

**BUSINESS PERMIT AND LICENSING DEPARTMENT**  
**2024 CITIZENS' CHARTER (Updated February 15, 2024)**

**AVAILABLE SERVICES:**

**A. NEW BUSINESS REGISTRATION (90 minutes)**

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

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| <b>Office or Division</b>  | <b>Business Permit and Licensing Department (Units and Annexes)</b>  |
| <b>Classification</b>  | <b>Simple</b>  |
| <b>Type of Transaction</b>   | <b>Citizen to City Government of Pasig<br/>Business to City Government of Pasig</b>  |
| <b>Who May Avail:</b>  | <b>Any individual, partnership, corporation or cooperative without prior delinquencies with the BPLD.</b>  |
| <b>CHECKLIST OF REQUIREMENTS</b>   | <b>WHERE TO SECURE</b>   |
| 1. Unified Business Application Form   | Downloadable form from the Pasig City website ( <a href="http://www.pasigcity.gov.ph/downloadable-forms">www.pasigcity.gov.ph/downloadable-forms</a> )   |
| 2. Proof of Registration <ul style="list-style-type: none"> <li>a. Department of Trade and Industry Certificate*</li> <li>b. SEC Certificate and Articles of Incorporation/Partnership*</li> <li>c. Cooperative Development Authority (CDA) Certificate, Articles of Cooperation and Cooperative Development Office (CDO) endorsement</li> </ul> | Department of Trade and Industry ( <a href="https://bnrs.dti.gov.ph/request-certification">https://bnrs.dti.gov.ph/request-certification</a> )<br><br>Securities and Exchange Commission (SEC PICC Pasay and EDSA San Juan)<br><br>Cooperative Development Authority (CDA), Cooperative Development Office (CDO), 8th Floor Pasig City Hall Building |
| 3. Barangay Business Clearance*  | Barangay having jurisdiction over the place of business  |
| 4. Certificate of Conformance*   | City Planning and Development Office - Zoning Div. - 6th Floor Pasig City Hall Building  |
| 5. Fire Safety Inspection Certificate for Occupancy (if Applicant constructed/modified place of business) *  | Bureau of Fire Protection, Pasig City  |
| 6. Proof of Authority to Use (Lease contract/sub-lease contract/certificate of non-rental)   | Provided by Client   |
| 7. Colored picture of the place of business (Front view and in 2R format - 2.5"x3.5")  | Provided by Client   |
| 8. Location map of the place of business (in 2R format - 2.5"x3.5")  | Provided by Client   |
| 9. Authorization Letter with government issued ID with picture and signature of applicant (if filer is a representative or not the Applicant)  | Provided by Client   |
| <b>OTHER APPLICABLE REQUIREMENTS DEPENDING ON THE LINE OF BUSINESS</b>   | Other Regulatory Government Offices**  |
| <b>* Please bring originals and at least one (1) set of clear photocopies</b>  |  |
| <b>**Please refer to Section E of this document.</b>   |  |

| CLIENT STEPS (PER SINGLE APPLICATION)   | BPLD ACTION  | FEES | PROCESSING TIME | PERSON RESPONSIBLE  |
|---|--|------|-----------------|---|
| 1. Download and fill out Unified Business Application Form                        | None   | None | None            | Applicant or Representative   |
| 2. Secure Barangay Business Clearance   |  |      |                 |   |
| 3. Secure Certificate of Conformance (6 <sup>th</sup> Floor)                      |  |      |                 |   |
| 4. Log and file application with complete requirements at the proper BPLD office. | a) Receive application form with complete documents. | None | 15 minutes      | Conrado Castro, Jhonas M Marcalinas, Alberto Capito Jr., Alyssa Banaag, Florida Raymundo, Rodolfo Gamboa, Alexander |

