

# digital cities 2025



## digitalcitiesph<sup>™</sup> roadmap **LEGAZPI CITY**

→ A Digital Industries Guide to  
Invest in Legazpi City

[www.digitalcitiesph.com/Legazpi](http://www.digitalcitiesph.com/Legazpi)





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## Executive Summary

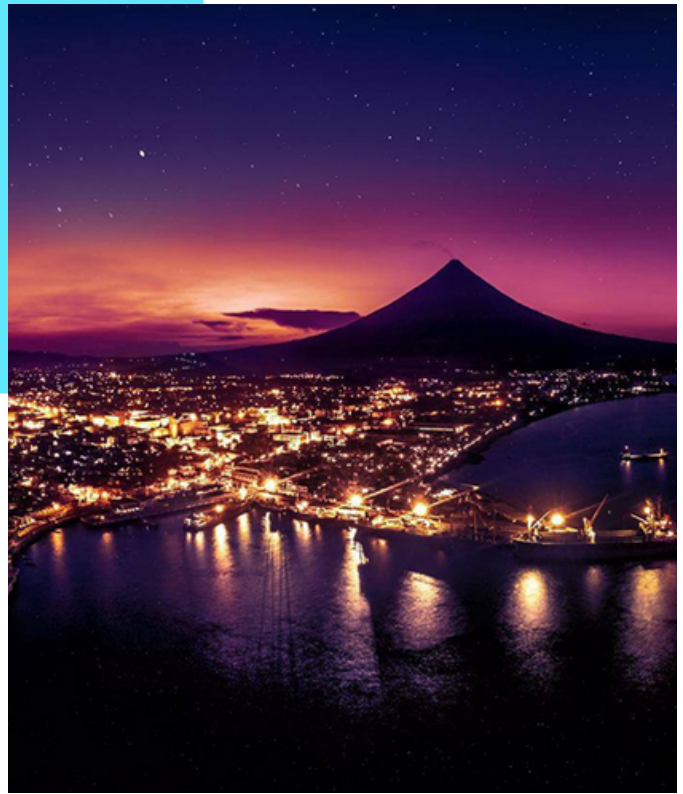
**Legazpi City is one of the 25 ideal locations in the Philippines identified under the Digital Cities 2025 Program. Its inclusion in the list validates the strong collaboration among stakeholders in government, private sector and the academe. Today, more than ever - Legazpi, the trade and economic center of the Province of Albay is ready to embrace the prospects of a thriving digital economy.**

Legazpi, officially the City of Legazpi, is a 2nd class Component City and capital of the Province of Albay, Philippines. Legazpi is the Regional Center and largest City in the Bicol Region, in terms of population. It is the region's center of tourism, education, health services, commerce and transportation. The City is composed of two districts, namely: Legazpi Port and Old Albay District.

More than its scenic and breathtaking Mayon Volcano, the City is a catalyst for economic growth in Bicol. Our City offers various opportunities for investors to set up a thriving business in the locality given its business – friendly policies and programs, and strong alliance with the private sector. The City's business – friendly initiatives is a strong affirmation of our call for investor's locational decision.

In 2020, Legazpi City has been recognized by the Department of Trade and Industry as the 2nd Most Competitive Component City in the Philippines, given our good planning and programming, positive and dynamic business and investment climate, sound and stable political, legal and regulatory environment that are supported by good governance (2017 Institute for Solidarity in Asia Gold Trailblazer Award), transparency (2020 Department of Interior and Local Government-Seal of Good Local Governance) and favorable business climate (2018 Most Business Friendly Component City).

# digital LEGAZPI



Like any other locality, the City of Legazpi has been caught off-guard by the global outbreak of Covid-19 pandemic. All aspects of life and work has been affected, causing major disruptions to businesses and communities. But, time and again, the biggest threat is not the problem itself, but rather what is crucial for the City is in the preparation, management, response and rehabilitation efforts.

The Covid-19 pandemic negatively impacted the well-being of all, but the City of Legazpi has shown incredible resilience by working together with various stakeholders to get through these difficult and uncertain times. It has implemented several aggressive measures to mitigate the impact of the virus, with coordinated actions on how to be able to recover and move forward, such as border closures, quarantines and travel bans, changing the standards around hygiene (e.g. frequent hand washing, wearing of masks & face shields), the enactment of Covid-19 tracking system, policies and protocols, and reducing the spread of the virus will depend significantly upon increasing the “social distance” between people. These measures will entail a change in behaviors/lifestyle of the people, multiple sector involvement, and mobilization of resources, strong communication and media support.

At this point, working on preventing future outbreaks and moving forward through the City’s Rehabilitation Plan, is now being pursued by the City Government of Legazpi through its One Vision – focusing on working together for human health and well-being, climate and environment, economic recovery and inclusive growth, as well as equality and good governance.

Under the ‘new normal,’ Good Governance is still on top of the Chief Executive’s political agenda. Notwithstanding the pandemic, and as a testament to its sound and proper administration efforts, Legazpi City has been granted numerous awards, such as:

1. Top 2, Most Competitive Component City in the Philippines (2020)
2. 1st Place, Best in LGU Internal Processes (G21) Award (2020)
3. DILG-Seal of Good Local Governance Award (2020)
4. 1st Place, Best in EGOV Digital Finance Empowerment (G21) Award (2019)

The various awards have been made possible through a number of consultations and engagements of concerned government and non-government entities of the City, holding the promise that collaborative partnership can influence project implementation, success and sustainability.



# The State of the Philippine IT-BPM Industry

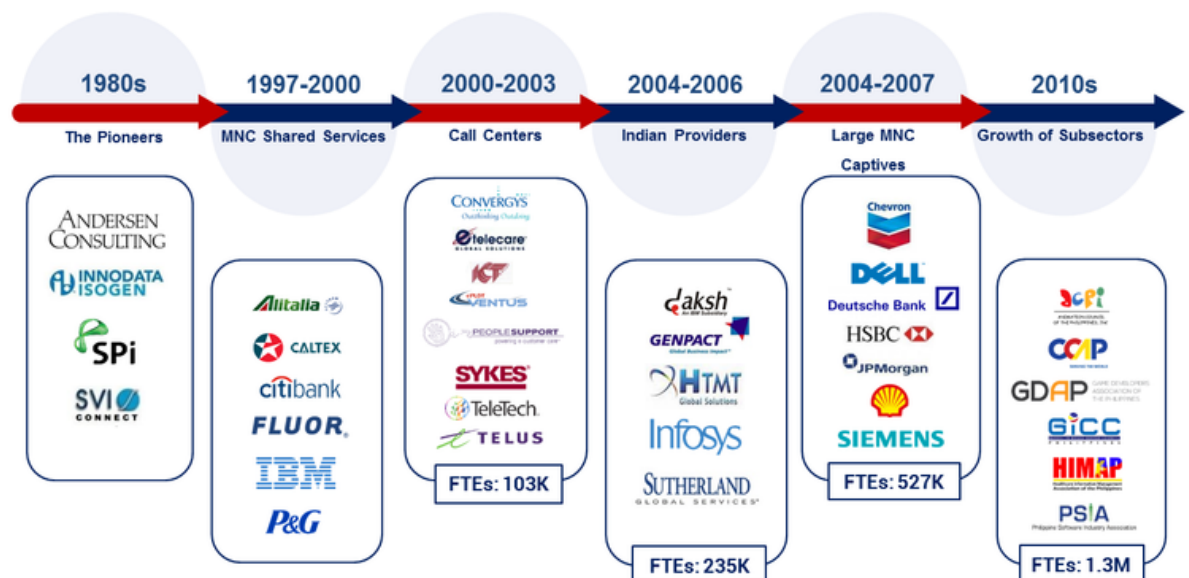
The Philippines is a top tier destination for Information Technology – Business Process Management (IT-BPM) services, and is counted among the leaders in the market. In a span of four decades, the sector has achieved significant growth and progress, in terms of expanding its share of the global market. Today, it is the number one destination for voice-related services, and rapidly growing its capability and potential to offer non-voice BPM and IT services to an increasingly broader set of clients worldwide. The Philippine IT-BPM sector has grown rapidly with a potential market revenue growth of 5.5% and headcount growth of 5.0% per annum from 2020 to 2022.

## HISTORY

The Philippine IT-BPM industry started as early as the 1980s with companies like Andersen Consulting and Innodata providing software development and document processing services. In the next decade, multinational corporations like Citibank and Procter & Gamble set up their back office operations in the Philippines to support their operations in the US.

The new decade saw the entry of the major call center outsourcing companies like Sykes and Convergys. This was the start of a massive growth trajectory over the next ten years, with the major providers from India also joining the fray.

The start of the millennium also saw the different subsectors growing such that each started organizing themselves into their own organizations, following the lead of the software subsector.







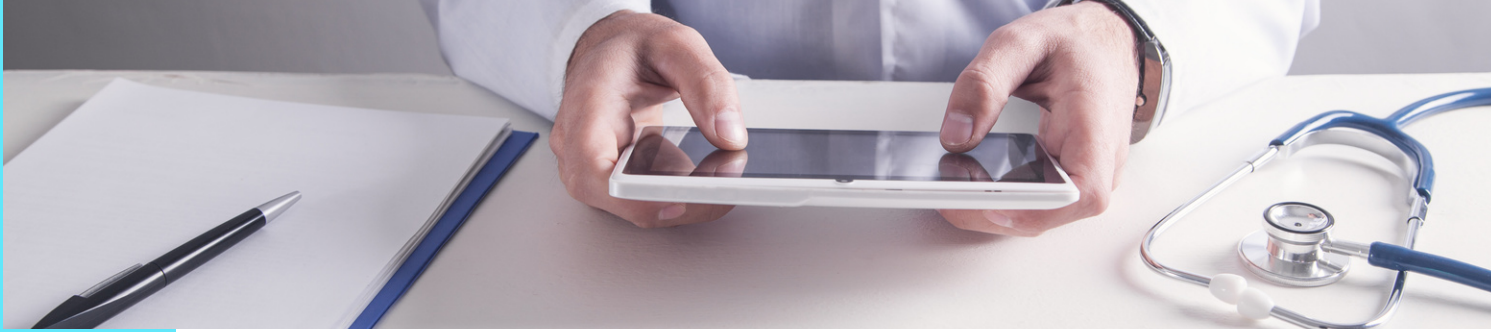
## The Philippine Advantage



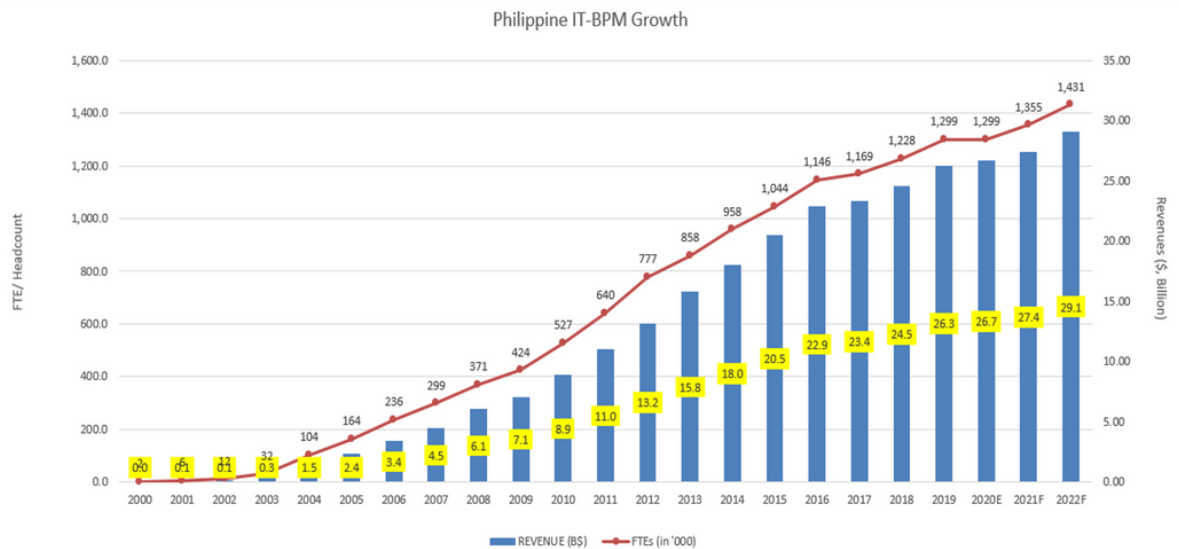
The success of the IT-BPM industry is the result of several factors:

- Robust and diverse talent – the Philippines has a 95% literacy rate, with most people able to speak in English. More than 50% of the population is between the ages of 15 and 49. They possess good communication skills and a high service orientation, characteristics vital to success in the industry.
- Cost competitive – the Philippines provides high quality talent at very competitive rates.
- Expanding infrastructure – the availability of IT parks has helped IT-BPM companies expand very quickly. In addition, the Digital Cities program (and prior to this, the Next Wave Cities program) has helped cities outside the national capital region to develop and attract IT-BPM locators.
- Strong linkages with the government, academe and industry – through the leadership of IBPAP, the industry has maintained a close working relationship with its partners. The government has been supportive in providing fiscal incentives to investors. IBPAP is working closely with the academe to help bridge any skills gaps that may exist.
- Leading in voice capabilities and growing in IT and non-voice business processing





## Economic Impact



The Philippine IT-BPM industry has shown tremendous gains in the last 15 years. From revenues of US\$3.45B in 2006, the industry is forecasted to contribute US\$29.1B to the economy by 2022. This represents about 8% of the country's gross domestic product (GDP).

More significantly, the industry has grown from 236,000 full time employees in 2006 to a forecasted employment of 1.432 million in 2022.



