



## **Business Permits and Licensing Office**

### **External Services**



## 1. Application for a New Business Permit

Issuance of New Business Permit to eligible Business Owner or Business Entity.

<b>Office or Division:</b>	Business Permits and Licensing Office	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2B - Government to Business Entity	
<b>Who may avail:</b>	Business Owner or Business Entity	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
1. Duly Accomplished Application Form (Duplicate)		Business Permits and Licensing Office
2. Valid Government-Issued ID (1 Original)		Applicant
3. Business Registration (1 Original Copy or Certified True Copy and One Photocopy)		
a. If Single Proprietorship - BNRS		Department of Trade and Industry
b. If Partnership/Corporation - Articles of Partnership/Incorporation and Certificate of Registration with the		Securities and Exchange Commission
c. If Cooperative - Articles of Cooperation and Certificate of Registration		Cooperative Development Authority
d. If Homeowner - Registration with the Department of Human Settlements and Urban Development		Department of Human Settlements and Urban Development
4. Franchise Agreement (if franchise) (1 Original Copy)		Franchisor
5. Barangay Tax Order of Payment (1 Original Copy)		Barangay Hall (where the business is located)
6.Proof of Right over the business location (1 Original or Certified True Copy)		Applicant
a. If Owned		
i. TCT/CTC/Tax Declaration under the name of the applicant;		
ii. Consent to use sign by the Owner		
b. If rented - Contract of Lease with Lessor's Proof of Right and Lessor's Permit		
c. If Free of Use - Consent to Use signed by the Owner		



7. If applying through a representative: (1 Original Copy) a. Single Proprietorship - Typewritten/Printed authorization letter signed by the business proprietor (1 Original Copy) with attached copy of valid government-issued ID with 3 specimen signatures of the principal and the representative (1 Copy) b. Corporation/Cooperative - Notarized Secretary's Certificate authorizing representative to act in behalf of the Corporation/Cooperative (1 Original Copy) and copy of valid government-issued ID with 3 specimen signatures of the representative (1 Copy)	Applicant
8. Sketch of Business Location (1 Original Copy)	Applicant
9. Unified Clearance (Duplicate)	Business Permits and Licensing Office
10. Statement of Account (SOA) (3 Copies)	Business Permits and Licensing Office
11. Community Tax Certificate (1 Original Copy)	City Treasurer's Office
12. Official Receipt (1 Original Copy)	City Treasurer's Office
13. Fire Security Inspection Certificate (1 Original Copy)	Bureau of Fire Protection
<b>Other Requirements depending on the Nature of Business:</b>	
<u>Hotels/Inn Tourist Accommodation, Travel Agency, Resort, Restaurant :</u> 1. Department of Tourism Accreditation (1 Original Copy)	Department of Tourism
<u>Dealer of Rice:</u> 2. National Food Authority License- (1 Original Copy)	National Food Authority
<u>Off-Track Betting:</u> 3. Off-Track Betting Certificate (1 Original Copy)	National Gaming Control Board – National Accreditation  Sangguniang Panlungsod Resolution
<u>Drugstore/Bakery/Food Supplement:</u> 4. Food and Drug Administration License (1 Original Copy)	Food and Drug Administration
<u>Contractor:</u> 5. Contractor's License General	Philippine Contractors Accreditation Board



Specialty and Engineering Contractor License (1 Original Copy)				
<u>Casino and Gaming:</u> 6. Casino and Other Gaming Certificate (1 Original Copy)		Philippine Amusement and Gaming Corporation – National Accreditation Sangguniang Panlungsod Resolution		
<u>Banking Institution, Money Changer, Money Remittance and Pawnshop:</u> 7. Central Bank License Certificate (1 Original Copy)		Bangko Sentral ng Pilipinas		
<u>Educational Institution</u> 8. Educational Institution Certificate (1 Original Copy)		Department of Education		
<u>Close-Circuit Television (CCTV):</u> 9. CCTV Certificate (1 Original Copy)		Legitimate CCTV Provider		
<u>Animal Facilities</u> 10. License to Operate Animal Facility/Certificate of Registration (1 Original Copy)		Animal Welfare Division, Bureau of Animal Industry – Department of Agriculture		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit accomplished application form, unified clearance, and requirements, accommodate inspection of Joint Inspection Assessment Team (JIAT) ( <i>only for application which require Occupancy Permit</i> ), and undergo Interview for Capitalization.	1. Receive accomplished application form and unified clearance, check requirements, and verify records.	None	5 minutes	Clerk (Job Order) Or Inspector (Job Order) BPLO
	a. Application which do not require Occupancy Permit ( <i>Post Audit/ Inspection</i> ).  a.1 B.O.S.S. support offices evaluate application and requirements.	None	15 minutes	JIAT Team CPDCO, OBO, CHO, CENRO OBO



