



**Republic of the Philippines  
Autonomous Region in Muslim Mindanao  
REGIONAL BOARD OF INVESTMENTS**



# **CITIZEN'S CHARTER**

## Table of Contents

<b>List of Forms</b> .....	<b>2</b>
<b>Mission</b> .....	<b>3</b>
<b>Performance Pledge</b> .....	<b>3</b>
<b>Contact Information</b> .....	<b>4</b>
<b>Office of the Executive Director</b> .....	<b>4</b>
<b>Technical Division</b> .....	<b>4</b>
<b>Research and Promotions Division</b> .....	<b>4</b>
<b>Administrative Division</b> .....	<b>4</b>
<b>List of Frontline Services</b> .....	<b>5</b>
<b>Frontline Service: Application for Registration for Availment of Incentives under     Book 1 of the Omnibus Investment Code (Executive Order 226)</b> .....	<b>6</b>
<b>Frontline Service: Application for Importation of Capital Equipment and     Machineries</b> .....	<b>13</b>
<b>Frontline Service: Application for Employment of Foreign Nationals</b> .....	<b>19</b>
<b>Frontline Service: Application for Certificate of Entitlement (COE) for     Income Tax Holiday (ITH) under Executive Order 226</b> .....	<b>24</b>
<b>Frontline Service: Application for Certificate of Good Standing     (Unique Reference Numberr)</b> .....	<b>28</b>
<b>Procedure of filing complaints/feedback</b> .....	<b>29</b>
<b>Redress Mechanism</b> .....	<b>31</b>
<b>Automatic Extension of Licenses, Permits and Authorities</b> .....	<b>32</b>

# List of Forms

<b>Forms</b>	<b>Page</b>
Form for Application for Registration (Form 501).....	10
Application Form for Importation of Capital Equipment, Spare Parts and Accessories Under EO 70 .....	15
a. Form for List of Capital Equipment, Spare Parts and/or Accessories Being Applied For (Attachment A) .....	16
b. Form for List Estimated Cost, Taxes and Duties (Attachment B) .....	17
c. Form for List of Existing Machinery and Equipment with the same description, end use or function of the ones being applied for (Attachment C). (Note: This form must be accomplished only if the firm has existing machinery equipment with same description, end use or function as the ones listed in attachment "A" .....	18
Application Form for Employment of Foreign National .....	21
Basic Information on Employment of Foreign National and Company.....	23
Application for Income Tax Holiday New/Expanding Domestic Producer under Art 39 (a) of Executive Order No. 226 Taxable Year .....	26
Client Feedback Form .....	30

## **Vision**

An economically viable, stable and self reliant Autonomous Region consistent with the aspirations, values and culture of Muslims and other indigenous cultural communities with its jurisdiction.

## **Mission**

To promote the general well-being of the people of the Autonomous Region in Muslim Mindanao; to achieve equitable distribution of wealth and to attain an ecologically-balanced environment and by transforming the Autonomous Region into an agro-industrial Region in the country anchored on its rich agricultural and natural resources through encouragement of local and foreign investments and markets; and attain competitive productivity and products quality.

## **Performance Pledge**

We, the officials and employees of the Office of the Regional Board of Investments, Autonomous Region in Muslim Mindanao, do hereby PLEDGE to:

- Deliver quality service regardless of creed, gender and traditions;
- Transparent and accountable in the performance of our duties by giving access to information on our policies, programs and services through our website ([www.rboi.armm.gov.ph](http://www.rboi.armm.gov.ph));
- Observe official working hours Mondays to Fridays from 8:00 am to 5:00 pm and beyond if necessary to ensure that clients' needs are attended promptly and effectively with proper identification;
- Maintain an attitude of diligence and courtesy towards all clients.
- We commit ourselves to serve without reservation.

## Contact Information

For inquiries, you may contact us at Public Assistance/Complaints Desk:

Postal Address	RBOI Bldg., ARMM Complex, Cotabato City, Maguindanao, 9600
Direct Line	(064) 421-9202
Fax Number	(064) 421-1591
Mobile	0918-9183586 Office of the Executive Director
	0917-7226958 Technical Division
	0917-3215122 Support Services Division
	0917-7053587 Administrative Division
Email-Address	rboi@armm.gov.ph

**List of Frontline Services**

- Application for Registration for Availment of Incentives under Book 1 of the Omnibus Investment Code (Executive Order 226)
- Application for Importation of Capital Equipment and Machineries
- Application for Employment of Foreign Nationals
- Application for Certificate of Entitlement (COE) for Income Tax Holiday (ITH) under Executive Order 226
- Application for Certificate of Good Standing (Unique Reference Number)

**Frontline Service:** Application for Registration for Availment of Incentives under Book 1 of the Omnibus Investment Code (Executive Order 226)

**Clients:** Enterprises engaged in the following:

- Manufacture, processing or production of goods (not mere assembly or packaging) not have been/not being produced in the Philippines on a commercial scale or uses a design/formula/scheme etc. of production which is new and untried in the Philippines;
- Agri-aqua/forestry/mining activities determined to be feasible and highly essential to the attainment of goals for food and agri self-sufficiency;
- Production of non-conventional fuels or manufactures equipment which utilize non-conventional source of energy
- Activities included in the ARMM Investment Priorities Plan (IPP)

