



BALIWAG INVESTMENT PROMOTION UNIT

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VISION STATEMENT

The City of Baliwag is the center for trade and commerce, education, and technological advancement within the region with God-centered, empowered and healthy people living in a sustainable environment under a pro-active governance

MISSION STATEMENT

The Local Government of Baliwag shall implement policies and program that will promote a fully functional e-government, business-friendly environment, competitive quality of education, and active people participation through a professional bureaucracy with government personnel willing to do the extra mile in public service.

GOAL

Improve the performance of Baliwag in economic dynamism, government transparency and efficiency, infrastructure development, health and social services, environmental management and participatory governance

**DUGONG
BALIWAG
PUSONG
BALIWAG**

Serbisyong May Malasakit

CITIZENS CHARTER

1. PAGHINGI NG DATOS UKOL SA MGA NEGOSYO

Bilang tagapangalaga ng mga negosyante, maaaring magbigay ng mga mahahalagang datos ang opisina na may kinalaman sa mga negosyo sa bayan para na rin ito sa mga pag-aaral sa naturang sektor.

Tanggapan:	Baliwag Investment Promotions Unit			
Klasipikasyon:	Simple			
Klaseng Transaksyon:	Government to Client			
Sino ang maaaring kumuha:	Lahat ng indibidwal na nagnanais makakuha ng datos ukol sa negosyo.			
MGA KINAKAILANGANG DOKUMENTO		SAAN KUKUHANAN		
REQUEST LETTER				
HAKBANG PARA SA KLIYENTE	AKSYON NG AHENSYA	BAYAD SA SERBISYO	PANAHOON NA GUGUGULIN	RESPONSABLENG TAO
1. Ipasa ang Request Letter.	Surin ang dokumento at ibigay ang kaukulang datos	Wala	5 minuto	Kawani ng IPU
TOTAL:			5 minuto	

2. APLIKASYON PARA SA INVESTMENT INCENTIVE GRANT

Isa sa pinakamahalagang tungkulin ng IPO ay manghikayat ng mga bagong investments maging ito man ay local o foreign, mapanatili ang mga dati ng nakatayang negosyo at himukin silang magkaroon ng expansion sa pamamagitan ng pagbuo ng isang Lungsod na business-friendly upang mapataas ang antas ng ekonomiya ng Lungsod.

Tanggapan:	Investment Promotion Unit			
Klasipikasyon:	Highly Technical			
Klaseng Transaksyon:	Government to Client			
Sino ang maaaring kumuha:	Lahat ng mga negosyanteng nagnanais magbukas ng negosyo na ayon sa Preferred or Priority Investment Areas.			
MGA KINAKAILANGANG DOKUMENTO		SAAN KUKUHANAN		
1. Seventeen (17) copies of the complete application form to be provided for by the Board in accordance with the provisions of this Code;				
2. Seventeen (17) copies of the complete project of the proposed investments showing the project to be economically, technically and financially feasible and viable;				
3. Seventeen (17) copies of its Articles of Incorporation and By-Laws as approved by the Securities and Exchange Commission and Board of Investments, as the case may be;				
4. Seventeen (17) copies of certified true copy of Certificate of Registration with Securities and Exchange Commission, Board of Investments and Department of Trade and Industry, as the case may be;				
5. Seventeen (17) copies of the resolution of Directors, in case of corporation, authorizing the filing of application; and				
6. The scheme applicable for the tax exemption shall be based on the capital investment submitted by the applicant-investor and duly approved by the Board.				
HAKBANG PARA SA KLIYENTE	AKSYON NG AHENSYA	BAYAD SA SERBISYO	PANAHOON NA GUGUGULIN	RESPONSABLENG TAO
1. Ipasa ang mga kailangang dokumento	1. Surin ang mga dokumento	Small-Scale - P 2,000.00	5 minuto	LEIPO
2. Magbayad ng kaukulang halaga sa City Treasurer's Office	2. Evaluation and validation of submitted requirements by the IPO for acceptance	Medium-Scale - P 5,000.00	5 minuto	Kawani ng CTO
	3. Issuance of Letter of Acceptance for the applicant and endorsement to the Board for evaluation and approval	Large-Scale - P 10, 000.00	7 araw	LEIPO
	4. Consultation with and evaluation by the Board for the granting of incentive (including preparation of Notice of Approval, position paper and Board Resol'n)		7 araw (issuance of letter)	LEIPO
	5. Issuance of Notice of Approval from the Secretariat		7 araw (endorsement to the Board)	IPO Secretariat and Investment Incentive Board (IIB)
	6. Issuance of position paper and Board resolution for the applicant's acceptance		21 araw	LEIPO
	7. Issuance of Certificate of Registration		10 minuto	Kawani ng CTO
3. Payment of Registration fee of 1/10 of the 1% of the total capitalization		Upon approval/acceptance, any applicant shall also be required to pay to the Board a non-refundable registration fee of 1/10 of 1% of the amount of investment or the sum of P2 Million Pesos, whichever is lower.	5 minuto	LEIPO
4. Bumalik sa tanggapan upang makuha ang mga certificate			5 minuto	LEIPO
TOTAL:			42 araw at 30 minuto	

3. PAGSALI SA MGA TRADE FAIR

Pagpapamalas at pagtataguyod sa mga lokal na produktong gawang Baliwagengyo.

Tanggapan:	Investment Promotion Unit			
Klasipikasyon:	Simple			
Klaseng Transaksyon:	Government to Client			
Sino ang maaaring kumuha:	Lahat ng negosyanteng nagnanais na sumali sa gaganaping Trade Fair.			
MGA KINAKAILANGANG DOKUMENTO		SAAN KUKUHANAN		
Duly accomplished form per Trade Fair				
Barangay Certificate of the Owner				
HAKBANG PARA SA KLIYENTE	AKSYON NG AHENSYA	BAYAD SA SERBISYO	PANAHOON NA GUGUGULIN	RESPONSABLENG TAO
1. Ipasa ang mga kailangang dokumento	1. Surin ang mga dokumento	Halagang itinalaga kada Trade Fair	5 minuto	Kawani ng IPU
2. Magpatala para sa Trade Fair	2. Itala ang pangalan ng negosyo para sa Trade Fair			
TOTAL:			5 minuto	

Feedback and Complaints Mechanism

How to send a feedback	Send the client feedback thru email at investmentbaliwag@gmail.com . With format: - Name of client - Date of feedback - Contact number - Feedback
How feedback is processed	Email is checked everyday and feedbacks are filed and recorded. Feedback requiring answers are answered and relayed to the client within three (3) days upon the receipt of the feedback. For inquiries and follow-ups, clients may contact telephone number, 0447980391 or mobile number 09772465137
How to file a complaint	Send the client complaint thru email at investmtrnibaliwag@gmail.com . With format: - Name of complainant - Contact number - Date of complaint - Name of person being complained - Incident - Evidence For inquiries and follow-ups, clients may contact telephone number, 0447980391 or mobile number 09772465137
How complaints are processed	Email is checked everyday and complaints are filed, recorded and evaluated. Upon evaluation, an investigation shall commence for the complaint to be given appropriate action. Feedback shall be sent to the client on the status of his complaint. For inquiries and follow-ups, clients may contact telephone number, 0447980391 or mobile number 09772465137