

OFFICE OF THE CITY MAYOR - BUSINESS PERMITS & LICENSING OFFICE

CITIZEN'S CHARTER



NEW BUSINESS REGISTRATION (ON-SITE)

The registration of newly started business establishments is required under Section 5 of the Batangas City Revenue Code of 2009, which mandates registration prior to the start of business operations. As part of the city's streamlining initiatives and in compliance with the Ease of Doing Business Act, the required Barangay Clearance has been integrated into the business permitting process. All new business applicants are deemed compliant to the city's One-Stop-Shop for Construction Permit (OSCP). For business applicant who are not yet included in the OSCP list of compliant business establishments, a tagging report/formal notice will be issued to the applicant. *(Please refer to Annex B for the Tagging Report/Formal Notice and Annex D for the Process Flow for reference).*

ONLINE APPOINTMENT SYSTEM:

Visit and login to <https://business.batangascity.gov.ph/Batangas/OnlineServices/login> and select your preferred appointment date. Present the printed Transaction Slip at Receiving Window R1 in the Filing and Assessment Area.

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

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Notarized Contract of Lease (if Lessee)	Lessor
2. Original Market Clearance (if Market Stallholders)	Office of the City Market Administrator
3. Original Special Power of Attorney (if applicant is not connected to the owner of the business)	Business Owner
4. Authorization Letter (if applicant is an employee of the business establishment)	Business Owner

NEW BUSINESS REGISTRATION (ON-SITE)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements and provide information	1.1 Check requirements, encode information and request applicant to validate information and affix signature	None	15 Minutes	Administrative Asst. I & Administrative Aide I- Receiving Counter-BPLO (Please refer to the Organizational Chart of BPLO on Annex E)
	1.2 Assess tax order of payment [Backroom Operation]	None	15 minutes	Administrative Asst. I, Administrative Aide IV & II- Receiving Counter – BPLO (Please refer to the Organizational Chart of BPLO on Annex E)
2. Pay computed tax and fees and claim business permit and other permits/clearances	2.1 Accept payment and issue official receipts	Business Tax & other fees dependent on capitalization/ Batangas City Revenue Code of 2009 Schedule of Fees	15 minutes	Revenue Collection Clerk/Local Revenue Collection Officer-Business Tax and Fees Division-Office of the City Treasurer
	2.2 Print and issue business permit and other permits/clearances	None	45 minutes	Administrative Aide II– BPLO (Please refer to the Organizational Chart of BPLO on Annex E)
TOTAL		Business Tax & other fees dependent on capitalization/ Batangas City Revenue Code of 2009 Schedule of Fees	1 Hour and 30 Minutes	

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

***Note: Section 6. City Mayor's Permit (b) 2. Total capital investment on the business - Batangas City Revenue Code of 2009**

For business taxes and other fees, Batangas City Revenue Code of 2009 is available at the Public Assistance and Complaint Desk located at the BOSS.

BUSINESS REGISTRATION RENEWAL (ON-SITE)

The renewal of existing business permits is required to continue operations for the ensuing calendar year. In line with the city's streamlining initiatives and in compliance with the Ease of Doing Business Act, the required Barangay Clearance has been integrated into the business permitting process. For businesses with outstanding non-compliances (with tagging) to city departments/offices and national agencies upon renewal application, tagging notice will be issued at the receiving counter and compliance of the same is required prior renewal of business establishments. *(Please refer to Annex C for the Tagging Sheet and Annex D for the Process Flow for reference.)*

ONLINE APPOINTMENT SYSTEM:

Visit and login to <https://business.batangascity.gov.ph/Batangas/OnlineServices/login> and select your preferred appointment date. Present the printed Transaction Slip at Receiving Window R1 in the Filing and Assessment Area.