|  |  |      |            |   |
|--|--|------|------------|---|
|  |  |      |            | Arguelles, Mark Aris<br>Albero, Joy Fe G.<br>Lambino, Nelson<br>Yabut Jobelle Patrono,<br>Felix Salazar   |
|  | b) Review and approve application              | None | 15 minutes | Christian Villar,<br>Ronaldo L. Hidalgo,<br>Clinton Bil Torres,<br>Lilibeth Larracas, Ma.<br>Magdalena Mejia,<br>Rhomel Q. Sasan,<br>Peter Cary Orbe,<br>Socorro Eslao, Anne<br>Marie Dela Vega,<br>Michael D. Munsod,<br>Rodrigo V. Santos,<br>Edmundo San Juan,<br>Recaredo Reodica,<br>Flordeliza De Jesus,<br>Edhil F. Jabson, Anna<br>Liza Garganta Lilibeth<br>Cos, Felix Salazar             |
|  | c) Encode and print tax order of payment (TOP) | None | 30 minutes | Arvin Ros Alejandria,<br>Ma. Lovie Celestial,<br>Lea Santos, Madel<br>Lapuz, Sunshine<br>Querubin, Rosalie Mae<br>Abrera, Michelle Sta.<br>Ana, Rufina Mozo,<br>Franklin Siao, Marivic<br>Casal, Margaret<br>Miranda, Geraldo<br>Natividad, Milette<br>Torres, Mark Aris<br>Albero, Joy Fe G.<br>Lambino, Nelson<br>Yabut Rodolfo Ramido,<br>Mary Jane Santos,<br>Felimon Endaya, Nelia<br>Castillo |
|  | d) Approval of TOP                             | None | 15 minutes | Christian B. Villar,<br>Ronaldo L. Hidalgo,<br>Clinton Bil Torres,<br>Lilibeth Larracas, Ma.<br>Magdalena Mejia,<br>Rhomel Q. Sasan,<br>Peter Cary Orbe,<br>Socorro Eslao, Anne<br>Marie Dela Vega,<br>Rodrigo V. Santos,<br>Edmundo San Juan,<br>Recaredo Reodica,<br>Flordeliza De Jesus,<br>Edhil F. Jabson, Anna<br>Liza Garganta, Lilibeth<br>Cos, Felix Salazar                               |
| 5. Receive TOP and log out at the same BPLD window | Issue TOP to applicant                         | None | 15 minutes | Arvin Ros Alejandria,<br>Ma. Lovie Celestial,<br>Lea Santos, Madel<br>Lapuz, Sunshine<br>Querubin, Rosalie Mae<br>Abrera, Alberto Capito<br>Jr., Alyssa Banaag,<br>Florida Raymundo,<br>Mark Aris Albero, Joy   |

|  |     |      |     |   |
|--|-----|------|-----|---|
|  |     |      |     | Fe G. Lambino, Nelson Yabut, Ryan Calpe |
| <b>END OF NEW APPLICATION PROCESS</b>  |     | None |     |   |
| <b>PROCEED TO THE CASHIER FOR PAYMENT</b>  |     |      |     | Applicant or Representative             |
| <b>PROCEED TO BUSINESS ONE-STOP-SHOP TO SECURE OTHER ANCILLARY PERMITS OR CLEARANCES (REFER TO ITEM E)</b> | N/A | N/A  | N/A | Applicant or Representative             |
| Issuance of Business Permit and Stickers (Please refer to Section E of this document)                      |     |      |     |   |

**B. RENEWAL OF BUSINESS REGISTRATION (90 minutes)**

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

|   |  |
|---|--|
| <b>Office or Division</b>   | <b>Business Permit and Licensing Department (Units and Annexes)</b>  |
| <b>Classification</b>   | <b>Simple</b>  |
| <b>Type of Transaction</b>  | <b>Citizen to City Government of Pasig<br/>Business to City Government of Pasig</b>  |
| <b>Who May Avail:</b>   | <b>Any individual, partnership, corporation or cooperative without prior delinquencies with the BPLD.</b>  |
| <b>CHECKLIST OF REQUIREMENTS</b>  | <b>WHERE TO SECURE</b>   |
| 1. Unified Business Application Form  | Downloadable Form from the Pasig City website ( <a href="http://www.pasigcity.gov.ph/downloadable-forms">www.pasigcity.gov.ph/downloadable-forms</a> ) |
| 2. Previous year's quarterly/ Value Added Tax or Percentage Tax Returns, Certificate of Gross Sales/Receipts, Breakdown of Sales per Branch and/or per Line of Business (if applicable)<br><i>*In the absence of the above-mentioned proof of sales/receipts, apply section 61 (PIL), 2017 Revised Pasig Revenue Code</i> | Provided by Client   |
| 3. Previous year's Tax Order Payment/Assessment   | Provided by Client   |
| 4. Latest Income Tax Return/ Audited Financial Statements (Treasury requirement for payment)  | Provided by Client   |
| 5. Authorization Letter with government issued ID with picture and signature of applicant (if filer is a representative or not the applicant)   | Provided by Client   |

| CLIENT STEPS (PER SINGLE APPLICATION)                                       | BPLD ACTION  | FEES | PROCESSING TIME | PERSONS RESPONSIBLE   |
|---|--|------|-----------------|---|
| 1. Download and fill out Unified Business 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 | 15 minutes      | Conrado Castro, Jhonas M. Marcalinas, Alberto Capito Jr., Alyssa Banaag, Florida Raymundo, Rodolfo Gamboa, Alexander Arguelles, Mark Aris Albero, Joy Fe G. Lambino, Nelson Yabut, Jobelle Patrono, Felix Salazar |

