



BUSINESS PERMITS AND LICENSING DEPARTMENT

CITIZEN'S CHARTER as of February 2025

VISION MISSION

Mandate:

The Quezon City Business Permits and Licensing Department (BPLD) is mandated with the primary task of providing effective and efficient systems, procedures and practices in the issuance and renewal of business and occupational permits. It is generally responsible for regulating the nature and or operations of various business activities within the city.

Specifically, the Department is tasked among others, to issue Business and Occupational Permit, Certification and Certified True Copy of permit. Further, it is the Department's duty to conduct inspection on all business establishments operating within the city, ensuring conformity to existing laws, rules and regulations; violations of which warrants revocation of issued permit/license and closure of business establishments if and when necessary.

Vision:

The Business Permits and Licensing Department is the leader in providing advanced online systems and streamlined processes in business permitting and licensing at par with global standards.

Mission:

Driven by our desire to make Quezon City the most business-friendly local government unit, the Business Permits and Licensing Department shall provide expeditious and transparent services using advanced technologies through its proficient and dedicated personnel.

Service Pledge:

We commit to:

- Create a business-friendly environment and promote economic development.
- Provide expeditious and transparent services that are effective and efficient to meet the needs of our customers in a timely manner.
- Continue innovating our process and identifying new ways to improve our services.

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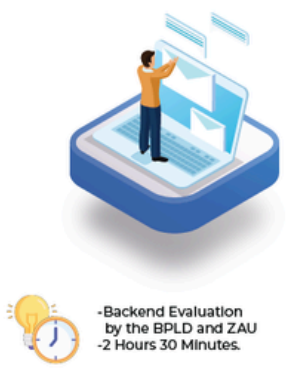


ISSUANCE OF NEW BUSINESS PERMIT

Pursuant to Article 21, Section 67 of the Quezon City Revenue Code, as amended by City Ordinance No. SP-3013, S-2021, every business establishment within the City must secure a valid business permit.

Division	Business Permit Division
Classification	Simple
Type of Transaction	G2B (Government to Business Entity)
Who may Avail	Sole Proprietors/ Corporation/Partnership/Cooperative or Authorized Representative
Checklist of Requirements	Where to Secure
PROOF OF BUSINESS REGISTRATION <ul style="list-style-type: none">DTI Registration (Single Proprietor)SEC Registration (Cooperation/Partnership/ One Person Corporation)CDA Registration (Cooperative)HLURB Registration (Homeowners Association)	<ul style="list-style-type: none">Department of Trade and IndustrySecurities and Exchange CommissionCooperative Development AuthorityHousing and Land Use Regulatory Board
PROOF OF RIGHT TO USE <ul style="list-style-type: none">Contract of Lease (if business area is leased)Land Title or Tax Declaration (if business area is owned)Affidavit of Undertaking (if government-owned)Usufruct Agreement or Letter Authorizing Use (if free of rent)	<ul style="list-style-type: none">ApplicantRegistry of Deeds or City Assessor's OfficeApplicant See: https://bit.ly/Affidavit-GovernmentOwned <ul style="list-style-type: none">Applicant
Valid ID of Business Owner If filed by a duly authorized representative, authorization template and valid id of representative	Applicant See: bit.ly/BPLDAuthorizationForm
Photo/s of Business Location	Applicant
Other documents as may be required (when applicable)	Applicant

HOW TO APPLY FOR A
NEW BUSINESS PERMIT
(ARTICLE 21, SECTION 67 OF THE QC REVENUE CODE, CITY ORDINANCE NO. SP-3013, S-2021, & CITY ORDINANCE NO. SP-3272, S-2024)



STEP 1: Registration and Submission

LOG IN TO <https://QCESERVICES.QUEZONCITY.GOV.PH>
Fill-out and submit the application
Checklist of Requirements:

- Valid ID of Business Owner (QCitizen ID for Nano-Enterprises)
- Proof of Business Registration
 - SEC (Corporation/Partnership/One Person Corporation)
 - DTI (Single Proprietor)
 - CDA (Cooperative)
 - HLURB Registration (Homeowners Association)
- Proof of Right to use (any of the following as applicable)
 - Notarized Contract of Lease (Leased)
 - Transfer Certificate of Title or Tax Declaration (Owned)
 - Usufruct Agreement
- Photo/s of Business Location
- Other documents If and When applicable (Based on declared business activity and uploaded documents)

If filed by a representative

- Authorization Form (bit.ly/BPLDAuthorizationForm)
- Valid ID of representative


Payment of Business Tax

Pay Business Tax Online with the City Treasurer's Office
Refer to the City Treasurer's Office Citizen's Charter:
<https://tinyurl.com/QCCTOCC>

Fees to be paid:
A system-generated Tax Bill based on the total declared capital investment will be sent to the applicants registered email address.

- Quezon City Revenue Code
- Quezon City Ordinance No. SP-3272, S-2024


An e-copy of your permit will be sent to the QC e-Services registered e-mail once the permit application has been approved.




Original Copy of Permit Delivery via Courier

Maximum Processing Time: 3 Days
(Upon approval of the Initial Evaluation)


BACKEND (INTERNAL) PROCESS




1.1 Evaluation of Documents
⌚ 30 Minutes




1.2 Zoning Administration Unit
⌚ 30 Minutes






1.3 Generate Tax Bill (Simultaneous with Ancillary Verification)
⌚ 30 Minutes




1.4 BPD Chief Final Review
⌚ 30 Minutes



1.5 BPLD Head Approval
⌚ 30 Minutes

LEGENDS:  - Applicant Action  - BPLD Action  - Regulatory Office Action

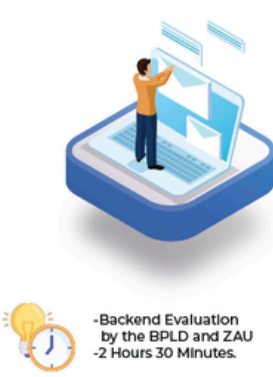
ISSUANCE OF NEW BUSINESS PERMIT

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<div>1.Fill-out and submits the required documents via QC e-Services</div> <div></div>	1.1. Receives and evaluates the submitted documents	None	30 mins.	Evaluator Business Permits Division (BPLD)
	1.2. Approve business location (if documents are complete, the location of business shall be evaluated by Zoning Administration Unit)	None	30 mins.	Zoning Administration Unit Evaluator
	1.3. Generate Tax Bill and is uploaded to client's application (Simultaneously, application is evaluated by other ancillary verification)	None	30 mins.	Staff Business Permits Division (BPLD)
	Receive payment and issue official receipt Refer to the City Treasurer's Office Citizen's Charter bit.ly/QCCTOCitizensCharter	System-generated. The computation is based on the declared capitalization. (See Article 8, Section 19 (M) of the QC Revenue Code.)	Client dependent	City Treasurer's Office
	1.4. Final Review of application by BPD Chief	None	30 mins.	BPD Chief
	1.5. Approves business permit application by Head approval (Applicant receives e-copy of business permit)	None	30 mins.	BPLD Head
	Deliver business permit and other ancillary documents to the business address	None		MISRAD (ADDS Unit)

