

CITY GOVERNMENT OF EL SALVADOR

CITIZEN’S CHARTER

2020 (1st Edition)

**BUSINESS PERMIT & LICENSING OFFICE**

**LIST OF SERVICES:**

1. Issuance of Business Permit (New and Renewal)
2. Request for Retirement of Business
3. Issuance of Occupational Permit
4. Request of List of Registered Business Establishment segregated per type of business with corresponding capitalization/gross sales, no.of employees etc., as applicable with the requesting agency.
5. Request for Certified True of Business Permit and/or Barangay Clearance
6. Application for additional line of business
7. Certification of No Business Record
8. Issuance of Special Permit
9. Reissuance of Business Permit due to
10. Request change of business location/address due to transfer
11. Correction of Entry
12. Request Change of Ownership
13. Amendment of Business Name Registration
14. Loss of Business Permit

**I. Mandate**

1. To regulate business operations of business establishments in compliance to pertinent regulations and laws.

2. To ensure that business owners will experience ease of doing business through streamlined process.

3. To monitor business operations and impose mandatory standards in compliane to applicable laws and regulations to protect public safety and welfare.

4. To promote commercial activity, thereby increasing the revenue of the city.

**II. Vision**

A business friendly streamlined process, delivering a professionalized service and in-sync with global technology and competitiveness.

**III. Mission**

1. To be effective, efficient, business friendly Business Permit and Licensing Office.
2. To stimulate business growth and guarantee legal operation.
3. To ensure public safety via compliance of business establishments in conformity to business regulations and laws mandated by the government.

**IV. Goals**

Ease the business sector in doing business, thereby increasing business tax collection through a business friendly environment and with scientific and systematic approach.

**1. Issuance of Business Permit & Licenses**

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

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| **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 | | |
| 1. One (1) Photocopy of DTI registration*- if single*   One (1) Photocopyof Articles of Incorporation*- if Corporation or Partnership*  One (1) Photocopy of Articles of Cooperation- *If Cooperative* | | Department of Trade & Industry-*Tiano, Hayes St., Cagayan de Oro City, Misamis Oriental*  Security & Exchange Commission- *SEC bldg, Tomasaco Del Lara St., Cagayan de Oro City, Misamis Oriental*  Cooperative Development Authority- *Macapagal Dr., Cagayan de Oro City, Misamis Oriental* | | |
| 1. One (1) Photocopy of Contract of Lease(if applicable) | | Lessor/ Land Owner | | |
| 1. Unified Form/ Application form | | Business-One-Stop-Shop | | |
| Renewal: | |  | | |
| 1. Sworn Statement of Gross Sales/Receipts of previous year | | Business Owner | | |
| 1. 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 the gross sales. | 1. Verify documents submitted as to validity and completeness, then asses the fees and charges only for *new applicant*  For renewal: assess business tax, fees and 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. | 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 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 balancesP150.00  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 Fee100.00  Signboard/billboard fee(see posted schedule of payment) | 15 minutes | EDNA D. SAGUING  *Data Controller III*  City Treasurer’s Office  FE B. DECENILLA  *LTOO-I*  City Treasurer’s Office  \*both are co-located at BOSS |
| 2. Pay the assessed payments per order of payment written/stated on the unified form | 2. With Assessment on unified form and with attached documents and order of payment, forward to Revenue Collectors.  Revenue Collectors call the applicant and issue receipt upon payment and forward all documents to Issuance division. | Payments are based on the schedule above and the business tax schedule posted | 15 minutes | 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 |
| 3. Client will wait for the call and accept the released business permit sign the logbook for the release stating time and date of receipt | 3. From Collectors through backroom personnel, CHO attaches Sanitary Permit, OBO attaches Certificate of Annual Inspection then forwards the same to Issuance division for the Business Permit issuance with e-signature of the mayor countersigned by BPLO and to be released logging in and out. | NONE | 30 minutes | JOEDEL P. GERMINO  *Admin Aide II*  City Budget Office reassigned to BOSS  HAZEL JOY P. REBAYLA-  *Job Order* (under the supervision of MARDALANE MENDOZA-BPLO designate)  MARDALANE D. MENDOZA  *LTOO II/ BPLO-designate*to countersign the permit |

