



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 and closure of business establishments if and when necessary.

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-friendly 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 the **Business One-Stop Shop (BOSS)** at <https://qceservices.quezoncity.gov.ph/> to begin transactions with the department. This will bring you to the BOSS main page where one can have access to many of the services of the Department. This system allows the full automation of evaluation, document submission, and evaluation at the end of the Ancillary Departments/Offices.

All transactions pertaining to new Business Permits are located at Civic Building F, otherwise known as the Finance Building, Quezon City Hall Compound.

Summary:

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 be Paid	Processing Time	Person Responsible
Submits the required documents for Business One-Stop Shop (BOSS) Evaluation via https://qceservices.quezoncity.gov.ph/	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. (1 day)	Authorized BPLD and Ancillary Evaluators
Pays Tax Assessment Bill at the City Treasurer's Office (CTO)	The CTO is also co-located included in the BOSS, hence, payment may be done in the same area. The Online System sends a copy of the tax bill to the applicant and advises them on payment options.	Depends on the amount to be paid found in the tax assessment bill and orders of payment from Ancillary Offices/ Departments	Client dependent	Cashier BPLD's Tax Assessment Bill Unit
The client is notified via their registered email once their permit is ready for release. The applicant chooses the mode of claiming their permit via QC E-Services whether by a courier service of their choice or picks it up in person.	The department notifies the business applicant about the availability of their permit and details on modes to claim the Permit: a) pick-up in person, or	For personal Pick-up, None	Approximately 30 minutes	BPLD's Records Division/ Releasing Unit
		Varies depending on the courier service	Client dependent	BPLD's Records Division/ Releasing Unit



	<p>b) via courier service their choice of.</p> <p>The department releases the permit via client's choice mode of claim.</p>			
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<p align="center">Feedback and Complaints Mechanism</p>	
<p>How to send feedback</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>
<p>How feedbacks are processed</p>	<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>
<p>How to file a complaint</p>	<p>The Department may reached via its official contact numbers.</p> <p>BPLD official phone numbers</p> <p>Landline: 8988-4242 local 8174</p> <p>Cellular Phone Numbers: 0961-620-7220 0961-319-8944</p>



	<p>0905-408-1483</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:</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>



Application for Renewal of Business Permits

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

Issuance of a Renewed Permit

As a COVID-19 safety precaution, all taxpayers are highly encouraged to apply online at the **Business One-Stop Shop (BOSS)** at <https://qceservices.quezoncity.gov.ph/> and file the appropriate application. This will bring you to the BOSS main page where one can have access to many of the services of the Department, in this case the **Renewal of the Business Permit**. The system allows the full automation of evaluation, document submission, and evaluation at the end of the Ancillary Departments/Offices.

All transactions pertaining to the Renewal of Business Permits are located at Civic Building F, Quezon City Hall Compound.

Summary:

Office or Division	Business Permit Division
Classification	External Service
Type of Transaction	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	Accessible via the Business One-Stop Shop at https://qceservices.quezoncity.gov.ph/

Client Steps	Agency Actions	Fees to be Paid	Processing Time	Person Responsible
Pays Business Tax at City Treasurer's Office or at any Bank recognized by the City Treasurer's Office	The application is coursed automatically through Ancillary Departments/ Offices in the BOSS.	Business Tax assessed to the Business	Dependent on the City Treasurer's Office	CTO Cashier
The applicant will upload a copy of the Business Tax Official Receipt and apply for a Business Permit Renewal at the Business One-Stop Shop (BOSS) in https://qceservices.quezoncity.gov.ph/		None	Varies depending on the Evaluations of evaluation time of	BPLD and Ancillary Department/ Office Evaluators



			Ancillary Offices and Departments	
Claims permit via Pick-up or Courier Service of Choice	The department notifies the business applicant about the availability of their permit and details on how to claim them:	For personal Pick-up, None	Approximately 30 minutes	BPLD Releasing Unit
	a) pick-up in person, or b) via courier service their choice of. The department releases the permit via client's choice mode of claim.	Varies depending on the courier service	Client dependent	BPLD Records and Statistics Division and Releasing Unit

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	Feedbacks are documented via computer, compiled if feedback form is filled up, and or sent by email.



	<p>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 may be reached via its official contact numbers.</p> <p>BPLD official phone numbers</p> <p>Landline: 8988-4242 local 8174</p> <p>Cellular Phone Numbers: 0961-620-7220 0961-319-8944 0905-408-1483</p> <p>The department may also be reached via its official email account bpld@quezoncity.gov.ph</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>



Business Permit Amendment

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.

