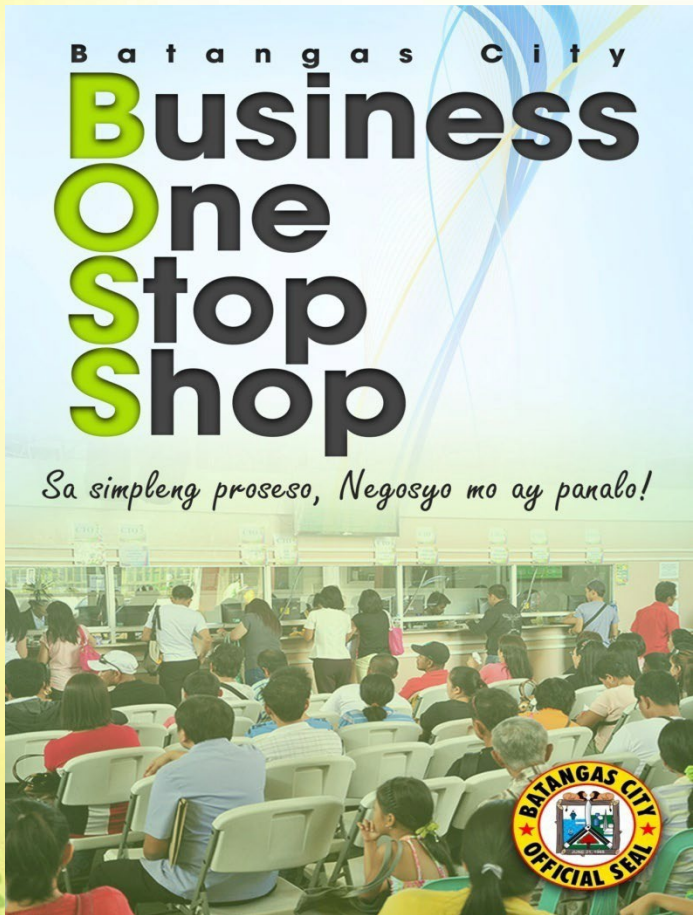




BUSINESS PERMITS & LICENSING OFFICE (BPLO)

CITIZEN'S CHARTER



BUSINESS REGISTRATION (NEW APPLICATION)

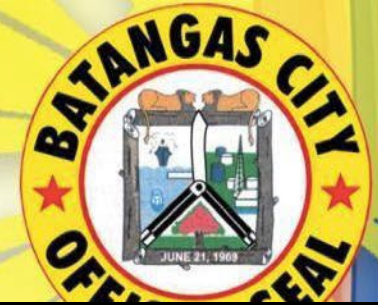



Office or Division:	City Mayor's Office - Business Permits and Licensing Office
Classification:	Simple
Types of Transaction:	G2B - Government to Business Owners
Who may avail:	Business Owners

Checklist of Requirements	Where to Secure
Contract of Lease (if Lessee)	Lessor
Original Market Clearance (if Market Stallholders)	City Market Office
Original Special Power of Attorney (if applicant is not connected to the owner of the business)	Business Owner
Authorization Letter (if applicant is an employee of the business establishment)	Business Owner

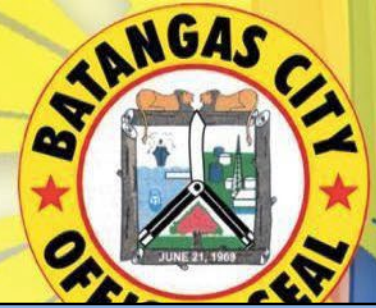


BUSINESS REGISTRATION (NEW APPLICATION)



Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
Secures queue number for purpose		None	10 seconds	Queuing Machine
1. Submits requirements and provides information	1.1 Calls the applicant; 1.2 Checks requirements; 1.3 Encodes information; 1.4 Requests applicant to validate information and affix signature; [Backroom Operations]	None	1 Hour	Administrative Aide II- Receiving (Please refer to the Organizational Chart of BPLO)Counter – BPLO
2. Pays computed tax and fees Receives Business Permit	2.1 Calls the applicant; 2.2 Issues official receipts; 2.3 Issues business permit and other permits/clearances	Business Tax & other fees dependent on capitalization/ Batangas City Revenue Code of 2009 Schedule of Fees	1 Hour	Revenue Collection Clerk- City Treasurer's Office for Payment and Administrative Aide I– BPLO for the Issuance of Business Permit and other permits/clearances (Please refer to the Organizational Chart of BPLO)
		Total: Business Tax & other fees dependent on capitalization/ Batangas City Revenue Code of 2009 Schedule of Fees	2 Hours	

BUSINESS REGISTRATION (NEW APPLICATION)



Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
Secures queue number for purpose		None	10 seconds	Queuing Machine
1. Submits requirements and provides information	1.1 Calls the applicant; 1.2 Checks requirements; 1.3 Encodes information; 1.4 Requests applicant to validate information and affix signature; [Backroom Operations]	None	1 Hour	Administrative Aide II- Receiving (Please refer to the Organizational Chart of BPLO)Counter – BPLO
2. Pays computed tax and fees Receives Business Permit	2.1 Calls the applicant; 2.2 Issues official receipts; 2.3 Issues business permit and other permits/clearances	Business Tax & other fees dependent on capitalization/ Batangas City Revenue Code of 2009 Schedule of Fees	Section 23: Taxes on Business (h) On newly started business, seven and one-half percent (7.5%) of one percent (1%) of the capital investment Other Fees/Regulatory Fees: <i>See Chapter VI: Permit Fees of Batangas City Revenue Code 2009</i>	
		Total: Business Tax & other fees dependent on capitalization/ Batangas City Revenue Code of 2009 Schedule of Fees		



BUSINESS REGISTRATION (RENEWAL)

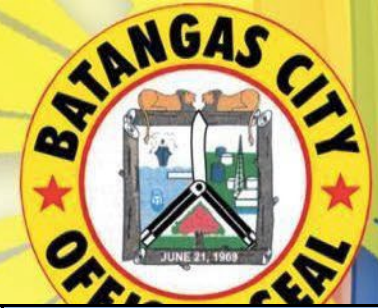


Office or Division:	City Mayor's Office - Business Permits and Licensing Office
Classification:	Simple
Types of Transaction:	G2B - Government to Business Owners
Who may avail:	Business Owners

Checklist of Requirements	Where to Secure
Original Barangay Clearance	Integrated at the BOSS
Original Market Clearance (if Market Stallholders)	City Market Office
Income Tax Return/Certification of Gross Receipts (for businesses that have main offices located elsewhere)	Bureau of Internal Revenue (BIR)
Original Special Power of Attorney (if applicant is not connected to the owner of the business)	Business Owner
Authorization Letter (if applicant is an employee of the business establishment)	Business Owner



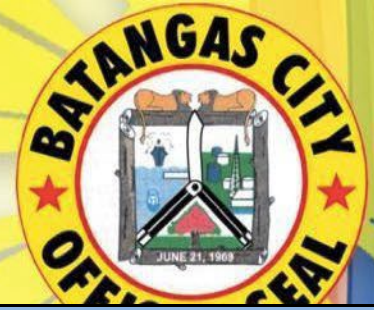
BUSINESS REGISTRATION (RENEWAL)



Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
Secures queue number for purpose		None	10 seconds	Queuing Machine
1. Submits requirements and provides information	1.1 Calls the applicant; 1.2 Checks requirements; 1.3 Validates identity and compliance; 1.4 Requests applicant to validate information and affix signature; [Backroom Operations]	None	1 Hour	Administrative Aide I - Receiving Counter - BPLO (Please refer to the Organizational Chart of BPLO)
2. Pays computed tax and fees Receives Business Permit	2.1 Calls the applicant; 2.2 Issues official receipts; 2.3 Issues business permit and other permits/clearances	Business Tax & other fees dependent on gross sales/Batangas City Revenue Code of 2009 Schedule of Fees	1 Hour	Revenue Collection Clerk-City Treasurer's Office for Payment and Administrative Aide I- BPLO for the Issuance of Business Permit and other permits/clearances (Please refer to the Organizational Chart of BPLO)
Total:		Business Tax & other fees dependent on gross sales/Batangas City Revenue Code of 2009 Schedule of Fees	2 Hours	



BUSINESS REGISTRATION (RENEWAL)



Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
Secures queue number for purpose		None	10 seconds	Queuing Machine
1. Submits requirements and provides information	1.1 Calls the applicant; 1.2 Checks requirements; 1.3 Validates identity and compliance; 1.4 Requests applicant to validate information and affix signature; [Backroom Operations]	None		Administrative Aide I -
2. Pays computed tax and fees Receives Business Permit	2.1 Calls the applicant; 2.2 Issues official receipts; 2.3 Issues business permit and other permits/clearances	Business Tax & other fees dependent on gross sales/Batangas City Revenue Code of 2009 Schedule of Fees		
		Total: Business Tax & other fees dependent on gross sales/Batangas City Revenue Code of 2009 Schedule of Fees		

Section 23: Taxes on Business

On business renewals, see next slides for the fees.
(Letters a, b, c, d, e, f & g)

***Note:** Section 6. City Mayor's Permit (b) 3. Total gross receipts during the preceding year and such other pertinent data which may from time to time be required - Batangas City Revenue Code of 2009

Other Fees Regulatory

Fees: See Chapter VI: Permit Fees of Batangas City Revenue Code 2009



ONLINE BUSINESS REGISTRATION (NEW APPLICATION)



Office or Division:	City Mayor's Office - Business Permits and Licensing Office
Classification:	Simple
Types of Transaction:	G2B - Government to Business Owners
Who may avail:	Business Owners

Checklist of Requirements	Where to Secure
Contract of Lease (if Lessee)	Lessor
Original Market Clearance (if Market Stallholders)	City Market Office
Original Special Power of Attorney (if applicant is not connected to the owner of the business)	Business Owner
Authorization Letter (if applicant is an employee of the business establishment)	Business Owner



ONLINE BUSINESS REGISTRATION (NEW APPLICATION)



Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Click https://business.batangascity.gov.ph/Batangas/OnlineServices/login and see attached Step-by-step process .	The application is automatically reflected at the eBOSS system.	Business Tax & other fees dependent on capitalization/ Batangas City Revenue Code of 2009 Schedule of Fees	15 minutes based on BPLO simulation activity (Dependent on the client, internet signal, etc.)	Mary Vee F. Dimaano/ Licensing Officer III - BPLO
		Total: Business Tax & other fees dependent on capitalization/ Batangas City Revenue Code of 2009 Schedule of Fees	15 minutes based on BPLO simulation activity	

Section 23: Taxes on Business

(h) On newly started business, seven and one-half percent (7.5%) of one percent (1%) of the capital investment

Other Fees/Regulatory Fees: See Chapter VI: Permit Fees of Batangas City Revenue Code 2009



ONLINE BUSINESS REGISTRATION (RENEWAL)



Office or Division:	City Mayor's Office - Business Permits and Licensing Office
Classification:	Simple
Types of Transaction:	G2B - Government to Business Owners
Who may avail:	Business Owners

Checklist of Requirements	Where to Secure
Original Barangay Clearance	Integrated at the BOSS
Original Market Clearance (if Market Stallholders)	City Market Office
Income Tax Return/Certification of Gross Receipts (for businesses that have main offices located elsewhere)	Bureau of Internal Revenue (BIR)
Original Special Power of Attorney (if applicant is not connected to the owner of the business)	Business Owner
Authorization Letter (if applicant is an employee of the business establishment)	Business Owner



ONLINE BUSINESS REGISTRATION (RENEWAL)



Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Click https://business.batangascity.gov.ph/Batangas/OnlineServices/login and see attached Step-by-step process.	The application is automatically reflected at the eBOSS system.	Business Tax & other fees dependent on capitalization/ Batangas City Revenue Code of 2009 Schedule of Fees	15 minutes based on BPLO simulation activity (Dependent on the client, internet signal, etc.)	Mary Vee F. Dimaano/ Licensing Officer III - BPLO
		Total: Business Tax & other fees dependent on gross sales/Batangas City Revenue Code of 2009 Schedule of Fees	15 minutes based on BPLO simulation activity	

Section 23: Taxes on Business

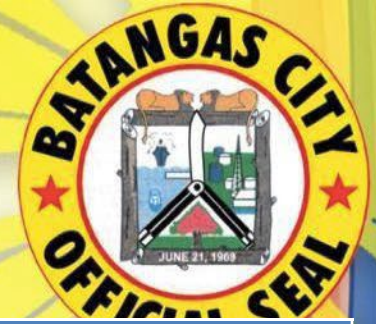
On business renewals, see next slides for the fees. (*Letters a, b, c, d, e, f & g*)

***Note:**Section 6. City Mayor's Permit (b) 3. Total gross receipts during the preceding year and such other pertinent data which may from time to time be required - Batangas City Revenue Code of 2009

Other Fees/Regulatory Fees: See Chapter VI: Permit Fees of Batangas City Revenue Code 2009



BUSINESS REGISTRATION (RENEWAL)

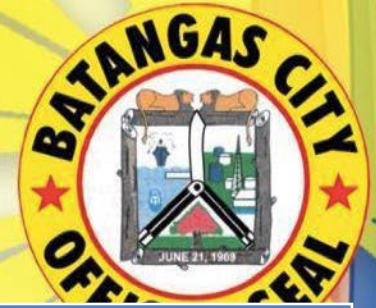


(a) Manufacturers, assemblers, re-packers, processors, brewers, distillers, rectifiers and compounders of liquor, distilled spirits and wines or manufacturers of any article of commerce of whatever kind of nature, in accordance with the following schedule:

With gross sales or receipts for the preceding Calendar year in the amount of:		Amount of Tax Per Annum
Less than Php 10, 000		Php 295.00
10,000 or more but less than Php	15,000	392.00
15,000 or more but less than Php	20,000	538.00
20,000 or more but less than Php	30,000	785.00
30,000 or more but less than Php	40,000	1,176.00
40,000 or more but less than Php	50,000	1,470.00
50,000 or more but less than Php	75,000	2,352.00
75,000 or more but less than Php	100,000	2,940.00
100,000 or more but less than Php	150,000	3,920.00
150,000 or more but less than Php	200,000	4,900.00
200,000 or more but less than Php	300,000	6,861.00
300,000 or more but less than Php	500,000	10,122.00
500,000 or more but less than Php	750,000	14,256.00
750,000 or more but less than Php	1,000,000	17,820.00
1,000,000 or more but less than Php	2,000,000	24,503.00
2,000,000 or more but less than Php	3,000,000	29,403.00
3,000,000 or more but less than Php	4,000,000	35,284.00
4,000,000 or more but less than Php	5,000,000	41,164.00
5,000,000 or more but less than Php	6,500,000	42,842.00
6,500,000 or more		44,280.00 plus fifty-six and one-fourth percent
(56.25%) of one percent (1%) in excess of Php 6,500,000.00		

Manufacturers of petroleum products, natural gas or petrochemical products are subject to business tax levied under Sec.23 (a) of this Ordinance.

