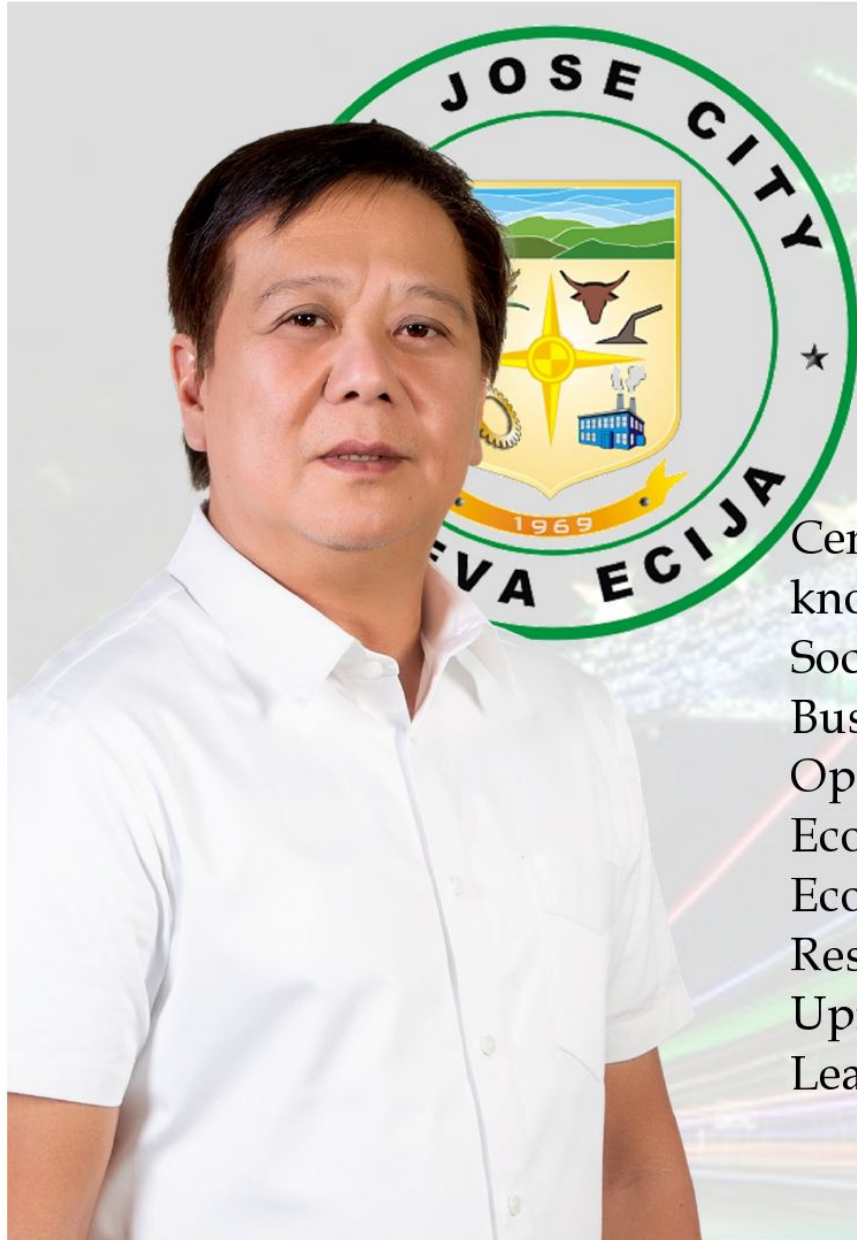




Citizen's Charter

(HANDBOOK) 1ST EDITION
SERIES OF 2021

- San Jose City Mission
- San Jose City Vision
- BPLO's Organizational Chart
- BPLO's Mission
- BPLO's Vision
- BPLO's Mandate
- BPLO's Organizational Outcome
- BPLO Citizen's Charter



MISSION

San Jose City as Agro-Industrial Hub of Central Luzon, Disciplined, Peaceful, knowledgeable, Competitive, Healthy and Socially Responsible San Josenians in a Business-Friendly, High Employment Opportunities and Sustainably Developed Economy with Viable and diversified Ecosystem, climate Change Adaptive and Resilient Infrastructure under a Morally Upright, Dynamic Consultative and Responsive Leadership.



VISION

San Jose City shall develop a Political, Social, Cultural and Economic Environment conducive for Agro-Industries, Trade and Commerce, Natural Resources and Infrastructure governed by a transparent and accountable government



Business Permit & License Office

"Service and Integrity are our Core Values"



Republic of the Philippines
Office of the City Mayor

Business **P**ermit & **L**icense **O**ffice



BPLO - San Jose City Local Government Unit



Republic of the Philippines
City of San Jose, Nueva Ecija



ORGANIZATIONAL CHART

BUSINESS PERMIT AND LICENSE OFFICE



HON. MARIO O. SALVADOR
City Mayor
OFFICE OF THE CITY MAYOR



CHRISTOPHER R. PABALAN
License Officer III

ADMINISTRATIVE AND RECORDS SECTION

REGULATION & INSPECTION SECTION



L. GROSPE
License Officer II



G. MENDOZA
License Inspector II



G. MAGTIBAY
Administrative Assistant I



K. BELEY
Administrative Aide II



R. CANOZA
Administrative Aide III



K. FERNANDO
Admin. Aide II - Plantilla



E. MENDOZA
Admin. Aide II - Plantilla



C. TASANE
Administrative Assistant I



L. CORPUZ
Admin. Aide II - Job Order



J. MARTIN
Admin. Aide IV



D. LORENZO
License Inspector I



R. DEE
Administrative Aide III



R. TORALBA, JR
Administrative Aide III



J. VILLUAN
Administrative Aide II



J. CALAHI
Administrative Assistant I



MISSION

To ensure that all business establishments within the city secure their respective Business License & Mayor's Permit and in compliance with existing laws, rules and regulation in the operation of business occupations in the city.

