



REPUBLIC OF THE PHILIPPINES
City Government of Pasig
Business Permit and Licensing Office



CITIZENS' CHARTER

Updated Date: December 06, 2018

MISSION STATEMENT

TOWARDS ACHIEVING A WORLD-CLASS, BUSINESS-FRIENDLY AND RESPONSIVE REVENUE GENERATING UNIT.

IN KEEPING WITH THE VISION, THE BUSINESS PERMIT AND LICENSE OFFICE'S MISSION IS TO ACHIEVE THE FOLLOWING:

- CONTINUOUS TAXPAYER SATISFACTION.
- CONTINUOUS ATTAINMENT OF GOAL COLLECTION.
- CONTINUOUS EVALUATION AND IMPROVEMENT OF PERSONNEL COMPETENCIES, SYSTEMS AND PROCEDURES.
- IN CONFORMITY WITH THE MANAGEMENT MISSION FOR THE CITY OF PASIG

VISION STATEMENT

- A BUSINESS FRIENDLY AND RESPONSIVE REVENUE GENERATING UNIT.
- A MODEL OF EXCELLENT DELIVERY OF SERVICE TO THE TAXPAYERS IN MEETING THE ASSIGNED GOALS TO HELP MAKE PASIG A WORLD-CLASS AND GLOBALLY COMPETITIVE CITY.

Name of Agency: **Business Permit and License Office**

Location: 2nd and 3rd Floor Main Bldg., City Hall

Head of Office: **Ma. Theresa B. Hernandez**

Chief BPLO

Contact Info: Telephone: **643-1111 loc. 330/332/334-338 (Main)**
681-8637 loc. 1 (Annex); 645-64-65 loc. 1004, 1006, 1009

Frontline Service: **Applying for/Renewing Business Permit; Processing of Occupational Permit; Special Permits**

Description of Service: Businessmen or entrepreneurs desiring to establish businesses and enterprises within the city jurisdiction are required to secure a Business Permit and/or Mayor's Permit before the start of its operations. Once secured it has to be renewed from January 2 to 20th every year to maintain legal operation status. Corresponding penalties are imposed in case of failure to secure business permit license. Tax on business for new enterprises are based on initial capitalization while those of succeeding years, computation will be founded on percentage or tax table of gross receipts/sales. Payments may be made annually, semi-annually or quarterly. Certain line of business may require compliance with local and national laws.

Individuals applying for occupational permit as required by the companies they are employed / applying for.

Clients: Businessmen and entrepreneurs with intention to establish business in the city.

Businessmen and entrepreneurs with established business in the city.

National Agencies

Individuals applying for Occupational Mayor's Permit

BUSINESS PERMIT

Requirements for New Application – Original and Xerox Copies

- Duly accomplished and notarized application form
- Certificate of Conformance (City Planning and Development Office) - 6th floor
- Barangay Clearance for Business
- Proof of Registration
 - a. SEC with Articles of Incorporation
 - b. DTI
 - c. Others
- Proof of Ownership of place of business or Contract of Lease
- Picture of :
 - a. Sketch of location (2R Portrait)
 - b. Frontage of Business Establishment (3R Landscape)
- Others (depending on line of business)
- Before the release of Mayor's Permit – Updated Fire Safety Inspection Certificate (FSIC) of the unit used

Requirements for Renewal Application - Original and Xerox Copies

- Duly accomplished and notarized application form
- Barangay Clearance for Business
- Previous year's BIR acknowledged Monthly VAT/Quarterly VAT, Percentage Tax Return to support current year's Tax base declaration and break down of gross receipts per branch, if applicable
- Certificate of previous year's monthly gross receipts
- Certification of Tax Exemption, if any
- Previous year's compliance to Sanitary, CENRO and updated Fire Safety Inspection Certification from Bureau of Fire Department
- Picture of ; (if not yet submitted)
 - a. Sketch of location (2R Portrait)
 - b. Frontage of Business Establishment (3R Landscape)
- Others (depending of line of business)

OCCUPATIONAL PERMIT

Requirements:

- **Duly accomplished and notarized application form**
- **Police or NBI Clearance**
- **Health I.D. from Pasig**
- **Official Receipt of Occupational Permit Fee (Php 100.00) or company's payment with certification**
- **If minor, Parental Consent**
- **If GRO, Birth Certificate**

*** If Security Guard, Military or Armed Personnel, proceed to City's Administrator's Office**

SPECIAL PERMITS

Requirements:

1. RETAILER (Special Permit)/TIANGGE

- **Barangay Clearance**
- **Agreement with Place of Business**
- **SEC/DTI Registration**

2. TODA/PEDICAB

- **TORO Clearance**
- **Barangay Clearance**
- **SEC**

3. NGO/HOA

- **HLURB Certificate (Malacañang)**
- **Barangay Clearance**

4. EVENT ORGANIZER

- **Contract of Lease/MOA**
- **SEC**
- **Barangay Clearance**

5. STALLHOLDERS (MARKET)

- **Mayors' Permit / Official Receipt of Organizer**

6. PEDDLER (YAKULT)

- **Certification**
- **Health I.D.**
- **Barangay Clearance**

7. TERMINAL/DOA

- **TPMO Clearance**
- **Resolution from Sangguniang Panlungsod**
- **Barangay Clearance**
- **SEC**
- **Contract of Lease**

8. POSTING OF GUARDS

- **Barangay Clearance**
- **Mayor's Permit from other City**

CERTIFIED TRUE COPY (P100.00/document + P2.00 per page)

Requirements:

- Original Document to be certified and updated Official Receipt of Tax Order of Payment
- Request letter if necessary
- Xerox copy of documents to be certified
- Official Receipt of certification fee

