



QUEZON CITY BUSINESS PERMITS AND LICENSING DEPARTMENT

CITIZEN'S CHARTER

2020 (1st Edition)



Mandate:

The Quezon City Business Permit 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 in 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.

Vision:

The BPLD envisions the Department as the premier Departments for frontline services in the Quezon City Local Government Unit (LGU) and the top business processing and licensing services provider in the Philippines and in South East Asia.

Mission:

To provide an enabling and empowering business environment in the city towards flourishing business economic activities through effective and efficient implementation and management of the Department's policies, systems, and procedures that ultimately sustains good governance.

Service Pledge:

The Department commits to provide efficacious, expeditious, transparent, committed, and dedicated service, reinforced by advanced technologies in a customer and healthy business-focused environment with competent and professional public servants.



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Business Permits Division



This division issues Business Permits (New, Renewal, Special Permit and Amendment) and recommends inspection / verification of establishments if necessary.

Application of New Businesses

All taxpayers who plan to create new businesses within the City shall apply for a new Business Permit.

As a COVID-19 safety precaution, all taxpayers shall book an appointment at <https://qcbpldbusinesspermitapplication.setmore.com/> to begin transactions with the department.

All transactions pertaining to new Business Permits, during the writing of this Citizen's Charter, are located at Civic Building F, Quezon City Hall Compound.

Office or Division	Business Permit Division
Classification	External Service
Type of Transaction	Application for New Business Permit
Who may Avail	Taxpayers who intend to set up a business in Quezon City
Checklist of Requirements	Where to Secure
Photocopy of Proof of Business Registration	
<ul style="list-style-type: none"> • DTI Registration (for Sole Proprietorship) 	Department of Trade and Industry
<ul style="list-style-type: none"> • SEC Articles of Incorporation (for Corporation/Partnership) 	Securities and Exchange Commission
<ul style="list-style-type: none"> • CDA Registration (for Cooperative) 	Cooperative Development Authority
Contract of Lease (if business area is leased)	
Tax Declaration (if business area is owned)	
Authorization Letter/SPA (if representative)	
Any Government issued ID (of Owner and Representative)	

Client Steps	Agency Actions	Fees to	Processing	Person
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		be Paid	Time	Responsible
Submits the required documents for Business One-Stop Shop (BOSS) Evaluation	When all required documents are submitted, the application is coursed through ancillary clearances in the BOSS.	None	Varies depending on the evaluations of ancillary clearances.	Concierge
Pays Tax Assessment Bill at the City Treasurer's Office (CTO)	<p>The CTO is also included in the BOSS, hence payment may be done in the same venue.</p> <p>The Business Permit Division sends a copy of the tax bill to the applicant and advises them on payment options.</p>	Depends on the amount to be paid		Cashier
Claims permit via Pick-up or Courier Service of Choice	<p>The department notifies the business applicant about the availability of their permit and details on modes to claim them: a) pick-up in person, or b) via courier service their choice of.</p> <p>The department releases the permit via client's choice mode of claim.</p>	For personal Pick-up, None	Approximately 30 minutes	BPLD E-Response Team
		Varies depending on the courier service	Time varies	BPLD E-Response Team



Feedback and Complaints Mechanism	
How to send feedback	<p>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. (<u><i>Feedback Form is attached as Annexure A</i></u>)</p> <p>Feedback/complaints may be sent to the department via: Hotline 122 support@quezoncity.gov.ph</p> <p>Department's Official Email Address bpld@quezoncity.gov.ph</p>
How feedbacks are processed	<p>Feedbacks are documented: written in a log book, compiled if feedback form is filled up, and or sent by email.</p> <p>This is reviewed periodically as a reference in the assessment/evaluation and improvement of services rendered.</p>
How to file a complaint	<p>The Department has a ready complaint form for clients who wants to file a complaint. (<u><i>Complaint Form is attached as Annexure B</i></u>)</p> <ol style="list-style-type: none"> 1. On site, the complainant may go to Public Assistance & Complaints Desk where s/he will be interviewed to provide information about the complaint. 2. The "Complaints Desk" endorses all complaints pertaining to BPLD to the department for appropriate action. 3. The complaint is addressed and feedback is provided to the complainant on actions taken. 4. Complaints may also be sent via email, and other social media avenues (messages thru messenger or viber).
How complaints are processed	<p>The Department has a comprehensive process / system in addressing complaints as can be gleaned in its "Complaints Log and Status Tracker". In particular, the tracker's components are:</p> <ol style="list-style-type: none"> a) date received b) source of complaint details c) complaint summary/description



