



BUSINESS PERMIT & LICENSING OFFICE

CITIZEN'S CHARTER

2023



BUSINESS PERMIT & LICENSING OFFICE

CITIZEN'S CHARTER

2021 (1st Edition)



I. Mandate:

The Business Permit & Licensing Office handles the issuance of business permit & licenses, tricycle operators permit and other non-revenue miscellaneous permit as well as formulate and implement policies and proactive measures to increase local employment, draw local and foreign investments and increase local revenues.

II. Vision:

The Legazpi City Business Permit and Licensing Office envisioned itself to become one of the LGU's BPLO widely recognized for its business-friendly procedure in permit issuance with dedicated, highly trained, and competent workforce with the highest level of integrity and professionalism.

III. Mission:

The Legazpi City Business Permits and Licensing Office aims to provide the business community and the public with the highest level of quality public service with utmost efficiency, transparency, competency, and integrity to create a truly business friendly environment that encourages investment and promote economic development in the locality.

IV. Service Pledge:

The Business Permit & Licensing Office is committed to continuously enhance the Business Permit & Licensing System to provide effective and efficient services to the business community and the entire Legazpeños with utmost transparency, honesty and integrity through excellence and professionalism.



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Service Office

Service Category



1. Application for New Business Permit

Office or Division:		Business Permit & Licensing Office		
Classification:		Simple		
Type of Transaction:		Government to Client		
Who may avail:		Applicant for New Business Permit		
<p>CHECKLIST OF REQUIREMENTS:</p> <p>Applicants for new business permits shall comply with the requirements listed in the unified application form (UAF) of the City Government. The UAF shall be accomplished and signed for accountability.</p> <ol style="list-style-type: none"> 1. 1 original duly filled-out Application Form 2. 1 original copy of Sketch of Business Location 3. 1 original and 1 photocopy of Certificate of Occupancy of the new space/building where business is located. The original copy shall be returned to the applicant after verification. 4. 1 original and 1 photocopy of DTI/SEC/CDA Certificate. The original shall be returned to the applicant after verification. 5. 1 original copy of Notarized Lease Contract (if leasing) / Letter of Authorization or Consent from the owner. <p>Other possible requirements for new application:</p> <ul style="list-style-type: none"> ▪ 1 original and 1 photocopy of Market Clearance for Market Stall Holders. The original copy shall be returned to the applicant after verification. 		<p>WHERE TO SECURE:</p> <ul style="list-style-type: none"> • City's website: https://legazpi.gov.ph/services// or Business Center • Owner of the business entity • Owner of the business entity/Office of the Building Official/City Engineer's Office • DTI/SEC/CDA • Albay/Legazpi Market Administration 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
Step 1: Filing, Verification, Evaluation and Assessment	If application is deemed eligible, the Action Officer encodes the pertinent data.	None		Ma. Mae A. Codorniz Communication Affairs Assistant II



<p>Location: Business Center (New Applications)</p> <p>1. Submit accomplished and signed application form and requirements to the receiving officer.</p>	<ul style="list-style-type: none"> ▪ <i>Electronically submits to the BPLO for approval.</i> ▪ <i>CTO Assessor will electronically assess the taxes and fees.</i> ▪ <i>BPLO Staff prints the final version of the application form and order of payment, and release these to the applicant together with feedback form.</i> <p>If application is deemed ineligible, an applicant shall be given a notice of deficiency for compliance.</p>			<p>Jose J. Kallos Jr. Admin. Aide III</p>
<p>Step 2: Payment of Taxes & Regulatory Charges</p> <p>Location: Business Center (Payment)</p> <p>2.1 Pay computed taxes and fees with reference to the issued order of payment provided in hard copy, text, or email.</p>	<p>2.1 Receives payment, prepares, and issues an Official Receipt</p> <p>2.2 Instructs the client to proceed to Business Center Lane 8 to claim the business permit.</p>	<p>Amount of fees and taxes to be paid in the Tax Order of Payment issued by the CTO with reference to City Ordinance No. 13-2007. (Please refer to the table of tax rates from pages 1-11, placed in every lane.)</p>		<p>CTO Collector/s</p>



<p>Step 3: Claim the Business Permit and other Clearances.</p> <p>Location: Business Center (Lane 8: Releasing Area)</p> <p>3.1 Proceed to BPLO Releasing Area.</p> <p>3.2 Present the Official Receipt (OR) or Proof of Payment and the duly Accomplished Feedback Form</p>	<p>3.1 Checks the Official Receipt and Accomplished Feedback Form.</p> <p>3.2 Releases the Business Permit together with the business plate and/or sticker upon presentation of Official Receipt and Feedback Form.</p>	<p>None</p>	<p>Applicant shall receive the following:</p> <ol style="list-style-type: none"> 1. Locational clearance for the business 2. Mayor's Permit to operate the business. 	<p>Ma. Jean Benito Administrative Officer I</p>
	<p>Total</p>		<p>3 days (maximum)</p>	