BUSINESS REGISTRATION (RENEWAL)



(b) On wholesalers, distributors, or dealers in any article of commerce or whatever kind or nature in accordance in the following schedule:

With gross sales or receipts for the preceding Calendar year in the amount of:		Amount of Tax Per Annum
Less than Php 1,000		Php 32.00
1,000 or more but less than Php 2,000		57.00
2,000 or more but less than Php 3,000		90.00
3,000 or more but less than Php 4,000		131.00
4,000 or more but less than Php 5,000		178.00
5,000 or more but less than Php 6,000		216.00
6,000 or more but less than Php 7,000		255.00
7,000 or more but less than Php 8,000		295.00
8,000 or more but less than Php 10,000		333.00
10,000 or more but less than Php 15,000		392.00
15,000 or more but less than Php 20,000		490.00
20,000 or more but less than Php 30,000		588.00
30,000 or more but less than Php 40,000		785.00
40,000 or more but less than Php 50,000		1,176.00
50,000 or more but less than Php 75,000		1,765.00
75,000 or more but less than Php 100,000		2,352.00
100,000 or more but less than Php 150,000		3,333.00
150,000 or more but less than Php 200,000		4,313.00
200,000 or more but less than Php 300,000		5,881.00
300,000 or more but less than Php 500,000		7,912.00
500,000 or more but less than Php 750,000		11,761.00
750,000 or more but less than Php 1,000,000		15,682.00
1,000,000 or more but less than Php 2,000,000		17,820.00
2,000,000 or more		19,959.00 plus seventy-five
percent (75%) of one percent (1%) in excess of Php2,000,000.00		

Dealers of petroleum products, natural gas or petrochemical products are subject to business tax levied under Sec. 23 (b) of this Ordinance.

BUSINESS REGISTRATION (RENEWAL)



(c) On the business of exporting and manufacturing, milling, producing, distributing, dealing or retailing of essential commodities enumerated hereunder at a rate not exceeding one-half ($1/2$) of the rates prescribed under subsections a,b, and d of this Section:

1. Rice and corn;
2. Wheat or cassava flour, meat, dairy products, locally manufactured, processed or preserved food, sugar, salt and other agricultural, marine and fresh water products, whether in their original state or not.
3. Cooking oil, cooking gas;
4. Bath and laundry soap, detergents and medicines;
5. Agricultural implements, equipment & post-harvest facilities, fertilizers, pesticides, insecticides, herbicides;
 - (a) Poultry and other animal feeds;
 - (b) School supplies; and
 - (c) Cement



BUSINESS REGISTRATION (RENEWAL)



(d) Retailers

With gross sales or receipts for the preceeding
Calendar year of Php400,000 or less
In excess of Php400,000

Rate of Tax per Annum
2%
1%



BUSINESS REGISTRATION (RENEWAL)



(e) On contractors and other independent contractors in accordance with the following schedule:

With gross receipt for the year			
Less than Php	5,000	Php	50.00
5,000 or more but less than Php	10,000		110.00
10,000 or more but less than	15,000		186.00
15,000 or more but less than	20,000		295.00
20,000 or more but less than	30,000		490.00
30,000 or more but less than	40,000		687.00
40,000 or more but less than	50,000		980.00
50,000 or more but less than	75,000		1,570.00
75,000 or more but less than	100,000		2,352.00
100,000 or more but less than	150,000		3,528.00
150,000 or more but less than	200,000		4,705.00
200,000 or more but less than	250,000		6,469.00
250,000 or more but less than	300,000		8,233.00
300,000 or more but less than	400,000		10,977.00
400,000 or more but less than	500,000		14,702.00
500,000 or more but less than	750,000		16,484.00
750,000 or more but less than	1,000,000		18,266.00
1,000,000 or more but less than	2,000,000		20,493.00
2,000,000 or more			21,600.00 plus seventy-five
percent (75%) of one percent (1%) in excess of Php 2,000,000.00			

BUSINESS REGISTRATION (RENEWAL)



(f) On banks and other financial institutions, at a rate of seventy-five percent (75%) of one percent (1%) on the gross receipts of the preceding calendar year derived from the interest, commissions and discounts from lending activities, income from financial leasing, dividends, rentals on property and profit from exchange or sale of property, insurance premium.

(g) On any business, not otherwise specified in the preceding paragraphs, at a rate of two percent (2%) of the gross sales or receipts of the preceding calendar year.

ONLINE APPOINTMENT SYSTEM



Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Click https://business.batangascity.gov.ph/Batangas/OnlineServices/login and see attached Step-by-step process.	1.1 Application of appointment is automatically reflected at the system 1.2 BPLO staff will accommodate the applicants	None	2 minutes based on BPLO simulation activity (Dependent on the client, internet signal, etc.)	Mary Vee F. Dimaano/Licensing Officer III - BPLO
Total:		None	2 minutes based on BPLO simulation activity	



APPLICATION FOR PERMIT TO OPERATE AS CONTRACTOR/SUB-CONTRACTOR AND OTHER RELATED ACTIVITIES – NEW/RENEWAL OF BUSINESS

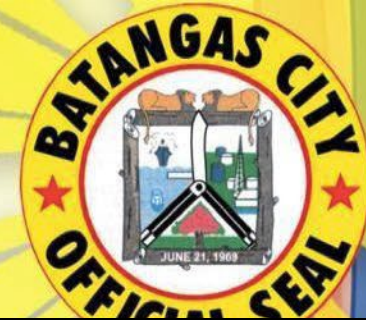


Office or Division:	City Mayor's Office - Business Permits and Licensing Office
Classification:	Simple
Types of Transaction:	G2B - Government to Business Owners
Who may avail:	Business Owners/Contractors/Sub-Contractors