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

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Notarized Contract of Lease (if Lessee)	Lessor
2. Original Market Clearance (if Market Stallholders)	Office of the City Market Administrator
3. Income Tax Return/Notarized Sworn Declaration of Certification of Gross Sales (for businesses that have main offices located elsewhere)	Bureau of Internal Revenue (BIR)
4. Original Special Power of Attorney (if applicant is not connected to the owner of the business)	Business Owner
5. Authorization Letter (if applicant is an employee of the business establishment)	Business Owner

BUSINESS REGISTRATION RENEWAL (ON-SITE)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements and provide information	1.1 Check requirements, validate identity and request applicant to validate information and affix signature	None	15 Minutes	Administrative Asst. I & Administrative Aide I- Receiving Counter-BPLO (Please refer to the Organizational Chart of BPLO on Annex E)
	1.2 Assess tax order of payment [Backroom Operation]	None	15 minutes	Administrative Asst. I, Administrative Aide IV & II- Receiving Counter-BPLO (Please refer to the Organizational Chart of BPLO on Annex E)
2. Pay computed tax and fees and claim business permit and other permits/clearances	2.1 Accept payment and issue official receipts	Business Tax & other fees dependent on gross sales/Batangas City Revenue Code of 2009 Schedule of Fees	15 minutes	Revenue Collection Clerk/Local Revenue Collection Officer-Business Tax and Fees Division-Office of the City Treasurer
	2.2 Print and issue business permit and other permits/clearances	None	45 minutes	Administrative Aide II– BPLO (Please refer to the Organizational Chart of BPLO on Annex E)
TOTAL		Business Tax & other fees dependent on gross sales/ Batangas City Revenue Code of 2009 Schedule of Fees	1 Hour and 30 Minutes	

***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. Also, please refer to the list of Special Document Requirement on Annex A.**

For business taxes and other fees, Batangas City Revenue Code of 2009 is available at the Public Assistance and Complaint Desk located at the BOSS

BUSINESS TAXES

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	20,000	538.00
20,000 or more but less than	30,000	785.00
30,000 or more but less than	40,000	1,176.00
40,000 or more but less than	50,000	1,470.00
50,000 or more but less than	75,000	2,352.00
75,000 or more but less than	100,000	2,940.00
100,000 or more but less than	150,000	3,920.00
150,000 or more but less than	200,000	4,900.00
200,000 or more but less than	300,000	6,861.00
300,000 or more but less than	500,000	10,122.00
500,000 or more but less than	750,000	14,256.00
750,000 or more but less than	1,000,000	17,820.00
1,000,000 or more but less than	2,000,000	24,503.00
2,000,000 or more but less than	3,000,000	29,403.00
3,000,000 or more but less than	4,000,000	35,284.00
4,000,000 or more but less than	5,000,000	41,164.00
5,000,000 or more but less than	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 TAXES

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	3,000	90.00
3,000 or more but less than	4,000	131.00
4,000 or more but less than	5,000	178.00
5,000 or more but less than	6,000	216.00
6,000 or more but less than	7,000	255.00
7,000 or more but less than	8,000	295.00
8,000 or more but less than	10,000	333.00
10,000 or more but less than	15,000	392.00
15,000 or more but less than	20,000	490.00
20,000 or more but less than	30,000	588.00
30,000 or more but less than	40,000	785.00
40,000 or more but less than	50,000	1,176.00
50,000 or more but less than	75,000	1,765.00
75,000 or more but less than	100,000	2,352.00
100,000 or more but less than	150,000	3,333.00
150,000 or more but less than	200,000	4,313.00
200,000 or more but less than	300,000	5,881.00
300,000 or more but less than	500,000	7,912.00
500,000 or more but less than	750,000	11,761.00
750,000 or more but less than	1,000,000	15,682.00

BUSINESS TAXES

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:

1,000,000 or more but less than	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.*

(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

(d) Retailers

With gross sales or receipts for the preceding	Rate of Tax per Annum
Calendar year of Php400,000 or less	2%
In excess of Php400,000.00	1%

BUSINESS TAXES

BUSINESS REGISTRATION RENEWAL



(e) On contractors and other independent contractors 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 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 TAXES

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.



