

**BUSINESS PERMIT AND
LICENSING OFFICE**

1. APPLICATION FOR NEW BUSINESS PERMIT

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| Service: | | APPLICATION FOR NEW BUSINESS PERMIT | | |
| Brief Description: | | | | |
| Office or Division: | | Business Permit & Licensing Office | | |
| Classification: | | Simple | | |
| Type of Transaction: | | G2B – Government to Business Entity | | |
| Who may avail: | | Business Entity | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| Pre – Registration Requirements (one copy) | | | | |
| 1. Proof of Business Registration (DTI/SEC/CDA Registration) (machine copy) | | DTI/SEC/CDA | | |
| 2. Occupancy Permit or Annual Inspection Certificate (original copy) | | Municipal Engineering’s Office (Window 6) | | |
| 3. Barangay Clearance (original copy) | | Respective Barangay where business is located | | |
| 4. Picture of establishment | | Applicant | | |
| 5. Other documents, clearance or permit if applicable | | Applicant | | |
| Subject for compliance within thirty (30) days upon issuance of the permit. Failure to comply will result to revocation of business permit | | | | |
| 1. MENRO Clearance | | Municipal Environment & Natural Resources Office (Window 4) | | |
| 2. Sanitary Permit | | Municipal Health Office (Window 7) | | |
| 3. Fire Safety Inspection Certificate | | Bureau of Fire Protection (Window 8-9) | | |
| 4. Zoning Clearance | | Municipal Planning and Development Office | | |
| 5. Other documents, clearance or permit if applicable | | | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submit application form with pre – registration requirements at BPLO (Window 3) | 1.1. Encoding of pertinent data entries in the system. | None | 10-30 minutes | Lilibeth L. Lorejo J.O Mary Conception L. Lozada AA / Arriane L. Neo J.O |

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| | <p>1.2 Zoning Verification</p> <p>1.3. Assessment & encoding of computed taxes & fees in the system</p> | <p>None</p> <p>To be assessed at the Municipal Treasurer's Office (MTO)</p> | <p>5 – 10 minutes</p> <p>10 – 30 minutes</p> | <p>Engr. Jeressa L. Dejudos <i>MPDC/ Zoning Officer</i></p> <p>Edwin Paglingayen <i>A.As.I</i> Josie Marfil <i>A.A.IV</i> Efren Delos Santos <i>J.O.</i> Michelle May Mañago <i>Acting Municipal Treasurer</i> MTO</p> |
| 2. Payment of corresponding taxes & fees at Municipal Treasurer's Office | 2. Request the applicant to proceed to payment area & pay the corresponding taxes & fees & issue Official Receipt. | Based on the computed assessment by the MTO <i>(pls. see Annex A)</i> | 5 – 10 minutes | Lanie Soriano <i>A.A.III</i> MTO |
| 3. Present the documentary requirements & official receipt & claim the Mayor's Permit at BPLO (window 2) | 3. Processing, printing & releasing of the Business Permit, Municipal Plate & Sticker | None | 5 - 15 minutes | Grace R. Granadillos <i>J.O.</i> Mary Conception L. Lozada <i>A.A.I</i> Arriane L. Neo <i>J.O.</i> Eden LI. Septimo <i>J.O.</i> |

2. APPLICATION FOR RENEWAL OF BUSINESS PERMIT

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| Service: | APPLICATION FOR RENEWAL OF BUSINESS PERMIT | | | |
| Brief Description: | | | | |
| Office or Division: | Business Permit & Licensing Office | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2B – Government to Business Entity | | | |
| Who may avail: | Business Entity | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| Pre – Registration Requirements (original, one copy) | | | | |
| 1. Proof of income (e.g. latest income tax return, audited financial statement, sworn statement) | | Applicant / Bureau of Internal Revenue (BIR) | | |
| 2. Other documents, clearance or permit if applicable | | | | |
| Subject for compliance within thirty (30) days upon issuance of the permit. Failure to comply will result to revocation of business permit | | | | |
| 1. Fire Safety Inspection Certificate | | Bureau of Fire Protection (Window 8-9) | | |
| 2. Sanitary Permit | | Municipal Health Office (Window 7) | | |
| 3. Other documents, clearance or permit if applicable | | | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submit Application form with pre – registration requirements at BPLO (Window 3) | 1.1. Encoding / verification of pertinent data entries in the system | None | 10 – 30 minutes | Lilibeth L. Lorejo <i>J.O</i> Mary Conception L. Lozada <i>A.A./</i> Arriane L. Neo <i>J.O.</i> |
| | 1.2. Municipal Engineer's Office (MEO) Verification | None | 5 – 10 minutes | Rose A, Manjares <i>A.A./</i> Rocky Evans P. Llona <i>A.A./</i> MEO |

