



CITY GOVERNMENT OF EL SALVADOR

CITIZEN'S CHARTER 2019 (1st Edition)



BUSINESS PERMIT & LICENSING OFFICE

**ISSUANCE OF BUSINESS PERMIT &
LICENSES, APPLICATION FOR RETIREMENT
OF BUSINESS, ISSUANCE OF OCCUPATIONAL
PERMIT, REQUEST FOR BUSINESS RECORDS,
AND CERTIFIED TRUE COPY OF BUSINESS
PERMIT**



1. Issuance of Business Permit & Licenses

All business owners/operators are required to secure Business Permit before the start of their business operations.

Office or Division:	Business One-Stop- Shop (BOSS), Business Permit & Licensing Office (BPLO)			
Classification:	Simple			
Type of Transaction:	G2B			
Who may avail:	All existing business establishments and potential investors/would be entrepreneurs/new applicants in El Salvador City			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
New:				
1. One (1) Photocopy of Certificate of Occupancy	Office of City Building Official			
2. One (1) Photocopy of DTI registration- <i>if single</i> One (1) Photocopy of Articles of Incorporation- <i>if Corporation or Partnership</i> One (1) Photocopy of Articles of Cooperation- <i>If Cooperative</i>	Department of Trade & Industry- <i>Tiano, Hayes St., Cagayan de Oro City, Misamis Oriental</i> Security & Exchange Commission- <i>SEC bldg, Tomasaco Del Lara St., Cagayan de Oro City, Misamis Oriental</i> Cooperative Development Authority- <i>Macapagal Dr., Cagayan de Oro City, Misamis Oriental</i>			
3. One (1) Photocopy of Contract of Lease(if applicable)	Lessor/ Land Owner			
4. Unified Form/ Application form	Business-One-Stop-Shop			
Renewal:				
1. Sworn Statement of Gross Sales/Receipts of previous year	Business Owner			
2. Barangay Clearance	Barangay Clearance(already integrated at the city)			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit documentary requirements with filled up Unified Form For renewal: There is a prepared unified form with data entry except	1. Verify documents submitted as to validity and completeness, then asses the fees and charges only for <i>new applicant</i> For renewal: assess business tax, fees and	Business Tax shall be based on declared gross sales with corresponding table of the schedule of payment Barangay Clearance shall be based from Barangay Tax Code Tax on delivery vans, truck/s Below six wheels P300 6 wheels above		EDNA D. SAGUING <i>Data Controller III</i> City Treasurer's Office FE B. DECENILLA <i>LTOO-I</i> City Treasurer's Office *both are co-located at BOSS



<p>the gross sales.</p>	<p>charges. For new applicants only: to be endorsed to OBO when there is a change of use of the building premises even if they have the certificate of occupancy, OBO conducts ocular inspection to verify the actual use.</p>	<p>P500 Regulatory Fees: Mayor's Permit: Per Annum Micro - P500.00 Small - P2,000.00 Medium - P5,000.00 Large - P10,000.00 DST - P 60.00 Weight and Measures: 1. Linear metric not over 1 meter P50.00 Over 1mtr. P80.00 2. Sealing w/ capacity of: Not over 10 liters P50.00 Over 10 liters P100.00 3. Sealing metric measurements w/ cap of not more 30 P100.00 more than 30 but not more than 300 kg. P150.00 more than 300kg nut not more than 3,000kg P200.00 more than 3,000kg. P300.00 4. Apothecary balances P150.00 5. Scale or balance with complete set of weights 200.00 For each extra weight 250.00 Health Certificate 100.00 Lab fees(sputum/stool) 50.00 Sanitary Insp.Fee (see schedule for area) Zoning Insp Fee 100.00 Building Ins. Fee 120.00 Mechanical Insp. Fee 235.00 Electrical Insp. Fee Plumbing Insp. Fee 65.00 Occupational Permit Fee 100.00 Signboard/billboard fee(see posted schedule of payment)</p>	<p>15 minutes</p>	
<p>2. Pay the assessed payments per order of payment written/stated on the unified form</p>	<p>With Assessment on unified form and with attached documents and order of payment shall forward to Revenue Collectors. Revenue Collectors calls the applicant and issue receipt upon payment and forward all documents to Issuance division.</p>	<p>Payments are based on the schedule above and the business tax schedule posted</p>	<p>15 minutes</p>	<p>GIZIL MARC M. BLANCO- RCC I, City Treasurer's Office CATHERYN E. MAGDALE- RCC I, City Treasurer's Office *Both are co-located at BOSS</p>
<p>3. Client will wait for the call and accept the released</p>	<p>From Collectors through backroom personnel, CHO attaches Sanitary</p>			<p>JOEDEL P. GERMINO Admin Aide II City Budget Office reassigned to BOSS</p>