Issuance of an Amended Permit

As a COVID-19 safety precaution, all taxpayers are highly encouraged to book an appointment for an amendment online at <https://qceservices.quezoncity.gov.ph/> and visit the Business One-Stop Shop at the Civic Building F (Finance Building) in City Hall Compound for processing.

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	Business Permit Division
Classification	External Service
Type of Transaction	Amendment of Business Permit
Who may Avail	Anyone who wishes to have information in their Business Permit Amended
Checklist of Requirements	Where to Secure
Acknowledgment of a booked appointment for Amendment	Please set an appointment for an amendment of a Business Permit at the Business One-Stop Shop at https://qceservices.quezoncity.gov.ph/
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
Applies for a Business Permit Amendment at the Business One-Stop Shop at https://qceservices.quezoncity.gov.ph/	The application is evaluated by ancillary department		Varies depending on the evaluations of ancillary clearances.	Evaluator



	<p>s especially if amendment involves a transfer of location which requires a zoning clearance of the area.</p> <p>Verifies records:</p> <p>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 at the City Treasurer's Office or at any recognized bank.</p> <p>b. If there is a record of non-compliance, the taxpayer is advised to comply with ancillary clearances before</p>			
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	proceeding with the amendment of the Business Permit.			
Pays Amendment fee	CTO receives payment			CTO Cashier
Submits a copy of Official Receipt of amendment fees.	Accepts the copy of Official Receipts		Client dependent	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>Client dependent</p>	BPLD Records and Statistics Division/ Releasing Unit

Feedback and Complaints Mechanism	
How to send feedback	Clients may give their feedback in person or via email, telephone call, filling-up of BPLD feedback form and in social media avenues



	<p>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 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>
<p>How to file a complaint</p>	<p>The Department may reached via its official contact numbers.</p> <p>BPLD official phone numbers</p> <p>Landline: 8988-4242 local 8174</p> <p>Cellular Phone Numbers: 0961-620-7220 0961-319-8944 0905-408-1483</p> <p>The department may also be reached via its official email account bpld@quezoncity.gov.ph</p>
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	Government (DILG) Main Office: 8876-34-54
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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. As of the moment this Citizen's Charter is created, the Department is developing of the Unified Online Business Permit Application System. This system will allow the full automation of evaluation, document submission, and online business tax payments.

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.		???	Evaluator
	Issues an order of payment.			
Pays order of payment at the City	CTO receives payment	Per Billing Statement		Cashier



Treasurer's Office				
Submits the Official Receipt to the BOSS	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 availability of their permit and details on how to claim them: a) pick-up in person, or b) via courier service their choice of. The department releases the permit via client's choice mode of claim.	For personal Pick-up, None	Approximately 30 minutes	BPLD E-Response Team
		Varies depending on the courier service	Client dependent	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 via computer, compiled if feedback form is filled up, and or sent by email.



	<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.</p> <p>BPLD official phone numbers</p> <p>Landline: 8988-4242 local 8174</p> <p>Cellular Phone Numbers: 0961-620-7220 0961-319-8944 0905-408-1483</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:</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>

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. As of the moment this Citizen's Charter is created, the Department is developing of the Unified Online Business Permit Application System. This system will allow the full automation of evaluation, document submission, and online business tax payments.

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 which is co-located within the same facility.	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	5 minutes	Cashier Co-located at Occupational Permit Section
Presents OR at the Occupational counter.	The department encodes data.		5 minutes	Occupational Counter Personnel
Have picture taken				
Waits for release of Occupational Permit	Releases the permit.			Occupational 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 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.</p> <p>BPLD official phone numbers</p> <p>Landline: 8988-4242 local 8174</p> <p>Cellular Phone Numbers: 0961-620-7220 0961-319-8944 0905-408-1483</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: 8478-5091</p>



	<p>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>
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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. As of the moment this Citizen's Charter is created, the Department is developing of the Unified Online Business Permit Application System. This system will allow the full automation of evaluation, document submission, and online business tax payments.

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	Processing	Person
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		be Paid	Time	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	Records section releases the Certification (CTC) of business permit.	None		Records 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 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 reached via its official contact numbers.</p> <p>BPLD official phone numbers</p> <p>Landline: 8988-4242 local 8174</p>			



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