Checklist of Requirements	Where to Secure
DTI Registration for Single Proprietorship or Original SEC Registration for Corporation and Partnership	DTI or Securities and Exchange Commission (SEC) Office
Original Special Power of Attorney (if applicant is not connected to the owner of the business)	Business Owner
Authorization Letter (if applicant is an employee of the business establishment)	Business Owner



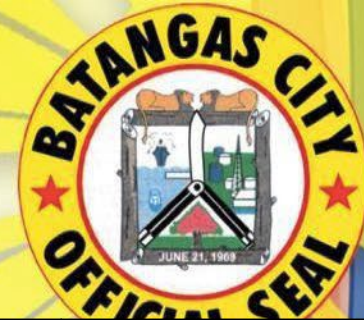
APPLICATION FOR PERMIT TO OPERATE AS CONTRACTOR/SUB-CONTRACTOR AND OTHER RELATED ACTIVITIES – NEW/RENEWAL OF BUSINESS



Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
Secures queue number for purpose		None	10 seconds	Queuing Machine
1. Provides information	1.1 Calls the applicant 1.2 Check requirements 1.3 Validates identity 1.4 Requests applicant to validate information and affix signature 1.5 Provides queue number	None	45 minutes	Administrative Aide I - Receiving Counter –BPLO (Please refer to the Organization Chart of BPLO)
2. Pays computed tax and fees and claims the special permit	2.1 Calls the applicant to pay fees 2.2 Issues Official Receipt 2.3 Releases the permit/clearances	Dependent on capitalization/gross sales and other fees per Batangas City Revenue Code of 2009 Schedule of Fees	15 minutes	Revenue Collection Clerk-City Treasurer's Office for Payment and Administrative Aide I - BPLO for the Issuance of Special Permit (Please refer to the Organizational Chart of BPLO)
Total:		Dependent on capitalization/gross sales and other fees per Batangas City Revenue	1 Hour	



APPLICATION FOR PERMIT TO OPERATE AS CONTRACTOR/SUB-CONTRACTOR AND OTHER RELATED ACTIVITIES – NEW/RENEWAL OF BUSINESS



Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
Secures queue number for purpose		None	10 seconds	Queuing Machine
1. Provides information	1.1 Calls the applicant 1.2 Check requirements 1.3 Validates identity 1.4 Requests applicant to validate information and affix signature 1.5 Provides queue number	None		
2. Pays computed tax and fees and claims the special permit	2.1 Calls the applicant to pay fees 2.2 Issues Official Receipt 2.3 Releases the permit/clearances	Dependent on capitalization/gross sales and other fees per Batangas City Revenue Code of 2009 Schedule of Fees		
		Total: Dependent on capitalization/gross sales and other fees per Batangas City Revenue Code of 2009 Schedule of Fees		

Section 23: Taxes on Business

On business renewals, (see letters a, b, c, d, e, f & g)

(h) On newly started business, seven and one-half percent (7.5%) of one percent (1%) of the capital investment

***Note:** Section 6. City Mayor's Permit (b) 3. Total gross receipts during the preceding year and such other pertinent data which may from time to time be required - Batangas City Revenue Code of 2009

Other Fees/Regulatory Fees: See Chapter VI: Permit Fees of Batangas City Revenue Code 2009



APPLICATION FOR CERTIFICATION OF NO BUSINESS ACTIVITY/CERTIFIED PHOTOCOPY OF BUSINESS PERMIT/CERTIFIED ORIGINAL DUPLICATE OF BUSINESS PERMIT



Office or Division:	City Mayor's Office - Business Permits and Licensing Office
Classification:	Simple
Types of Transaction:	G2B - Government to Business Owners
Who may avail:	Business Owners/Authorized Representative

Checklist of Requirements	Where to Secure
Business Transaction Form	BPLO Receiving Counter
Original Special Power of Attorney (if applicant is not connected to the owner of the business)	Business Owner
Authorization Letter (if applicant is an employee of the business establishment)	Business Owner



APPLICATION FOR CERTIFICATION OF NO BUSINESS ACTIVITY/CERTIFIED PHOTOCOPY OF BUSINESS PERMIT/CERTIFIED ORIGINAL DUPLICATE OF BUSINESS PERMIT



Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
Secures queue number for purpose		None	10 seconds	Queuing Machine
1. Provides information	1.1 Calls the applicant 1.2 Checks requirements 1.3 Validates identity 1.4 Provides queue number	None	15 minutes	Administrative Aide I -Receiving Counter-BPLO (Please refer to the Organizational Chart of BPLO)
2. Pays computed fees and claims certification/certified photocopy or certified original duplicate of Business Permit	2.1 Calls the applicant to pay fees 2.2 Issues Official Receipt 2.3 Releases Certification/Permit	Php 80.00	15 minutes	Revenue Collection Clerk-City Treasurer's Office for Payment and Administrative Aide I - BPLO for the Issuance of Special Permit (Please refer to the Organizational Chart of BPLO)
Total:		Php 80.00	30 minutes	