**2.Retirement of Business**

**Description of the Service:** Termination shall mean that business operations are stopped completely.

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| **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 |
| 1. Original Copy of Barangay Certification issued by the Punong Barangay as to the validity of the closure | Barangay where your business located |
| 1. Sworn Statement of Gross Sales from previous year before retirement | Business Owner |
| 1. Official Receipt for payment made | City Treasurer’s Office |

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| **CLIENT STEPS** | **AGENCY ACTIONS** | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1.1 Fill-out the application form for retirement of business  1.2 Submit Barangay Certification as to Retirement  1.3 Submit Statement of Gross Sales | 1.1 Accept and validate the documents presented  1.2 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  *Data Controller III*  City Treasurer’s Office  FE B. DECENILLA  *LTOO-I*  City Treasurer’s Office |
| 2.1 Present assessment form  2.2 Pay the assessed taxes and other fees | 2.1 Issue official Receipt for the payment  2.2 Forward documents to the Issuance division | Payments are based on the schedule above | 10 minutes | CHARIZA PATES  *Admin Aide1*  City Treasurer’s Office  DENAND LOU BACASMOT-*RCC I*  City Treasurer’s Office  FLORABEL LADOROZ  *RCC I*  City Treasurer’s Office  CATHERINE MAGDALE*RCC I*  City Treasurer’s Office |
| 3.1 Wait for the call  3.2 accept the released Certification  3.3 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 | JOEDEL P. GERMINO  *Admin Aide II*  City Budget Office reassigned to BOSS  MARDALANE D. MENDOZA  *LTOO II/ BPLO-designate* |

**3. Issuance of Occupational Permit**

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

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| **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 | | |
| 1. Official Receipt for payment made | | City Treasurer’s Office | | |
| **CLIENT STEPS** | **AGENCY ACTIONS** | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** | |
| 1. Fill-out 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- 30.00 | 10 minutes | RICHELLE M. BATALLA  *Job Order*(under the supervision of MARDALANE MENDOZA-BPLO designate) | |
| 1. Pay the Occupational Permit Fee and documentary stamps | 2.Issue official Receipt for the payment | Payments are based on the schedule above | 10 minutes | CHARIZA PATES  *Admin Aide1*  City Treasurer’s Office  DENAND LOU BACASMOT-*RCC I*  City Treasurer’s Office  FLORABEL LADOROZ  *RCC I*  City Treasurer’s Office  CATHERINE MAGDALE*RCC I*  City Treasurer’s Office | |
| 3.1 Wait for the call  3.2 accept the released Occupational Permit sign the logbook for the release stating time and date of receipt | 3.1 Issue Occupational Permit  3.2 Log it and release to client |  | 10 minutes | RICHELLE M. BATALLA  Job Order (under the supervision of MARDALANE MENDOZA-BPLO designate) | |

**4. Request of List of Registered Business Establishment segregated per type of business with corresponding capitalization/gross sales, no.of employees etc., as applicable with the requesting agency.**

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

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| **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 addressed to Mardalane D. Mendoza- BPLO Designate | | Person who request data | | |
| **CLIENT STEPS** | **AGENCY ACTIONS** | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1.1 Submit the letter request and wait for the call  1.2 accept the released Data  sign the logbook for the release stating time and date of receipt | 1.1Accept the letter request presented  1.2 Process request  1.3 Log it and release to client | None | 20 minutes | JOEDEL P. GERMINO  *Admin Aide II*  City Budget Office reassigned to BOSS |