VISION

Sustain a business friendly environment through the implementation of streamlined processing of business license and Mayor's Permit that would contribute to a notable increase in tax revenue.



Mandate

Provide effective and quality service to clients through maintained and updated records/data, issue occupational permits to applicants who intend to secure employment, furnish certifications based on database, regular inspection and verifications of all business establishments.

Organizational Outcome

Provide and maintain effective system, procedures and practices in the processing and issuance of Business License and Mayor's Permit



Business Permit & License Office'

CITIZEN'S CHARTER

- I. SECURING A NEW BUSINESS PERMIT
- II. RENEWAL OF BUSINESS PERMIT
- III. BUSINESS RECORD'S CERTIFICATION
- IV. CERTIFIED TRUE COPY OF BUSINESS PERMIT
- V. OCCUPATIONAL/MAYOR'S PERMIT
- VI. RETIREMENT OF BUSINESS LICENSE AND MAYOR'S PERMIT
- VII. CHANGE OF COMMERCIAL NAME
- VIII. ADDITIONAL LINE OF BUSINESS

ANNEX A. COMPUTATION OF BUSINESS TAX

ANNEX B. REGULATORY FEE'S RATES

SECURING A NEW BUSINESS PERMIT

Any person, corporation or cooperative who shall establish, operate or conduct any business, trade or activity shall first obtain a Mayor's Permit and pay the fee thereof and the business tax imposed.

A Mayor's Permit shall be issued by the Business Permit and License Office - Office of the City Mayor upon compliance to all documentary as well as regulatory requirements and upon payment of all fees, taxes and charges prescribed by existing laws and ordinances.

Office/Division:	Office of the City Mayor – Business Permit and License Office
Classification:	Simple
Type of Transaction:	G2B - Government to Business Entity
Who may avail:	Enterprises/Business owners in San Jose City

Checklist of Requirements:	Where to Secure
1) Authorization letter/SPA <i>(if the applicant is not the owner of the account being requested for certification)</i>	➤ Client being represented
2) Government Issued Identification Card ➤ Photocopy of ID of the requesting owner, manager and/or President of the establishment ➤ ID of authorized representative	➤ LTO, BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-ibig
3) Accomplished Business Permit Application Form <i>(Unified Form)</i>	➤ Business Permit and License Office (BPLO)
4) Proof of business registration, incorporation, or legal personality <i>(e.i. Business Name Registration (DTI) – for single proprietorship, SEC Registration with Article of Incorporation and Secretary Certificate resolving the opening of a branch - for corp. or partnership, CDA Registration - for cooperative)</i>	➤ DTI/SEC/CDA
5) Basis for computing taxes, fees and charges <i>(e.g. business capitalization, gross sales/receipts)</i>	➤ Client/applicant, Accounting Firm – Financial Statement
6) Certificate of Tax Exemptions – <i>for non-stock non-profit association and foundation</i>	➤ Bureau of Local Government and Finance – <i>Dep't. of Finance</i>
7) Contract of Lease <i>(if lessee)</i>	➤ Lessor/Land Owner
8) Proof of Ownership <i>(e.i. Tax Declaration – if place of business is owned)</i>	➤ Client/applicant
9) Notice of Award/Award Sheet – <i>if place of business is within a Mall</i>	➤ Mall/Lessor
10) Homeowner/Neighborhood Certificate of No Objection – <i>if place of business is located within a subdivision or housing facility</i>	➤ Homeowner's Association Office
11) Public Market Certification – <i>if business is located within City Public Market</i>	➤ Public Market Administration Office
12) Zoning Clearance	➤ BOSS Office - City Planning and Development Office Staff

13) Engineering Clearance/Occupancy Permit	➤ BOSS Office - City Engineering Office Staff
14) Sanitary Permit	➤ BOSS Office – Health and Sanitary Division Staff
15) Tourism Clearance – if tourism related (e.i. hotel, restaurant and resort)	➤ BOSS Office – City Tourism Office Staff
16) CENRO Clearance	➤ BOSS Office – City Environment and Natural Resources Office Staff
17) Veterinary Clearance	➤ BOSS Office – City Veterinary Office Staff
18) Fire Safety and Inspection Certificate	➤ Bureau of Fire Protection Office Staff
19) SSS Clearance	➤ BOSS Office – SSS Staff
20) PhilHealth Proof of Payment	➤ PhilHealth Office
21) PagIbig Clearance	➤ PagIbig Office
22) If Pharmacy	
➤ License to Sell (<i>PDEA License</i>)	➤ PDEA
➤ FDA Registration Certificate	➤ FDA
➤ Pharmacist's PRC License	➤ PRC
23) If School – Certification of Accreditation	➤ DEPED/CHED
24) If Skills Learning or Manpower Training Center - Certification of Accreditation	➤ TESDA
25) If Fiesta Carnival/Perya – Barangay Resolution or Authority from SP	➤ Sangguniang Panglunsod
26) If Local Recruitment/Placement/Manpower Employment Agency – Permit to Operate/Certificate of Registration	➤ DOLE
27) If Internet Service Provider, Cable Networks, Radio Station, Lottery, Waste to Energy, Solar Panel – Franchise/Authority from SP	➤ Sangguniang Panglunsod
28) If On-line Betting, Electronic/Traditional Bingo Station	
➤ Letter of No Objection (LONO)/Certificate of Authority	➤ Sangguniang Panglunsod