|   |   |      |            |   |
|---|---|------|------------|---|
|   | b) Review and approve application   | None | 15 minutes | Christian B. Villar, Ronaldo L. Hidalgo, Clinton Bil Torres, Lilibeth Larracas, Ma. Magdalena Mejia, Rhomel Q. Sasan, Peter Cary Orbe, Socorro Eslao, Anne Marie B. Dela Vega, Rodrigo V. Santos, Michael D. Munsod, Edmundo San Juan, Recaredo Reodica, Flordeliza De Jesus, Edhil F. Jabson, Anna Liza Garganta, Lilibeth Cos, Felix Salazar    |
|   | c) Encode and print tax order of payment (TOP)  | None | 30 minutes | Arvin Ros Alejandria, Ma. Lovie Celestial, Lea Santos, Madel Lapuz, Sunshine Querubin, Rosalie Mae Abrera, Michelle Sta. Ana, Rufina Mozo, Franklin Siao, Marivic Casal, Margaret Miranda, Geraldo Natividad, Milette Torres, Mark Aris Albero, Joy Fe G. Lambino, Nelson Yabut, Rodolfo Ramido, Mary Jane Santos, Felimon Endaya, Nelia Castillo |
|   | d) Checking and Approval of TOP   | None | 15 minutes | Christian B. Villar, Ronaldo L. Hidalgo, Clinton Bil Torres, Lilibeth Larracas, Rhomel Q. Sasan, Peter Cary Orbe, Socorro Eslao, Anne Marie B. Dela Vega, Rodrigo V. Santos. Michael D. Munsod, Edmundo San Juan, Recaredo Reodica, Flordeliza De Jesus, Edhil F. Jabson, Anna Liza Garganta Lilibeth Cos, Felix Salazar                          |
| 3. Receive TOP and log out at the same BPLD window  | Issue TOP to applicant  | None | 15 minutes | Arvin Ros Alejandria, Ma. Lovie Celestial, Lea Santos, Madel Lapuz, Sunshine Querubin, Rosalie Mae Abrera, Alberto Capito Jr., Alyssa Banaag, Florida Raymundo, Alexander Arguelles, Mark Aris Albero, Joy Fe G. Lambino, Ryan Calpe  |
| <b>END OF RENEWAL ASSESSMENT PROCESS</b>  |   | N/A  |            |   |
| <b>PROCEED TO THE LICENSING OFFICE/ BUSINESS TAX MISCELLANEOUS REVENUE DIVISION (BTMRD)—CITY TREASURER’S OFFICE AND CASHIER FOR PAYMENT</b> | <ul style="list-style-type: none"> <li>Bring current TOP and previous year’s ITR and AFS.</li> <li>Cash or Manager’s Cheque (Pay to “City Treasurer of Pasig”)</li> </ul> |      |            | Applicant or Representative   |

|  |  |     |     |                             |
|--|--|-----|-----|-----------------------------|
| <b>PROCEED TO BUSINESS ONE-STOP-SHOP TO SECURE OTHER ANCILLARY PERMITS OR CLEARANCES (REFER TO ITEM E)</b> |  | N/A | N/A | Applicant or Representative |
| Issuance of Business Permit, Plate and Stickers (Please refer to Section E)                                |  |     |     |                             |

**C. RETIREMENT OF BUSINESS PERMIT (90 minutes)**

**Process for retiring business (full). Includes change of ownership for sole proprietorship.**

|                            |   |
|----------------------------|---|
| <b>Office or Division</b>  | <b>Business Permit and Licensing Department (Units and Annexes)</b>                                       |
| <b>Classification</b>      | <b>Simple</b>   |
| <b>Type of Transaction</b> | <b>Citizen to City Government of Pasig<br/>Business to City Government of Pasig</b>                       |
| <b>Who May Avail:</b>      | <b>Any individual, partnership, corporation or cooperative without prior delinquencies with the BPLD.</b> |

| <b>CHECKLIST OF REQUIREMENTS</b>   | <b>WHERE TO SECURE</b>   |
|--|--|
| 1. Unified Business Application Form   | Downloadable Form from the Pasig City website ( <a href="http://www.pasigcity.gov.ph/downloadable-forms">www.pasigcity.gov.ph/downloadable-forms</a> ) |
| 2. Barangay Certification (of business closure)  | Barangay having jurisdiction over the place of business  |
| 3. Latest Income Tax Return (ITR) and Audited Financial Statement (AFS)  | Provided by client   |
| 4. Current/ Latest Value Added Tax or Percentage Tax Returns or Certificate of Gross Sales/ Receipts   | Provided by client   |
| 5. Authorization Letter with government issued ID with picture and signature of applicant (if filer is a representative or not the applicant)                  | Provided by client   |
| 6. Current year Mayor's Permit and Business Plate (surrender to Licensing Office/ Business Tax Miscellaneous Revenue Division (BTMRD)—City Treasurer's Office) | Provided by client   |
| 7. Pay applicable fees   | Provided by client   |

| <b>CLIENT STEPS (PER SINGLE APPLICATION)</b>                                       | <b>BPLD ACTIONS</b>                                  | <b>FEES</b> | <b>PROCESSING TIME</b> | <b>PERSONS RESPONSIBLE</b>  |
|--|--|-------------|------------------------|---|
| 1. Download and fill out Unified Business Application Form                         | None   | None        | None                   | Applicant or representative   |
| 2. Log in and file application with complete requirements at the proper BPLD Unit. | a) Receive application form with complete documents. | None        | 15 minutes             | Conrado Castro, Jhonas Marcaliñas, Alberto Capito Jr., Alyssa Banaag, Florida Raymundo, Rodolfo Gamboa, Alexander Arguelles, Mark Aris Albero, Joy Fe G. Lambino, Nelson Yabut Jobelle Patrono, Felix Salazar |
|  | b) Review and approve application                    | None        | 15 minutes             | Christian B. Villar, Ronaldo L. Hidalgo, Clinton Bil Torres, Lilibeth Larracas, Ma. Magdalena Mejia, Rhomel Q. Sasan,   |