business permit sign the logbook for the release stating time and date of receipt	Permit, OBO attaches Certificate of Annual Inspection then forward the same to Issuance division for the Business Permit issuance w/ e-signature of the mayor countersigned by BPLO and to be released logging in and out.	NONE	30 minutes	HAZEL JOY P. REBAYLA- <i>Job Order</i> (under the supervision of MARDALANE MENDOZA-BPLO designate) MARDALANE D. MENDOZA <i>LTOO II/ BPLO-designate</i> to countersign the permit
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2. Retirement of Business

Termination shall mean that business operations are stopped completely.

Office or Division:	Business Permit & Licensing Office (BPLO)
Classification:	Simple
Type of Transaction:	G2B
Who may avail:	Any person natural or juridical, subject to the tax on business and said business cease to operate
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Duly filled-up application form for retirement of business	BUSINESS PERMIT & LICENSING OFFICE
2. Original Copy of Barangay Certification issued by the Punong Barangay as to the validity of the closure	Barangay where your business located
3. Sworn Statement of Gross Sales from previous year before retirement	Business Owner
4. Official Receipt for payment made	City Treasurer's Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up the application form for retirement of business Submit Barangay Certification as to Retirement Submit Statement of Gross Sales	1. Accept and validate the documents presented Assess the amount to be paid	Certification Fee- PHP 100.00 DST- 30.00 Business Tax based on Gross Sales	20 minutes	EDNA D. SAGUING <i>Data Controller III</i> City Treasurer's Office FE B. DECENILLA <i>LTOO-I</i> City Treasurer's Office



2. Present your assessment form and pay the assessed taxes and other fees	2. Issue official Receipt for the payment	Payments are based on the schedule above	10 minutes	CHARIZA PATES <i>Admin Aide 1</i> City Treasurer's Office DENAND LOU BACASMOT-RCC / City Treasurer's Office FLORABEL LADOROZ RCC / City Treasurer's Office CATHERINE MAGDALE RCC / City Treasurer's Office
3. Client will wait for the call and accept the released Certification sign the logbook for the release stating time and date of receipt	3.1 Issue Certification of the closure and facilitate the signing of such by the BPLO. 3.2 logged it and release to client	none	10 minutes	EDNA D. SAGUING <i>Data Controller III</i> City Treasurer's Office FE B. DECENILLA <i>LTOO-I</i> City Treasurer's Office

3. Issuance of Occupational Permit

Occupational Permit for every person who shall be engaged in the practice of occupation or calling not requiring government examination.

Office or Division:		Business-One-Stop-Shop (BOSS), Business Permit and Licensing Office (BPLO)		
Classification:		Simple		
Type of Transaction:		G2B,G2C		
Who may avail:		Occupational Permit is required for all private employees or workers, whether temporary or permanent, new and renewal working within the jurisdiction of the City of El Salvador.		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly filled-up form for Occupational permit		Business-One-Stop-Shop, Business Permit & Licensing Office		
2. Official Receipt for payment made		City Treasurer's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up the application form for Occupational Permit	1.1 Accept the form presented 1.2 Assess the amount to be paid	Occupational Permit fee- PHP 100.00 Docs Stamp- PHP 30.00	10 minutes	RICHELLE M. BATALLA <i>Job Order</i> (under the supervision of MARDALANE MENDOZA-BPLO designate)
2. Pay the Occupational Permit Fee and documentary stamps	2. Issue official Receipt for the payment	Payments are based on the schedule above		CHARIZA PATES <i>Admin Aide 1</i> City Treasurer's Office DENAND LOU



