

Industry Development and Trade Policy

Frontline Service

31. Provision of Statistical Data to Various Stakeholders

The provision of statistical data to various stakeholders is considered a **HIGHLY TECHNICAL** transaction. Under Sec. 9 b1 of RA 11032, highly technical transactions shall be acted upon by the assigned officer/employee within 20 working days. If the statistical data are not provided within 20 days, you may file a complaint via email (ask@dti.gov.ph).

Provision of list of importers of specific product/commodity and volume and value of imports by product classification (AHTN) or by country of origin/port of entry, among others.

Office or Division:	Bureau of Import Services	
Classification:	Highly Technical	
Type of Transaction:	G2B, G2C, G2G	
Who may avail:	Industries/associations, embassies, private companies, banks, other government offices, academe, researchers, consultants	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Valid Company ID		
2. Company Background		
3. Accomplished Online Data Request Form		

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit letter of request via walk-in, e-mail/courier	Receive letter of request via e-mail, courier. Walk-in to fill up standard form (SF) request	None	50 minutes	Technical Staff
	Evaluate request by the technical staff concerned			Technical Staff
	Prepare and submit summary of all requests for the day to the Division Chief/Asst. Division Chief			Technical Staff
	Delegate to technical staff			Division Chief/Asst. Division Chief

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Process request by the technical staff and preparation of reply letter (The number of days will depend on the complexity of the inquiry)		1-19 days	Technical Staff
Receive import information requested via email. For large files, client will bring a USB/CD for data storage	Send letter reply via email/ fax/ courier			Technical Staff

32. Provision of Information on General Import Procedures and other Government Agencies' Import Regulations

The provision of information on general import procedures and other government agencies' import regulations is considered a **HIGHLY TECHNICAL** transaction. Under Sec. 9 b1 of RA 11032, highly technical transactions shall be acted upon by the assigned officer/employee within 20 working days. If the information is not provided within 20 days, you may file a complaint via email (ask@dti.gov.ph).

This process describes how request for import procedures is handled from the time request is received up to the time receipt of the information is acknowledged by the client/stakeholder. To ensure that request for import procedure is timely provided with accurate and updated information.

Office or Division:	Bureau of Import Services	
Classification:	Highly Technical	
Type of Transaction:	G2B, G2C, G2G	
Who may avail:	Importers, Exporters, Brokers, Overseas Filipino Workers (OFWs)	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Letter Request		
2. Client Profile		
3. Commodity Harmonized System (HS) Code		
4. Product Description		
5. Other Documents, i.e., Sales Invoice, Bill of Lading, Certificate of Origin, etc.. (if needed)		

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Request for trade- related information thru letter/fax/email	Acknowledge receipt of requests received thru letter/fax/email	None	5 mins.	Admin Aide/ Technical Staff
	If request is thru letter/email addressed to the Office of the Director, forward to OBD Secretary and attach BIS-ESS-SF 01 and 02, log in and forward to the Director/Assistant Director for instructions		1 working day	OBD Secretary

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Instruct the IFD Chief for appropriate action.		30 minutes	Director
	Review and consider the instructions from the OBD and endorse to staff for appropriate action			Division Chief
	Record the transaction in logbook (client name and information, address and gender)			Technical Staff
	Conduct research and draft response to client <i>The number of days will depend on the complexity of the inquiry</i>		1- 18 working days	Technical Staff
	Review communications prepared		60 minutes	Assistant Division Chief
	Final review and approval			Division Chief
				Technical Staff
Receive import information requested via email. For large files, client will bring a USB/CD for data storage	Send response to concerned client			Admin Aide/ Technical Staff
	File and maintain documents			

VI. Feedback and Complaints

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<p>Please let us know how we have served you by:</p> <ul style="list-style-type: none"> • Filling up a Client Satisfaction Feedback Form and drop the Form in the designated drop box at the Front Desk/Public Assistance Desk • Contact the concerned DTI bureaus and offices. Please refer to the provided list of offices. • You may also contact us through our DTI Direct Customer Contact Center from Monday to Sunday, 8:00 AM-5:00 PM (except holidays) at telephone number 1-DTI (384) or email ask@dti.gov.ph
How feedbacks are processed	Feedback results are provided to the concerned division/office. Those feedback requiring responses are forwarded to the concerned bureau/s or office/s.
How to file a complaint	<p>You may:</p> <ul style="list-style-type: none"> • Fill up a Client Complaint Form • Inform the Public Assistance Desk or email thru ask@dti.gov.ph
How complaints are processed	<p>Written/verbal complaints are treated with confidentiality and utmost care to prevent disclosure. They shall be addressed immediately by the concerned bureau or office.</p> <p>If you are not satisfied with the response to your complaint, you may elevate it to the concerned Bureau/Office Director or to the Planning and Management Service, the ARTA Unit of DTI, at artaunit@dti.gov.ph.</p> <p>Thank you for helping us continuously improve our services.</p>
Contact Information	Kindly refer to the DTI List of Offices

