



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 <https://qcbpldbusinesspermitapplication.setmore.com/> to begin transactions with the department.

All transactions pertaining to new 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	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	Processing	Person
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		be Paid	Time	Responsible
Submits the required documents for Business One-Stop Shop (BOSS) Evaluation	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.	Concierge
Pays Tax Assessment Bill at the City Treasurer's Office (CTO)	The CTO is also included in the BOSS, hence payment may be done in the same venue. The Business Permit Division sends a copy of the tax bill to the applicant and advises them on payment options.	Depends on the amount to be paid		Cashier
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 modes 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	Time varies	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>Feedback Form is attached as Annexure A</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: written in a log book, 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 has a ready complaint form for clients who wants to file a complaint. (<u>Complaint Form is attached as Annexure B</u>)</p> <ol style="list-style-type: none"> 1. On site, the complainant may go to Public Assistance & Complaints Desk where s/he will be interviewed to provide information about the complaint. 2. The "Complaints Desk" endorses all complaints pertaining to BPLD to the department for appropriate action. 3. The complaint is addressed and feedback is provided to the complainant on actions taken. 4. Complaints may also be sent via email, and other social media avenues (messages thru messenger or viber).
How complaints are processed	<p>The Department has a comprehensive process / system in addressing complaints as can be gleaned in its "Complaints Log and Status Tracker". In particular, the tracker's components are:</p> <ol style="list-style-type: none"> a) date received b) source of complaint details c) complaint summary/description



	<p>d) medium used e) Division/Group with jurisdiction on the complaint f) date corrective action started, g) findings – root causes, h) date complaint was resolved/closed, i) feedback to/from complainant after corrective action j) corrective action plan, and k) remarks</p> <p><u>(Complaint Log Status Tracker is attached as Annexure C)</u></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: 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>