**5. Request for Certified True Copy of Business Permit and/or Barangay Clearance**

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

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| **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 permitand/or barangay clearance | | |
| **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  *Admin Aide1*  City Treasurer’s Office  DENAND LOU BACASMOT-*RCC I*  City Treasurer’s Office  FLORABEL LADOROZ  *RCC I*  City Treasurer’s Office  CATHERINE MAGDALE*RCC I*  City Treasurer’s Office |
| 2.1 Wait for the call  2.2 accept the released Certified True Copy of Business Permit and/or Barangay Clearance sign the logbook for the release stating time and date of receipt | 2.1 Issue Certified True Copy of Business Permit and/or Barangay Clearance and facilitate the signing of such by the BPLO.  2.2 Log it and release to client | None | 10 minutes | JOEDEL P. GERMINO  *Admin Aide II*  City Budget Office reassigned to BOSS  MARDALANE D. MENDOZA  *LTOO II/ BPLO-designate*to countersign the permit |

**6. Additional Line of Business**

**Description of the Service:** For Business entity required to secure additional line of business

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| **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 required to secure another business permit for the additional line of business | | |
| **CHECKLIST OF REQUIREMENTS** | | **WHERE TO SECURE** | | |
| 1.Unified Form/ Application form | | Business-One-Stop-Shop | | |
| **CLIENT STEPS** | **AGENCY ACTIONS** | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1.1 File Application  1.2 Submit complete accomplished unified form with attached documentary requirements | 1.1Verify documents submitted as to validity and completeness  1.2 assess the fees and charges | Mayor’s Permit: Per Annum  Micro - P500.00  Small -P2,000.00  Medium - P5,000.00  Large - P10,000.00  DST - P 60.00  Occupational Permit Fee - P100.00  Sanitary Insp.Fee  (see schedule for area) | 15 minutes | EDNA D. SAGUING  *Data Controller III*  City Treasurer’s Office  FE B. DECENILLA  *LTOO-I*  City Treasurer’s Office |
| 2. Pay the assessed payments per order of payment written/stated on the unified form | 2. With Assessment on unified form shall forward to Revenue Collectors.  Revenue Collectors calls the applicant and issue receipt upon payment and forward all documents to Issuance division | Payments are based on the schedule above | 15 minutes | CHARIZA PATES  *Admin Aide1*  City Treasurer’s Office  DENAND LOU BACASMOT-*RCC I*  City Treasurer’s Office  FLORABEL LADOROZ  *RCC I*  City Treasurer’s Office  CATHERINE MAGDALE*RCC I*  City Treasurer’s Office |
| 3.1 Client will wait for the call  3.2 accept the released Business Permit  sign the logbook for the release stating time and date of receipt | 3.1 Accept the documents, encode and print Business Permit and facilitate the signing of such by the BPLO.  3.2 logged it and release to client | None | 30 minutes | JOEDEL P. GERMINO  *Admin Aide II*  City Budget Office reassigned to BOSS  MARDALANE D. MENDOZA  *LTOO II/ BPLO-designate*to countersign the permit |

**7. Certification of No Business Record**

**Description of the Service:** The Business Permit and Licensing Office provides a Certification of No Business Records to the Government agency, government employee or official and any private person who requests certification for whatever legal purpose it may serve.

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| **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 and any private person who request for certification of no business record | | |
| **CHECKLIST OF REQUIREMENTS** | | **WHERE TO SECURE** | | |
| 1. Letter request addressed 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 | 1.1 Accept the letter request presented  1.2 Assess the amount to be paid and give order of payment to client | Certification Fee   * ₱ 100.00   Documentary Stamps   * ₱ 30.00 | 5 minutes | JOEDEL P. GERMINO  *Admin Aide II*  City Budget Office reassigned to BOSS |
| 2.Pay the assessed payments per order of payment | 2.1 Revenue Collectors issue official receipt upon payment  2.2 Forward official receipt to Issuance division | Payments are based on the schedule above | 10 minutes | CHARIZA PATES  *Admin Aide1*  City Treasurer’s Office  DENAND LOU BACASMOT-*RCC I*  City Treasurer’s Office  FLORABEL LADOROZ  *RCC I*  City Treasurer’s Office |
| 3. Wait for the call and accept the released certification  sign the logbook for the release stating time and date of receipt | 3.1 Encode and Print Certification  3.2 Log it and release to client | None | 15 minutes | MARDALANE D. MENDOZA  *LTOO II/ BPLO-designate* |

**8. Issuance of Special Permit**

**Description of the Service:** The City shall collect special permit fee for the holding of events such as cockfighting, ambulant and itinerant amusement operators such as circus, carnivals, or the like, Merry-Go-Round, roller coaster, ferris wheel, swing, shooting gallery and other similar contrivances, sports contest/exhibitions and transient business such as display of motorcycle, display of home appliances & furniture, personal accessories, household wares, food vendors, beauty products, garments /ukay-ukay and others.