	a.2 Evaluate application form, unified clearance and requirements, encode application details and print system generated application form.	None	10 minutes	Clerk (Job Order) Or Inspector (Job Order) BPLO
	a.3 Assess Capital.	None	10 minutes	Local Assessment Operations Officer III Or Budgeting Asst. BPLO
	a.4 Assess taxes, fees and other charges using Business Permits Licensing System (BPLS) and issue Statement of Account (SOA).	None	5 minutes	Assessment Clerk (Job Order) Or Admin Asst. (Job Order) Or Clerk (Job Order) BPLO
	b. Application which require Occupancy Permit (For schedule of Joint Inspection Assessment Team (JIAT) inspection / Pre Audit / Inspection)			
	b.1 Conduct On-Site inspection and accomplish Unified Clearance.	None	1 day	JIAT Team BPLO, CPDCO, OBO, CHO, CENRO



	<p>b.2 Evaluate application form, unified clearance and requirements, encode application details and print system generated application form.</p> <p>b.3 Assess Capital.</p> <p>b.4 Assess taxes, fees and other charges using Business Permits Licensing System (BPLS) and issue Statement of Account(SOA).</p>	<p>None</p> <p>None</p> <p>None</p>	<p>10 minutes</p> <p>10 minutes</p> <p>5 minutes</p>	<p><i>Clerk</i> BPLO</p> <p><i>Local Assessment Operations Officer III</i> Or <i>Budgeting Asst.</i> BPLO</p> <p><i>Assessment Clerk (Job Order)</i> BPLO</p>
2. Pay assessed taxes, fees and other charges at the City Treasurer's Office.	2. Receive payment and issue Official Receipt and Community Tax Certificate.	<p>A. Business Tax</p> <p>B. Mayor's Permit</p> <p>C. Other Fees</p> <p>Fire Safety Inspection Fee: (Php 500.00 or 15% of Mayor's Permit Fee and Regulatory Fees whichever is higher)</p> <p>CTC Fee:</p>	15 minutes	<p><i>Revenue Collection Clerk</i> City Treasurer's Office</p> <p><b>BFP</b> (Backroom)</p>



		<p>(for Single: P30.00)</p> <p>(for Corporation : P500.00)</p> <p>In accordance with the following:</p> <p>Revised Revenue Code of the City of San Pedro, Laguna</p> <p>Fire Code of the Philippines</p> <p>National Building Code</p> <p>Sanitation Code</p>		
3. Final submission of required documents and claiming of Business Permit.	3. Receive required documents and print Business Permit for approval and releasing.	None	5 minutes	<i>Data Controller BPLO</i>
	3.1 Conduct final check of required documents for Recommending Approval of BPLO Head.	None	15 minutes	<i>Local Assessment Operations Officer III BPLO</i>
	3.2 Sign and recommend the	None	5 minutes	<i>City Government</i>



	approval of Business Permit (Digitized Signature of the City Mayor).			<i>Department Head / BPLO</i>
	3.3 Scan Business Permit and supporting documents for filing.	None	5 minutes	<i>Clerk (Job Order) BPLO</i>
	3.4 Release Business Permit together with supporting documents and Business Plate.	None	5 minutes	<i>Clerk (Job Order) Or Tax Mapping Aide (Job Order) BPLO</i>
	<b>TOTAL:</b>	<b>Business Tax + Mayor's Permit + Other Fees + Fire Safety Inspection Fee + CTC Fee</b>	<b>Post Audit/ Inspection Business:</b> <b>1 Hour and 35 Minutes</b>  <b>Pre Audit/ Inspection Business:</b> <b>1 Hour and 20 Minutes</b>  <b>(1 Day Inspection)</b>	





## 2. Renewal of Business Permit

Issuance of Renewal Business Permit to eligible Business Owner or Business Entity.

<b>Office or Division:</b>	Business Permits and Licensing Office	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2B - Government to Business Entity	
<b>Who may avail:</b>	Business Owner or Business Entity	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
1. System Generated Application Form (3 Copies)		Business Permits and Licensing Office
2. Valid Government-Issued ID (1 Original)		Applicant
3. Sworn declaration Gross Sales/Gross Receipts for the preceding taxable year (1 Original Copy)		Applicant
4. Quarterly VAT Returns for the immediately preceding taxable year (January-September) with stamp received by the BIR (1 Certified True Copy)		Bureau of Internal Revenue (BIR)
5. Monthly VAT Returns (October-November) (1 Certified True Copy)		Bureau of Internal Revenue (BIR)
6. Financial Statement / Income Tax Return covering the taxable year 2 years prior to renewal period (1 Original Copy or Certified True Copy)		Bureau of Internal Revenue (BIR)
<i>For businesses with branches/offices outside the City of San Pedro, Laguna</i>		
7. Breakdown of gross sales/gross receipts per city/municipality (1 Original Copy)		Applicant
8. Business Permits and/or application from respective cities/municipalities for current taxable year (1 Copy)		Respective LGU
<i>For Lessors</i>		
9. Sworn declaration of list of real properties for rent with tenants and duration of lease listed therein (1 Original Copy)		Applicant
<i>If applying through a representative</i>		
10a. Single Proprietorship - Typewritten/Printed authorization letter signed by the business proprietor (1 Original Copy) with attached copy of government-issued ID with 3 specimen signatures of the principal and the		Applicant