➤ Gaming License	➤ PAGCOR
29) If Security Agency, Watchman Agency, Guns and Ammunition Store – License to Operate	➤ PNP CRAME
30) If Foreign Placement Agency/Workers Promotion Agency – POEA Accreditation	➤ POEA
31) If Dental Laboratories – License to Operate	➤ DOH Region Office
32) If Selling and Repair of Cellular Phone and Radio Communication Units – NTC Clearance	➤ NTC
33) If Construction Services - Philippine Construction Accreditation Board License	➤ Philippine Construction Accreditation Board (<i>PCAB</i>)
34) If Banks, Pawnshops, Money Transfer, Money Remittance, Money Changer – Certificate of Registration and Certificate of Authority	➤ Central Bank of the Philippines
35) If Lending and/or Financing Institution – Certificate of Authority (CA)	➤ SEC
36) If Microfinance Institution – Certificate of Accreditation	➤ SEC
37) If Insurance Agency – Certificate of Authority	➤ Insurance Commission
38) If Junkshop	
➤ Police Clearance	➤ PNP
➤ Barangay Clearance/Certificate of No Objection	➤ Barangay hall where the business is located
➤ Environmental Compliance Certificate	➤ DENR
39) If Selling of Second Hand Auto Parts – Police Clearance to engage in business	➤ PNP
40) If Funeral Parlor, Crematory Cemeteries, Memorial Chapel, Memorial Parks, LPG Refilling Plant, Septic Tank Disposal, Plastic/Metal Recycling	
➤ Environmental Compliance Certificate	➤ DENR
➤ Barangay Resolution of No Objection	➤ Barangay hall where the business is located
41) If Animal Control Facility, Aviary, Cattery, Cattle Farm, Kennel, Laboratory Animal Facility, Monkey Farm, Ostrich Farm, Race Track and Equestrian Establishment, Slaughter House, Stock Farm, Stock Yard, Stud Farm, Veterinary Clinic, Veterinary Hospital, Wildlife Rescue Center and Zoo and other Animal Facilities	
➤ Environmental Compliance Certificate	➤ DENR
➤ Bureau of Animal Industry Clearance	➤ Bureau of Animal Industry

42) If Gasoline and Diesel Station	<ul style="list-style-type: none"> ➤ Environmental Compliance Certificate ➤ Authority to Operate/Certificate of Compliance 	<ul style="list-style-type: none"> ➤ DENR ➤ Department of Energy
43) If Selling Fireworks	<ul style="list-style-type: none"> ➤ License to Operate ➤ BFP Clearance 	<ul style="list-style-type: none"> ➤ PNP ➤ Bureau of Fire Protection
44) If Engaged in manufacturing, selling/retailing, dealer/distributor, import/export or transfer of any drugs, cosmetics or devise – FDA License to Operate		<ul style="list-style-type: none"> ➤ FDA
45) If Rice Retailer – NFA License		<ul style="list-style-type: none"> ➤ National Food Authority
46) If Retailer of DVD/VCD and Video Rental Shop - Optical Media Board Registration		<ul style="list-style-type: none"> ➤ Optical Media Board Regulation Office
47) If Hotel, Resort, Inns and other Accommodation Establishments – DOT Accreditation		<ul style="list-style-type: none"> ➤ Department of Tourism
48) If Travel Agencies - Department of Foreign Affairs Registration/Accreditation		<ul style="list-style-type: none"> ➤ Department of Foreign Affairs
49) If Transport Services – LTFRB Registration		<ul style="list-style-type: none"> ➤ LTFRB
50) If Auto-mechanical Repair Shop and Center – DTI Accreditation		<ul style="list-style-type: none"> ➤ Department of Trade and Industry

Client's Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Application Processing				
1.1 Application filing and verification	a. Issuance of application form and identification of requirements	None	5 min	<ul style="list-style-type: none"> ➤ Lea D. Grospe ➤ Geraldine G. Magtibay (<i>Admin Asst. I</i>)
1.2 Submission of documentary and regulatory requirements	a. Receive and evaluate the application with the attached requirements.	None	10 min	<ul style="list-style-type: none"> ➤ Lea D. Grospe (<i>License Officer II</i>) ➤ Geraldine G. Magtibay (<i>Admin Asst. I</i>)
	BACKROOM OPERATIONS:			
	b. Conduct actual inspection and Notify the barangay where business is located re: business permit application	None	4 hrs	<ul style="list-style-type: none"> ➤ Rodolfo E. Toralba, Jr. (<i>Admin. Aide III</i>) ➤ Jefferson D. Villuan (<i>Admin Aide II</i>)
	c. Approve/Sign application and forward to assessment – Business Tax and Fees Division (CTO)	None	15 min	<ul style="list-style-type: none"> ➤ Christopher R. Pabalan (<i>License Officer III</i>) ➤ Marissa Corbe – City Treasurer's Office ➤ Arnold A. Escudero (<i>City Treasurer</i>)

	d. Encoding (<i>business taxes, fees and charges</i>) and printing of Tax Order of Payment (<i>T.O.P.</i>).	None	13 min	➤ Katherine G. Beley (<i>Admin. Aide II</i>) ➤ Gessela M. Tolentino (<i>License Inspector II</i>)
	e. Approve/Sign Tax Order of Payment (TOP)	None	10 min	➤ Marissa Corbe – City Treasurer’s Office ➤ Gloria Pobre – City Treasurer’s Office
1.3 Receive the application with assessment then proceeds to Cash Receipt Division - CTO	f. Issue the application form along with the approved Tax Order of Payment (TOP)	None	2 min	➤ Jefferson D. Villuan (<i>Admin Aide II</i>) ➤ Rodolfo E. Toralba, Jr. (<i>Admin. Aide III</i>)
2. Payment				
2.1 Payment of business taxes, fees and charges	a. Accept payment	<i>Please refer to Annex 1 and 2 for basis of computation for taxes and fees</i>	3 min	➤ Cash Receipt Division - CTO
	b. Issue an official receipt			
2.2 Payment of Fire Safety Inspection Fee	c. Accept payment	<i>Please refer to the Bureau of Fire Protection’s Citizen’s Charter</i>	5 min	➤ Bureau of Fire Protection (BFP)
	d. Issue an official receipt and Fire Safety Inspection Certificate			
	e. Inform client to proceed to BPLO			
3. Claim Approved Business License and Mayor’s Permit and Business Plate	a. Prepare/Print Business License and Mayor’s Permit	None	5 min	➤ Roger C. Dee (<i>Admin Aide III</i>) ➤ Joel M. Martin (<i>Admin Aide IV</i>)
Issue Sanitary Permit, Barangay Clearance, and other Regulatory Clearances	b. Record transaction to logbook and issue the approved Business License and Mayor’s Permit and Business Plate			➤ Dulce Amor N. Lorenzo (<i>License Inspector I</i>) ➤ Jefferson D. Villuan (<i>Admin Aide II</i>)
TOTAL:			5 hrs 8 min	

