



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

**CITIZEN'S CHARTER**

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



## 1. Service Name: Processing of Application for Company Registration 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>		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
<p>1. Company Certification:</p> <p>1.1. For Sole Proprietorship: Certified True Copy of Certificate of Business Name Registration</p> <p>1.2. For Corporation/Partnership: Certificate of Registration and Articles of Incorporation issued by the Securities and Exchange Commission</p> <p>1.3. For Cooperative: CDA Certificate of Registration from the Cooperative Development Authority</p>		<p>For Certificate of Business Name Registration – Department of Trade and Industry (DTI)</p> <p>For Certificate of Registration and Articles of Incorporation - Securities and Exchange Commission</p> <p>For CDA Certificate of Registration - Cooperative Development Authority</p>	

## Annex 1

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Applicant requests for an Order of Payment (OoP) and provide basic information of their company	1.1 DOE-EPRED shall issue an OoP to the applicant through e-mail.			Chief, Supv. SRS, Sr. SRS, SRS II, SRS I, EPRED
2. Applicant shall pay the application fee 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.	2.1 DOE-EPRED shall validate the payment through the DOE Treasury Division and provide the applicant with the link to the PELP Online System.	Php 1,600.00		
3. Applicant shall submit the following duly accomplished documents to DOE through PELP Online Application Portal: <ul style="list-style-type: none"> <li>• Application for Company Registration under the PELP (online form)</li> <li>• Undertaking to Abide by the Terms and Conditions of the PELP</li> <li>• Letter of Authorization for PELP Compliance Representative</li> <li>• Product Sales Inventory Report</li> </ul>	3.1 DOE-EPRED to evaluate the completeness and correctness of submitted documents and inform applicant of the results of the evaluation.  3.2 If submitted documents are incomplete and/or incorrect, the DOE-EPRED shall notify applicant of the required document and/or data.		2 Working days	Sr. SRS, SRS II, SRS I, EPRED
			1 Working day	

**Annex 1**

<p>Likewise, applicant must submit certified true copies of the following supporting documents:</p> <ul style="list-style-type: none"> <li>• Certificate of Business Name Registration (<i>for sole proprietorship</i>) / Certificate of Registration and Articles of Incorporation issued by the Securities and Exchange Commission (<i>for corporation/partnership</i>) / Certificate of Registration from the Cooperative Development Authority (CDA) (<i>for cooperative</i>)</li> <li>• Partnership Agreement (including the name of the Company's authorized representative/s issued by the Company President / General Manager / Board Secretary)</li> <li>• Permit to Operate issued by the local government unit</li> <li>• BIR Registration</li> </ul>	<p>3.3 If evaluated as complete and correct, DOE-EPRED shall approve the Company Application and include it to the Company Registry. DOE-EPRED shall inform applicant of the approval of application.</p>			<p>Charge, EPRED</p>
<p><b>Total Number of Days</b></p>			<p><b>3 Working days</b></p>	



<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send feedback	Accomplish the Feedback Form <a href="https://forms.office.com/r/h8v7s5gPhk">https://forms.office.com/r/h8v7s5gPhk</a> 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 (on-going 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 (on-going 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

**Processing of Application for Company Registration 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>Applicant</p> <p>Sr. SRS, SRS II, SRS I, EPRED</p> <p>Applicant</p> <p>Chief SRS/ Supv. SRS/ *Officer-In-Charge, EPRED</p>	<pre> graph TD     A[Payment for the Processing of Application for Company] --&gt; B[Submission of Documents (Applicant)]     B --&gt; C[Evaluation of Completeness and Correctness of Submitted Documents (DOE-EPRED)]     C --&gt; D{Complete? Accurate?}     D -- No --&gt; E[Re-submission]     E --&gt; C     D -- Yes --&gt; F[Approval of Company Application and inclusion to]     F --&gt; G[Company Registered and Eligible for]                     </pre>	<p>2 days</p> <p>1 day</p>	<p>Tel Number: 8479 2900 Local 272 / 277</p>	<p>3<sup>rd</sup> Floor DOE Main Building, Energy Center, Rizal Drive, BGC, Taguig City</p>

<u>LEGEND</u>	<u>LIST OF REQUIREMENTS</u>	<u>CHARGE S &amp; FEES</u>	<u>LEGAL BASIS</u>	<u>COMPANY REGISTRATION APPLICATION</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. Notarized Undertaking to Abide by the Terms and Conditions of the PELP</li> <li>2. Letter of Authorization for PELP Compliance Representative</li> <li>3. Product Inventory Report</li> <li>4. Business Registration Documents: <ul style="list-style-type: none"> <li>• Certificate of Business Name Registration issued by the Department of Trade and Industry (for sole proprietorship) / Certificate of Registration and Articles of Incorporation issued by the Securities and Exchange Commission (for corporation / partnership) / Certificate of Registration from the Cooperative Development Authority (CDA) (for cooperatives)</li> <li>• Partnership Agreement, including the name of the Company's authorized representative/s issued by the Company President /</li> </ul> </li> </ol>	<p>Php 1,600.00</p>	<p>Department Circular No. 2020-06-0015 dated 15 June 2020</p>	<p>3 Days</p>



	<p>General Manager / Board Secretary (For companies with designated 3rd party PCR / PACR).</p> <ul style="list-style-type: none"><li>• Permit to operate / Business Permit issued by the local government unit.</li><li>• BIR Registration</li></ul> <p>5. Photocopy / electronic copy of the official receipt / confirmation receipt and order of payment</p>			
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Process Flowchart for Company Registration