HOW TO APPLY FOR A NEW BUSINESS PERMIT

(ARTICLE 21, SECTION 67 OF THE QC REVENUE CODE, CITY ORDINANCE NO. SP-3013, S-2021, & CITY ORDINANCE NO. SP-3272, S-2024)

STEP 1: Registration and Submission



LOG IN TO <https://QCESERVICES.QUEZONCITY.GOV.PH>
Fill-out and submit the application
Checklist of Requirements:

- ✓ Valid ID of Business Owner (QCitizen ID for Nano-Enterprises)
- ✓ Proof of Business Registration
 - SEC (Corporation/Partnership/One Person Corporation)
 - DTI (Single Proprietor)
 - CDA (Cooperative)
 - HLURB Registration (Homeowners Association)
- ✓ Proof of Right to use (any of the following as applicable)
 - Notarized Contract of Lease (Leased)
 - Transfer Certificate of Title or Tax Declaration (Owned)
 - Usufruct Agreement
- ✓ Photo/s of Business Location
- ✓ Other documents If and When applicable (Based on declared business activity and uploaded documents)

If filed by a representative

- ✓ Authorization Form (bit.ly/BPLDAuthorizationForm)
- ✓ Valid ID of representative

Payment of Business Tax

Pay Business Tax Online with the City Treasurer's Office
Refer to the City Treasurer's Office Citizen's Charter: <https://tinyurl.com/QCCTOCC>

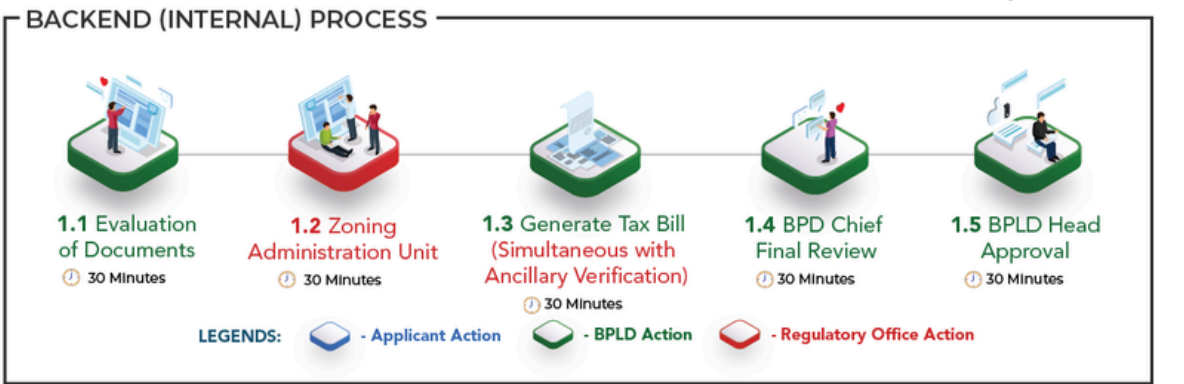
Fees to be paid:
A system-generated Tax Bill based on the total declared capital investment will be sent to the applicants registered email address.

- Quezon City Revenue Code
- Quezon City Ordinance No. SP-3272, S-2024

An e-copy of your permit will be sent to the QC e-Services registered e-mail once the permit application has been approved.

Maximum Processing Time: 3 Days
(Upon approval of the Initial Evaluation)

Original Copy of Permit
Delivery via Courier



RENEWAL OF BUSINESS PERMIT

Every year, all existing and operating businesses in the city must have their Business Permits renewed. Pursuant to City Ordinance No. SP-3013, S-2021, “An Ordinance amending the validity of Business Permit from December 31 of every year to one year from the date of issuance or anniversary date, amending further Ordinance No. SP-91, S-93, otherwise known as the Quezon City Revenue Code of 1993”, Business Permits shall be valid one (1) year from the date of issue reflected in the permit.

Office or Division	Business Permit Division
Classification	Simple
Type of Transaction	G2B (Government to Business Entity)
Who may Avail	Business Owner or authorized representative who has an existing business in Quezon City
Checklist of Requirements	Where to Secure
Previous Mayor’s Permit	• Applicant
Official Receipt of Business Tax Payment for the current year	• City Treasurer’s Office
Valid ID of Business Owner If filed by a duly authorized representative, authorization template and valid id of representative	• Applicant See: bit.ly/BPLDAuthorizationForm

HOW TO RENEW BUSINESS PERMIT

(ARTICLE 21, SECTION 70 OF THE QC REVENUE CODE AS AMENDED BY CITY ORDINANCE NO. SP-3013, S-2021)

Payment of Business Tax



Requirements and Fees to be paid:
Refer to the City Treasurer’s Office Citizen’s Charter: <https://tinyurl.com/QCCTOCC> or Log-in to QC e-Services (<https://qceservices.quezoncity.gov.ph>) then choose Pay Business Tax.

Payment of Business tax shall be made on or before January 20 of every year, unless extended by an ordinance.

STEP 1: Submission of Renewal Application

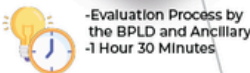


File the renewal of Business Permit at the **QC e-Services Online Portal** or at the QC e-Services Kiosks.

The QC Biz Easy System is capable of auto-renewal if a business establishment is compliant with valid Locational Clearance at the point of renewal of Business Permit.

Information Required:
✓ Mayor’s Permit Number
✓ Official Receipt Details

An e-copy of your permit will be sent to the QC e-Services registered e-mail once the permit application has been approved.

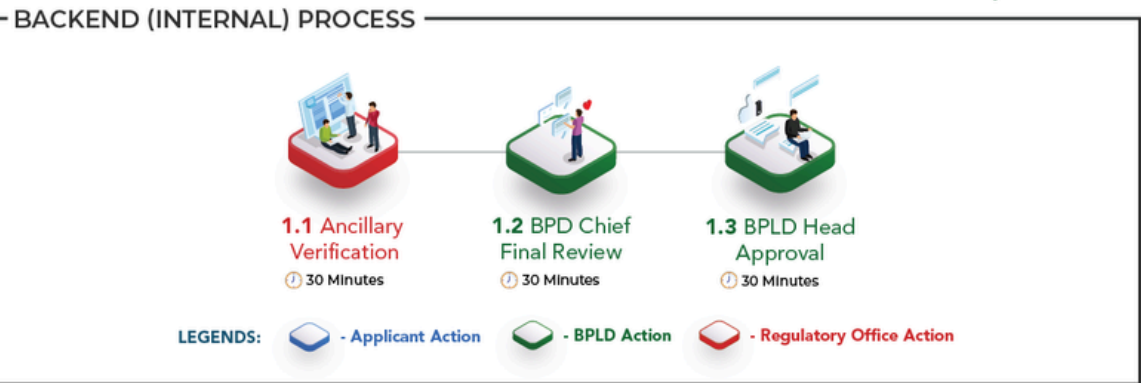


-Evaluation Process by the BPLD and Ancillary
-1 Hour 30 Minutes



Original Copy of Permit
Delivery via Courier

Maximum Processing Time: 3 Days
(Upon approval of the Initial Evaluation)



