



**Energy Efficiency and Conservation  
Performance Regulation and Enforcement  
Division (EPRED)**

**CITIZEN'S CHARTER**

**2023 (1<sup>st</sup> Edition)**



### 3. Service Name: Issuance of Energy Label for Product Registered under the Philippine Energy Labeling Program (PELP)

Service Information: The use of an online platform or the PELP System resulted in faster, more accessible, and more efficient public service delivery. In response to COVID-19, EPRED worked towards the digitalization of its registration process, particularly for company registration, product registration and energy label issuance. All pertinent PELP documentary requirements are submitted electronically through the PELP System. As a result, substantial improvements in the ease of doing business/ease of transaction have been realized through the efficient processing of online registration applications and automation of energy label issuance.

<b>Office or Division:</b>	Energy Efficiency and Conservation Performance Regulation and Enforcement Division (EPRED)
<b>Classification:</b>	Simple Transaction
<b>Type of Transaction:</b>	Government-2-Citizen, Government-2-Business
<b>Who may avail:</b>	<p>Pursuant to Republic Act No. 11285, the Energy Efficiency and Conservation Performance Regulation and Enforcement Division (EPRED) is mandated to implement the Philippine Energy Labeling Program (PELP), which aims to transform the market and encourage the shift in consumer behavior towards the use of energy efficient products and technologies by empowering them through the information displayed in the labels at points of sale.</p> <p>The PELP was established through Department Circular DC2020-06-0015, "Prescribing the Guidelines of the Philippine Energy Labeling Program (PELP) for Compliance of Importers, Manufacturers, Distributors and Dealers of Electrical Appliances and other Energy-Consuming Products (ECP)".</p>

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request for Energy Label Issuance		PELP System Online Registration Portal		
Official Receipt / Certificate of Payment		DOE-Treasury Division		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Applicant requests for an Order of Payment (OoP) shall and fill-out an online form, through PELP Online Registration Portal	1.1 DOE-EPRED shall issue an OoP to the applicant via e-mail.	None		Chief, Supv. SRS and *Officer-In-Charge, EPRED
2. Applicant shall pay the application fee	2.1 DOE-EPRED shall validate	Php 300.00		Sr. SRS, SRS II, SRS I, EPRED

<p>corresponding to the amount indicated in the Order of Payment (OoP) to the DOE – Treasury or by other means of payment such as bank deposit or online payment at DOE Trust Account and provide confirmation receipt to DOE-EPRED by sending photocopy /electronic copy of the official receipt.</p>	<p>the payment through the DOE Treasury Division</p>			
<p>3. Applicant shall request energy label issuance through the PELP Online Registration Portal</p>	<p>3.1 DOE-EPRED generates the energy label based on the product data retrieved from the DOE PELP online platform, as validated by an authorized DOE personnel during product registration. The QR Code shall be automatically generated and will be included in the energy label file.</p>	<p>None</p>	<p>2 Working days</p>	<p>Sr. SRS, SRS II, SRS I, EPRED</p>
	<p>3.2 If evaluated as complete and correct, DOE-EPRED shall approve the Product Registration and include it to the Product Registry</p>		<p>1 Working day</p>	<p>Chief, Supv. SRS, *Officer-In-Charge, EPRED</p>

	DOE-EPRED informs the applicant of the availability of the Energy Label			
4. Applicant downloads, prints and attaches energy label to the product.		None		
<b>Total Number of Days</b>			<b>3 Working days</b>	



