



**REPUBLIC OF THE PHILIPPINES
QUEZON CITY
OFFICE OF THE MAYOR**

LIQUOR LICENSING AND REGULATORY BOARD

CITIZEN'S CHARTER



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I. Mandate

The Liquor Licensing and Regulatory Board (LLRB) is created thru an ordinance under Ordinance No. NC-86, S-89 whose primary mandate is to take charge and undertake efficient implementation of liquor provisions approved under Ordinance No. NC-85 S-89, otherwise known as the Quezon City Liquor Ordinance.

Its specific function deals on the issuance of Liquor Regulatory Permits to qualified establishments and the proper assessment and collection of regulatory fees thereof.

Supervise and control the liquor operation of all establishments in the City by way of issuing Liquor Regulatory Permits to qualified liquor manufacturers, distillers, dealers wholesalers and retailers of liquor and/or other intoxicating beverages.

II. Vision

The Liquor Licensing and Regulatory Board is a government unit where trust and public service is a commitment working at hand towards efficient and good governance. The uncontrolled disposal of liquor or intoxicating beverages within prohibited radius contributes immensely to the alarming incidence of juvenile delinquency and criminality in the City, hence efforts should be undertaken by the LLRB to contribute in making Quezon City a peaceful Quality City.

III. Mission

1. To regulate the operation of business establishments dealing on liquor and/or intoxicating beverages.
2. To compel operators of amusement places, eateries and dealers of liquor and/or intoxicating beverages to secure their necessary permits.
3. To monitor the operation of business establishment dealing in manufacturing, producing, distilling, selling, serving and dispensing of liquor and/or intoxicating beverages as provided under Quezon City Liquor Ordinance.
4. To help preserve peace and order in the City to lessen criminality.

IV. Service Pledge

We commit to:

- Provide efficient public service and encourage all operators of all business establishment engaged in liquor business, properly observe and comply with the requirements of law and provision of the Quezon City Liquor Regulatory Ordinance,
Ordinance No. NC-85, S-89;
- Provide quality and responsive public service to address to the needs of our business partners to attain economic growth which is also translated to the City's economic growth too;
- To provide support and assistance to taxpayers in the operation of their business by way of coordinating efforts by all parties concerned like the barangay, the police and all other concerned agencies of all the necessary assistance such that they may comply to the requirements as called for under existing regulations;

- All personnel of the LLRB shall maintain, observe, uphold and protect at all times the honor, prestige, purpose and interest of our Office such that the taxpayers concerned may be given the full attention, assistance and support without reservation and comply fully to the program of good governance of Mayor Ma. Josefina G. Belmonte.
- Happy to serve and provide efficient service.



1. LIQUOR REGULATORY PERMIT for NEW ESTABLISHMENT

The Liquor Regulatory Permit for new establishment is issued to all operators of new establishments dealing on liquor.

Office or Division:	Liquor Licensing and Regulatory Board (LLRB)			
Classification:	Complex			
Type of Transaction:	G2C-Government to Client and G2B-Government to Business Entity.			
Who may avail:	All Operators of business establishment engage in retailing, wholesaling, serving, manufacturing, distilling and producing liquor and/or intoxicating beverages dealing on liquor applying for liquor permit.			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ol style="list-style-type: none"> 1. Business Permit (photo copy) of the Business Permit and Licensing Department , (BPLD) Quezon City 2. Official Receipt & Business Tax Bill (photo copy) of the City Treasurer's Office (CTO) 3. Security & Exchange Commission (SEC) Registration, Articles of Incorporation & By-Laws (photocopy) for Corporations or Partnerships 4. Department of Trade & Industry (DTI) Certificate of Business Name and Registration (photocopy) for Single Proprietorship 5. Photo of front and inside of establishments (for Server only). 6. Barangay Clearance for Liquor (original copy) 7. Contract of Lease/ Transfer Certificate of Title (TCT) (whichever is applicable) 8. Sketch of Location 9. Additional requirements : (if necessary) <ol style="list-style-type: none"> a) Locational Clearance from the City Planning and Development Office (CPDO) b) Barangay Council Resolution c) Homeowner's Association or Neighbor's Consent d) Bureau of Fire Protection Fire Safety Inspection Certificate 			LLRB Office 4th Floor Civic Center Bldg. A.	
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. All Operators of new establishment engage on liquor. Applicant to fill-up application form and	1. Accept/check and log the filled-up application form and forward to Records Section.	<u>RETAILER</u> Beer (P400.00) per annum Local Wine (P500.00) per annum	10 minutes	1. License Processor Linda Santos