RENEWAL OF BUSINESS PERMIT

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Payment of Business Tax	Receive Business Tax payment	Refer to the City Treasurer's Office Citizen's Charter: bit.ly/QCCTOCitizensCharter or Log-in to QC e-Services Online Portal the choose Pay Business Tax	Client dependent	CTO
1. File renewal of business permit at any of the following: • QC e-Services Portal • QC e-Services Kiosks • QC e-Services Auto-Renewal	1.1 Verify ancillary clearances	None	30 mins.	Ancillary Department's Evaluators
	1.2. Final Review of application	None	30 mins.	BPD Chief
	1.3. Approve renewal of business permit application (applicant receives e-copy of business permit)	None	30 mins.	BPLD Head
	Deliver Mayor's Permit and other ancillary clearances	None		MIS-RAD ADDS unit

HOW TO RENEW BUSINESS PERMIT

(ARTICLE 21, SECTION 70 OF THE QC REVENUE CODE AS AMENDED BY CITY ORDINANCE NO. SP-3013, S-2021)

Payment of Business Tax



Requirements and Fees to be paid:
Refer to the City Treasurer's Office Citizen's Charter: <https://tinyurl.com/QCCTOCC> or Log-in to QC e-Services (<https://qceservices.quezoncity.gov.ph>) then choose Pay Business Tax.

Payment of Business tax shall be made on or before January 20 of every year, unless extended by an ordinance.

STEP 1: Submission of Renewal Application



File the renewal of Business Permit at the **QC e-Services Online Portal** or at the QC e-Services Kiosks.

The QC Biz Easy System is capable of auto-renewal if a business establishment is compliant with valid Locational Clearance at the point of renewal of Business Permit.

Information Required:
✓ Mayor's Permit Number
✓ Official Receipt Details

An e-copy of your permit will be sent to the QC e-Services registered e-mail once the permit application has been approved.

Maximum Processing Time: 3 Days
(Upon approval of the Initial Evaluation)



Original Copy of Permit
Delivery via Courier

BACKEND (INTERNAL) PROCESS



1.1 Ancillary Verification
⌚ 30 Minutes



1.2 BPD Chief Final Review
⌚ 30 Minutes



1.3 BPLD Head Approval
⌚ 30 Minutes

LEGENDS: - Applicant Action - BPLD Action - Regulatory Office Action

AMENDMENT OF BUSINESS PERMIT

Not all business information stays accurate for its entire existence. Some change addresses, while some change their business activity. In which case, clients are responsible to apply corresponding amendments to their Business Permits accordingly pursuant to Article 21, Section 77B of the Quezon City Revenue Code, as amended by City Ordinance No. SP-3013, S-2021.

Office or Division	Business Permit Division
Classification	Simple
Type of Transaction	G2B - Government to Business Entity
Who may Avail	Sole Proprietors / Corporation / Partnership / Cooperative or Authorized Representative intending to update or correct business permit
Checklist of Requirements	<p>1. Previous Mayor's Permit</p> <p>2. Official Receipt of Business Tax Payment for the current year</p> <p>3. Board resolution or secretary certificate, if corporation, updated SEC General Information sheet Certificate of Lease / Proof of ownership / Affidavit of Undertaking if the amendment is transfer of location</p> <p>4. Valid ID of Business Owner</p> <p>5. If filed by a duly authorized representative, authorization template and valid id of representative</p> <p>6. Other documents as may be required based on amendments to be made. (bit.ly/QCBPLDAmendment)</p>
Where to Secure	<ul style="list-style-type: none"> • Applicant • City Treasurer's Office • Applicant <p>see: bit.ly/BPLDAuthorizationForm</p>

HOW TO AMEND BUSINESS PERMIT

(ARTICLE 21, SECTION 77B OF THE QC REVENUE CODE AS AMENDED BY CITY ORDINANCE NO. SP-3013,S-2021)

STEP 1: Submit Application Online



LOG IN TO <https://QCESERVICES.QUEZONCITY.GOV.PH>
Submit the required documents and wait for an order of payment at the registered email address.

Requirements vary depending on the information to be amended.
See checklist of requirements here:
bit.ly/QCBPLDAmendment

Payment of Amendment Fees



Electronic copy of Order of Payment to be received by the applicant on their registered QC e-Services account.

Pay Amendment Fees Online with the City Treasurer's Office
Refer to the City Treasurer's Office Citizen's Charter:
<https://tinyurl.com/QCCTOCC>

Fees to be paid:
A system-generated Tax Bill based on the declared additional capital and/or information to be amended.

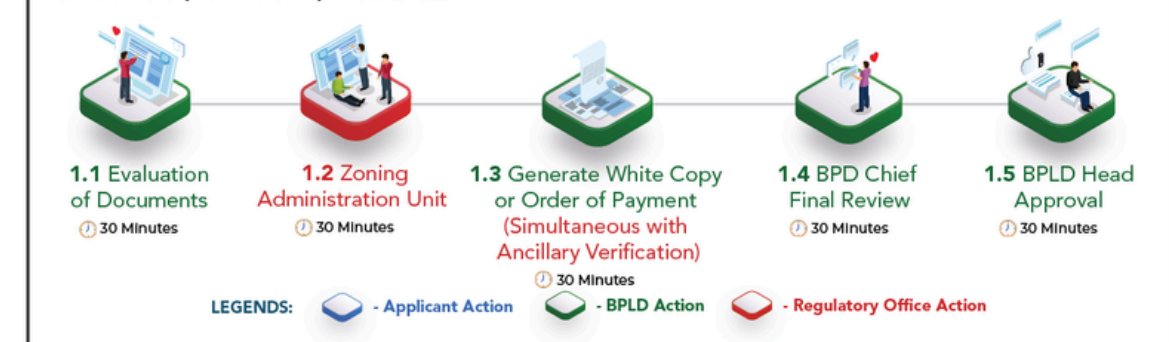
An e-copy of your permit will be sent to the QC e-Services registered e-mail once the permit application has been approved.

