



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

CITIZEN'S CHARTER

2023 (1st Edition)



2. Service Name: Processing of Application for Product 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.

Office or Division:	Energy Efficiency and Conservation Performance Regulation and Enforcement Division (EPRED)
Classification:	Complex Transaction
Type of Transaction:	Government-2-Citizen, Government-2-Business
Who may avail:	<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>

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Test Reports from a testing laboratory	<p>Testing laboratories:</p> <ol style="list-style-type: none"> Duly accredited by signatories to ILAC / APLAC (may be 3rd-party / Company-owned) Duly accredited and recognized by the Department of Trade and Industry – Philippine Accreditation Bureau (DTI-PAB) If the Philippines is a signatory of the mutual recognition of those facilities internationally Company-owned or third-party laboratories that are ISO 17025-accredited or PS-Certified

2. Product Specification (with photos)		Applicant		
3. Duly accomplished Product Registration Form		PELP System Online Registration Portal		
4. Declaration of generic models (PELP IG Appendix E) – applicable for appliances only				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Applicant requests for an Order of Payment (OoP) shall and fill-out an online form, through PELP Online Registration Portal	1.1 DOE-EPRED shall issue an OoP to the applicant through email	None		Chief, Supv. SRS and *Officer-In-Charge, 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	Php 300.00		Sr. SRS, SRS II, SRS I, EPRED
3. Applicant shall submit online the following duly accomplished documents to DOE through the PELP Online Registration Portal: <ul style="list-style-type: none"> • Product Registration Form • Declaration of generic models (if applicable) • Certified true copies of the following technical documents: <ul style="list-style-type: none"> -Test Report from a testing laboratory (Test Reports issued by laboratories accredited by 	3.1 DOE-EPRED to evaluate the completeness and correctness (based on the corresponding PPR) of the submitted technical documents and informs the applicant on the results of the evaluation. 3.2 If submitted documents are incomplete, the DOE-EPRED shall notify applicant of		6 Working Days	Sr. SRS, SRS II, SRS I, EPRED

Annex 1

<p>signatories to ILAC / APLAC (may be 3rd-party / Company-owned) or duly accredited and recognized by the PAB or if the Philippines is a signatory of the mutual recognition of those facilities internationally. Company-owned laboratories should be ISO 17025-accredited)</p> <ul style="list-style-type: none"> Product Specification (with photos) 	<p>the required document and/or data.</p>			
	<p>3.3 If evaluated as complete and correct, DOE-EPRED shall approve the Product Registration and include it to the Product Registry DOE-EPRED shall inform the applicant of the approval of application.</p>		1 Working Day	Chief, Supv. SRS, *Officer-In-Charge, EPRED
Total Number of Days			7 working days	



FEEDBACK AND COMPLAINTS MECHANISM

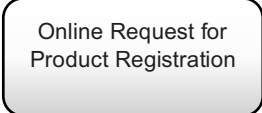

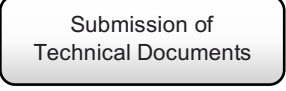
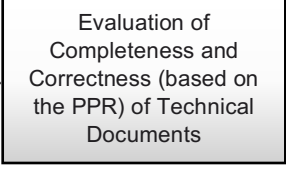
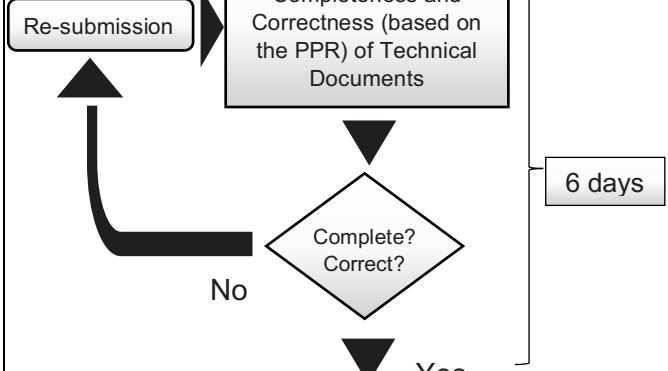
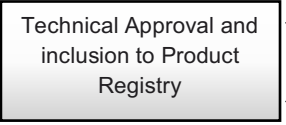
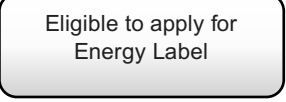
How to send feedback	Accomplish the Feedback Form https://forms.office.com/r/h8v7s8gPhk and send through email (eumb.epred@doe.gov.ph) and/or PELP Portal internal chat system (ongoing development)
How feedbacks are processed	Consolidated feedback is analyzed, and statistical reports and evaluations are prepared.
How to file a complaint	Complaints may be sent through email (eumb.epred@doe.gov.ph) and/or PELP Portal internal chat system (ongoing 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: email@contactcenterngbayan.gov.ph</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"> 1. Via email – thru email address: pcc@malacanang.gov.ph 2. Via postal service – thru PCC official address at Bahay Ugnayan, J.P. Laurel Street Malacañang, Manila 3. Via facsimile thru Telefax No. +63(2)-87368621 <p>Anti-Red Tape Act (ARTA) info@arta.gov.ph complaints@arta.gov.ph</p> <p>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 rd 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 rd Floor DOE Main Building, Energy Center, Rizal Drive, BGC, Taguig City	8479 2900 local 272 / 277

**Processing of Application for Product Registration under the
Philippine Energy Labeling Program (PELP)**

RESPONSIBLE PERSONNEL / UNIT	PROCEDURES	NORMAL PROCESSING TIME	CONTACT NUMBERS	LOCATION OF OFFICE
Applicant			Tel Number: 8479 2900	3 rd Floor DOE Main Building, Energy Center, Rizal Drive, BGC, Taguig City
Applicant			Local 272 / 277	
Applicant				
Sr. SRS, SRS II, SRS I, EPRED				
Applicant		6 days		
Chief SRS/ Supv. SRS/ *Officer-In-Charge, EPRED		1 day		
				

<u>LEGEND</u>	<u>LIST OF REQUIREMENTS</u>	<u>CHARGES & FEES</u>	<u>LEGAL BASIS</u>	<u>PRODUCT REGISTRATION APPLICATION</u>
<p> Applicant</p> <p> DOE</p> <p> Flow</p> <p> Decision Box</p> <p> Duration Beyond DOE Control</p> <p>* In the absence of the Chief SRS, the OIC is designated.</p>	<ol style="list-style-type: none"> 1. Product Registration Form 2. Declaration of generic models (if applicable) 3. Certified true copies of the following technical documents: -Test Report from a testing laboratory (Test Reports issued by laboratories accredited by signatories to ILAC / APLAC (may be 3rd-party / Company-owned) or duly accredited and recognized by the PAB or if the Philippines is a signatory of the mutual recognition of those facilities internationally. Company-owned laboratories should be ISO 17025-accredited). 4. Product Specification (with photos) 	<p>Php 300.00</p>	<p>Department Circular No. 2020-06-0015 dated 15 June 2020</p>	<p>7 Days</p>

Process Flowchart for Product Registration

