

CITIZEN’S CHARTER

- I. **Mandate:** Bohol Economic Development and Investment Promotion Office (BEDIPO) is the investment promotion arm of the Provincial Government, and in partnership with the private sector, is mandated to provide programs and services to attract and sustain investments in Bohol.
- II. **Vision:** An investment service facility with international standards that provides one-stop assistance and ensures an enabling environment for investors to locate and engage in sustainable business in Bohol.
- III. **Mission:** To ensure Bohol’s competitiveness as an attractive investment destination by providing efficient 24/7 business-related services towards promoting sustainable growth and development.

IV. **Service Pledge:**

- To attract and encourage investments in priority areas as determined in this Code and other relevant development priorities of the Provincial Government, that shall significantly contribute to the socio-economic development of the province and enhance local competitiveness and quality of life for all;
- To promote Bohol as a competitive and sustainable investment destination in the Asia Pacific region and other global markets;
- To encourage investment projects that utilize local manpower and local capacities with greater inclusivity and in compliance with labor laws, promote local culture and values, and contribute to community resilience;
- To ensure the optimal utilization of local resources and the implementation of PPP projects within the context of sustainable environment and resources management enunciated in the Bohol Environment Code, National Building Code, NIPAS Act, and in the Provincial Development and Physical Framework Plan;
- To push for the development and growth of local micro, small and medium-scale enterprises, encourage livelihood activities, and initiate corporate responsibility programs, that foster self-sufficiency; and
- To pursue active community and multi-sectoral engagement as partners and catalysts to assure that the benefits of development accrue to the people of Bohol.

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EXTERNAL SERVICES

1. Business Name Registration for Sole Proprietorship

The Business Name Registration is a process of registering the business of an MSME wherein the approved trade name is used in connection with her/his business on any written or printed receipts, including receipts for business taxes, duties and fees and withdrawal or delivery receipts; any written or printed evidence of any agreement or business transaction; and any sign or billboard conspicuously exhibited in plain view in, or at the place of her/his business or elsewhere, announcing his /her business.

Office:	Bohol Economic Development and Investment Promotion Office – Bohol BOSS
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen, G2B - Government to Business
Who may avail:	All
Checklist of Requirements	Where to Secure
For new applicants:	
• 1 valid ID if the owner	Enterprise owner
• 1 valid ID and an authorization letter if not the owner	Authorized representative, enterprise owner
For renewal:	
• Original BN certificate	Enterprise owner
• 1 valid ID if the owner	Enterprise owner
• 1 valid ID and an authorization letter if not the owner	Authorized representative, enterprise owner
• TIN of the owner	Enterprise owner, BIR
Note: If you have a foreign-sounding family name, client is required to submit a proof of Filipino citizenship (voter's ID, voter's certificate, PRC ID, driver's license, passport and marriage certificate).	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE/ DIVISION/ SECTION
1. For new registration, renewal, and issuance of negative/ positive certification, get your application form at the front desk and fill out form. Note: For new and renewal of BN registration via online application, please visit www.bnrs.dti.gov.ph / or https://business.gov.ph	Upon logging in, the frontline officer will guide the client in accomplishing the application form	None	1-2 minutes	Bohol BOSS frontline service desk officer
2. Clients submit completely filled out form and valid IDs to front desk for verification. Please wait for your turn. after verification, please proceed to step 3.	Front desk officer will verify the filled-up application form and requirements	None	2 minutes	Bohol BOSS frontline service desk officer
3. Proceed to assessment as soon as name of business owner is called.	Application will be encoded upon verification and submitted online for processing	Corresponding fee to your business territorial coverage: P200.00 for barangay, P500.00 for city/ municipality, P1,000.00 for regional, P2,000.00 for national, plus P30.00 documentary stamp P50 for issuance of positive/ Negative certification plus P30.00 documentary stamp	10 minutes	BN Assessors
4. As soon as name of business owner is called, proceed to the releasing officer	Releasing officer will release the printed bn certificate (a releasing form will be filled up	none	1 minute	Releasing Officer

	by the applicants before releasing)			
TOTAL		P230.00 for barangay, P530.00 for city/ municipality, P1,030.00 for regional, P2,030.00 for national, P80 for issuance of positive/ negative certification	15 minutes	

2. SEC Registration for Partnership and Corporation application, and other queries

The SEC Registration for Partnership and Corporation application is a process of registering the business wherein the approved trade name is used in connection with her/his business on any written or printed receipts, including receipts for business taxes, duties and fees and withdrawal or delivery receipts; any written or printed evidence of any agreement or business transaction; and any sign or billboard conspicuously exhibited in plain view in, or at the place of her/his business or elsewhere, announcing his /her business.