**Biggest generator of jobs**  
with 1.3 million direct  
jobs and 4.2 million  
indirect jobs



**Significant contributor to**  
the local economy with  
US\$ 26.3 billion in  
revenues (with 13%  
global share)



**Advocate of countryside**  
development with 345K  
jobs in over 20 provinces



**Enabler of support industries**

- Food: PHP 138 Billion
- Banking: PHP 87 Billion
- Real Estate: PHP 74 Billion
- Hospitality: PHP 64 Billion
- Transportation: PHP 54 Billion
- Other Industries: 550 Billion





Aside from its direct employment of 1.3 million (as of 2019), the industry also generated about 4.2 million indirect jobs. The industry works 24 hours a day, 7 days a week and as such, required support industries like transportation and food services on a full time basis. This accounts for the additional jobs created by the industry.

The industry, in partnership with the Department of Information & Communications Technology (DICT), is a strong advocate of providing jobs in the countryside. The Next Wave Cities program has so far generated 345,000 jobs outside the National Capital Region. With the Digital Cities Program, the industry is aspiring to grow the countryside contribution to about 30% of total employment.

## **Government Partnership & Support**

The IT-BPM industry has been working closely with, and gaining support given by government agencies such as:

- Department of Labor and Employment (DOLE)
- Department of Education (DepEd)
- Department of Transportation (DOTr)
- Department of Tourism (DOT)
- Commission on Higher Education (CHED)
- Department of Trade and Industry (DTI)
- Department of Science and Technology (DOST)
- National Economic Development Authority (NEDA)
- Department of Public Works and Highways (DPWH)
- Department of Interior and Local Government (DILG)
- Technical Education and Skills Development Authority (TESDA)
- Philippine Economic Zone Authority (PEZA)

The Philippines continues to make considerable progress in the areas of ease of doing business and country competitiveness. For the next phase of IT-BPM, the Philippines will see joint initiatives for talent attraction and development, country marketing, policy shaping, and inclusive growth.



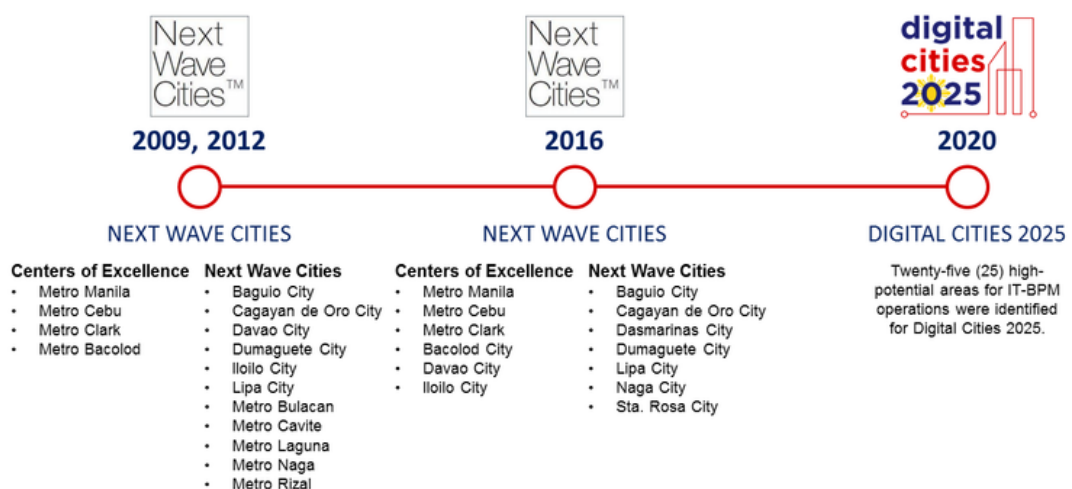
# The Digital Cities Program

The Department of Information and Communications Technology (DICT), together with the IT and Business Process Association of the Philippines (IBPAP) and Leechiu Property Consultants (LPC), has been advocating for inclusive growth and development around the Philippines through the Next Wave Cities™ program since its inception in 2009.

In 2018, with the help of the National ICT Confederation of the Philippines (NICP), DICT and IBPAP rebranded Next Wave Cities into Digital Cities as a response to the findings of research firm Tholons when it comes to innovation, the startup ecosystem, and digital transformation.

The digitalcitiesPH Portal was also launched that year with the goal of providing current and prospective locators with a comprehensive overview of the investment landscape and offer them strategic insights on cities and municipalities across the country.

This 2020, DICT, IBPAP, and LPC launched Digital Cities 2025 to further highlight the value of countryside development and the capability of key locations outside Metro Manila to become thriving business districts and viable investment hubs for IT-BPM services. These Digital Cities will hopefully motivate existing players to expand beyond the National Capital Region and encourage new ones to set up shop in the Philippines.



## The Digital Cities 2025 Scorecard

The Digital Cities scorecard is a four-point evaluation system that assesses possible IT-BPM locations against factors that make a city attractive to investors and locators. These four factors are: talent availability, infrastructure, cost-effectiveness, and business environment.

The criteria used to measure talent availability include number of graduates of higher education, senior high, and technical vocational courses within a 25-kilometer radius of the location's center; presence of educational institutions deemed as Centers of Excellence (COEs) or Centers of Development (CODs); and the location's share in the region's pool of professionals—an indicator of talent density.

Considerations for infrastructure were: expanse of commercial real estate; accessibility by air, land, and sea; capacity of the power and telecommunications grid; number of hotels and other accommodations; presence of major shopping malls; sufficient health facilities; and quality of road networks.

For cost-effectiveness, the scores were based on: wage, power, and rental rates.

Lastly, the following were taken into account for business environment: availability of PEZA IT Ecozones; existence of a local ICT Council; scope of the IT-BPM industry's footprint; vulnerability to natural disturbances; as well as security issues like travel advisories and crime rates.

The “ideal” Digital City, one that would score 100 percent, would require to meet the following parameters (by importance per metric):



### Talent

- Over 12,000 higher education graduates a year
- Over 14,000 higher education enrollees a year
- Over 90% regional employment rate
- More than 4 Centers of Excellence or Centers of Development
- Over 12,000 senior high graduates a year
- Over 8,000 technical vocational course graduates a year



### Infrastructure

- Availability of commercial real estate
- Distance of 0-5 km of air, land, and sea terminals from the city hall
- Digital Fiber Optic Network
- Grade AAA Power Infrastructure
- Availability of DOT-accredited hotels and other accommodations



### Cost

- Competitive rates relative to existing minimum wage guidance for the location
- Less than PHP 300 per sqm/month of commercial real estate rental
- Less than PHP 5.00 per kwh of commercial power rates
- Less than PHP 10.00 per cu.m of commercial water rates



### Business Environment

- Presence of PEZA IT Ecozones
- Presence of ICT Councils
- Presence of IT-BPM company or workforce
- Very low vulnerability to natural disturbances
- Zero travel advisories issued against the city

By category, the talent-related metrics make up 40% of the weighted scores, infrastructure-related metrics 30%, cost-related metrics 10%, and business environment 20%. The scores for each Digital City reflect how close or far it is from the ideal scenario based on predetermined points and weights for each metric. As much as possible, only the latest data from single, credible sources are used to determine the score for each metric for all Digital Cities.



## Digital Cities Interventions

Aside from the identification of the 25 Digital Cities for 2025, DICT, in collaboration with IBPAP and LPC, also aims to provide the necessary support in four (4) areas:

1. **Institutional Development** - A prerequisite for the other initiatives, institutional development implies the engagement of relevant stakeholders, identification of areas for improvement, and equipping them with the proper skills for the IT-BPM industry.
2. **Talent Development and Attraction** - Talent development and attraction activities aim to promote careers in the industry, establish comprehensive capability development programs for the workforce and academe, and implement upskilling and reskilling initiatives for existing workforce and potential joiners.
3. **Infrastructure Development** - Complementing the institutional and talent development initiatives, infrastructure development aims to provide stakeholders with the tools and instruments fundamental to optimizing the city's potential for IT-BPM growth.
4. **Marketing and Promotion** - To promote the IT-BPM industry here and abroad, a comprehensive marketing and communication strategy, together with advocacy programs, for the countryside are necessary.

With the objective of elevating these locations to their full potential as a thriving IT-BPM hub, the Interventions aim for alignment among government agencies in their pursuit for countryside development and inclusive growth.





## BACKGROUND

### Why Legazpi City?

**Legazpi City's strengths lie in its people – the visionary leadership of its key actors in government and in the academe as well as the relentless spirit of its stakeholders in ensuring that the City benefits from the continually growing prospects of the Information and Communications Technology (ICT) – driven industries. The foresight and dynamism of the local government amidst all the challenges and the amiable nature of Bicolans towards its investors, when combined, make a winning case for Legazpi's quest as a digital city.**

Similarly, the City of Legazpi has been identified in the Bicol Regional Physical Framework Plan as one of the Region's primary growth areas. It is the Regional Center of National Government Agencies (NGAs) and is the Center of Education in the Region. The Albay Provincial Framework Plan also identifies Metro Legazpi as a primary urban center and is the hub of commerce, trade and industry, tourism, modern settlements, transportation, telecommunications and medical services in the province.

Legazpi City is the catalyst for economic growth in the province and the in the region, in general, with approximately four million people from the Bicol Provinces of Sorsogon, Catanduanes, Masbate, as well as the Visayan Provinces of Samar and Leyte, "doing their errands" in the area.

In the same way, the entry of giant business groups from Ayala, SM, Robinson's, Gaisano and Camella has fortified the City's investment role in Bicol Region. Another welcome addition to the infrastructure development in the City, are the construction of the International Cruise Ship Terminal and the Bicol International Airport.



# Talent

## Region 5-BICOL REGION Legazpi City Province of Albay

**5672**

Legazpi City Graduates of Higher Educational Institutions (HEIs) under CHED (2018)

**9057**

Province of Albay Graduates of Higher Educational Institutions (HEIs) under CHED (2018)

**21883**

Legazpi City Enrollees of Higher Educational Institutions (HEIs) under CHED (SY2019-20)

**29816**

Province of Albay Enrollees of Higher Educational Institutions (HEIs) under CHED (SY2019-29)

**4454**

Senior High School Graduates under DepEd (2018)

**8771**

Province of Albay Technical-Vocational (Tech-Voc) Graduates under TESDA (2020) with 3822 In Legazpi

### CHED Region V Agency Report

Based on the table below, the number of Higher Education Institutions, composed of State University and Colleges, Local Colleges and Universities in the province of Albay from SY 2018 until 2021 is 34 whereas in Legazpi City its 15. The number of enrollees in these Higher Education Institutions for the SY 2018-2019 are as follows: 24,008 for SY 2018-2019 and 29,816 for 2019-2020 for Albay province and 16,195 for SY 2018-2019 and 21,833 for SY 2019-2020 for Legazpi City. The graduates for SY 2018 in the province of Albay is 9,057 while in Legazpi City its 5,672. This is a partial report from CHED RO V.





## **Bicol University (BU)**

Bicol University (BU), the premiere university in the Bicol region, is a SUC Level IV institution by Department of Budget and Management (DBM) standards, established on June 21, 1969, following the passage of Republic Act 5521. It has 17 colleges spread across its seven campuses in the Province of Albay; with the College of Law and the College of Medicine as its latest addition.

As of latest count, Bicol University has 82 AACCUP accredited academic programs with three programs accredited at Level IV. It is also a Level III accredited institution whose reputation as the premier university in the Bicol region is rooted in its consistent top-level performance in various licensure examinations becoming recognized as Top Performing School in Accountancy, Social Work, Midwifery, Nursing, Education, and Engineering. Having sustained its offering of quality education to Bicolano scholars, BU has been given its seal of excellence as CHED recognized Center of Excellence in Teacher Education, Center of Development in Nursing Education, Center of Development in Fisheries Education, and Center for Higher Education Research. Its commitment towards national thrusts and directions and in meeting the needs of its community beyond the University borders is reflected in its programs and projects as Base Agency for Bicol Consortium for Health Research and Development (BCHRD), and Base Agency for Bicol Consortium for Agriculture, Aquatic, and Natural Resource Research and Development (BCAARRD).

Over the years, it has earned its place as one of the 22 leading state universities in the Philippines. With its vision of a “world-class education for social transformation,” BU has also been included as one of the 20 Higher Education Institutions (HEIS) in the British Council – CHED – University of Liverpool Transnational Education Program. It is also a main participant among the 20 SUCs chosen by CHED in its program on fostering “world-class education.” Propelled by its continuing commitment in the pursuit of globally competitive and quality education, Bicol University is emerging as a key player in internationalization, having been recently rated as three Star Institution by the Quacquarelli-Symonds (QS) Intelligence Unit, the independent compiler of QS World University Rankings.

With its core values of Scholarship, Leadership, Character, and Service as its Four Pillars, Bicol University sees itself continuously serving the Bicolano scholars and producing graduates serving in various fields and offices across the globe and occupying prominent positions as catalysts for social transformation. Bicol University will continue breaking barriers, and building milestones for world-class education and social transformation. *(Renelyn E. Bautista/BU-Communication and Public Relations Office)*



### **Southern Luzon Technological College Foundation, Inc.**

Dubbed as the “School with a Heart”, Southern Luzon Technological College Foundation, Inc (SLTCFI) is best known for offering quality and affordable education while serving the community with its triad role as a school, a training institution, and a job placement arm.

Founded in the year 1990, SLTCFI has established a vast network of multi-sectoral government and non-government partners and linkages in various industries like BPO, Tourism, Manufacturing, Retail, Construction, and other industries further enabling it to cultivate globally competitive graduates.

The first school to open doors of opportunities to local and international IT industry partners, SLTCFI has cemented its partnerships with Huawei Technologies, Co. Ltd., Spring Valley Tech Corporation, Amazon Web Services, and LayerTech Software Labs, Inc. SLTCFI's collaboration with US-based firm, the US Auto Parts Network, has enabled the institution's talents to provide competent remote services in web development, online web marketing, content copy writing, and customer service. With this, SLTCFI has grown its own call center facility hosting accounts for Call Converge, AT&T, Merchants/Cash Advance, Freeway/HIPP, Hikari, Motion and Airnex Telecommunications and Consumer National.