RENEWAL OF BUSINESS PERMIT

Business License and Mayor's Permit shall be granted for a period of not more than one (1) year and shall expire on the thirty-first (31st) of December following the date of issuance unless revoked or surrendered earlier.

The permit issued shall be renewed within the first twenty (20) days of January. It shall have a continuing validity only upon renewal thereof and payment of the corresponding fee.

Business taxes are computed based on gross receipts/sales. Payments may be made annually, semi-annually or quarterly.

Renewal of licenses may take one (1) day, depending on the results of evaluation or whether the applicant still has to secure clearances from various offices.

Office/Division:	Office of the City Mayor – Business Permit and License Office
Classification:	Simple
Type of Transaction:	G2B - Government to Business Entity
Who may avail:	Enterprises/Business owners in San Jose City

Checklist of Requirements:	Where to Secure
1) Authorization letter/SPA <i>(if the applicant is not the owner of the account being requested for certification)</i>	➤ Client being represented
2) Government Issued Identification Card ➤ Photocopy of ID of the requesting owner, manager and/or President of the establishment ➤ ID of authorized representative	➤ LTO, BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-ibig
3) Accomplished Business Permit Application Form <i>(Unified Form)</i>	➤ Business Permit and License Office (BPLO)
4) Basis for computing taxes, fees and charges <i>(e.g. business capitalization, gross sales/receipts)</i>	➤ Client/applicant
5) Certificate of Tax Exemptions – <i>for non-stock non-profit association and foundation</i>	➤ Bureau of Local Government and Finance – <i>Dep't. of Finance</i>
6) Contract of Lease <i>(if lessee)</i>	➤ Lessor/Land Owner
7) Proof of Ownership <i>(e.i. Tax Declaration – if place of business is owned)</i>	➤ Client/applicant
8) Public Market Certification – if business is located within City Public Market	➤ Public Market Administration Office
9) If Hotel, Resort and Accommodation Establishments – DOT Accreditation	➤ Department of Tourism

Client's Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Application Processing				
1.1 Application filing and verification	a. Issuance of application form and identification of requirements	None	5 min	➤ Lea D. Grospe ➤ Geraldine G. Magtibay (Admin Asst. I)
1.2 Submission of documentary and regulatory requirements	a. Receive and evaluate the application with the attached requirements.	None	10 min	➤ Lea D. Grospe (License Officer II) ➤ Geraldine G. Magtibay (Admin Asst. I)
	BACKROOM OPERATIONS:			
	b. Approve/Sign application and forward to assessment – Business Tax and Fees Division (CTO)	None	15 min	➤ Christopher R. Pabalan (License Officer III) ➤ Marissa Corbe – City Treasurer's Office ➤ Arnold A. Escudero (City Treasurer)
	c. Encoding (business taxes, fees and charges) and printing of Tax Order of Payment (T.O.P.).	None	13 min	➤ Katherine G. Beley (Admin. Aide II) ➤ Gessela M. Tolentino (License Inspector II)
	d. Approve/Sign Tax Order of Payment (TOP)	None	10	➤ Marissa Corbe – City Treasurer's Office ➤ Gloria Pobre – City Treasurer's Office
1.3 Receive the application with assessment then proceeds to Cash Receipt Division - CTO	e. Issue the application form along with the approved Tax Order of Payment (TOP)	None	2 min	➤ Jefferson D. Villuan (Admin Aide II) ➤ Rodolfo E. Toralba, Jr. (Admin. Aide III)
2. Payment				
2.1 Payment of business taxes, fees and charges	a. Accept payment	<i>Please refer to Annex 1 and 2 for basis of computation for taxes and fees</i>	3 min	➤ Cash Receipt Division - CTO
	b. Issue an official receipt			
2.2 Payment of Fire Safety Inspection Fee	c. Accept payment	<i>Please refer to the Bureau of Fire Protection's Citizen's Charter</i>	5 min	➤ Bureau of Fire Protection (BFP)
	d. Issue an official receipt and Fire Safety Inspection Certificate			
	e. Inform client to proceed to BPLO			
3. Claim Approved Business License and Mayor's Permit and Business Plate	a. Prepare/Print Business License and Mayor's Permit	None	5 min	➤ Roger C. Dee (Admin Aide III) ➤ Joel M. Martin (Admin Aide IV)
Issue Sanitary Permit, Barangay Clearance, and other Regulatory Clearances	b. Record transaction to logbook and issue the approved Business License and Mayor's Permit and Business Plate			➤ Dulce Amor N. Lorenzo (License Inspector I) ➤ Jefferson D. Villuan (Admin Aide II)
TOTAL:			1 hr 8 min	

BUSINESS RECORD'S CERTIFICATION

Official records and documents certified for a requesting business entity or agency with a corresponding fee prescribed by city ordinance.

