

**A. CITIZEN’S CHARTER**

**F.1 NEW BUSINESS PERMIT - ONE STOP SHOP (OSS) – LOW RISK**

Schedule of Availability of Service

Days : Monday to Friday  
 Hours : 8:00a.m – 5:00 p.m. **(NO NOON BREAK)**

Who May Avail of the Service : Taxpayers applying for New Business Permit

**Documentary Requirements**

**PHOTOCOPY OF THE FOLLOWING**

DTI Registration : Sole Proprietorship  
 SEC – Articles of Incorporation : Corporation/Partnership  
 CDA Registration : Cooperative  
 Transfer Certificate of Title/Tax Dec. : Business area is owned  
 Contract of Lease : Business area is rented  
 Authorization Letter/SPA : If representative  
 Any Government issued ID : (Owner and Representative)

IF **AMENDMENT**: Board Resolution or Secretary Certificate,  
 SEC Articles & General Information Sheet (GIS)

IF **FOOD RELATED BUSINESS ACTIVITY**: Sanitary Permit is required except for  
 Retailer/Wholesaler of Pre-Packed Foods.

Other documents required per nature of business

**\*NOTE: ORIGINAL COPY OF ALL REQUIREMENTS MUST BE PRESENTED**

Processing Period : **1 Hour**

How to Avail of the Service :

Step	Applicant/Client	Service Provider	Duration of Activity	Person In Charge	Fees	Form
1.	Applicant submits APPLICATION FORM FILLED UP IN TRIPLICATE AND COMPLETE SET OF REQUIREMENTS/ ATTACHMENTS.	1. Accepts application form with complete Attachments/ requirements	5 minutes	Concierge	none	Application Form
		2.Evaluates, checks the Authenticity of the submitted documents	25 minutes	Evaluator		Checklist /Routing Slip
		3.Encodes information based on submitted application forms and issue tax bill	20 minutes	Encoder	none	Simplified business form and tax bill
2.	1.Payment of tax bill at cashier	Releases business permit with plate	10 minutes	1.Cashier	Per Billing Statement	Official Receipt
	2.Receives business permit with plate			2.Releasing Clerk		Business Permit
<b>END OF TRANSACTION</b>						

**\*\*\*NOTE\*\*\***

- 1. APPLICATION WITH INCOMPLETE REQUIREMENTS WILL NOT BE ACCEPTED AND/OR PROCESSED.**
- The duration of activity may be affected due to the volume of application for new business. The releasing of permit varies on the date prescribed on the claim stub issued.
- The time of verification of the permissibility from other offices/ agencies of the business applied is not included in the processing time presented.
- Downloadable application form is available in On-line application website: **www.quezoncity.gov.ph.**

## F.2 NEW BUSINESS PERMIT-ONE STOP SHOP (OSS) – HIGH RISK

### Schedule of Availability of Service

Days : Monday to Friday  
 Hours : 8:00a.m – 5:00 p.m. **(NO NOON BREAK)**  
 Who May Avail of the Service : Taxpayers applying for New Business Permit

### Documentary Requirements

#### PHOTOCOPY OF THE FOLLOWING

DTI Registration : Sole Proprietorship  
 SEC – Articles of Incorporation : Corporation/Partnership  
 CDA Registration : Cooperative  
 Transfer Certificate of Title/Tax Dec. : Business area is owned  
 Contract of Lease : Business area is rented  
 Authorization Letter/SPA : If representative  
 Any Government issued ID : (Owner and Representative)

#### REQUIREMENTS – REGULATORY CLEARANCES

Locational Clearance if permitted in Zoning Classification  
 - Comply requirements simultaneously from other offices:  
 ❖ Fire Safety Inspection Certificate  
 ❖ Inspection Report from Inspection Division  
 ❖ Sanitary Permit  
 ❖ Environmental Clearance  
 ❖ Certificate of Electrical Inspection  
 ❖ Building Permit and/or Occupancy Permit

IF **AMENDMENT**: Board Resolution or Secretary Certificate, SEC Articles & General Information Sheet (GIS)

IF **FOOD RELATED BUSINESS ACTIVITY**: Sanitary Permit is required except for Retailer/Wholesaler of Pre-Packed Food

Other documents required per nature of business

**\*NOTE: ORIGINAL COPY OF ALL REQUIREMENTS MUST BE PRESENTED**

Processing Period : **1 Hour**

How to Avail of the Service :