representative (1 Copy)				
10b. Corporation/Cooperative - Notarized Secretary's Certificate authorizing representative to act in behalf of the Corporation/Cooperative (1 Original Copy) and copy of valid government-issued ID with 3 specimen signatures of the representative (1 Copy)		Applicant		
11. Statement of Account (SOA) (3 Copies)		Business Permit and Licensing Office		
12. Community Tax Certificate (1 Original Copy)		City Treasurer's Office		
13. Official Receipt (1 Original Copy)		City Treasurer's Office		
14. Fire Security Inspection Certificate (1 Original Copy)		Bureau of Fire Protection		
If there is a revision of Barangay Revenue Code or if applicable:				
15. Barangay Tax Order of Payment (1 Original Copy)		Barangay Hall (where the business is located)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements (include Barangay Tax Order of Payment if applicable), and undergo interview for gross assessment.	1. Evaluate requirements, verify records, and print system generated application form.	None	5 minutes	Clerk (Job Order) Or Inspector (Job Order) BPLO
	1.1 Assess Gross Sales/Gross Receipts.	None	15 minutes	Local Assessment Operations Officer III Or Budgeting Asst. BPLO
	1.2 Assess taxes, fees and other charges using Business Permits Licensing System (BPLS) and issue Statement of Account (SOA).	None	5 minutes	Assessment Clerk (Job Order) BPLO
2. Pay assessed taxes, fees and other charges at the City Treasurer's Office.	2. Receive payment and issue Official Receipt and Community Tax Certificate.	A. Business Tax B. Mayor's Permit C. Other Fees	15 minutes	Revenue Collection Clerk City Treasurer's Office



		<p>Fire Safety Inspection Fee: (Php 500 or 15% of Mayor's Permit Fee plus Regulatory Fees whichever is higher)</p> <p>CTC Fee:</p> <p>(for Single: Gross Sales /Receipts divided by 1,000.00 + 5.00)</p> <p>(for Corporation : Gross Sales /Receipts divided by 2,500.00 + 500.00)</p> <p>In accordance with the following:</p> <p>Revised Revenue Code of the City of San Pedro, Laguna</p> <p>Fire Code of the Philippines</p> <p>National Building Code</p>		<p>BFP (Backroom)</p>
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		Sanitation Code		
3. Final submission of required documents and claiming of Business Permit..	3. Receive required documents and print Business Permit for approval and releasing.	None	5 minutes	<p><i>Clerk</i> BPLO</p> <p><i>Dave Ritchelle</i> <i>P. Mercado</i> <i>(Clerk - Job Order)</i></p> <p><i>James</i> <i>Alexander Z.</i> <i>Deocaris</i> <i>(Inspector - Job Order)</i></p>
	3.1 Conduct final check of required documents for Recommending Approval of BPLO Head.	None	15 minutes	<p>BPLO <i>Local</i> <i>Assessment</i> <i>Operations Officer III</i></p> <p><i>Jesselyn A.</i> <i>Plondriz</i> <i>(Local</i> <i>Assessment</i> <i>Operations Officer III)</i></p>
	3.2 Sign and recommend the approval of Business Permit (Digitized Signature of the City Mayor).	None	5 minutes	<p><i>City</i> <i>Government</i> <i>Department</i> <i>Head I</i> BPLO</p> <p><i>Elsa A.</i> <i>Santos</i> <i>(Head, BPLO)</i></p>
	3.3 Scan Business Permit and supporting documents for filing.	None	5 minutes	<p><i>Clerk</i> BPLO</p> <p><i>Jennifer C.</i> <i>Tumamao</i> <i>(Clerk - Job Order)</i></p>
	3.4 Release	None	5 minutes	<p><i>Clerk</i></p>



	Business Permit together with supporting documents.			BPLO  <i>Maria Evangeline N. Mijares</i> <i>(Tax Mapping Aide - Job Order)</i>
	<b>TOTAL:</b>	<b>Business Tax + Mayor's Permit + Other Fees + Fire Safety Inspection Fee + CTC Fee</b>	<b>1 Hour and 15 Minutes</b>	