NEW BUSINESS REGISTRATION (ONLINE)

This service allow business owners to register their new business through a digital platform. It provides an end-to-end process, from the submission of complete requirements, assessment of fees, online payment, to the printing of the new business permit. All new business applicants are deemed compliant to the One-Stop-Shop for Construction Permit (OSCP) in order to proceed with online registration. Registration of a new business is required prior to the start of business operations, in compliance with Section 5 of Batangas City Revenue Code of 2009. As part of the City's streamlining initiatives and in compliance with the Ease of Doing Business Act, the required Barangay Clearance has been integrated into the business permitting process.

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

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Notarized Contract of Lease (if Lessee)	Lessor
2. Original Market Clearance (if Market Stallholders)	Office of the City Market Administrator
3. Original Special Power of Attorney (if applicant is not connected to the owner of the business)	Business Owner
4. Authorization Letter (if applicant is an employee of the business establishment)	Business Owner

NEW BUSINESS REGISTRATION (ONLINE)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Visit and login to https://business.batangascity.gov.ph/Batangas/OnlineServices/login	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.)	Licensing Officer III /Licensing Officer I – BPLO (Please refer to the Organizational Chart of BPLO on Annex E)
	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

***Note: Section 6. City Mayor's Permit (b) 2. Total capital investment on the business - Batangas City Revenue Code of 2009**

For business taxes and other fees, Batangas City Revenue Code of 2009 is available at the Public Assistance and Complaint Desk located at the BOSS.

BUSINESS REGISTRATION RENEWAL (ONLINE)

This service enables compliant and non-delinquent business owners to conveniently renew their existing business permits through a digital platform. It provides an end-to-end process, from submission of complete requirements, assessment of fees, online payment, and printing of business permit. The renewal of existing business permit is required to continue the operation for the ensuing calendar year. In line with the City's streamlining initiatives and in compliance with the Ease of Doing Business Act, the required Barangay Clearance has been integrated into the business permitting process.

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

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Notarized Contract of Lease (if Lessee)	Lessor
2. Original Market Clearance (if Market Stallholders)	Office of the City Market Administrator
3. Income Tax Return/Notarized Sworn Declaration of Certification of Gross Sales (for businesses that have main offices located elsewhere)	Bureau of Internal Revenue (BIR)
4. Original Special Power of Attorney (if applicant is not connected to the owner of the business)	Business Owner
5. Authorization Letter (if applicant is an employee of the business establishment)	Business Owner

BUSINESS REGISTRATION RENEWAL (ONLINE)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Visit and login to https://business.batangascity.gov.ph/Batangas/Online/Services/login	The application is automatically reflected at the eBOSS system.	Business Tax & other fees dependent on gross sales/Batangas City Revenue Code of 2009 Schedule of Fees	5 minutes based on BPLO simulation activity (Dependent on the client, internet signal, etc.)	Licensing Officer III /Licensing Officer I – BPLO (Please refer to the Organizational Chart of BPLO on Annex E)
TOTAL		Business Tax & other fees dependent on gross sales/Batangas City Revenue Code of 2009 Schedule of Fees	5 minutes based on BPLO simulation activity	

**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. Also, please refer to the list of Special Document Requirement on Annex A.*

For business taxes and other fees, Batangas City Revenue Code of 2009 is available at the Public Assistance and Complaint Desk located at the BOSS

APPLICATION FOR PERMIT TO OPERATE AS CONTRACTOR/SUB-CONTRACTOR AND OTHER RELATED ACTIVITIES

This service issues Special Permit required for all contractors and sub-contractors whose main offices are located outside Batangas City, as well as for other related activities, prior to the start of their project operations within the city. In line with the City's streamlining initiatives and in compliance with the Ease of Doing Business Act, the required Barangay Clearance has been integrated into the business permitting process.