APPLICATION FOR MOTORCADE/PARADE/FUN RUN AND OTHER RELATED ACTIVITIES



Office or Division:	City Mayor's Office - Business Permits and Licensing Office
Classification:	Simple
Types of Transaction:	G2C - Government to Citizen
Who may avail:	General Public

Checklist of Requirements		Where to Secure		
Letter of Intent Approved by the City Mayor		City Mayor's Office		
TDRO Route Map		Transportation Development Regulatory Office (TDRO)		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
Secures queue number for purpose		None	10 seconds	Queuing Machine
1. Provides information	1.1 Calls the Applicant 1.2 Checks requirements 1.3 Provides queue number	None	15 minutes	Administrative Aide – I Receiving Counter (Please refer to the Organizational Chart of BPLO)
2. Pays computed fees and claims the permit	2.1 Calls the applicant to pay fees 2.2 Issues Official Receipt 2.3 Releases Certification/Permit	Php 500.00	15 minutes	Revenue Collection Clerk - City Treasurer's Office for Payment and Administrative Aide I - BPLO for the Issuance of Special Permit (Please refer to the Organizational Chart of BPLO)
Total:		Php 500.00	30 minutes	

APPLICATION FOR MAYOR'S CLEARANCE



Office or Division:	City Mayor's Office - Business Permits and Licensing Office
Classification:	Simple
Types of Transaction:	G2C - Government to Citizen
Who may avail:	General Public

Checklist of Requirements	Where to Secure
Business Transaction Form	BPLO Receiving Counter
Original Police/NBI Clearance	Philippine National Police/National Bureau of Investigation

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
Secures queue number for purpose		None	10 seconds	Queuing Machine
1. Provides information	1.1 Calls the applicant 1.2 Check requirements 1.3 Validates identity 1.4 Requests applicant to validate information 1.5 Provides queue number	None	15 minutes	Administrative Aide – I Receiving Counter – BPLO (Please refer to the Organizational Chart of BPLO)
2. Pays computed fees and claims the Mayor's Clearance	2.1 Calls the applicant to pay fees 2.2 Issues Official Receipt 2.3 Releases Mayor's Clearance	Php 80.00	15 minutes	Revenue Collection Clerk - City Treasurer's Office for Payment and Administrative Aide I - BPLO for the Issuance of Special Permit (Please refer to the Organizational Chart of BPLO)
Total:		Php 80.00	30 minutes	



APPLICATION FOR PERMIT TO OPERATE PRIVILEGE STORE (TIANGGE)



Office or Division:	City Mayor's Office - Business Permits and Licensing Office
Classification:	Simple
Types of Transaction:	G2C - Government to Citizen
Who may avail:	General Public

Checklist of Requirements	Where to Secure
Letter of Intent Approved by the City Mayor	City Mayor's Office
Original Barangay Clearance	Integrated at the BOSS
DTI Registration for Single Proprietorship or SEC Registration for Corporation and Partnership	DTI or Securities and Exchange Commission (SEC) Office

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
Secures queue number for purpose		None	10 seconds	Queuing Machine
1. Provides information	1.1 Calls the applicant 1.2 Checks requirements 1.3 Validates identity 1.4 Provides queue number	None	15 minutes	Administrative Aide I - Receiving Counter – BPLO (Please refer to the Organizational Chart of BPLO)
2. Pays computed fees and claims the Special Permit	2.1 Calls the applicant to pay fees 2.2 Issues Official Receipt 2.3 Releases Special Permit	Dependent on the number of stalls and duration of the operation (100.00 per day per stall per Batangas City Revenue Code of 2009)	15 minutes	Revenue Collection Clerk - City Treasurer's Office for Payment and Administrative Aide I - BPLO for the Issuance of Special Permit (Please refer to the Organizational Chart of BPLO)
Total:		Dependent on the number of stalls and duration of the operation (100.00 per day per stall per Batangas City Revenue Code of 2009)	30 minutes	