Step	Applicant/Client	Service Provider	Duration of Activity	Person In Charge	Fees (depends on nature of business)	Form
1.	Applicant submits APPLICATION FORM FILLED UP IN TRIPLICATE AND COMPLETE SET OF ATTACHMENTS/ REQUIREMENTS	1. Accepts application form with complete attachments/ requirements.	5 minutes	Concierge	none	Application Form
		2. Evaluates, checks the authenticity of the submitted documents. Determines actual business operation.	25 minutes	Evaluator	DPOS Clearance	
		3. Encodes information based on submitted application forms and issues tax bill	20 minutes	Encoder		Checklist/ Routing Slip Simplified business form and tax bill
2.	1. Pay Tax Bill at cashier	Releases business permit with plate	10 minutes	1. Cashier	Per Billing Statement	Official Receipt
	2. Receives business permit			2. Releasing Clerk		Business Permit
<b>END OF TRANSACTION</b>						

#### \*\*\*NOTE\*\*\*

- APPLICATION WITH INCOMPLETE REQUIREMENTS WILL NOT BE ACCEPTED AND/OR PROCESSED.**
- The duration of activity may be affected due to the volume of application for new business. The releasing of permit varies on the date prescribed on the claim stub issued.
- The time of verification of the permissibility from other offices/ agencies of the business applied is not included in the processing time presented.
- Downloadable application form is available in On-line application website: [www.quezoncity.gov.ph](http://www.quezoncity.gov.ph).

### F.3 SPECIAL PERMIT – ONE STOP SHOP (OSS)

Schedule of Availability of Service

Days : Monday to Friday  
 Hours : 8:00a. m – 5:00 p.m. **(NO NOON BREAK)**

Who May Avail of the Service : Promoter/Organizer

**Documentary Requirements** :

1. Contract of Lease (Venue)
2. License from Immigration (Foreigner)

Processing Period : **1 Hour**

How to Avail of the Service:

Step	Applicant/Client	Service Provider	Duration of Activity	Person In Charge	Fees	Form
1.	Applicant submits APPLICATION FORM FILLED UP IN TRIPLICATE AND COMPLETE SET OF ATTACHMENTS/ REQUIREMENTS	1. accepts application form with complete attachments/ requirements	5 minutes	Concierge	none	Application Form
		2. Evaluates, checks the Authenticity of the submitted documents	25 minutes	Evaluator		Checklist/ Routing Slip
		3. Encodes information based on submitted application forms and issues Order of Payment	20 minutes	Encoder	none	Simplified business form and order of payment
2.	Pay Tax Bill at Cashier			Miscellaneous Teller	Per billing assessment	Official Receipt
	Receives business permit	Releases business permit	10 minutes	Releasing Clerk		Business Permit
<b>END OF TRANSACTION</b>						

**\*\*\*NOTE\*\*\*:**

1. **APPLICATION WITH INCOMPLETE REQUIREMENTS WILL NOT BE ACCEPTED AND/OR PROCESSED.**
2. The duration of activity may be affected due to the volume of application for new business. The releasing of permit varies on the date prescribed on the claim stub issued.
3. The time of verification of the permissibility from other offices/ agencies of the business applied is not included in the processing time presented.

**F.4 RENEWAL BUSINESS PERMIT – LOW RISK / HIGH RISK**

Schedule of Availability of Service

Days : Monday-Friday  
 Hours : 8:00a.m – 5:00 p.m. **(NO NOON BREAK)**

Who May Avail of the Service : Taxpayers who will renew their Business Permit

- Documentary Requirements** :
1. Original copy of previous Business Permit or Certified True Copy (CTC)
  2. Original copy of Barangay Clearance (current) for Renewal Purposes
  3. If Amendment: Board Resolution or Secretary's Certificate & General Information Sheet (GIS)
  4. SEC Articles

Submit Photocopy of the following:

NOTE: ORIGINAL COPY OF ALL REQUIREMENTS must be presented

- : Tax Bill and Official Receipt (current year)
- : Barangay Clearance
- : Locational Clearance (LC)
- : Updated Fire Safety Inspection Certificate (FSIC)
- : Sanitary Permit (SP)
- : Certificate of Annual Electrical Inspection (CEI)
- : Environmental Clearance
- : DPOS Clearance
- : Other documents required per nature of business

Processing Period : **1 Hour**

How to Avail of the Service :

Step	Applicant/Client	Service Provider	Duration of Activity	Person In Charge	Fees	Form
1.	SUBMITS ALL REQUIREMENTS FOR RENEWAL OF BUSINESS PERMIT	Receives, Evaluates submitted attachments/ requirements	30 Minutes	Evaluator	None	Checklist/ Routing Slip
2.	Receives Claim Stub	Issues Claim Stub Generates the Permit	15 Minutes	Evaluator	None	None
3.	Receives the Business Permit, and Plate	Releases the approved Business Permit and Plate	15 Minutes	Releasing Staff	None	Business Permit