Maximum Processing Time: 3 Days
(Upon approval of the Initial Evaluation)



Original Copy of Permit
Delivery via Courier

BACKEND (INTERNAL) PROCESS



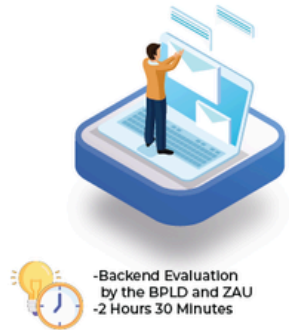
AMENDMENT OF BUSINESS PERMIT

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit application via QC e-Services	1.1. Receive and evaluate the submitted documents	None	30 mins.	BPD Evaluator
	1.2. Evaluate business location if business activity is permissible	None	30 mins.	Zoning Administration Unit
	1.3. Generate White Copy for CTO Assessment or Order of Payment (application is simultaneously evaluated by other ancillary departments)	None	30 mins.	BPD Evaluator
	Receive payment and issue official receipt	Refer to the City Treasurer's Office Citizen's Charter (bit.ly/QCCTOCitizensCharter)	Client dependent	CTO Cashier
	1.5. Final review of application	None	30 mins.	BPD Chief
	1.6. Approve amendment of business permit (applicant receives e-copy of business permit)	None	30 mins.	BPLD Head
	Deliver amended business permit and other ancillary clearances	None		MIS-RAD (ADDS Unit)

HOW TO AMEND BUSINESS PERMIT

(ARTICLE 21, SECTION 77B OF THE QC REVENUE CODE AS AMENDED BY CITY ORDINANCE NO. SP-3013,S-2021)

STEP 1: Submit Application Online



LOG IN TO <https://QCESERVICES.QUEZONCITY.GOV.PH>
Submit the required documents and wait for an order of payment at the registered email address.

Requirements vary depending on the information to be amended.
See checklist of requirements here: bit.ly/QCBPLDAmendment

Payment of Amendment Fees



Electronic copy of Order of Payment to be received by the applicant on their registered QC e-Services account.

Pay Amendment Fees Online with the City Treasurer's Office
Refer to the City Treasurer's Office Citizen's Charter: <https://tinyurl.com/QCCTOCC>

Fees to be paid:
A system-generated Tax Bill based on the declared additional capital and/or information to be amended.

An e-copy of your permit will be sent to the QC e-Services registered e-mail once the permit application has been approved.

Maximum Processing Time: 3 Days
(Upon approval of the Initial Evaluation)



Original Copy of Permit
Delivery via Courier

BACKEND (INTERNAL) PROCESS



ISSUANCE OF SPECIAL PERMIT

Pursuant to Article 21, Section 82 of the QC Revenue Code, as amended, short-term events such as concerts, Sunday Markets, charitable events, or any other seasonal event of the same nature requires the organizers/applicants to secure a Special Permit with this Department.

Office or Division	Business Permit Division
Classification	Simple
Type of Transaction	G2B - Government to Business Entity
Who may Avail	Promoter, Event Organizer, or any individual entity intending to hold special events in the city
Checklist of Requirements	Where to Secure
Health Safety Protocols	<ul style="list-style-type: none">• Applicant
Proof of Business Registration	<ul style="list-style-type: none">• Applicant
DPOS Clearance (if applicable)	<ul style="list-style-type: none">• Quezon City Department of Public Order and Safety
Hawker's Permit (If applicable)	<ul style="list-style-type: none">• Quezon City Market Development and Administration Department

HOW TO APPLY FOR A SPECIAL PERMIT

(THE QUEZON CITY REVENUE CODE AS AMENDED)

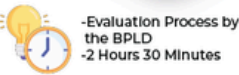
STEP 1: Submission of the Application



LOG IN TO <https://QCESERVICES.QUEZONCITY.GOV.PH>

Checklist of Requirements:

- ✓ Proof of Business Registration
- ✓ Proof of Right to use
- ✓ For Bazaar and Tiangge:
 - Floor Plan
- ✓ If and when applicable:
 - DPOS Clearance
 - MDAD Hawker's Permit
 - Traffic Clearance



-Evaluation Process by the BPLD
-2 Hours 30 Minutes

Payment of Special Permit Fees



Pay Order of Payment Online with the City Treasurer's Office
Refer to the City Treasurer's Office Citizen's Charter:
<https://tinyurl.com/QCCTOCC>

Fees to be paid: (as applicable):

- P50.00 - Application Fee
- P500.00 - Events per day (Subject to Amusement Tax)
- P5,000.00 - For First Time Promoters (Cash Bond) - With Ticket Selling
- P1,000.00 - Special Cockfights with no derby
- P2,000.00 - Special Cockfights with one (1) day derby
- P4,000.00 - Special Cockfights with more than one (1) day derby
- P10,000.00 - International Derby, per fight

Basis: Article 21, Sec 67 B(2) | Article 40, Section 169 (5) (A, B, C, D) |
Article 21, Sec 82 B(9) | Article 57, Sec. 223 (G)



e-Copy sent to the
QC e-Services Registered
Email Address

Maximum Processing Time: 3 Days
(Upon approval of the Initial Evaluation)

BACKEND (INTERNAL) PROCESS



1.1 Evaluation
of Documents
⌚ 30 Minutes



1.2 Ancillary
Verification (May vary)
⌚ 30 Minutes



1.3 Generate
Order of Payment
⌚ 30 Minutes



1.4 BPD Chief
Final Review
⌚ 30 Minutes



1.5 BPLD Head
Approval
⌚ 30 Minutes

LEGENDS:  - Applicant Action  - BPLD Action  - Regulatory Office Action

ISSUANCE OF SPECIAL PERMIT

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit required documents and fill out application form via QC e-Services	1.1. Receive and evaluate the documents submitted.	None	30 mins.	BPD Evaluator
	1.2. Verify application (may vary depending on the event)	None	30 mins.	Ancillary Department Evaluator
	1.3. Generate order of payment	None	30 mins.	BPD Evaluator
	1.4. Receive payment and issue official receipt	50.00 – Application Fee 150.00 – Red Carpet Screening 500.00 – Events per day (Subj. to Amusement Tax) 5,000.00 – For First Time Promoters (Cash Bond) 1,000.00 to 10,000.00 – For Special Cockpit Events a) International derby, per fight - 10,000.00 b) Special cockfights with no derby - 1,000.00 c) Special cockfights with (1) day derby - 2,000.00 d) Special cockfights with more than one (1) day derby - 4,000.00	Client dependent	CTO
	1.5. Final review of application	None	30 mins.	BPD Chief
	1.6. Approve special permit application (applicant receives e-copy of business permit)	None	30 mins.	BPLD Head

HOW TO APPLY FOR A SPECIAL PERMIT

(THE QUEZON CITY REVENUE CODE AS AMENDED)

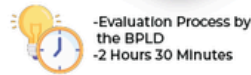
STEP 1: Submission of the Application



LOG IN TO <https://QCESERVICES.QUEZONCITY.GOV.PH>

Checklist of Requirements:

- ✓ Proof of Business Registration
- ✓ Proof of Right to use
- ✓ For Bazaar and Tiangge:
Floor Plan
- ✓ If and when applicable:
DPOS Clearance
MDAD Hawker's Permit
Traffic Clearance



-Evaluation Process by the BPLD
-2 Hours 30 Minutes

Payment of Special Permit Fees



Pay Order of Payment Online with the City Treasurer's Office
Refer to the City Treasurer's Office Citizen's Charter:
<https://tinyurl.com/QCCTOCC>

Fees to be paid: (as applicable):