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

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. DTI Registration for Single Proprietorship or Original SEC Registration for Corporation and Partnership	Department of Trade and Industry (DTI) or Securities and Exchange Commission (SEC) Office
2. Original Special Power of Attorney (if applicant is not connected to the owner of the business)	Business Owner
3. 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



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements and provide information	1.1 Check requirements, validate identity and request applicant to validate information and affix signature	None	15 Minutes	Administrative Asst. I & Administrative Aide I- Receiving Counter-BPLO (Please refer to the Organizational Chart of BPLO on Annex E)
	1.2 Assess tax order of payment [Backroom Operation]	None	15 minutes	Administrative Asst. I, Administrative Aide IV & II- Receiving Counter-BPLO (Please refer to the Organizational Chart of BPLO on Annex E)
2. Pay computed tax and fees and claim the special permit	2.1 Accept payment and issue official receipt	Dependent on capitalization/gross sales and other fees per Batangas City Revenue Code of 2009 Schedule of Fees	15 minutes	Revenue Collection Clerk/Local Revenue Collection Officer-Business Tax and Fees Division-Office of the City Treasurer
	2.2 Print and release the special permit/clearances	None	15 minutes	Administrative Aide II– BPLO (Please refer to the Organizational Chart of BPLO on Annex E)
TOTAL		Dependent on capitalization/gross sales and other fees per Batangas City Revenue Code of 2009 Schedule of Fees	1 Hour	

**Note: Section 6. City Mayor's Permit (b) 2. Total capital investment on the business - Batangas City Revenue Code of 2009; 3. Total gross receipts during the preceding year and such other pertinent data which may from time to time be required; Other Fees/Regulatory Fees: See Chapter VI: Permit Fees - Batangas City Revenue Code of 2009. Also, please refer to the list of Special Document Requirement on Annex A.*

For business taxes and other fees, Batangas City Revenue Code of 2009 is available at the Public Assistance and Complaint Desk located at the BOSS

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



This service issues certifications, upon request, to business owners or clients for legal or official purposes.

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

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Original Special Power of Attorney (if applicant is not connected to the owner of the business)	Business Owner
2. 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 AND OTHER RELATED CERTIFICATION



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements and provide information	1. Check requirements, validate identity and print Business Transaction Request Form	None	5 minutes	Administrative Asst. I, Administrative Aide I -Receiving Counter – BPLO (Please refer to the Organizational Chart of BPLO on Annex E)
2. Pay computed fees and claim Certification/Permit	2.1 Accept payment and issue official receipt	Php 80.00	15 minutes	Revenue Collection Clerk/Local Revenue Collection Officer- Business Tax and Fees Division- Office of the City Treasurer
	2.2 Print and release Certification/Permit	None	10 minutes	Administrative Aide II– BPLO (Please refer to the Organizational Chart of BPLO on Annex E)
TOTAL		Php 80.00	30 minutes	

APPLICATION FOR MAYOR'S CLEARANCE

This service issues a Mayor's Clearance to bonafide residents of Batangas City, primarily for local employment applications and other legal purposes.

Office or Division:	Office of the City Mayor - Business Permits and Licensing Office
Classification:	Simple
Types of Transaction:	G2C - Government to Citizen
Who may avail:	Batangas City Residents

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Original Police/NBI Clearance	Philippine National Police/National Bureau of Investigation
2. Original Barangay Clearance	Designated Barangay Hall

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements and provide information	1. Check requirements, validate identity and issue tax order of payment	None	5 minutes	Administrative Asst.–I, Administrative Aide I- Receiving Counter- BPLO (Please refer to the Organizational Chart of BPLO on Annex E)
2. Pay computed fees and claim the Mayor's Clearance	2.1 Accept payment and issue official receipt	Php 80.00	15 minutes	Revenue Collection Clerk/Local Revenue Collection Officer-Business Tax and Fees Division-Office of the City Treasurer
	2.2 Print and release Mayor's Clearance	None	10 minutes	Administrative Aide II– BPLO (Please refer to the Organizational Chart of BPLO on Annex E)
TOTAL		Php 80.00	30 minutes	