**Requirements: *Submit in four (4) sets:***

1. Accomplished, signed and duly notarized Application Form 501 (Download form at [www.rboi.armm.gov.ph](http://www.rboi.armm.gov.ph))
2. Project Study/Simplified Project Report
3. Copy of the company/cooperative board resolution authorizing an officer/official representative to transact, execute, and sign in behalf of the applicant.
4. For existing firms, latest Audited Financial Statement (AFS) and Income Tax Return (ITR) for the past 3 years or for the period the applicant has been in operation if less than 3 years.
5. For single proprietorship: Business Name (BN) Registration with the DTI; For partnership and corporation: Registration with the Securities and Exchange Commission (SEC) and Articles of Incorporation and By-Laws; For cooperative: Registration with the Cooperative Development Authority (CDA)
6. Other documents that may be required by the specific activity in the Investment Priorities Plan (IPP).

Schedule of Availability of Service: Monday to Friday, 8:00AM to 5:00PM (No noon break)  
During Ramadhan: 7:00AM to 3:00PM

**Application Fees:**

<b>Classification/ Project Cost</b>	<b>Fees</b>
Project cost not exceeding PhP4 million	PhP 1,510.00
Project costs exceeding PhP4 million but not over PhP20 million	PhP 3,010.00
Project cost exceeding PhP20 million but not over PhP50 million	PhP 4,510.00
Project cost exceeding P50 million	PhP 6,010.00

**FEE for Certificate of Registration** ----- 1/10 1% of project cost but not less than PhP 3,000 and not exceeding PhP15,000.00

(\*Additional P10.00 per P.D. 200 as amended by P.D. 1856)

**Total Processing Time:** 19 working days from date of official filing/acceptance of complete application (processing time should not exceed 20 working days)

**How to avail of the service:**

Step No	Client Step	Agency Action	Responsible Office/ Position	Location of Office	Maximum Duration of Step
1	Proceed to Technical Division and secure application form or download form at <a href="http://www.rboi.armm.gov.ph">www.rboi.armm.gov.ph</a>	Issue application form and list of requirements	Technical Division/ Elisa M. Ibrahim/ Hazzanar D. Muhammad/ Jun M. Macalawan	Technical Division, RBOI Bldg., ARMM Complex, Cotabato City	10 minutes
2	File application. Proceed to Technical Division and submit four (4) sets of documentary requirements composed of duly accomplished application form (Form 501) and complete set of supporting documents	Check if the documents are complete  <b>If complete</b> , issue Order of Payment and acknowledgement receipt  <b>If not complete</b> , advise client to complete lacking requirements  <i>Officially receive the application</i>	Technical Division Adneen Y.Andung/ Jun M. Macalawan		4 hours
3	Proceed to the Cashier, present the Order of Payment and pay filing fee	Receive payment and issue official receipt	Administrative Division/ Melonilia L.Tato/ Jun M. Macalawan	RBOI Bldg., ARMM Complex, Cotabato City <i>(in front of Technical Division)</i>	10 minutes



4	Proceed to Technical Division and present Official Receipt	Check OR and require applicant to publish client's application for registration twice in a local newspaper	Technical Division/ Adneen Y.Andung/ Jun M. Macalawan	Technical Division, RBOI Bldg., ARMM Complex, Cotabato City	30 minutes
5	Publish "Notice of Filing of Application for Registration" in a local newspaper				10 working days
6	Proceed to Technical Division and submit the published newspaper (Notice of Publication)	Receive and check published newspaper (Notice of Publication)	Technical Division/ Adneen Y.Andung/ Jun M. Macalawan	RBOI Bldg., ARMM Complex, Cotabato City	10 minutes
		Evaluate and process application. Submit the evaluation report to ManCom	Technical Division/ Adneen Y.Andung/ Jun M. Macalawan		5 working days
		Review, and check the evaluation report and endorses to the Board of Governors for final action	Office of the Chairman/Managing Head Atty. Ishak V. Mastura/ Moner K. Dumama	Boardroom RBOI Bldg., ARMM Complex, Cotabato City	4 hours
		Approve application	Members of the Board of Governors		4 hours
		Send client a letter of approval with terms and conditions (pre-registered requirement) for client's acceptance  <i>Within 30 days, client should reply</i>	Office of the Chairman and Managing Head and Office of the Executive Director  Atty. Ishak V. Mastura/ Moner K.Dumama	RBOI Bldg., ARMM Complex, Cotabato City	1 day