- P50.00 - Application Fee
- P500.00 - Events per day (Subject to Amusement Tax)
- P5,000.00 - For First Time Promoters (Cash Bond) - With Ticket Selling
- P1,000.00 - Special Cockfights with no derby
- P2,000.00 - Special Cockfights with one (1) day derby
- P4,000.00 - Special Cockfights with more than one (1) day derby
- P10,000.00 - International Derby, per fight

Basis: Article 21, Sec 67 B(2) | Article 40, Section 169 (5) (A, B, C, D) |
Article 21, Sec 82 B(9) | Article 57, Sec. 223 (G)



Maximum Processing Time: 3 Days
(Upon approval of the Initial Evaluation)

e-Copy sent to the QC e-Services Registered Email Address

BACKEND (INTERNAL) PROCESS



1.1 Evaluation of Documents
⌚ 30 Minutes



1.2 Ancillary Verification (May vary)
⌚ 30 Minutes



1.3 Generate Order of Payment
⌚ 30 Minutes



1.4 BPD Chief Final Review
⌚ 30 Minutes



1.5 BPLD Head Approval
⌚ 30 Minutes

LEGENDS: - Applicant Action - BPLD Action - Regulatory Office Action

ISSUANCE OF OCCUPATIONAL PERMIT

As a COVID-19 safety precaution, taxpayers are given an option to apply online at the QC E-Services Portal or on premise at the Ground Floor of Civic Building A, Quezon City Hall Compound. According to the Quezon City Revenue Code

Office or Division	Office or Division Occupational Permit Section
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	Anyone who is exercising his/her occupation or calling within the jurisdiction of the City.
Checklist of Requirements	Where to Secure
NBI / Police Clearance	<ul style="list-style-type: none">NBI / Police Clearance Offices
Health Certificate (Post permit compliance for applicants THAT ARE NOT WORKING in food establishments, massage clinics, sauna bath establishments, hotels and motels, apartments, lodging, boarding or tenement houses and condominiums)	<ul style="list-style-type: none">City Health Department
PESO Certificate (for first time job seeker)	<ul style="list-style-type: none">PESO
Alien Employment Card (AEP) for foreigner-applicants	<ul style="list-style-type: none">DOLE
Parental Consent for Minors	<ul style="list-style-type: none">Applicant

HOW TO APPLY FOR OCCUPATIONAL PERMIT

(ARTICLE 22, SECTIONS 83-85 OF THE QC REVENUE CODE AS AMENDED)

STEP 1: Submit Application and Payment



LOG IN TO <https://QCESERVICES.QUEZONCITY.GOV.PH>
Fill-out the application form and submit the following:

Checklist of Requirements:

- ✓ NBI / Police Clearance
- ✓ Health Certificate for applicants that are not working in the following industries:
 - Food Establishments
 - Massage Clinics and Sauna Bath Establishments
 - Hotels / Motels, Apartments, Lodging, Boarding or Tenement Houses and Condominiums
- ✓ PESO Certificate for first time job seeker
- ✓ Parental Consent for minors
- ✓ Alien Employment Permit (AEP) from DOLE for Working Visa Holders



-Evaluation Process
-Occupational Evaluator (Occupational Unit)
-1 Hour

Payment of Occupational Permit Fees



Pay Order of Payment to the City Treasurer's Office
Refer to the City Treasurer's Office Citizen's Charter:
<https://tinyurl.com/QCCTOCC>

Fees to be paid:

- P75.00 - For workers in industries under Art. 22 Sec. 85B
- P150.00 - For workers in industries under Art. 22 Sec. 85A
- P20.00 - Photo Fee for all applicants

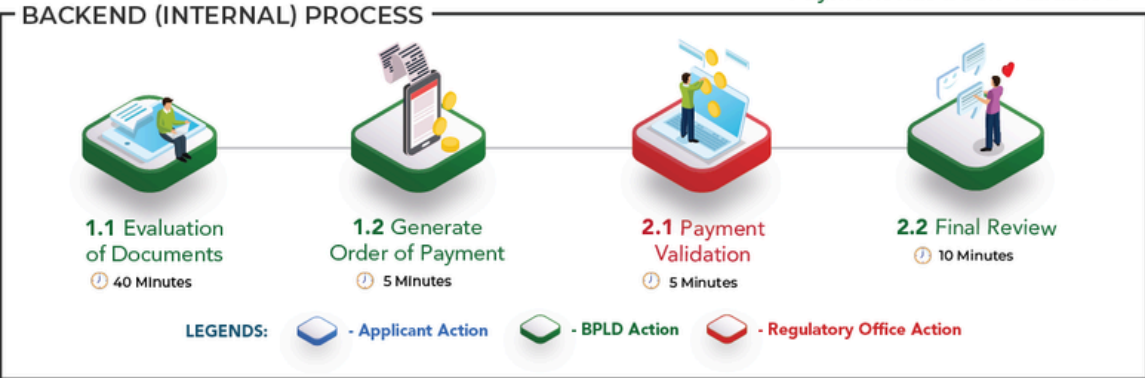
For CTO on-premise Payments - Submit Official Receipt (OR) to BPLD counter for manual payment validation either in-person or send it to occupational.bpld@quezoncity.gov.ph

For e-Payments - System will automatically detect the CTO validated payments.




Maximum Processing Time: 1 Day
(Upon approval of the Initial Evaluation)

Digital Occupational Permit will be sent to the applicants Email Address after Payment has been Validated



ISSUANCE OF OCCUPATIONAL PERMIT

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>Submit application</p> <p>Online application</p> <p>Log into QC E-Services and access the Occupational (Work) Permit Button</p> <p>Fill up the online Application Form and upload all necessary documents</p> <p>Submit application form for evaluation</p> <p>On-Premise application</p> <p>Submit all required documents and application forms.</p> 	1.1. Assess application , encode date	None	40 mins.	Occupational Permits Section Personnel
	1.2. Generate order of payment	P20.00 - P170.00	5 mins.	Occupational Permits Section Personnel
<p>Pay of the Occupational Permit Fee via:</p> <p>a. QC Pay Easy (Online)</p> <p>Over the Counter payment</p> <p>b. Over the Counter payment</p>	2.1. Validate payment	Occupational Permit Fees depend on the occupation of the applicant.	5 mins.	CTO
	2.2. Final Review Print and release Occupational Permit	None	10mins.	Occupational Permits Section Personnel

HOW TO APPLY FOR OCCUPATIONAL PERMIT

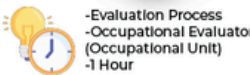
(ARTICLE 22, SECTIONS 83-85 OF THE QC REVENUE CODE AS AMENDED)

STEP 1: Submit Application and Payment



LOG IN TO <https://QCESERVICES.QUEZONCITY.GOV.PH>
Fill-out the application form and submit the following:

- Checklist of Requirements:
- ✓ NBI / Police Clearance
 - ✓ Health Certificate for applicants that are not working in the following industries:
 - Food Establishments
 - Massage Clinics and Sauna Bath Establishments
 - Hotels / Motels, Apartments, Lodging, Boarding or Tenement Houses and Condominiums
 - ✓ PESO Certificate for first time job seeker
 - ✓ Parental Consent for minors
 - ✓ Alien Employment Permit (AEP) from DOLE for Working Visa Holders