As a training school and an industry itself, SLTCFI through People2Outsource (P2O) supplies manpower to various call center companies like Convergys, HTMT, NuComm, Telus, IBM, PLDT, Link2Outsource, Accenture and SITEL. The institution also handles legal transcription services on a subcontract basis, providing clients with accurate, top-quality, and timely legal transcribed reports with its highly trained legal transcriptionists and quality assurance specialists.

With a growing number of program offerings, Southern Luzon Technological College Foundation is currently offering various degree programs regulated by the Commission on Higher Education (CHED) under four different Departments: (1) College of Computer Studies; (2) College of Business Administration; (3) College of Education; and (4) College of Tourism Management. SLTCFI also offers specialized training programs regulated by TESDA and Junior and Senior High School regulated by the Department of Education.



# Talent

SLTCFI actively promotes Communication and Information Technology (ICT) as a primary industry to uplift the economic situation in the Bicol Region. As the lead of the Albay ICT Association (AICTA) and Legazpi ICT Council (LCICTC) in Legazpi City and Albay province, Ms. Rosemarie Quinto-Rey, the School President/ CEO, was likewise elected as President and co-chair of the LGU in the named associations respectively. SLTCFI is an active member of the National ICT Confederation of the Philippines (NICP) and member-partner of the following organizations: Business Process Association of the Philippines; Contact Center of the Philippines; Animation Council of the Philippines, Inc; Health Care Information Management Outsourcing Association of the Philippines; Philippine Software Industry Association; Phil Call and other IT BPO companies. Through its Skills Enhancement and Educational Development for Students (SEEDS) Program, SLTCFI is partner with Jollibee Foods Corporation, one of the largest food chains in the country. With the SEEDS project, Jollibee Foods Corporation helps SLTCFI in supporting financially challenge students as they complete their college education.

Southern Luzon Technological College Foundation Inc. continues to uphold its reputation as a self-sustaining and socially responsible institution that cultivates wholistic and globally competitive men and women through its quality and affordable education, manpower development and livelihood programs, State-of-the-Art Facilities and modern approaches in global education. Anchored to its guiding principle of “Keeping the Dreams Alive!”, SLTCFI is a lead institution in uplifting the Bicol region and improving socio-economic status of the community.

## **DIVINE WORD COLLEGE OF LEGAZPI HISTORY AND DEVELOPMENT**

The Divine Word College of Legazpi (DWCL) is a Catholic educational institution administered by the Society of the Divine Word (SVD) missionaries since 1961, when they took over the management of Liceo de Albay, a small diocesan high school for boys founded in 1947.

From an exclusive high school for boys, DWCL has grown to become a widely known and respected co- educational institution offering programs for all levels, from kindergarten to graduate school. These programs are housed in two sites—the South Campus, for most of the higher education programs, and the North Campus, primarily for the basic education departments. The South Campus is in the original location along Rizal Street corner Maria Clara St. (now named after Fr. Joseph L. Bates, SVD, the first DWCL President). The North Campus is a five-hectare land at Washington Drive, Legazpi City.

Over the past 60 years under SVD leadership, DWCL has served as a resource for the Church and the country. It has produced many graduates in various fields, bearing the Divinian Graduate Attributes of being God-fearing, Law-Abiding, Disciplined, Resilient, Interpersonally Skilled, Service-Oriented, Competent, Passionate towards Work, Effective Leaders, and Responsible Stewards.

At present, DWCL offers 2 graduate programs and 17 undergraduate programs, 4 of which are in their first 2-3 years of operation. Majority of the 13 established bachelor's degree programs have Level II re- accreditation from the Federation of Accrediting Associations of the Philippines, as evaluated by the Philippine Accrediting Association of Schools, Colleges, and Universities. The rest are in various steps of the accreditation process.

In its desire to help provide needed professionals, DWCL continues to offer even non-popular programs as part of its mission. In addition, it has offered, since 1998, a Free Secondary Distance Education Program (FSDEP) for adult working students. It also offers a Certificate in College Teaching (CCT) course, as well as short-term TESDA NC II courses.

DWCL envisions itself as a prestigious service-oriented Catholic educational institution with qualified, competent, and committed academic and administrative personnel producing globally competitive graduates guided by moral values and the core values of excellence, professionalism, service, justice, peace, and integrity of creation.



In accepting students to the institution, DWCL is guided by the principle of inclusivity, ensuring that individuals have equal opportunities for educational growth and respecting their diverse needs, abilities, and characteristics. Its student services and campus ministry activities complement the academic programs in helping the students attain holistic development.

DWCL maintains a dynamic research culture, as evidenced by its regular publication of Pananaw, the institutional peer-reviewed journal, and monographs of studies conducted by the faculty and students.

DWCL's state-of-the-art facilities include fully air-conditioned classrooms and offices, laboratories, a gymnasium, a swimming pool, function halls, student lounges, canteens, libraries, and chapels. It nurtures a clean and green learning environment. Its Information and Communications Technology Center (ICTC) provides excellent technical support for academic and administrative programs and services.

DWCL maintains strong linkages with its alumni and various government and non-government organizations, educational associations, and the Diocese of Legazpi. It practices its corporate social responsibility through community extension services and initiatives that address social concerns not only in the City of Legazpi but also in other towns in Albay and provinces in the Bicol Region.

DWCL has accomplished much in the last 60 years to realize its mission of contributing to the development of human resources by providing quality Catholic education to Bicolanos. It is sailing on...stronger and deeper. DUC IN ALTUM!

# Talent

## TESDA Region V Agency Report

January to December 2020

The CY 2020 was a challenging year not only in the Bicol Region but for the entire country. We have experienced a pandemic that caused the restriction and discontinue of all what is normal to us. By the last quarter of the year, a series of typhoon were experienced in the Region thus adding to the difficulties and hardships of everyone.

In response to the current situation, TESDA issued guidelines to assist training providers and trainers alike in the implementation of programs, such as, Training of Trainers in Facilitate E-Learning Session (FELS) and for the TVIs, application on the issuance of Certificate of Recognition (COR) to implement Flexible Learning Delivery (FLD).

All of these guided the agency in the accomplishment of the targets in 2020. Thus, despite the circumstances mentioned above, TESDA V was able to accomplish 93% of its target for Training, 89% for Assessment with an 85% Certification Rate. Surpassing the target for Scholarship with 163% accomplishment.

For the Province of Albay, it accomplished 139% of the Training Target for the year, 113% for Assessment and Certification Rate of 87%. Meanwhile, for the City of Legazpi, a total of 4,484 were trained by different Technical Vocational Institutions, 85% of which graduated by end of December 2020. A total of 1,812 underwent Assessment with a certification rate of 89%.

Below is the detailed data on the accomplishment as of December 31, 2020.

**Table 1. No. of Enrolled, Graduates, Assessed and Certified  
As of December 2020**

	<i>Enrolled</i>	<i>Graduate</i>	<i>Assessed</i>	<i>Certified</i>	<i>Certification Rate</i>
<i>Albay</i>	9,913	8,771	7,784	6,804	87%

**Table 2. No. of Enrolled, Graduate, Assessed and Certified in various TVIs in Legazpi  
As of December 2020**

<i>Enrolled</i>	<i>Graduate</i>	<i>Assessed</i>	<i>Certified</i>	<i>Certification Rate</i>
<b>4,484</b>	3,822	1,812	1,626	89%

# Talent

These are the results of training done through the 4 Training Modalities of TESDA, the institution-based, enterprise-based, community-based and monitored programs. In order to address the difficulty of our clients because of lack of financial resources, TESDA also provides Scholarship Programs that seeks to address the needs of prospective beneficiaries from industries, communities, and the special clients. These Scholarship Programs are:

- Private Education Students Financial Assistance (PESFA) - Seeks to extend financial assistance to marginalized but deserving students in post-secondary non-degree courses, promote TVET, contribute to the development of a competent skilled workforce and assist private institutions in their development efforts by assuring a steady supply of enrollees to their course offerings.
- Training for Work Scholarship Program (TWSP) - Seeks to support rapid, inclusive and sustained economic growth through course offerings in priority industries and key employment generators (KEGs).
- Special Training for Employment Program (STEP) - A community-based training program that seeks to address the specific skills needs of the communities and promote employment, through entrepreneurial, self-employment, and service-oriented activities.

Moreover, under the Free TVET and Tertiary Education Subsidy, TESDA offers Universal Access to Quality Tertiary Education Act (UAQTEA). This was established through Republic Act No. 10931 which provides for free tuition and other school fees in State Universities and Colleges (SUCs), Local Universities and Colleges (LUCs) and state-run Technical Vocational Institutions (STVIs) and establish the Tertiary Education Subsidy.

Other Scholarship Programs that the agency offers are the Tulong Trabaho Scholarship Program and the Rice Extension Services Program.

Table 3. Training Providers in the Province of Albay

CLASSIFICATION OF TRAINING PROVIDERS	NO. OF PROVIDERS	NO. OF REGISTERED PROGRAMS
Private TVIs	30	94
HEIs	6	20
LGU/SUCs/LUCs	7	16
Farm School/Learning Site TTIs	6	13
	3	41
<b>TOTAL</b>	<b>52</b>	<b>184</b>

Table 4. Training Providers in the City of Legazpi

CLASSIFICATION OF TRAINING PROVIDERS	NO. OF PROVIDERS	NO. OF REGISTERED PROGRAMS
Private TVIs	13	58
HEIs	2	6
Farm School/Learning Site	1	1
<b>TOTAL</b>	<b>16</b>	<b>65</b>





## Business Environment

Legazpi City has attracted more IT-BPM firms that put up offices in the locality, specifically at Embarcadero IT Park. The biggest locator in Embarcadero IT Park is Sutherland Global Services. There are also potential incubation centers and animation industry in the area.

Information and Communications Technology (ICT) Enabled Services and Other ICT Related Services are included in Legazpi's Priority Investment Areas under Ordinance No. 14-0008-2019, such as:

1. Information Technology Enabled Services/Business Process Management;
2. Center for Education Excellence and Development (Establishment of institutions specializing in technical education and training in various disciplines); and
3. Creative Industries/Knowledge-Based Services(Animations, Software Development, Game Development, Engineering Design, Digital or technological start-ups/activities; Upgrading of existing baseline skills/training program related to people, process, tools and technology to a higher level of accreditations standards

Fiscal and non-fiscal incentives shall be extended to the ICT industry in consistent with the Local Revenue Code and Book II of the Local Government Code (RA 7160).

# Business Environment



## LEGAZPI CITY: GENERAL INFORMATION

Region: Bicol Region, Region V

Category: Component City



Total Population (2015)

196,639

### URBAN PLANNING

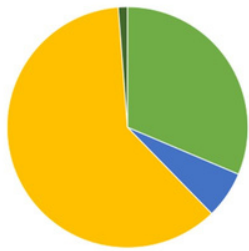
15 River Basins

87%  
Access to

86%  
Households with access to  
sanitary toilets

27°C → 29°C  
(2015) (2050)  
Estimated Average

### LAND AREA



Production Areas 30.67%  
Settlement Areas 6.18%  
Production Areas 59.71%

Total Area of the City: 16,165.43 Has

### MAJOR ECONOMIC ACTIVITIES



Agriculture



Trade



Tourism



Services

### URBAN — RURAL CONNECTIVITY



157.9  
Kilometers



97%  
Energized



93%  
Establishments with  
Internet Access  
(Bicol)

### MODES OF TRANSPORTATION



Taxi



Jeepney



Bus



Shuttle  
Van



Tricycle

### SOCIAL INCLUSION



50%  
Male



5.6%  
Poverty Incidence



50%  
Female



99%  
Functional Literacy



23  
Median Age



1:287  
Health Worker to  
Population Ratio

### LOCAL ECONOMIC DEVELOPMENT



2nd

Competitiveness Ranking -  
Component Cities (2020)



SEAPORT — 1

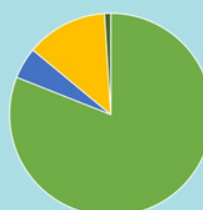
AIRPORT — 1

6,284

Registered Business

Establishments (2020)

### AGRICULTURAL PRODUCTION

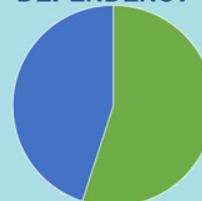


Crops 56%  
Fisheries 31%  
Livestock 6%

Labor Force

135,860

### INTERNAL REVENUE ALLOTMENT DEPENDENCY



IRA 51%  
Own Source 49%

Total Revenue (2020)

Php 1.4Billion

Percentage of LGU

Budget on

24.82%



CITY GOVERNMENT OF LEGAZPI

City Economic & Investment

City Planning and Development



# Business Environment



## INVESTMENT PROMOTION AND FACILITATION

The City Economic and Investment Promotions Division (CEIPD), under the Office of the City Mayor, has been created and approved through SP Ordinance No. 14-0002-2018, dated 19 March 2018. The creation of CEIPD is a strong manifestation of the City's desire to generate more investment.

The CEIPD promotes the City as a Major Investment Destination in Bicol Region. It provides investors relevant information and recommendations on business doing in Legazpi City, including key sectors of the economy: agricultural business, energy, manufacturing, infrastructure, and in the field of innovation technologies. Simply put, CEIPD is into investment promotion, generation, facilitation, linkage promotion and policy advocacy.

CEIPD monitors all facets of local governance affecting the investment climate and works to maintain or improve the ease of doing business in the locality.