|   |  |      |            |   |
|---|--|------|------------|---|
|   |  |      |            | Peter Cary Orbe, Socorro Eslao, Anne Marie B. Dela Vega, Rodrigo V. Santos, Michael D. Munsod, Edmundo San Juan, Recaredo Reodica, Flordeliza De Jesus, Edhil F. Jabson, Anna Liza Garganta, Lilibeth Cos   |
|   | c) Encode and print tax order of payment (TOP) | None | 30 minutes | Arvin Ros Alejandria, Ma. Lovie Celestial, Lea Santos, Madel Lapuz, Sunshine Querubin, Rosalie Mae Abrera, Michelle Sta. Ana, Rufina Mozo, Franklin Siao, Marivic Casal, Margaret Miranda, Geraldo Natividad, Milette Torres, Mark Aris Albero, Joy Fe G. Lambino, Nelson Yabut, Rodolfo Ramido, Mary Jane Santos, Felimon Endaya, Nelia Castillo |
|   | d) Checking of TOP                             | None | 15 minutes | Christian B. Villar, Ronaldo L. Hidalgo, Clinton Bil Torres, Lilibeth Larracasm Rhomel Q. Sasan, Peter Cary Orbe, Socorro Eslao, Anne Marie B. Dela Vega, Rodrigo V. Santos, Edmundo San Juan, Recaredo Reodica, Flordeliza De Jesus, Edhil F. Jabson, Anna Liza Garganta, John Paul Ada, Lilibeth Cos, Felix Salazar                             |
| 3. Receive TOP and log out at the same BPLD window  | Issue TOP to applicant                         | None | 15 minutes | Arvin Ros Alejandria, Ma. Lovie Celestial, Lea Santos, Madel Lapuz, Sunshine Querubin, Rosalie Mae Abrera, Alberto Capito Jr., Alyssa Banaag, Florida Raymundo, Rodolfo Gamboa, Alexander Arguelles, Mark Aris Albero, Joy Fe G. Lambino, Nelson Yabut, Ryan Calpe  |
| <b>END OF BPLD RETIREMENT PROCESS</b>   |  |      |            |   |
| <b>PROCEED TO THE CASHIER FOR PAYMENT</b>   |  |      |            | Applicant or Representative   |
| <b>PROCEED TO LICENSING OFFICE/ BUSINESS TAX MISCELLANEOUS REVENUE DIVISION (BTMRD)—CITY TREASURER'S OFFICE (SURRENDER MAYOR'S PERMIT AND BUSINESS PLATE)</b> |  |      |            |   |

**D. AMENDMENT OF CLIENT'S BUSINESS DATA (90 minutes)**

Includes changes in business name, address, partial retirement/addition/change of line of business, business area, no. of employees, etc.

|                            |   |
|----------------------------|---|
| <b>Office or Division</b>  | <b>Business Permit and Licensing Department (Units and Annexes)</b>                 |
| <b>Classification</b>      | <b>Simple</b>   |
| <b>Type of Transaction</b> | <b>Citizen to City Government of Pasig<br/>Business to City Government of Pasig</b> |

|                       |  |
|-----------------------|--|
| <b>Who May Avail:</b> | <b>Any individual, partnership, corporation or cooperative with existing registration with the BPLD.</b> |
|-----------------------|--|

|                                     |                        |
|-------------------------------------|------------------------|
| <b>CHECKLIST OF REQUIREMENTS</b>    | <b>WHERE TO SECURE</b> |
| <b>D.1. CHANGE IN BUSINESS NAME</b> |                        |

|   |  |
|---|--|
| 1. Unified Business Application Form  | Downloadable Form from the Pasig City website ( <a href="http://www.pasigcity.gov.ph/downloadable-forms">www.pasigcity.gov.ph/downloadable-forms</a> )                                 |
| 2. DTI Certificate  | Department of Trade and Industry   |
| 3. SEC Certificate and Amended Articles of Incorporation/ Partnership   | ( <a href="https://bnrs.dti.gov.ph/request-certification">https://bnrs.dti.gov.ph/request-certification</a> )<br>Securities and Exchange Commission (SEC PICC Pasay and EDSA San Juan) |
| 4. Cooperative Development Authority Certificate and Articles of Cooperation  | Cooperative Development Authority  |
| 5. Current Mayor's Permit (For Cancellation)  |  |
| <b>D.2. CHANGE OF LINE OF BUSINESS</b>  |  |
| 1. Proof of Registration<br>a. Department of Trade and Industry Certificate<br>b. SEC Certificate and Articles of Incorporation/Partnership               |  |
| 2. Certificate of Conformance   | City Planning and Development Office - Zoning Div. - 6th Floor Pasig City Hall   |
| 3. Barangay Business Clearance  | Barangay having jurisdiction over the place of business  |
| <b>D.3. CHANGE OF BUSINESS ADDRESS WITHIN PASIG CITY ONLY</b>   |  |
| 1. Unified Business Application Form  | Downloadable Form from the Pasig City website ( <a href="http://www.pasigcity.gov.ph/downloadable-forms">www.pasigcity.gov.ph/downloadable-forms</a> )                                 |
| 2. Applicable Barangay Business Clearance/Certificate<br>a. Clearance from Previous Barangay<br>b. Barangay Business Clearance from New Place of Business | Barangay having jurisdiction over the old and new place of business  |
| 3. Certificate of Conformance   | City Planning and Development Office - Zoning Div. - 6th Floor Pasig City Hall Building  |
| 4. Proof of Authority to Use (Contract of Lease / Sub-lease/ Certificate of Non-Rental)   | Provided by client   |
| 5. Current Mayor's Permit (For Cancellation)  |  |
| 6. Inspection Report (if applicable)  |  |