			10 minutes	BACASMOT-RCC / City Treasurer's Office FLORABEL LADOROZ RCC / City Treasurer's Office CATHERINE MAGDALE RCC / City Treasurer's Office
3. Client will wait for the call and accept the released Occupational Permit sign the logbook for the release stating time and date of receipt	3. Issue Occupational Permit then logged it and release to client		10 minutes	RICHELLE M. BATALLA Job Order (under the supervision of MARDALANE MENDOZA-BPLO designate)

4. Request for Business Records

Government agency, government employee or official who requests records, any private person, corporation, academe who requires permitting & business information, & further request data.

Office or Division:		Business-One-Stop-Shop (BOSS), Business Permit and Licensing Office (BPLO)		
Classification:		Simple		
Type of Transaction:		G2C,G2B,G2G		
Who may avail:		Government agency, government employee or official, any private person, corporation, academe who request for business record		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter request address to Mardalane D. Mendoza- BPLO Designate		Person who request data		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Submit the letter request and wait for the call and accept the released Data sign the logbook for the release stating time and date of receipt	1.1 Accept the letter request presented 1.2 Process request 1.3 logged it and release to client	None	20 minutes	JOEDEL P. GERMINO <i>Admin Aide II</i> City Budget Office reassigned to BOSS
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5. Request for Certified True Copy of Business Permit

There shall be collected fees from every person requesting for copies of official records and documents from the offices of this city.

Office or Division:		Business-One-Stop-Shop (BOSS), Business Permit and Licensing Office (BPLO)		
Classification:		Simple		
Type of Transaction:		G2B		
Who may avail:		Business Permit holders who request for certified true copy of business permit		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Official Receipt for payment made		City Treasurer's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Pay the Certified True Copy and documentary stamps	2. Issue official Receipt for the payment	Certified True Copy PHP 100.00 Docs Stamps- PHP 30.00	10 minutes	CHARIZA PATES <i>Admin Aide 1</i> City Treasurer's Office DENAND LOU BACASMOT-RCC / City Treasurer's Office FLORABEL LADOROZ RCC / City Treasurer's Office CATHERINE MAGDALE RCC / City Treasurer's Office



<p>2. Client will wait for the call and accept the released Certified True Copy of Business Permit sign the logbook for the release stating time and date of receipt</p>	<p>2.1 Issue Certified True Copy of Business Permit and facilitate the signing of such by the BPLO. 2.2 logged it and release to client</p>	<p>None</p>	<p>10 minutes</p>	<p>JOEDEL P. GERMINO <i>Admin Aide II</i> City Budget Office reassigned to BOSS</p> <p>MARDALANE D. MENDOZA <i>LTOO II/ BPLO-designate</i> to countersign the permit</p>
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FEEDBACK AND COMPLAINTS MECHANISM

<p>How to send feedback</p>	<ol style="list-style-type: none"> 1. Send your feedback through e-mail nc.elsalvadorcity@gmail.com 2. Call us through landline (088) 555-2064 for BUSINESS ONE STOP SHOP
<p>How feedbacks are processed</p>	<ol style="list-style-type: none"> 1. Accomplish our CUSTOMER SATISFACTION SURVEY FEEDBACK FORM available in the office; 2. Put this in the SUGGESTION BOX at the INFORMATION DESK
<p>How to file a complaint</p>	<ol style="list-style-type: none"> 1. Accomplish our CUSTOMER SATISFACTION SURVEY FEEDBACK FORM available in the office; 2. Put this in the SUGGESTION BOX at the INFORMATION DESK 3. Talk to the OFFICER OF THE DAY
<p>How complaints are processed</p>	<ol style="list-style-type: none"> 1. Written and verbal complaints shall immediately be attended to by the OFFICER OF THE DAY.
<p>Contact Information of CCB, PCC, ARTA</p>	