

**BUSINESS PERMIT AND LICENSING DEPARTMENT
CITIZENS' CHARTER**

**A. AVAILABLE SERVICES:
NEW BUSINESS REGISTRATION**

This initial Business Registration is given to a newly established business as a prerequisite for actual operation

Office or Division	Business Permit and Licensing Department (Categories and Annexes)
Classification	Simple
Type of Transaction	Citizen to Government Business to Government
Who May Avail:	Any natural or juridical person without prior delinquencies with BPLD
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Unified Application Form	Downloadable form from the Pasig City website (www.pasigcity.gov.ph/downloadable-forms)
2. Department of Trade and Industry Certificate (New Business Only)	Department of Trade and Industry (Main or Branches)
3. SEC Certificate and Articles of Incorporation/Co-Partnership (New Business Only)	Securities and Exchange Commission (SEC PICC Pasay and EDSA San Juan)
4. Barangay Business Clearance*	Barangay having jurisdiction over the place of business
5. Certificate of Conformance*	City Planning Dev't. Office - Zoning Div. - 6th Flr. Pasig City Hall building
6. Fire Safety Inspection Certificate for Occupancy (if Applicant constructed/modified place of business) *	Bureau of Fire Protection, Pasig City
7. Lease contract/sub-lease contract/certificate of non-rental	Provided by Taxpayer
8. Colored picture of the place of business (Front view and in 2R format - 2.5"x3.5")	Provided by Taxpayer
9. Location map of the place of business (in 2R format - 2.5"x3.5")	Provided by Taxpayer
10. Authorization Letter with government issued ID with picture and signature of applicant (if filer is a representative or not the Applicant)	Provided by Taxpayer
OTHER APPLICABLE REQUIREMENTS DEPENDING ON THE LINE OF BUSINESS	Other Regulatory Government Offices (please see above-stated web link)
1. CDA Certificate, Articles of Cooperation and CDO endorsement	Cooperative Development Authority (CDA), Cooperative Development Office (CDO), 8th Flr. Pasig City Hall building
2. HOA/ Building Admin Certificate/ Clearance (to conduct business)	Home Owners' Association/ Building Admin
* Please bring originals and clear photo copies	

CLIENT STEPS (SINGLE TRANSACTION)	BPLD ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Download and fill out unified application	None	None	None	Applicant or Representative
2. Log and file application with complete requirements at the proper BPLD office.	a) Receive application form with complete documents.	None	5 minutes	Alberto Capito Jr., Maureen Valdez, Clarilyn Maun, Mario Marcelo, Socorro Eslao, Rhomel Sasan, Florida Raymundo, Rodolfo Gamboa, Ryan Calpe, Felix Salazar
	b) Review and approve application	None	5 minutes	Melanie De Mesa, Ronald Hidalgo, Clinton Bil Torres, Lilibeth Larracas, Peter Orbe, Anna Liza Garganta, Christian Villar, Florencio Velasco,

				Edmundo San Juan, Caesar F. Mendoza, Lilibeth Cos, Reynaldo Jocson Jr., Ma. Magdalena Mejia, John Paul Ada, Recaredo Riodica
	c) Encode and print tax order of payment	None	20 minutes	Milette Torres, Clarilyn Maun, Mario Marcelo, Arvin Ros Alejandria, Ma. Lovie Celestial, Marivic Casal, Margaret Miranda, Rodolfo Ramido, Filemon Endaya
	d) Approval of TOP	None	5 minutes	Melanie De Mesa, Ronald Hidalgo, Clinton Bil Torres, Lilibeth Larracas, Perter Orbe, Anna Liza Garganta, Christian Villar, Florencio Velasco, Edmundo San Juan, Caesar F. Mendoza, Lilibeth Cos, Reynaldo Jocson Jr., Ma. Magdalena Mejia, John Paul Ada, Recaredo Riodica
3. Receive TOP and log out at the same BPLD window	Issue TOP to applicant	None	5 minutes	Alberto Capito Jr., Maureen Valdez, Clarilyn Maun, Mario Marcelo, Chenee Nazareno, Lea Santos, Florida Raymundo, Rodolfo Gamboa, Charlemagne Dela Cruz, Daniel Docil
END OF NEW APPLICATION PROCESS				
PROCEED TO THE CASHIER FOR PAYMENT				Applicant or Representative
PROCEED TO BUSINESS ONE- STOP-SHOP a) Get Sanitary Permit to Operate b) CENRO, EPO c) Fire Safety Inspection Certificate	N/A	N/A	N/As	Applicant or Representative
Issuance of Business Permit and Stickers (Please refer to permit worksheet)				