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| **Office or Division:** | | Business-One-Stop-Shop (BOSS), Business Permit and Licensing Office ( BPLO) | | |
| **Classification:** | | Simple | | |
| **Type of Transaction:** | | G2B | | |
| **Who may avail:** | | Business entity | | |
| **CHECKLIST OF REQUIREMENTS** | | **WHERE TO SECURE** | | |
| 1. Letter of Intent addressed 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 of intent | 1.1 Accept the letter of intent presented  1.2 Assess the amount to be paid and give order of payment to client | ***Special Permit Fee for Cockfighting***  a. Special Cockfights (Pintakas)  1,000.00  b. Special Derby Assessment from Promoters of-  Two-Cock Derby- 1,000.00  Three-Cock Derby- 1,500.00  Four-Cock Derby - 2,000.00  Five-Cock Derby - 2,500.00  c. Payment per Sultada- 30.00  ***Tax on Ambulant and Itinerant Amusement Operators***  ***PER DAY***  Circus, carnivals, or the like  - 500.00 each  Merry-Go-Round, roller coaster, ferris wheel, swing, shooting gallery and other similar contrivances- 500.00 each  Sport contest/ exhibitions  -500.00 each  ***Tax on Transient Business***  ***PER DAY***  Personal Accessories- 50.00  Household Wares- 50.00  Food Vendors - 50.00  Beauty Products-100.00  Garments/Ukay-ukay- 150.00  Display of Home Appliances & Furniture- 1,000.00  Display of Motorcycle- 1,000.00  Others - 200.00 | 15 minutes | EDNA D. SAGUING  *Data Controller III*  City Treasurer’s Office  FE B. DECENILLA  *LTOO-I*  City Treasurer’s Office |
| 2. Pay the assessed payments per order of payment | 2.1 Revenue Collectors issue official receipt upon payment  2.2 Forward official receipt to Issuance division | Payments are based on the schedule above | 15 minutes | CHARIZA PATES  *Admin Aide1*  City Treasurer’s Office  DENAND LOU BACASMOT-*RCC I*  City Treasurer’s Office  FLORABEL LADOROZ  *RCC I*  City Treasurer’s Office |
| 3.1 Wait for the call  3.2 accept the released Data  sign the logbook for the release stating time and date of receipt | 3.1 Accept the official receipt, encode and print Special Permit and facilitate the signing of such by the BPLO.  3.2 Log it and release to client | None | 20 minutes | JOEDEL P. GERMINO  *Admin Aide II*  City Budget Office reassigned to BOSS  MARDALANE D. MENDOZA  *LTOO II/ BPLO-Designate* to countersign the permit |

**9. Reissuance of Business Permit due to;**

**Description of the Service:**

1. **Request change of business location/address due to transfer**

Any business for which a City business tax has been paid by the person conducting it may be transferred and continued in any other place within the territorial limits of this City without payment of additional tax during the period for which the payment of the tax was made.