2. Application for Renewal of Business Permit

Office or Division:	Business Permit & Licensing Office
Classification:	Simple
Type of Transaction:	Government to Client
Who may avail:	Applicant for Renewal of Business Permit

<p>CHECKLIST OF REQUIREMENTS:</p> <ol style="list-style-type: none"> 1 original and 1 photocopy of Proof of Income (latest income statement from the Bureau of Internal Revenue (BIR) or Audited Financial Statement) (The original shall be returned to the applicant after verification.) 1 original copy of Market Clearance for market stall holders. The market clearance shall be returned to the applicant upon release of the business permit. 1 original and 1 photocopy of Cert. of Authority or Valid Provisional Cert. of Authority for Head Office of Pawnshop and Money Service Business (JMC No.1 Series of 2019) The original shall be returned to the applicant upon verification. 1 original and 1 photocopy of BSP Letter on the Issuance of Code for Pawnshops Offices and Money Service Business other than Head Office. The original shall be returned to the applicant upon verification. 	<p>WHERE TO SECURE:</p> <ul style="list-style-type: none"> • BIR/Accounting Firm • Market Office • BSP • BSP
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CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	Maximum PROCESSING TIME	PERSON/S RESPONSIBLE
<p>Step 1- Filing, Verification & Assessment</p> <p>Location: Business Center (Receiving Area)</p> <p>1.1 Applicant submits the complete requirements for verification and</p>	<p>1.1 If an application is deemed eligible, the Action Officer encodes the pertinent data.</p> <ul style="list-style-type: none"> ▪ <i>Electronically submits the application to the BPLO for approval.</i> ▪ <i>CTO Assessor will electronically</i> 	None		<p>PRIORITY LANE Jose J. Kallos Jr. Admin. Aide III</p> <p>EXPRESS LANE Joanelli E. Alejo Licensing Inspector II</p> <p>EXPRESS LANE Carlos A. Banton</p>



<p>assessment to the receiving officer.</p>	<p><i>assess the taxes and fees.</i></p> <ul style="list-style-type: none"> ▪ <i>Action Officer prints the application form and tax order of payment and release the same with the feedback form for submission when claiming the permit.</i> <p>If an application is deemed ineligible, proper documentation of findings will be given to him/her.</p>			<p>Admin. Aide VI</p> <p>BULK LANE Josefina B. Moratin Administrative Assistant VI</p> <p>BULK LANE Amelia A. Arevalo Administrative Assistant I</p>
<p>Step 2: Pay Taxes & Regulatory Charges Location: Business Center (Payment)</p> <p>2.1 Applicant pays the computed taxes and fees with reference to the issued order of payment provided in hard copy, text, or email.</p>	<p>2.1 CTO personnel receives payment, prepares, and issues Official Receipt.</p> <p>2.2 Instructs the client to proceed to Business Center Lane 8 to claim the business permit.</p>	<p>Amount of fees and taxes to be paid in the Tax Order of Payment issued by the CTO with reference to City Ordinance No. 13-2007. (Please refer to the table of tax rates from pages 1 -11 placed in every lane.)</p>		<p>CTO Collector/s</p>



<p>Step 3: Claim the Business Permit</p> <p>Location: Business Permits & Licensing Office Lane 8</p> <p>3.1 Applicant proceeds to the releasing area and present the duly accomplished feedback form.</p>	<p>3.1 BPLO releasing officer requests the submission of Accomplished Feedback Form</p> <p>3.2 Releases the Business Permit together with the business plate and/or sticker.</p>	<p>None</p>		<p>Ma. Jean Benito Administrative Officer I</p>
		<p>Total</p>	<p>2 hours (maximum)</p>	



3. Online Application for New Business Permit

Office or Division:		Business Permit & Licensing Office		
Classification:		Simple		
Type of Transaction:		Government to Client		
Who may avail:		Online Applicant for New Business Permit		
CHECKLIST OF REQUIREMENTS: Note: The requirements for face-to-face application for new business permit are the same as those for online new.		WHERE TO SECURE:		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1- Application, Processing, Verification and Assessment Location: Business Permits & Licensing Office. 1.1 Applicant logs in to legazpi.gov.ph to download the electronic copy of the Application Form, fill it up and send the same to legpermit@gmail.com 1.2 If the requirements are complete, client waits for the confirmation message from Action Officer and wait for further instructions.	1.1 Action Officer requests the client for the e-copy of the following documentary requirements: a. Filled-out and signed Application Form signed by Business Owner. 1.2 If deemed eligible, Action Officer advises client to send required documents			Online New Rolando B. Abion Jr. Licensing Inspector I Online New Mark L. Ranola Licensing Inspector I