HISTORY OF PAYMENT – (P50.00/establishment)

- Business Account Number/Name of Taxpayer/Name of Business

REQUEST FOR REVISION OF LEDGER DATA (P1, 000.00/item)

Requirements: Original and Xerox Copies

1. NUMBER OF EMPLOYEES

- Copy of SSS remittance or Certification from office or Inspection Report

2. NAME OF BUSINESS/TAXPAYER - Any of the following

- Amended SEC with Articles of Incorporation or Amended DTI
- Franchise Agreement

3. CHANGE OF ADDRESS

- New Contract of Lease or Transfer Certificate of Title
- Certificate of Conformance of new address
- Barangay Clearance of new address
- New Building Permit and Occupancy Permit
- Updated Fire Safety Inspection Certificate (FSIC) of new address
- Concession Agreement if applicable
- Inspection Report

4. CHANGE OF AREA

- New Contract of Lease or Transfer Certificate of Title
- Actual Inspection Report

5. ADDITIONAL LINE OF BUSINESS / CHANGE LINE OF BUSINESS

- SEC with Articles of Incorporation or DTI Registration
- Certificate of Conformance if necessary
- Others (depending on line of business)

HOW TO AVAIL THE SERVICE

SERVICE	TIME DURATION	PROCEDURE	PERSON
1. NEW/RENEWAL OF BUSINESS PERMIT	8 Hours	a) Submit application form with complete requirements b) Pay to the Cashier c) Submit Official Receipt, Application Form and Receive Mayor's Permit	BPLO Staff Cashier BPLO Staff
2. OCCUPATIONAL PERMIT	1 Hour	a) Submit application form with complete requirements b) Pay to the Cashier c) Submit Official Receipt, Application Form and Receive Occupational Permit	BPLO Admin Staff Cashier BPLO Admin Encoder
3. SPECIAL PERMITS 1) RETAILER 2) EVENTS ORGANIZER (SER) 3) STALLHOLDER 4) TIANGGE 5) TODA/PEDICAB 6) TERMINAL (DOA) 7) HOMEOWNERS ASSOCIATION (HOA) 8) NON GOVERNMENT ASSOCIATION (NGO) 9) PEDDLER (YAKULT) 10)POSTING OF GUARDS	1 Hour	a) Submit application form with complete requirements b) Proceed to License Division Office for computerized assessment and payment c) Submit Official Receipt, Form and Receive Mayor's Permit	BPLO Admin Staff License /Cashier Staff BPLO Admin Staff
4. CERTIFIED TRUE COPY	30 Minutes	a) Submit original copy and get Tax Order of Payment b) Pay to the Cashier c) Submit Official Receipt and documents for certification	BPLO Admin Staff Cashier BPLO Admin Staff
5. HISTORY PAYMENT	30 Minutes	a) Submit Name/Business Account Number for verification and get Tax Order of Payment b) Pay to the Cashier c) Submit Official Receipt and get history of payment	BPLO Admin Staff Cashier BPLO Admin Staff
6. REVISION OF LEDGER DATA 1) CHANGE IN THE NUMBER OF EMPLOYEES 2) CHANGE IN THE BUSINESS NAME/ TAXPAYER'S NAME 3) CHANGE OF ADDRESS 4) CHANGE OF AREA USED IN BUSINESS 5) ADDITIONAL LINE OF BUSINESS	1 Hour 1 Hour 2 Hours 1 Hour 1 Hour	a) Submit filled up Revision form together with complete requirements and receive Tax Order of Payment b) Pay to the Cashier c) Receive the revised Mayor's Permit for items #2, #3 and #5	BPLO Staff Cashier BPLO Staff

*** FOR APPLICABLE TAXES AND FEES PLEASE REFER TO THE REVISED PASIG REVENUE CODE ORDINANCE #51 SERIES 2017.**

For business establishments within Barangays Santolan, Dela Paz and Manggahan, you may transact your application for New and Renewal of business permit at our Manggahan Satellite Office located at Kaginhawan St., Karangalan Village, Barangay Manggahan, Pasig City

Telephone No. 681-8637 loc. 1

MS. MAGDALENA W. MEJIA, OFFICER-IN-CHARGE

NOTE: PROCEED TO CENRO, SANITARY OFFICE & FIRE DEPT. FOR COMPLIANCE.

HOW TO FILE COMPLAINTS:

1. Completely fill up the Complaint Form with specific details.
2. Drop the form at the nearest complaint box located at the BPLO windows.
3. Acting City Administrator will act on the complaints.

FOR INQUIRIES SUGGESTIONS OR COMPAINTS PLEASE CONTACT:

BPLO OFFICE	CONTACT PERSON	CONTACT NUMBERS
BPLO Administration - City Hall Main Bldg.	Ma. Theresa B. Hernandez - Chief, BPLO	643-111 loc. 330
BPLO Category 1 - City Hall Main Bldg.	Ma. Theresa B. Hernandez - Chief, BPLO	Loc. 332
BPLO Category 2 - City Hall Main Bldg.	Melanie B. De Mesa - Officer-In-Charge	Loc. 334-335
BPLO Category 3 - City Hall Main Bldg.	Joby Caesar F. Mendoza - Officer-In-Charge	Loc. 336-337
BPLO Category 4 - City Hall Main Bldg.	Carolina J. De Guia - Officer-In-Charge	Loc. 338
BPLO Annex - Manggahan Satellite Office	Ma. Magdalena W. Mejia - Officer-In-Charge	681-8637 Loc. 1

MTBH /jvf
12/06/18

MA. THERESA B. HERNANDEZ
Chief, BPLO