### CITY ECONOMIC & INVESTMENT PROMOTIONS DIVISION

2/F, City Hall Building,

Rizal St., Legazpi City, Philippines;

Mobile: (+63) 9989903898

Email: [matheresanunez1969@gmail.com](mailto:matheresanunez1969@gmail.com)



# Infrastructure



Legazpi City is the Center of Trade and Commerce in the region, with four million people from the Bicol Provinces of Sorsogon, Catanduanes, Masbate, as well as the Visayan Provinces of Samar and Leyte, “doing their errands and shopping” in the area. The city has complete infrastructure - from telecommunications, transportation, power and water utilities and services.

The City of Legazpi is situated on the eastern portion of Albay Province, approximately 534 kilometers south of Metro Manila and centrally located in the Bicol Region. It has a total land area of 16,165.43 hectares, this is about 8% and 1.15% of the total land area of the Province of Albay and Bicol Region, respectively.

The City is accessible by all modes of transportation – air, sea, and land. On the north, it is bounded by the Municipality of Sto. Domingo, on the west by the Municipality of Daraga, on the south by the Municipalities of Manito, Albay, Pilar and Castilla, Sorsogon, and on the east by the Albay Gulf and Poliqui Bay.

Measured from north to south, at the outermost tip, Legazpi City spans approximately 29 kilometers; and from east to west, the smallest width is about 3 kilometers (urban area), while the widest area spans about 15 kilometers (southeast area).



## Cost of Doing Business

REAL PROPERTY TAX			
Commercial, Industrial & Machineries		Basic - 2% of Assessed Value	
Residential & Agricultural Lands		Basic – 1.5% of Assessed Value	
COMMERCIAL SPACE AT CITY CENTER			
Name of Mall	Contact Person	Address	Contact No.
Gregorian Mall	Joseph B. Lim	Rizal St., Legazpi City	0923 742 6621
SM Legazpi	Melanie C. Bañares	Imelda Roces Avenue, Zone 9 Brgy. 37 Bitano, Legazpi City	742 4014
Pacific Mall	Kristel Claire Austero	Landco Business Park, F. Imperial St, Legazpi Port District, Legazpi City	480 6016 480 6027
LCC Mall	Romy Tan	Rizal St, Legazpi Port District, Legazpi City	0998 582 6689
Ayala Mall	Irving M. Noleal	Rizal St. corner Quezon Ave. Brgy. Capantawan, Legazpi City, Albay	0917 307 9662
Yashano Mall	Jucan Hong	Terminal Road 1 Corner, F. Imperial St, Legazpi Port District, Legaspi	0917 307 6223
101 Mall	Engr. Martin P. Reynoso (Sales Director)	Landco Business Park, Luis San Los Baños Avenue, Corner F. Imperial Street, Barangay Capantawan, Legazpi City	0918 918 8496
Embarcadero de Legazpi	Alvin Ojeda	Legazpi Blvd, Legazpi Port District, Legazpi City	0935 816 8812

# Cost of Doing Business

COST OF LAND	
AREA	RATE (P)
<b>Residential (per sq.m.)</b>	
First Class	7,800.00
Second Class	6,400.00
Third Class	5,500.00
Fourth Class	4,600.00
Fifth Class	3,400.00
<b>Commercial (per sq.m.)</b>	
First Class	28,000.00
Second Class	22,000.00
Third Class	17,000.00
Fourth Class	13,000.00
Fifth Class	10,000.00
<b>Agricultural (per hectare)</b>	
Coconut land, 1 <sup>st</sup> Productivity Class	250,000.00
Coconut land, 2 <sup>nd</sup> Productivity Class	200,000.00
Coconut land, 3 <sup>rd</sup> Productivity Class	150,000.00
Riceland, Irrigated, 1 <sup>st</sup> Productivity Class	500,000.00
Riceland, Irrigated, 2 <sup>nd</sup> Productivity Class	400,000.00
Riceland, Irrigated, 3 <sup>rd</sup> Productivity Class	300,000.00
Riceland, Unirrigated, 1 <sup>st</sup> Productivity Class	200,000.00
Riceland, Unirrigated, 2 <sup>nd</sup> Productivity Class	150,000.00
Riceland, Unirrigated, 3 <sup>rd</sup> Productivity Class	100,000.00
Fish Pond, 1 <sup>st</sup> Productivity Class	600,000.00
Fish Pond, 2 <sup>nd</sup> Productivity Class	400,000.00
Fish Pond, 3 <sup>rd</sup> Productivity Class	200,000.00
Orchard, 1 <sup>st</sup> Productivity Class	300,000.00
Orchard, 2 <sup>nd</sup> Productivity Class	250,000.00
Orchard, 3 <sup>rd</sup> Productivity Class	200,000.00
Orchard, 4 <sup>th</sup> Productivity Class	150,000.00
Seasonal Crop Land, 1 <sup>st</sup> Productivity Class	150,000.00
Seasonal Crop Land, 2 <sup>nd</sup> Productivity Class	100,000.00
Seasonal Crop Land, 3 <sup>rd</sup> Productivity Class	50,000.00
Pili Land	55,000.00
Pasture/Uncultivated Land	80,000.00
Lahar Land	10,000.00



# Cost of Doing Business

MINIMUM WAGE RATE	
SECTOR	RATE
Non-Agriculture	Non-Agri. –\$ 6.13 (P 320.00)
Agriculture	Agri – \$ 5.56 (P 290.00)
Employment Rate	95.9%
Underemployment Rate	4.1%

TELCOM	GLOBE & BAYANTEL, SMART & SUNCELL, PLDT, DCTV & CONVERGE
Maximum internet speed in mbps	Can provide 10mbps to 600 mbps depending on the needs of the client

POWER SERVICE PROVIDER (2018)	ALBAY POWER & ENERGY COOPERATIVE (APEC)
Total No. of Household Connections	36,738
Basic Rates: Residential Commercial Industrial	8.6514 7.6805 9.0562

WATER SERVICE PROVIDER (2018)	LEGAZPI CITY WATER DISTRICT (LCWD)	
Annual Increase in Connections	1.67%	
Total Daily Production	16,898 <u>cu.m.</u>	
Sources of Water :	Piped water of the water-works system managed by the Legazpi City Water District (LCWD), Deep Wells – Levels I & II, spring sources, hand pumps	
<b>Basic Rates:</b>	<b>Consumption</b>	<b>Rate</b>
Household or Residential	0-10 cu. m	P 40.00 monthly
	More than 10	P 4.00 per cu. m. of water consumed per month
	50 above	164.00 per month
Establishments/ Commercial Sub-Categories	0-10 cu. m.	P 50.00 monthly
	More than 10-50	P5.00 per cu. m. of water consumed per month
	50 above	P205.00 per month



## SWOT Analysis: TALENT

The Legazpi City's Strengths, Weaknesses, Opportunities, and Threats (SWOT) in relation to its digital transformation journey has been identified during the March 2 & 4, 2021 Strategic Workshops conducted by the Department of Information and Communications Technology (DICT). The SWOT parameters for the City considered the four areas of concern, namely Talent, Business Environment, Infrastructure and Cost of Doing Business.

The inputs for strengths and weakness are often internal to LGU Legazpi, while the opportunities and strengths are those considered as generally external to the organization.

The identification of SWOT is an important step in finding and knowing the competitive advantage of the City with respect to its digital capacity and readiness. By matching the strengths to opportunities and converting its weaknesses or threats into strengths or opportunities, the SWOT technique is an important driver for economic transformation in the locality.

The following is the City's SWOT Analysis table, focusing on Talent, Business Environment, Infrastructure and Cost of Doing Business.

# TALENT

## Strengths

- The city has enough knowledge and experience to improve ICT planning and governance when it come to talent development. It has a dedicated team with the expertise to handle ICT operations.
- LC has good number of graduates within the city and the Province of Albay also produces thousands of graduates that can feed the talent requirement of locators of Legazpi
- Graduates are fluent with English communication skills given the high number of graduates and enrollees in education)
- Two campuses of Bicol University can be found inside Legazpi City, and one in the nearby municipality of Daraga.
- Presence of 17 TVIs with 68 registered programs accredited by TESDA
- Presence of international secondary schools in Legazpi which are known for instilling strong foundation for English communication skills
- Presence of direction on the part of LGU to synchronize all initiatives

## Opportunities

- Locals prefer to stay in Legazpi if there are opportunities. There are a lot of Legazpi residents working in Manila who are willing to return
- Existence of a good number freelance digital workers in Legaspi who are open to collaborate with the city to improve the potential of Legazpi as digital city
- Opportunity to utilize available talent because of the planned development of ICT park or hub near or within the old airport under the new LCs own local investment code that provides incentives for ICT parks
- The increase in the use of digital platforms driven by the pandemic situation
- Students become exposed to use of digital platforms and to development of digital skills at an early age due to online classes as pushed by the pandemic


## Weaknesses

- Staffing levels/Small staff and limited resources to fully provide support to the organization
- Lack of end user knowledge and awareness for ICT due to insufficient number of enterprises and locators
- Lack of more comprehensive collaboration between academe, training and human resource with other important sectors such as business, private sector and infrastructure
- Lack of job opportunities for graduates that fit their skill sets
- Lack of skills due to insufficient number of opportunities to develop the potential of LC graduates in terms of innovation and creativity

## Threats

- Lack of understanding or appreciation of importance of digitalization among personnel and the need for change in processes towards automation/digitalization
- High risk of data insecurity due to hacking and cyber scamming and other issues on data privacy that threatens users to trust digital platforms
- ICT resources and equipment are not fully or properly used in various agencies and institutions





# SWOT Analysis: BUSINESS ENVIRONMENT INFRASTRUCTURE COST OF DOING BUSINESS

## Strengths

- LGU and business sector has support for ICT development in terms of creating ideal business environment and infrastructure
- LGU has automated systems for faster transactions with business sector and constituents
- LGU has prioritized ICT in its investment areas to provide incentives and support to ICT investors
- Power infrastructure is continuously being improved especially with the on-going development of the Bicol Power Grid

## Weaknesses

- Need for centralized management of ICT assets
- Need for ICT governance, such as standard operating procedures
- Segmented ICT systems
- Need for stronger Internet connectivity

## Opportunities

- Shift of ICT jobs to countryside location with the present COVID-19 situation in Manila
- Market is ripe with technology for transitioning from traditional process to digital information systems
- Integration of information systems
- Rehabilitation of network architecture and consolidation of network management
- New National Incentives for ICT Investors
- Growing trends for digital jobs and investments
- Development of the Bicol Power Grid
- Opening of the new airport
- Development of the old airport to commercial township

## Threats

- Not maximizing use of ICT resources and services
- Price increase of commodities due to pandemic and economic decline
- High risk of data insecurity due to hacking and cyber scamming

# Strategic Initiatives

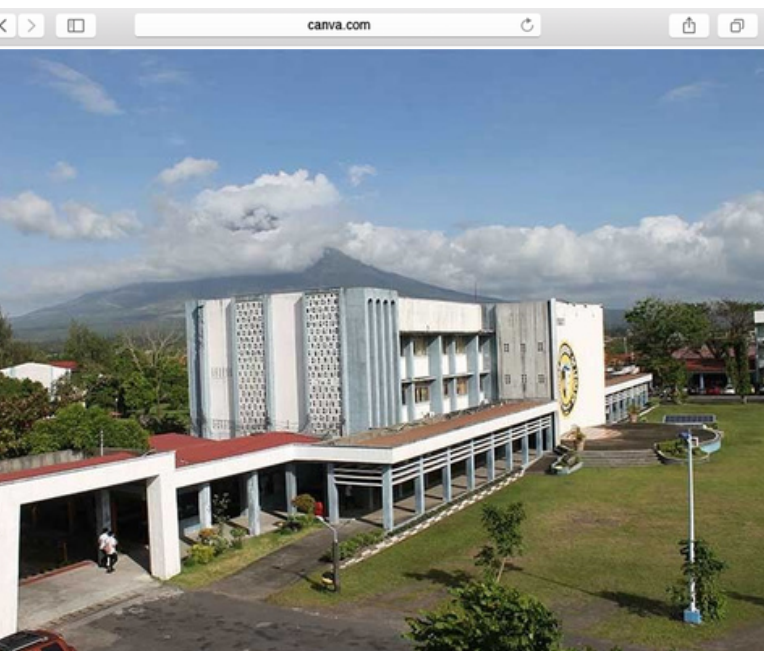
## TALENT DEVELOPMENT

### Goal and Metrics

- To create awareness about the ICT industry and its opportunities among local stakeholders
- To improve talent of Legazpi through industry-academe collaboration to address requirements of the ICT industry
- To improve the quality of talent of Legazpi through collaboration among schools and the LGU
- To secure government assistance for workers and potential workers
- To ensure steady flow of digital workforce

### Strategy

- More exposure and orientation not only to students but also to parents about the ICT Industry
- Organize dialogues between industry locators and the academe; add needed subjects to the curriculum and provide incentives to the faculty
- Conduct a comprehensive mapping of workforce to have the baseline data and identify specific gaps and KPIs
- Conduct formal research to work with existing locators to identify specific skills gaps and incentives
  - Provide results of research to provide the academe with specific skill sets required so academe can adjust its curriculum to address the gaps
  - Conduct quarterly evaluation of results and make adjustments as necessary
- Establish strong partnership and support from the LGU and other government agencies
- Explore possibility of an immersion program for faculty within the industry
- Implement DOLE SPES Program within the IT-BPM Industry
- Starting young people to learn about digital opportunities by creating school activities that build awareness about the ICT industry
- Tap DICT, DTI and DOST programs for digital training and upskilling opportunities