Office:		Bohol Economic Development and Investment Promotion Office – Bohol BOSS		
Classification:		Complex		
Type of transaction:		G2C - Government to Citizen, G2B - Government to Business		
Who may avail:		All		
Checklist of requirements		Where to secure		
Non-Stock Corporation		From the applying organization or group		
<ul style="list-style-type: none"> TINs (5-15 incorporators) 		From the applying organization or group. If none, please secure at BIR		
<ul style="list-style-type: none"> Purpose 		From the applying organization or group		
<ul style="list-style-type: none"> Endorsement (if applicable) 		Endorsing Agency (e.g. Banko Sentral ng Pilipinas for Financial Institutions, DepEd/CHED for Educational Institutions). Please visit SEC website for complete list.		
<ul style="list-style-type: none"> Complete address 		From the applying organization or group		
<ul style="list-style-type: none"> Principal office address 		From the applying organization or group		
<ul style="list-style-type: none"> Minutes of annual meeting 		From the applying organization or group		
Stock Corporation				
<ul style="list-style-type: none"> TINs (One-person corp. / 2-4 Corporation) 		From the applying organization or group. If none, please secure at BIR		
<ul style="list-style-type: none"> Endorsement (if applicable) 		Endorsing Agency (e.g. Banko Sentral ng Pilipinas for Financial Institutions, DepEd/CHED for Educational Institutions). Please visit SEC website for complete list.		
<ul style="list-style-type: none"> Complete address 		From the applying organization or group		
<ul style="list-style-type: none"> Principal office address 		From the applying organization or group		
<ul style="list-style-type: none"> Minutes of annual meeting 		From the applying organization or group		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE/ DIVISION/ SECTION
1. For partnership and corporation business registration, and information queries, proceed to sec helpdesk Note: For non-assisted application via online registration, please visit esparc.sec.gov.ph	Upon logging in, the Bohol BOSS front desk officer will guide the client to proceed to SEC helpdesk	None	1 minute	Bohol BOSS frontline service desk officer
2. Client will provide information for online application entry	SEC Helpdesk officer fills out online application form and downloads all the documents; print copies and provide to client Note: The client will process the documents after he/she provided with the printed copy	None	40 minutes	SEC Helpdesk Officer

3. Client will submit the processed documents to the SEC helpdesk officer for scanning and uploading	After the client processed the documents, SEC helpdesk officer scans the notarized documents, upload and submit via online for assessment and wait for approval Note: Waiting time for SEC Manila approval is 1 week	None	30 minutes	SEC helpdesk officer
4. If approved, client will wait for the payment advice and proceed to step 5. If not approved, the client will comply necessary documents.	SEC helpdesk officer informs client on payment procedure, prints out the order payment and advice client for payment at landbank	Filing fee to be collected by SEC thru Landbank: Stock corporation: 1/5 of 1% of the authorized capital stock but not less than P2,000 Legal research fee: 1% of filing fee but not less than P10 Registration fee for the By-Laws: P1,010 (fixed) Stock and Transfer Book (including registration of the STB): P470 Non-Stock corporation: p2,245.00	8 minutes	SEC helpdesk officer
5. After payment, client will present the deposit slip to the sec helpdesk officer	SEC helpdesk officer scans the deposit slip and submit to sec via online	None	2 minutes	SEC helpdesk officer
6. The client prepares 3 copies each of the notarized original documents	SEC helpdesk officer will advise the client to submit the hard copies to SEC Cebu by sending it thru a courier Note: Delivery waiting time of Certificate of Incorporation via a courier from SEC Cebu is 2 weeks	None	1 minute	SEC helpdesk officer
7. The client will claim the Certificate of Incorporation	SEC helpdesk officer will release the Certificate of Incorporation	None	1 minute	SEC helpdesk officer
TOTAL		Stock corporation: 1/5 of 1% of the authorized capital stock but not less than P2,000 Legal research fee: 1% of filing fee but not less than P10 Registration fee for the By-Laws: P1,010 (fixed) Stock and Transfer Book (including registration of the STB): P470 Non-Stock corporation: p2,245.00	1 hour and 13 minutes	