|  |  |
|--|--|
| <b>D.4 CHANGE IN BUSINESS AREA</b>   |  |
| 1. Proof of Authority to Use (Contract of Lease / Sub-lease/ Certificate of Non-Rental)                                    | Provided by client   |
| 2. Inspection Report (if applicable)   |  |
| <b>D.5 CHANGE IN NO. OF EMPLOYEES/ DELIVERY VEHICLE/ SIGNAGE</b>   |  |
| 1. Unified Business Application Form   | Downloadable Form from the Pasig City website ( <a href="http://www.pasigcity.gov.ph/downloadable-forms">www.pasigcity.gov.ph/downloadable-forms</a> ) |
| 2. Latest Electronic Contribution Collection List Summary from the Social Security System (for Change in No. of Employees) | Provided by client   |
| 3. Inspection Report (if applicable)   |  |

| CLIENT STEPS (PER SINGLE APPLICATION)  | BPLD ACTIONS   | FEEES | PROCESSING TIME | PERSONS RESPONSIBLE  |
|--|--|-------|-----------------|--|
| 1. Download and fill out Unified Business Application form.                        | None   | None  | None            | Applicant or Representative  |
| 2. Log in and file application with complete requirements at the proper BPLD Unit. | a) Receive application form with complete documents. | None  | 15 minutes      | Jhonas Marcalinas, Conrado Castro, Alberto Capito Jr., Alyssa Banaag, Florida Raymundo, Rodolfo Gamboa, Alexander Arguelles, Mark Aris Albero, Joy Fe G. Lambino, Nelson Yabut, Jobelle Patrono, Felix Salazar |
|  | b) Review and approve application                    | None  | 15 minutes      | Ronaldo L. Hidalgo, Clinton Bil Torres, Lilibeth Larracas, Ma. Magdalena Mejia, Rhomel Q. Sasan, Peter Cary Orbe, Socorro Eslao, Anne Marie B.   |

|  |  |      |            |   |
|--|--|------|------------|---|
|  |  |      |            | Dela Vega, Rodrigo V. Santos, Michael D. Munsod, Edmundo San Juan, Recaredo Reodica, Flordeliza De Jesus, Edhil F. Jabson, Anna Liza Garganta, Lilibeth Cos   |
|  | c) Encode and print tax order of payment (TOP) | None | 30 minutes | Arvin Ros Alejandria, Ma. Lovie Celestial, Lea Santos, Madel Lapuz, Sunshine Querubin, Rosalie Mae Abrera, Michelle Sta. Ana, Rufina Mozo, Franklin Siao, Marivic Casal, Margaret Miranda, Geraldo Natividad, Milette Torres, Mark Aris Albero, Joy Fe G. Lambino, Nelson Yabut, Rodolfo Ramido, Mary Jane Santos, Felimon Endaya, Nelia Castillo |
|  | d) Checking and approval of TOP                | None | 15 minutes | Ronaldo L. Hidalgo, Clinton Bil Torres, Lilibeth Larracas, Rhomel Q. Sasan, Peter Cary Orbe, Socorro Eslao, Anne Marie B. Dela Vega, Rodrigo V. Santos, Michael D. Munsod, Edmundo San Juan, Recaredo Reodica, Flordeliza San Juan, Edhil F. Jabson, Anna Liza Garganta, Felix Salazar, Lilibeth Cos  |
| 3. Receive TOP and log out at the same BPLD window | Issue TOP to applicant                         | None | 15 minutes | Arvin Ros Alejandria, Ma. Lovie Celestial, Lea Santos, Madel Lapuz, Sunshine Querubin, Rosalie Mae Abrera, Conrado Castro, Alberto Capito Jr., Alyssa Banaag, Florida Raymundo, Rodolfo Gamboa, Alexander Arguelles, Mark Aris Albero, Joy Fe G. Lambino, Nelson Yabut, Ryan Calpe  |
| <b>END OF ASSESSMENT PROCESS</b>                   |  |      |            |   |
| <b>PROCEED TO THE CASHIER FOR PAYMENT</b>          |  |      |            | Applicant or representative   |