B. RENEWAL OF BUSINESS REGISTRATION

Yearly Business Registration for existing business as a prerequisite for actual operation during the current year

Office or Division	Business Permit and License Department (Categories and Annexes)
Classification	Simple
Type of Transaction	Citizen to Government Business to Government

Who May Avail:	Any natural or juridical person with existing Business Registration with the BPLD
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Unified Application Form	Downloadable Form from the Pasig City website (www.pasigcity.gov.ph/downloadable-forms)
2. Prior year's quarterly/monthly Value Added Tax or quarterly Percentage Tax returns	Provided by Taxpayer
3. Previous year Tax Order Payment	Provided by Taxpayer
4. Latest Income Tax Return/ Audited Financial Statements (Treasury requirement for payment)	Provided by Taxpayer
5. Authorization Letter with government issued ID with picture and signature of applicant (if filer is a representative or not the applicant)	Provided by Taxpayer
6. Valid Certificate of Conformance* (except when located in Malls and in Ortigas Business District)	At the Business One-Stop-Shop (BOSS) or City Zoning Office at the 6th Flr. Pasig City Hall building
7. Valid Fire Safety Inspection Certificate*	At the Business One-Stop-Shop (BOSS) or Bureau of Fire Protection, Pasig City
8. Valid City Environment & Natural Resources Office (CENRO)*	CENRO. At the Business One-Stop-Shop (BOSS) or 4th Flr. Pasig City Hall building
9. Valid Sanitary Permit to Operate*	Sanitary Office. At the Business One-Stop-Shop (BOSS) or 5th Flr. Pasig City Hall building
10. Copy of application form and Photocopy of current Tax Order of Payment, official receipt and cedula	Provided by Taxpayer
*Required before issuance of mayor's permit	

CLIENT STEPS	BPLD ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Download and fill out Unified application form.	None	None	None	Applicant or Representative
2. Log in and file application with complete documents to proper BPLD unit	a) Receive application form with complete documents.	None	5 minutes	Alberto Capito Jr., Maureen Valdez, Clarilyn Maun, Mario Marcelo, Michael Munsod, Rodrigo Santos, Florida Raymundo, Rodolfo Gamboa, Ryan Calpe, Felix Salazar
	b) Review and approve application	None	5 minutes	Melanie De Mesa, Ronald Hidalgo, Clinton Bil Torres, Lilibeth Larracas, Peter Orbe, Anna Liza Garganta, Christian Villar, Florencio Velasco, Edmundo San Juan, Caesar F. Mendoza, Lilibeth Cos, Reynaldo Jocson Jr., Ma. Magdalena Mejia, John Paul Ada, Recaredo Riodica
	c) Encode and print tax order of payment	None	15 minutes	Milette Torres, Clarilyn Maun, Mario Marcelo, Arvin Rose Alejandria, Ma. Lovie Celestial, Rodolfo Ramido, Filemon Endaya
	d) Checking of TOP	None	5 minutes	Alberto Capito Jr., Maureen Valdez, Clarilyn Maun, Mario Marcelo, Arvin Rose Alejandria, Ma. Lovie Celestial, Jobelle Patrono
3. Receive TOP and log out at the same BPLD window	Issue TOP to applicant	None	5 minutes	Alberto Capito Jr., Maureen Valdez, Clarilyn Maun, Mario Marcelo, Arvin Rose Alejandria, Ma. Lovie Celestial, Florida

				Raymundo, Rodolfo Gamboa, Charmelagne Dela Cruz, Daniel Docil
END OF RENEWAL ASSESSMENT PROCESS				
PROCEED TO THE CASHIER FOR PAYMENT				
PROCEED TO BUSINESS ONE-STOP-SHOP a) Renew/ update Sanitary Permit to Operate b) CENRO, EPO c) Fire Safety Inspection Certificate d) Cert. of Conformance from the BOSS		N/A	N/A	Applicant or Representative
Issuance of Business Permit and Stickers (Please refer to permit worksheet)				