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| **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 change of business location/address due to transfer | | |
| **CHECKLIST OF REQUIREMENTS** | | **WHERE TO SECURE** | | |
| 1. One (1) Photocopy of Certificate of Occupancy | | Office of City Building Official | | |
| 1. Letter request for change of business location/address | | Business Owner | | |
| 1. One (1) Photocopy of New Lease Contract ( if renting) | | Lessor | | |
| 1. Original copy of Business Permit | | Business Owner | | |
| 1. Authorization letter for the Authorized Representative | | Business Owner | | |
| **CLIENT STEPS** | **AGENCY ACTIONS** | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1. Submit complete documentary requirements | 1.1 Accept and validate the documents presented  1.2 Assess the amount to be paid | Reissuance of Business Permit Fee - PHP 200.00 | 10 minutes | EDNA D. SAGUING  *Data Controller III*  City Treasurer’s Office  FE B. DECENILLA  *LTOO-I*  City Treasurer’s Office |
| 2. Pay the assessed payments per order of payment | 2.1 Revenue Collectors issue official receipt upon payment  2.2 Forward official receipt to Issuance division | Payments are based on the schedule above | 10 minutes | CHARIZA PATES  *Admin Aide1*  City Treasurer’s Office  DENAND LOU BACASMOT-*RCC I*  City Treasurer’s Office  FLORABEL LADOROZ  *RCC I*  City Treasurer’s Office |
| 3.1 Wait for the call  3.2 accept the released Business Permit  sign the logbook for the release stating time and date of receipt | 3.1 Update/Encode Business Permit  3.2 Issue Business Permit and facilitate the signing of such by the BPLO.  3.3 Log it and release to client | None | 20 minutes | JOEDEL P. GERMINO  *Admin Aide II*  City Budget Office reassigned to BOSS  MARDALANE D. MENDOZA  *LTOO II/ BPLO-designate*to countersign the permit |

1. **Correction of Entry**

**Description of the Service:** The Business Permit and Licensing Office provides a Reissuance of Business Permit for the correction of entry

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| **Office or Division:** | | Business-One-Stop-Shop (BOSS), Business Permit and Licensing Office ( BPLO) | | |
| **Classification:** | | Simple | | |
| **Type of Transaction:** | | G2B | | |
| **Who may avail:** | | Business owner | | |
| **CHECKLIST OF REQUIREMENTS** | | **WHERE TO SECURE** | | |
| 1. Letter request for Correction of Entry | | Business Owner | | |
| 1. Original Copy of Business Permit | | Business Owner | | |
| 1. Authorization letter for the Authorized Representative | | Business Owner | | |
| **CLIENT STEPS** | **AGENCY ACTIONS** | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1. Submit complete documentary requirements | 1.1 Accept and validate the documents presented  1.2 Assess the amount to be paid | Reissuance of Business Permit Fee - PHP 200.00 | 10 minutes | EDNA D. SAGUING  *Data Controller III*  City Treasurer’s Office  FE B. DECENILLA  *LTOO-I*  City Treasurer’s Office |
| 2. Pay the assessed payments per order of payment | 2.1 Revenue Collectors issue official receipt upon payment  2.2 Forward documents to Issuance division | Payments are based on the schedule above | 10 minutes | CHARIZA PATES  *Admin Aide1*  City Treasurer’s Office  DENAND LOU BACASMOT-*RCC I*  City Treasurer’s Office  FLORABEL LADOROZ  *RCC I*  City Treasurer’s Office |
| 3.1 Wait for the call  3.2 accept the released Business Permit  sign the logbook for the release stating time and date of receipt | 3.1 Update/Encode Business Permit  3.2 Issue Business Permit and facilitate the signing of such by the BPLO.  3.3 Log it and release to client | None | 10 minutes | JOEDEL P. GERMINO  *Admin Aide II*  City Budget Office reassigned to BOSS  MARDALANE D. MENDOZA  *LTOO II/ BPLO-designate*to countersign the permit |

**C. Request Change of Ownership**

**Description of the Service:** The Business Permit and Licensing Office provides a Reissuance of Business Permit for the request change of ownership.

