



LOCAL ECONOMIC INVESTMENT PROMOTIONS OFFICE

CITIZEN'S CHARTER
2020 (1st Edition)



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I. Mandate

Under Ordinance No. SP-2219, S-2013 entitled “An Ordinance Adopting the Economic Development Incentives Code of Quezon City”, the LEIPO is mandated to be the implementing arm of the Quezon City Economic Development Incentives Code. It shall also function as the Technical Secretariat of the Quezon City Economic Development Investment Board (QC-EDIB). Likewise, it shall coordinate the drafting of the Quezon City Investment Priorities Plan (IPP), which shall be based primarily on the development agenda set forth by the City as embodied in its various policy documents, also taking into consideration the economic development plans and policies outlined by the various national government agencies. The LEIPO shall ensure compliance with the IPP, and monitor and evaluate its effectiveness. The LEIPO is also tasked to promote, regulate and monitor investments in Quezon City and implement programs and policies that would create a business-friendly environment to attract more investments in order to sustain the progress and development of the city.

II. Vision

LEIPO envisions a business-friendly city that creates and promotes an environment conducive to the entry and growth of enterprises in the city. The office foresees the city as a premier destination for investors and businesses that thrive and develop in partnership with the local government, generating employment for its residents and creating a cycle of sustained development and inclusive growth.

III. Mission

LEIPO shall develop policies and programs to enhance the business climate to attract investors and to support existing businesses. LEIPO shall also consider economic developments and investment priorities and trends in the Philippines and in the rest of the world that will have an impact on Quezon City to create, adapt and adopt more responsive policies and programs. The office shall also provide incentives for enterprises that generate significant levels of employment for QC residents, maintain the same and make significant investments in growth areas. The office shall also delineate the economic directions and investment priorities of the city and enact policies and programs that will facilitate access to investment sites. Lastly, LEIPO shall promote public-private partnerships, recognizing PPP as a potentially significant investment strategy, by providing incentives to private sector proponents of PPP projects.

IV. Service Pledge:

LEIPO commits to the following services:

a. Operations

1. Formulate annual and medium-term plans for Medium and Large Enterprises (MLE) development;
2. Prepare investment opportunity profiles, including but not limited to industry profiles, project profiles, and viability/feasibility studies;
3. Identify support investment activities, such as but not limited to trade agreements with other LGUs for sourcing of raw materials; cooperation agreements with other government entities to facilitate investor transactions; and Public-Private Partnership (PPP) arrangements;
4. Monitor the performance of investments;
5. Coordinate and monitor policies, programs and activities relative to MLEs of all national and local government agencies;
6. Continuously review the local investment climate and incentives program in order to recommend improvements;
7. Provide advisory and other support services to new investors to facilitate their investments;
8. Provide advisory and other support services to established investors to promote investment retention and/or investment expansion;
9. Prepare presentations and materials for QC-EDIB when meeting with MLEs;
10. Advise qualified investors on the preparation of their applications for incentives packages.

b. Promotions and Marketing

1. Promote and market the city as an attractive investment/business destination;
2. Identify key investment opportunities from among those provided by the Operations unit to be highlighted in promotions and marketing efforts;
3. Disseminate information about such to potential investors through: trade missions, trade fairs and exhibits, fora/seminars, briefings/orientations, etc.
4. Prepare investment promotion materials (i.e. presentations of industry and project profiles; competitive analyses vis a vis other LGUs; competitive advantages of Quezon City; other general business information);
5. Develop and implement retention/expansion strategies for existing investors.

c. Support Services

1. Establish and maintain a database of investment opportunities and investors;
2. Operate an online information assistance desk;
3. Recommend and/or implement improvements in systems and processes towards simplification or improved productivity;
4. Coordinate access to skilled, City-based manpower resources.



Service Office

Service Category

1. Receiving of Required Documents for the Kalingang QC sa Negosyo (KQCN) for Small Businesses Program

As part of the requirements of the Kalingang QC sa Negosyo for Small Businesses Program, business owners are required to submit in person the following documents to avail of the financial assistance.

Office or Division:	LEIPO Main Office
Classification:	Simple
Type of Transaction:	G2B – Government to Business
Who may avail:	Small Business Owners
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
1. Notarized eApplication Form with Attestation and Undertaking	Quezon City eService Portal https://qceservices.quezoncity.gov.ph
2. Latest Audited Financial Statements (BIR stamped received)	BIR
3. Certified True Copy of Quezon City Business Permit for 2020	BPLD
4. Certified True Copy of SEC Registration with updated General Information Sheet (GIS) / DTI Registration	SEC or DTI
5. Barangay Residence Certificates of QC employees	Employees' Respective Barangays
6. Government-issued IDs of declared QC employees	Respective Government Agencies
7. Employee List with latest SSS Remittance (SSS stamped received)	SSS
8. Secretary's Certificate authorizing a representative to apply and receive the financial assistance	Respective Companies / Board of Directors / Partners



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Upon receiving a written notification that they are qualified for the KQCN program, applicants should print and have the eApplication Form notarized. The notarized eApplication Form and printed copies of all required documents will be submitted to the LEIPO Office in person or via courier	1. Issue receipt for all submitted documents	None	2 mins.	<i>Investment Specialists</i> Michaela Y. Baskiñas Ronnel D. Endrada

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<ol style="list-style-type: none"> 1. Feedback may be sent by filling out the Feedback Form available at the Front Desk and dropping it in the designated Comment and Suggestion Box located at the Office entrance 2. Alternatively, feedback may be sent to the Facebook page of LEIPO at: https://www.facebook.com/LEIPOQC
How feedbacks are processed	<ol style="list-style-type: none"> 1. The Comment and Suggestion Box are opened by the Front Desk staff who compiles and records all feedback submitted. These are forwarded to the person responsible who shall then respond within two (2) days of receipt of the feedback. The action taken shall be relayed to the concerned citizen or client 2. Feedback sent online shall be responded to by the person responsible within two (2) days of the receipt of the feedback
How to file a complaint	<p>Complaints may be filed through:</p> <ol style="list-style-type: none"> 1. The Front Desk 2. The Citizen's Complaint Hotline or 3. The Comment and Suggestion Box
How complaints are processed	<ol style="list-style-type: none"> 1. Once a complaint is filed, it shall be forwarded to the Head Administrator who will evaluate the complaint 2. If warranted, the Head Administrator shall then relay the complaint to the Head of the Department for action and/or resolution 3. The citizen who filed the complaint shall then be informed of the action taken by the Office
Contact Information of CCB, PCC, ARTA	<p>CCB: 0908-881- 6565 (SMS) PCC: 8888 ARTA: Tel. No. :84785093 Email: complaints@arta.gov.ph 1-ARTA (2782)</p>



Office	Address	Contact Information
Main Office	11 th Floor, High Rise Building, Elliptical Circle, Diliman, Quezon City	9884242 local 1505