



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>