<p>attached required documents for processing by the LLRB License Section.</p>	<p>2. Clearance from the LLRB Records Section to determine of any pending case and/or complaint against the establishment.</p>	<p>Imported Wine (P2,000.00) per annum Filing Fee (P20.00) Special Permit (P2,000.00) per annum -</p>	<p>20 minutes</p>	<p>2. Records Officer Cristy Cionelo</p>
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CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
6. Applicant to attend the scheduled Board Hearing.	3. Physical/Actual Verification of the place as to the actual operation and the correctness of information in the application and exact location and submit findings to Executive Officer for appropriate action.	WHOLESALER Beer (P800.00) per annum Local Wine (P1,500.00) per annum Imported Wine (P2,000.00) per annum Filling Fee (P40.00) Special Permit (P2,000.00) per annum	2 days	3. Verifier Assigned
	4. Executive Officer refers the application to Board Secretary for Board Hearing.	EATING PLACE Beer (P400.00) per annum Local Wine (P500.00) per annum	10 minutes	4. Executive Officer Myrna Zacarias
	5. Board Secretary schedule & calendar applications for Board Hearing and inform applicants of schedule of Board Hearing.	Imported Wine (P2,000.00) per annum Filling Fee (P100.00)	10 minutes	5. Board Secretary Arlene Sarno
	6. LLRB Board approves or disapprove applications		20 minutes	6. Chairman Alberto Galarpe Board Members Violeta Portillo Atty. Leo Lazo
	●Approve applications		10 minutes	

	to be forwarded to License Section for computation and preparation of Order of Payment to be approved and signed by the Executive Officer.			
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CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>7. Applicant to pay regulatory fees as per Order of Payment at the Treasurer's Office and submit a photo copy of the receipt and present the original receipt for validation.</p>	<ul style="list-style-type: none"> Disapproved applications forward to Records Section to prepare a letter informing applicant of status of the operator reasons of disapproval. 			
	<p>7. Preparation of liquor permit by the License Section upon presentation of Official Receipt for approval and signature of the LLRB Chairman.</p>		30 minutes	7. License Encoder Melanie Rañola
	<p>8. License Section to forward the prepared liquor permit to the Executive Officer for check/review and affix her initials.</p>		5 minutes	8. License Officer Ferdinand Cañete
	<p>9. LLRB Chairman to approve and sign the prepared liquor regulatory permit.</p>		5 minutes	9. Chairman Alberto Galarpe
	<p>10. Approved liquor permit to be forwarded to</p>		10 minutes	10. Records Releasing Arnold Drew

	the Records Section for recording and releasing.			
	TOTAL:		4 DAYS	

2. RENEWAL OF LIQUOR REGULATORY PERMIT

To issue a Liquor Regulatory Permit for operators of establishments applying for the Renewal of their previously approved Liquor Regulatory Permit.

Office or Division:	Liquor Licensing and Regulatory Board (LLRB)			
Classification:	Simple			
Type of Transaction:	G2C-Government to Client and G2B-Government to Business Entity.			
Who may avail:	All business establishment who had previously an approved Liquor Regulatory Permit.			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Previous Year's Liquor Regulatory Permit (original copy) and presentation of original copy for validation.			LLRB Office 4th Floor Civic Center Bldg. A. Quezon City Hall, Q.C.	
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of a photo copy previous year Regulatory Liquor Permit and present original copy for validation.	1. Processor receive and log previous liquor permit.	<u>RETAILER</u> Beer (P400.00) per annum	5 minutes	1. License Processor Linda Santos
	2. Forward documents to Records Section for clearance.	Local Wine (P500.00) per annum Imported Wine (P2,000.00) per annum Filling Fee (P20.00)	10 minutes	2. Records Officer Cristy Cionelo
	3. Forward documents to License Section for computation and preparation of Order of Payment to be approve and sign by Executive Officer.	Special Permit (P2,000.00) per annum	5 minutes	3. License Processor Linda Santos
	4. Applicant to pay regulatory fees as per Order of Payment at the Treasurer's Office	4. Payment of liquor regulatory fees at the Treasurer's Office.	<u>WHOLESALE</u> Beer (P800.00) per annum Local Wine (P1,500.00) per annum Imported Wine (P2,000.00) per annum Filling Fee (P40.00)	20 minutes