-Evaluation Process
-Occupational Evaluator (Occupational Unit)
-1 Hour

Payment of Occupational Permit Fees



Pay Order of Payment to the City Treasurer's Office
Refer to the City Treasurer's Office Citizen's Charter:
<https://tinyurl.com/QCCTOCC>

- Fees to be paid:**
- P75.00 - For workers in industries under Art. 22 Sec. 85B
 - P150.00 - For workers in industries under Art. 22 Sec. 85A
 - P20.00 - Photo Fee for all applicants

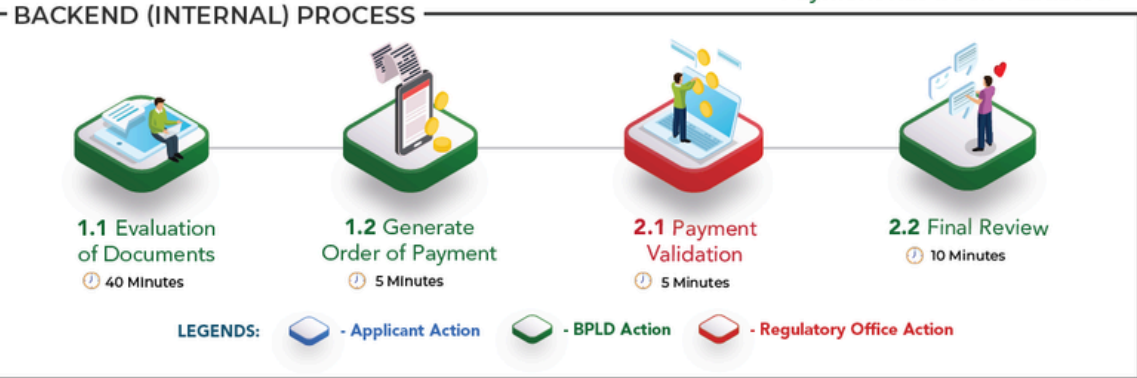
For CTO on-premise Payments - Submit Official Receipt (OR) to BPLD counter for manual payment validation either in-person or send it to occupational.bpld@quezoncity.gov.ph

For e-Payments - System will automatically detect the CTO validated payments.



Maximum Processing Time: 1 Day
(Upon approval of the Initial Evaluation)

Digital Occupational Permit will be sent to the applicants Email Address after Payment has been Validated



ISSUANCE OF LIQUOR PERMIT

Pursuant to Article 23, Section 86 of the Quezon City Revenue Code, as amended by City Ordinance No. SP-3022, S-2021, establishments and/or individuals engaged in the manufacture, retail and/or wholesale of liquor or intoxicating beverages shall secure a permit from the Business Permits and Licensing Department - Liquor Licensing Division, before producing/serving/dispensing/selling the same.


Office or Division	Liquor Licensing Division
Classification	Simple
Type of Transaction	G2C- Government to Citizen
Who may Avail	Business establishments engaged in the manufacturing, selling or serving of various kinds of liquor
Checklist of Requirements	Where to Secure
Valid Mayor's Permit Number	<ul style="list-style-type: none">• Business Permits Division
Barangay Clearance for Liquor	<ul style="list-style-type: none">• Barangay Government
Valid ID of the Business Owner	<ul style="list-style-type: none">• Applicant
If filed by a duly authorized representative, authorization template and valid ID of representative	<ul style="list-style-type: none">• Applicant See: bit.ly/BPLDAuthorizationForm

HOW TO GET A LIQUOR PERMIT

NEW, RENEWAL, AMENDMENT & RETIREMENT

(QC LIQUOR ORDINANCE NC-85, S-89, AS AMENDED IN RELATION TO ARTICLE 23, SECTIONS 85-90 OF THE QUEZON CITY REVENUE CODE, AS AMENDED.)

STEP 1: Submission of the Application




LOG IN TO <https://QCESERVICES.QUEZONCITY.GOV.PH>
Click Business One Stop Shop
Look for Liquor Permit Application
Fill-out and submit the application form.
Checklist of Requirements:

- ✓ Valid Mayor's Permit
- ✓ Barangay Clearance for Liquor Permit
- ✓ Valid ID of Owner (For New Liquor Application)

-Evaluation by the BPLD
-2 Hours 30 Minutes

Payment of Liquor Permit Fees




Pay Liquor Permit Fees Online with the City Treasurer's Office
Refer to the City Treasurer's Office Citizen's Charter:
<https://tinyurl.com/QCCTOCC>

Fees to be paid:
A system-generated Tax Bill based on the submitted documents and business activity will be sent to the applicants registered email address.


An e-copy of your permit will be sent to the QC e-services registered e-mail

Maximum Processing Time: 3 Days
(Upon approval of the Initial Evaluation)






Original Copy of Permit
Delivery via Courier


BACKEND (INTERNAL) PROCESS



1.1 Evaluation of Documents (30 Minutes)
1.2 Generate Order of Payment (30 Minutes)
2.1 Payment Validation (30 Minutes)
2.2 LLD Chief Review (30 Minutes)
2.3 BPLD Head Approval (30 Minutes)


LEGENDS:  - Applicant Action  - BPLD Action  - Regulatory Office Action

ISSUANCE OF LIQUOR PERMIT

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log into https://qceservices.quezoncity.gov.ph/ and access Liquor Permit Application and select whether new, renewal or amendment application. Input the mayor's permit number and submit requirements. 	1.1. Evaluate the application and generate Order of payment	None	30 mins.	Authorized LLD Personnel
	1.2 Generate Order of Payment	Refer to the City Treasurer's Office Citizen's Charter (bit.ly/QCCTOCitizensCharter)	30 mins.	CTO
2. Settle order of payment at the City Treasurer's Office or online via QC E-Services (G-Cash, Maya, Landbank)	2.1. Receive and validate payment.	None	30 mins.	CTO Online and On-Premise
	2.2. Final review of the application	None	30 mins.	LLD Chief
	2.3. Approve liquor permit application	None	30 mins.	BPLD Head
	Release the liquor permit and official receipt via: 1. email (digital copy of permit) 2. hard copy of permit to business address	None		MIS-RAD (ADDs unit)


HOW TO GET A
LIQUOR PERMIT
NEW, RENEWAL, AMENDMENT & RETIREMENT
(QC LIQUOR ORDINANCE NC-85, S-89, AS AMENDED IN RELATION TO ARTICLE 23, SECTIONS 85-90 OF THE QUEZON CITY REVENUE CODE, AS AMENDED.)