	<p>before proceeding to the next step.</p> <p>1.3 The Action Officer, upon receiving the complete requirements, processes the sent documents and sends the Tax Order of Payment (TOP)/Assessment Record) sent by the Action Officer in City Treasurer's Office to the client.</p> <p>1.4 Action Officer advises the client to pay online thru Land Bank of the Philippines (LBP) or DBP; GCASH or PAYMAYA by following the instructions as provided on their websites or pay at the Treasurer's Office Payment area.</p>	<p>Amount of fees and taxes to be paid in the Tax Order of Payment issued by the CTO with reference to City Ordinance No. 13-2007.</p> <p>Amount of fees and taxes to be paid in the Tax Order of Payment issued by the CTO with reference to City Ordinance No. 13-2007</p>		
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<p>STEP 2: Payment of Taxes and Fees</p> <p>Location: City Treasurer's Office</p> <p>2.1 If the client opts to pay online, he or she should type in the Application Number icon in the required space, which can be found in the Tax Order of Payment (Assessment Record) sent to him/her.</p> <p>2.2 Client selects payment options by filling-in the needed information then proceed to click the Pay Now icon to select the type of payment he or she chooses.</p> <p>2.3 If the client opts to pay in City Treasurer's Office, he/she brings his/her Tax Order of Payment/Assessment Record and pay the taxes and fees.</p> <p>2.4 Client sends the Official Receipt to legpermit@gmail.com and waits for further instructions from Action Officer.</p>	<p>2.1 Land Bank & DBP Staffs, GCash and PayMaya processes the payment of the client.</p> <p>2.3 City Treasurer's Office Revenue Collection Officer processes the payment & issue the Official Receipt.</p> <p>2.4 If the client paid online, Action Officer advises client to send the Official Receipt Number</p>	<p>Amount of fees and taxes to be paid in the Tax Order of Payment issued by the CTO with reference to City Ordinance No. 13-2007</p> <p>None</p>		<p>Land Bank or DBP Staffs, GCash or Paymaya.</p> <p>Revenue Collection Officers - City Treasurer's Office (CTO)</p>
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<p>STEP 3: Releasing of Mayor's Permit</p> <p>Electronic Copy of the Permit shall be emailed to the applicant, or the applicant shall claim the permit at Lane 8 BPLO Releasing Staff.</p> <p>3.1 If a representative will claim the Business Permit, Action Officer advises the client to let his representative bring with him/her an Authorization Letter.</p>	<p>or copy of the Official Receipt to legpermit@gmail.com</p> <p>2.5 Once validated with CTO, the Action Officer sends advance copy of the Permit to client & advises him/her to proceed to BPLO Lane 8 to claim the Permit.</p> <p>3.1 Action Officer in Lane 8 asks for copies of the following documents:</p> <ul style="list-style-type: none"> a. Accomplished Customer's Feedback Form. b. Authorization Letter (If a representative will claim the Mayor's Permit) 			<p>Rolando B. Abion Jr. Licensing Inspector I</p> <p>Mark L. Ranola Licensing Inspector I</p> <p>Ma. Jean Benito Admin. Officer I</p>
	<p>Total</p>		<p>3 days (maximum)</p>	



4. Online Application for Renewal of Business Permit

Office or Division:		Business Permit & Licensing Office		
Classification:		Simple		
Type of Transaction:		Government to Client		
Who may avail:		Online Applicant for Renewal of Business Permit		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
<ol style="list-style-type: none"> 1. 1 copy of Updated Application Form with updated number of employees – food & non-food (delivery vehicle if applicable) 2. 1 copy of Proof of income. <ol style="list-style-type: none"> 2.1. Income Statement from BIR / Income Tax Return from the previous year. Quarterly Income Tax Return Annual Income Tax Return 2.2. Audited financial statement. 3. 1 copy of Market Clearance for market stall holders. 4. 1 copy of Cert. of Authority or Valid Provisional Cert of Authority for Head Office of Pawnshop and Money Service Business (JMC No.1 Series of 2019) 5. 1 copy of BSP Letter on the Issuance of Code for Pawnshops Offices and Money Service Business other than Head Office 		<ul style="list-style-type: none"> • City's website: https://legazpi.gov.ph/services/ or Business Center • BIR • Market Office • BSP • BSP 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<ol style="list-style-type: none"> 1. Go to legazpi.gov.ph. 2. Click on the Business Permit Application tab. 3. Provide the information requested in the fillable forms. 				