<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send feedback	Accomplish the Feedback Form and send through email ( <a href="mailto:eumb.epred@doe.gov.ph">eumb.epred@doe.gov.ph</a> ) and/or PELP Portal internal chat system (ongoing development)
How feedbacks are processed	Consolidated feedback is analyzed, and statistical reports and evaluations are prepared
How to file a complaint	Complaints may be sent through email ( <a href="mailto:eumb.epred@doe.gov.ph">eumb.epred@doe.gov.ph</a> ) and/or PELP Portal internal chat system (ongoing development)
How complaints are processed	Complaints will be validated and evaluated by the EUMB-EPRED Staff for appropriate action.
Contact Information of CCB, PCC, ARTA	<p>Contact Center ng Bayan (CCB)            SMS: 0908-881-6565            Phone: 1-6565            EMAIL: <a href="mailto:email@contactcenterngbayan.gov.ph">email@contactcenterngbayan.gov.ph</a></p> <p>Presidential Complaint Center (PCC)            Tel nos.            +63(2)-8736-8645            +63(2)-8736-8603            +63(2)-8736-8629            +63(2)-8736-8621</p> <ol style="list-style-type: none"> <li>1. Via email – thru email address:  <a href="mailto:pcc@malacanang.gov.ph">pcc@malacanang.gov.ph</a></li> <li>2. Via postal service – thru PCC official address at Bahay Ugnayan, J.P. Laurel Street Malacañang, Manila</li> <li>3. Via facsimile thru Telefax No. +63(2)-87368621</li> </ol> <p>Anti-Red Tape Act (ARTA)  <a href="mailto:info@arta.gov.ph">info@arta.gov.ph</a>  <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a>            Tel no. 8478-5091   8478-5099</p>








## LIST OF OFFICES

OFFICE	ADDRESS	CONTACT INFORMATION
Records Management Division	DOE, Energy Center, Rizal Drive BGC, Taguig City	8479 2900 local 203
Energy Utilization Management Bureau Office of the Director (EUMB – OD)	3 <sup>rd</sup> Floor DOE Main Building, Energy Center, Rizal Drive, BGC, Taguig City	8479 2900 local 220 Telefax - 8840 2289
Energy Efficiency and Conservation Performance Regulation and Enforcement Division (EPRED)	3 <sup>rd</sup> Floor DOE Main Building, Energy Center, Rizal Drive, BGC, Taguig City	8479 2900 local 272 / 277

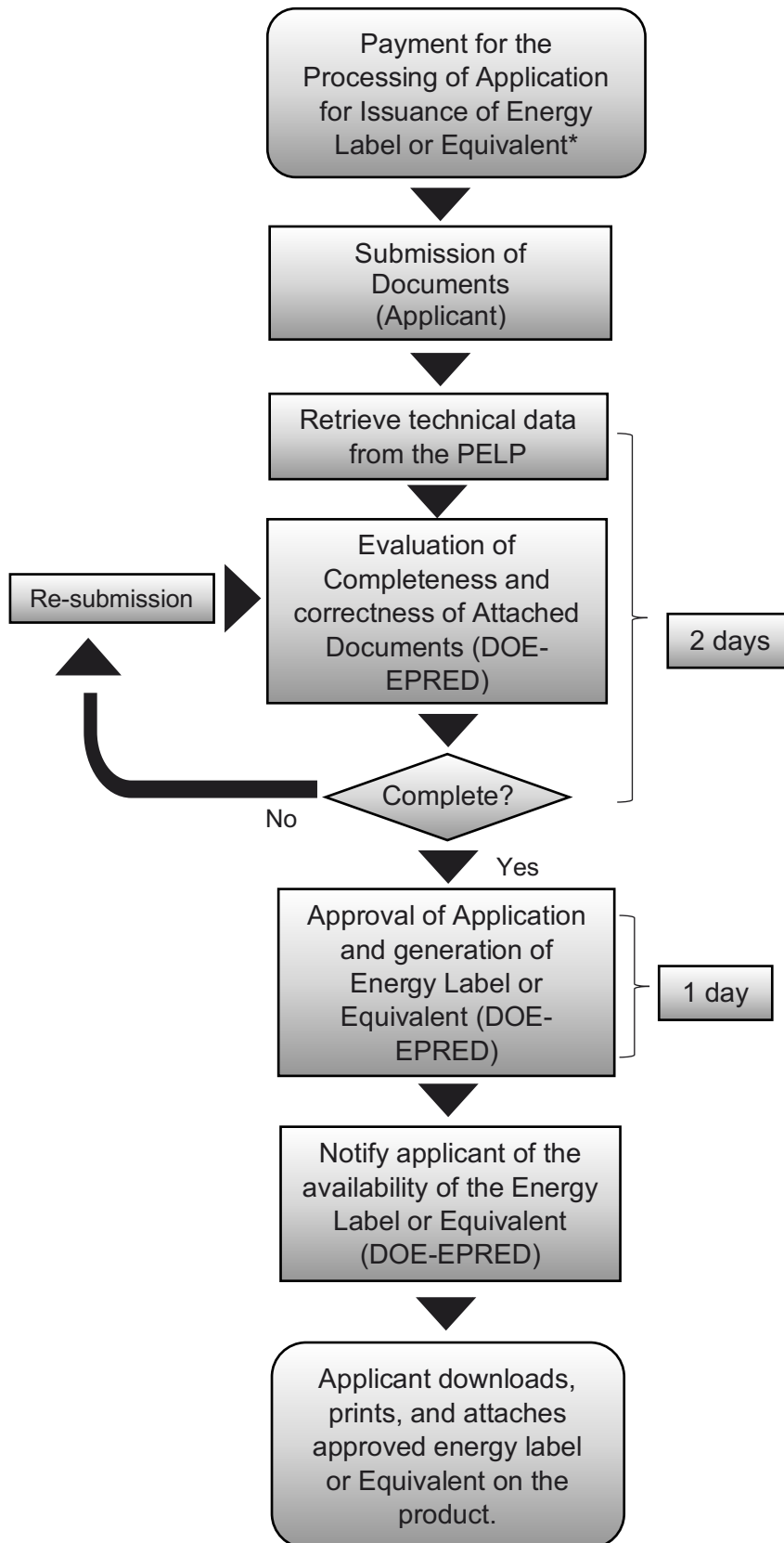
**Issuance of Energy Label for Product Registered under the Philippine Energy Labeling Program (PELP)**