5	Accept terms and conditions through resolution (through personal or courier)	After acceptance, advise client to pay the registration fee. Issue order of payment.	Technical Division Adneen Y. Andung/ Jun M. Macalawan	RBOI Bldg., ARMM Complex, Cotabato City	4 hours
6	Proceed to Cashier and pay registration fee	Issue official receipt	Administrative Division/ Melonilia L.Tato/ Jun M. Macalawan	RBOI Bldg., ARMM Complex, Cotabato City <i>(in front of Technical</i>	5 minutes
		Prepare Certificate of Registration	Technical Division Adneen Y. Andung/ Jun M. Macalawan	RBOI Bldg., ARMM Complex, Cotabato City	3 hours
		Affix signatures for final approval	Board Secretary and RBOI Chairman Jaime A. Nartatez/ Atty. Ishak V.Mastura	RBOI Bldg., ARMM Complex, Cotabato City	10 minutes
7	Receive the Certificate of Registration and the signed terms and conditions	Issue Certificate of Registration and terms and conditions	Office of the Chairman/Atty. Ishak V. Mastura	RBOI Bldg., ARMM Complex, Cotabato City	30 minutes



Republic of the Philippines  
Autonomous Region in Muslim Mindanao  
**BOARD OF INVESTMENTS**



APPLICATION FOR REGISTRATION  
UNDER THE OMNIBUS INVESTMENT CODE OF 1987  
(Executive Order No. 226)

APPLICANT: _____
NAME OF ENTITY : _____
OFFICE ADDRESS : _____ PLANT/FARM LOCATION _____
TELEPHONE NO.: _____ TELEPHONE NO. _____
TAX ACCOUNT NO.: _____
APPLICANT'S REPRESENTATIVE TO RBOI:
NAME : _____
ADDRESS : _____ TELEPHONE NO. _____
TYPE OF REGISTRATION APPLIED FOR:
1. _____ Activity engaged in or to be engaged in is listed in the Investment Priorities Plan (IPP) _____ Activity is not listed in the IPP but production intended for export is 50% (if a Phil. National) or 70% (if foreign owned) _____ Activity produces goods to be used or to form part of export product (indirect export producer). _____ Activity proposed will engage in rendering service to domestic and foreign tourists, technical, Professional or other services or in exporting television and motion pictures and musical recordings made or produced in the Phil., either directly or through an export trade (service exporter). _____ Activity engaged in is a user of energy efficient equipment. _____ Activity is a Research and Development (R & D) Project.
2. STATUS _____ Pioneer _____ Non-Pioneer

<b>3. TYPE OF PROJECT</b> _____ New _____ Expansion _____ Rationalization and Modernization _____ Existing FOR R & D Projects _____ In-house R & D _____ Commissioned R & D _____ Both				
AREA OF INVESTMENT APPLIED FOR: _____				
Activity as listed in the IPP: Specific Products/Service:				
Capacity geared for export:				
For R & D Projects:				
Nature of R & D Projects:				
Product/processes/equipment to be developed:				
SOLE PROPRIETORSHIP, PARTNERSHIP. OTHERS:				
	Name	Nationality	Country of Residence	Capital (in pesos)
	_____	_____	_____	_____
	_____	_____	_____	_____
	_____	_____	_____	_____
CORPORATION, CAPITAL, OWNERSHIP AND CONTROL:				
	Voting		Non-Voting	
	No. of Shares	Total Value (P.)	No. of Shares	Total Value (P.)
AUTHORIZED: SUBSCRIBED: Filipino Foreign (Specify Nationality) a. b. c. Total Subscribed PAID UP:				

APPLICANT/PRINCIPAL OFFICERS AND MAJOR STOCKHOLDER <span style="float: right;">(For Corporation only)</span>					
A.	PRINCIPAL OFFICE NAME	DESIGNATION			
B.	MAJOR STOCKHOLDERS NAME AND TIN (TAX) Identification Number	Nationality (Indicate with *if Nat. Fil)	Country of Residence	Subscribed Number	Shares Value
_____					
C.	DIRECTORS NAME	Nationality	Country of	Subscribed Number	Shares Value
_____					

The applicant has read the Omnibus Investment Code of 1987 and the Rules and Regulations adopted by the RBOI and commits itself to abide by the provisions thereof.

DONE IN THE CITY/PROVINCE OF \_\_\_\_\_ THIS \_\_\_\_\_  
 DAY  
 OF \_\_\_\_\_, 201\_\_\_\_\_.

\_\_\_\_\_  
 Applicant

REPUBLIC OF THE PHILIPPINES  
 CITY/PROVINCE OF \_\_\_\_\_) SS  
 MUNICIPALITY OF \_\_\_\_\_)

SUBSCRIBED AND SWORN to before me this \_\_\_\_\_ day of  
 \_\_\_\_\_ 200\_\_\_\_\_ in the City/Province of \_\_\_\_\_ affiant  
 exhibited to me his Residence Certificate No. \_\_\_\_\_ issued at  
 \_\_\_\_\_ on \_\_\_\_\_ 201\_\_\_\_\_.