	<p>d) medium used e) Division/Group with jurisdiction on the complaint f) date corrective action started, g) findings – root causes, h) date complaint was resolved/closed, i) feedback to/from complainant after corrective action j) corrective action plan, and k) remarks</p> <p><u>(Complaint Log Status Tracker is attached as Annexure C)</u></p>
<p>Feedback and Complaints may also be sent to these agencies.</p>	<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: 8478-5091 8478-5093 8478-5099 Email: info@arta.gov.ph complaints@arta.gov.ph</p> <p>Department of Interior and Local Government (DILG) Main Office: 8876-34-54</p>



Application for Renewal of Business Permits

Every year, all existing and operating businesses in the city shall have their Business Permits renewed.

Application for a Special Permit

As a COVID-19 safety precaution, all taxpayers must book an appointment at <https://qcbpldbusinesspermitapplication.setmore.com/> to begin transactions with the department.

All transactions pertaining to the Renewal of Business Permits, during the writing of this Citizen's Charter, are located at Civic Building F, Quezon City Hall Compound.

Office or Division		BPLD Permit Division		
Classification		External Service		
Type of Transaction		Application for Renewal of Business Permits		
Who may Avail		Anyone who wishes to set up a business in Quezon City		
Checklist of Requirements		Where to Secure		
A completely filled-up Unified Application Form		Download from Q.C. website: https://quezoncity.gov.ph/index.php/latest-news/item/107-unifiedf-business-permit-application-form		
Ancillary Clearances if available				
Client Steps	Agency Actions	Fees to be Paid	Processing Time	Person Responsible
Pays Business Tax at City Treasurer's Office and other available Ancillary Clearances	If all required documents are submitted, the application is coursed through ancillary clearances in the BOSS.	Business Tax fee	Varies depending on the evaluations of ancillary clearances	CTO Cashier
Submits Business Tax Official Receipt at the City Treasurer's Office and other available Ancillary Clearances		None		Business Renewal Evaluators
Claims permit via Pick-up or Courier Service of Choice	The department notifies the business applicant about the availability of their	For personal Pick-up, None	Approximately 30 minutes	BPLD E-Response Team



	<p>permit and details on how to claim them: a) pick-up in person, or b) via courier service their choice of.</p> <p>The department releases the permit via client's choice mode of claim.</p>			
		Varies depending on the courier service	Time varies	BPLD E-Response Team

Feedback and Complaints Mechanism	
How to send feedback	<p>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. (<u><i>Feedback Form is attached as Annexure A</i></u>)</p> <p>Feedback/complaints may be sent to the department via: Hotline 122 support@quezoncity.gov.ph</p> <p>Department's Official Email Address bpld@quezoncity.gov.ph</p>
How feedbacks are processed	<p>Feedbacks are documented: written in a log book, compiled if feedback form is filled up, and or sent by email. This is reviewed periodically as a reference in the assessment/evaluation and improvement of services rendered.</p>
How to file a complaint	<p>The Department has a ready complaint form for clients who wants to file a complaint. (<u><i>Complaint Form is attached as Annexure B</i></u>)</p> <ol style="list-style-type: none"> 1. On site, the complainant may go to Public Assistance & Complaints Desk where s/he will be interviewed to provide information about the complaint. 2. The "Complaints Desk" endorses all complaints pertaining to BPLD to the department for appropriate action. 3. The complaint is addressed and feedback is provided to the complainant on actions taken.



	<p>4. Complaints may also be sent via email, and other social media avenues (messages thru messenger or viber).</p>
<p>How complaints are processed</p>	<p>The Department has a comprehensive process / system in addressing complaints as can be gleaned in its "Complaints Log and Status Tracker". In particular, the tracker's components are:</p> <ol style="list-style-type: none"> a) date received b) source of complaint details c) complaint summary/description d) medium used e) Division/Group with jurisdiction on the complaint f) date corrective action started, g) findings – root causes, h) date complaint was resolved/closed, i) feedback to/from complainant after corrective action j) corrective action plan, and k) remarks <p><u>(Complaint Log Status Tracker is attached as Annexure C)</u></p>
<p>Feedback and Complaints may also be sent to these agencies.</p>	<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:</p> <p>8478-5091 8478-5093 8478-5099</p> <p>Email: info@arta.gov.ph complaints@arta.gov.ph</p> <p>Department of Interior and Local Government (DILG) Main Office: 8876-34-54</p>

Amending an Existing Business Permit



Not all business information stays accurate for its entire existence. Some change addresses, while some change their business activity. In which chase, clients are responsible to apply corresponding amendments to their Business Permits accordingly.