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| | 1.3. Assessment and Encoding of computed taxes & fees in the system | To be assessed at the Municipal Treasurer's Office (MTO) | | Edwin Paglingayen A.As.I Josie Marfil A.A.IV Efren Delos Santos J.O. Michelle May Mañago Acting Municipal Treasurer MTO |
| 2. Payment of corresponding taxes & fees at MTO | 2. Request the applicant to proceed to payment area & pay the corresponding taxes & fees & issue Official Receipt | Based on the computed assessment by the MTO (pls. see Annex A) | 5 – 10 minutes | Lanie Soriano A.A.III MTO |
| 3. Present the documentary requirements & official receipt & claim the Mayor's Permit at BPLO (window 2) | 3. Processing, printing & releasing of the Business Permit, & Sticker | None | 5 - 15 minutes | Grace R. Granadillos J.O. Mary Conception L. Lozada A.A.I Arriane L. Neo J.O. Eden Ll. Septimo J.O. |

3. COCKFIGHTING PERMIT

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| Service: | COCKFIGHTING PERMIT |
| Brief Description | |
| Office or Division: | Business Permit & Licensing Office |
| Classification: | Simple |
| Type of Transaction: | G2C – Government to Transacting Public |
| Who may avail: | Cockfighting Operator |
| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
| 1. Letter of Intent (1 original, 1 machine copy) | Applicant |

| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|--|--|--|-----------------|---|
| 1. Applicant submits Letter of Intent approved by the Mayor at BPLO (window 3) | 1. Receive Letter of Intent & issue Order of Payment | None | 5 - 10 minutes | Lilibeth L. Lorejo J.O Mary Conception L. Lozada A.A.I |
| 2. Applicants gets the Order of Payment & pay the corresponding fees at MTO (window 11) -Special Cockfighting Permit -Special Derby Permit <i>Two Cock Derby</i> <i>Three Cock Derby</i> <i>Four Cock Derby</i> <i>Five Cock Derby</i> -Barangay Special Cockfighting Permit | 2. Receive the payment & issue Official Receipt. | 1,000.00 2,000.00 2,500.00 4,000.00 5,000.00 1,000.00 | 5 -10 minutes | Lanie Soriano A.A.III MTO |
| 3. Present the Official Receipt & claim the Mayor's Permit at BPLO (window 2) | 3. Receive the Official Receipt & release the Mayor's Permit | None | 5-10 minutes | Eden LI. Septimo J.O Mary Conception L. Lozada A.A.I |

4. SPECIAL PERMIT

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| Service: | SPECIAL PERMIT | |
| Brief Description: | | |
| Office or Division: | Business Permit & Licensing Office | |
| Classification: | Simple | |
| Type of Transaction: | G2C – Government to Transacting Public | |
| Who may avail: | All | |
| CHECKLIST OF REQUIREMENTS (one copy) | WHERE TO SECURE | |

| 1. Letter of Intent (original) | | Applicant | | |
|---|--|--|-----------------|---|
| CLIENT STEPS | AGENCY ACTIONS | FEEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Applicant submits Letter of Intent approved by the Mayor | 1. Receive Letter of Intent & issue Order of Payment | None | 5 – 10 minutes | Lilibeth L. Lorejo J.O. Mary Conception L. Lozada A.A.I. |
| 2. Applicants gets the Order of Payment & pay the corresponding fees at MTO (window 10) -Barangay Dance Permit -Motorcade Permit -Mayor's Clearance -Mayor's Permit (Tour Guide) -Mayor's Permit (Carolling) - Mayor's Permit (Recorda) -Covered Court Rentals -Product Sampling Activity Permit -Promotional Sale Activity Permit -Other Group Activity -Occupation Permit -Film Making Commercial Movies/ Advertisements Documentary Film | 2. Receive the payment & issue Official Receipt. | 300.00/Day 300.00 100.00 100.00 200.00 300.00 300.00/hour 200.00/day 500.00/day 300.00/day 100.00/day 10,000.00 5,000.00 5,000.00 | 5 – 10 minutes | Lanie Soriano A.A.III |

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| Video Tape Coverage | | | | |
| 3. Present the Official Receipt & claim the Mayor's Permit | 3. Receive the Official Receipt & release the Mayor's Permit | None | 5-10 minutes | Eden Ll. Septimo J.O. Mary Conception L. Lozada A.A.I |

5. OTHER SERVICES (Authentication/ Certified True Copy)

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| Service: | OTHER SERVICES | | | |
| Brief Description: | | | | |
| Office or Division: | Business Permit & Licensing Office | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2C – Government to Transacting Public | | | |
| Who may avail: | All | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Documents to be authenticated/ certified | | Applicant | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Applicant submits documents to be authenticated or certified at BPLO (window 3) | 1. Receive the documents to be authenticated / certified & issue Order of Payment | None | 5-10 minutes | <i>Lilibeth L. Lorejo J.O</i> <i>Mary Conception L. Lozada A.A.I</i> |

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| 2. Applicants gets the Order of Payment & pay the corresponding fees at MTO -Certification -Authentication | 2. Receive the payment & issue Official Receipt. | 100.0 0 50.00 | 5 – 10 minutes | |
| 3. Present the Official Receipt & claim the authenticated/certified documents at BPLO (window 2) | 3. Receive the Official Receipt & release the authenticated/certified documents | None | 5 – 10 minutes | <i>Eden Ll. Septimo J.O. Mary Conception L. Lozada A.A.I</i> |