C. RETIREMENT OF BUSINESS PERMIT
Process for retiring business (partial/full)

Office or Division	Business Permit and License Department (Categories and Annexes)
Classification	Simple
Type of Transaction	Citizen to Government Business to Government
Who May Avail:	Any natural or juridical person with existing business registration with the BPLD

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Unified Application Form	Downloadable Form from the Pasig City website (www.pasigcity.gov.ph/downloadable-forms)
2. Barangay Certification (of business closure)	Barangay having jurisdiction over the place of business
3. Latest ITR and AFS	Provided by taxpayer
4. Current/ Latest Value Added Tax or Percentage Tax Returns or Certificate of Gross Sales/ Receipts	Provided by taxpayer
5. Authorization Letter with government issued ID with picture and signature of applicant (if filer is a representative or not the applicant)	Provided by taxpayer

CLIENT STEPS	BPLD ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Download and fill out Unified Application Form	None	None	None	Applicant or representative
2. Log in and file application with complete requirements at the proper BPLD office.	a) Receive application form with complete documents.	None	5 minutes	Alberto Capito Jr., Maureen Valdez, Clarilyn Maun, Mario Marcelo, Jhonas Marcaliñas, Conrado Castro, Florida Raymundo, Rodolfo Gamboa, John Paul Ada, Ricky Cabase
	b) Review and	None	5 minutes	Melanie De Mesa, Ronald Hidalgo,

	approve application			Clinton Bil Torres, Lilibeth Larracas, Peter Orbe, Anna Garganta, Christian Villar, Florencio Velasco, Edmundo San Juan, Caesar F. Mendoza, Lilibeth Cos, Reynaldo Jocson Jr., Ma. Magdalena Mejia, John Paul Ada, Recaredo Riodica
	c) Encode and print tax order of payment	None	15 minutes	Milette Torres, Clarilyn Maun, Mario Marcelo, Michelle Sta. Ana, Madel Lapuz, Marivic Casal, Margaret Miranda, Rodolfo Ramido, Filemon Endaya
	d) Checking of TOP	None	5 minutes	Alberto Capito Jr., Maureen Valdez, Clarilyn Maun, Mario Marcelo, Rondon Paulino, Ma. Lovie Celestial, Geraldo Natividad, Jobelle Patrono
3. Receive TOP and log out at the same BPLD window	Issue TOP to applicant	None	5 minutes	Alberto Capito Jr., Maureen Valdez, Clarilyn Maun, Mario Marcelo, Arvin Ros Alejandria, Anna Marie Dela Vega, Florida Raymundo, Rodolfo Gamboa, Charmelagne Dela Cruz, Daniel Docil
END OF BPLD RETIREMENT PROCESS				
PROCEED TO THE CASHIER FOR PAYMENT				Applicant or Representative

D. AMENDMENT OF TAXPAYER'S BUSINESS DATA

Includes changes in business name, address, line of business, business area no. employees, etc.

Office or Division	Business Permit and License Department (Categories and Annexes)
Classification	Simple
Type of Transaction	Citizen to Government Business to Government

Who May Avail:	Any natural or juridical person with existing business registration with the BPLD
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CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Unified Application Form	Downloadable Form from the Pasig City website
D.1. FOR CHANGE IN BUSINESS NAME	
1. Letter request for change in business name DTI Certificate	Provided by Taxpayer
2. SEC Certificate and amended articles of incorporation/ Partnership	Department of Trade and Industry (Main and Branches) Securities and Exchange Commission
3. Cooperative Development Authority Certificate and Articles of Cooperation	Cooperative Development Authority
D.2. CHANGE OF BUSINESS ADDRESS	
1. Letter request for change of business address	Provided by Taxpayer
2. Barangay Business Clearance	Barangay having jurisdiction over the place of business
3. Certificate of Conformance	City Planning Dev't. Office - Zoning Div. - 6th Flr. Pasig City Hall building
4. Contract of Lease / Sub-lease/ Certificate of Non-Rental	Provided by taxpayer
5. Fire Safety Inspection Certificate	Bureau of Fire Protection, Pasig City
6. Colored picture of the place of business, front view and in 3R format - 3.5"x5"	Provided by taxpayer
7. Location map of the place of business in 2R format - 2.5"x3.5"	Provided by taxpayer