### 3. Retirement of Business Registration

Approval of Business Retirement of Business Owner or Business Entity

<b>Office or Division:</b>	Business Permits and Licensing Office	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2B - Government to Business Entity	
<b>Who may avail:</b>	Business Owner or Business Entity	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
1. Duly Accomplished Application Form (Duplicate)		Business Permits and Licensing Office
2. Valid Government-Issued ID (1 Original)		Applicant
3. Request Letter (1 Original)		Applicant
4a. If Corporation - Board Resolution or Secretary's Certificate showing decision of the Board to retire the business (1 Original Copy) 4b. If Single Proprietorship - Affidavit of showing no intent to continue business (1 Original Copy)		Applicant
5. Certificate of Closure from the Barangay showing date of cessation of business operation (1 Original Copy)		Barangay Hall (where the business is located)
6. Original Business Permit (1 Original Copy) If lost, Affidavit of Loss		Applicant
7. Sworn declaration of gross sales/gross receipts for the current taxable year (1 Original Copy)		Applicant
8. Income Tax Return / Audited Financial Statement for the previous taxable year if available (1 Certified True Copy)		Bureau of Internal Revenue (BIR)
9. Breakdown of gross sales/gross receipts per city/municipality (1 Original Copy)		Applicant
10. Picture of Establishment showing no business operation and no signage (1 Original Copy)		Business Permits and Licensing Office
11. Location sketch from main road (1 Copy)		Applicant
12. Certificate of Closure from Lessor/Mall/Building Administrator (1 Original Copy)		Applicant
13. Affidavit of No Operation (if applicable) (1 Original Copy)		Applicant
14. Statement of Account (SOA) (3		Business Permits and Licensing Office



Copies)				
15. Official Receipt (for Retirement) (1 Original Copy)		City Treasurer's Office		
16. Certificate of Retirement of Business Record (1 Original Copy)		City Treasurer's Office		
If applying through a representative				
17a. Corporation/Cooperative - Notarized Secretary's Certificate authorizing representative to act in behalf of the Corporation/Cooperative (1 Original Copy) and copy of valid government- issued ID with 3 specimen signature of the representative (1 Copy)		Applicant		
17b. Typewritten/Printed authorization letter signed by the business proprietor (1 Original Copy) with attached copy of government- issued ID with 3 specimen signatures of the principal and the representative (1 Copy)		Applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit accomplished application form and requirements, and undergo interview for gross assessment.	1. Receive accomplished application form and schedule for Inspection.	None	5 minutes	Clerk (Job Order) Or Inspector (Job Order) BPLO
	1.1 Conduct inspection to verify closure of business.	None	1 day	License Inspector BPLO
	1.2 Evaluate application form and requirements, and verify records.	None	10 minutes	Clerk (Job Order) Or Inspector (Job Order) BPLO
	1.3 Assess Gross Sales/ Gross Receipts.	None	10 minutes	Local Assessment Operations Officer III Or Budgeting Asst. BPLO



	1.4 Assess taxes and fees, and issue Statement of Account (SOA).	None	5 minutes	<i>Assessment Clerk (Job Order)</i> BPLO
2. Pay assessed taxes and fees at the City Treasurer's Office.	2. Receive payment and issue Official Receipt and Certification.	A. Business Tax  Certification Fee: Php100.00  In accordance with:  Revised Revenue Code of the City of San Pedro, Laguna	15 minutes	<i>Revenue Collection Clerk</i> City Treasurer's Office )
3. Final submission of required documents and claiming of Certification for Retirement of Business Registration.	3. Evaluate required documents for approval and releasing.	None	5 minutes	<i>Clerk (Job Order)</i> Or <i>Inspector (Job Order)</i> BPLO
	3.2 Conduct final check of required documents for approval of BPLO Head.	None	5 minutes	<i>Local Assessment Operations Officer III</i> BPLO
	3.3 Sign and approve retirement of business registration.	None	5 minutes	<i>City Government Department Head I</i> BPLO
	3.4 Scan Certification for Retirement of Business Registration and supporting documents for	None	5 minutes	<i>Clerk (Job Order)</i> BPLO





	filing.  3.5 Release Certification for Retirement of Business Registration together with supporting documents.	None	5 minutes	<i>Clerk (Job Order)</i> Or <i>Tax Mapping Aide (Job Order)</i> BPLO
	<b>TOTAL:</b>	<b>Business Tax + Certification Fee</b>	<b>1 Hour and 15 Minutes</b>  <b>(1 Day Inspection)</b>	



#### 4. Amendment of Business Registration

Approval of Application for Amendment of Business Registration by Business Owner or Business Entity.