<p>4. Download the latest application form.</p> <p>5. Fill out application form.</p> <p>6. Attach requirements and send to legpermit@gmail.com</p> <p>7. Request for the Business Tax Order</p> <p>8. Proceed to the Cash Receipts Division, City Treasurer's Office</p>	<ul style="list-style-type: none"> • Action Officer provides the Business Tax Order of Payment • Approval of the Business Permit Application • Issuance of the Business Permit at the Business Permits & Licensing Office 	<p>Amount of fees and taxes to be paid in the Tax Order of Payment issued by the CTO with reference to City Ordinance No. 13-2007.</p>	<p>1 hour and 30 minutes</p>	<p>Rolando B. Abion Jr. Licensing Inspector I</p> <p>Mark L. Ranola Licensing Inspector I</p> <p>Revenue Collection Officer – City Treasurer's Office (CTO)</p> <p>City Mayor's Office</p> <p>Ma. Jean Benito Admin. Officer I</p>
	<p>Total</p>		<p>1 hour and 30 minutes</p>	



5. Tricycle Operators' Permit

Office or Division:		Business Permit & Licensing Office		
Classification:		Simple		
Type of Transaction:		Government to Client		
Who may avail:		Applicant for Tricycle Operators' Permit		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE		
<ol style="list-style-type: none"> 1. 1 duly filled out Application form. 2. 1 original copy of Cedula. 3. 1 original copy of Dropping and substitution if change motor. 4. 1 original copy of Special Power of Attorney (SPA) (if available) 5. 1 original copy of Franchise Certificate (if renewed, change name, or transferred) 6. 1 original copy of marriage contract or birth certificate if application is filed by the immediate family. 7. 1 original copy of death certificate if franchise holder is dead. <p>The original copy shall be returned to the applicant after verification.</p>		<ul style="list-style-type: none"> • BPLO • City Treasurer's Office 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1 Client presents the requirements for verification.	1.1 Action Officer verifies the requirements and gives client the vehicle inspection report form and advises to proceed to the defined inspection area.	None		Georgina F. Dela Cruz Job Order Clerk
1.2 Client returns with the accomplished vehicle inspection report.	1.2 PSO/designated tricycle inspectors			Mel Rose Ariola Job Order Clerk



<p>1.3 Client goes back to BPLO.</p> <p>1.4 Client proceeds to the City Treasurer's Office to pay the fees.</p> <p>1.4 Client returns to BPLO and submits the Official Receipt from City Treasurer's Office</p>	<p>inspect the unit for its road worthiness.</p> <p>1.3 Action officer verifies the inspection report and gives client the assessment/order of payment.</p> <p>1.4 Action Officer checks the Official receipt. Mayor's Permit is then encoded and printed in 2 copies.</p> <p>1.5 Action Officer forwards the documents to the authorized persons for signature:</p> <p>a. BPLO b. LCE</p>	<p>Amount of fees and taxes to be paid in the Tax Order of Payment issued by the CTO with reference to City Ordinance No. 13-2007. Please refer to the list of fees posted in the TOP (Tricycle Operator's Permit) Lane.</p>		<p>Rev. Collection Officers - City Treasurer's Office</p> <p>Georgina F. Dela Cruz Job Order Clerk</p> <p>Mel Rose Ariola Job Order Clerk</p>
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1.6 Client returns to BPLO to claim the Mayor's Permit together with the sticker and other documents.	1.6 Action Officer releases the Mayor's Permit and client affixes his signature in the logbook.			
	Total		1 hour (maximum)	

6. Mayor's Clearance

Office or Division:		Business Permit & Licensing Office		
Classification:		Simple		
Type of Transaction:		Government to Client		
Who may avail:		Applicant for Mayor's Clearance		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE: BPLO		
1 Original copy of the following documents: <ol style="list-style-type: none"> 1. Police Clearance 2. Barangay Clearance 3. City Court Clearance 4. City Prosecutor's Clearance The said document shall be returned to the applicant together with the mayor's clearance issued.		PNP Barangay City Court City Prosecutor		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Location: Business Permits & Licensing Office 1.1 Client asks for the list of requirements in securing the Mayor's Clearance	1.1 Action Officer gives client the checklist to be accomplished and refer the client to City Treasurer's for the assessment/payment of fees.	None		Jose Ramil T. Mape Officer of the Day - BPLO