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| **Office or Division:** | | Business-One-Stop-Shop (BOSS), Business Permit and Licensing Office ( BPLO) | | |
| **Classification:** | | Simple | | |
| **Type of Transaction:** | | G2B | | |
| **Who may avail:** | | Business owner | | |
| **CHECKLIST OF REQUIREMENTS** | | **WHERE TO SECURE** | | |
| 1. Letter request for Change of Ownership | | Business Owner | | |
| 1. Original Copy of Business Permit | | Business Owner | | |
| 1. One (1) Photocopy of New DTI registration*- if single*   One (1) Photocopy of Amended Articles of Incorporation*- if Corporation or Partnership*  One (1) Photocopy of Articles of Cooperation- *If Cooperative* | | Department of Trade & Industry- *Tiano, Hayes St., Cagayan de Oro City, Misamis Oriental*  Security & Exchange Commission- *SEC bldg, Tomasaco Del Lara St., Cagayan de Oro City, Misamis Oriental*  Cooperative Development Authority- *Macapagal Dr., Cagayan de Oro City, Misamis Oriental* | | |
| 1. Authorization letter for the Authorized Representative | | Business Owner | | |
| **CLIENT STEPS** | **AGENCY ACTIONS** | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1. Submit complete documentary requirements | 1.1 Accept and validate the documents presented  1.2 Assess the amount to be paid | Reissuance of Business Permit Fee - PHP 200.00 | 10 minutes | EDNA D. SAGUING  *Data Controller III*  City Treasurer’s Office  FE B. DECENILLA  *LTOO-I*  City Treasurer’s Office |
| 2. Pay the assessed payments per order of payment | 2.1 Revenue Collectors issue official receipt upon payment  2.2 Forward documents to Issuance division | Payments are based on the schedule above | 10 minutes | CHARIZA PATES  *Admin Aide1*  City Treasurer’s Office  DENAND LOU BACASMOT-*RCC I*  City Treasurer’s Office  FLORABEL LADOROZ  *RCC I*  City Treasurer’s Office |
| 3.1 Wait for the call  3.2 Accept the released Certified True Copy of Business Permit  sign the logbook for the release stating time and date of receipt | 3.1 Update/Encode Business Permit  3.2 Issue Business Permit and facilitate the signing of such by the BPLO.  3.3 Log it and release to client | None | 10 minutes | JOEDEL P. GERMINO  *Admin Aide II*  City Budget Office reassigned to BOSS  MARDALANE D. MENDOZA  *LTOO II/ BPLO-designate*to countersign the permit |

**d. Amendment of Business Name Registration**

**Description of the Service:** The Business Permit and Licensing Office provides a Reissuance of Business Permit for the amendment of trade name.

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| **Office or Division:** | | Business-One-Stop-Shop (BOSS), Business Permit and Licensing Office ( BPLO) | | |
| **Classification:** | | Simple | | |
| **Type of Transaction:** | | G2B | | |
| **Who may avail:** | | Business owner | | |
| **CHECKLIST OF REQUIREMENTS** | | **WHERE TO SECURE** | | |
| 1. Letter request for Amendment of Business Name Registration | | Business Owner | | |
| 1. One (1) Photocopy of DTI registration*- if single*   One (1) Photocopy of Articles of Incorporation*- if Corporation or Partnership*  One (1) Photocopy of Articles of Cooperation- *If Cooperative* | | Department of Trade & Industry- *Tiano, Hayes St., Cagayan de Oro City, Misamis Oriental*  Security & Exchange Commission- *SEC bldg, Tomasaco Del Lara St., Cagayan de Oro City, Misamis Oriental*  Cooperative Development Authority- *Macapagal Dr., Cagayan de Oro City, Misamis Oriental* | | |
| 1. Original Copy of Business Permit | | Business Owner | | |
| 1. Authorization letter for the Authorized Representative | | Business Owner | | |
| **CLIENT STEPS** | **AGENCY ACTIONS** | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1. Submit letter request stating reasons for amendment together with other documents | 1.1 Accept and validate the documents presented  1.2 Assess the amount to be paid | Reissuance of Business Permit Fee - PHP 200.00 | 10 minutes | EDNA D. SAGUING  *Data Controller III*  City Treasurer’s Office  FE B. DECENILLA  *LTOO-I*  City Treasurer’s Office |
| 2. Pay the assessed payments per order of payment | 2.1 Revenue Collectors issue official receipt upon payment  2.2 Forward documents to Issuance division | Payments are based on the schedule above | 10 minutes | CHARIZA PATES  *Admin Aide1*  City Treasurer’s Office  DENAND LOU BACASMOT-*RCC I*  City Treasurer’s Office  FLORABEL LADOROZ  *RCC I*  City Treasurer’s Office |
| 3.1 Wait for the call  3.2 Accept the Business Permit  sign the logbook for the release stating time and date of receipt | 3.1 Update/Encode Business Permit  3.2 Issue Business Permit and facilitate the signing of such by the BPLO.  3.3 Log it and release to client | None | 10 minutes | JOEDEL P. GERMINO  *Admin Aide II*  City Budget Office reassigned to BOSS  MARDALANE D. MENDOZA  *LTOO II/ BPLO-designate*to countersign the permit |