As a COVID-19 safety precaution, all taxpayers must book an appointment at <https://qcbpldbusinesspermitapplication.setmore.com/> to begin transactions with the department.

All transactions pertaining to Amending their Business Permits, during the writing of this Citizen's Charter, are located at Civic Building F, Quezon City Hall Compound.

Office or Division	BPLD Permit Division
Classification	External Service
Type of Transaction	Amendment of Business Permit
Who may Avail	Anyone who wishes to set up a business in Quezon City
Checklist of Requirements	Where to Secure
A completely filled-up Unified Application Form	Download from Q.C. website: https://quezoncity.gov.ph/index.php/latest-news/item/107-unifiedf-business-permit-application-form
Board resolution or secretary certificate if corporation	
SEC General information sheet	
Certificate of Lease / Proof of ownership if the amendment is transfer of location	

Client Steps	Agency Actions	Fees to be Paid	Processing Time	Person Responsible
Submits completely filled-up Unified Application form at the Renewal counter	Verifies records: a) if there is no record and complaint with regulatory clearances, the Business Permit is printed and the taxpayer is instructed to pay the amendment fee b) If there is a record of non-compliance, the taxpayer is		Varies depending on the evaluations of ancillary clearances.	Evaluator



	advised to comply with ancillary clearances before proceeding with the amendment of the Business Permit.			
Pays Amendment fee	CTO receives payment			CTO Cashier
Submits proof of compliance to the BPLD renewal counter and/or proof of payment (Official Receipt) of amendment fees.	The Department verifies the submitted documents and amends information.		Varies depending on the number of applicants.	Evaluator
Claims permit via Pick-up or Courier Service of Choice	<p>The department will notify the business about the availability of their permit and details on how to pick them up either personally or via their choice of courier service.</p> <p>The department releases the permit via client's choice mode of claim.</p>	<p>None for personal pick-up</p> <p>Varies depending on the courier service</p>	<p>Approximately 30 minutes if pick-up</p> <p>Time varies if via courier services</p>	BPLD E-Response Team

Feedback and Complaints Mechanism	
How to send feedback	<p>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. (<u><i>Feedback Form is attached as Annexure A</i></u>)</p> <p>Feedback/complaints may be sent to the department via: Hotline 122 support@quezoncity.gov.ph</p> <p>Department's Official Email Address bpld@quezoncity.gov.ph</p>



<p>How feedbacks are processed</p>	<p>Feedbacks are documented: written in a log book, compiled if feedback form is filled up, and or sent by email. This is reviewed periodically as a reference in the assessment/evaluation and improvement of services rendered.</p>
<p>How to file a complaint</p>	<p>The Department has a ready complaint form for clients who wants to file a complaint. <u>(Complaint Form is attached as Annexure B)</u></p> <ol style="list-style-type: none"> 1. On site, the complainant may go to Public Assistance & Complaints Desk where s/he will be interviewed to provide information about the complaint. 2. The “Complaints Desk” endorses all complaints pertaining to BPLD to the department for appropriate action. 3. The complaint is addressed and feedback is provided to the complainant on actions taken. 4. Complaints may also be sent via email, and other social media avenues (messages thru messenger or viber).
<p>How complaints are processed</p>	<p>The Department has a comprehensive process / system in addressing complaints as can be gleaned in its “Complaints Log and Status Tracker”. In particular, the tracker’s components are:</p> <ol style="list-style-type: none"> a) date received b) source of complaint details c) complaint summary/description d) medium used e) Division/Group with jurisdiction on the complaint f) date corrective action started, g) findings – root causes, h) date complaint was resolved/closed, i) feedback to/from complainant after corrective action j) corrective action plan, and k) remarks <p><u>(Complaint Log Status Tracker is attached as Annexure C)</u></p>



Feedback and Complaints may also be sent to these agencies.