<p>1.2 Client proceeds to CTO to pay the clearance fee.</p> <p>1.3 Client secures all the requirements.</p> <p>1.4 Client goes back to Business Permit & Licensing Office and submits the documents mentioned above including the Official Receipt from City Treasurer's Office.</p> <p>1.4 Client goes to the City Mayor's Office for the local chief executive's signature.</p>	<p>1.4 Action Officer checks the completeness of the submitted documents. If complete, clearance is printed in 2 copies and BPLO affix initial in the document.</p> <p>1.4 Action Officer instructs the client to go to the Mayor's Office for the City Mayor's signature</p>	<p>Amount of fees and taxes to be paid in the Tax Order of Payment issued by the CTO with reference to City Ordinance No. 13-2007. (Please refer to page 12 of the table of tax rates placed in every lane.)</p>	<p>20 minutes (maximum)</p>	<p>Rev. Collection Officers - City Treasurer's Office</p> <p>Marites L. Raquion Admin Aide I</p> <p>City Mayor's Office</p>
	<p>Total</p>			



7. Non-Revenue Miscellaneous Permit

Office or Division:		Business Permit & Licensing Office		
Classification:		Simple		
Type of Transaction:		Government to Client		
Who may avail:		Applicant for Non-Revenue Miscellaneous Permit		
CHECKLIST OF REQUIREMENTS: 1. 1 original Letter Request and Endorsement from City Engineering Office (CEO)		WHERE TO SECURE: Business Permit and Licensing Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1 Client presents the Endorsement from City Engineering to Officer of the Day	1.1 Officer of the Day receives. the endorsement and direct the client to concerned Action Officer. Action Officer checks the endorsement and prepares the document in 2 copies & instructs the client to pay the corresponding fees at the City Treasurer's Office.	Amount of fees and taxes to be paid in the Tax Order of Payment issued by the CTO with reference to City Ordinance No. 13-2007		Jose Ramil T. Mape Officer of the day - BPLO Marilou Maravilla Admin Assistant I
1.2 Client pays the corresponding fees.	1.2 Action Officer/s in City			Revenue Collection



<p>1.3 Client receives the original copy from the Action Officer.</p>	<p>Treasurer prepares the Official Receipt.</p> <p>1.3 Action Officer requests the client to sign the document before the Head of Office signs the final copy.</p> <p>1.4 Action Officer gives the original copy to client.</p> <p>1.5 Action Officer files duplicate copy.</p>			<p>Officer – City Treasurer’s Office (CTO)</p> <p>Asuncion C. Viñas CGDH-1 BPLO</p>
	<p>Total</p>		<p>30 minutes (maximum)</p>	



8. Application for Certified True Copy of Business Permit

Office or Division:		Business Permit & Licensing Office		
Classification:		Simple		
Type of Transaction:		Government to Client		
Who may avail:		Applicant for Certified True Copy of Business Permit		
CHECKLIST OF REQUIREMENTS: 1 original and 1 photocopy of the document to be authenticated.		WHERE TO SECURE:		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<ol style="list-style-type: none"> Client fills out the request form provided. by the BPLO Officer of the day. Client proceeds to pay the required fees to the City Treasurer's Office. Client returns to claim the requested document. 	The Officer validates the document before releasing	<p>Amount of fees and taxes to be paid in the Tax Order of Payment issued by the CTO with reference to City Ordinance No. 13-2007. (Please refer to page 12 of the table of tax rates placed in every lane.)</p>		<p>Jose Ramil T. Mape Information</p> <p>Revenue Collection Officer – City Treasurer's Office (CTO)</p> <p>Jose Ramil T. Mape Information</p>
	Total		10 minutes (maximum)	



9. Application for Additional Line of Business (same location/area)

Office or Division:		Business Permit & Licensing Office		
Classification:		Simple		
Type of Transaction:		Government to Client		
Who may avail:		Applicant for Additional Line of Business		
CHECKLIST OF REQUIREMENTS: Applicants of new business permits shall comply with the requirements listed in the unified application form (UAF) of the City Government. The UAF shall be accomplished and signed for accountability. <ul style="list-style-type: none"> 5.1. 1 copy of Duly filled-out Application Form 5.2. 1 copy of Sketch of Business Location. 5.3. 1 Photocopy of DTI/SEC/CDA Certificate Other possible requirements for new application: <ul style="list-style-type: none"> ▪ 1 original copy of Market Clearance and Contract of Lease for Market Stall Holders. ▪ 1 original copy of Valid Lease Contract/Authority/Certification/Notice of Award from the property owner; if business location is not owned, (<i>The building/space owner should have a valid business permit as lessor or real estate rental</i>) The original copy shall be returned to the applicant upon release of the business permit.		WHERE TO SECURE: <ul style="list-style-type: none"> • City's website: https://legazpi.gov.ph/services/ or Business Center • Owner of the business entity • DTI/SEC/CDA • Albay/Legazpi Market Administration • Owner of the business entity 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
Step 1: Filing, Verification, Evaluation and Assessment	If application is deemed eligible, the Action Officer encodes the pertinent data.	None		



