



# PHILIPPINE ECONOMIC ZONE AUTHORITY

## MEMORANDUM CIRCULAR No. 2020-0033

**TO :** All Economic Zone Developers / Enterprises  
All Economic Zone Administrators / Managers / OICs

**FROM :** BGen CHARITO B. PLAZA, MNSA, PhD  
Director General

**SUBJECT :** Tools to Assist PEZA Clients during the Community  
Quarantine

**DATE :** 8 June 2020

As an enhancement to existing COVID-19 workplace procedures of PEZA, these are the measures that are in place to assist our locators in support of physical distancing measures:

1. **Client Assistance Portal.** This is an interim measure while face to face transactions are limited at the Head Office considering the issue on transportation at NCR which affects both the employees and the transacting public. Clients may request assistance regarding applications, raise issues on movement of goods, inquire about PEZA requirements, request for an appointment to visit the Head Office or meet via telecon and the like. Clients may be able to lodge their requests using the Client Assistance Portal through this link:

[www.peza.gov.ph/assistanceportal](http://www.peza.gov.ph/assistanceportal)

Unit heads of the Head Office shall monitor concerns that are posted in the portal. The units shall respond to the concerns raised within 24 hours from receipt of the entry.

2. **Mobile numbers are posted in the directory.** All mobile numbers issued by PEZA to relevant Head Office officials handling frontline functions will be posted in the website so that clients may raise urgent issues to the unit concerned.
3. **Safety guide when visiting PEZA offices.** The PEZA website has a general advisory stating that we encourage online transactions to minimize the spread of the virus. However, there are cases where face to face transactions are warranted especially those related to movement of goods. The safety guide provides a one-pager reminder on the safety protocols that visitors will have to follow when they visit our offices. The Zone Offices will post the guide in the reception areas so that our clients will be guided accordingly. The document will also be available for download at PEZA's COVID-19 Corner.

For your guidance.