RESPONSIBLE PERSONNEL / UNIT	PROCEDURES	NORMAL PROCESSING TIME	CONTACT NUMBERS	LOCATION OF OFFICE
<p>Applicant</p> <p>Applicant</p> <p>Sr. SRS, SRS II, SRS I, EPRED</p> <p>Chief SRS/ Supv. SRS/ *Officer-In-Charge, Sr.</p> <p>SRS, SRS II, SRS I, EPRED</p> <p>Applicant</p>	<pre> graph TD     A[Payment for the Processing of Application for Issuance of Energy Label or Equivalent*] --&gt; B[Submission of Documents (Applicant)]     B --&gt; C[Retrieve technical data from the PELP Database]     C --&gt; D[Evaluation of Completeness and correctness of Attached Documents (DOE-EPRED)]     D --&gt; E{Complete?}     E -- No --&gt; F[Re-submission] --&gt; D     E -- Yes --&gt; G[Approval of Application and generation of Energy Label or Equivalent (DOE-EPRED)]     G --&gt; H[Notify applicant of the availability of the Energy Label or Equivalent (DOE-EPRED)]     H --&gt; I[Applicant downloads, prints, and attaches approved energy label or Equivalent on the product.]             </pre>	<p>2 days</p> <p>1 day</p>	<p>Tel Number: 8479 2900</p> <p>Local 272 / 277</p>	<p>3<sup>rd</sup> Floor DOE Main Building, Energy Center, Rizal Drive, BGC, Taguig City</p>
<p>*Energy Label equivalents pertain to the Certificate of Exemption or the Certificate of Conditional Approval</p>				

<u>LEGEND</u>	<u>LIST OF REQUIREMENTS</u>	<u>CHARGES &amp; FEES</u>	<u>LEGAL BASIS</u>	<u>ISSUANCE OF ENERGY LABEL</u>
<p>  Applicant   DOE   Flow   Decision Box   Duration Beyond DOE Control  <p>* In the absence of the Chief SRS, the OIC is designated.</p> </p>	<ol style="list-style-type: none"> <li>1. Issued Order of Payment</li> <li>2. Official Receipt of Payment</li> </ol>	<p>Php 300.00</p>	<p>Department Circular No. 2020-06-0015 dated 15 June 2020</p>	<p>3 Days</p>



**Process Flowchart for the Issuance and Renewal of Energy Label and Equivalent**



\*Energy Label equivalents pertain to the Certificate of Exemption or the Certificate of Conditional Approval.