



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 be Paid	Processing Time	Person 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	None		Records Section Receiving Personnel



	issues payment order to be paid at CTO.			
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> <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>