<b>Office or Division:</b>	Business Permits and Licensing Office	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2B - Government to Business Entity	
<b>Who may avail:</b>	Business Owner or Business Entity	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
1. Duly Accomplished Application Form (1 Copy)		Business Permits and Licensing Office
2. Original Business Permit (1 Original Copy)		Applicant
3. Valid Government-Issued ID (1 Original)		Applicant
4. Request Letter (1 Original Copy)		Applicant
<i>If applying through a representative</i>		
4a. Single Proprietorship - Typewritten/Printed authorization letter signed by the business proprietor (1 Original Copy) with attached copy of valid government-issued ID with 3 specimen signatures of the principal and the representative (1 Copy)		Applicant
4b. Corporation/Cooperative - Notarized Secretary's Certificate authorizing representative to act in behalf of the Corporation/Cooperative (1 Original Copy) and copy of valid government-issued ID with 3 specimen signatures of the representative (1 Copy)		Applicant
<i>If Changing Business Name</i>		
5a. New DTI/SEC/CDA Registration (1 Original Copy or Certified True Copy)		Department of Trade and Industry/ Securities and Exchange Commission/ Cooperative Development Authority
5b. Amended Barangay Clearance (1 Original Copy)		Barangay Hall (where the business located)
<i>If Changing Business Address</i>		
5c. Amended DTI/SEC/CDA Registration (1 Original Copy or Certified True Copy)		Department of Trade and Industry/ Securities and Exchange Commission/ Cooperative Development Authority
5d. Amended Barangay Clearance (1 Original Copy)		Barangay Hall (where the business is located)
5e. Board Resolution or Secretary's Certificate showing decision of the		Applicant



company to change business address (1 Original Copy or Certified True Copy)				
5f. Proof of right to use property (1 Original Copy)  If address to relocate is owned by the applicant - TCT/Deed of Absolute Sale (1 Original Copy)  If address to relocate is rented - Contract of Lease (1 Original Copy) and Lessor's Permit (One Photocopy)		Applicant		
5g. Picture of establishment (interior and exterior) with location sketch from nearest main road (1 Copy)		Applicant		
If Adding or Changing Line of Business				
5h. DTI/SEC/CDA Registration (1 Original Copy or Certified True Copy) (if necessary)		Department of Trade and Industry/ Securities and Exchange Commission/ Cooperative Development Authority		
5i. Amended Barangay Clearance (1 Original Copy) (if necessary)		Barangay Hall (where the business is located)		
If Changing Business Owner				
5j. Notarized Deed of Transfer of Ownership or other similar instrument (acknowledged before Notary Public) (1 Original Copy)		Applicant		
5k. Amended Barangay Clearance (1 Original Copy)		Barangay Hall (where the business is located)		
If Changing Form of Business Entity				
5l. DTI/SEC/CDA Registration (1 Original Copy or Certified True Copy)		Department of Trade and Industry/ Securities and Exchange Commission/ Cooperative Development Authority		
5m. Amended Barangay Clearance (1 Original Copy)		Barangay Hall (where the business is located)		
6. Request Slip/Order of Payment (1 Original Copy)		Business Permits and Licensing Office		
7. Official Receipt (1 Original Copy)		City Treasurer's Office		
Change of Business Name/Owner/Form				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit accomplished application form and documentary requirements.	1. Receive and evaluate application and documents, verify records.	None	10 minutes	Clerk (Job Order) Or Inspector (Job Order)
	1.1. Assess documents.	None	10 minutes	BPLO Local Assessment



	1.2 Approve application.	None	5 minutes	<i>Operations Officer III BPLO</i>
	1.3 Issue Request Slip/Order of Payment.	None	3 minutes	<i>City Government Department Head I BPLO</i>  <i>Clerk (Job Order) Or Inspector (Job Order) BPLO</i>
2. Pay corresponding fee at the City Treasurer's Office.	2. Receive payment and issue official receipt.	P 150.00  In accordance with the Revised Revenue Code of the City of San Pedro, Laguna	5 minutes	<i>Revenue Collection Clerk City Treasurer's Office</i>
3. Final submission of required documents and claiming of Amended Business Permit.	3. Receive documents and amend records.	None	15 minutes	<i>Clerk (Job Order) Or Inspector (Job Order) BPLO</i>
	3.1 Print amended Business Permit for signature.	None	5 minutes	<i>Clerk (Job Order) BPLO</i>
	3.2 Conduct final check of required documents, affix signature and recommend the approval of Amended Business Permit (Digitized Signature of the	None	5 minutes	<i>City Government Department Head I BPLO</i>