Office/Division:	Office of the City Mayor – Business Permit and License Office
Classification:	Simple
Type of Transaction:	G2B - Government to Business Entity or G2G - Government to Government
Who may avail:	Enterprises/Business owners in San Jose City or Government Agencies

Checklist of Requirements:	Where to Secure
1) Request letter bearing the agencies' seal with authorized signature	➤ Requestee
2) Authorization letter/SPA (if the applicant is not the owner of the account being requested for certification)	➤ Client being represented
3) Government Issued Identification Card ➤ Photocopy of ID of the requesting owner, manager and/or President of the establishment ➤ ID of authorized representative	➤ LTO, BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-ibig
4) Official Receipt	➤ City Treasurer's Office (Cash Receipt Division)

Client's Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Submit letter of request along with the other requirements.	a. Check and receive all the documents	None	4 min	➤ Lea D. Grospe (License Officer II) ➤ Geraldine G. Magtibay (Admin Asst. I)
2. Receive Order of Payment	a. Issue order of payment and inform the client to proceed to Cash Receipt Division (CRD) – CTO	None	1 min	➤ Katherine G. Beley (Admin Aide II) ➤ Dulce Amor N. Lorenzo (License Inspector I)
3. Pay the required fee at the Cash Receipt Division (CRD) -CTO	a. Accept the payment b. Issue an Official Receipt	P 75.00	Please refer to the City Treasurer's Citizen's Charter (3 min)	➤ Cash Receipt Division – City Treasurer's Office
4. Present the Official Receipt	a. Receive the official receipt b. Prepare the Business' Certificate	None	10 min	➤ Lea D. Grospe (License Officer II) ➤ Geraldine G. Magtibay (Admin Asst. I)
5. Claim the Business Certification	a. Sign/Approve Business Certificate	None	5 min.	➤ Christopher R. Pabalan (License Officer III)
	b. Release Business Certificate			➤ Joel M. Martin (Admin. Aide IV)
TOTAL:		P 75.00	23 minutes	

CERTIFIED TRUE COPY OF BUSINESS LICENSE AND MAYOR'S PERMIT

Business Permit and License Office provides Certified True Copy of Business License and Mayor's Permit requested by business owners.

Office/Division:	Office of the City Mayor – Business Permit and License Office
Classification:	Simple
Type of Transaction:	G2B - Government to Business Entity
Who may avail:	Enterprises/Business owners in San Jose City

Checklist of Requirements:	Where to Secure
1) Request letter bearing the agencies' seal with authorized signature	➤ Requestee
2) Authorization letter/SPA (if the applicant is not the owner of the account being requested for Certified True Copy of Business Permit); Secretary Certificate if corporation	➤ Client being represented
3) Government Issued Identification Card <ul style="list-style-type: none"> ➤ Photocopy of ID of the requesting owner, manager and/or President of the establishment ➤ ID of authorized representative 	➤ LTO, BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-ibig
4) Official Receipt	➤ City Treasurer's Office (Cash Receipt Division)
5) Original copy and photocopy of the Business License and Mayor's Permit to be certified	➤ Requestee

Client's Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Submit letter of request along with the other requirements.	a. Check and receive all the documents	None	4 min	<ul style="list-style-type: none"> ➤ Lea D. Grospe (License Officer II) ➤ Geraldine G. Magtibay (Admin Asst. I)
2. Receive Order of Payment	a. Issue order of payment and inform the client to proceed to Cash Receipt Division (CRD) – CTO	None	1 min	<ul style="list-style-type: none"> ➤ Katherine G. Beley (Admin Aide II) ➤ Dulce Amor N. Lorenzo (License Inspector I)
3. Pay the required fee at the Cash Receipt Division (CRD) -CTO	<ul style="list-style-type: none"> a. Accept the payment b. Issue an Official Receipt 	P 75.00	Please refer to the City Treasurer's Citizen's Charter (3 min)	➤ Cash Receipt Division – City Treasurer's Office
4. Present the Official Receipt	<ul style="list-style-type: none"> a. Receive the official receipt b. Prepare the Certified True Copy of Business Permit 	None	10 min	<ul style="list-style-type: none"> ➤ Lea D. Grospe (License Officer II) ➤ Geraldine G. Magtibay (Admin Asst. I)
5. Claim Certified True Copy of Business License and Mayor's Permit	a. Sign/Approve Certified True Copy of Business License and Mayor's Permit	None	5 min.	➤ Christopher R. Pabalan (License Officer III)
	b. Release Business Certificate			➤ Joel M. Martin (Admin. Aide IV)
TOTAL:		P 75.00	23 minutes	

OCCUPATIONAL/MAYOR'S PERMIT

Document to be secured by all employees and persons who exercise their profession, occupation or calling whether on temporary or permanent basis within the jurisdiction limits of the city with a corresponding fee prescribed by City Ordinance.

Office/Division:	Office of the City Mayor – Business Permit and License Office
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen
Who may avail:	Clients employed/seeking employment within San Jose City

Checklist of Requirements:	Where to Secure
1) Barangay Clearance	➤ Barangay Hall covering the applicant 's residence
2) NBI or Police Clearance	➤ NBI or Police
3) Health Card/Clearance	➤ BOSS Area (Health and Sanitary Department)
4) Latest Picture (2x2)	➤ Photo Studio
5) Professional Regulatory Commission ID <i>(if applicable)</i>	➤ Professional Regulatory Commission
6) Copy of Professional Tax Receipt <i>(if applicable)</i>	➤ City Treasurer's Office <i>(Cash Receipt Division)</i>
7) Copy of valid Community Tax Certificate (CTC)	➤ City Treasurer's Office <i>(Cash Receipt Division)</i>
8) Official Receipt	➤ City Treasurer's Office <i>(Cash Receipt Division)</i>
9) Accomplished Application Form for Occupational/Mayor's Permit	➤ Business Permit and License Office

