

**CITIZEN'S CHARTER
BUSINESS LICENSE AND PERMITS DIVISION
TACLOBAN CITY**

FUNCTIONAL STATEMENT:

1. Records/Registers all business activities operating in Tacloban City.
2. Process and issue business permits using the unified form and automated business registration .
3. Validate compliance of business permit through business mapping/inspections.
4. Check on Transport compliance of business permits through saturation drive.
5. Submit periodic report regarding BPLS implementation to DILG, DTI and to the office of the Chief Executive.

OBJECTIVE:

TO DELIVER FAST AND EFFICIENT SERVICE TO TAXPAYERS AND ENCOURAGE
BUSINESSMEN TO INVEST IN TACLOBAN CITY IN ORDER TO BRING IN MORE
REVENUES AND JOB OPPORTUNITIES TO THE CITY.

VISION:





GLOBALLY COMPETITIVE, RESILIENT, GREEN CITY, PROPELLED BY GOD - LOVING, EMPOWERED
AND GENDER - RESPONSIVE LEADERS AND CITIZENRY.

MISSION:

TO DELIVER PROFESSIONAL, EFFICIENT AND HONEST SERVICE TO TAXPAYERS.

BUSINESS SECTION

FRONTLINE SERVICES AND REQUIREMENTS	PROCEDURES	PERSONS RESPONSIBLE	PROCESSING & WAITING TIME	TAXES AND FEES	
I. New Business					
a. Single Proprietorship 1. DTI Business Name Registration Certificate 2. Barangay Clearance 3. Residence Certificate	Step 1. File Business Permit Application *Pre-inspection	GERRY B. ABILAR(with JIT)	15 minutes	New	Based on type of business and capitalization
	a) Evaluation/Verification			RECHILDA SESE ROCHELLE DE LOS SANTOS	Renewal
	b. Corporation 1. SEC Registration Certificate 2. Articles of Incorporation & by Laws 3. Corporate Tax 4. Board Resolution/Secretary Certificate (Certified True Copy)	b) Electronic Recording	MARIKITH BAZAR		Mayor's Permit Fee
	Step 2. One Time Assessment and Payment	City Treasurer's Office	10 minutes	Fire Inspection Fee	Based on type of establishment
				Building Inspection Fee	Based on type of structure
				Garbage Fee	Based on type of establishment

c. Cooperative 1. CDA Certificate 2. City Coop Certificate	Step 3. Issuance of Business Permit	RECHILDA SESE ROCHELLE DE LOS SANTOS	2 days *Maximum time: 5DAYS	Business Plate Business Sticker	P200.00 Per Business plate P45.00 per sticker
II. Renewal Business 1. Previous Year Business Permit 2. Previous Year Business Plate(Xerox) 3. Previous Year Assessment	Step 1. File Business Permit Application a) Evaluation/verification b) Electronic Recording Step 2. One Time Assessment and Payment Step 3. Issuance of Business Permits	RECHILDA SESE ROCHELLE DE LOS SANTOS MARIKITH BAZAR City Treasurer's Office RECHILDA SESE ROCHELLE DE LOS SANTOS	15 minutes 10 minutes 15 minutes *Maximum time: HALF DAY		
III. Filing of complaints : Requirements : a) Letter complaint endorsed by the Office of the City Mayor.	Step 1. Submit letter complaint addressed to the Chief Executive thru BPLD Division Head Step 2. Follow up letter complaint at the Business Permit and Licensing Division. Step 3. Inspection of Business Establishment (if necessary) and Submission of Inspection Report for appropriate action. Step 4. Furnish the complainant with the copy of action taken.	ZOSIMA A. CORDAÑO (OIC-BPLD) Inspectors: ROBERT EVIOTA GERRY ABILAR ZOSIMA A. CORDAÑO (OIC-BPLD)	To be acted upon immediately To be acted upon immediately To be acted upon immediately	<p style="text-align: center;">For any inquiries, comments or complaints, please contact us at the following:</p> <p style="text-align: center;">  832-5249 or 09163839133  bpldtacloban@gmail.com  www.bpld.tacloban.gov.ph  www.facebook.com/bpldtacloban </p>	





