedules the virtual meeting			<i>Staff, IPO</i>
	4. The IPO Staff finalizes the schedules, creates an online appointment invitation, and sends the meeting link to the investor			<i>Staff, IPO</i>
	5. IPO Staff ends the Transaction in the IASR System			<i>Staff, IPO</i>
	6. The virtual meeting is conducted as scheduled			<i>Investor Staff, IPO</i>
	7. The IPO Staff requests for evaluation of the service provided by IPO from the investor and sends the link to the DOE- IPO Client Satisfaction Measurement (CSM)			<i>Staff, IPO Investor</i>
Total number of Days:	6 Hours			