D.3 CHANGE IN BUSINESS AREA	
1. Contract of Lease / Sub-lease/ Certificate of Non-Rental/ Inspection Report	Provided by taxpayer
D.4 CHANGE IN NO. OF EMPLOYEES/ DELIVERY VEHICLE/ SIGNAGE	

1. Letter request for change of no. of employees/ delivery vehicle/ signage or BPLD Inspection report or Sanitary Inspection Report	Provided by taxpayer
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CLIENT STEPS	BPLD ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Download and fill out Unified application form.	None	None	None	Applicant or Representative
2. Log in and file application with complete requirements at the proper BPLD office.	a) Receive application form with complete documents.	None	5 minutes	Alberto Capito Jr., Maureen Valdez, Clarilyn Maun, Mario E. Marcelo, Socorro Eslao, Rodrigo Santos, Florida Raymundo, Rodolfo Gamboa, Ryan Calpe, Dimple Alagdon
	b) Review and approve application	None	5 minutes	Melanie De Mesa, Ronald Hidalgo, Clinton Bil Torres, Lilibeth Larracas, Peter Orbe, Anna Liza Garganta, Christian Villa, Florencio Velasco, Edmundo San Juan, Caesar F. Mendoza, Lilibeth Cos, Reynaldo Jocson Jr., Ma. Magdalena Mejia, John Paul Ada, Recaredo Riodica
	c) Encode and print tax order of payment	None	15 minutes	Milette Torres, Clarilyn Maun, Mario E. Marcelo, Ma. Lovie Celestial, Chene Nazareno, Marivic Casal, Margaret Miranda, Rodolfo Ramido, Filemon Endaya
	d) Checking of TOP	None	5 minutes	Alberto Capito Jr., Maureen Valdez, Clarilyn Maun, Mario Marcelo, Lino Santos, Oscar Prado, Geraldo Natividad, Jobelle Patrono
3. Receive TOP and log out at the same BPLD window	Issue TOP to applicant	None	5 minutes	Alberto Capito Jr., Maureen Valdez, Clarilyn Maun, Mario Marcelo, Arvin Ros Alejandria, Anna Marie Dela Vega, Florida Raymundo, Rodolfo Gamboa, Charmelagne Dela Cruz, Daniel Docil
END OF ASSESSMENT PROCESS				
PROCEED TO THE CASHIER FOR PAYMENT				Applicant or representative
PROCEED TO BUSINESS ONE-STOP-SHOP				
Update applicable regulatory certificates and permits from BOSS	N/A	N/A	N/A	Applicant or representative
Issuance of Business Permit (only for new address, business name or change/additional line of business) (Please refer to permit worksheet)				

E. ISSUANCE OF BUSINESS PERMIT (NEW, RENEWAL AND AMENDMENTS)

After payment and compliance with other regulatory requirements, this is a prerequisite for actual operation.

CLIENT STEPS (SINGLE TRANSACTION)	BPLD ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Prepare all documents for the issuance of business permit re - copies of the following:	None	None	None	None
1. Valid Certificate of Conformance (except when located in Malls and in Ortigas Business District)				
2. Valid Fire Safety Inspection Certificate				
3. Valid City Environment & Natural Resources Office (CENRO)				
4. Valid Sanitary Permit to Operate				
5. Taxpayer's copy of unified application form, current TOP and cedula				
Other applicable documents specific to the line of business				
Log in and submit the above documents with the BPLD	a) Receive and check requirements from the TP	None	5 minutes	Alberto Capito Jr., Maureen Valdez, Imelda Pante, Sheree Doroja, Dario Andaya, Enry Neil De La Paz, Florida Raymundo, Rodolfo Gamboa, Ryan Calpe, Dimple Alagdon
	b) Processing of Business Permit	None	30 minutes	Alyssa Banaag, Vanessa Pozon, Imelda Pante, Sheree Doroja, Anna Marie Dela Vega, Lea Santos, Joy Fe. Lambino, Kevin Hancel Siat, Jessie Reyes, Joan Saballa
	c) Signing of Business Permit	None	5 minutes	Melanie De Mesa, Ronald Hidalgo, Clinton Bil Torres, Lilibeth Larracas, Peter Orbe, Anna Liza Garganta, Christian Villar, Florencio Velasco, Edmundo San Juan, Caesar F. Mendoza, Lilibeth Cos, Reynaldo Jocson Jr., Ma. Magdalena Mejia, John Paul Ada, Recaredo Riodica
Receive business permit, plate and stickers and log out	Issue business permit, plate and stickers	None	5 minutes	Alberto Capito Jr., Maureen Valdez, Imelda Pante, Sheree Doroja, Anna Marie Dela Vega, Lea Santos, Florida Raymundo, Rodolfo Gamboa, Ryan Calpe, Dimple Alagdon
END OF PROCESS				