Client's Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Payment	a. Accept the payment	P 150	3 min	➤ Cash Receipt Division – City Treasurer's Office
➤ Occupational Fee		P 75	3 min	
➤ Health Fee		<i>To be computed by CTO</i>	3 min	
➤ CTC		3 min		
➤ PTR <i>(if applicable)</i>				

2. Fill-up Occupational/Mayor's Permit Application Form	a. Issue application form b. Encode applicant's information	None	10 min	➤ Warren D. Layson (<i>Ticket Checker</i>) ➤ Roger C. Dee (<i>Admin Aide III</i>)
3. Submit the requirements	a. Check the submitted requirements.	None	10 min	➤ Lea D. Grospe (<i>License Officer II</i>) ➤ Geraldine G. Magtibay (<i>Admin Asst. I</i>)
	b. Approve the Occupational/Mayor's Permit (BPLO and City Administrator's Office) – BACKROOM OPERATION			➤ Christopher R. Pabalan (<i>License Officer III</i>) ➤ Alexander Glenn E. Bautista (<i>City Administrator</i>)
4. Release of Occupational/Mayor's Permit	a. Issue Approved Occupational/ Mayor's Permit	None	3 min	➤ Jefferson D. Villuan (<i>Admin Aide II</i>)
TOTAL:		P 225	35 minutes	

RETIREMENT OF BUSINESS LICENSE AND MAYOR'S PERMIT

Any person natural or juridical, subject to business tax shall apply for a retirement of Business License and Mayor's Permit upon termination of business.

Office/Division:	Office of the City Mayor – Business Permit and License Office
Classification:	Simple
Type of Transaction:	G2B - Government to Business Entity
Who may avail:	Enterprises/Business owners in San Jose City

Checklist of Requirements:	Where to Secure
1) Authorization letter/SPA <i>(if the applicant is not the owner of the account being requested for retirement of business)</i>	➤ Client being represented
2) Government Issued Identification Card ➤ Photocopy of ID of the requesting owner, manager and/or President of the establishment ➤ ID of authorized representative	➤ LTO, BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-ibig
3) Notarized and accomplished application form for Retirement of Business Permit	➤ Business Permit and License Office
4) Barangay Certification of non-operation of closure of business	➤ Barangay Hall covering the applicant 's business
5) Inspection Certificate	➤ BPLO and City Treasurer's Office
6) Sworn statement of the gross sales/receipts for the current calendar year <i>(within 30 days following the closure)</i> / Financial Statement	➤ Provided by the applicant/client
7) Secretary's Report or Board Resolution regarding closure <i>(for Corporation and Cooperative)</i>	➤ Provided by the applicant/client
8) Original and 2 Photocopies of latest issued Business License and Mayor's Permit	➤ Provided by the applicant/client

Client's Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Fill up and submit accomplished application form along with other requirements	a. Check completeness of form and requirements	None	5 min	➤ Lea D. Grospe <i>(License Officer II)</i> ➤ Geraldine G. Magtibay <i>(Admin Asst. I)</i>
	b. Conduct actual inspection of the business applied for closure. BACKROOM OPERATIONS:		4 hours	➤ Roger C. Dee <i>(Admin Aide III)</i> ➤ Rodolfo E. Toralba, Jr. <i>(Admin Aide III)</i> ➤ Jeffeson D. Villuan <i>(Admin Aide II)</i>
	c. Approve/Sign application form by BPLO		1 min	➤ Christopher R. Pabalan <i>(License Officer III)</i>
	d. Assessment of taxes and fees <i>(if any by City Treasurer's Office)</i>		Please refer to the City	➤ Business Tax and Fees Division – City Treasurer's

	e. Prepare Tax Order of Payment		<i>Treasurer's Citizen's Charter (10 min)</i>	Office
	f. Approve/Sign application form and tax order of payment by CTO			
2. Receive the Tax Order of Payment	a. Issue order of payment and inform the client to proceed to Cash Receipt Division (CRD) – CTO	None	1 min	➤ Jefferson Villuan (Admin Aide II) ➤ Joel M. Martin (Admin Aide IV) ➤ Roger C. Dee (Admin Aide III)
3. Pay the required taxes and and/or fees due	a. Accept the payment b. Issue an Official Receipt	<i>Amount to be assessed by CTO</i>	<i>Please refer to the City Treasurer's Citizen's Charter (3 min)</i>	➤ Cash Receipt Division – City Treasurer's Office
4. Present the official receipt to Business Tax and Fees Division – CTO	a. Receive the official receipt b. Transfer client's account from "active" to "closed"	None	<i>Please refer to the City Treasurer's Citizen's Charter (10 min)</i>	➤ Business Tax and Fees Division – City Treasurer's Office
5. Claim Certificate	a. Issue Retirement of Business Certification (BPLO/CTO)	None	5 min.	➤ Jefferson D. Villuan (Admin Aide II) ➤ Joel M. Martin (Admin. Aide IV)
TOTAL:			4 hrs and 35 min	

CHANGE OF COMMERCIAL NAME

Transaction for amendments of trade name on issued Business License and Mayor's Permi5

Office/Division:	Office of the City Mayor – Business Permit and License Office
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen
Who may avail:	Clients employed/seeking employment within San Jose City

Checklist of Requirements:	Where to Secure
1) Request letter bearing the agencies' seal with authorized signature	➤ Requestee
2) Authorization letter/SPA (if the applicant is not the owner of the account being requested for certification)	➤ Client being represented
3) Accomplished Application Form	➤ Business License and Mayor's Permit (BPLO)
4) Government Issued Identification Card <ul style="list-style-type: none"> ➤ Photocopy of ID of the requesting owner, manager and/or President of the establishment ➤ ID of authorized representative 	➤ LTO, BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-ibig
5) Original and one (1) photocopy of DTI Registration/SEC Registration/CDA Registration	➤ Requestee
6) Original copy of Business License and Mayor's Permit	➤ Requestee