3. Social Services Information related to business name registration (PagIBIG, SSS, PhilHealth, BIR)

The Social Services Information related to business name registration is a form of information dissemination wherein the registered businesses in the Philippines are required to report their new employees to four government agencies, the Bureau of Internal Revenue (BIR), Social Security System (SSS), Philippine Health Insurance Corporation (PhilHealth), and the Home Development Mutual Fund (Pag-IBIG Fund). It is compulsory to notify these government agencies on the status of employment of an individual legally working in the Philippines so as to grant him/her the mandatory employee benefits s/he is entitled to under the Labor Code of the Philippines.

Office:	Bohol Economic Development and Investment Promotion Office – Bohol BOSS
Classification:	Simple
Type of transaction:	G2C - Government to Citizen, G2B - Government to Business
Who may avail:	All
Checklist of requirements	Where to secure
Any identifying documents	From inquiring clients

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE/ DIVISION/ SECTION
1. For social services inquiries, clients will login and proceed to front desk officer	The Bohol BOSS front desk officer will guide the client to proceed to the social services helpdesk officer	None	1 minute	Bohol BOSS front desk officer
2. Client will register at profile logbook	Provides information as requested	None	5 minutes	Social services helpdesk officer
TOTAL		None	6 minutes	

4. BEDIPO Investor Services

Investor Services is a frontline service of BEDIPO wherein the IP Officer caters to inquiries from walk-in clients, on-call inquiries and email inquiries, providing them with proper information and promotional collaterals on the investment landscape of the province of Bohol and linking them with the right individuals and entities that can best answer their needs.

Office:	Bohol Economic Development and Investment Promotion Office
Classification:	Simple
Type of transaction:	G2C - Government to Citizen, G2B - Government to Business, G2G - Government to Government
Who may avail:	All
Checklist of requirements	Where to secure
Any identifying documents	From inquiring clients

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE/ DIVISION/ SECTION
1a. For inquiries, please proceed to BEDIPO front desk	The BEDIPO front desk officer will guide the client to proceed to IP officer	None	1 minute	BEDIPO front desk officer
1b. Fill up client profile form	BEDIPO will prepare the data and information as requested (print out or email)	None	5-15 minutes	IP officer
2a. For call-in and via online inquiries	IP officer will fill out the client profile form according to information supplied by the client	None	3 minutes	IP officer
2b. Client wait for a reply	IP officer will prepare the data and information as requested (print out or email)	None	5-15 minutes	IP officer
TOTAL		None	6 – 18 minutes	

5. Application for Incentives under the Revised Investment Code

The application for incentives under the revised Investment Code is a process of applying for appropriate specific fiscal and non-fiscal incentives that the government shall grant to investors and enterprises that qualify under investment priority areas listed in the Code to promote investments and job creation in the province.

Office:	Bohol Economic Development and Investment Promotion Office
Classification:	Complex
Type of transaction:	G2C - Government to Citizen, G2B - Government to Business, G2G - Government to Government
Who may avail:	Size of Enterprise (based on capitalization) <ul style="list-style-type: none"> Micro-scale enterprise (not more than p3,000,000) Small-scale enterprise (3,000,001 and up to p15,000,000) Medium-scale enterprise (p15,000,000 and up to p100,000,000) Large scale enterprise (more than p100,000,000)
Checklist of requirements	Where to secure