APPLICATION FOR PERMIT TO OPERATE PRIVILEGE STORE (TIANGGE) AND OTHER SPECIAL PERMIT TO OPERATE

This service issues a Special Permit to approved applicants for the operation of privilege stores and other similar establishments. The permit legally authorizes the business to operate within the city, subject to compliance with all applicable conditions, city ordinances, and regulations. In line with the City's streamlining initiatives and in compliance with the Ease of Doing Business Act, the required Barangay Clearance has been integrated into the business permitting process.

Office or Division:	Office of the City Mayor - 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
1. Letter of Intent Approved by the City Mayor	Client
2. DTI Registration for Single Proprietorship or SEC Registration for Corporation and Partnership	Department of Trade and Industry (DTI) or Securities and Exchange Commission (SEC) Office

APPLICATION FOR PERMIT TO OPERATE PRIVILEGE STORE (TIANGGE) AND OTHER SPECIAL PERMIT TO OPERATE



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements and provide information	1. Check requirements, validate identity and issue tax order of payment	None	10 minutes	Administrative Asst.–I, Administrative Aide I- Receiving Counter- BPLO (Please refer to the Organizational Chart of BPLO on Annex E)
2. Pay computed fees and claim the Special Permit	2.1 Accept payment and issue official receipt	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/Local Revenue Collection Officer- Business Tax and Fees Division- Office of the City Treasurer
	2.2 Print and release Special Permit	None	5 minutes	Administrative Aide I– BPLO (Please refer to the Organizational Chart of BPLO on Annex E)
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	

ANNEX A

SPECIAL DOCUMENT REQUIREMENT



SPECIFIC BUSINESS	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 License
Cargo Freight Forwarder, Logistics	Philippine Shipper's Bureau Certificate of Accreditation (Department of Trade and Industry)
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 Clearance

ANNEX A

SPECIAL DOCUMENT REQUIREMENT



SPECIFIC BUSINESS	SPECIAL DOCUMENT REQUIREMENTS
Videogram Rental Services Photo and Video Services Supplier/Distributor of Computer and other Storages Devices	Videogram Permit from Optical Media Board (OMB) License from OMB License from OMB
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	Franchise Agreement
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

ANNEX A

SPECIAL DOCUMENT REQUIREMENT



SPECIFIC BUSINESS	SPECIAL DOCUMENT REQUIREMENTS
LPG Retailer/Dealer	DOE License to Operate (LTO)
Guns and Ammunition Selling of PNP Uniforms	PNP Clearance/Accreditation
Advertising	Building Permit
Learning Institution	Department of Education Registration (Primary and Secondary) CHED Certificate (For Universities/Colleges)
Transport Service, Rent-a-Car, Trucking Services	LTFRB Franchise
Pest Control	Pest Control License from Fertilizer and Pesticides Authority
Lotto Outlet	PCSO Contract Agreement
Pawnshop, Foreign Exchange Dealer, Money Changer, Remittance Agents	BSP Certificate of Registration
Lending Investor/Company	SEC Certificate of Incorporation and Authority
Water Refilling Station	Certificate of Potability

ANNEX A

SPECIAL DOCUMENT REQUIREMENT



SPECIFIC BUSINESS	SPECIAL DOCUMENT REQUIREMENTS
Mobile Phone Distributor, Dealer and Repair Shop	NTC Certificate
Covid-19 Testing Laboratory	CHO Sanitary Permit, DOH Accreditation
Vape Shop	FDA License to Operate
Travel and Tours Agency/Hotel/Resort	DOT Accreditation/PTCAO/Lifeguard Certificate
Real Estate Developer	Certificate of Registration/License to Sell (DHSUD)
Real Estate Broker Agent	Certificate of Registration from DTI/License
Poultry/Piggery Farm, Veterinary Clinic/Supply, Cooperative, Agricultural Products, etc.	City Veterinary Certificate
Private Express and/or Messenger Delivery Service	DICT Government Authority (GA) Certification
Online Gaming (E-Bingo)	PAGCOR Gaming License
Training Center/Driving School	TESDA Certificate
Firing Range/Sale of Ammunition and Firearms	PNP Crame License to Deal in Airgun/Airsoft