STEP 1: Submission of the Application




LOG IN TO <https://qceservices.quezoncity.gov.ph>
Click Business One Stop Shop
Look for Liquor Permit Application
Fill-out and submit the application form.
Checklist of Requirements:

- Valid Mayor's Permit
- Barangay Clearance for Liquor Permit
- Valid ID of Owner (For New Liquor Application)



-Evaluation by the BPLD
-2 Hours 30 Minutes

Payment of Liquor Permit Fees




Pay Liquor Permit Fees Online with the City Treasurer's Office
Refer to the City Treasurer's Office Citizen's Charter:
<https://tinyurl.com/QCCTOCC>

Fees to be paid:
A system-generated Tax Bill based on the submitted documents and business activity will be sent to the applicants registered email address.


An e-copy of your permit will be sent to the QC e-services registered e-mail

Maximum Processing Time: 3 Days
(Upon approval of the Initial Evaluation)




Original Copy of Permit
Delivery via Courier


BACKEND (INTERNAL) PROCESS




1.1 Evaluation of Documents
30 Minutes




1.2 Generate Order of Payment
30 Minutes



2.1 Payment Validation
30 Minutes





2.2 LLD Chief Review
30 Minutes




2.3 BPLD Head Approval
30 Minutes

LEGENDS:

 - Applicant Action

 - BPLD Action

 - Regulatory Office Action

ISSUANCE OF CERTIFICATION AND CERTIFIED TRUE COPY OF BUSINESS PERMIT

As a COVID-19 safety precaution, all taxpayers must book an appointment at <https://qceservices.quezoncity.gov.ph/> to begin transactions with the department. As of the moment this Citizen's Charter is created, the Department is developing the Unified Online Business Permit Application System. This system will allow the full automation of evaluation, document submission, and online business tax payments.

Request for Certification is intended for the following purposes:

- | | |
|---------------------------|-----------------------------------|
| 1. Medical Assistance | 4. Birth Certification Correction |
| 2. Legal Assistance | 5. Bidding |
| 3. Scholarship Assistance | 6. Government to Government (G2G) |

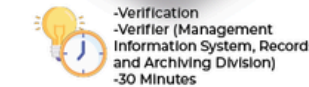
HOW TO GET A CERTIFIED TRUE COPY, E-COPY, CERTIFICATION OF BUSINESS (ARTICLE 21, SECTION 77A OF THE QC REVENUE CODE)

STEP 1: Set an Appointment



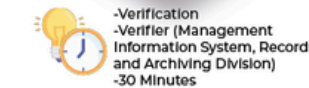
Fill-out and submit requirements via:

- Appointment via [QCESERVICES.QUEZONCITY.GOV.PH](https://qceservices.quezoncity.gov.ph/)
- On-premise at the 2nd Floor, Civic Center A



-Verification
-Verifier (Management Information System, Records and Archiving Division)
-30 Minutes

STEP 2: Processing and Payment of the Request



-Verification
-Verifier (Management Information System, Records and Archiving Division)
-30 Minutes

The applicant presents the appointment slip and the requirements at the BPLD Management Information System, Records and Archiving Division (MISRAD) to get the order of payment

Pay Order of Payment to the City Treasurer's Office
Refer to the City Treasurer's Office Citizen's Charter:
<https://tinyurl.com/QCCTOCC>

Fees to be paid:
20.00 PHP VERIFICATION FEE
50.00 PHP FOR THE CERTIFIED TRUE COPY

STEP 3: Releasing



-Signing of Request
-Administrative Assistant (Management Information System, Records and Archiving Division)
-30 Minutes

Claim your Certified True Copy / E-Copy / Certification of business.

Maximum Processing Time: 2 Days
(Upon approval of the Initial Evaluation)

BACKEND (INTERNAL) PROCESS



1A Evaluation of Documents
⌚ 30 Minutes



1B Printing of Order of Payment
⌚ 30 Minutes



1C Authorized Signatory Signs the Document
⌚ 30 Minutes

LEGENDS: - Applicant Action - BPLD Action

ISSUANCE OF CERTIFICATION AND CERTIFIED TRUE COPY OF BUSINESS PERMIT

Office or Division	BPLD Management Information System-Records and Archiving Division
Classification	Simple
Type of Transaction	Government to Citizen (G2C), Government to Business (G2B), Government to Government (G2G)
Who may Avail	Taxpayer who request for Certification or Certified True Copy of Business Permit
Checklist of Requirements	Where to Secure
Certified True Copy If Sole Proprietor: 1.Request letter from the owner/Authorization Letter 2.Photocopy of ID of owner 3.Photocopy of ID of Representative 4.Photocopy of Business Permit id available If OPC/Partnership/Corporation/Cooperative 1.Request Letter from the President or any of the Incorporators 2. Authorization Form 3.Photocopy of ID of President or any of the Incorporators 4.Photocopy of ID of Representative 5.Photocopy of GIS/SEC with articles 6.Photocopy of Business Permit if available	<ul style="list-style-type: none">Applicant
Certification 1.Request Letter from the President or any of the Incorporators 2. Authorization Form 3.Photocopy of ID of the President or any of the Incorporators 4.Photocopy of ID of Representative 5.Photocopy of GIS/SEC with articles 6.Endorsement/Proof/Checklist	For Checklists: <ul style="list-style-type: none">HospitalsSchoolsSSDDGovernment AgenciesBAC/TWG

HOW TO GET A CERTIFIED TRUE COPY, E-COPY, CERTIFICATION OF BUSINESS

(ARTICLE 21, SECTION 77A OF THE QC REVENUE CODE)

STEP 1: Set an Appointment



Fill-out and submit requirements via:
📍 Appointment via [QCESERVICES.QUEZONCITY.GOV.PH](https://qceservices.quezoncity.gov.ph)
📍 On-premise at the 2nd Floor, Civic Center A



-Verification
-Verifier (Management Information System, Records and Archiving Division)
-30 Minutes

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The applicant presents the appointment slip and the requirements at the BPLD Management Information System, Records and Archiving Division (MISRAD) to get the order of payment

Pay Order of Payment to the City Treasurer's Office
Refer to the City Treasurer's Office Citizen's Charter:
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-Verification
-Verifier (Management Information System, Records and Archiving Division)
-30 Minutes

Fees to be paid:
20.00 PHP VERIFICATION FEE
50.00 PHP FOR THE CERTIFIED TRUE COPY

STEP 3: Releasing

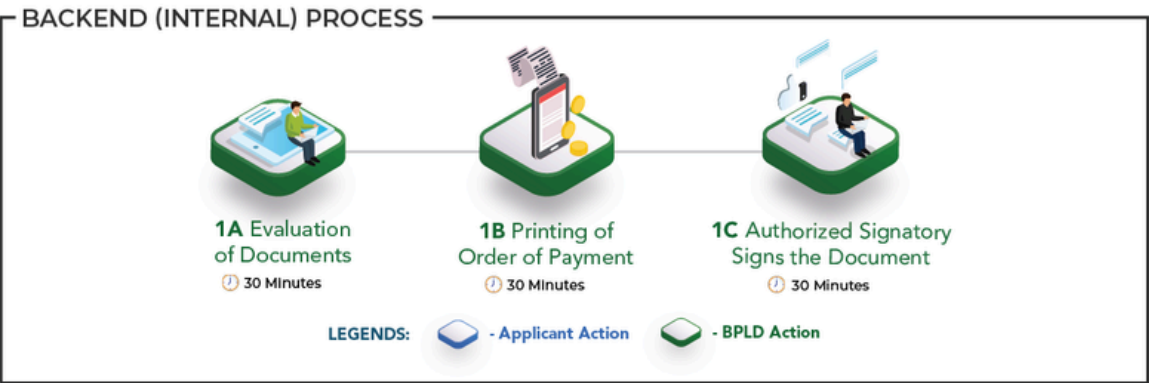


Claim your Certified True Copy / E-Copy / Certification of business.