Client's Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Submit letter of request along with the other requirements.	a. Evaluate the application with attached documentary requirements	None	5 min	<ul style="list-style-type: none"> ➤ Lea D. Grospe (License Officer II) ➤ Geraldine G. Magtibay (Admin Asst. I)
	BACKROOM OPERATIONS:			
	b. Encode amendments and prepare assessment of taxes, fees and charges.		5 min	<ul style="list-style-type: none"> ➤ Ms. Katherine G. Beley (Admin Aide II) ➤ Geraldine G. Magtibay (Admin Asst. I)
	c. Approve the application for amendments		2 min	➤ Christopher R. Pabalan (License Officer III)
	d. Prepare and approve/sign the order of payment		Please refer to the City Treasurer's Citizen's Charter (8 min)	➤ City Treasurer's Office
2. Receive Order of Payment	a. Issue Tax Order of Payment and inform the client to proceed to Cash Receipt Division -	None	1 min	➤ Gessela M. Tolentino (License Inspector II)

	CTO			
3. Pay the required fee at the City Treasurer's Office.	<ul style="list-style-type: none"> a. Accept the payment and issue an official receipt. b. Inform client to proceed to BPLO 	P 150	<i>Please refer to the City Treasurer's Citizen's Charter (3 min)</i>	➤ Cash Receipt Division - City Treasurer's Office
4. Present the Official Receipt	<ul style="list-style-type: none"> a. Receive the official receipt b. Prepare the amended Business License and Mayor's Permit 	None	5 min	➤ Rodolfo E. Toralba, Jr. (<i>Admin Aide III</i>)
5. Claim the amended Business License and Mayor's Permit	<ul style="list-style-type: none"> a. Issue the amended Business License and Mayor's Permit 	None	3 min	➤ Dulce Amor N. Lorenzo (<i>License Inspector I</i>)
TOTAL:		P 150	32 minutes	

ADDITIONAL LINE OF BUSINESS

Transaction for declaration of other category/line of business operated by business entity.

Office/Division:	Office of the City Mayor – Business Permit and License Office
Classification:	Simple
Type of Transaction:	G2B - Government to Business Entity
Who may avail:	Enterprises/Business owners in San Jose City

Checklist of Requirements:	Where to Secure
1) Request letter bearing the agencies' seal with authorized signature	➤ Requester
2) Authorization letter/SPA <i>(if the applicant is not the owner of the account being requested for or additional line of business)</i>	➤ Client being represented
3) Accomplished Application Form	➤ Business License and Mayor's Permit (BPLO)
4) Government Issued Identification Card <ul style="list-style-type: none"> ➤ Photocopy of ID of the requesting owner, manager and/or President of the establishment ➤ ID of authorized representative 	➤ LTO, BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-ibig
5) Original and one (1) photocopy of DTI Registration/SEC Registration/CDA Registration	➤ Requester
6) Original copy of Business License and Mayor's Permit	➤ Requester
7) Notarized capital investment declaration for the additional business line	➤ Requester
8) Secretary Certificate and/or Board Resolution for the additional business line <i>(for corporation)</i>	➤ Requester
9) Mandatory requirements for specific line of business <i>(if applicable)</i>	➤ Requester

Client's Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Submit letter of request along with the other requirements.	a. Evaluate the application with attached documentary requirements	None	5 min	<ul style="list-style-type: none"> ➤ Lea D. Grospe <i>(License Officer II)</i> ➤ Geraldine G. Magtibay <i>(Admin Asst. I)</i>
	BACKROOM OPERATIONS: b. Approve the application for additional business line		5 min	<ul style="list-style-type: none"> ➤ Ms. Katherine G. Beley <i>(Admin Aide II)</i> ➤ Geraldine G. Magtibay <i>(Admin Asst. I)</i>

	c. Forward application to Business Tax and Fees Division – CTO for assessment.		<i>Please refer to the City Treasurer's Citizen's Charter (10 min)</i>	➤ Ms. Katherine G. Beley (<i>Admin Aide II</i>)
	d. Encode amendments, taxes, fees and charges.		5 min	➤ Christopher R. Pabalan (<i>License Officer III</i>)
	e. Prepare and approve/sign the tax order of payment		<i>Please refer to the City Treasurer's Citizen's Charter (8 min)</i>	➤ City Treasurer's Office
2. Receive Order of Payment	a. Issue Tax Order of Payment and inform the client to proceed to Cash Receipt Division - CTO	None	2 min	➤ Gessela M. Tolentino (<i>License Inspector II</i>)
3. Pay the required taxes, fees and charges at the Cash Receipt Division - CTO	a. Accept the payment and issue an official receipt. b. Inform client to proceed to BPLO	<i>Based on declared capitalization, asset size, area and number of employees</i>	<i>Please refer to the City Treasurer's Citizen's Charter (3 min)</i>	➤ Cash Receipt Division - City Treasurer's Office
4. Present the Official Receipt	a. Receive the official receipt b. Prepare the amended Business License and Mayor's Permit	None	5 min	➤ Rodolfo E. Toralba, Jr. (<i>Admin Aide III</i>)
5. Claim the amended Business License and Mayor's Permit	a. Issue the amended Business License and Mayor's Permit	None	2 min	➤ Dulce Amor N. Lorenzo (<i>License Inspector I</i>)
TOTAL:		P 150	45 minutes	

ANNEX 1 – COMPUTATION FOR BUSINESS TAX

TYPE OF BUSINESS	BUSINESS TAX COMPUTATION
1. New Business Application	➤ One-twentieth percent (1/20%) of one percent (1%) of the capital investment for Publication line of business
2. Renewal of Business Permit	<ul style="list-style-type: none"> ➤ Business tax is based on gross receipts/sales. ➤ Tax rates vary depending on category of business. ➤ City Treasurer’s Office validates/assesses the declared gross receipts/sales

ANNEX 2 – REGULATORY FEE’S RATES

A. Mayor’s Fee

The permit fee is payable for every distinct or separate business or place where the business or trade is conducted. One Line of business of trade does not become exempt by being conducted with some other business of trade for which the permit fee has been obtained and the corresponding fee paid for.