ANNEX A

SPECIAL DOCUMENT REQUIREMENT



SPECIFIC BUSINESS	SPECIAL DOCUMENT REQUIREMENTS
Real Estate Lessor (Lot Only)	Zoning Clearance
Holding Companies (Real Estate Activities)	Certificate from Anti-Money Laundering Council
Animal Bite Center	DOH Accreditation Training Certificate
Others, for applicable business establishments only:	
New Business Application from 2014 onwards	Occupancy Permit/Certificate of Annual Inspection/Certificate of Use/Occupying Space Certificate from OSCP (Integrated at the BOSS)
Other documents required during the conduct of Batangas City Business Friendly Inspection	Tagging Clearance from Batangas City Joint Inspection Team/Concerned Department and NGAs
Corporations and other applicable business establishments	Audited Financial Statements

ANNEX B (FORMAL NOTICE)



Republic of the Philippines
Batangas City
Business Permits & Licensing Office



FORMAL NOTICE

This is to inform you that we cannot proceed with your business registration/renewal due to the following reason/s:

DATE	POSITIVE FINDINGS	PROPOSED COURSE OF ACTION	OFFICE CONCERNED
	<input type="checkbox"/> Not included in the list of Compliant Business Establishments at the OSCP (i.e BFP, CEO, Zoning, etc.)		
	<input type="checkbox"/> Non-Compliance to National Agencies:		
	<input type="checkbox"/> Incomplete requirements:		
	<input type="checkbox"/> Others, please specify.		

Please coordinate with the aforementioned concerned departments/offices and national agency at the soonest time possible, so that your records will be updated to compliant status.

Noted by:

BPLO Staff Printed Name & Signature/Date

ANNEX C (TAGGING SHEET)



Republic of the Philippines
BATANGAS CITY

Office of the City Mayor

BUSINESS PERMIT AND LICENSING OFFICE
Tel. No. 403-3447



Account No.:

Business Permit No. : _____
Business Plate No. : _____

Owner's Name : _____
Owner Address : _____
Tel. No. : _____ TIN : _____
Kind of Business : _____
Business Trade Name: _____
Business Address : _____
Ownership Type : _____ Business Flr. Area(in SqM.) : _____