<p><u>Micro enterprises:</u></p> <p>a) Single proprietorship</p> <ul style="list-style-type: none"> • Copy of completed application form for registration under the Bohol Investment Code; • Copy of business name registration issued by the Department of Trade and Industry (DTI); • Mayor's permit and barangay clearance; • Other documentary requirements as may be indicated in the application guidelines. <p>b) Partnership/corporation</p> <ul style="list-style-type: none"> • Copy of completed application form for registration under the Bohol Investment Code; • Copy of the Articles of Partnership or Incorporation; • Certified true copy of its certificate of registration, specific to the business applied for, issued by the Securities and Exchange Commission (SEC), for corporation/partnership; • Resolution of the applicant's board of directors, in case of a corporation authorizing the filing of application; • Other documentary requirements as may be indicated in the application guidelines. <p>c) Cooperatives</p> <ul style="list-style-type: none"> • Copy of completed application form for registration under the Bohol Investment Code; • Copy of the Articles of Cooperation and By-laws approved by the Cooperative Development Authority (CDA); • Certified true copy of the certificate of registration issued by the Cooperative Development Authority (CDA); • Authority from the Board of Directors to file the application; • Mayor's permit and barangay clearance; • Other documentary requirements as may be indicated in the application guidelines. <p><u>Small, medium and large enterprises:</u></p> <p>a) Single Proprietorship</p> <ul style="list-style-type: none"> • Copy of completed application form for registration under the Bohol Investment Code; • Copy of business name registration issued by the Department of Trade and Industry (DTI); • Mayor's permit and barangay clearance; • Copy of audited financial statements (if existing); • Environmental Compliance Certificate (ECC) or Certificate of Non-coverage (CNC), whichever is applicable; • Project profile or brief; • Project study indicating the financial viability, socio-economic and environmental impact of the project; • Comprehensive master plan for a project development of fifty hectares (50 hectares) or more, and corresponding project feasibility study; and, • Other documentary requirements as may be indicated in the application guidelines. <p>b) For Partnership/Corporation</p> <ul style="list-style-type: none"> • Copy of completed application form for registration under the Bohol Investment Code; • Copy of the Articles of Partnership or Incorporation; • Certified true copy of its certificate of registration, specific to the business applied for, issued by the Securities and Exchange Commission (SEC), for corporation/partnership; • Resolution of the applicant's Board of Directors, in case of a corporation authorizing the filing of application; • Copy of audited financial statements (if existing); • Environmental Compliance Certificate (ECC) or Certificate of Non-coverage (CNC), whichever is applicable; • Project profile or brief; • Project feasibility study/report and supporting documents indicating environmental and social acceptability, among others, including compliance with existing environmental laws, ordinances and guidelines; • Comprehensive master plan for a project development of fifty hectares (50 hectares) or more, and corresponding project feasibility study; and, • Other documentary requirements as may be indicated in the application guidelines. <p>c) For Cooperatives</p> <ul style="list-style-type: none"> • Copy of completed application form for registration under the Bohol Investment Code; • Copy of the Articles of Cooperation and By-laws approved by the Cooperative Development Authority (CDA); • Certified true copy of the certificate of registration issued by the Cooperative Development Authority (CDA); • Authority from the Board of Directors to file the application; • Mayor's permit and barangay clearance; • Project study of the proposed investment indicating the financial viability and the socio-economic and environmental impact of the project; 	<p>From applying Micro Enterprises, Partnership/Corporation, and Cooperatives</p> <p>(The required documents shall be submitted to the board through the BEDIPO in three (3) copies)</p>
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<ul style="list-style-type: none"> Comprehensive master plan for a project development of fifty hectares (50 hectares) or more, and corresponding project feasibility study; and, Other documentary requirements as may be indicated in the application guidelines. 				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE/ DIVISION/ SECTION
1.For inquiries, please proceed to BEDIPO front desk	the BEDIPO front desk officer will guide the client to proceed to IP officer	None	1 minute	Front desk officer
2.Inquire at the IP officer	IP officer will provide information and give a copy of the application form	None	1 minute	IP officer
3.Get copy of the application form	IP officer will guide in filling up the application form and provide the checklist of requirements depending on the applicant's scale and type of business	None	5 minutes (client may return any time from 8am to 5pm on any working day to submit form and attached requirements)	IP officer
4. Submit filled-up form, registration documentary requirements and project summary report (if applicable)	IP officer receives the documents and begins initial assessment for completeness of the filled-up form with registration requirements depending on the scale (micro, small, medium, large) and type of business (single proprietorship, partnership/corporation, cooperatives) along with a project summary report, at least, in a PowerPoint presentation format, if applicable)	None	15 minutes	IP officer
4b. Payment of filing fee to the Provincial Treasurer's Office	PTO registrar receives filing fee and issues receipt to the applicant	No filing fee for micro-scale enterprises Filing fee of 5,000 for small-scale Filing fee of P10,000 for medium-scale Filing fee of P20,000 for large-scale	15 minutes	PTO registrar
4c. Submit copy of the filing receipt to BEDIPO	IP officer receives copy of the filing receipt from applicant	None	2 minutes	IP officer
5.Waiting time (If complete requirements)	Full assessment for completeness of the filled-up application form with registration requirements depending on the scale (micro, small, medium, large) and type of business (single proprietorship, partnership/corporation, cooperatives) along with a project summary report, at least, in a PowerPoint presentation format, if applicable)	None	1 day (IP officer shall officially log the application in the registration book)	IP officer
5b. (For incomplete requirements)	IP officer will notify the applicant of all pertinent requirements not complied with, within 3 working days from the date of receipt of the application (the applicant shall have 30 days from receipt of notice to comply with the said requirements)	None	5 minutes if complete upon re-submission: 1 day (IP officer shall officially log the application in the registration book)	IP officer
6.Waiting time	IP officer prepares and submits assessment report and recommendation for action to the Bohol Investment Board-Evaluation Committee (BIB-EC)	None	7 working days	IP officer
6b. Waiting time	the BIB-EC will evaluate the application for recommendation to the Bohol Investment Board (The committee may conduct an ocular inspection at the premises of the project/business, if necessary)	None		Bohol investment board – evaluation committee