#### E. ISSUANCE OF BUSINESS/MAYOR'S PERMIT FOR NEW, RENEWAL AND AMENDED (75 minutes)

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

| CLIENT STEPS (PER SINGLE APPLICATION)   | BPLD ACTION | FEES | PROCESSING TIME | PERSON RESPONSIBLE          |
|---|-------------|------|-----------------|-----------------------------|
| Prepare all documents for the issuance of business permit re - copies of the following:                           |             |      |                 |                             |
| 1. Valid Certificate of Conformance (except when located in Malls and in Central Business Districts within Pasig) | None        |      | N/A             | Applicant or Representative |
| 2. Valid Fire Safety Inspection Certificate   |             |      |                 |                             |
| 3. Valid City Environment & Natural Resources   |             |      |                 |                             |



|  |   |      |            |   |
|--|---|------|------------|---|
| Office Environmental Permit to Operate                                     |   |      |            |   |
| 4. Valid Sanitary Permit to Operate  |   |      |            |   |
| 5. Client's copy of unified business application form, current TOP and CTC |   |      |            |   |
| <b>Other applicable documents specific to the line of business</b>         |   |      |            |   |
| Log in and submit the above documents at the proper BPLD Unit.             | a) Receive and check requirements from the client | None | 15 minutes | Jhonas Marcalinas, Conrado Castro, Alberto Capito Jr., Alyssa Banaag, Florida Raymundo, Rodolfo Gamboa, Alexander Arguelles, Maria Bernadette Victorino, Joan Saballa   |
|  | b) Processing of Business Permit                  | None | 30 minutes | Anne Marie Dela Vega, Lea Santos, Madel Lapuz, Vanessa Pozon, Cindy Estores, Elvira Calderon, Milette Torres, Maria Bernadette Victorino, Dimple Alagdon  |
|  | c) Signing of Business Permit                     | None | 15 minutes | Christian B. Villar, Ronaldo L. Hidalgo, Clinton Bil Torres, Lilibeth Larracas, Ma. Magdalena Mejia, Rhomel Q. Sasan, Peter Cary Orbe, Edmundo San Juan, Recaredo Reodica, Flordeliza De Jesus, Edhil F. Jabson, Anna Liza Garganta, Lilibeth Cos |
| Receive business permit, plate and stickers and log out                    | Issue business permit, plate and stickers         | None | 15 minutes | Anne Marie Dela Vega, Lea Santos, Madel Lapuz, Conrado Castro, Alberto Capito Jr., Alyssa Banaag, Florida Raymundo, Rodolfo Gamboa, Alexander Arguelles, Maria Bernadette Victorino, Joan Saballa, Dimple Alagdon                                 |
| <b>END OF PROCESS</b>  |   |      |            |   |

#### F. ISSUANCE OF MAYOR'S PERMIT – OCCUPATIONAL (45 minutes)

This is to provide Job Applicant the necessary Permit as required by Section 125 of the 2017 Revised Pasig Revenue Code

|                             |  |
|-----------------------------|--|
| <b>OFFICE:</b>              | <b>Business Permit and Licensing Department – Admin Office</b>           |
| <b>CLASSIFICATION:</b>      | Simple   |
| <b>TYPE OF TRANSACTION:</b> | <b>Citizen to City Government of Pasig</b>                               |
| <b>WHO MAY AVAIL:</b>       | 1. Job Applicant<br>2. Authorized representative of the party concerned. |

| <b>CHECKLIST OF REQUIREMENTS</b>   | <b>WHERE TO SECURE</b>   |
|--|--|
| 1. Accomplished Application Form   | Downloadable Form from the Pasig City website ( <a href="http://www.pasigcity.gov.ph/downloadable-forms">www.pasigcity.gov.ph/downloadable-forms</a> ) |
| 2. Health Certificate / Health ID from Pasig City Government   | City Health Department(Pasig City Hall 5th floor)  |
| 3. NBI or Police Clearance   | Provided by Applicant  |
| 4. Community Tax Certificate (CEDULA)  | Provided by Applicant  |
| 5. Official Receipt (O.R.)<br><i>First time job seekers are exempted from payment but needs to submit Barangay Certification and Oath of Undertaking</i> | Cashier – City Treasurers Office   |
| 6. Parental Consent (if minor)   | Provided by the Applicant  |
| 7. Court Clearance For Security Guard  | Provided by Applicant  |

|  |                       |
|--|-----------------------|
| Posting with Firearm                                     |                       |
| 8. Birth Certificate if Guest/Customer Relations Officer | 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         | 15 minutes      | Marren Berces, Imelda Pante, Clemente Moises, |
| 2. Pay the corresponding fee  | None   | P100.00         |                 | Cashier – Treasurers Office                   |
| 3. Present Official Receipt (O.R.)  | Issue Application form   |                 | 15 minutes      | Marren Berces, Imelda Pante, Clemente Moises  |
| 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 |                 | 15 minutes      | Marren Berces, Imelda Pante, Clemente Moises  |