	City Mayor).			
	3.3 Scan Amended Business Permit and supporting documents for filing.	None	5 minutes	<i>Clerk (Job Order)</i> BPLO
	3.4 Release Amended Business Permit together with supporting documents.	None	5 minutes	<i>Tax Mapping Aide (Job Order)</i> BPLO
<b><i>Change of Business Address / Adding or Changing Line of Business</i></b>				
1. Submit accomplished application form and documentary requirements.	1. Receive and evaluate application and documents, and verify records.	None	10 minutes	<i>Clerk (Job Order)</i> Or <i>Inspector (Job Order)</i> BPLO
	1.1 Conduct On-Site inspection and accomplish Unified Clearance.	None	1 day	<i>JIAT Team</i> BPLO, CPDCO, OBO, CHO, CENRO
	1.2 Assess documents and evaluate JIAT findings.	None	10 minutes	<i>Local Assessment Operations Officer III</i> BPLO
	1.3 Approve application.	None	5 minutes	<i>City Government Department Head I</i> BPLO
	1.4 Issue Request Slip/Order of Payment.	None	3 minutes	<i>Clerk (Job Order)</i> Or <i>Inspector (Job Order)</i> BPLO
2. Pay corresponding fee	2. Receive payment and	P 150.00	5 minutes	<i>Revenue Collection Clerk</i>



at the City Treasurer's Office.	issue official receipt.	In accordance with the Revised Revenue Code of the City of San Pedro, Laguna		City Treasurer's Office
3. Final submission of required documents and claiming of Amended Business Permit.	3. Receive documents and amend records.	None	15 minutes	<i>Clerk (Job Order)</i> Or <i>Inspector (Job Order)</i> BPLO
	3.1 Print amended Business Permit for signature.	None	5 minutes	<i>Clerk (Job Order)</i> BPLO
	3.2 Conduct final check of required documents, affix signature and recommend the approval of Amended Business Permit (Digitized Signature of the City Mayor).	None	5 minutes	<i>City Government Department Head I</i> BPLO
	3.3 Scan Amended Business Permit and supporting documents for filing.	None	5 minutes	<i>Clerk (Job Order)</i> BPLO
	3.5 Release Amended Business Permit together with supporting documents.	None	5 minutes	<i>Tax Mapping Aide (Job Order)</i> BPLO
	<b>TOTAL:</b>	<b>P 150.00</b>	<b>Change of Business Name /</b>	



			<b>Owner / Form:</b>  <b>1 Hour and 18 minutes</b>  <b>Change of Business Address / Adding or Changing Line of Business:</b>  <b>1 Hour and 18 minutes</b>  <b>(1 Day Inspection)</b>	
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## 5. Issuance of Certified True Copy of Business Permit

Issuance of Certified True Copy to Business Owner or Business Entity.

Office or Division:	Business Permits and Licensing Office			
Classification:	Simple			
Type of Transaction:	G2B - Government to Business Entity			
Who may avail:	Business Owner or Business Entity			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Business Permit (Original Copy and 1 Photocopy)		Applicant		
2. Valid Government-Issued ID (1 Original)		Applicant		
3. Request Letter (1 Original Copy)		Applicant		
If requesting through a representative				
3a. Single Proprietorship - Typewritten/Printed authorization letter signed by the business proprietor (1 Original Copy) with attached copy of valid government-issued ID with 3 specimen signatures of the principal and the representative (1 Copy)		Applicant		
3b. Corporation/Cooperative - Notarized Secretary's Certificate authorizing representative to act in behalf of the Corporation/Cooperative (1 Original Copy) and copy of valid government-issued ID with 3 specimen signatures of the representative (1 Copy)		Applicant		
4. Request Slip/Order of Payment (1 Original Copy)		Business Permits and Licensing Office		
5. Official Receipt (1 Original Copy)		City Treasurer's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request letter and documentary requirements.	1. Receive request letter with documentary requirements and conduct verification of records.	None	5 minutes	Clerk (Job Order) Or Inspector (Job Order) BPLO





	1.1 Issue Request Slip/Order of Payment.	None	3 minutes	<i>Clerk (Job Order) Or Inspector (Job Order) BPLO</i>
2. Pay corresponding fee at the City Treasurer's Office.	2. Collect payment and issue Official Receipt.	P 150.00	5 minutes	<i>Revenue Collection Clerk City Treasurer's Office</i>
3. Final submission of required documents and claiming of Certified True Copy.	3. Receive required documents and stamp certified true copy.	None	5 minutes	<i>Clerk (Job Order) Or Inspector (Job Order) BPLO</i>
	3.1 Evaluate documents and affix initials.	None	5 minutes	<i>Local Assessment Operations Officer III BPLO</i>
	3.3 Approve request and affix signature	None	5 minutes	<i>City Government Department Head I BPLO</i>
	3.3 Release Certified True Copy.	None	5 minutes	<i>Tax Mapping Aide (Job Order) BPLO</i>
	<b>TOTAL:</b>	<b>P 150.00</b>	<b>33 Minutes</b>	



## 6. Issuance of Certification

Issuance of Certification to Business Owner, Business Entity, Institution, Individual and others.