DATE	POSITIVE FINDINGS	PROPOSED COURSE OF ACTION	OFFICE CONCERNED

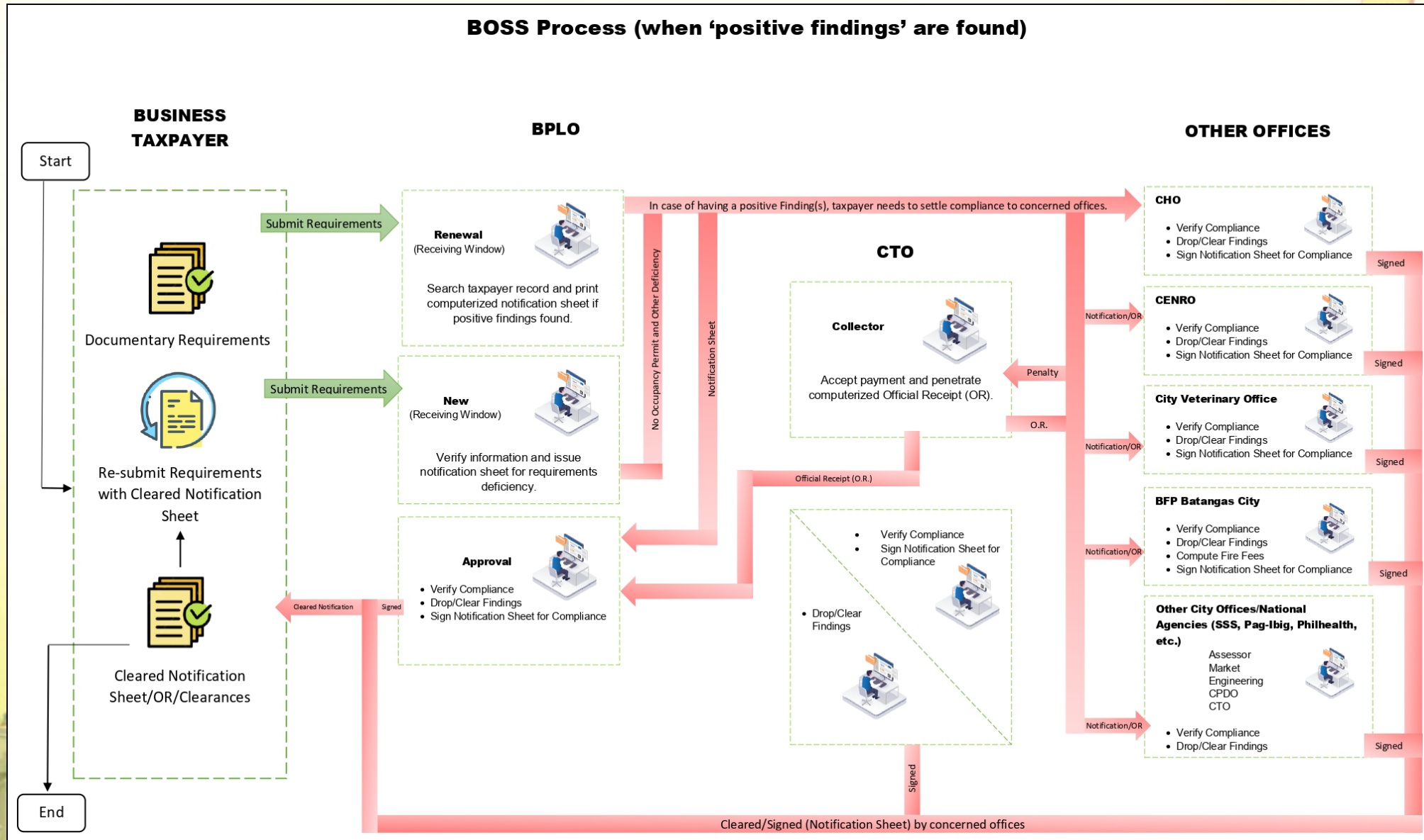
Please coordinate with the aforementioned concerned departments/offices and national agency at the soonest time possible, so that your records will be updated to compliant status.