* Subject to inspection to validate data declared by the taxpayer

F. ISSUANCE OF MAYOR'S PERMIT – OCCUPATIONAL

This is to provide Job Applicant the necessary Permit as required by the employer

OFFICE:	Business Permit and Licensing Department – Admin Office
CLASSIFICATION:	Simple
TYPE OF TRANSACTION:	G2C – Government to Citizens
WHO MAY AVAIL:	1. Job Applicant 2. Authorized representative of the party concerned.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Accomplished Application Form	BPLD – Admin Office
2. Health Certificate / Health ID from Pasig City Government	City Health Department
3. NBI or Police Clearance	Provided by Applicant
4. Community Tax Certificate (CEDULA)	Provided by Applicant
5. Official Receipt (O.R.)	Cashier – City Treasurers Office
6. Parental Consent (if minor)	Provided by the Applicant
7. Court Clearance For Security Guard Posting with Firearm	Provided by Applicant
8. Birth Certificate if GRO's	Provided by Applicant

CLIENT STEPS	ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Health ID, NBI or Police Clearance and Cedula	Issue Order of Payment	P100.00	30 seconds	Carmencita Sta. Maria, Yvette Herrera, Mark Aris Albero
2. Pay the corresponding fee	None	P100.00		Cashier – Treasurers Office
3. Present Official Receipt (O.R.)	Issue Application form		30 seconds	Carmencita Sta. Maria, Yvette Herrera, Mark Aris Albero
4. Present accomplished application form, Health ID, NBI or Police Clearance, Cedula and Official Receipt	Encode applicant data information print Mayor's Permit – Occupational and Release Permit		5 minutes	Carmencita Sta. Maria, Yvette Herrera, Mark Aris Albero

G. ISSUANCE OF MAYOR'S PERMIT - SPECIAL

OFFICE:	Business Permit and Licensing Office – Admin Office
CLASSIFICATION:	Simple
TYPE OF TRANSACTION:	G2T – Government to Taxpayer
WHO MAY AVAIL:	<ol style="list-style-type: none"> Any Sole Proprietorship or Company need for a Short-Term Permit. Owner or representative of the applying for Special Permit

	CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
TODA / PEDICAB	1. TORO Clearance	Tricycle Operation & Regulatory Office
	2. Barangay Clearance	Provided by Taxpayer
	3. SEC Registration	Securities and Exchange Commission
TERMINAL/ DOA	1. TPMO Clearance	Traffic Parking Management Office
	2. Barangay Clearance	Provided by Taxpayer
	3. Contract of Lease	Lessor
		Resolution from Sanggunian Panlungsod
RETAILER / ORGANIZER	1. Barangay Clearance	Provided by Taxpayer
	2. Agreement with Place of Business	Provided by Taxpayer
	3. SEC Registration	Securities and Exchange Commission
NON-GOVERNMENT	1. Barangay Clearance	Provided by Taxpayer

OFFICE (NGO)		
	2. SEC Registration	Securities and Exchange Commission
HOMEOWNERS	1. HLURB Certificate (Malacañang)	Housing and Land Use Regulatory Board
	2. Barangay Clearance	Provided by Taxpayer
PEDDLER (Yakult)	1. Certification	Yakult Company
	2. Health I.D.	City Health of Pasig City
	3. Barangay Clearance	Provided by Taxpayer
POSTING OF GUARDS	1. Mayor's Permit from other City	Provided by Taxpayer
	2. NBI / Court Clearance	Provided by Taxpayer
	3. Barangay Clearance	Provided by Taxpayer

