



	Anti-Red Tape Authority: 8478-5091 8478-5093 8478-5099 Email: <a href="mailto:info@arta.gov.ph">info@arta.gov.ph</a> <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a>  Department of Interior and Local 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.

<b>Office or Division</b>	BPLD Permit Division
<b>Classification</b>	External Service
<b>Type of Transaction</b>	Amendment of Business Permit
<b>Who may Avail</b>	Promoter, Event's Organizer, or any individual entity intending to hold special events in the city
<b>Checklist of Requirements</b>	<b>Where to Secure</b>
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 Treasurer's Office	CTO receives payment	Per Billing Statement		Cashier
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

<b>Feedback and Complaints Mechanism</b>	
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:</p>



	<p>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><b>BPLD official phone numbers</b></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 <b>bpld@quezoncity.gov.ph</b></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"> <li>• Hotline: 1-6565 accessible via PLDT and Smart landlines nationwide</li> <li>• SMS/Text Access: 0908-8816565</li> <li>• Email: <a href="mailto:email@contactcenterngbayan.gov.ph">email@contactcenterngbayan.gov.ph</a></li> <li>• Website: <a href="http://www.contactcenterngbayan.gov.ph">www.contactcenterngbayan.gov.ph</a></li> </ul> <p>Anti-Red Tape Authority: 8478-5091 8478-5093 8478-5099 Email: <a href="mailto:info@arta.gov.ph">info@arta.gov.ph</a> complaints@arta.gov.ph</p> <p>Department of Interior and Local Government (DILG) Main Office: 8876-34-54</p>