## LEGAZPI CITY

# Implementation Plan: Talent

Current State	Desired State	Action Item	Timeline/Owner
2000 Employees in the IT-BPM Industry	From 2000 to 20000 Full Time Employees BPO Industry	Open House, Career Caravan, Forums	LGU with LICTC and schools. One per quarter starting 3rd quarter of 2021
	More Exposure - orientation not only to students but also to parents		
	Collaboration between industry locators and the academe	<ul style="list-style-type: none"> <li>• Organize Industry-Academe Interaction (to understand requirements of industry)</li> <li>• Industry forum, hackathons</li> <li>• Add needed subjects to the curriculum and provide incentives to the faculty</li> </ul>	LGU with LICTC and schools. One per quarter starting 3rd quarter of 2021
	Presence of a comprehensive mapping with baseline data	<ul style="list-style-type: none"> <li>• Academe conference - top level - open information sharing</li> <li>• Conduct a comprehensive mapping to have baseline data needed to identify specific gaps and KPIs</li> </ul>	LGU with LICTC and schools. One per quarter starting 3rd quarter of 2021



# Implementation Plan: Talent

Current State	Desired State	Action Item	Timeline/Owner
	Formal research to work with existing locators to identify specific skills gaps and incentives	<p>Incorporate problem areas and concerns in research thesis work</p> <p>Identify required skills for specific verticals - BPM/BPO, Creative (Game and Animation), Healthcare Information, Software Development)/ Access scholarships funds for specific niche</p> <p>Provide results of research to provide the academe with specific skill sets required so academe can adjust its curriculum to address this</p> <p>Conduct quarterly evaluation of results and make adjustments as necessary</p>	<p>Respective Schools</p> <p>LCICT/LGU/BU and other IT schools / DICT/DOST/ Office of Sen. Angara/ TESDA/ Office Congressman Salceda</p>
	Strong partnership and support from the LGU and other government agencies	<p>Create scholarships programs for specific digital skills training funded by LGUs.</p> <p>LGU - Academe quarterly meeting on Talent Development</p>	LGU/Schools
	Immersion program for faculty within the industry	Faculty and graduating students immersion	Industry/Schools

## Implementation Plan: Talent

Current State	Desired State	Action Item	Timeline/Owner
	DOLE SPES Program within the IT-BPM Industry	Consultation and meeting DOLE	Respective Schools
	Starting young people to learn about digital opportunities	Consultation with DepED, Create hackathons and competitions	DepEd
	Roll-out of DTI programs in Legazpi for entrepreneurs and MSMEs related to digital opportunities	Consultation with DTI, Create forum and workshop	DTI
	Roll-out of DICT programs for purposes of training and connectivity in Legazpi	Consultation with DICT, Create forum and workshop	DICT
	Roll-out of programs and resources of DOST for purposes of training and innovation in Legazpi	Consultation with DOST, Create forum and workshop	DOST

# Implementation Plan: Business Environment/ Infrastructure / Cost

Current State	Desired State	Action Item	Timeline/Owner
All business processes are streamlined from the city government up to the barangay level	Conducive business environment to attract investors	Continuous implementation since the LGU has already began the process of creating a unified common policy for business application to improve the business process application to eliminate red-Tape and bureaucracy	LGU (on-going)
The city is relatively peaceful but there is more need to improve security	Safe and secure business environment	Maintain peace and order and Improve ICT capability like Command control Center equipped with AI CCTVs within the City	LGU (PSO Public Safety Office, 911, CDRMO), PNP (Ongoing and continuous)
There is already existing policies providing incentives to investors (Ordinances and IRR)	A business climate ideal in attracting investors and driving jobs and opportunities	Implementation of Tax Incentive Code to benefit investors and drive jobs and opportunities	LGU (on-going)
There is already Local Economic and Investments Promotion Office (LEIPO)	A dynamic Local Economic and Investments Promotion Office (LEIPO) aware and updated about the ICT industry	To capacitate and support LEIPO with resources, exposures and trainings especially in handling ICT companies	LGU (on-going)
Lack of information about safety and business continuity in relation to Mayon Volcano and other calamities	Improved business perception of Legazpi especially on safety and resiliency and ready information for the investor to address safety concern	Develop an information pack regarding Mayon Volcano and other calamities and develop an information dissemination program.	LGU/ICT Council (on-going)



# Implementation Plan: Business Environment/ Infrastructure / Cost

Current State	Desired State	Action Item	Timeline/Owner
A big room for companies engaged in software, animation, healthcare, data analytics	For Legazpi to step up the value chain in the ICT industry by hosting other ICT verticals	Build small plug and play spaces with revenues, ensure competitive wages, and provide trainings and certifications	LGU, TESDA, TVIS and Industry Players, DICT (IIDB), DTI, DOST
Need for more support and programs for freelancers	For Legazpi to develop, support and build a thriving freelancers ecosystem	Provide co-working, co-living spaces and proper trainings, organize freelancers forum and activities, trainings, up to the barangay level	LGU, TESDA, TVIS and Industry Players, DICT (IIDB), DTI, DOST
Need to improve state of healthcare and tourism	Improved state of healthcare and tourism	<ul style="list-style-type: none"> <li>Implement projects, programs and strategies to improve the state of healthcare and tourism in partnership with digital advocates and harnessing digital technologies</li> <li>LGU to support co-working spaces, startup enablers</li> <li>DICT to help with co-working spaces</li> </ul>	LGU / DICT/ Respective agencies concerned
Current status of old airport and opening of new airport is pending	Improved business environment	Development of old airport to commercial township and the opening of new airport will impact business environment of Legazpi	CAA and LGU (On-going)
There are currently only 2 PEZA zones	A competitive infrastructure for investors	Private sector to work with LGU in the development of the plans for the old airport in creating new IT Parks including co-working spaces.	LGU/ Executive/ CAA/PEZA/ACCI

# Implementation Plan: Business Environment/ Infrastructure / Cost

Current State	Desired State	Action Item	Timeline/Owner
Relatively high cost of electricity	To lower down the cost of electricity and to increase supply and stability of power and improve cost of doing business in Legazpi	<ul style="list-style-type: none"> <li>• ICT Council and ACCI to setup dialogue with APEC since the Bicol grid will impact power supply and cost</li> <li>• Identify renewable sources of electricity like solar</li> </ul>	LGU/ACCI/APEC/ NEDA/ Private Sector (2021)
Relatively high cost of rent due to lack of offices spaces although non-availability of large spaces for large scale enterprises since other sectors are thriving, such as food and retail	To improve reasonableness and competitiveness of cost of doing business in Legazpi	<ul style="list-style-type: none"> <li>• Coordinate with Chamber of Commerce</li> <li>• Encourage LGU to construct its own BPO building</li> </ul>	LGU/ACCI/ICT Council/Private Sector (2021)
Stable Internet connection but low bandwidth	To provide up to 1Gbps speed per subscriber by 2022	<ul style="list-style-type: none"> <li>• Invite other providers</li> <li>• Fast track fiber rollout</li> <li>• Partnership with other agency (DPWH/Electric Companies/LGU)</li> <li>• ICT Council should talk to the internet providers for the exemption of data capping</li> </ul>	ICT/LGU/ DICT/ TelCos
Power outages	Brown-out Free Legazpi	<ul style="list-style-type: none"> <li>• Monitor the rehabilitation of power infrastructures</li> <li>• ICT Council/ACCI continuous dialogue with APEC.</li> <li>• Support alternative source of energy and study the positive impacts of Bicol Power Grid to Legazpi</li> </ul>	ICT Council/LGU/ concerned agencies/utility companies

# Innovation Ecosystem

LEARN ABOUT LEGASPI'S INNOVATIVE PROGRAMS



## DICT Luzon Cluster 3 empower freelancers in Bicol Region through ILCDB digitaljobsPH

The Department of Information and Communications Technology (DICT) through the ICT Literacy and Competency Development Bureau (ILCDB) launched digitaljobsPH to empower online freelancers to penetrate and thrive in the digital industry.



Previously known as RISTTP, digitaljobsPH was intended to create a meaningful ICT-enabled jobs in socio-economically disadvantaged areas in the country. Launched in 2017, the project focuses on areas where there is high population but low employment due to lack of investors. DigitaljobsPH also aims to promote ICT-enabled jobs as a high-value economic activity in rural communities that are not yet ready to host Information Technology – Business Process Management (IT-BPM) operations.

Bearing a tagline of “Kapag may WiFi, may Hanapbuhay”, digitaljobsPH train freelancers for free enabling them to gain employment with industry competitive income while in the comforts of their own homes. With 29 new courses being offered by digitaljobsPH to freelancers and aspirants, DICT offers a variety of capacitating programs including but not limited to trainings on Virtual Assistance, Social Media Marketing and Advertising, Web Development, Digital Marketing and eCommerce, Graphics Design, and Search Engine Marketing. DICT also offers highly technical and in demand skills training on Java and Python Programming, CyberSecurity, Project Management, and Data Analytics.

In conjunction, DICT Luzon Cluster 3 (DICT LC3) has also been establishing digital hubs open to the public, through the Tech4ED program, to provide free and reliable internet connectivity, ICT equipment, and spaces for freelancers without the essential setup to start out their digital careers.

DigitaljobsPH targets to benefit unemployed and underemployed individuals, Micro, Small, and Medium Enterprises (MSME), single parents, housewives and househusbands, returning OFWs, and Persons With Disability (PWD). With a total of 3 training batches conducted for Bicol Region, DICT has trained 77 scholars, of which 13 are now currently doing freelance work for local and international clients. As DICT LC3 continuously deploys its development programs, these figures continue to increase.

The main objective of the project is to provide technical training to increase the capabilities of the people who are currently unemployed or financially unstable, to land ICT-related jobs. Through this project, DICT seeks to increase the ICT technical skills of talents in the countryside, bridge them to ICT opportunities, promote local talent and local businesses, provide economic opportunities and stimulate the local economy.



# Innovation Ecosystem

LEARN ABOUT LEGASPI'S INNOVATIVE PROGRAMS



## DTI – Albay Startup Initiatives

The 2019 initiatives for the ICT industry were geared towards the development of the startup players of the Innovation Ecosystem. Different ideas and projects were identified that provided new opportunities to local startup players to expand their market and provide services to other MSMEs. The DTI – Albay Provincial Office has conducted three (3) major activities for the development of the ICT and startups players. The following were the activities conducted for the development of the startup community in the province:

“ALBAY STARTUP ECOSYSTEM MAPPING AND ASSESSMENT” This was conducted in collaboration with the DTI – Export and Management Bureau (EMB) and QBO Innovation Hub last February 26, 2019 in Casablanca Hotel, Legazpi City. The activity has provided an assessment to the current resources against the actual needs of our startups of the province, so that various activities will be conducted to help develop the growing startup community in the province.

“UNDERSTANDING THE MARKET DEMANDS AND TRENDS FOR THE STARTUP COMMUNITY” was another collaboration activity by DTI Albay with DTI – EMB and QBO Innovation Hub last May 9, 2019 in Casablanca Hotel, Legazpi City participated by 25 startup enablers and players. This activity provided inputs on the basic knowledge on the startup scene and at the same time evaluate/assess the Startup Ecosystem canvas of Albay which was formulated during the Startup Mapping last February 26, 2019.

“STARTUP WEEKEND” An all weekend activity was conducted by the office in partnership with the Bicol IT Assoc. last November 15-17, 2019 in CTRL ALT WORK Co-Working Space, Legazpi City. Participated by 70 startup enablers and enthusiast in the province consists of potential startup enablers, startup enablers, business owners, professional and students. Five teams of startups were formed to formulate new startup ideas for the province. The said event served as the avenue in support for the local community while in the early stages of their businesses that builds a close relationship with other company. This enabled the participants connect with other people who are driven to build something new and learn what it takes to create a startup company.

The activities conducted was attended by a total of 125 startups enablers and players which resulted to the identification of 5 successful startups, 10 startups and 5 new startup ideas. These activities have developed, enhanced and strengthened the ICT industry in Albay.

A hybrid Consultative Meeting for Albay Startup Community was held last April 7, 2021 and attended by 15 startup players and enablers at Kanzo Bar and Restaurant, Legazpi City and 15 participants via zoom. It aims to identify the different issues and concerns of the Albay Startup Community in relation with the implementation of the “Innovative Startup Act” or RA 11337.

Representatives from DTI - Competitive and Innovation Group, DICT – Albay, DOST Region 5, Bicol University – Technology Based Incubator (BU-TBI) and LGU Legazpi were present in the activity. After every presentation, an open forum transpired to answer concerns and queries of the startups. Most of the concerns raised involved on the implementation of the startup grant funds. The concerned agency told the body that the guidelines for the said funds has not been released. The next steps include forming a core group of startup key players in Albay and partner agencies (DOST, DICT and BU-TBI) to start the rational plan for the development of the Albay Startup Community and to hold focus group discussion to be hosted by SILI-DELI for 2021.

# Innovation Ecosystem

LEARN ABOUT LEGASPI'S INNOVATIVE PROGRAMS



## DOST Programs for LGU-Legazpi

**DOST – Small Enterprise Technology Upgrading Program (SETUP)** - SETUP, the banner program of DOST, is implemented by DOST V to assist micro, small, and medium enterprises (MSMEs) in the Bicol Region, enhance their competitiveness and improve their productivity through the provision of S&T interventions.

**“Piloting of Biogas Technology for Thermo-Electro-Mechanical Applications for the Legazpi City Abattoir” Project** - The project aims to pilot biogas technology to a modern slaughterhouse in Legazpi City for power generation and waste treatment. The Biogas technology will be required to recover potential energy and other by-products from the voluminous slaughterhouse waste. The digested effluent comprising solids and liquid portions can be used as fertilizer substitute and as irrigation water to crops to be planted in the abattoir premises. And lastly, the incorporation of a biogas digester in addition to the wastewater treatment facilities (septic tank and oxidation tanks) will dramatically reduce, if not eliminate, malodorous and undesirable effluent whenever it is released to the Albay Gulf for harmless assimilation. On 09 September 2020, the funds for the project was turned over to LGU-Legazpi City.

