

SCHEDULE OF AVAILABILITY

MONDAY – FRIDAY
8:00 AM – 5:00 PM
NO NOON BREAK

BUSINESS PERMITS & LICENSING OFFICE
CITIZEN'S CHARTER

RECEIVING OF COMPLAINTS IN CONNECTION WITH
BUSINESS/MAYOR'S PERMIT

WHO MAY AVAIL?

ANY CONCERNED CITIZEN

TOTAL DURATION OF TIME

4 WORKING DAYS AND 6 MINUTES

STEPS	APPLICANT	SERVICE PROVIDER	DURATION	PERSON / OFFICE IN CHARGE	AMOUNT	REQUIREMENTS
1	Submit the duly accomplished Complaint Form	Receiving the duly accomplished complaint form	1 min	Rosalia Ojo		Complaint Form
		Verification of record	5 mins	Arlene Dorosan Jimboy Catugda, Jeffrey John Rodriguez Abegail Melarpis		
		Inspection of the nature of complaint; issuance of notice of violation	1 day	Jorge Villafuerte Benjamin Espiritu Howard Bactol Rodolfo Eucariza Jr. Joselito Yape Mark Jason Cabio Allan Sahagun Jeffrey Globio Vic Sumarago		
		Issuance of Closure Order/ Notice of Assessment/ Notice of Delinquency	3 days	Michellane Dimatatac Maricel Obal		Complaint Form, Notice of violation

--- END OF TRANSACTION ---