7.Waiting time	IP officer submits of assessment report, recommendation, application and attached requirements of the BIB-EC to the Bohol Investment Board	None	1 day	IP officer
8a. Waiting time	the Bohol Investment Board shall assess the project for approval	None	within 10 working days from official receipt of recommendation from the BIB-EC	Bohol investment board
8b. Assessment and approval of application	Applicant shall be asked to present the project for registration to the Bohol Investment Board within the 10-working day period set by the board	None	1-4 hours	Bohol Investment Board
9.If approved, client claims the certificate of registration	Release of the certificate of registration to applicant	None	5 mins	IP officer
9b. If application is disapproved:	IP officer informs the applicant in writing, stating or attaching therein the result of the evaluation and reason for disapproval (The applicant may submit a written/printed request for a motion for appeal within 15 working days upon receipt of the written letter from BEDIPO)	None	5 mins	IP officer
10.Applicant submits motion for appeal	IP officer receives motion for appeal from the applicant	None	5 mins	IP officer
10b. Waiting time	IP officer endorses the motion for appeal to the board	None	1 day	IP officer
10c. Waiting time	review of the application by the BIB-EC and Bohol Investment Board	None	15 days	Bohol Investment Board
10d. If application is disapproved:	IP officer informs the applicant in writing, stating or attaching therein the result of the evaluation and reason for disapproval (The decision of the board after the review is final and executory)	None	5 mins	IP officer
10e. If approved: client claims the certificate of registration	Release of the certificate of registration to applicant	None	5 mins	IP officer
TOTAL		Filing fee of 5,000 for small-scale Filing fee of P10,000 for medium-scale Filing fee of P20,000 for large-scale	5 hours and 9 minutes (40 days waiting time)	

INTERNAL SERVICES

1. Admin Section Information Services

Admin Section Information Service is an internal service that pertains to sharing of admin related information such as office projects and activities, personnel, payroll, property management, benefits, human resource, financial, planning, and other similar services matters.