**S&T Scholarships** - DOST's S&T Scholarships Programs aim to provide scholarship assistance for talented and deserving students to pursue lifetime productive careers in science and technology and ensure a steady, adequate supply of qualified S&T human resources which can steer the country towards national progress.

**Regional Standards and Testing Laboratory (RSTL) and Regional Metrology Laboratory (RML)** - RSTL and RML are laboratories of DOST designed to provide technical support to the food manufacturing, trading, researchers, industries, students, and production sectors through chemical and microbiological testing, and calibration. Services that MSMEs can avail include:

- Determination of microbiological characteristics of food raw material, finished product, drinking water and waste water
- Determination of the physical and chemical properties of food raw materials and food products / water and waste water.
- Calibration for mass standards (test weights and weighing instruments)
- Calibration for volume standards (road tankers, proving tanks, test measures, fuel dispensing pumps, and storage tanks.
- Calibration for thermometry standards (liquid-in-glass thermometer, -30 °C to 250 °C and digital thermometer, -30 °C to 250 °C)

**Bicol Regional Food Innovation and Commercialization Center** - Bicol University College of Industrial Technology (BUCIT), BU East Campus, EM's Barrio, Legazpi City -Since its activation as a research center on June 2018, trial run on the use of vacuum fryer was done by using sweet potato, taro, pineapple, carrots, squash and indian mango as raw materials. A research on the processing cabinet dryer is being utilized in different researches which include cereal bar, filled crackers, porridge, edible wrappers and cabinet dried taro leaves. The center already has its own Temperature Monitoring and Validation System. Vacuum Fryer, Spray dryer, Water Retort, Freeze dryer, noodle machine, flour mill, blast chiller, deep fryer and upright freezer are available at the center. Trainings are being conducted on Product Development, Sensory Evaluation, GMP and HACCP.

**oneSTore** - oneSTore is a DOST program that aims to increase the market presence and exposure of local MSME products. The program incorporates two strategies: e-commerce or online shopping platform through oneSTore.ph, and physical display through oneSTore hubs. There are currently two oneSTore hubs in Legazpi City.

# Legazpi City ICT Champions



**Mayor Noel E. Rosal**  
Legazpi City Mayor

A graduate of Adamson University with the degree of Bachelor of Science in Industrial Engineering, holder of Master's Degree in Business Administration at Aquinas University where he also took up Bachelor of Laws. He started his career in politics as Barangay Chairman and won his first candidacy as Mayor way back 2001. Mayor Rosal is a multi-awarded Chief Executive of Legazpi City and the Chairperson of the Bicol Regional Development Council. He is a visionary leader, a Tourism Champion, an Engineer by profession and an outstanding public servant by merit and performance. Through his leadership the City of Legazpi was consistently brought to higher levels of social development and economic prosperity and continuous to received notable awards in which recently won as 1st Place in the last Digital Governance Award for Government Internal Process (G21) of DICT, DILG and NICP. Through his dedication and perseverance, Legazpi City was also recognized as the Most Competitive Component City in the Philippines.



**Rosemarie Quinto-Rey**  
Legazpi City ICT Council  
President

Ms. Rose is the spearhead of the Albay ICT Association (AICTA) and Legazpi ICT Council (LCICTC) as well as the School President/ CEO of Southern Luzon Technological College Foundation, Inc. (which specializes in technical courses). She was likewise elected as President and co-chair of the LGU in the named associations respectively. She served as the President of the National ICT Confederation of the Philippines in 2017 and for more than ten years, continuously served as national board. NICP is the recognized national organization of Information Technology Communication (ICT) Councils in the Philippines which serves as the venue for collaboration and sharing of best practices of the of more or less eighty-one member organizations all over the country. Through the years, the organization has served as the unified voice for the Philippine Information and Communications Technology (ICT) Sector and work tirelessly to promote ICT all throughout the country and support each of the council's endeavors in order to help strengthen the ICT in their areas and create more jobs for the Filipinos.

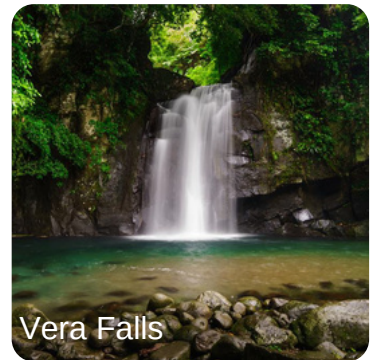


**Frei Sangil**  
LAYERTech Software  
Labs Inc. Founder

Ms. Frei is a passionate innovator, analyst and programmer (C, C++, C#, R, VB, Java, PHP, HTML, Python, CSS and SQL), cybersecurity and research professional, experienced project manager, and advocate for data-driven governance, open data, and open education. She is the founder of LAYERTech Software Labs (Inc)., a research and development company aiming to create socially-relevant, sustainable software solutions by merging fun, function and efficiency. They are working with international organizations, private businesses and governments and garnered national and international awards in Civic Technology. She is a data analyst, cybersecurity and computing and intelligence consultant in various companies and organizations including Ignyte Innovations Lab, Inc., Legazpi City LGU, Trend Micro Inc and KGB Philippines. One of the main projects she handled this year are the GIZ Philippines –Youth for a Culture of Peace and Non-Violence in Mindanao (YOUCAP) Research Project, as data scientist, United Nations - International Labor Organization SKILLS Innovation Network Core Team Member, as data scientist and analyst and Developing Global Courseware for Micro-Small-Medium Enterprises' Transition to the Digital Economy – Center for International Private Enterprise Washington DC, as project manager and researcher. One of her prestigious accomplishment is being one of the top 7 finalist for the World Justice Project Challenge for the global anti-corruption and open governance category and has been a keynote speaker in Association for Computing Machinery – Women in Computing Asia Pacific 2021, Asia-Pacific Region with the topic: (Game Theory in Data Science) Humans vs Machines: Designing Mechanisms that Work with the Human Factor.



# AROUND Legazpi City



## Stakeholders Speak:

“

Legazpi enjoys the presence of many academic institutions which support digital innovation.

- Carlos Jacobo, Jr.

“

The presence of academic institutions producing graduates who have a good command of the English language. Its location is accessible from all directions (land, sea, water transports) and is the regional, administrative and trade center of Bicol,

- Carlos Ante



St. Gregory The Great Cathedral

“

Having to represent Bicol University, I believe that the students that we produce from our ICT related programs are competent and capable enough to compete with the graduates of universities from the NCR and other part of the country. They normally go to other place to find jobs related to their expertise. Creating an environment that would pave the way to digitally enabled jobs would provide opportunities for our students not to go farther just to establish decent jobs. With our contribution to the workforce of the province we believe that investors along ICT industry could thrive in our locality.

- Aris Ordonez





## **LEGAZPI CITY INFORMATION TECHNOLOGY AND ELECTRONIC COMMERCE COUNCIL**

ICT Council created per EO No. 12-2019

Engr. Noel E. Rosal  
City Mayor, LGU Legazpi  
09175581777  
noelerosal@yahoo.com

Mr. Gregorio Fernand M. Imperial III  
City Councilor, SP-Legazpi  
SP – Chairman of Trade & Industry  
09175803690  
fernand.imperial@gmail.com

Ms. Rosemarie Q. Rey  
President  
Albay Chamber of Commerce & Industry  
Albay ICT Association (AICTA)  
(052) 214-3475 / 742-1829  
<http://www.albaychamber.com/>  
info@albaychamber.com

Dir. Cheryl Ortega  
Regional Director, DICT  
(052) 742-1611  
<https://dict.gov.ph/>  
cheryl.ortega@dict.gov.ph

Mr. Elmer K. Talavera  
Regional Director, TESDA  
(052) 482-1250 / 480-0184 / 482-2101  
<https://sites.google.com/a/tesda.gov.ph/tesda5region5@tesda.gov.ph>

Ms. Ruth E. Dayawen  
Provincial Director, TESDA  
0919-078-4280 / 0917-828-9539 /  
(052) 201-8531  
region5.albay@tesda.gov.ph

Mr. Apolinario S. Alvarez  
Chief Operating Officer, APEC  
481-1584  
0995-0428707 / 0927-0321508 (GLOBE)  
0939-1912456 / 0929-2683904 (SMART)  
<https://apec.net.ph/>  
info@apec.net.ph

Mr. Cholo L. Miranda  
President, Albay Bankers Association  
(052) 480-7128/ 480-6431  
214-3807/ 214-3808  
480-7128/480-7129/ 214-3413  
<http://www.metrobank.com.ph>

Dr. Freddie T. Bernal, CESO III  
Acting Regional Director  
CHED ROV  
(052) 481-5095, 481-5096  
chedro5@ched.gov.ph

Ms. Ma. Zenaida A. Angara-Campita, CESO III  
Regional Director  
DOLE  
(052) 481-0768 / 480-3058 / 480-5831  
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Mr. Rommel R. Serrano  
Regional Director  
DOST  
(052) 820-5385 / 742-0911  
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dost.ro5.ord@gmail.com

### **SECRETARIAT**

Mr. Carlos A. Ante  
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09193648292  
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Engr. Joseph Esplana  
CPDC, CPDO

(052) 820-6075  
cpdozoning.legazpi@gmail.com

Ms. Carlita P. De Guzman  
City Treasurer  
(052) 480-0188

Ms. Ma. Theresa D. Nuñez  
LEIPO, CEIPD  
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Ms. Asuncion V. Calleja  
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bploleg@yahoo.com

Mr. Richard Yuson  
IT Div. Head  
CMO-IT DIV.  
richardyuson@yahoo.com



# Legazpi City Stakeholders Directory

## Department of Information and Communications Technology

Dir. Cheryl C. Ortega  
Regional Director - Region IV-B and V  
DICT Luzon Cluster 3, Telecom Rd., Kumintang Ibaba,  
Batangas City  
cheryl.ortega@dict.gov.ph  
0917-710-2491

Engr. Antonio B. Bonganay  
Provincial Officer - Albay  
DICT Albay Provincial Office 2nd floor Post Telecom  
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tony.bonganay@dict.gov.ph  
0917-137-5128

## Department of Science and Technology

Dir. Rommel R. Serrano  
Regional Director - Region V  
Regional Government Center, Legazpi City - Tiwi Coastal  
Rd, Legazpi City, 4500 Albay  
dost.ro5.ord@gmail.com  
(052) 742-0911

## Department of Trade and Industry

Dir. Rodrigo M. Aguilar  
OIC-Regional Director - Region V  
3F Capitol Annex Bldg, Old Albay District Legazpi City  
RO5@dti.gov.ph  
RodrigoAguilar@dti.gov.ph  
(052) 742-0513

Mr. Dindo G. Nabol  
OIC-Provincial Director  
2F DBP Bldg., Quezon Ave. Legazpi City  
RO5Albay@dti.gov.ph  
DindoNabol@dti.gov.ph  
(052) 820-6830

## Department of Education

Dir. Gilbert T. Sadsad, CESO V  
Regional Director - Region V  
Department of Education, Yawa Bridge, Legazpi City,  
4500 Albay  
region5@deped.gov.ph  
(052) 482-0046; 820-8404

Norma B. Samantela, CESO VI  
Schools Division Superintendent - Albay  
Legazpi City  
albay@deped.gov.ph  
norma.samantela001@deped.gov.ph  
(052) 481-5939; 820-2981

## Department of the Interior and Local Government

Atty. Anthony C. Nuyda, CESO III  
Regional Director - Region V  
Regional Office No. 5, Rizal St., Legazpi City  
region5dilg@gmail.com  
(052) 480-1484

Mr. Arnel Renato L. Madrideo  
Provincial Director - Albay  
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## Department of Labor and Employment

Ma Zenaida A. Angara-Campita, CESO III  
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## Department of Public Works and Highways (DPWH)

Engr. Virgilio E. Eduarte, CESO IV  
Regional Director - Region V  
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Engr. Rainero A. Zerda  
District Engineer  
Albay 1st District Engineering Office  
Airport Site, Legaspi City  
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## Department of Tourism

Ms. Fe Buela  
OIC Regional Director - Region V  
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# Legazpi City Stakeholders Directory

## Department of Health

Dr. Ernie V. Vera, MD, MPH, CHA, CESO IV  
Regional Director  
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Bagtang, Daraga, Albay  
records@bicol.doh.gov.ph  
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## National Economic and Development Authority

Ms. Agnes E. Tolentino, CESO III  
Regional Director - Region V  
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## Commission on Higher Education

Mr. Freddie T. Bernal, Ph.D, CESO III  
Regional Director - Region V  
EM's Barrio South Barangay 2, Legazpi City  
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(052) 481-5096, 435-0443, 820-4813

## Technical Education and Skills Development Authority

Mr. Toni June A. Tamayo, CESO III  
Regional Director - Region V  
Regional Government Center, Legazpi City  
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## Land Transportation Office

Dir. Francisco P. Ranches, Jr. CESO VI  
Regional Director - Region V  
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## Philippine Information Agency (PIA)

Mr. Marlon A. Loterte  
OIC Regional Director  
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## Philippine National Police

PBGen. Bartolome Bustamante  
Acting Regional Director  
Camp Gen. Simeon Ola, Legazpi City  
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## Philippine Ports Authority (PPA)

Ms. Ma. Magnolia S. Requejo  
Acting Port Manager  
PMO Bicol  
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(052) 482-0303

## Civil Aviation Authority of the Philippines (CAAP)

Ms. Cynthia M. Tumanut  
Area Manager  
Legazpi Airport, Legazpi City  
legazpi\_airport@caap.gov.ph  
area5\_concession@caap.gov.ph  
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## Private Sector:

LAYERTech Software Labs Inc.  
Ms. Frei Sangil  
Founder/Chief Executive Officer  
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BICOL IT Org. Inc.  
Mr. Rico Roberto Zuñiga  
Legazpi City  
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0966-766-0529