<p>Location: Business Center (New Applications)</p> <p>1.0 Submit accomplished and signed application form and requirements to the receiving officer.</p>	<ul style="list-style-type: none"> ▪ <i>Electronically submits to the BPLO for approval.</i> ▪ <i>CTO Assessor will electronically assess the taxes and fees.</i> ▪ <i>BPLO Staff prints the final version of the application form and order of payment, and release these to the applicant together with feedback form.</i> <p>If application is deemed ineligible, an applicant shall be given a notice of deficiency for compliance.</p>			<p>Rolando B. Abion Jr. Licensing Inspector </p> <p>Mark L. Ranola Licensing Inspector </p>
<p>Step 2: Payment of Taxes & Regulatory Charges</p> <p>Location: Business Center (Payment)</p> <p>2.1 Pay computed taxes and fees with reference to the issued order of payment provided in hard copy, text, or email.</p>	<p>2.1 Receives payment, prepares, and issues an Official Receipt.</p> <p>2.2 Instructs the client to proceed to Business Center Lane 8 to claim the business permit.</p>	<p>Amount of fees and taxes to be paid in the Tax Order of Payment issued by the CTO with reference to City Ordinance No. 13-2007. (Please refer to the table of tax rates from pages 1 -11 placed in every lane.)</p>		<p>CTO Collector/s</p>



<p>Step 3: Claim the Business Permit and other Clearances.</p> <p>Location: Business Center (Lane 8: Releasing Area)</p> <p>3.1 Proceed to BPLO Releasing Area</p> <p>3.2 Present the Official Receipt (OR) or Proof of Payment and the duly Accomplished Feedback Form</p>	<p>3.1 Checks the Official Receipt and Accomplished Feedback Form.</p> <p>3.2 Releases the Business Permit together with the business plate and/or sticker upon presentation of Official Receipt and Feedback Form.</p>	<p>None</p>	<p>1. Mayor's Permit to operate the business</p>	<p>Ma. Jean Benito Administrative Officer I</p>
	<p>Total</p>		<p>3 days (maximum)</p>	



10. Online Application for Additional Line of Business (same location/area)

Office or Division:		Business Permit & Licensing Office		
Classification:		Simple		
Type of Transaction:		Government to Client		
Who may avail:		Applicant for Additional Line of Business		
CHECKLIST OF REQUIREMENTS: Note: The requirements for face-to-face application for additional line of business are the same as those for online application.		WHERE TO SECURE:		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>Step 1- Application, Processing, Verification and Assessment Location: Business Permits & Licensing Division</p> <p>1.1 Client logs in to legazpi.gov.ph to download the electronic copy of the Application Form, fill it up and send the same to legpermit@gmail.com</p> <p>1.2 If the requirements are complete, client waits for the confirmation message from Action Officer and wait for further instructions.</p>	<p>1.1 Action Officer requests the client for the e-copy of the following documentary requirements: A. Filled-out and signed Application Form signed by Business Owner</p> <p>1.2 If deemed eligible, Action Officer advises client to send required documents before proceeding to the next step.</p>			<p>Rolando B. Abion Jr. Licensing Inspector I</p> <p>Mark L. Ranola Licensing Inspector I</p>