NOTARY PUBLIC  
 Until December 31, 201\_\_\_\_\_

Doc. No. \_\_\_\_\_  
 Page No. \_\_\_\_\_  
 Book No. \_\_\_\_\_  
 Series of \_\_\_\_\_

**Frontline Service:** Application for Importation of Capital Equipment and Machineries

**Clients:** RBOI-registered enterprises with a license to operate a Custom's Bonded Manufacturing Warehouse

**Requirements:** Submit in four (4) sets:

1. Accomplished, signed and duly notarized application form
2. Copy of the List of Equipment, Spare Parts and/or Accessories Being Applied for
3. Copy of the Estimated Cost, Taxes and Duties
4. Copy of List of Existing Machinery and Equipment with the same description, end user or function or the ones being applied for. (Note: This form must be accomplished only if the firm has existing machinery or equipment with same description and functions being applied for )
5. Pro forma Invoice

**Note:** All forms can be downloaded at [www.rboi.armm.gov.ph](http://www.rboi.armm.gov.ph)

**Schedule of Availability of Service:** Monday to Friday, 8:00AM to 5:00PM (No noon break)

During Ramadhan: 7:00AM to 3:00PM

**Application Fee:** P1, 500.00

**FEE for Certificate of Importation** ----- ½ of 1% of the duties waived but not less than PhP 300.00 and not exceeding PhP15,000.00

**Total Processing Time:** Three (3) working days upon receipt of complete documents. (Processing time not to exceed 5 working days)

**How to avail of the service:**

Step No	Client Step	Agency Action	Responsible Office/ Position	Location of Office	Maximum Duration of Step
1	Proceed to Technical Division and secure application form	Issue application form and list of requirements	Technical Division/ Adneen Y.Andung/ Jun M. Macalawan	Technical Division, RBOI Bldg., ARMM Complex, Cotabato City	10 minutes
2	Proceed to Technical Division and submit duly accomplished and notarized application form together with supporting documents (pro forma invoice)	Check if the documents are complete  <b>If complete</b> , issue Order of Payment for filing fee  <b>If not complete</b> , advise client to comply lacking requirements			4 hours
3	Proceed to the Cashier, present the Order of Payment and pay filing fee	Issue official receipt	Administrative Division/ Melonilia L.Tato/ Jun M.Macalawan	RBOI Bldg., ARMM Complex, Cotabato City <i>(in front of Technical Division)</i>	10 minutes

		Evaluate and process the application. Issue Order of Payment	Technical Division/ Adneen Y. Andung/Jun M.Macalawan	RBOI Bldg., ARMM Complex, Cotabato City	2 working days
4	Proceed to cashier, present Order of Payment and pay for CA	Receive payment and issue official receipt	Administrative Division/ Melonilia L.Tato/ Jun M.Macalawan		10 minutes
		Prepare Certificate of Authority to Import (CA)	Technical Division/ Adneen Y.Andung/Jun M.Macalawan		4 hours
		Affix signature for approval	Office of the Chairma/ Atty. Ishak V.Mastura		5 minutes
		5	Receive Certificate of Authority to Import		Issue Certificate of Authority to Import

Republic of the Philippines  
**Regional Board of Investments**  
 Autonomous Region in Muslim Mindanao  
 Cotabato City

**APPLICATION FORM**

Importation of Capital Equipment, Spare Parts and Accessories Under E.O. 70

**I. Applicant:**

Name of Firm:	
Office Address:	
Representative:	Tel No.
BOI Registration No.	Date Registered:
Registered Activity:	
Reg'd Annual Capacity:	No. of Days of Operation per Year:
Plant Location:	
Type of Registration:	<input type="checkbox"/> New <input type="checkbox"/> Expansion <input type="checkbox"/> Modernization/Rehabilitation <input type="checkbox"/> Export-Oriented <input type="checkbox"/> Domestic-Oriented

**II. Capital Equipment, Spare Parts and Accessories to be Imported:**

(Please refer to Attachments "A" and "B" for the format of your listing of the items to be imported.)

**III. Applicant Makes the Following Representation and Commitments:**

1. That prior Board Approval for the importation of the items being applied for is obtained before the purchase order is made before the corresponding letters of credit are opened and any violation will be dealt with accordingly;
2. That the items applied for are not manufactured domestically in reasonable quantity, quality or prices;
3. That the items applied for are actually used for the registered activity only.

Done in \_\_\_\_\_ this \_\_\_\_ day of \_\_\_\_\_ 201 \_\_\_\_.

\_\_\_\_\_  
Applicant

SUBSCRIBED AND SWORN to before me this \_\_\_\_ day of \_\_\_\_\_ 201 \_\_ in \_\_\_\_\_, affiant having exhibited to me his/her Residence Certificate No. \_\_\_\_\_ issued at \_\_\_\_\_ on \_\_\_\_\_.

\_\_\_\_\_  
Notary Public

Doc No. \_\_\_\_\_  
 Page No. \_\_\_\_\_  
 Book No. \_\_\_\_\_  
 Series of \_\_\_\_\_



**Attachment "A"**

Name of Firm: \_\_\_\_\_

**List of Capital Equipment, Spare Parts and/or Accessories Being Applied for**

Quantity	Description of item to be imported	End-Use/ Function	FOB Value in US Dollar	Tariff Code 1/	Duty Rate	Country of Origin	Rated Capacity per Day 2/	Remarks

1/ Tariff code shall be based on the ASEAN Harmonized Tariff Nomenclature (AHTN) of the Tariff and Customs Code of the Philippine

2/ For capacity determinant machinery or equipment only

**Attachment “B”**

**Estimated Costs, Taxes and Duties**  
 (Use the Guide Format for Computation as Shown Below)  
 (All Values Must be in US Dollars )