# Contacts Us In Legazpi City

## List of Point of Contacts in Legazpi City

### BANKS

Asia United Bank Corporation  
F. Imperial St, Legazpi Port District, Legazpi City  
(052) 480-2734/4802736  
<https://www.aub.com.ph>

Bank of Commerce  
Circumferential Road, Capantawan, Legazpi City  
(052) 742 0691  
<http://www.bankcom.com.ph>

Bank of Commerce  
Ground Floor Diabetes One-Stop Center, LANDCO  
Business Park, Legazpi City, Albay  
(052) 480-6054  
<http://www.bankcom.com.ph>

Camalig Bank  
Rizal St., Legazpi City  
(052) 4800801  
[www.camaligbank.com.ph](http://www.camaligbank.com.ph)

BDO Unibank Inc.  
F Mezzanine Flr, ZPC Bldg., Rizal St., Baño, Legazpi City  
Customer Contact Center – (02) 8631-8000 / 480-1655  
<http://www.bdo.com.ph/>

BDO Unibank Inc.  
AMR Bldg., Rizal St., Tinago, Legazpi City  
(052) 481 4481  
<http://www.bdo.com.ph/>

BDO Unibank Inc.  
Rotonda Branch, Lapu-Lapu St., Legazpi City  
(052) – 480-7361/  
480-7361/480-7381  
<http://www.bdo.com.ph/>

Bank of the Philippine Islands (BPI) Legazpi-Albay Branch  
Rizal cor Msgr Reyes St., Legazpi City  
(052) 284-6262  
481-1770 / 284-6262/  
0917-5423747  
<https://secure1.bpiexpressonline.com>

Bank of the Philippine Islands- Rotonda Branch  
Rizal St., cor Quezon Ave., Legazpi City  
(052) 480-7195  
[www.bpi.com.ph](http://www.bpi.com.ph)

China Banking Corporation  
Emma Chan Bldg., F. Imperial St., Capantawan, Legazpi City  
(052) 480-6048; 480-6519; 214-3077 – 429-1813  
Telephone Hotline: (632) 888-55-888  
[online@chinabank.ph](mailto:online@chinabank.ph)

Development Bank of the Philippines (DBP)  
DBP Bldg., Quezon Ave., Dinagaan, Legazpi City  
(052) 480-7843/ 480-7682 / 480-7081/820-2512  
480-7843, 820-1961,820-1348 (052) 480-7081  
<https://www.dbp.ph>  
[legazpi@dbp.ph](mailto:legazpi@dbp.ph)

East West Banking Corp.  
Metro Gaisano Bldg., LandCo Business Park, Legazpi City  
(052) 480-6659  
<https://www.eastwestbanker.com>

Land Bank of the Philippines  
LBP Bldg., Rizal St., Cabangan West, Legazpi City  
(052) 480-6158/ 480-4252 / 821-7945/480-6516  
821-7944/480-6550 / Fax No.: 480-6314  
<https://www.landbank.com>  
[BR\\_LEGAZPI@mail.landbank.com](mailto:BR_LEGAZPI@mail.landbank.com)

Metropolitan Bank (MetroBank)  
Cor Mabini St., Rizal St., Legazpi City  
(052) 480-7128/ 480-6431 / 214-3807/ 214-3808  
480-7128/480-7129 / 214-3413  
<http://www.metrobank.com.ph>

Philippine Bank of Communication (PBCOM)  
G/F Delos Santos Commercial Bldg., LandCo Business Park  
Capantawan, Legazpi City  
(052) 480 4329  
<http://www.pbcom.com.ph>

Philippine National Bank (PNB)  
ANST II Bldg., Rizal St., Old Albay District, Legazpi City  
(052) 820-1434 / Fax: (052) 480-3497  
[albaycapitol@pnb.com.ph](mailto:albaycapitol@pnb.com.ph)

Philippine National Bank (PNB)  
35 F. Imperial St, Legazpi Port District, Legazpi City  
(02) 429-1595 / (052) 480-6133  
<https://www.pnb.com.ph/>

Philippine National Bank (PNB)  
Cor Don Erquiaga & Rizal St., Centro Baybay, Legazpi City  
(052) 480-7898  
<https://www.pnb.com.ph>

Philippine Veterans Bank  
PVB Building Peñaranda Street, Legazpi City  
(052) 480-8909 / (052) 480 8909 / (052) 820 2247  
<https://www.veteransbank.com.ph>  
[customercare@veteransbank.com.ph](mailto:customercare@veteransbank.com.ph)

Rizal Commercial Banking Corporation  
Tinago, Legazpi City  
(052) 214-3033 / (052) 480-6053  
<https://www.rcbc.com>

Robinsons Bank Corporation  
Quezon Avenue, Orosite, Legazpi City  
(052) 481-3585  
<https://www.robinsonbank.com.ph>

Security Bank Corporation  
Metro Gaisano Bldg., Landco Business Park  
Capantawan, Legazpi City  
(052) 480-3081  
<https://www.securitybank.com.ph>  
[www.facebook.com/securitybanklegazpi](https://www.facebook.com/securitybanklegazpi)

Union Bank of the Philippines  
G/F Unit A, 2/F SMC Bldg., Lot 3, Block 4, Landco Business Park,  
Capantawan, Legazpi City  
(052) 225-6434 / (052) 820-0598 / Fax: (052) 480-6059  
<https://www.unionbankph.com/>  
[customer.service@unionbankph.com](mailto:customer.service@unionbankph.com)

Union Bank of the Philippines  
United Coconut Planters Bank (UCPB)  
UCPB Bldg., Quezon Avenue, Legazpi City  
(052) 480-8721; 742-6940 / Fax: (052) 480-7881  
<https://www.ucpb.com.ph>

# Contacts Us In Legazpi City

## List of Point of Contacts in Legazpi City

### HOSPITALS

Ago General Hospital  
Rizal St., Pinaric, Legazpi City  
(052) 481-1137/820-3677 / Fax: 481-1155 / 0906-488-6443

[www.facebook.com/agogeneralhospital](http://www.facebook.com/agogeneralhospital)

Albay Doctor's Hospital  
Penaranda St., Centro Baybay, Legazpi City  
(052) 480-7838/742-2484 / 480-8747/09985469453  
[adh\\_hospital@yahoo.com](mailto:adh_hospital@yahoo.com)  
[www.facebook.com/albaydoctorshospital](http://www.facebook.com/albaydoctorshospital)

Estevez Memorial Hospital, Inc.  
Don Juan S. Estevez St., Guevarra Subd., Legazpi City, Albay  
(052) 245-5031/480-4021 / Fax: 2455183  
<https://www.estevezhospital.com>  
[emh@estevezhospital.com](mailto:emh@estevezhospital.com)

Legazpi City Hospital  
Zone 9, Brgy. Bitano, Legazpi City  
[www.facebook.com/Legazpi-City-Hospital](http://www.facebook.com/Legazpi-City-Hospital)

Tanchuling General Hospital, Inc.  
Jasmin St., Legazpi Port District, Legazpi City  
(052) 480-6302 / 0977 377 4791  
[tghlegazpi@gmail.com](mailto:tghlegazpi@gmail.com)  
<https://www.tgh.com.ph>  
[www.facebook.com/tanchulinggeneralhospital](http://www.facebook.com/tanchulinggeneralhospital)

UST-Legazpi Hospital  
Capt. F. Aquende Drive, Legazpi City  
(052) 225 1370 / 0917-7064864  
0917-7018017 / 0917 634 3433  
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[www.facebook.com/ustlegazpihospital](http://www.facebook.com/ustlegazpihospital)

### HOTELS

Alicia Hotel  
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[alicia\\_hotel@yahoo.com.ph](mailto:alicia_hotel@yahoo.com.ph)

A & A Bed & Breakfast Inn  
Diamond Street, Imperial Court Subdivision Phase 1  
Barangay 23, Legazpi City  
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[greenmakers@ymail.com](mailto:greenmakers@ymail.com)  
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Casablanca Hotel  
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[info@casablancahotel.ph](mailto:info@casablancahotel.ph)  
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Casablanca Suites  
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Dreams Inn & Café  
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[www.facebook.com/DREAMS-INN-CAFE](http://www.facebook.com/DREAMS-INN-CAFE)

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Hotel Inigo  
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0935 281 0508  
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Hotel Kichi  
B. Imperial St. Alternate Road, Bitano, Legazpi City  
(052) 480-7080 / 0999-939-1964  
[kichihotel@yahoo.com](mailto:kichihotel@yahoo.com)

Hotel Liatris  
Lapu-Lapu St, Legazpi Port District, Legazpi City  
(052) 742-3354  
<http://hotelliatris.com/>  
[hotel\\_liatris@yahoo.com](mailto:hotel_liatris@yahoo.com)  
[www.facebook.com/hotel-liatris](http://www.facebook.com/hotel-liatris)

Hotel St. Ellis  
Cor Gov. Forbes St., Rizal St, Legazpi Port District, Legazpi City  
(052) 480-8088/0917 559 1917  
<http://www.hotelstellis.com/>  
[reservations@hotelstellis.com](http://reservations@hotelstellis.com)

Hotel Villa Angelina  
32 Diego Silang Street, Old Albay District, Legazpi City  
(052) 742-0890/ 480-6345  
<http://www.hotelvillaangelina.com/>  
[hotelvillaangelina@gmail.com](mailto:hotelvillaangelina@gmail.com)  
[www.facebook.com/Villa-Angelina-hotel](http://www.facebook.com/Villa-Angelina-hotel)

La Granja Hotel  
Benny Imperial St., Barangay 16, Legazpi City  
0906 813 7656 / 0935 049 8356  
[lagranjaboutiquehotel.egg@gmail.com](mailto:lagranjaboutiquehotel.egg@gmail.com)  
[www.facebook.com/lagranjalegazpi](http://www.facebook.com/lagranjalegazpi)

La Piazza Hotel  
Imelda Rocas Ave, Legazpi City  
(052) 480-3377 / 0927 290 4823  
<http://www.lapiazzahotel.com/>  
[reservation@lapiazzahotel.com](mailto:reservation@lapiazzahotel.com)  
[www.facebook.com/LaPiazzaHotelConventionCenter](http://www.facebook.com/LaPiazzaHotelConventionCenter)



# Contacts Us In Legazpi City

## List of Point of Contacts in Legazpi City

### HOTELS

**La Venezia Hotel**  
Renaissance Gardens, F. Aquende Dr, Legazpi City  
(052) 481 0888  
<http://www.hotelvenezia.com.ph/>  
[info@hotelvenezia.ws](mailto:info@hotelvenezia.ws)  
[reservations@hotelvenezia.com.ph](mailto:reservations@hotelvenezia.com.ph)  
[www.facebook.com/hotelveneziaofficialfanpage](http://www.facebook.com/hotelveneziaofficialfanpage)

**Legazpi Amigo's Hotel**  
Juan S. Estevez St, Old Albay District, Legazpi City  
(052) 437-3783  
[legazpiamigoshometel@gmail.com](mailto:legazpiamigoshometel@gmail.com)  
[www.facebook.com/Legazpi-amigos-hometel](http://www.facebook.com/Legazpi-amigos-hometel)

**Legazpi Garden Hotel**  
Barriada Rd., Sol's Subdivision, Legazpi City  
(052) 480-2897/0927 740 3395  
[legazpigardenhotel@gmail.com](mailto:legazpigardenhotel@gmail.com)  
[www.facebook.com/legazpigardenhotel](http://www.facebook.com/legazpigardenhotel)  
[www.instagram.com/legazpigardenhotel/](http://www.instagram.com/legazpigardenhotel/)

**Legazpi Sentro Hotel**  
Los Banos Avenue, cor F. Imperial St, Legazpi City  
0917 182 9393  
<http://www.hotelsentrolegazpi.com/>  
[hotelsentrolegazpi@gmail.com](mailto:hotelsentrolegazpi@gmail.com)

**Magayon Hotel**  
Peñaranda St, Legazpi Port District, Legazpi City  
(052) 214-3121/480-7770  
[magayonhotel1999@yahoo.com.ph](mailto:magayonhotel1999@yahoo.com.ph)  
[ong.francis1984@yahoo.com](mailto:ong.francis1984@yahoo.com)

**Mayon Lotus Blue Hotel**  
Yashano Mall, F. Imperial St, Legazpi City  
(052) 742 6632  
<http://www.lotusbluhotel.com/>  
[reservations@lotusbluhotel.com](mailto:reservations@lotusbluhotel.com)  
[www.facebook.com/lotusbluhotel](http://www.facebook.com/lotusbluhotel)

**Meaco Royal Hotel, Inc.**  
Daraga - Legazpi City - Tiwi Rd, Legazpi Port District  
Legazpi City  
0916 349 1031/ (02) 443-9021  
<http://www.meacohotel.com/>

**Ninong's Hotel**  
Governor Locsin Street, Corner Ma. Clara Street, East, F.  
Aquende Dr, Legazpi City  
(052) 480-0575/0998 989 9811 /0917 844 1859  
<http://www.ninongshotel.com.ph/>  
[ninongshotel@gmail.com](mailto:ninongshotel@gmail.com)  
[www.facebook.com/ninongsh](http://www.facebook.com/ninongsh)

**Rex Hotel**  
Aguinaldo St, Legazpi Port District, Legazpi City  
(052) 820-4613/742-0457  
[hotelrex@rocketmail.com](mailto:hotelrex@rocketmail.com)

**Riserr Residences Bed & Breakfast**  
Number 4 Barangay, 8 F. Aquende Dr, Old Albay District  
Legazpi City  
(052) 732 7930  
[riserr.residences@yahoo.com](mailto:riserr.residences@yahoo.com)  
[www.facebook.com/Riser-Residences](http://www.facebook.com/Riser-Residences)

**Sampaguita Tourist Inn**  
Washington Drive, F. Aquende St., Legazpi City  
(052) 480-6258/ 09085691387/ 09271689302  
[www.facebook.com/Sampaguita-Tourist-Inn-Washington](http://www.facebook.com/Sampaguita-Tourist-Inn-Washington)