Office:		Bohol Economic Development and Investment Promotion Office		
Classification:		Simple		
Type of transaction:		G2C - Government to Citizen, G2G - Government to Government, G2B – Government to Business		
Who may avail:		All		
Checklist of requirements		Where to secure		
Any identifying documents		All inquiring clients		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE/ DIVISION/ SECTION

For inquiries, please proceed to front BEDIPO desk officer/officer or the day	The BEDIPO front desk officer will guide the client to proceed to Admin Officer/ Admin Assistant	None	1 minute	BEDIPO front desk officer
Admin Officer/ Admin Assistant	Upon instruction, the admin section will prepare the information as requested (print out or email)	None	5 minutes	admin officer
TOTAL		None	6 minutes	

2. Receiving of Documents

This service covers receiving of all incoming documents to BEDIPO

Office:		Bohol Economic Development and Investment Promotion Office		
Classification:		Simple		
Type of transaction:		G2G - Government to Government, G2B – Government to Business, G2C - Government to Citizen		
Who may avail:		All		
Checklist of requirements		Where to secure		
Copies of documents addressed to the BEDIPO, with complete attachments		Inquiring clients		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE/ DIVISION/ SECTION
Client submits documents for receiving	1. Accept the documents	None	2 minutes	BEDIPO front desk officer
	1.1. Check if the attachments are complete (if applicable)		10 minutes	
	1.2. Stamp documents as “received”, and log		3 minutes	
	1.3. Return a receiving copy to the client		1 minute	
TOTAL		None	16 minutes	

3. Assistance on Walk-in Clients

This service details the procedure on how a walk-in clients can file queries

Office:		Bohol Economic Development and Investment Promotion Office		
Classification:		Simple		
Type of transaction:		G2G - Government to Government, G2B – Government to Business, G2C - Government to Citizen		
Who may avail:		All		
Checklist of requirements		Where to secure		
<ul style="list-style-type: none"> Proper identification; Documents pertinent to the query, if any. 		Inquiring clients		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE/ DIVISION/ SECTION
1. Presents query	Receives query	None	10 minutes	BEDIPO front desk officer
	1.1. Refers to the Head of Office			
2. Receives assistance from the Head of Office.	Entertains the query; provides other instructions in the routing slip, if any.	None	20 minutes	Head of Office
TOTAL		None	30 minutes	

4. Assistance on Phone-in and Online Clients

This service details the procedure on how a phone-in and online clients can file queries

Office:		Bohol Economic Development and Investment Promotion Office		
Classification:		Simple		
Type of transaction:		G2G - Government to Government, G2B – Government to Business, G2C - Government to Citizen		
Who may avail:		All		
Checklist of requirements		Where to secure		
None		None		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE/ DIVISION/ SECTION
Call/Send e-mail the Procurement Division for inquiries/ clarification	Answer queries/ refers the queries to the facilitator/s of the project	None	5 minutes	Admin Assistant
TOTAL		None	5 minutes	

FEEDBACK AND COMPLAINTS MECHANISMS	
How to send feedback:	<p>Please let us know how we have served you by doing any of the following:</p> <p>Accomplish our Feedback Form available in the offices and put this at the drop box located at the Public Assistance and Complaints Desk</p> <p>Send your feedback through email boholipc@gmail.com</p> <p>Talk to our Front Desk Officer</p>
How feedback is processed:	<p>Client files feedback either through accomplishing Feedback Form available in the lobby or by sending their feedback through email address: boholipc@gmail.com</p> <p>Front Desk Officer records, review the feedback and forward this to appropriate Division/Unit of the Office. All feedbacks recorded for the day will be submitted to PHRMDO</p> <p>PHRMDO shall ensure that proper acknowledgment shall be given to those who filed their feedback within the fifteen (15) days upon receipt.</p> <p>Feedback inputs received from the Front Desk Officer will be used as a reference for process/ product/service improvements.</p>
How to file a complaint:	<p>Answer the client Complaint Form and submit it to the Front Desk Officer in the Receiving Area. Complaints can also be filed via telephone. Make sure to provide the following information:</p> <ul style="list-style-type: none">- Name of Person Being Complained- Incident- Evidence
How complaints are processed:	<p>The Front Desk Officer compiles the complaints, evaluates each complaint and forward to PHRMDO for investigation. The Front Desk Officer will create a report after the investigation and shall submit it to the Head of Office for appropriate action. The Front Desk Officer will give the feedback to the client.</p>
BEDIPO Contact information:	Main Office: 411-0138 loc. 42012, Bohol BOSS: 411-0905