

## CITIZEN'S CHARTER

### ISSUANCE OF BUSINESS/MAYOR'S PERMIT (NEW APPLICATION)

STEP	APPLICANT	SERVICE PROVIDER	DURATION	PERSON/OFFICE IN CHARGE	AMOUNT	REQUIREMENTS
1	Submit duly accomplished application form and requirements to the <b>PROJECT ELO CONCIERGE</b> .	Receive the duly accomplished application form and <u>complete requirements</u> .	5 mins	Nova J. Pedrealba Amy Jayne Santos Rosalia Ojo Zandie Marie Balagtas Lalaine E. Mendoza		Form and All Requirements: 1. DTI, SEC, CDA 2. If Owned: RPT, TCT, OCT If Rented: Lessor's Permit, Contract of Lease If No Rental: Letter of Consent, TCT/OCT 3. Cert of Occupancy (if applicable) 4. Picture & Vicinity Map of establishment.
		Verify applicant's previous record with BPLO.	5 mins	Arlene Dorosan Jim Boy Catugda Jeffrey John Rodriguez Abegail Melarpis		
		Endorsement of application with complete requirements to the City Planning and Development Coordinators Office for issuance of locational clearance.	5 mins	Project ELO Concierge Staff		
		Assessment of documents and issuance of locational clearance or Denial of Application for being non-conforming.		City Planning Development and Coordinators Office		
		Forward the application with Assessment and verification if the place of business has certificate of occupancy.		Office of the City Building Official		
		Forward the application with Encoding of taxes and fees and issuance of STATEMENT OF ACCOUNT (SOA).	10 mins	Maricel Obal Mary Carr Binay Arlene Dorosan Rhodora Garduque Liza Cruz Divina Escoto Czarina Lleva Raquel L. Dimaya		
		Review and approval of assessment.	5 mins	Daisy Santiago Mary Carr Binay Maricel Obal		
		Release the assessment and all the other documents for payment.	2 mins	Nova J. Pedrealba Amy Jayne Santos Rosalia Ojo Zandie Marie Balagtas		
2	Upon the receipt of the Statement of Account (SOA) proceed to payment.			City Treasurers Office / Project ELO Concierge Counters 17-18		STATEMENT OF ACCOUNT (SOA)
3	Issuance of Mayor's Permit, Sanitary Permit, Barangay Clearance and Locational Clearance.	Receiving of application form, official receipts and all other documents required.	2 mins	Jose Henson Aubrey Vargas		Form, O.R and All Requirements: 1. DTI, SEC, CDA 2. If Owned: RPT, TCT, OCT If Rented: Lessor's Permit, Contract of Lease If No Rental: Letter of Consent, TCT/OCT 3. Cert of Occupancy (if applicable) 4. Picture & Vicinity Map of establishment.
		Issuance of claim stub	1 min			
		Record business information and schedule inspection for Fire Safety Inspection Certificate (FSIC).		Bureau of Fire Protection		
		Record business information and issue sanitary permit.		City Health Office – Sanitary Division		
		Printing of Business Permit, Barangay Clearance.	5 mins	Jim Boy Catugda Jeffrey John Rodriguez		
		Final review of documents and assessment.	5 mins	Daisy A. Santiago		
		Signature and Approval of Business Permit.	2 mins	ATTY. Melanie T. Soriano-Malaya		
		Encoding of Signed Business Permit (For Record Keeping).	2 mins	Rainelda Quiambao		
		Releasing of Business Permit, Barangay Clearance, Locational Clearance, Sanitary Permit.	5 mins	Maria Luisa Ocampo Eddie Torino		

**--END OF TRANSACTION--**

**\*PROCESSING TIME IS BASED ON ONE CLIENT TRANSACTION ONLY. PROCESSING TIME IS EXTENDED WHEN THERE ARE 2 OR MORE CLIENTS.**  
NOTE: FOR BUSINESS WITH DELINQUENCIES AND PREVIOUS RECORD, PAY STATEMENT OF ACCOUNTS FOR PREVIOUS YEARS/QUARTERS FIRST BEFORE PROCEEDING NEW APPLICATION; IT DOES NOT APPLY TO THOSE ESTABLISHMENTS THAT NEED FOR INSPECTION.