**G. ISSUANCE OF MAYOR'S PERMIT - SPECIAL (45 minutes)**

|                            |  |
|----------------------------|--|
| <b>Office or Division</b>  | <b>Business Permit and Licensing Department (Admin, Units and Annexes)</b>   |
| <b>Classification</b>      | <b>Simple</b>  |
| <b>Type of Transaction</b> | <b>Citizen to City Government of Pasig</b>   |
| <b>WHO MAY AVAIL:</b>      | <ol style="list-style-type: none"> <li>Any Sole Proprietorship or Company need for a Short-Term Permit (3 months or less)</li> <li>Owner or representative of the applying for Special Permit</li> </ol> |

|   | CHECKLIST OF REQUIREMENTS  | WHERE TO SECURE   |
|---|--|---|
| TODA / PEDICAB<br>(Check ordinance with Sanggunian) | 1. TORO Clearance  | Tricycle Operation & Regulatory Office                        |
|   | 2. Barangay Clearance  | Provided by Client  |
|   | 3. SEC Registration  | Securities and Exchange Commission                            |
| TERMINAL/ DOA<br>(Check ordinance with Sanggunian)  | 1. TPMO Clearance  | Traffic Parking Management Office                             |
|   | 2. Barangay Clearance  | Provided by Client  |
|   | 3. Contract of Lease   | Lessor<br>Resolution from Sanggunian Panlungsod               |
| RETAILER / ORGANIZER                                | 1. Barangay Clearance  | Provided by Client  |
|   | 2. Agreement with Place of Business  | Provided by Client  |
|   | 3. SEC Registration  | Securities and Exchange Commission                            |
| NON-GOVERNMENT OFFICE (NGO)                         | 1. Barangay Clearance  | Provided by Client  |
|   | 2. SEC Registration  | Securities and Exchange Commission                            |
| HOMEOWNERS  | Homeowners Certificate of Registration   | Department of Human Settlements and Urban Development (DHSUD) |
|   | 2. Barangay Clearance  | Provided by Client  |
| PEDDLER<br>(Ambulant Vendor)                        | 1. Certification   | Yakult Company  |
|   | 2. Health I.D.   | City Health Department of Pasig City                          |
|   | 3. Barangay Clearance  | Provided by Client  |
| POSTING OF GUARDS                                   | 1. Mayor's Permit from other City  | Provided by Client  |
|   | 2. NBI / Court Clearance   | Provided by Client  |
|   | 3. Barangay Clearance  | Provided by Client  |
| SARI-SARI STORE                                     | Colored picture of the place of business (Front view and in 2R format - 2.5"x3.5") | Provided by Client  |

|  |                            |   |
|--|----------------------------|---|
|  | Sanitary Permit, Health ID | City Health Department                                  |
|  | Barangay Clearance         | Barangay having jurisdiction over the place of business |

| CLIENT STEPS   | ACTIONS   | FEES TO BE PAID                      | PROCESSING TIME | PERSON RESPONSIBLE  |
|--|---|--------------------------------------|-----------------|---|
| 1. Present the required complete requirements                | Secure application form from BPLD                             |                                      | 15 minutes      | Marren Berces, Clemente Moises, Jeffrey Francisco   |
| 2. Fill Up the Application Form                              | Approve application form and issue tax order of payment (TOP) |                                      | 15 minutes      | Marren Berces, Ma. Magdalena Mejia, Felix Salazar, Nelia Castillo   |
| 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   |                                      | 15 minutes      | Christian Villar, Ronaldo L. Hidalgo, Clinton Bil Torres, Lilibeth Larracas, Ma. Magdalena Mejia, Rhomel Sasan, Peter Cary Orbe, Edmundo San Juan, Recaredo Reodica, Flordeliza De Jesus, Edhil F. Jabson, Anna Liza Garganta, Lilibeth Cos |
|  | b) Sign the Special Permit by the Unit OIC                    |                                      |                 |   |
|  | c) Release the Special Permit                                 |                                      |                 |   |

#### H. REQUEST FOR HISTORY OF PAYMENT (45 minutes)

Imposition of fees is pursuant to Chapter IX, Section 266 of the 2017 Pasig Revised Revenue Code.

|   |   |
|---|---|
| <b>OFFICE:</b>  | <b>Business Permit and Licensing Department – Admin Office</b>  |
| <b>CLASSIFICATION:</b>                                  | Simple  |
| <b>TYPE OF TRANSACTION:</b>                             | G2T – Clients to Government   |
| <b>WHO MAY AVAIL:</b>                                   | <ol style="list-style-type: none"> <li>Any requesting company to be used for renewal of business permit and other purposes</li> <li>Authorized representative of the Company</li> </ol> |
| <b>CHECKLIST OF REQUIREMENTS</b>                        | <b>WHERE TO SECURE</b>  |
| 1. Authorization Letter (for Authorized representative) | Provided by Client  |
| 2. Business Trade Name                                  | Provided by Client  |
| 3. Business Permit Account Number                       | Provided by Client  |
| 4. Owner’s Name of Business                             | Provided by Client  |

| CLIENT STEPS (PER SINGLE TRANSACTION) | BPLD ACTIONS                                | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE  |
|---------------------------------------|---|-----------------|-----------------|---|
| 1. Fill up request form.              | Issue Order of Payment                      | P50.00/ page    | 15 minutes      | Jeffrey Francisco, Conrado Castro, Anne Marie Dela Vega, Mark Aris Albero Clarilyn Maun |
| 2. Pay the corresponding fee.         | None  | P50.00/ page    |                 | Cashier – Treasurers Office   |
| 3. Present Official Receipt (O.R.)    | Print the History of Payment of the Company |                 | 15 minutes      | Jeffrey Francisco, Anne Marie Dela Vega, Lea Santos, Mark Aris Albero, Clarilyn Maun    |
| 4. Receive the History of Payment     | Issue History of Payment                    |                 | 15 minutes      | Jeffrey Francisco, Anne Marie Dela Vega, Lea Santos, Mark Aris Albero, Clarilyn Maun    |