Short Description	FOB Value	Insurance (1% of FOB)	Freight 5%-Asia 10%-others	CIF Dutiable Value	Duty Rate	Duties	Other Charges	Landed Cost	Value Added Taxes	Duties to be Paid	Duties to be waived

Note: Use the above format if there are more than one item being applied for with different duty rates and freights

**Guide/Format in Computing the Estimated Costs, Taxes and Duties**  
 (All Values Must be in US Dollars)

		Formula	Amount in US Dollars
A	FOB Value		
B	Insurance	1% of A	
C	Freight	5% of A (if goods are from Asia) 10% of A (if elsewhere)	
D	CIF or Dutiable Value	A + B + C	
E	Duty (Tariff Code _____, Duty Rate _____,	D x Duty Rate	
F	Other Charges	3% of D	
G	Total Landed Cost	D + E + F	
H	Value added Tax (VAT)	12% of G	
I	Estimated Duties to be Paid	None (if firm is export-oriented) 1% of D (if domestic-oriented)	
J	Estimated Duties to be Waived	E - I	

Note: Use the above format if only one item being applied for; or if varied items but with similar duty rates and freights.

**Attachment “C”**

Name of Firm: \_\_\_\_\_

This form must be accomplished if the firm already has existing machinery or equipment with the same description, end-use or function as the ones listed in attachment “A”

List of Existing Machinery and Equipment with the Same Description, End Use or Function as the Ones Being Applied for

Quantity	Short Description	End-Use/Function	Attainable Capacity (per Day)	Year Acquired	Remarks

**Frontline Service:** Application for Employment of Foreign Nationals

**Clients:** All RBOI-registered enterprises employing foreign nationals

**Requirements:** *Submit in four (4) sets*

1. Application Form ((Download Form at [www.rboi.amm.gov.ph](http://www.rboi.amm.gov.ph))
2. Basic Information of the foreign national (Download Form at [www.rboi.amm.gov.ph](http://www.rboi.amm.gov.ph))
3. Photocopy of passport of the foreign national to be employed
4. Basic Information of two (2) Filipino workers to be trained by the foreign national applying for employment
5. Endorsement from DOLE of approved application of foreign national

**Schedule of Availability of Service:** Monday to Friday, 8:00AM to 5:00PM ( No noon break)  
During Ramadhan: 7:00AM to 3:00PM

**Application Fee:** P1, 500.00

**Total Processing Time:** Four (4) days and 5 hours upon receipt of complete documents. (Processing time not to exceed 5 working days)

**How to avail of the service:**

Step No	Client Step	Agency Action	Responsible Office/ Position	Location of Office	Maximum Duration of Step
1	Proceed to Technical Division and secure application form	Issue application form and list of requirements	Technical Division/ Adneen Y. Andung/ Jun M.Macalawan	RBOI Bldg., ARMM Complex, Cotabato City	10 minutes
2	Proceed to Technical Division and submit duly accomplished and notarized application form together with supporting documents	Check if the documents are complete and issue Order of Payment for filing fee			4 hours
3	Proceed to the Cashier, present the Order of Payment and pay filing fee	Issue official receipt	Administrative Division Melonilia L.Tato/ Jun M. Macalawan	RBOI Bldg., ARMM Complex, Cotabato City <i>(in front of Technical Division)</i>	10 minutes
4	Proceed to Technical Division and present the official receipt	Issue template for notice of publication and require to publish in a local newspaper	Technical Division/ Adneen Y.Andung/Jun M. Macalawan	Technical Division, RBOI Bldg., ARMM Complex, Cotabato City	20 minutes
5	Publish " Notice of publication for Employment of Foreign Nationals" in a local				2 days

	newspaper				
6	Proceed to Technical Division and submit the published newspaper (Notice of Publication)	Receive and check published newspaper	Technical Division/ Adneen Y.Andung/Jun M. Macalawan	RBOI Bldg., ARMM Complex, Cotabato City	10 minutes
		Prepare endorsement to Department of Justice copy furnished Bureau of Immigration and Deportation	Technical Division/ Adneen Y.Andung/Jun M. Macalawan	RBOI Bldg., ARMM Complex, Cotabato City	2 working days
		Affix signature for approval	RBOI Chairman Ishak V.Mastura/ Moner K. Dumama	RBOI Bldg., ARMM Complex, Cotabato City Room 4, RBOI Bldg., ARMM Complex, Cotabato City	5 minutes
7	Receive endorsement	Release endorsement	Technical Division/ Adneen Y.Andung/Jun M. Macalawan	RBOI Bldg., ARMM Complex, Cotabato City	10 minutes

**Republic of the Philippines**  
**AUTONOMOUS REGION IN MUSLIM MINDANAO**  
**REGIONAL BOARD OF INVESTMENTS**  
**Cotabato City, Philippines**

Page 1

**For RBOI Use only**

**APPLICANT**

**APPLICATION NO**

--	--	--	--	--	--	--	--	--	--

Name of Entity	:	_____			
Registration No.	:	_____	Date of Registration:	_____	
Office Address	:	_____			
Contact Nos.	:	_____			
Email Address	:	_____			
Total no. of foreign nationals presently employed (if any ) in the registered enterprise and percentage thereof to the total employment.					
		1/	2/	3/	4/
No. of foreign nationals employed	:	_____			
Total Filipino Personnel	:	_____			
Percentage (%)	:	_____			
1/ Supervisory		2/ Technical		3/ Advisory	
				4/ Others ( Specify )	