TRANSPORT SECTION

FRONTLINE SERVICE AND REQUIREMENTS	PROCEDURES	PERSONS RESPONSIBLE	PROCESSING & WAITING TIME	TAXES AND FEES	
I. MCH a) Operators: Requirements: 1. LTO O.R. & C.R. 2. RPT Clearance 3. Mayor's Permit (Previous Year) 4. 2 X 2 I.D. Picture 5. COMELEC Voter's ID 6. MVCC Clearance(PNP/HPG)	Step 1. a. Filled Business Application b. Pre-inspection Step 2. a. One time Assessment & Payment	Frontline Service Employee: RIA MAY SOLIVA ROBERT A. EVIOTA Inspector: PABLITO VILLAJOS RAFA TAROMA IRISH HERMANO City Treasurer's Office		New Re-new	P1,465.00 P1,465.00

<p>Transfer of Unit. 7. Certification from PNP Traffic Division</p> <p>b) Operator/Driver Requirements: 1. Brgy. Clearance 2. Police Clearance 3. Residence Certificate 4. TOMECO Clearance</p> <p>c) Driver Requirements: 1. Health Card 2. Driver Lisence I.D.</p>	<p>b. Franchise & Police No. Issuance</p> <p>Step 3. a. Post Inspection</p> <p>b. Surrender Business permit application and release of Business Permit & Sticker</p>	<p>RIA MAY SOLIVA RAYMART GONZALES RUEL LABONG</p> <p>Inspector: PABLITO VILLAJOS</p> <p>Frontline Service Employee: RIA MAY SOLIVA ROBERT A. EVIOTA</p>	<p>Business Permit is released within 1 hour upon surrender of Business Permit Application.</p>		
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<p>II. PUJ & PUV</p> <p>a) Operator : Requirements: 1. LTO O.R. & C.R. 2. RPT Clearance 3. Mayor's Business Permit (Previous Year) 4. 2 x 2 I. D Picture 5. Valid I.D. 6. Certification from PNP Traffic Division</p> <p>b) Operator/Driver Requirements: 1. Brgy. Clearance 2. Police Clearance 3. Residence Certificate 4. TOMECO Clearance</p> <p>c) Driver Requirements: 1. Health Card 2. Driver Lisence I.D.</p>	<p>Step 1. a. Filled Business Application b. Issuance of Police No.</p> <p>Step 2. a. One time Assessment & Payment</p> <p>b. Post Inspection</p> <p>Step 3. a. Surrender Business permit application and release of Business Permit & Sticker</p>	<p>Frontline Service Employee: ROBERT EVIOTA NANCY CABONG</p> <p>City Treasurer's Office ROBERT A. EVIOTA NANCY CABONG RUEL LABONG</p> <p>Inspector: PABLITO VILLAJOS RAFE TAROMA IRISH HERMANO</p> <p>Frontline Service Employee: ROBERT A. EVIOTA NANCY CABONG</p>	<p>Business Permit is released within 1 hour upon surrender of business permit application.</p>	<p>New</p>	<p>P1,205 without coding P1,405 with coding</p>
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<p>III. PEDICAB</p> <p>a. Operator : Requirements: 1. RPT Clearance 2. 2 X 2 I.D. Picture 3. Mayor's Business Permit (Previous Year)</p> <p>b) Operator/Driver Requirements: 1. Brgy. Clearance 2. Police Clearance 3. Residence Certificate 4. TOMECO Clearance</p>	<p>Step 1. a. Filled Business Application b. Issuance of Police No.</p> <p>Step 2. a. One time Assessment & Payment</p> <p>b. Post Inspection</p> <p>Step 3. a. Surrender Business permit application and release of</p>	<p>Frontline Service Employee: RIA MAY SOLIVA ROBERT A. EVIOTA</p> <p>City Treasurer's Office RIA MAY SOLIVA ROBERT A. EVIOTA</p> <p>Inspector: PABLITO VILLAJOS</p> <p>Frontline Service Employee: RIA MAY SOLIVA</p>	<p>Business permit is released within 1 hour upon surrender of business permit application.</p>	<p>New</p>	<p>P755.00</p>
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c) Driver Requirements: 1. Health Card	Business Permit & Sticker	ROBERT A. EVIOTA		
IV. Filing of complaints : Requirements : a) Letter complaint endorsed by the Office of the City Mayor.	Step 1. Submit letter complaint addressed to the Chief Executive thru BPLD Division Head Step 2. Follow up letter complaint at the Business Permit and Licensing Division. Step 3. Inspection of Transport Vehicles (if necessary) and Submission of Inspection Report for appropriate action. Step 4. Furnish the complainant with the copy of action taken.	ZOSIMA A. CORDAÑO (OIC-BPLD) Inspectors: ROBERT EVIOTA GERRY ABILAR ZOSIMA A. CORDAÑO (OIC-BPLD)	To be acted upon immediately To be acted upon immediately To be acted upon immediately	For any inquiries, comments or complaints, please contact us at the following:  832-5249 or 09163839133  bpldtacloban@gmail.com  www.bpld.tacloban.gov.ph  www.facebook.com/bpldtacloban