6. MOTORIZED TRICYCLE OPERATOR'S PERMIT (MTO)

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| Office or Division: | Business Permit & Licensing Office |
| Classification: | Simple |
| Type of Transaction: | G2C – Government to Transacting Public |
| Who may avail: | Tricycle Operator |
| CHECKLIST OF REQUIREMENTS | |
| WHERE TO SECURE | |
| 1. Tricycle/Mayors Permit -Motorized Tricycle Operator's Permit (Photocopy) -OR/CR (Photocopy) -MENRO Clearance (original) | Applicant Municipal Environment & Natural Resources Office (Window 4) |
| 2. MTO Extension/Renewal -Motorized Tricycle Operator's Permit (Original Copy) -OR/CR (Photocopy) -Mayor's Permit/Certification -Petition for Extension form | Applicant BPLO (Window 1) |
| 3. MTO Transfer -Motorized Tricycle Operator's Permit (Original Copy) -OR/CR (Photocopy) -Mayor's Permit/Certification (Photocopy) -Petition for Transfer form (Original Copy) -Petition for Substitution form -Stencil Report (original copy) -Barangay Clearance (original copy) | Applicant BPLO (window 1) Respective Barangay where applicant is residing |

| 4. MTOP Substitution of Unit -Motorized Tricycle Operator’s Permit (Original Copy) -OR/CR (Photocopy) -Mayor’s Permit/Certification (Photocopy) -Petition for Substitution form (original copy) -Stencil Report (Original Copy) | | Applicant BPLO (window 1) | | |
|---|---|------------------------------|---------------------------------------|--|
| 5. MTOP Amendment to Another Zone -Motorized Tricycle Operator’s Permit (Original Copy) -OR/CR (Photocopy) -Mayor’s Permit/Certification (Photocopy) -Petition for Amendment to another zone form | | Applicant BPLO (window 1) | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Applicant submits pertinent documents at BPLO (window 1) | 1. Receive encodes & verify the documents & issue Order of Payment 1.1 Inspection & Stencil of motorcycle (for new applicant, transfer or substitution of motorcycle unit) | None | 5 - 15 minutes 10 – 30 minutes | <i>Loreto P. Vergara A.A.I</i> <i>Alexander H. Millare J.O.</i> |

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| <p>2. Applicants gets the Order of Payment & pay the corresponding fees at MTO - Tricycle/Mayors Permit -MTO Extension/Renewal - MTO Transfer (Transfer within the family member) - MTO Substitution of Unit -MTO Amendment to Another Zone</p> | <p>2. Receive the payment & issue Official Receipt.</p> | <p>600.00 600.00 5,600.00 1,100.00 400.00 600.00</p> | <p>5-15 minutes</p> | <p><i>Lanie Soriano A.A.III</i></p> |
| <p>3. Present the Official Receipt & claim the corresponding documents at BPLO (window1)</p> | <p>3. Receive the Official Receipt & release the corresponding documents</p> | <p>None</p> | <p>5 - 15 minutes</p> | <p><i>Loreto P. Vergara A.A.I</i> <i>Alexander H. Millare J.O.</i></p> |

FEEDBACK AND COMPLAINTS MECHANISM

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| How to send a feedback? | Answer the Client Satisfaction Measurement (CSM) form found at the Receiving Area and drop it in the designated drop box found at the corner, beside the door of this office. |
| How feedbacks are processed? | <p>Every Friday, the assigned personnel will open the drop box and consolidate the CSM form. Feedbacks requiring response is forwarded to the proper Administrative Division for appropriate action.</p> <p>For inquiries and follow-ups, client may contact the details below:</p> |
| Contact Information | <p>Website: https://daraga.gov.ph Facebook page: https://www.facebook.com/bplodaraga Email: daragabplo@gmail.com Telephone Number: 0933853513</p> |
| How to file a complaint? | <p>For walk-in clients: Answer the client Complaint Form found at the receiving area of the office and drop it at the designated "Complaints Box" at Daraga Municipal Hall lobby beside the table of the desk officer (DO) of the day.</p> <p>The complaints can also be filed through email at pdodaragalgu@gmail.com</p> |
| How complaints are processed? | <p>The assigned personnel will open emails on a daily basis and will open the drop box and consolidate the complaints forms every Friday. The report from the consolidated complaints will be forwarded to the Office Head, upon evaluation, the Office Head will forward the complaints report to the proper division for appropriate action.</p> <p>The complainant shall be informed of the action through a letter which may be sent through the contact information given/sent by the complainant.</p> |
| Contact Information of ARTA, CSC CCB, PCC | <ul style="list-style-type: none"> ● Anti-Red Tape Authority: Text: 1-2782, 8478-5093 E-mail: complaints@arta.gov.ph ● CSC Contact Center ng Bayan CCB: Text: 0908-881-6565 E-mail: email@contactcenterngbayan.gov.ph ● Presidential Complaints Center: Call: 8888 |