**EXPATRIATE**

Name of Foreign National	:	_____			
		(Last)	(First)	(Middle)	
Nationality	:	_____	Country of Residence	:	_____
Passport No.	:	_____	Place of Issue	:	_____
Nature of Employment	:	[ ]	Supervisory	[ ]	Technical [ ]
					Advisory [ ]
Proposed Position	:	_____	Period of Employment	:	_____
IF MARRIED:					

	Name	Date of Birth	Residence
Spouse :	_____	_____	_____
Children :	_____	_____	_____
:	_____	_____	_____
:	_____	_____	_____
	<input type="checkbox"/> Joining	<input type="checkbox"/> Not Joining	
BRIEF STATEMENT : _____			
_____			
_____			
Qualification :	_____		
	_____		
	_____		

DONE IN THE CITY/PROVINCE OF \_\_\_\_\_ THIS \_\_\_\_\_  
DAY OF \_\_\_\_\_, 201\_\_\_\_\_.

\_\_\_\_\_  
Applicant

REPUBLIC OF THE PHILIPPINES )  
(City/Municipality of \_\_\_\_\_ ) S.S

Subscribed and sworn to before me this \_\_\_\_\_ in \_\_\_\_\_ affiant exhibited to  
me his/her residence Certificate No \_\_\_\_\_ ISSUED AT \_\_\_\_\_ ON \_\_\_\_\_.

NOTARY PUBLIC  
Until December 31, 201\_\_\_\_\_

Doc. No. \_\_\_\_\_  
Page No. \_\_\_\_\_  
Book No. \_\_\_\_\_  
Series of \_\_\_\_\_

**BASIC INFORMATION ON EMPLOYMENT OF FOREIGN NATIONAL**

Under Section 47 (a) (2) of the  
Philippine Immigration Act OF 1940  
for indorsement to the

**DEPARTMENT OF JUSTICE**

as APPROVED by the  
**REGIONAL BOARD OF THE INVESTMENTS**  
**Autonomous Region in Muslim Mindanao**

Nature/Type of [ ] Issuance of Special Non-Immigration Visa  
[ ] Extension of Stay as Special Non-Immigrant  
[ ] Change of Admission Status  
From Section 9 (a) To Section 47 (a) (2)

Period of Employment : \_\_\_\_\_  
or until : \_\_\_\_\_

---

---

Name of RBOI-Registered Company :  
Certificate of Reg'n. No. :  
Date of Registration :  
Status Of Registration :  
Type of Business/ Activity :

---

---

---

---

Name of Foreign National :  
Nationality :  
Country of Residence :  
Passport No. :  
Place of Issue :  
Dependents Joining :  
Position/ Nature of Employment :

---

---

**Atty . Ishak V. Mastura**  
Chairperson/Managing Head

Cc: Department of Labor & Employment  
Bureau of Immigration  
Company



**Frontline Service:** Application for Certificate of Entitlement (COE) for Income Tax Holiday (ITH) under Executive Order 226

**Clients:** All RBOI-registered enterprises with ITH entitlement

**Requirements:** *Submit in four (4) sets:*

1. COE application form
2. Updated Reports
  - Annual Report of previous year
  - Semi Annual Report of previous year
  - General Information Sheet (GIS)
  - Audited (or unaudited) financial statement (AFS) of previous year
3. Certificate of tree planting completion
4. Corporate social responsibility (CSR) program, if applicable
5. Other relevant certifications

**Schedule of Availability of Service:** Monday to Friday, 8:00AM to 5:00PM (No noon break)  
During Ramadhan: 7:00AM to 3:00PM

**Application Fee:** Php 1,500.00

**Total Processing Time:** Two (2) working days, one (1) hour and 30 minutes upon receipt of complete documents.

**How to avail of the service:**

Step No	Client Step	Agency Action	Responsible Office/ Position	Location of Office	Maximum Duration of Step
1	Proceed to Technical Division and secure application form	Issue application form and list of requirements	Technical Division/ Adneen Y. Andung/Jun M. Macalawan	Technical Division, RBOI Bldg., ARMM Complex, Cotabato City	10 minutes
2	Proceed to Technical Division and submit duly accomplished and notarized application form together with supporting documents	Check if the documents are complete and issue Order of Payment <ul style="list-style-type: none"> <li>• Compute penalties if applicable</li> </ul>			10 minutes
3	Proceed to the Cashier, present the Order of Payment and pay filing fee	Receive payment and issue official receipt	Administrative Division/ Melonilia L.Tato/Jun M. Macalawan	RBOI Bldg., ARMM Complex, Cotabato City	10 minutes
4	Return to the Technical Division and submit a copy of the official receipt.	Officially accept application and issue acknowledgement receipt	Technical Division/ Adneen Y. Andung/ Jun M.Macalawan	Technical Division, RBOI Bldg., ARMM Complex, Cotabato City	10 minutes