**Tanchuling Hotel**  
Diamond Street, Legazpi Port District, Legazpi City  
(052) 820 2913/ 480-6003  
<http://www.tanchuling.edu.ph>

**The Apple Peach House**  
Corner Rosario and, Marquez Street, Old Albay District, Legazpi City  
0906 591 8210/0933 8588472/09162106465  
[theapplepeachhouse@gmail.com](mailto:theapplepeachhouse@gmail.com)  
[admin@applepeachhouse.com.ph](mailto:admin@applepeachhouse.com.ph)  
[www.facebook.com/applepeachhouse](http://www.facebook.com/applepeachhouse)

**The Marison Hotel**  
Corner Imelda Rocas Ave, Legazpi City  
0917 886 8168/0906-437-4655 / (052) 732-7777  
<http://www.themarisonhotel.com/>  
[bookings@themarisonhotel.com](mailto:bookings@themarisonhotel.com)

**Pepperland Hotel**  
Airport Road, Washington Drive, Legazpi City  
(052) 481-4428 /09155271115 / 0920960 5750  
[pepperlandhotelbicol@yahoo.com](mailto:pepperlandhotelbicol@yahoo.com)

**The Oriental Hotel**  
Sto. Nino Village, Taysan Hills, Legazpi City  
(052) 435-3333/480-0383/09176382928  
<http://www.legazpi.theorientalhotels.com/>  
[inquiry@theorientalhotels.com](mailto:inquiry@theorientalhotels.com)  
[reservations@theorientalhotels.com](mailto:reservations@theorientalhotels.com)

**Twilight Zone Hotel**  
200 Rizal St, Legazpi Port District, Legazpi City  
(052) 201-0048  
[twilightzonehotel@yahoo.com](mailto:twilightzonehotel@yahoo.com)  
[www.facebook.com/tzh.legazpi](http://www.facebook.com/tzh.legazpi)

**Tyche Boutique Hotel**  
Corner, Gov. Forbes St, Rizal St, Baybay City  
(052) 480-5555  
<http://www.tycheboutiquehotel.com/>  
[reservations@tycheboutiquehotel.com](mailto:reservations@tycheboutiquehotel.com)  
[www.facebook.com/tycheboutiquehotel](http://www.facebook.com/tycheboutiquehotel)

**ZK Hotel**  
F. Imperial St, Legazpi Port District, Legazpi City  
(052) 480 2405

### CARGO

**Prieto Cargo Forwarders**  
367 Rizal St., Legazpi City  
(02) 313-5278  
<http://www.prietocargo.com.ph/>  
[info@prietocargo.com](mailto:info@prietocargo.com)  
[www.facebook.com/prietocargo](http://www.facebook.com/prietocargo)

**2Go Express**  
Tahao Road., Imelda Rocas Avenue Corner Terminal Road 2  
SM City, Legazpi, Albay  
0955-9500060  
[2go\\_smlegazpialbay@2go.com.ph](mailto:2go_smlegazpialbay@2go.com.ph)

# Contacts Us In Legazpi City

## List of Point of Contacts in Legazpi City

### CARGO

JRS Express  
Door 4, Gas Station & Allied Services BldgBgy. 36  
Capantawan, Legazpi City  
0932 472 7532/0943-7086057 / 0943-7089311  
480-1500 / 742-3276  
customerservice@jrs-express.com.ph

LBC  
V&O Bldg, Lapu-Lapu St. cor Quezon Avenue, Legazpi City  
(with other Stores at 4th flr Ayala Mall Legazpi  
3/F, Pacific Mall Legazpi & SM Legazpi)  
(02) 8858-5999  
www.lbcexpress.com

### TELECOMMUNICATIONS

Converge  
Rizal St., Legazpi City  
Mr. Pantaleon C. San Fuego  
Technical Operations & Maintenance Head-Bicol  
09173104329  
<http://www.gofiber.ph/>  
[www.facebook.com/GO-Fiber-X-Legazpi](http://www.facebook.com/GO-Fiber-X-Legazpi)

DCTV  
2F PBC Center, #8 Fr. J.L. Bates St., Old Albay, Legazpi City  
Mr. Richard Calleja  
09175581407 / (052) 742 6781  
<http://www.dctv.com.ph/>  
[www.facebook.com/DCTC-Legazpi](http://www.facebook.com/DCTC-Legazpi)

Globe Telecom/Bayantel  
3/F, Ayala Mall, Quezon Avenue, Legazpi City  
(with other store branch at SM-Legazpi)  
Ms. Mae Escalante  
09175883297/ (02) 730-1000  
<http://www.globe.com.ph>

PLDT, Inc.  
Ilawod East Rizal St., Bgy. 15, Legazpi City  
Mr. Antonio Nuñez  
09088865199  

- 171 (For PLDT Landline nationwide and Smart and Talk 'N Text cellular phones)
- (02)8888171 (For NON PLDT Landlines)
- \*1888 (For Smart / Talk 'N Text subscribers)
- 02-6727277 (For PLDT NCR subscribers)
- 1-800-10-6727277 (Toll-free for PLDT subscribers)
- +63 (2) 8 888 8171

<http://www.pldthome.com>  
customercare@pldt.com

Smart Telecom  
3/F SM City Legazpi, Bitano, Legazpi City  
Mr. Alex B. Peña  
09189488340/0928 552 4228  
VCSO-Legazpi@smart.com.ph

Suncell Shop  
2F, Pacific Mall Bldg., Landco Business Park F Imperial St  
Corner Circumferential, Legazpi City  
Mr. Marl Reantaso  
0922922956 /63 (2) 395 8000  
[www.suncellular.com.ph](http://www.suncellular.com.ph)

### IT-BPO COMPANIES

Boomsourcing, Inc.  
Liberty Cold Chain Bldg, Bonot, Legazpi City  
09108270830  
info@infiniit-o.com

BD Business Process Outsourcing  
Brgy. 15 #054 Sikatuna St., Old Albay, Legazpi City  
09175843887  
Jilldianne.regorgo@bdbpsolutions.com

Innodata Knowledge Services  
Gernarine Bldg., Alternate Road, Cabangan West, Legazpi City  
09178043998/ (052) 480-7502/ 820-6481  
Kmaceda@innodata.com

Intelliword Outsourcing Phils.  
3/F Grace Lao Bldg., Landco Business Park Capantawan, Legazpi City  
09129209153/ (052) 480-9448  
kc\_lorend@hotmail.com

PKI Manufacturing & Technology  
2/F DOSC Bldg., Lanco Business Park, Capantawan, Legazpi City  
09175837418

Greebuck Management Services  
143D Marquez St., Ilawod, Legazpi City  
09778228473

Perfect Pitch Tech Phils.  
Brgy. 21 2/F Dona Pepita Bldg., Binanuahan, Legazpi City

One Half Staffing Solutions  
Formerly Bicol Hair Bldg., Penaranda St., Bonot, Legazpi City  
480-0453  
Mr. Benjamin Gabriel G. Imperial (HR Manager)

Sutherland, Inc.  
Embarcadero De Legazpi, BPO Bldg.  
Port Area, Victory Village Legazpi City  
09989690582/ 820-2360  
KathrinaGrace.Banzauela@sutherlandglobal.com

### HIGHER EDUCATION INSTITUTIONS

Ago Medical & Educational Center (AMEC)  
85 Rizal St, Old Albay District, Legazpi City  
Ms. Amelita F. Ago  
<http://amecbccm.edu.ph/>  
amec.bccm@yahoo.com  
(052) 820-5877 / 742-5616

AMA College  
AMA Bldg., Rizal St., Rizal Avenue, Old Albay District, Legazpi City  
<http://www.ama.edu.ph/>  
[www.facebook.com/AMACCLegazpiCampus](http://www.facebook.com/AMACCLegazpiCampus)  
(052) 480 6998/ 480-6788

Bicol University of Legazpi  
Rizal St., Legazpi City  
Dr. Arnulfo M. Mascariñas  
<http://www.bicol-u.edu.ph/>  
bu-cpro@bicol-u.edu.ph  
<https://twitter.com/BicolUofficial>  
[www.facebook.com/BicolUniversity](http://www.facebook.com/BicolUniversity)  
(052) 480-0167

Computer Arts & Technological Colleges  
Balintawak St., Legazpi City  
Engr. Andrew Rey M. Belleza  
catcollege.legazpi@gmail.com  
catcollege\_registrar@yahoo.com  
(052) 480-1645/480-1309

# Contacts Us In Legazpi City

List of Point of Contacts in  
Legazpi City

## HIGHER EDUCATION INSTITUTIONS

Computer Communications & Development Institute (CCDI)  
Sikatuna St., Old Albay District, Legazpi City  
Engr. Jay Abion Dadea,  
MIT College Dean  
<http://www.ccdi-legazpi.com/>  
[ccdilegazpicampus@gmail.com](mailto:ccdilegazpicampus@gmail.com)  
(052) 742-1570

Divine Word College of Legazpi (DWCL)  
Cor Rizal & Fr. Bates Sts., Albay District, Legazpi City  
Rev. Fr. Niolo M. Cantilado, SVD  
<http://www.dwc-legazpi.edu/>  
[dwclinfo@dwc-legazpi.edu](mailto:dwclinfo@dwc-legazpi.edu)  
(052) 480-1239

Forbes College  
Rizal cor Elizondo St., Legazpi Port District, Legazpi City  
Atty. Joan Elizabeth L. Aquende  
CEO & President  
<http://www.forbes.edu.ph/>  
[forbescollege.edu@gmail.com](mailto:forbescollege.edu@gmail.com)  
[www.facebook.com/forbescollegeph](http://www.facebook.com/forbescollegeph)  
(052) 435-3128/ 742-0317/09176762972

Mariner's Polytechnic Colleges Foundation(MPCF)  
Rawis, Legazpi City  
Ms. Merle Jimenez- San Pedro  
<http://www.marinerslegazpi.edu.ph/>  
[info@marinerslegazpi.edu.ph](mailto:info@marinerslegazpi.edu.ph)  
[www.facebook.com/marinersadmission](http://www.facebook.com/marinersadmission)  
(052) 482-0997/ 201-8636

Southern Luzon & Technological Colleges Foundation, Inc.  
Astillero Building, Quezon Ave, Oro Site, Legazpi City  
Ms. Rosemarie Quinto-Rey  
<http://www.slctcfi.com/>  
[slctcfi@gmail.com](mailto:slctcfi@gmail.com)  
[slctcfi@yahoo.com](mailto:slctcfi@yahoo.com)  
(052) 742-1829

STI College  
Barangay 20, Cabagñan East, Legazpi City  
Mr. Peter K. Fernandez  
[legazpi.sti.edu](http://legazpi.sti.edu)  
[www.facebook.com/legazpi.sti.edu](http://www.facebook.com/legazpi.sti.edu)  
(052) 480-4877 / 480-3098  
09615454452 / 09564270579

Tanchuling College  
Jasmin St, Imperial Subdivision, Legazpi City  
Ms. Patricia Iris Tanchuling  
<http://www.tanchuling.edu.ph/>  
[tanchulingcollege13@gmail.com](mailto:tanchulingcollege13@gmail.com)  
[www.facebook.com/TanchulingCollegeInc](http://www.facebook.com/TanchulingCollegeInc)  
0966 193 5231/(052) 820-4987

University of Sto. Tomas Legazpi  
Rawis, Legazpi City  
Rev. Fr. Ernesto M.Arceo, OP, STL, Ph D.  
<http://www.ust-legazpi.edu.ph/>  
[inquiry@ust-legazpi.edu.ph](mailto:inquiry@ust-legazpi.edu.ph)  
[www.facebook.com/ustlegazpi](http://www.facebook.com/ustlegazpi)  
(052) 736-0335

## EMERGENCY NUMBERS

Legazpi 911  
09472775271 / 09777723909  
(052) 201-0102

City Emergency Quick Response Team  
09391197917

Legazpi City Fire Station  
09171859984 / 09199925484  
Radio Frequency: 153.100

Legazpi City Police Station  
09985985926 /480-9919  
09266256247

PCP1 (Peñaranda)  
(052) 821-7947/09387956504

PCP 2 (Old Albay District)  
(052) 480-0495

PCP 3 (Embarcadero)  
09569719802

PCP 4 (Taysan)  
09128042552

PCP 5 (Rawis)  
(052) 482-0124/09092057207

Legazpi Public Safety Office  
09293246987 /09190967976  
09258011938

CDRRMO  
(052) 431-0330 / 09209528188  
09391197917

Legazpi City Water District (LCWD)  
(052)742-3691 to 3693  
09175721347 / 09175949169 /  
09184555922 / 09266561208 / 09266561209  
[info@legazpicitywater.gov.ph](mailto:info@legazpicitywater.gov.ph)  
[www.legazpicitywater.gov.ph](http://www.legazpicitywater.gov.ph)

Albay Power and Energy Corp. (APEC)  
235-0419/ 2012001/ 4811584  
0937 372 2363 /0995 729 6332  
<https://apec.net.ph/>  
[info@apec.net.ph](mailto:info@apec.net.ph)

## Useful Links and Sites:

<https://dict.gov.ph/>

<https://www.ibpap.org>

<https://legazpi.gov.ph/>

<https://www.facebook.com/dictlc3>

<https://www.facebook.com/dictalbay>





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- Commission on Higher Education (Region V)
- Department of Information and Communications Technology - Luzon Cluster 3
- Department of Trade and Industry (Region V)
- Department of Science and Technology (Region V)
- Bicol University
- Renelyn E. Bautista, Director of the Bicol University Communication and Public Relations Office
- Southern Luzon Technological College Foundation Inc.
- Divine World College of Legazpi
- Technical Education and Skills Development Authority (Region V)



