



BUSINESS PERMITS AND LICENSING DEPARTMENT

CITIZEN'S CHARTER
As of March 2023



BUSINESS PERMITS AND LICENSING DEPARTMENT

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 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 Permit 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 Permit 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
1. Photocopy of Proof of Business Registration <ul style="list-style-type: none"> • DTI Registration • SEC Articles of Incorporation • CDA Registration 	<ul style="list-style-type: none"> • Department of Trade and Industry • Securities and Exchange Commission • Cooperative Development Authority
2. Contract of Lease (if business area is leased) or Land Title or Tax Declaration (if business area is owned)	<ul style="list-style-type: none"> • Applicant • Registry of Deeds or City Assessor's Office
3. Valid ID of Business Owner	Applicant
4. Sketch and photos of location business (when applicable)	Applicant
5. Other documents as may be required (when applicable)	Applicable Regulatory/Administrative Office
IF FILED BY A REPRESENTATIVE: 6. Authorization Letter 7. Valid ID of Representative (If filed by representative)	See: bit.ly/BPLDAuthorizationAuthorizedRepresentative



ISSUANCE OF NEW BUSINESS PERMIT

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out and submits the required documents via QC e-Services 	1.1. Receives and evaluates the submitted documents	None	10 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	10 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	10 mins.	Staff Business Permits Division (BPLD)
	1.4. 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
	1.5. Final Review of application by BPD Chief	None	10 mins.	Chief BPD
	1.6. Approves business permit application by Head approval (Applicant receives e-copy of business permit)	None	10 mins.	Head BPLD
	1.7. Deliver business permit and other ancillary documents to the business address	None		MISRAD ADDS Unit



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
1. Official Receipt of Business Tax Payment for the current year	<ul style="list-style-type: none"> City Treasurer's Office
Authorization Form (If filed by a representative)	<ul style="list-style-type: none"> Accessible via the Business One-Stop Shop at https://qceservices.quezoncity.gov.ph/


CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
NOTE: Pay Business Tax	Receive Business Tax payment	Refer to the City Treasurer's Office Citizen Charter: bit.ly/QCCTOCitizenCharter 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: <ul style="list-style-type: none"> QC e-Services Portal QC e-Services Kiosks On-premise at the BOSS (Ground Floor, Finance Building) 	1.1 Verify ancillary clearances	None	5 mins	Ancillary Department's Evaluators
	1.2 Final Review of application	None	10 mins	BPD Chief
	1.3 Approve renewal of business permit application	None	5 mins	BPLD Head
	1.4 Deliver Mayor's Permit and other ancillary clearances	None	1 day	MIS-RAD ADDS unit



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	Where to Secure
<ol style="list-style-type: none"> 1. Previous Mayor's Permit 2. Tax Assessment Bill and Official Receipt of Business Tax Payment 3. Board resolution or secretary certificate, if corporation Updated SEC General Information sheet Certificate of Lease / Proof of ownership if the amendment is transfer of location 	<ul style="list-style-type: none"> • Applicant • City Treasurer's Office • Applicant

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit application via QC e-Services 	1.1 Receive and evaluate the submitted documents	None	10 mins	BPD Evaluator
	1.2 Evaluate business location if business activity is permissible	None	5 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	10 mins	BPD Evaluator
2. Pay amendment fees (Submit via email proof of payment/official receipt to BPLD@Quezon City.gov.ph)	2.1 Receive payment and issue official receipt	Refer to the City Treasurer's Office Citizen's Charter (bit.ly/QCCTOCitizensCharter)	Client dependent	CTO Cashier
	2.2 Final review of application	None	15 mins	BPD Chief
	2.3 Approve amendment of business permit	None	10 mins	BPLD Head
	2.4 Deliver amended business permit and other ancillary clearances	None	1 day	MIS-RAD ADDS Unit




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
<ul style="list-style-type: none"> • Letter of Intent 	<ul style="list-style-type: none"> • From the Lessor (Owner of the Venue)
<ul style="list-style-type: none"> • Health Safety Protocols 	<ul style="list-style-type: none"> • Applicant
<ul style="list-style-type: none"> • Proof of Business Registration 	<ul style="list-style-type: none"> • Applicant
<ul style="list-style-type: none"> • Event Confirmation Form (if applicable) 	<ul style="list-style-type: none"> • Quezon City Department of Public Order and Safety
<ul style="list-style-type: none"> • Hawker's Permit (If applicable) 	<ul style="list-style-type: none"> • Quezon City Market Development and Administration Department
<ul style="list-style-type: none"> • Traffic Clearance (If applicable) 	<ul style="list-style-type: none"> • Quezon City Traffic and Transport Management Department