<p>Application Number icon in the required space which can be found in the Tax Order of Payment (Assessment Record) sent to him/her.</p> <p>1.5 Client selects payment options by filling-in the needed information then proceed to click the Pay Now icon to select the type of payment he chooses.</p> <p>1.6 If the client opts to pay in City Treasurer's Office, he/she brings his/her Tax Order of Payment/Assessment Record and pay the taxes and fees.</p> <p>2.4 Client sends the Official Receipt to legpermit@gmail.com. and waits for further instructions from Action Officer.</p>	<p>2.1 Land Bank & DBP Staffs, GCash and PayMaya processes the payment of the client</p> <p>2.3 City Treasurer's Office Revenue Collection Officer processes the payment & issue the Official Receipt</p> <p>2.4 If the client paid online, Action Officer advises client to send the Official Receipt Number or copy of the Official Receipt to legpermit@gmail.com.</p> <p>2.5 Once validated with CTO, the</p>	<p>taxes to be paid in the Tax Order of Payment issued by the CTO with reference to City Ordinance No. 13-2007</p> <p>Amount of fees and taxes to be paid in the Tax Order of Payment issued by the CTO with reference to City Ordinance No. 13-2007</p>		<p>Land Bank or DBP Staffs, GCash, Paymaya</p> <p>Revenue Collection Officers - City Treasurer's Office (CTO)</p> <p>Rolando B. Abion Jr. Licensing Inspector I</p> <p>Mark L. Ranola Licensing Inspector I</p>
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<p>STEP 3: Releasing of Mayor's Permit Electronic Copy of the Permit shall be emailed to the applicant, or the applicant shall claim the permit at Lane 8 BPLO Releasing Staff.</p> <p>3.1 If a representative will claim the Business Permit, Action Officer advises the client to let his/her representative bring with him/her an Authorization Letter.</p>	<p>Action Officer sends advance copy of the Permit to client & advises her to proceed to BPLO Lane 8 to claim the Permit.</p> <p>3.1 Action Officer in Lane 8 asks for copies of the following documents: a. Accomplished Customer's Feedback Form b. Authorization Letter (If representative will claim the Mayor's Permit)</p>	<p>None</p>		<p>Ma. Jean Benito Admin. Officer I</p>
	<p>Total</p>		<p>3 days (maximum)</p>	



11. Request for Certification of Business Record

Office or Division:		Business Permit & Licensing Office		
Classification:		Simple		
Type of Transaction:		Government to Client		
Who may avail:		Applicant for Certification of Business Record		
CHECKLIST OF REQUIREMENTS: Request form		WHERE TO SECURE: Business Permit and Licensing Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client fills out the request form then submit the form once done.	Officer checks the form and advises client to proceed to the Treasurer's Office for payment.			Margie Martinez Job Order Clerk
2. Client proceeds to pay the required fees at the City Treasurer's Office		Amount of fees and taxes to be paid in the Tax Order of Payment issued by the CTO with reference to City Ordinance No. 13-2007. (Please refer to page 12 of the table of tax rates placed in every lane.)		Revenue Collection Officer – City Treasurer's Office (CTO)
3. Client returns to present the official receipt to claim the requested copy of record/document.	Officer releases the record requested by the Client as soon as the payment is done.			Ma. Jean Benito Admin. Officer I
	Total		30 Minutes (maximum)	



12. Application for Transfer of Location/Business Address

Office or Division:	Business Permit & Licensing Office
Classification:	Simple
Type of Transaction:	Government to Client
Who may avail:	Applicant for Transfer of Location/Business Address
<p>CHECKLIST OF REQUIREMENTS:</p> <p>Applicants of new business permits shall comply with the requirements listed in the unified application form (UAF) of the City Government. The UAF shall be accomplished and signed for accountability.</p> <ol style="list-style-type: none"> 1. 1 copy of Duly filled- out Application Form. 2. 1 copy of Sketch of Business Location. 3. 1 original copy of Certificate of Occupancy of the new space/building where business is located. 4. 1 Photocopy of DTI/SEC/CDA Certificate 5. 1 original copy Fire Safety Inspection Certificate (FSIC) for occupancy <i>(also submit a copy of the fire insurance policy, if available)</i> <p>The original copy shall be returned to the applicant upon release of the business permit.</p> <p>Other possible requirements for new application:</p> <ul style="list-style-type: none"> ▪ 1 original copy of Market Clearance and contract of Lease for Market Stall Holders ▪ 1 original copy of Valid Lease Contract/Authority/Certification/Notice of Award from the property owner if business location is not owned. <i>(The building/space owner should have a valid business permit as lessor or real estate rental)</i> <p>The original copy shall be returned to the applicant upon release of the business permit.</p> <ul style="list-style-type: none"> ▪ Requirements that may be determined upon evaluation of the application, such as: <ol style="list-style-type: none"> a. 1 original copy of Affidavit of No Improvement/Electrical Plan (for change of use) 	<p>WHERE TO SECURE:</p> <ul style="list-style-type: none"> • City's website: https://legazpi.gov.ph/services/ or Business Center • Owner of the business entity • Owner of the business entity/Office of the Building Official/City Engineer's Office • DTI/SEC/CDA • Bureau of Fire Protection <ul style="list-style-type: none"> • Albay/Legazpi Market Administration • Owner of the business entity