OFFICE OF THE CITY MAYOR BUSINESS PERMITS AND LICENSING OFFICE ORGANIZATIONAL CHART




DITAS AGUADO-RIVERA
CITY GOV'T ASST. DEPT HEAD I

RECORDS SECTION

MARY VEE P. DIMAANO
LICENSING OFFICER III

ADMINISTRATIVE SERVICES SECTION

BELLA A. PALAS
LICENSING OFFICER IV

INSPECTION AND FOLLOW UP SECTION

VACANT POSITION
TAXMAPPER I

INFORMATION AND POLICY FORMULATION AND ONLINE SERVICES SECTION

****CHRIS MARK D. BANAAG**
LICENSING OFFICER III


VACANT POSITION
LICENSING OFFICER I


ROMMEL B. ANTENOR
ADMINISTRATIVE ASST. IV


VACANT POSITION
LICENSE INSPECTOR II


ROMELEA A. CANTRE
LICENSE INSPECTOR II


CARMELITO C. DE GUZMAN
LICENSE INSPECTOR II


MARLO T. ALMAREZ
LICENSE INSPECTOR II


****PETRONIA ENYA T. PEREZ**
ADMINISTRATIVE ASST. I


****CRISTINA M. DE CHAVEZ**
LICENSE INSPECTOR I


JEN MARION L. MARASIGAN
LICENSE INSPECTOR I


VACANT POSITION
LICENSE INSPECTOR I


TERESITA P. LOPEZ
ADMINISTRATIVE AIDE IV


MA. ASUNCION H. MANALO
ADMINISTRATIVE AIDE II


RHYANN M. ROSELLO
ADMINISTRATIVE AIDE II


MA. JESSA D. BAGRO
ADMINISTRATIVE AIDE II


SHERYL M. GUERRA
ADMINISTRATIVE AIDE II


JOSE GENO MARTIN C. MALANTIC
ADMINISTRATIVE AIDE II


MARY GRACE P. CABATAY
ADMINISTRATIVE AIDE II


MARICRIS C. BANTUGON
ADMINISTRATIVE AIDE I


****CRISTINA C. CANTRE**
ADMINISTRATIVE AIDE I


****ADERYN A. MABUTI**
ADMINISTRATIVE AIDE I


****ERLEX GERARD O. VASQUEZ**
ADMINISTRATIVE AIDE I


****GILIW J. VALDEZ I**
ADMINISTRATIVE AIDE I


RYAN A. MABUTI
ADMINISTRATIVE AIDE I


MARY ANNE L. PEREZ
ADMINISTRATIVE AIDE I


REENA LACE T. BALMES
ADMINISTRATIVE AIDE I


ANTONIO A. TANYAG JR.
ADMINISTRATIVE AIDE I


****MERNA V. FLORES**
ADMINISTRATIVE AIDE I

*** MA. THERESA R. PENSOCAS *** MARY ROSE D. MAGROHOS *** ALMEA NICOLE P. DE LEON *** KAY CEE H. BAGSIT
** DETAILED PERSONNEL ** JOB ORDER PERSONNEL



FEEDBACK AND COMPLAINT MECHANISM

How to send feedback	<p>Fill-out Client Satisfaction Measurement Form found at the BPLO waiting area and drop it in the Drop Box. <i>(Click here for the Client Satisfaction Measurement form: Questionnaire Client Satisfaction-English-BPLO; Questionnaire Client Satisfaction-Tagalog-BPLO)</i></p> <p>Also available online through this link https://www.batangascity.gov.ph/web/images/Offices/BPLO/Citizen-Charter-Online-Business-Registration_Renewal.pdf and email the accomplished feedback form to ditas.rivera@batangascity.gov.ph</p> <p>Processing the information gathered from business registrants and submitting the findings to the City Mayor as attested by the head of BPLO.</p> <p>Implementation of process enhancements upon the recommendation of the BPLO Head (per discretion of the City Mayor).</p>
How to file a complaint	<ol style="list-style-type: none">1. Fill-out the Complaint Form available at Public Assistance and Complaint Desk (PACD), Public Assistance and Complaint Window (Receiving Counter 1), information desk, waiting lounge and online through this link https://www.batangascity.gov.ph/web/images/Offices/BPLO/Citizen-Charter-Online-Business-Registration_Renewal.pdf.2. Submit to Window Receiving Counter 1, drop to Drop Box or directly submit to BPLO Head, Ms. Ditas Aguado-Rivera or send to email address ditas.rivera@batangascity.gov.ph.3. The complaint will be routed to the concerned office section for appropriate action4. To supplement this mechanism, the BPLO is making available contact points with different modalities (landline, mobile phone and email) to serve as complaint hotlines for business registrants. Clients will be advised to contact Ms. Ditas Aguado-Rivera at (043) 722-2252 and ditas.rivera@batangascity.gov.ph for any complaints.

FEEDBACK AND COMPLAINTS



The reforms on business registration will be sustained and further improved by soliciting feedback from businesses applying for permits.

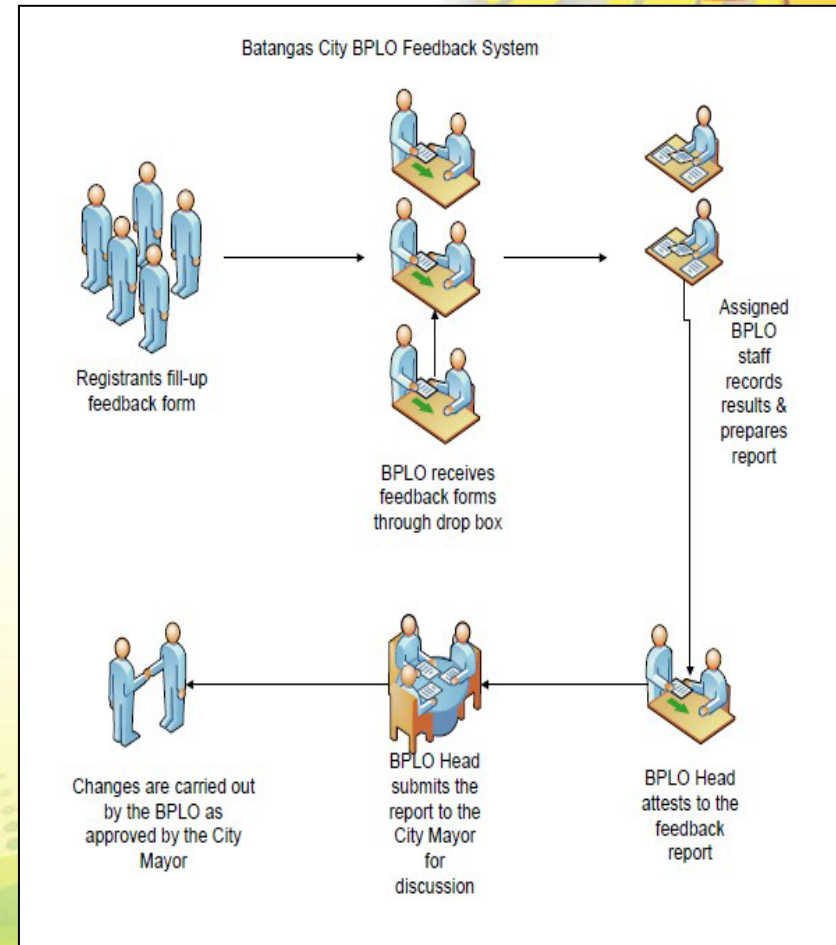
Implementing the feedback system of the BPLO will entail the following elements