Contact Center ng Bayan (Civil Service Commission)

- 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

Anti-Red Tape Authority:

8478-5091

8478-5093

8478-5099

Email: info@arta.gov.ph

complaints@arta.gov.ph

Department of Interior and Local Government (DILG)

Main Office: 8876-34-54



Application for a Special Permit

Sometimes certain activities or events don't last the whole year but require the consent of the Local Government Unit. Events like concerts, Sunday Markets, charitable events, or any seasonal event requires the organizers/applicants to secure a Special Permit.

Issuance of a Special Permit

As a COVID-19 safety precaution, all taxpayers must book an appointment at <https://qcbpldbusinesspermitapplication.setmore.com/> to begin transactions with the department.

Office or Division	BPLD Permit Division
Classification	External Service
Type of Transaction	Amendment of Business Permit
Who may Avail	Promoter, Events Organizer, or any individual entity intending to hold special events in the city
Checklist of Requirements	Where to Secure
Contract of Lease of the venue	From the Lessor (owner of Venue)
License from Immigration if the applicant is a foreigner	Bureau of Immigration

Client Steps	Agency Actions	Fees to be Paid	Processing Time	Person Responsible
Submits completely filled-up Unified Application Form for BOSS Evaluation	The department accepts and encodes details of the application / event.		Varies depending on the evaluations of ancillary clearances.	Evaluator
	Issues an order of payment.			
Pays order of payment at the City Treasurer's Office	CTO receives payment	Per Billing Statement		Cashier
Submits the Official Receipt to the BOSS	When the Official Receipt gets verified, the department prepares to release the permit.			Concierge
Claims permit via Pick-up or Courier Service of Choice	The department notifies the business applicant about the	For personal Pick-up,	Approximately 30 minutes	BPLD E-Response Team



	availability of their permit and details on how to claim them: a) pick-up in person, or b) via courier service their choice of.	None		
	The department releases the permit via client's choice mode of claim.	Varies depending on the courier service	Time varies	BPLD E-Response Team

Feedback and Complaints Mechanism	
How to send feedback	<p>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. (<u><i>Feedback Form is attached as Annexure A</i></u>)</p> <p>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. (<u><i>Feedback Form is attached as Annexure A</i></u>)</p> <p>Feedback/complaints may be sent to the department via: Hotline 122 support@quezoncity.gov.ph</p> <p>Department's Official Email Address bpld@quezoncity.gov.ph</p>
How feedbacks are processed	Feedbacks are documented: written in a log book, compiled if feedback form is filled up, and or sent by email. This is reviewed periodically as a reference in the assessment/evaluation and improvement of services rendered.
How to file a complaint	The Department has a ready complaint form



	<p>for clients who wants to file a complaint. <i><u>(Complaint Form is attached as Annexure B)</u></i></p> <ol style="list-style-type: none"> 1. On site, the complainant may go to Public Assistance & Complaints Desk where s/he will be interviewed to provide information about the complaint. 2. The “Complaints Desk” endorses all complaints pertaining to BPLD to the department for appropriate action. 3. The complaint is addressed and feedback is provided to the complainant on actions taken. 4. Complaints may also be sent via email, and other social media avenues (messages thru messenger or viber).
<p>How complaints are processed</p>	<p>The Department has a comprehensive process / system in addressing complaints as can be gleaned in its “Complaints Log and Status Tracker”. In particular, the tracker’s components are:</p> <ol style="list-style-type: none"> a) date received b) source of complaint details c) complaint summary/description d) medium used e) Division/Group with jurisdiction on the complaint f) date corrective action started, g) findings – root causes, h) date complaint was resolved/closed, i) feedback to/from complainant after corrective action j) corrective action plan, and k) remarks <p><i><u>(Complaint Log Status Tracker is attached as Annexure C)</u></i></p>
<p>Feedback and Complaints may also be sent to these agencies.</p>	<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: 8478-5091</p>



	<p>8478-5093 8478-5099 Email: info@arta.gov.ph complaints@arta.gov.ph Department of Interior and Local Government (DILG) Main Office: 8876-34-54</p>
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Occupational Permits Division

The Occupational Permits Division is located at the 2nd Floor Civic Building A, Quezon City Hall Compound. This division Issues Occupational Permits to all private company employees.

Issuance of an Occupational Permit (Work Permit)

As a COVID-19 safety precaution, all taxpayers must book an appointment at <https://qcbpldbusinesspermitapplication.setmore.com/> to begin transactions with the department.