CLIENT STEPS	ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the required complete requirements	Secure application form from BPLD Admin		1 minute	Jeff Francisco, Mark Aris Albero
2. Fill Up the Application Form	Approves application form and issue Tax order of Payment		1 minute	
3. Pay the corresponding fee	None	Depend on the line of Special Permit		Cashier – Treasurers Office
4. Submit all photocopied requirements and Official Receipt.	a) Print Permit		5 minutes	Jeff Francisco, Mark Aris Albero
	b) Signed the Special Permit by the Chief		5 minutes	Melanie B. De Mesa
	c) Release the Special Permit		5 minutes	Jeff Francisco, Mark Aris Albero

H. REQUEST FOR HISTORY OF PAYMENT

OFFICE:	Business Permit – Admin Office
CLASSIFICATION:	Simple
TYPE OF TRANSACTION:	G2T – Government to Taxpayers
WHO MAY AVAIL:	<ol style="list-style-type: none"> Any requesting company to be use for renewal of business permit or other purposes Authorized representative of the Company
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Business Trade Name	Provided by Taxpayer
2. Business Permit Account Number	Provided by Taxpayer
3. Owner's Name of Business	Provided by Taxpayer

CLIENT STEPS	ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Check and verify payments made to the Lexy's System	Issue Order of Payment	P50.00	30 seconds	Jeff Francisco, Mark Aris Albero
2. Pay the corresponding fee	None	P50.00		Cashier – Treasurers Office
3. Present Official Receipt (O.R.)	Print the History of Payment of the Company		30 seconds	Jeff Francisco, Mark Aris Albero

	Signed by the end user of Lexy's System			Jeff Francisco, Mark Aris Albero
4. Receive the History of Payment	Issue History of Payment		30 seconds	Jeff Francisco, Mark Aris Albero

I. REQUEST FOR CERTIFIED TRUE COPY

OFFICE:	Business Permit – Admin Office
CLASSIFICATION:	Simple
TYPE OF TRANSACTION:	G2T – Government to Taxpayer
WHO MAY AVAIL:	<ol style="list-style-type: none"> 1. Any requesting company to be use for their personal purpose. 2. Authorized representative of the Company.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Authorization Letter	Provided by Taxpayer
2. Updated Original Business Permit	Provided by Taxpayer
3. Updated Original Official Receipt (O.R.)	Provided by Taxpayer
4. Photocopy of Business Permit	Provided by Taxpayer
5. Photocopy of Official Receipt (O.R)	Provided by Taxpayer

CLIENT STEPS	ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Present photocopy of Business Permit or Official Receipt to be certify	Issue Order of Payment	P100.00 per page	30 seconds	Jeff Francisco, Mark Aris Albero
2. Pay the corresponding fee	None	P100.00 per page		Cashier – Treasurers Office
3. Present Official Receipt (O.R.)	Stamped certified true copy to the photocopied documents and sign		30 seconds	Jeff Francisco, Mark Aris Albero
4. Received the Certified True Copy requested	Issue Certified true copy of documents		30 seconds	Jeff Francisco, Mark Aris Albero

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Fill out provided form and drop in suggestion box
How feedback is processed	Feedback is collected and collated by the office of the City Administrator.
How to file a complaint	Can be filed through the following channels: - Walk-in/BPLD ADMIN - BPLD landline and email address (8-643-1111 loc 330 or bpldadmin@pasigcity.gov.ph)
How complaints are processed	BPLD Admin records the complaint and will forward it to the concerned BPLD office who shall act on the complaint and provide feedback to the client on the action taken.
Contact Information	Trunk line - 8641-1111 and email addresses locals: BPLD ADMIN - local 1223 bpldadmin@pasigcity.gov.ph BPLD CATEGORY 1*- bplocat1@pasigcity.gov.ph BPLD CATEGORY 2 - 1225 bplocat2@pasigcity.gov.ph BPLD CATEGORY 3 - 1227 bplocat3@pasigcity.gov.ph BPLD CATEGORY 4 - 1222 bplocat4@pasigcity.gov.ph BPLD Manggahan Annex ** - 2241 bpldmanggahan@pasigcity.gov.ph
* BPLD Category 1 is located at the 3rd Flr. Ayala Malls The 30th, Meralco Ave., Pasig City ** Manggahan Business Center is located at Kaginhawaan Road, Karangalan Village, Manggahan, Pasig City	