Soliciting the comments of business registrants through a feedback form to be distributed in the BPLS area, especially during the renewal period.

Processing the information gathered from business registrants and submitting the findings to the City Mayor as attested by the head of BPLO/

Implementation of process enhancements upon the recommendation of the BPLO Head (per discretion of the City Mayor).

To supplement this mechanism, the BPLO is making available contact points with different modalities (landline, mobile phone, and email) to serve as complaint hotlines for business registrants. Clients will be advised to contact **Ditas Aguado-Rivera** at **(043) 722-2252** and ditas.rivera@batangascity.gov.ph for any complaints.



BUSINESS PERMITS AND LICENSING OFFICE

722-2252/403-3447



SPECIFIC BUSINESSES	SPECIAL DOCUMENT REQUIREMENTS
Employment Agency/Manpower/Recruitment Agency Manning and Crewing Services	DOLE Registration (For Local Employment) POEA Registration (For Overseas Employment) POEA License
Financial Institutions	BSP Certification of Registration or Authority to Operate
General Contractor	PCAB Licence
Cargo Freight Forwarder, Logistics	Philippine Shipper's Bureau Certificate of Accreditation (Department of Trade and Industry)

BUSINESS PERMITS AND LICENSING OFFICE

722-2252/403-3447



SPECIFIC BUSINESSES	SPECIAL DOCUMENT REQUIREMENTS
Security Agency	PCSUCLA National License, PNP License to Operate (Philippine National Police-Camp Crame)
Custom Brokerage	Bureau of Customs License
Merchant Broker	Future Commodity Merchant Broker's License (SEC)
Messengerial and Courier Services	DOTC Permit
Mining Industry	DENR Clearanace
Videogram Rental Services	Videogram Permit from Optical Media Board (OMB)

BUSINESS PERMITS AND LICENSING OFFICE

722-2252/403-3447



SPECIFIC BUSINESSES	SPECIAL DOCUMENT REQUIREMENTS
Massage Parlor	TESDA and DOH Certificate
Dealer of Rice, Corn and Wheat	National Grain Authority (NFA)
Large Scale Bakeshop Bakery	FDA License to Operate BFAD Certificate
Drug Store	FDA License to Operate/PRC License of Pharmacist
Electronic and Motor Repair Shop	DTI Accreditation
Birthing House/Maternity and Lying-In	Philhealth Accreditation
Franchised Business	Franchised Agreement

BUSINESS PERMITS AND LICENSING OFFICE

722-2252/403-3447



SPECIFIC BUSINESSES	SPECIAL DOCUMENT REQUIREMENTS
Manufacturer/Dealer/Importer of Toys	License to Operate from Bureau of Health Device and Technology (DOH)
Gasoline Station/Retailer of Liquid Fuels	DOE Certificate of Compliance
LPG Retailer/Dealer	Standard Compliance Certificate
Guns and Ammunition	PNP Clearance
Advertising	Building Permit
Learning Institution	Department of Education Registration (Primary and Secondary) CHED Certificate (For Universities/Colleges)

BUSINESS PERMITS AND LICENSING OFFICE

722-2252/403-3447



SPECIFIC BUSINESSES	SPECIAL DOCUMENT REQUIREMENTS
Transport Service, Rent-a-Car, Trucking Services	LTFRB Franchise
Pest Control	Pest Control License from Fertilizer and Pesticides Authority
Lotto Outlet	PCSO Contract
Pawnshop, Foreign Exchange Dealer, Money Changer, Remittance Agents	BSP Certificate of Registration
Lending Investor	SEC Certificate of Authority
Water Refilling Station	Certificate of Potability

BUSINESS PERMITS AND LICENSING OFFICE

722-2252/403-3447



SPECIFIC BUSINESSES	SPECIAL DOCUMENT REQUIREMENTS
Mobile Phone Distributor, Dealer and Repair Shop	NTC Certificate
Covid-19 Testing Laboratory	CHO Sanitary Permit, DOH Accreditation