Office or Division		Occupational Permit Division		
Classification		External Service		
Type of Transaction		Issuance of Occupational Permit		
Who may Avail		Anyone who is required to submit Occupational Permit		
Checklist of Requirements		Where to Secure		
NBI / Police Clearance		NBI / Police Clearance Offices		
Health Certificate / Card		City Health Department		
Alien Employment Card (AEP) for foreigner-applicants		DOLE		
Parental Consent for Minors				
Client Steps	Agency Actions	Fees to be Paid	Processing Time	Person Responsible
Presents the required documents to the Occupational Counter	When the client's requirements are complete, department issues a queuing number along with an order of payment to be paid at the City Treasurer's Office.	None	5 minutes	Concierge
Pays the Occupational Permit Fee	CTO is co-located with the Occupational Permits Division	Occupational Fees ₱75.00 or ₱ 150.00 and Photo Fees- ₱ 20.00		Cashier Co-located at Occupational Permit Section
Presents OR at the Occupational counter.	The department takes a picture of the client's			Occupational Counter Personnel
Have picture taken				
Waits for release of	Releases the permit.			Occupational



Occupational Permit			Counter Personnel
Feedback and Complaints Mechanism			
How to send feedback	<p>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. (<u><i>Feedback Form is attached as Annexure A</i></u>)</p> <p>Feedback/complaints may be sent to the department via: Hotline 122 support@quezoncity.gov.ph</p> <p>Department's Official Email Address bpld@quezoncity.gov.ph</p>		
How feedbacks are processed	<p>Feedbacks are documented: written in a log book, compiled if feedback form is filled up, and or sent by email. This is reviewed periodically as a reference in the assessment/evaluation and improvement of services rendered.</p>		
How to file a complaint	<p>The Department has a ready complaint form for clients who wants to file a complaint. (<u><i>Complaint Form is attached as Annexure B</i></u>)</p> <ol style="list-style-type: none"> 1. On site, the complainant may go to Public Assistance & Complaints Desk where s/he will be interviewed to provide information about the complaint. 2. The "Complaints Desk" endorses all complaints pertaining to BPLD to the department for appropriate action. 3. The complaint is addressed and feedback is provided to the complainant on actions taken. 4. Complaints may also be sent via email, and other social media avenues (messages thru messenger or viber). 		
How complaints are processed	<p>The Department has a comprehensive process / system in addressing complaints as can be gleaned in its "Complaints Log and Status Tracker". In particular, the tracker's components are:</p> <ol style="list-style-type: none"> a) date received 		



	<p>b) source of complaint details c) complaint summary/description d) medium used e) Division/Group with jurisdiction on the complaint f) date corrective action started, g) findings – root causes, h) date complaint was resolved/closed, i) feedback to/from complainant after corrective action j) corrective action plan, and k) remarks</p> <p><u>(Complaint Log Status Tracker is attached as Annexure C)</u></p>
<p>Feedback and Complaints may also be sent to these agencies.</p>	<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: 8478-5091 8478-5093 8478-5099 Email: info@arta.gov.ph complaints@arta.gov.ph</p> <p>Department of Interior and Local Government (DILG) Main Office: 8876-34-54</p>



Records and Statistics Division

This division takes charge in receiving, recording and maintains systematic filing of business permits (new, renewal and amendment) and other documents, verifies application for business permit from the database, issues Certified True Copies of permit and Certifications upon request of the taxpayer, and receives inspection /violation report from the Inspection Division and forwards to Administrative Staff for appropriate action

Issuance of Certification or Certified True Copy of Business Permit

As a COVID-19 safety precaution, all taxpayers must book an appointment at <https://qcbpldbusinesspermitapplication.setmore.com/> to begin transactions with the department.

Office or Division	BPLD Records and Statistics Division
Classification	External Service
Type of Transaction	Issuance of Certification or Certified True Copy of Business Permit
Who may Avail	Taxpayer who requests for Certification or Certified True Copy of Business Permit
Checklist of Requirements	Where to Secure
Any valid ID of Owner	Provided by the requesting party
Any valid ID of the representative together with valid ID of owner, if a representative	
Authorization letter, if a representative	

Client Steps	Agency Actions	Fees to be Paid	Processing Time	Person Responsible
At the appointed date and time, client proceeds to records section	Records section evaluates and verifies if Business Permit was already issued. When permit is verified, the section issues payment order to be paid at CTO.	None		Records Section Receiving Personnel
Pays certification fee at the CTO	CTO receives payment	P50		CTO Cashier
Presents OR to the	Records section	None		Records