		Evaluate the application and check compliance with Terms and Conditions of Registration	Technical Division Adneen Y.Andung/Jun M.Macalawan		2 working days
		Prepare Certificate of Entitlement (COE)			30 minutes
		Affix signature for approval	RBOI Chairman Atty. Ishak V.Mastura	RBOI Bldg., ARMM Complex, Cotabato City	10 minutes
5	Claim certificate of Entitlement	Release certificate	Technical Division/ Farida M.Biruar	RBOI Bldg., ARMM Complex, Cotabato City - do-	10 minutes

REPUBLIC OF THE PHILIPPINES  
Autonomous Region in Muslim Mindanao  
REGIONAL BOARD OF INVESTMENTS  
ARMM Complex, Cotabato City

**APPLICATION FOR INCOME TAX HOLIDAY  
NEW/EXPANDING DOMESTIC PRODUCER  
UNDER ART. 39 (a) OF EXECUTIVE ORDER NO. 226  
TAXABLE YEAR \_\_\_\_\_**

**I. INFORMATION ABOUT APPLICANT**

Applicant : \_\_\_\_\_  
T.I.N. : \_\_\_\_\_  
Office Address : \_\_\_\_\_  
Telephone No. / Fax No. : \_\_\_\_\_  
Official Authorized Representative : \_\_\_\_\_  
Type of Registration :  New  Expansion  
Status of Registration :  Pioneer  Non-pioneer  
Registered Activity : \_\_\_\_\_  
Base Figure (if registration) : \_\_\_\_\_  
Date of Registration : \_\_\_\_\_  
Registration No. : \_\_\_\_\_  
Plant Location : \_\_\_\_\_  
Ownership : \_\_\_\_\_ % Filipino \_\_\_\_\_ % Foreign

**II. INCOME TAX EXEPTION CLAIMED**

1. For whole Year (12 Month Period) Availment

	<u>Volume</u>	<u>Value</u>
A. Total Sales	_____	_____
B. Less: Base Figure, if any *	_____	_____
C. Incremental Sales (A - B)	_____	_____
D. Rate of Exemption (C/A x 100)		_____ %
E. Taxable Income from Registered Activity <u>1</u>		P _____
F. Tax Due from Registered Activity (E x Tax rate)		P _____
G. Estimated Income Tax Holiday Incentive (D x F)		P _____

2. For Less than a Year Availment

	<u>Volume</u>	<u>Value</u>
A. Total Sales	_____	_____
B. Eligible Sales **	_____	_____
C. Less: Base Figure, if any*	_____	_____
D. Incremental Sales (B - C)	_____	_____
E. Rate of Exemption (D/A x 100)		_____ %
F. Taxable Income from Registered Activity <u>1</u>		P _____
G. Tax Due from Registered Activity (E x Tax rate)		P _____
H. Estimated Income Tax Holiday Incentive (G x E)		P _____

• New domestic producer will have no base figure (1.B / 2.C)

\*\* Sales during entitlement period only

Note: Please indicate if applied exempt Income is MCIT

1	Net Income (Loss) per AFS	P
	Less: Non Taxable Income	P
	Add: Unallowable deductions	P
	Taxable Income per ITR	P
	Less: Income not related to Registered Operation	P
	Taxable Income from Registered Activity	P

III. SUPPORTING DOCUMENTS

Please secure checklist of ITH requirements from Fiscal Incentives Division, Technical Division

Done in \_\_\_\_\_ this \_\_\_\_\_ day of \_\_\_\_\_, 201 \_\_\_\_\_,

\_\_\_\_\_  
APPLICANT

\_\_\_\_\_  
Authorized Signatory  
Printed Name \_\_\_\_\_  
Designation \_\_\_\_\_

REPUBLIC OF THE PHILIPPINES )  
  ) S.S.  
  )

SUBSCRIBED AND SWORN to before me this \_\_\_\_\_ day of \_\_\_\_\_, 20\_\_\_\_, in the \_\_\_\_\_  
affiant exhibiting to me his Community Tax Certificate No. \_\_\_\_\_ issued at \_\_\_\_\_  
on \_\_\_\_\_, 20\_\_\_\_.

NOTARY PUBLIC  
Until December 31, 201\_\_\_\_\_  
PTR No. \_\_\_\_\_  
Issued at \_\_\_\_\_  
Issued on \_\_\_\_\_

Doc. No. \_\_\_\_\_  
Page No. \_\_\_\_\_  
Book No. \_\_\_\_\_  
Series of \_\_\_\_\_

**Frontline Service:** Application for Certificate of Good Standing (Unique Reference Number)**Clients:** All RBOI-registered enterprises with ITH entitlement**Requirements:** Submit in four (4) sets:

1. Request Letter for URN
2. Updated Reports
  - o Annual Report of previous year
  - o Semi Annual Report of current year
  - o Audited (or unaudited) financial statement (AFS) of previous year

**Schedule of Availability of Service:** Monday to Friday, 8:00AM to 5:00PM (No noon break)  
 During Ramadhan: 7:00AM to 3:00PM