TYPE OF FRONTLINE SERVICE	PROCEDURES/STEPS	PERSONS INVOLVED	PROCESSING & WAITING TIME
II. Processing and issuance of Occupational Permits : Requirements : 1. Health Certificate 2. Barangay Clearance 3. Police Clearance 4. Live Birth Certificate (NSO) 5. Residence Certificate 6. Proof of Payment /O.R.	Step 1. Submit occupational permit application with attached a) NSO Live Birth Certificate b) Barangay Clearance and c) Residence Certificate Step 2. Assessment and Payment Step 3. Issuance of Occupational Permits	Frontline Service Employee: MARILOU C. BALINGATA City Treasurer's Office	Occupational permit is released within 15 minutes upon surrender of occupational permit application.
III. Processing and Issuance of Special Permits : a. Motorcade, parade, rally and procession	Step 1. Submission of Letter of Intent addressed to the Chief Executive.	Frontline Service Employee: NATIVIDAD HIDALGO	Special Permit is released within 15 minutes upon

<p>Requirements :</p> <ol style="list-style-type: none"> 1. Letter of Intent duly indorsed by CMO & TOMECO 2. O.R. as proof of payment. 	<p>Step 2. Secure Indorsement from TOMECO</p> <p>Step 3. Assessment and Payment</p> <p>Step 4. Issuance and release of Special permit.</p>	<p>City Treasurer's Office</p>	<p>within 15 minutes upon presentation of the proof of payment on tax assessment/O.R.paid.</p>
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TYPE OF FRONTLINE SERVICE	PROCEDURES/STEPS	PERSONS INVOLVED	PROCESSING & WAITING TIME
<p>b. Carnival/Feria, Cockfight and Baratillo. Requirements :</p> <ol style="list-style-type: none"> 1. Letter of Intent duly indorsed by CMO to the Business License Office. 2. Barangay Resolution <p>c. Streamer, Promotional Sale, Sound System, Recorida and Special Events Requirements :</p> <ol style="list-style-type: none"> 1. Letter of Intent addressed to the Chief Executive-CGSO(streamers) 2. O.R. as proof of payment 	<p>Step 1. Secure Barangay Resolution from the Barangay authorizing and signifying no objection on the conduct of Carnival, Feria and Cockfight at the barangay.</p> <p>Step 2. Submit a letter of intent addressed to the Chief Executive with attached Barangay Resolution .</p> <p>Step 3. Assessment & Payment</p>	<p>Frontline Service Employee: NATIVIDAD H. HIDALGO</p> <p>CMO Receiving Section</p> <p>City Treasurer's Office</p>	<p>Special Permit is released within 15 minutes upon presentation of the proof of payment/Official Receipt on tax assessment paid.</p>

TYPE OF FRONTLINE SERVICE	PROCEDURES/STEPS	PERSONS INVOLVED	PROCESSING & WAITING TIME
<p>d.a) EXHUMATION PERMIT Requirements : 1. Indorsement from the City Health Office 2. Death Certificate issued by the Civil Registrar Office</p> <p>b) BURIAL PERMIT Requirements : 1. Indorsement from the City Health Office 2. Death Certificate issued by the Civil Registrar Office</p> <p>c) TRANSFER OF CADAVER Requirements : 1. Indorsement from the City Health Office 2. Death Certificate issued by the Civil Registrar Office.</p>	<p>Step 1. Present the following: *Secure Death Certificate from the Office of the Civil Registrar. *Secure an Indorsement from the City Health Officer.</p> <p>Step 2. Issuance of Permit</p>	<p>Frontline Service Employee: NATIVIDAD H. HIDALGO</p>	<p>Exhumation, Burial and Transfer of Cadaver are released within 15 minutes upon presentation of O.R. as proof of payment.</p>

