



BUSINESS PERMITS & LICENSING OFFICE (BPLO)

CITIZEN'S CHARTER Online Registration/Renewal

Batangas City

Business One Stop Shop

Sa simpleng proseso, Negosyo mo ay paralo!



BATANGAS CITY OFFICIAL WEBSITE: ONLINE REGISTRATION CITIZEN'S CHARTER



The screenshot displays the official website of Batangas City, Industrial Port City of Calabarzon. The header includes the city seal and navigation menu: HOME, ABOUT, BUSINESS, TOURISM, CAREERS, CONTACT US, and a search bar. The "BUSINESS" dropdown menu is open, listing various services, with "CITIZEN'S CHARTER ONLINE REGISTRATION/RENEWAL" highlighted by a black box and an arrow. Below the menu, there are promotional banners for "Online Business Registration/Renewal" (with a "Click Here" button), "Online Real Property", "EBD Scholarship", "Citizen's Charter", "ALTERNATIVE METHODS OF PROCUREMENT", and "BATANGASCITY FULL DISCLOSURE REPORT".

CITIZEN'S CHARTER ONLINE REGISTRATION/RENEWAL

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

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

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 BUSINESS REGISTRATION (NEW APPLICATION)



Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Click https://business.batangacity.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.)	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 available at the Public Assistance and Complaint Desk located at the BOSS



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

***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 page Annex A.**

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 see Annex C for the Tagging Sheet and Annex D for the Process Flow for reference.

ONLINE BUSINESS REGISTRATION (RENEWAL)



Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Click https://business.batangacity.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.)	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	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 available at the Public Assistance and Complaint Desk located at the BOSS



BUSINESS REGISTRATION (RENEWAL)

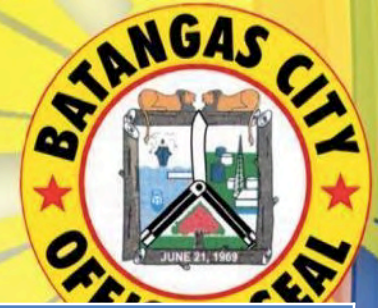


(a) Manufacturers, assemblers, re-packers, processors, brewers, distillers, rectifiers and compounders of liquor, distilled spirits and wines or manufacturers of any article of commerce of whatever kind of nature, in accordance with the following schedule:

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		Php	
Less than Php	5,000		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



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

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.)	Licensing Officer III /Licensing Officer I – BPLO (Please refer to the Organizational Chart of BPLO on Annex E)
Total:		None	2 minutes based on BPLO simulation activity	



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	Videogram Permit from Optical Media Board (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
Franchise Business	Franchise Agreement
Manufacturer/Dealer/Importer of Toys	License to Operate from Bureau of Health Device and Technology (DOH)

Annex A

Special Document Requirement



SPECIFIC BUSINESS	SPECIAL DOCUMENT REQUIREMENTS
Gasoline Station/Retailer of Liquid Fuels	DOE Certificate of Compliance
LPG Retailer/Dealer	DOE License to Operate (LTO)
Guns and Ammunition	PNP Clearance
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

Annex A Special Document Requirement



SPECIFIC BUSINESS	SPECIAL DOCUMENT REQUIREMENTS
Lending Investor/Company	SEC Certificate of Incorporation and Authority
Water Refilling Station	Certificate of Potability
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

Annex A

Special Document Requirement



SPECIFIC BUSINESS	SPECIAL DOCUMENT REQUIREMENTS
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
Real Estate Lessor (Lot Only)	Zoning Clearance
Others, for applicable business establishments only: New Business Application from 2014 onwards Other documents required during the conduct of Batangas City Business Friendly Inspection Corporations and other applicable business establishments	Occupancy Permit/Certificate of Annual Inspection/Certificate of Use/Occupying Space Certificate from OSCP (Integrated at the BOSS) Tagging Clearance from Batangas City Joint Inspection Team/Concerned Department and NGAs 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. 722 - 1823