### I. REQUEST FOR CERTIFICATION/CERTIFIED TRUE COPY (45 minutes)

Includes certification requests from government agencies and certified true copy requests from clients.

|                             |   |
|-----------------------------|---|
| <b>OFFICE:</b>              | <b>Business Permit and Licensing Department – Admin Office</b>  |
| <b>CLASSIFICATION:</b>      | Simple  |
| <b>TYPE OF TRANSACTION:</b> | G2T –Client to Government<br>G2G – Government to Government   |
| <b>WHO MAY AVAIL:</b>       | <ol style="list-style-type: none"> <li>Owner or Authorized representative of the Company.</li> <li>Any offices and branches of the government for official business purposes (free).</li> </ol> |

| <b>CHECKLIST OF REQUIREMENTS</b>                           | <b>WHERE TO SECURE</b> |
|--|------------------------|
| 1. Authorization Letter/ Official Request (for Government) | Provided by Client     |
| 2. Updated Original Business Permit                        | Provided by Client     |
| 3. Updated Original Official Receipt (O.R.)                | Provided by Client     |
| 4. Photocopy of Business Permit                            | Provided by Client     |
| 5. Photocopy of Official Receipt (O.R)                     | Provided by Client     |

| <b>CLIENT STEPS</b>   | <b>ACTIONS</b>  | <b>FEES TO BE PAID</b> | <b>PROCESSING TIME</b> | <b>PERSONS RESPONSIBLE</b>   |
|---|---|------------------------|------------------------|--|
| <ol style="list-style-type: none"> <li>Present photocopy of Business Permit or Official Receipt to be certified.<br/><br/>For Government Agency, present official request.</li> </ol> | Issue Order of Payment  | P100.00 per page       | 15 minutes             | Jeffrey Francisco, Antonino Camuyong, Conrado Castro, Anne Dela Vega, Mark Aris Albero, Anna Liza Garganta                                       |
| <ol style="list-style-type: none"> <li>Pay the corresponding fee.</li> </ol>  | None  | P100.00 per page       |                        | Cashier – Treasurers Office  |
| <ol style="list-style-type: none"> <li>Present Official Receipt (O.R.)</li> </ol>   | Stamped certified true copy to the photocopied documents and sign |                        | 15 minutes             | Jaspher Aguilar, Jeffrey Francisco, Antonino Camuyong, Christian Villar, Rhomel Sasan, Peter Cary Orbe, Anne Marie Dela Vega, Anna Liza Garganta |
| <ol style="list-style-type: none"> <li>Received the Certification/ Certified True Copy requested</li> </ol>   | Issue Certification/ Certified true copy of documents             |                        | 15 minutes             | Jeffrey Francisco, Antonino Camuyong, Anne Marie Dela Vega, Conrado Castro, Mark Aris Albero, Anna Liza Garganta                                 |

| 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:<br><ul style="list-style-type: none"> <li>- Walk-in/BPLD ADMIN</li> <li>- BPLD landline and email address (8-643-1111 loc 330 or <a href="mailto:bpldadmin@pasigcity.gov.ph">bpldadmin@pasigcity.gov.ph</a>)</li> </ul>  |
| 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<br>locals: BPLD ADMIN - local 1223<br><a href="mailto:bpldadmin@pasigcity.gov.ph">bpldadmin@pasigcity.gov.ph</a><br>BPLD UNIT 1* -<br><a href="mailto:bpldunit1@pasigcity.gov.ph">bpldunit1@pasigcity.gov.ph</a><br>BPLD UNIT 2 - 1225<br><a href="mailto:bpldunit2@pasigcity.gov.ph">bpldunit2@pasigcity.gov.ph</a><br>BPLD UNIT 3 - 1227<br><a href="mailto:bpldunit3@pasigcity.gov.ph">bpldunit3@pasigcity.gov.ph</a><br>BPLD UNIT 4 - 1222<br><a href="mailto:bpldunit4@pasigcity.gov.ph">bpldunit4@pasigcity.gov.ph</a><br>BPLD UNIT 5** - 2241<br><a href="mailto:bpldunit5@pasigcity.gov.ph">bpldunit5@pasigcity.gov.ph</a> |
| <p>* BPLD Unit 1 is located at Pasig City Hall Annex 1, 3rd Floor, Ayala Malls The 30th, Meralco Ave., Pasig City</p> <p>** BPLD Unit 5 is located at Pasig City Hall Annex 2, Robinsons Metro East, Dela Paz, Pasig City</p> |   |