Records Section	releases the Certification (CTC) of business permit.			Section Personnel
Feedback and Complaints Mechanism				
How to send feedback	<p>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. (<u><i>Feedback Form is attached as Annexure A</i></u>)</p> <p>Feedback/complaints may be sent to the department via: Hotline 122 support@quezoncity.gov.ph</p> <p>Department's Official Email Address bpld@quezoncity.gov.ph</p>			
How feedbacks are processed	<p>Feedbacks are documented: written in a log book, compiled if feedback form is filled up, and or sent by email. This is reviewed periodically as a reference in the assessment/evaluation and improvement of services rendered.</p>			
How to file a complaint	<p>The Department has a ready complaint form for clients who wants to file a complaint. (<u><i>Complaint Form is attached as Annexure B</i></u>)</p> <ol style="list-style-type: none"> 1. On site, the complainant may go to Public Assistance & Complaints Desk where s/he will be interviewed to provide information about the complaint. 2. The "Complaints Desk" endorses all complaints pertaining to BPLD to the department for appropriate action. 3. The complaint is addressed and feedback is provided to the complainant on actions taken. 4. Complaints may also be sent via email, and other social media avenues (messages thru messenger or viber). 			
How complaints are processed	<p>The Department has a comprehensive process / system in addressing complaints as can be gleaned in its "Complaints Log and Status Tracker". In particular, the tracker's components are:</p>			



	<p>a) date received b) source of complaint details c) complaint summary/description d) medium used e) Division/Group with jurisdiction on the complaint f) date corrective action started, g) findings – root causes, h) date complaint was resolved/closed, i) feedback to/from complainant after corrective action j) corrective action plan, and k) remarks</p> <p><u>(Complaint Log Status Tracker is attached as Annexure C)</u></p>
<p>Feedback and Complaints may also be sent to these agencies.</p>	<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: 8478-5091 8478-5093 8478-5099 Email: info@arta.gov.ph complaints@arta.gov.ph</p> <p>Department of Interior and Local Government (DILG) Main Office: 8876-34-54</p>



List of Annexures

Annexure A – Feedback Form

Annexure B – Complaint Form

Annexure C – Complaint Log and Status Tracker

Annexure A

QC-BPLD Feedback Survey Form

Directions:

To help us serve you better in the future, we would love to hear about your experience with our team. Please give us a few minutes of your time to rate our service.

1. Overall, how do you find our service?
Excellent ___ Very Good ___ Good ___ Satisfactory ___ Unsatisfactory ___

2. In what area of service do you find very satisfactory?
a) Process steps and time ___ b) Customer service ___ c) Policy: ___ d) Others:
please identify

3. In what area of service do you find, that we need to improve on?
a) Process steps and time: ___ b) Customer service: ___ c) Policy: ___ d) Others:
please identify

4. How likely would you recommend establishment of business in the city?
a) Very likely ___ b) Most likely ___ c) Unlikely ___

5. How long do you intend to do business in the city?
Short term (1-2 yrs)___ Medium term (3-5 yrs)___ Long term (6 yrs onwards)___



Annexure B

QC BPLD Complaint Form

Complainant Name (in PRINT)		Position Title/ Designation	
Business Name		Business Address Contact details (Email and Phone)	
Complaint Details (5Ws1H)	What: When: Where: Why: How:	Complainant View in Resolving Complaint	
Complaint taken by		Action Taken (Internal) Resolution and Feedback	
Signature of Complainant			



Annexure C

QC BPLD Complaint Log and Status Tracker

1 Date Received	2 Source of Complaint	3 Complaint General Description	4 Medium Used	5 Division /Group	6 Date Corrective Action Started	7 Findings / Root Causes	8 Date Complaint Resolved / Closed	9 Feedback from Complainant	10 Corrective Action Plan

Legend:

- 1 - Date Received
- 2 - Source of Complaint (Bus. Name and Contact Details)
- 3 - Complaint General Description
- 4 - Medium Used
- 5 - Division /Group
- 6 - Date Corrective Action Started
- 7 - Findings / Root Cause
- 8 - Date Complaint Resolved / Closed
- 9 - Feedback from Complainant
- 10 - Corrective Action Plan
- 11 - Remarks