<p>b. 1 original copy of Affidavit of non-objection/Manifestation on business operation (non-conforming use per Zoning Ordinance);</p> <p>c. 1 original copy of Environmental Compliance Certificate/ Certificate of Non-coverage (hazardous/ project of national significance)</p>				
CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
<p>Step 1: Filing, Verification, Evaluation and Assessment</p> <p>Location: Business Center (New Applications)</p> <p>1.2 Submit accomplished and signed application form and requirements to the receiving officer.</p>	<p>If application is deemed eligible, the Action Officer encodes the pertinent data.</p> <ul style="list-style-type: none"> ▪ <i>Electronically submits to the BPLO for approval.</i> ▪ <i>CTO Assessor will electronically assess the taxes and fees.</i> ▪ <i>BPLO Staff prints the final version of the application form and order of payment, and release these to the applicant together with feedback form.</i> <p>If application is deemed ineligible, an applicant shall be given a notice of deficiency for compliance.</p>	None		<p>Rolando B. Abion Jr. Licensing Inspector </p> <p>Mark L. Ranola Licensing Inspector </p>
<p>Step 2: Payment of Taxes & Regulatory Charges</p>		Amount of fees and taxes to be paid in the		CTO Collector/s



<p>Location: Business Center (Payment)</p> <p>2.1 Pay computed taxes and fees with reference to the issued order of payment provided in hard copy, text, or email.</p>	<p>2.1 Receives payment, prepares, and issues an Official Receipt</p> <p>2.2 Instructs the client to proceed to Business Center Lane 8 to claim the business permit.</p>	<p>Tax Order of Payment issued by the CTO with reference to City Ordinance No. 13-2007</p>		
<p>Step 3: Claim the Business Permit and other Clearances</p> <p>Location: Business Center (Lane 8: Releasing Area)</p> <p>3.1 Proceed to BPLO Releasing Area.</p> <p>3.2 Present the Official Receipt (OR) or Proof of Payment and the duly Accomplished Feedback Form.</p>	<p>3.1 Checks the Official Receipt and Accomplished Feedback Form</p> <p>3.2 Releases the Business Permit together with the business plate and/or sticker upon presentation of Official Receipt and Feedback Form.</p>	<p>None</p>	<p>Applicant shall receive the following:</p> <ol style="list-style-type: none"> 1. Locational clearance for the business 2. Mayor's Permit to operate the business 	<p>Ma. Jean Benito Administrative Officer I</p>
	<p>Total</p>		<p>3 days (maximum)</p>	



Procedure for Filing Complaint

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<p>Call or Text at: 0915-872-7722 Email at: legpermit@gmail.com Accomplish Feedback form</p>
How feedbacks are processed	<ol style="list-style-type: none"> 1. Clients are given the Feedback Form based on the number of services they availed whether online or face to face transaction. If they availed one or two services, they are given 1 form for each of the service/s they availed. 2. The service provider collect these forms at the end of the transaction day and submitted to the Admin. Officer for recording. 3. These are then collated per quarter and averaged as to the rating each client gave per service availed. 3. The collated rating per quarter are then presented under the Client Satisfaction Measurement (CSM) Report to get the office' rating. 4. This report is then submitted to the City Human Resource Management Office (CHRMO) for the collation of the agency's rating to be presented under the Harmonized CSM Report which will be submitted to the ARTA Authority.
How to file a complaint	<p>Complaints may be filed in writing or in person. You may send a letter of complaint addressed to Ms. Asuncion C. Viñas CGDH-1 BPLO or email it at legbplo@gmail.com You may also call or text your complaint at: 0915-872-7722.</p>
How complaints are processed	<p>The following steps are followed in the processing of complaints:</p> <ol style="list-style-type: none"> 1. In the Client Satisfaction Measurement (CSM) Survey Form, the client (online/walk-in) can air their complaints/suggestions through



	<p>online or face to face. These complaint/s are assessed as to what action/s shall be taken.</p> <ol style="list-style-type: none"> 2. The Head of Office calls the attention of the concerned service provider to verify the veracity of the complaint. 3. When the complaint is checked as to its veracity, the Head of Office will then act on the complaint. This can fall under the light offense or grave offense depending on the commission of the act. The City Human Resource Management Office if called to assist can apply their corresponding sanction/s. 4. If the client asks for an appropriate action in the form of a letter, he/she shall be given appropriate feedback as to the action/s applied to rectify the act which need to be addressed
<p>Contact Information of Contact Center ng Bayan, PCC, ARTA.</p>	<p>Text Contact Center ng Bayan at 0908-881-6565 or Call at 1-6565* or you may Log-on to www.contactcenterngbayan.gov.ph</p> <p>For concerns or complaints call ARTA at (02) 8478-5099 or text 0969-257-7242/0928-690-4080 or you may send your complaints to complaints@arta.gov.ph</p>



Office	Address	Contact Information
BPLO	Business Center, City Hall, Legazpi City	0915-872-7722