TYPE OF FRONTLINE SERVICE	PROCEDURES/STEPS	PERSONS INVOLVED	PROCESSING & WAITING TIME
<p>e. ISSUANCE OF MAYORS CLEARANCE/WORK PERMITS : Requirements : a) Barangay Clearance b) Police Clearance c) Court Clearance d) O.R. as proof of Payment</p>	<p>Step 1. Secure and present the requirements. Step 2. Issuance and release of Masyor's Clearance</p>	<p>Frontline Service Employee: NATIVIDAD H. HIDALGO</p>	<p>Mayor's Clearance or work permit is released within 15 minutes</p>
<p>IV. Issuance of Certifications for: a. Philippine Heart Center Free Medication b. SSS Retirement</p>	<p>Step 1. Secure a Barangay Certification re : " no business operation</p>		<p>Released in 15 mins.</p>

<p>c. Scholarship Requirements :</p> <ol style="list-style-type: none"> 1. Barangay Certification re: no business operation at the barangay 2. Certification Fee O.R. as proof of payment. 	<p>in the barangay ". Step 2. Presentation of certification fee O.R. as proof of payment</p>	<p>MARILOU C. BALINGATA</p>	
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TYPE OF FRONTLINE SERVICE	PROCEDURES/STEPS	PERSONS INVOLVED	PROCESSING & WAITING TIME
<p>d. Certification re : Non-compliance of Business Permit previous year. Requirement :</p> <ol style="list-style-type: none"> a) Certification Fee O.R. as proof of payment. 	<p>Step 1. Presentation of Certification Fee Official Receipt as proof of payment. Step 2. Issuance of Certification</p>	<p>MARILOU C. BALINGATA</p>	<p>Released in 15 mins.</p>
<p>e. Certification re:Business Permit is still on Process : Requirement :</p> <ol style="list-style-type: none"> a) Certification Fee O.R. as proof of payment. b) O.R. on Business Tax Assessment Current Year Payment 	<p>Step 1. Presentation of the following :</p> <ol style="list-style-type: none"> a) O.R. of current year payment of Business Tax Assessment. b) O.R. on Certification Fee payment 	<p>MARILOU C. BALINGATA</p>	<p>Released in 15 mins.</p>
<p>f. Certificate of Business Retirement (Transport) Requirement :</p> <ol style="list-style-type: none"> a) Certification Fee O.R. as proof of payment. b) Transport Documents (Prev. Yr. Bus. Permit, (O.R. & C. R.) 	<p>Step 1. Secure Barangay Certification regarding non-operation of transport business. Step 2. Presentation of Certification Fee Official Receipt as proof of payment. Step 3. Presentation of Transport Documents</p>	<p>JULIE KRISTINE BACLEA-AN MCH & PUJ - Incharge</p>	<p>Released in 15 mins.</p>

TYPE OF FRONTLINE SERVICE	PROCEDURES/STEPS	PERSONS INVOLVED	PROCESSING & WAITING TIME
VI. Counselling /Technical Assistance re : 1. Other Business : a) Change Business Ownership Requirements : 1. Letter of Information regarding the change of business Ownership. 2. DTI Certification regarding the change of business ownership. b) Change Business Location Requirements : 1. Letter of Information 2. Barangay Clearance (Current Bus. Location)	Step 1. Submit letter of information addressed to the OIC BLPD ZOSIMA A. CORDAÑO with attached : a) DTI Certification b)O.R.(Change Business Ownership Bill) Step 3. Editing of taxpayers electronic record. Step 1. Submit letter of information addressed to the OIC of BLPD copy furnished CTO attach O.R., payment on Change of Bus. Location Bill Step 2. Editing of electronic record	MARIKITH BAZAR AISA CINCO	Acted upon immediately

TYPE OF FRONTLINE SERVICE	PROCEDURES/STEPS	PERSONS INVOLVED	PROCESSING & WAITING TIME
c) Change Business Name Requirements : 1. Letter of Information 2. DTI Business Registration Certificate	Step 1. Submit letter of information addressed to the OIC of BLPD. Step 2. Editing of electronic record	MARIKITH BAZAR AISA CINCO	Acted upon immediately
d) Retirement of Business Requirement : 1. Retirement Letter	Step 1. Submit letter of information addressed to the OIC of BLPD copy furnished CTO.	Inspectors: GERRY ABILAR MARILOU C. BALINGATA	Acted upon immediately

Noted by:

ZOSIMA A. CORDAÑO
 City Treasurer / OIC - BLPD