**END OF TRANSACTION**

\*\*\*NOTE\*\*\*:

1. **APPLICATION WITH INCOMPLETE REQUIREMENTS WILL NOT BE ACCEPTED AND/OR PROCESSED.**
2. The duration of activity may be affected by the volume of applications for renewal of permits. The releasing of permit varies on the date prescribed on the claim stub issued.
3. Failure to renew Business Permit within the prescribed period shall subject the taxpayer to 25% surcharge based on Local Revenue Code.
4. Business establishment requiring inspection/verification is not included in the prescribed processing period.

**F. 5 OCCUPATIONAL PERMITS**

Schedule of Availability of Service

Days : Monday to Friday  
 Hours : 8:00a.m – 5:00 p.m. **(NO NOON BREAK)**

Who May Avail of the Service

: Applicant securing Occupational Permit

**Documentary Requirements**

**Original Copy of the following:**

1. NBI or Police Clearance
2. Health Certificate
3. Community Tax Certificate (CEDULA)
4. Parental Consent (if minor)
5. AEP-Alien Employment Permit (if Foreign National)
6. DPOS Clearance (for Security Guards)
7. Affidavit of Waiver (if PRC Member practicing profession)

Processing Period :

**30 Minutes**

How to Avail of the Service :

Step	Applicant/Client	Service Provider	Duration of Activity	Person In Charge	Fees	Form
1	Present requirements	Issues Order of Payment	5 Minutes	Receiving Clerk	NONE	Order of Payment Slip
2	Payment			CTO- Collectors (BOSS Area)	Occupational Fees ₱75.00 or ₱ 150.00 and Photo Fees- ₱ 20.00	Official Receipt
3	Fills out application form and submit requirements	1.Verifies/Checks payment and requirements	10 Minutes	Evaluator	NONE	Information Sheet Application Form
		2. Gives Queuing Number				
		3. Takes Photo, Encodes and Prints Information	10 Minutes	Encoder	NONE	
4	Receives Occupational Permit	Releases Occupational Permit & All Requirements	5 Minutes	Releasing Staff	NONE	Occupational Permit
<b>END of TRANSACTION</b>						

**\*\*\*NOTE\*\*\*:**

1. **APPLICATION WITH INCOMPLETE REQUIREMENTS WILL NOT BE ACCEPTED AND/OR PROCESSED.**
2. The duration of activity may be affected due to the volume of occupational permit applicants. The releasing of occupational permit varies on the date prescribed on the processing period.
3. Original copy of the documentary requirements will be returned to the applicant.

**F.6 ISSUANCE OF CERTIFICATION OR CERTIFIED TRUE COPY (CTC) OF BUSINESS PERMIT**

Schedule of Availability of Service

Days : Monday to Friday  
 Hours : 8:00a.m – 5:00 p.m. **(NO NOON BREAK)**

Who May Avail of the Service : Taxpayers securing Certification and/or Certified True Copy (CTC) other Interested parties

**Documentary Requirements** :

1. Any valid ID of owner
2. If representative- Authorization Letter from Owner and any valid ID of owner and representative

Processing Period : **25 Minutes**

How to Avail of the Service :

Step	Applicant/Client	Service Provider	Duration of Activity	Person In Charge	Fees	Form
1.	Fills out request form for CTC /Certification	Verifies, encodes data and Issues order of payment, prepares Certification or CTC	20 Minutes	Encoder	None	Request Slip form Order of Payment
2.	payment	Issues Official Receipt		CTO Collector	₱50.00	Official Receipt
3.	Receives the CTC/Certification	Releases the CTC / Certification	5 minutes	Releasing Staff	None	Certification or CTC
<b>END of TRANSACTION</b>						

**\*\*\*NOTE\*\*\*:**

1. **APPLICATION WITH INCOMPLETE REQUIREMENTS WILL NOT BE ACCEPTED AND/OR PROCESSED.**
2. The processing period/duration of activity is not applicable during the month of January to March.

For comments/suggestions/complaints:

Pls. contact:  
 BPLD HOTLINE: 0961-319-8944 (Smart) or  
 0945-425-9935 (Globe), or email: bpldqfeedback@gmail.com

Recommending Approval:

**MA. MARGARITA SANTOS**  
 City Government Assistant Department Head III  
 Officer-In-Charge, BPLD