<b>Office or Division:</b>	Business Permits and Licensing Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2B - Government to Business Entity G2C - Government to Client G2G - Government to Government			
<b>Who may avail:</b>	Business Owner, Business Entity, Client, Government Agency, and others.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Request Letter (1 Original Copy)		Applicant		
2. Valid Government-Issued ID (1 Original)		Applicant		
<i>If applying through a representative</i>				
3a. Single Proprietorship - Typewritten/Printed authorization letter signed by the business proprietor (1 Original Copy) with attached copy of valid government-issued ID with 3 specimen signatures of the principal and the representative (1 Copy)		Applicant		
3b. Corporation/Cooperative - Notarized Secretary's Certificate authorizing representative to act in behalf of the Corporation/Cooperative (1 Original Copy) and copy of valid government-issued ID with 3 specimen signatures of the representative. (1 Copy)		Applicant		
4. Request Slip/Order of Payment (1 Original Copy)		Business Permits and Licensing Office		
5. Official Receipt (1 Original Copy)		City Treasurer's Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit request letter and documentary requirements.	1. Receive request letter with documentary requirements and conduct verification of records.	None	10 minutes	Clerk (Job Order) Or Inspector (Job Order) BPLO
	1.1 Issue request	None	3 minutes	Clerk (Job



	slip/order of payment.			<i>Order) Or Inspector (Job Order) BPLO</i>
2. Pay corresponding fee at the City Treasurer's Office.	2. Collect payment and issue Official Receipt.	P 150.00  In accordance with the Revised Revenue Code of the City of San Pedro, Laguna	5 minutes	<i>Revenue Collection Clerk City Treasurer's Office</i>
3. Final submission of required documents and claiming of Certification.	3. Receive required documents and print certification.	None	10 minutes	<i>Clerk (Job Order) BPLO</i>
	3.1 Review certification, evaluate required documents and affix initials.	None	5 minutes	<i>Local Assessment Operations Officer III BPLO</i>
	3.2 Approve certification and affix signature.	None	5 minutes	<i>City Government Department Head I BPLO</i>
	3.3 Release certification.	None	5 minutes	<i>Tax Mapping Aide (Job Order) BPLO</i>
	<b>TOTAL:</b>	<b>P 150.00</b>	<b>43 Minutes</b>	



## 7. Handling of Complaints in Connection with Business Permit

Receiving and addressing a complaint in connection with business permit.

<b>Office or Division:</b>	Business Permits and Licensing Office	
<b>Classification:</b>	Complex	
<b>Type of Transaction:</b>	G2B - Government to Business Entity G2C - Government to Client G2G - Government to Government	
<b>Who may avail:</b>	Business Owner, Business Entity, Client, Government Agency, and others.	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
<i>For normal inspection/tax drive</i>		
1.a Complaint Letter (1 Original Copy)	Business Owner/ Business Entity/ Government Agency/ Client/ others	
1.b Complaint Form (Duplicate)	Business Permits and Licensing Office	
1.c Phone Call	Client/Complainant	
1.d Electronic Communication	Client/Complainant	
2. Valid Government-Issued ID (1 Original and Copy with 3 Specimen Signatures)	Client/Complainant	
3. Inspection Slip (Triplicate)	Business Permits and Licensing Office	
4. Notice for Compliance (1 Original Copy and Receiving Copy)	Business Permits and Licensing Office	
5. Advice to Cease and Desist Operation Notice (Triplicate)	Business Permits and Licensing Office	
6. Closure Order (1 Original Copy and Receiving Copy)	Office of the City Mayor	
7. Lifting of Suspension Notice/Cancellation Order (1 Original Copy and Receiving Copy)	Office of the City Mayor	
<i>For business with valid complaint and violation</i>		
1.a Complaint Letter (1 Original Copy)	Business Owner/ Business Entity/ Government Agency/ Client/ others	
1.b Complaint Form (Duplicate)	Business Permits and Licensing Office	
1.c Phone Call	Client/Complainant	
1.d Electronic Communication	Client/Complainant	
2. Inspection Slip (Triplicate)	Business Permits and Licensing Office	
3. Joint Written Report and Recommendations (1 Original and Receiving Copy)	Interface Regulatory Offices (BPLO, Zoning, OZA, OBO, Sanitation, CENRO)	
4. Technical Meeting Letter (1 Original	Business Permits and Licensing Office	



Copy and Receiving Copy)				
5. Highlights of the Technical Meeting (1 Original Copy and Receiving Copy)		Business Permits and Licensing Office		
6. Closure Order (1 Original Copy and Receiving Copy)		Office of the City Mayor		
7. Lifting of Suspension Notice/Cancellation Order (1 Original Copy and Receiving Copy)		Office of the City Mayor		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<i>For normal inspection/tax drive</i>				
1. Submit the complaint letter/duly accomplished Complaint Form.	1. Receive the complaint letter/duly accomplished Complaint Form.	None	5 minutes	Clerk (Job Order) BPLO
	1.1 Verify records.	None	5 minutes	Clerk (Job Order) BPLO
	1.2 Evaluate complaint and assign to Area Inspector.	None	30 minutes	Local Assessment Operations Officer III BPLO
	1.3 Inspect/validate complaint and issue Inspection Slip.	None	1 day	Area Inspector BPLO
	1.4 Prepare Notice for Compliance for signature of BPLO Head (if necessary) 3 working days after issuance of Inspection Slip.	None	30 minutes	Local Assessment Operations Officer III BPLO
	1.5 Issue Notice for Compliance (if necessary).	None	1 day	Area Inspector BPLO