ISSUANCE OF SPECIAL PERMIT

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE			
1. Submit required documents and fill out application form via QC e-Services 	1.1 Receive and evaluate the documents submitted.	None	10 mins.	BPD Evaluator			
	1.2 Verify application (may vary depending on the event)	None	10 mins.	Ancillary Department Evaluator			
	1.3 Generate order of payment	None	5 mins.	BPD Evaluator			
2. Pay special permit fee via: <ul style="list-style-type: none"> • Office of the City Treasurer – Quezon City Hall • Pay Business Tax Portal via QC e-Services • Mall-based QC Business Centers • QC District Action Offices 	2.1 Receive payment and issue official receipt	50.00 – Application Fee 150.00 – Red Carpet Screening 170.00 – per Performers 500.00 – Events per day (Subject to Amusement Tax) 5,000.00 – For First Time Promoters (Cash Bond) 1,000.00 to 10,000.00 – For Special Cockpit Events	Client dependent	CTO			
		2.2 Final review of application			None	10 mins.	Head BPD
		2.3 Approve special permit application			None	10 mins.	Head BPLD




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
<ul style="list-style-type: none"> • NBI / Police Clearance 	<ul style="list-style-type: none"> • NBI / Police Clearance Offices
<ul style="list-style-type: none"> • Health Certificate / Card (Except those who are in the Massage/Spa, Hotel, and Food Preparation Industry) 	<ul style="list-style-type: none"> • City Health Department
<ul style="list-style-type: none"> • PESO Certificate (for first time job seeker) 	<ul style="list-style-type: none"> • PESO
<ul style="list-style-type: none"> • Alien Employment Card (AEP) for foreigner-applicants 	<ul style="list-style-type: none"> • DOLE
<ul style="list-style-type: none"> • Parental Consent for Minors 	<ul style="list-style-type: none"> • Applicant



ISSUANCE OF OCCUPATIONAL PERMIT

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. 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> 	<p>1.1 Assess application , encode date and send order of payment</p>	<p>None</p>	<p>5-10 mins.</p>	<p>Occupational Permit Section Personnel</p>
<p>2. Pay of the Occupational Permit Fee via:</p> <p>a. QC Pay Easy (Online)</p> <p>Over the Counter payment</p>	<p>2.1 Validate payment</p>	<p>Occupational Permit Fees depend on the occupation of the applicant.</p>	<p>5 mins</p>	<p>CTO</p>
<p>b. Over the Counter payment</p>	<p>2.2 Print and release Occupational Permit</p>	<p>None</p>	<p>5 mins</p>	<p>Occupational Permits Section Personnel</p>



ISSUANCE OF CERTIFICATION OR 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) |

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"> • Hospitals • Schools • SSDD • Government Agencies • BAC/TWG



ISSUANCE OF CERTIFICATION OR 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.	None	None	5 mins.	MIS-RAD staff
2. Present appointment slip and submit requirements at the BPLD MISRAD.	Confirm appointment, verify request and issue Order of Payment	Php 20.00 Verification Fee Php 50.00 for the Certified true Copy/Certification	5-7 mins or up to 2 days	Authorized MISRAD personnel
3. Claim your request (Certified True Copy/Certification)	Release the requested document.	None	5 mins	Authorized MISRAD personnel




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	Business Permits Division
Barangay Clearance for Liquor	Barangay Government
Valid ID of the Business Owner	Applicant
Valid ID of the Representative and an accomplished Use of Representative Form, if applicable	Use of Representative Form accessible via the Business One-Stop Shop at https://qceservices.quezoncity.gov.ph/



ISSUANCE OF LIQUOR PERMIT

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log into https://qceservice.s.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
2. Settle order of payment at the City Treasurer's Office or online via QC E-Services (G-Cash, Paymaya, Landbank)	2.1 Receive and validate payment.	None	Client dependent	CTO Online and On-Premise
	2.2 Final review of the application	None	5 mins	LLD Chief
	2.3 Approve liquor permit application	None	5 mins	MIS-RAD ADDS unit BPLD Releasing Unit
	2.4 Release the liquor permit and official receipt via: 1. email (digital copy of permit) 2. hard copy of permit to business address	None	1 day	MIS-RAD ADDS unit BPLD Releasing Unit



HOW TO FILE A COMPLAINT

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



FEEDBACK AND COMPLAINTS MECHANISM

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. (Feedback Form is attached as Annexure A)</p> <p>Feedback/complaints may be sent to the department via:</p> <ul style="list-style-type: none"> • Hotline 122 • support@quezoncity.gov.ph <p>Department's Official Email Address bpld@quezoncity.gov.ph</p>
How feedbacks are processed	<p>Feedbacks are documented via computer, 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 may be reached via its official contact numbers. BPLD official phone numbers Landline: 8988-4242 local 8173 and 8174</p> <p>The department may also be reached via its official email account bpld@quezoncity.gov.ph</p>
Feedback and Complaints 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.ph complaints@arta.gov.ph</p> <p>Department of Interior and Local Government (DILG) Main Office: 8876-34-54</p>