**Application Fee:** Php 1,500.00**Total Processing Time:** One (1) hour and ten (10) minutes upon receipt of complete documents.**How to avail of the service:**

Step No	Client Step	Agency Action	Responsible Office/ Position	Location of Office	Maximum Duration of Step
1	Proceed to Technical Division	Issue list of requirements	Technical Division/ Adneen	Technical Division, RBOI Bldg., ARMM Complex, Cotabato City	10 minutes
2	Proceed to Technical Division and submit letter of request with complete requirements	Check if the documents are complete and issue Order of Payment	Y.Andung/Jun M.Macalawan		10 minutes
3	Proceed to the Cashier, present the Order of Payment and pay filing fee	Receive payment and issue official receipt	Administrative Division/ Melonilia L.Tato/ Jun M. Macalawan	RBOI Bldg., ARMM Complex, Cotabato City	10 minutes
		Prepare Certificate of Good Standing (URN)	Technical Adneen Y.Andung/Jun M.Macalawan	Technical Division, RBOI Bldg., ARMM Complex, Cotabato City	20 minutes
		Affix signature for approval	RBOI Chairman Atty. Ishak V.Mastura	RBOI Bldg., ARMM Complex, Cotabato City	10 minutes
4	Proceed to Technical Division and claim certificate	Release certificate	Technical Division Adneen Y.Andung/Jun M.Macalawan	Technical Division, RBOI Bldg., ARMM Complex, Cotabato City	10 minutes

## **Procedure of filing complaints/feedback**

Please let us know how we have served you by doing any of the following:

1. Accomplish our Feedback Form available in the office and put in the drop box at the table of the Officer-of the Day at the Public Assistance Complaint Desk. Feedback form can also be downloaded through our website at [www.rboi.armm.gov.ph](http://www.rboi.armm.gov.ph);
2. Send your feedback through email [rboi@armm.gov.ph](mailto:rboi@armm.gov.ph)
3. Talk to our Officer of the Day at the Public Assistance Complaint Desk; or
4. Contact us directly through the following hotline numbers (064) 421 9202 or (064) 421 1591.

THANK YOU for assisting us continuously improve our services.

## RBOI CLIENT FEEDBACK FORM

Dear Clients,

Thank you for your visit at the Regional Board of Investments (RBOI).

Please take a few moments to complete this form so we know how we could serve you better.

Date of visit: _____ Time: _____				
Office Visited:				
<input type="checkbox"/> Office of Chairman/Managing Head				
<input type="checkbox"/> Office of the Executive Director				
<input type="checkbox"/> Finance and Administrative Division				
<input type="checkbox"/> Technical Division				
<input type="checkbox"/> Support Services Division				
Name of Official/Staff who assisted you: _____				
Nature of Assistance Requested/Purpose of Visit:				
<input type="checkbox"/> Query <input type="checkbox"/> Filing Application/Registration/Incentives Availment <input type="checkbox"/> Submit reports <input type="checkbox"/> Follow-up				
<input type="checkbox"/> Check listing _____ <input type="checkbox"/> Investments Counselling <input type="checkbox"/> Others _____				
Please check the appropriate box of your choice, whenever applicable.				
Please rate in the scale of 1 (Poor) to 5 (Excellent).				
	1	2	3	4
1. Quality of Service Rendered				
⇒ The official/staff assigned to me was courteous and pleasant.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
⇒ The official/staff assigned to me was knowledgeable, competent, and professional	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
⇒ My concerns were addressed at once/in a timely manner.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
⇒ The information given to me were accurate, adequate and clear	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. The facilities and amenities are adequate/appropriate.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. I feel that client's comfort is given utmost concern	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other comments/recommendations/suggestions to Improve our services: _____				
Name (Optional) : _____				
Position and Office: _____				
Address: _____				
Tel./Fax No. _____		Email Address: _____		
Thank you for your comments. Your feedback is important for us to improve our services.				
Telephone Number: (064)-4219202, Fax Number: (064)-4211591				
Email Address: rboi@armm.gov.ph				
Website: <a href="http://www.rboi.armm.gov.ph">www.rboi.armm.gov.ph</a>				

## **Redress Mechanism**

If you are not satisfied with our services, we shall immediately attend to your concern:

- Express apology and adopt measures to prevent it from recurring.
- Give written or oral explanation on the situation and offer remedial actions such as expediting service request and/or free and special delivery of documents.



## **Automatic Extension of Licenses, Permits and Authorities**

“If the government office or agency fails to act on an application and/or request for renewal of a license, permit or authority subject to renewal within the prescribed period, said permit, license or authority shall automatically be extended until a decision or resolution is rendered on the application for renewal. In this instance, the applicant shall be informed prior to the expiration of the original period that more time is required to evaluate the application or request. No automatic extension or extension shall apply to an expired permit, license, or authority covers activities which pose danger to public health, public safety, public morals, or public policy including but not limited to, national resource extraction activities.”

*(Rule VI, Section 6 of the Implementing Rules and Regulations of the Republic Act No. 9485, “An Act to Improve Efficiency in the Delivery of Government Service to the Public by Reducing Bureaucratic Red Tape, Preventing Graft and Corruption, and Providing Penalties Therefor”)*