-Signing of Request
-Administrative Assistant (Management Information System, Records and Archiving Division)
-30 Minutes

Maximum Processing Time: 2 Days
(Upon approval of the Initial Evaluation)



ISSUANCE OF CERTIFICATION AND CERTIFIED TRUE COPY OF BUSINESS PERMIT

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Set an Appointment Log in to https://qceservices.quezoncity.gov.ph/ and access Business One Stop Shop click Set an Appointment then select “Records Certification Request”. Fill-out request form then click “Submit” or On-premise at the 2nd Floor Civic Center A.	Confirmation and Evaluation of Document	None	30 mins.	MIS-RAD staff
2. Processing and Payment of the Certified True Copy	Verify request and Issue Order of Payment	Php 20.00 Verification Fee Php 50.00 for the Certified true Copy/Certification	30 mins.	Authorized MISRAD personnel
3. Claim your request (Certified True Copy/Certification)	Release the requested document.	None	30mins.	Authorized MISRAD personnel

HOW TO GET A CERTIFIED TRUE COPY, E-COPY, CERTIFICATION OF BUSINESS

(ARTICLE 21, SECTION 77A OF THE QC REVENUE CODE)

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Fill-out and submit requirements via:
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 📍 On-premise at the 2nd Floor, Civic Center A



STEP 2: Processing and Payment of the Request



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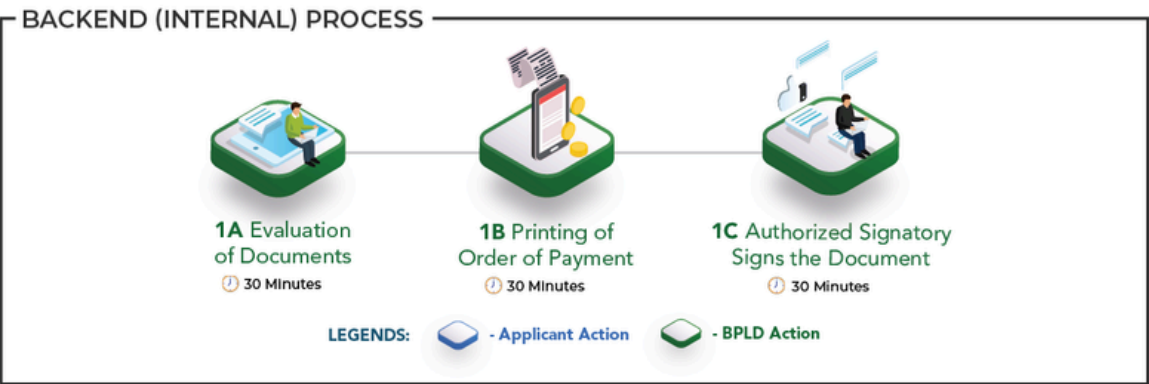
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Claim your Certified True Copy / E-Copy / Certification of business.



Maximum Processing Time: 2 Days
 (Upon approval of the Initial Evaluation)



FEEDBACK AND COMPLAINTS MECHANISM

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback and/or file a complaint	<p>Feedback: Clients may give their feedback in person or via email, telephone call, filling-up of BPLD feedback form and in social media avenues e.g. Messenger and Viber. (Feedback Form is attached as Annexure A)</p> <p>Complaint/s: File a complaint thru the following:</p> <ul style="list-style-type: none">• Email: bpld@quezoncity.gov.ph helpdesk@quezoncity.gov.ph• Hotline 122• On-Premise (GF, Civic Center A, Quezon City Hall) <p>For other concerns you may call us thru 8988 Loc 8173 / 8174</p>
Feedback & Complaint/s Process	<p>Complaints and feedback are logged thru the online system, reviewed within three working days.</p> <p>If warranted, a joint inspection will be conducted with other regulatory office/s. Then responsible unit prepares a response.</p> <p>This is reviewed periodically as a reference in the assessment/evaluation and improvement of services rendered.</p>
Feedback and Complaint/s may also be sent to these agencies.	<p>Contact Center ng Bayan (Civil Service Commission)</p> <ul style="list-style-type: none">• Hotline: 1-6565 accessible via PLDT and Smart landlines nationwide• SMS/Text Access: 0908-8816565• Email: email@contactcenterngbayan.gov.ph• Website: www.contactcenterngbayan.gov.ph <p>Anti-Red Tape Authority: 8478-50918478-50938478-5099</p> <p>Email: info@arta.gov.phcomplaints@arta.gov.ph</p> <p>Department of Interior and Local Government (DILG) Main Office: 8876-34-54</p>

HOW TO FILE A COMPLAINT

STEP 1: File a Complaint



File a complaint thru:

- Email: BPLO@quezoncity.gov.ph
helpdesk@quezoncity.gov.ph
- On-premise at the Ground Floor, Civic Center A
- Via Hotline 122



STEP 2: Validation



The BPLD validates complaint

- Conducts inspection within three (3) working days from receipt of the complaint. If warranted, a joint inspection with other regulatory office/s.

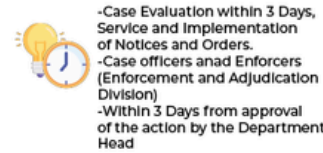


STEP 3: Adjudication



Preparation of appropriate communication and immediate action.

Issues appropriate order and communicates action taken and findings to the complainant



LEGENDS: - Applicant Action - BPLD Action

HELP US SERVE YOU BETTER
SEND YOUR COMMENTS/FEEDBACK HERE:



FEEDBACK AND COMPLAINTS MECHANISM

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. File a complaint thru: <ul style="list-style-type: none">• email BPLD@quezoncity.gov.ph• on-premise at the ground floor, Civic A• hotline 122	1.1. Receive and validate complaint	None	5 mins.	Inspection and Verification Division (IVD) verifier
	1.2. Conduct investigation (may perform joint inspection with other regulatory offices if warranted)	None	3 days	IVD Inspector
	1.3 Prepare and issue appropriate order and communicate immediate action taken	None	1 day	Enforcement and Adjudication Division

HOW TO FILE A COMPLAINT

STEP 1: File a Complaint



File a complaint thru:
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helpdesk@quezoncity.gov.ph
- On-premise at the Ground Floor, Civic Center A
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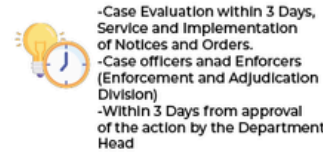


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