



City Economic Management and Cooperative Development Office

External Services



5. Application for Availment of M.I.C.E. Incentives

This process refers to facilitation of application for the availability of M.I.C.E incentives offered by the city under the Ordinance Number 19 s. 2017 to qualified local and foreign partners within the identified incentive priority areas.

Office or Division:	CEMCDO- Tourism Division			
Classification:	Simple			
Type of Transaction:	G2B – Government to Business G2C – Government to Citizen			
Who may avail:	Private Sector, NGOs, NGAs, TREs			
CHECKLIST OF REQUIREMENTS		WHERE TO SOURCE		
Letter Request 1 Original, 1 Photocopy		Client		
M.I.C.E Report Sheets 1 Original, 1 Photocopy		CEMCDO		
Confirmatin Letter 1 Original, 1 Photocopy		CEMCDO		
How to avail of the services				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up Visitor's Logbook, submit signed letter request, or in the absence thereof, fill-up Citizen's Service Assistance Form (CSAF)	1. Receive signed letter request/ filled-up CSAF, encode, attach document tracking sheet and forward to DH/ADH/OIC	None	5 minutes	<i>Personnel Assistance and Complaints Desk</i> <i>CEMCDO, 3/F Investment Action Center Building</i>
No Activity	1.2 Forward to Tourism Division for client assistance	None	3 minutes	<i>Personnel Assistance and Complaints Desk</i> <i>CEMCDO, 3/F Investment Action Center Building</i>
No Activity	1.3 Receive signed Letter Request, Interview client & provide information on different M.I.C.E. Incentives and provide the Standard Form and list of requirements.	None	23 minutes	<i>Tourism Operations Officer 1</i> <i>Tourism Operations Assistant</i> <i>Assistant Information Officer</i> <i>City Economic</i>



				<p><i>Management and Cooperative Development Office 3rd Floor Investment Action Center, City Hall Drive, General Santos City</i></p>
<p>2. Submit documents (Standard Form, Event Profile, etc.)</p>	<p>2.1. Receive documents and validate. Check the completeness and correctness of submitted documents.</p>	<p>None</p>	<p>20 minutes</p>	<p><i>Tourism Operations Officer 1 Tourism Operations Assistant Assistant Information Officer</i></p> <p><i>City Economic Management and Cooperative Development Office 3rd Floor Investment Action Center, City Hall Drive, General Santos City</i></p>
<p>No Activity</p>	<p>2.2. Inform clients on the status of their application.</p> <p>2.2.A. If approved, prepare endorsement documents.</p> <p>2.2.B. If not approved, advise the client to submit the lacking/incorrect documents.</p>	<p>None</p>	<p>10 Minutes</p>	<p><i>Tourism Operations Officer 1 Tourism Operations Assistant Assistant Information Officer</i></p> <p><i>City Economic Management and Cooperative Development Office 3rd Floor Investment Action Center,</i></p>



				<i>City Hall Drive, General Santos City</i>
No Activity	2.3 Remind the client of the process flow of availing incentive.	None	5 Minutes	<i>Tourism Operations Officer 1 Tourism Operations Assistant Assistant Information Officer</i> <i>City Economic Management and Cooperative Development Office 3rd Floor Investment Action Center, City Hall Drive, General Santos City</i>
No Activity	2.4. Endorse the client's application to the City Mayor's Office for approval of the requested incentives.	None	15 Minutes	<i>Tourism Operations Officer 1 Tourism Operations Assistant Assistant Information Officer</i> <i>City Economic Management and Cooperative Development Office 3rd Floor Investment Action Center, City Hall Drive, General Santos City</i>
	Total	None	1 hour and 18 minutes	
END OF TRANSACTION				
<i>This process requires a multi-stage process based on Ordinance No. 16 S. 2017</i>				