BELLA A. PALAS

ANNEX D



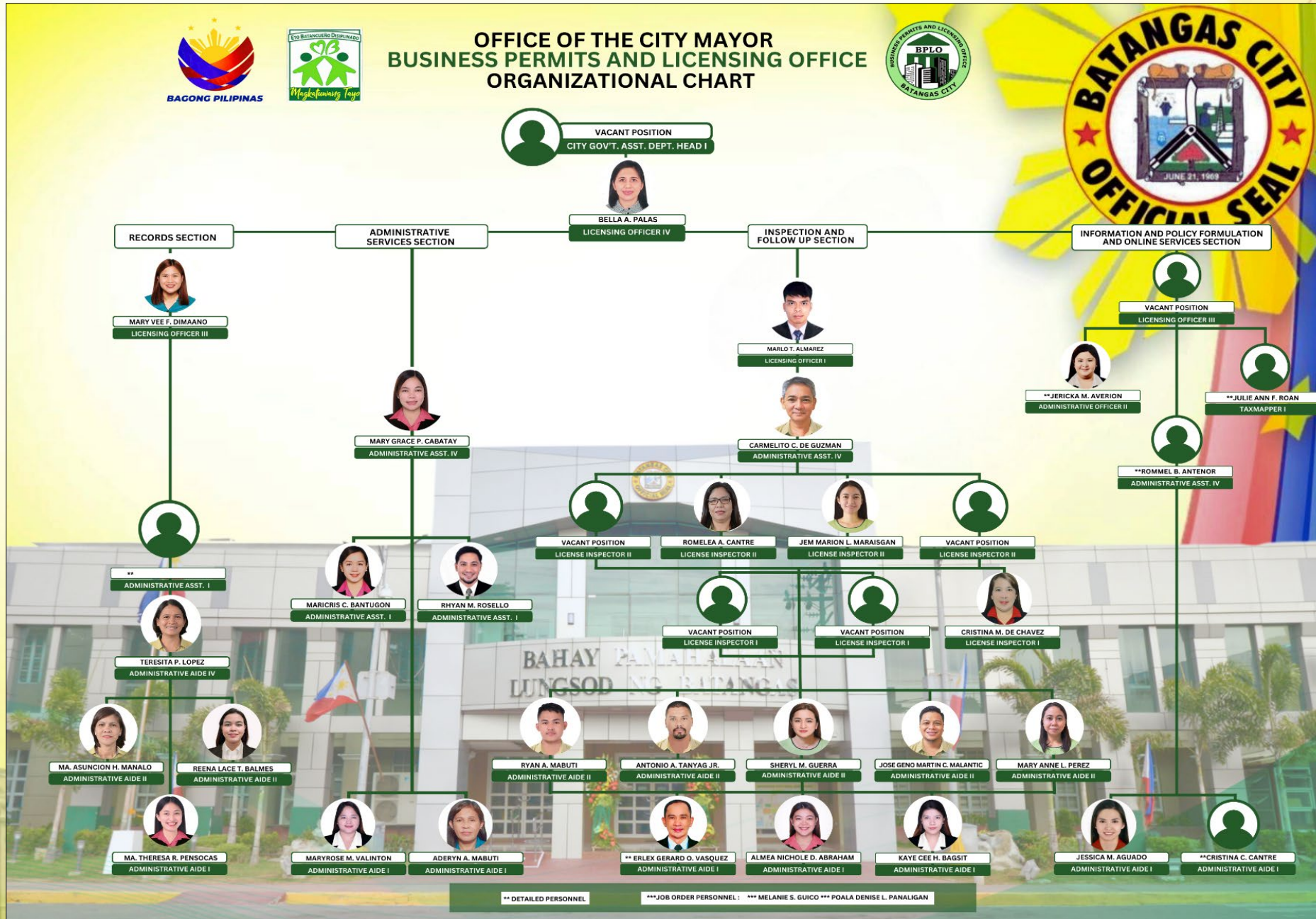
BOSS Process (when 'positive findings' are found)



ANNEX E



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



** DETAILED PERSONNEL

***JOB ORDER PERSONNEL: ***MELANIE S. GUICO *** POALA DENISE L. PANALIGAN

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	Fill-out Client Satisfaction Measurement Form found at the BPLO waiting area and drop it in the Drop Box.
	Also available online through Batangas City Online Services Portal.
How feedbacks are processed	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).
How to file a complaint	1. Fill-out the Complaint Form available at Public Assistance and Complaint Desk (PACD), Public Assistance and Complaint Window (Receiving Counter 1), information desk and waiting lounge.
	2. Submit to Window Receiving Counter 1, drop to Drop Box or directly submit to BPLO Officer-in-Charge, Ms. Bella A. Palas or send to email address bplobatangascity.2024@hotmail.com
How complaints are processed	The complaint will be routed to the concerned office section for appropriate action.
Contact Information of CCB, PCC, ARTA	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. Bella A. Palas at (043) 722-2252 and bplobatangascity.2024@hotmail.com for any complaints.