	1.6 Issue Advice to Cease and Desist Operation Notice (if necessary) 7 working days after issuance of Notice for Compliance.	None	1 day	<i>Area Inspector</i> BPLO
	1.7 Prepare Closure Order for signature of the City Mayor/City Administrator (if necessary) 3 working days after issuance of Advice to Cease and Desist Operation Notice.	None	30 minutes	<i>Local Assessment Operations Officer III</i> BPLO
	1.8 Implement Closure Order (If necessary) after duly signed by the City Mayor/City Administrator.	None	1 day	<i>Inspector (Job Order)</i> BPLO
	1.9 Prepare Lifting of Suspension Notice/ Cancellation Order for signature of the City Mayor/City Administrator (if necessary).	None	30 minutes	<i>Local Assessment Operations Officer III</i> BPLO
	1.10 Issue Lifting of Suspension Notice/ Cancellation Order and remove Closure Order Tarpaulin, Stickers, Padlock and Chain (if necessary).	None	1 day	<i>Inspector (Job Order)</i> BPLO



	In accordance with Resolution No. 2013-487 Municipal Ordinance No. 2013-121.			
<i>For business with valid complaint and violation</i>				
1. Submit the complaint letter/duly accomplished Complaint Form and attend Technical Meeting (if necessary).	1. Receive the complaint letter/duly accomplished Complaint Form.	None	5 minutes	Clerk (Job Order) BPLO
	1.1 Verify records.	None	5 minutes	Clerk (Job Order) BPLO
	1.2 Evaluate complaint.	None	30 minutes	Local Assessment Operations Officer III BPLO
	1.3 Inspect/validate complaint and issue Inspection Slip/Notice of Violations from other Members of JIAT  (Assignment of inspector is a prerogative of the Interface Regulatory Office Head and inclusion of Interface Regulatory Office to the inspection is depending on the nature of complaint.)	None	1 day	Interface Regulatory Offices BPLO, CPDCO, OBO, CHO, CENRO
	1.4 Prepare joint written report with recommendations address to the City Mayor/City	None	1 day	Interface Regulatory Offices BPLO, CPDCO, OBO, CHO, CENRO



	Administrator.			
	1.5 Prepare Technical Meeting Letter for signature of BPLO Head and City Administrator (if necessary).	None	1 hour	<i>Local Assessment Operations Officer III</i> BPLO
	1.6 Conduct Technical Meeting (if necessary).	None	2 hours	<i>Interface Regulatory Offices</i> BPLO, CPDCO, OBO, CHO, CENRO
	1.7 Prepare Highlights of the Technical Meeting (if necessary).	None	1 hour	<i>Local Assessment Operations Officer III</i> BPLO
	1.8 Prepare Notice for Compliance for signature of BPLO Head (if necessary).	None	30 minutes	<i>Local Assessment Operations Officer III</i> BPLO
	1.9 Issue Notice for Compliance (if necessary).	None	1 day	<i>Inspector (Job Order)</i> BPLO
	1.10 Prepare Closure Order for signature of the City Mayor/City Administrator (if necessary).	None	30 minutes	<i>Local Assessment Operations Officer III</i> BPLO
	1.11 Implement Closure Order (if necessary) after duly signed by the City Mayor/City Administrator.	None	1 day	<i>Inspector (Job Order)</i> BPLO





	<p>1.12 Prepare Lifting of Suspension Notice/ Cancellation Order for signature of the City Mayor/City Administrator (if necessary).</p> <p>1.13 Issue Lifting of Suspension Notice/ Cancellation Order and remove Closure Order Tarpaulin, Stickers, Padlock and Chain (if necessary).</p> <p>In accordance with Resolution No. 2013-487 Municipal Ordinance No. 2013-121</p>	<p>None</p> <p>None</p>	<p>30 minutes</p> <p>1 day</p>	<p><i>Local Assessment Operations Officer III</i> BPLO</p> <p><i>Inspector (Job Order)</i> BPLO</p>
	<b>TOTAL:</b>	<b>None</b>	<p><b>For Normal Inspection/Tax Drive:</b></p> <p><b>2 Hours and 10 Minutes</b></p> <p><b>(5 Days Inspection)</b></p> <p><b>For Business with Valid Complaint and Violation:</b></p> <p><b>6 Hours and 10 Minutes</b></p> <p><b>(5 Days Inspection)</b></p>	