VII. List of Offices

Office	Address	Contact Information
Competitiveness and Innovation Group (CIG)		
Bureau of Trade and Industrial Policy Research (BTIPR)	4F Industry & Investments Building 385 Sen. Gil J. Puyat Ave., Makati City	(+632) 8897.1243 (+632) 7976.5701
Competitiveness Bureau	2F HPGV Building 395 Sen. Gil J. Puyat Ave., Makati City	(+632) 8890.4861 (+632) 8895.9460
E-Commerce Program Office	2F HPGV Building 395 Sen. Gil Puyat Avenue , Makati City	(+632) 8890.4861 (+632) 8895.9460
Consumer Protection Group (CIG)		
Bureau of Philippine Standards (BPS)	3F Trade & Industry Building 361 Sen. Gil J. Puyat Ave., Makati City	(+632) 7791.3124
Consumer Protection and Advocacy Bureau (CPAB)	2F Trade & Industry Building 361 Sen. Gil J. Puyat Ave., Makati City	(+632) 7791.3335
Fair Trade Enforcement Bureau (FTEB)	1-2F UPRC Building 315 Sen. Gil J. Puyat Ave., Makati City	(+632) 7215.1165
Industry Development & Trade Policy Group (IDTPG)		
Bureau of Import Services (BIS)	3F Tara Building 389 Sen. Gil J. Puyat Ave., Makati City	(+632) 8896.4430
Bureau of International Trade Relations (BITR)	4F DTI International Building 375 Sen. Gil J. Puyat Ave., Makati City	(+632) 8465.3300 loc. 439
Strategic Trade Management Office (STMO)	3F Tara Building 389 Sen. Gil J. Puyat Ave., Makati City	(+632) 8403.1418
Management Services Group (MSG)		
Finance Service (FS)	4F Trade & Industry Building 361 Sen. Gil J. Puyat Ave., Makati City	(+632) 7791.3185
Human Resource and Administrative Service (HRAS)	4F Trade & Industry Building 361 Sen. Gil J. Puyat Ave., Makati City	(+632) 7791.3199
Information Systems Management Service (ISMS)	5F Trade & Industry Building 361 Sen. Gil J. Puyat Ave., Makati City	(+632) 7791.3222
Knowledge Management and Information Service (KMIS)	5F Trade & Industry Building 361 Sen. Gil J. Puyat Ave., Makati City	(+632) 7791.3234
Planning and Management Service (PMS)	5F Trade & Industry Building 361 Sen. Gil J. Puyat Ave., Makati City	(+632) 7791.3158

Office	Address	Contact Information
Resource Generation and Management Service (RGMS)	4F Industry & Investments Building 385 Sen. Gil J. Puyat Ave., Makati City	(+632) 7791.3411
Regional Operations Group (ROG)		
Bureau of Small & Medium Enterprise Development (BSMED)	2F Trade & Industry Building 361 Sen. Gil J. Puyat Ave., Makati City	(+632) 7791.3310
DTI-Comprehensive Agrarian Reform Program Management Office (DTI-CARP PMO)	3F Oppen Building 349 Sen. Gil J. Puyat Ave., Makati City	(+632) 8897.1024
Cordillera Administrative Region (CAR)	2F Pine Lake View Building, No. 9 Otek St. cor Rizal Park 2600, Baguio City	(+6374) 620.5542 (0920) 963.1606 (0917) 597.3067
Region 1 - Ilocos Region	4F Juanita Bldg., Quezon Ave. San Fernando City, La Union	(+6372) 607.1297
Region 2 - Cagayan Valley Region	11 Dalan na Pappabalo Regional Gov't. Center, Carig Sur, Tuguegarao City, Cagayan	(+6378) 396.9865
Region 3 - Central Luzon	Malikhain St., cor. Maagap St. Diosdado Macapagal Government Center Maimpis City, San Fernando, 2000 Pampanga	(+6345) 625.9290
Region 4-A (CALABARZON)	3F Marcelita Bldg., Brgy. Real Calamba City, Laguna	(+6349) 545.6169
Region 4-B – MIMAROPA	5F Oppen Building 349 Sen. Gil J. Puyat Ave., Makati City	(+632) 8890.1712
Region 5 - Bicol Region	3F Capitol Annex Bldg, Old Albay District, Legazpi City, Albay	(+6352) 480.5721 (+6352) 480.5718-20
Region 6 - Western Visayas	3F DTI Building J.M. Basa & Gen. Macario Peralta Sts., Iloilo City	(+6333) 335.0548 (+6333) 335.1980
Region 7 - Central Visayas	3F Rm. 311 WDC Bldg., Osmeña Blvd. Cebu City	(+6332) 255.0036-37 (+6332) 412.1989
Region 8 - Eastern Visayas	2F Leyte Academic Center, Gov't. Center, Pawing, Palo	(+6353) 323.4082 (+6353) 323.7360
Region 9 - Zamboanga Peninsula	4F VHW Bldg., Veterans Ave., Zamboanga City	(+6362) 991.3237 (+6362) 991.3238
Region 10 - Northern Mindanao	NACIDA Bldg., Corrales Ave. cor. Antonio Luna St. 9000 Cagayan de Oro City	(+638822) 729.291 (+638822) 722.276
Region 11 - Southern Mindanao	3F Mintrade Bldg., Monteverde Ave. cor. Sales St., Davao City	(+6382) 224.0511

Office	Address	Contact Information
Region 12 - Soccsksargen	3-4F De Luz Bldg. Gensan Drive cor. Aquino St. 9506 Koronadal City, South Cotabato	(+6383) 228.9837
Caraga	West Wing, 3F D&V Plaza Bldg., J.C. Aquino Ave., 8600 Butuan City, Agusan del Norte	(+6385)341.2293
National Capital Region Office (NCRO)	2F Metro House Bldg. 345 Sen. Gil Puyat Ave., Makati City	(+632) 8811.8227 (+632) 8890.8232
Trade Promotions Group (TPG)		
Bureau of Domestic Trade Promotion (BDTP)	GF Trade & Industry Building 361 Sen. Gil J. Puyat Ave., Makati City	(+632) 7791.3102
Export Marketing Bureau (EMB)	1-2F DTI International Building 375 Sen. Gil J. Puyat Ave., Makati City	(+632) 8465.3300 locs. 102, 104, 106, 107, 110, 113