**e. Loss of Business Permit**

**Description of the Service:** The Business Permit and Licensing Office provides a Reissuance of Business Permit for the loss of business permit

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| **Office or Division:** | | Business-One-Stop-Shop (BOSS), Business Permit and Licensing Office ( BPLO) | | |
| **Classification:** | | Simple | | |
| **Type of Transaction:** | | G2B | | |
| **Who may avail:** | | Business owner | | |
| **CHECKLIST OF REQUIREMENTS** | | **WHERE TO SECURE** | | |
| 1. Letter request for Reissuance of Business Permit | | Business Owner | | |
| 1. Affidavit of Loss | | Business Owner | | |
| 1. Authorization letter for the Authorized Representative | | Business Owner | | |
| **CLIENT STEPS** | **AGENCY ACTIONS** | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1. Submit complete documentary requirements | 1.1 Accept and validate the documents presented  1.2 Assess the amount to be paid | Reissuance of Business Permit Fee - PHP 200.00 | 10 minutes | EDNA D. SAGUING  *Data Controller III*  City Treasurer’s Office  FE B. DECENILLA  *LTOO-I*  City Treasurer’s Office |
| 2. Pay the assessed payments per order of payment | 2.1 Revenue Collectors issue official receipt upon payment  2.2 Forward documents to Issuance division | Payments are based on the schedule above | 10 minutes | CHARIZA PATES  *Admin Aide1*  City Treasurer’s Office  DENAND LOU BACASMOT-*RCC I*  City Treasurer’s Office  FLORABEL LADOROZ  *RCC I*  City Treasurer’s Office |
| 3. Wait for the call  3.2 Accept the Business Permit  sign the logbook for the release stating time and date of receipt | 3.1 Issue Business Permit and facilitate the signing of such by the BPLO  3.2 Log it and release to client | None | 10 minutes | JOEDEL P. GERMINO  *Admin Aide II*  City Budget Office reassigned to BOSS  MARDALANE D. MENDOZA  *LTOO II/ BPLO-Designate* to countersign the permit |

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| **List of Offices** | | |
| **Office** | **Address** | **Contact Information** |
| Mayor’s Office | LGU-El Salvador | 555-0312 |
| DILG | LGU-El Salvador | 555-0306 |
| HRMO | LGU-El Salvador | 0917-140-8719 |

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| **FEEDBACK AND COMPLAINTS MECHANISM** | |
| How to send feedback | 1. Send your feedback through e-mail [nc.elsalvadorcity@gmail.com](mailto:nc.elsalvadorcity@gmail.com) 2. Call us through landline (088) 555-2064 for BUSINESS ONE STOP SHOP |
| How feedbacks are processed | 1. Accomplish our CUSTOMER SATISFACTION SURVEY FEEDBACK FORM available in the office; 2. Put this in the SUGGESTION BOX at the INFORMATION DESK |
| How to file a complaint | 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 |
| How complaints are processed | 1. Written and verbal complaints shall immediately be attended to by the OFFICER OF THE DAY. |
| Contact Information of CCB | CSC – Contact Center ng Bayan – 0908-8816-565 |
| PCC | Presidential Complaints Center - 8888 |
| ARTA | Anti-Red Tape Authority – 478-5093 |