



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	5 minutes	Cashier Co-located at Occupational Permit Section



		Photo Fees- ₱ 20.00		
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 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>