<p>and submit a photo copy of the receipt and present the original receipt for validation.</p>	<p>5. Preparation of liquor regulatory permit upon presentation of Official Receipt.</p>	<p>Special Permit (P2,000.00) per annum</p>	<p>10 minutes</p>	<p>5. License Encoder Melanie Rañola</p>
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	6. Approval by the LLRB Chairman or the Executive Officer in the absence of the LLRB Chairman.	<p><u>EATING PLACE</u></p> <p>Beer (P400.00) per annum</p> <p>Local Wine (P500.00) per annum</p> <p>Imported Wine (P2,000.00) per annum</p>	5 minutes	6. Chairman Alberto Galarpe Executive Officer Myrna Zacarias
	7. Release of liquor regulatory permit.	<p>Filling Fee (P100.00) Special Permit (P2,000.00) per annum</p> <p><u>AMUSEMENT PLACE</u></p> <p>Beer (P4,000.00) per annum</p> <p>Local Wine (P3,000.00) per annum</p> <p>Imported Wine (P5,000.00) per annum</p> <p>Filling Fee (P500.00) Special Permit (P4,000.00) per annum</p>	5 minutes	7. Records Section Arnold Drew
	TOTAL:		1 HOUR	



3. RETIREMENT OF LIQUOR REGULATORY PERMIT

To approve applications for the Retirement of their previously approved Liquor Regulatory Permit.

Office or Division:	Liquor Licensing and Regulatory Board (LLRB)			
Classification:	Complex			
Type of Transaction:	G2C-Government to Client and G2B-Government to Business Entity.			
Who may avail:	All business establishment applying for retirement of their previously approved Liquor Regulatory Permit.			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Previous Year's Liquor Regulatory Permit. (photo copy) 2. Letter/Affidavit citing reasons of such retirement duly signed by the owner. 3. Liquor Regulatory Permit retirement forms duly filled-up and signed by the owner (2 copies)			LLRB Office 4th Floor Civic Center Bldg. A. Quezon City Hall, Q.C.	
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Applicant to fill-up application form for liquor regulatory permit retirement and attach required documents.	1.Processor to receive and log application for retirement.	1. Period covered upon retirement.	15 minutes	1. License Processor Linda Santos
	2.Forward documents to Records Section for clearance.		25 minutes	2. Records Officer Cristy Cionelo
	3. Physical Actual/ Verification of the place to ascertain the veracity of the information on the letter request for retirement.	- -	2 days	3. Verifier Assigned
	4. Recommendation by the LLRB's Executive Officer.		10 minutes	4. Executive Officer Myrna Zacarias
	5. Forward document to License Section for computation and preparation of			15 minutes

	Order of Payment to be approved and signed by Executive Officer.			
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CLIENTS STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
6. Applicant to pay retirement fees as per Order of Payment at the Treasurer's Office and submit a photo copy of the receipt and present the original receipt for validation.	6. Payment of liquor retirement fees at the Treasurer's Office.		30 minutes	6. Cashier Treasurer's Office
	7. Finalization of retirement form upon presentation of Official Receipt.		10 minutes	7. Executive Officer Myrna Zacarias
	8. Approval by the LLRB Chairman.	-	5 minutes	8. Chairman Alberto Galarpe
	9. Released the approved and signed retirement form.	-	10 minutes	9. Records Section Arnold Drew
	TOTAL:		4 DAYS	