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

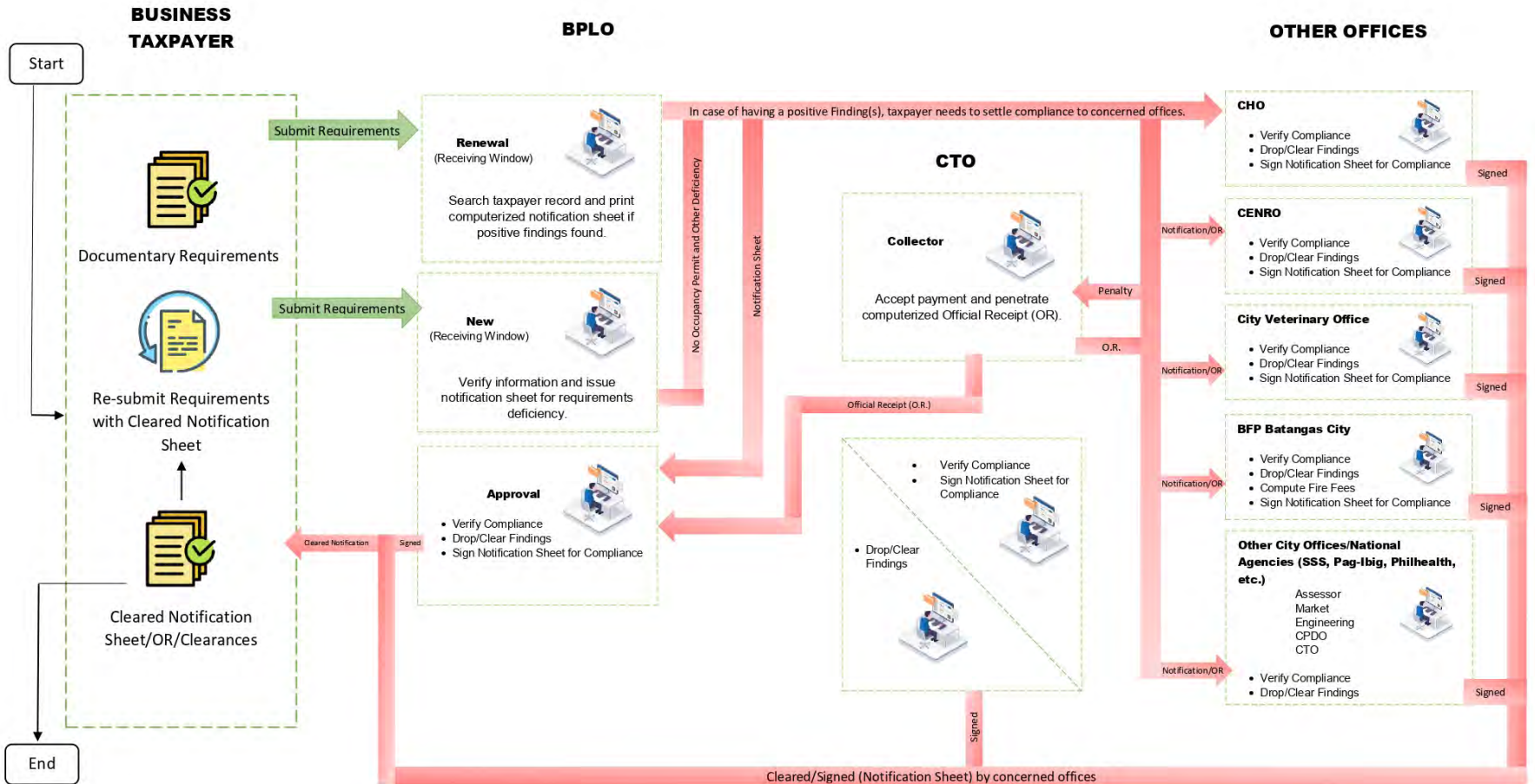
Please coordinate with the aforementioned concerned departments/offices and national agency at the soonest time possible, so that your records will be updated to compliant status.

DITAS AGUADO - RIVERA



Annex D

BOSS Process (when 'positive findings' are found)





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 F. DIMAANO
LICENSING OFFICER IIII

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

TERESITA P. LOPEZ
ADMINISTRATIVE AIDE IV

MA. ASUNCION H. MANALO
ADMINISTRATIVE AIDE II

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

REENA LACE T. BALMES
ADMINISTRATIVE AIDE I

ADMINISTRATIVE SERVICES SECTION

BELLA A. PALAS
LICENSING OFFICER IV

****ROMMEL B. ANTENOR**
ADMINISTRATIVE ASST. IV

RHYAN M. ROSELLO
ADMINISTRATIVE AIDE II

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

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

MARY ROSE M. VALINTON
ADMINISTRATIVE AIDE I

MARICRIS C. BANTUGON
ADMINISTRATIVE AIDE I

INSPECTION AND FOLLOW UP SECTION

MARLO T. ALMAREZ
LICENSING OFFICER I

VACANT POSITION
LICENSE INSPECTOR II

ROMELEA A. CANTRE
LICENSE INSPECTOR II

CARMELITO C. DE GUZMAN
LICENSE INSPECTOR II

JEM MARION L. MARASIGAN
LICENSE INSPECTOR II

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

MA. JESSA D. BAGRO
LICENSE INSPECTOR I

VACANT POSITION
LICENSE INSPECTOR I

SHERYL M. GUERRA
ADMINISTRATIVE AIDE II

JOSE GENO MARTIN C. MALANTIC
ADMINISTRATIVE AIDE II

MARY GRACE P. CABATAY
ADMINISTRATIVE AIDE II

MARY ANNE L. PEREZ
ADMINISTRATIVE AIDE II

RYAN A. MABUTI
ADMINISTRATIVE AIDE I

ANTONIO A. TANYAG JR.
ADMINISTRATIVE AIDE I

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

INFORMATION AND POLICY FORMULATION AND ONLINE SERVICES SECTION

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

VACANT POSITION
TAXMAPPER I

*** MA. THERESA R. PENSOCAS *** ALMEA NICHOLE D. ABRAHAM *** KAYE CEE H. BAGSIT * JOSE A. ISORETA

* SERVICE DRIVER

** 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

1. Soliciting the comments of business registrants through a feedback form to be distributed in the BPLS area, especially during the renewal period.
2. Processing the information gathered from business registrants and submitting the findings to the City Mayor as attested by the head of BPLO/
3. 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.