The permit fee shall either be based on asset size or number of workers whichever will yield higher fee.

CHARACTERISTICS	ASSET SIZE	NUMBER OF WORKERS
1. Cottage	PhP 500,000 and below	1 – 11
2. Small	Over Php 500,000 to PhP 5M	11 – 99
3. Medium	Over Php 5Mto PhP 20M	100 – 199
4. Large	Over Php 20M	200 and above

1. On Manufacturers/Importers/Producers

AMOUNT OF TAX PER ANNUM

Cottage	P	100.00
Small	P	500.00
Medium	P	1,000.00
Large	P	2,000.00

2. On Banks**AMOUNT OF TAX PER ANNUM**

Rural, Thrift and Savings Bank	P	1,000.00
Commercial, Industrial, Development Banks	P	3,000.00
Universal Bank	P	5,000.00

3. On Financial Institutions**AMOUNT OF TAX PER ANNUM**

Small	P	1,000.00
Medium	P	3,000.00
Large	P	5,000.00

4. On Contractor/Service Establishments**AMOUNT OF TAX PER ANNUM**

Cottage	P	100.00
Small	P	400.00
Medium	P	800.00
Large	P	1,000.00

5. On Wholesalers/Retailers/Dealers or Distributors**AMOUNT OF TAX PER ANNUM**

Cottage	P	200.00
Small	P	400.00
Medium	P	800.00
Large	P	1,000.00

6. On Transloading Operations

AMOUNT OF TAX PER ANNUM

Medium	P	2,000.00
Large	P	4,000.00

7. On Poultry and Piggery P 500.00

8. Other businesses P 500.00

B. Sanitary Fee

There shall be collected the following annual fees from each business establishment in this city or house for rent, for the purpose of supervision of enforcement of existing rules and regulations and safety of the public in accordance with the following schedule:

DESCRIPTION	AMOUNT OF FEE
a. For house for rent	P 50.00
b. For each business, industrial or agriculture establishment	
➤ with an area of 25 sq m. or more but less than 50 sq m.	50.00
➤ with an area of 50 sq m. or more but less than 100 sq m.	75.00
➤ with an area of 100 sq m. or more but less than 200 sq m.	100.00
➤ with an area of 200 sq m. or more but less than 500 sq m.	125.00
➤ with an area of 500 sq m. or more but less than 1,000 sq m.	150.00
➤ with an area of 1,000 sq m. or more	200.00

C. Secretary's Fee

Amount of Fee

➤ Health fee	P	75.00	(per person)
➤ Processing Fee	P	75.00	

➤ Land Tax Certification Fee	P	75.00	
➤ Business Certification Fee	P	75.00	
➤ Oath Fee	P	75.00	
➤ CENRO Certification Fee	P	75.00	
➤ Tourism Certification Fee	P	75.00	(for Primary Tourism Enterprises)
➤ CPDO Certification Fee	P	75.00	

D. Occupational Fee

Amount of Fee

➤ Day Workers	P	150.00	(per employee)
➤ Day and Night Workers	P	200.00	(per employee)

E. Business Plate (with sticker)

200.00 (for new applications)

F. Business Plate's Sticker

15.00 (for renew applications)

G. Weights and Measures Fee

Amount of Fee

➤ With Capacity if not more than 30 kg	P	30.00	
➤ With capacity of more than 30 kg but not more than 300 kg	P	40.00	
➤ With capacity of more than 300 kg but not more than 3,000 kg	P	50.00	
➤ With capacity of more than 3,000 kg	P	60.00	

H. Delivery Vehicle Fees

Amount of Fee

- Delivery Truck P 500.00
- Delivery Van, Mini-Elf P 300.00
- Tricycle, Motorcycle P 100.00

I. Cooperative’s Regulatory Fee

P 1,000.00

J. Fire Code Fee

Please refer to the Bureau of Fire Protection’s Citizen’s Charter

K. Veterinary Fee

Please refer to the City Veterinary Office’ Citizen’s Charter

L. Engineering Fees

Please refer to the City Engineering Office’ Citizen’s Charter

M. Garbage Fee

Industrial and Manufacturing Firm	Annual Fees
➤ Big industries such as bottling, food processing plant	P 10,000.00
➤ Medium scale, big scale furniture, garments factory, concrete and recapping plants, LPG recharging plants	P 5,000.00
➤ Small scale industries like rice, corn, and feed mills, manufacturers of brick tiles, ceramics, pipes and other concrete products	P 3,000.00

Commercial Establishments	Annual Fees
➤ Fast Food Chain/Mall	P 3,000.00
➤ Restaurant, Hotel and Motel	P 2,000.00
➤ Fast Food Store	P 1,000.00
➤ Gasoline Service Station, Lumber Yard and Hardware, Appliance Dealer, Motor Vehicle Dealer	P 500.00
➤ Grocery Store, Dry Goods Store, Fish, Meat, Chicken Vendor, Vegetable and Fruit Vendor, Carinderia and Eateries, Glassware Stores, Bakery and Bakeshop Store, Shoe Store, Barber and Beauty Shops, Dress and tailoring Shops, Flower Shops, Music and Record Shops, Copying Machine, Wood Frames and Photography Shops, Pet Shops, LPG Store, Auto Supplies	P 320.00

Medical Institutions	Annual Fees	
➤ Hospital	P	3,000.00
➤ Medical Clinics with Patient Confinement Facilities	P	1,000.00
➤ Medical and Dental Clinic with X-ray, Ultrasound, CT Scan	P	500.00
➤ Drug Store	P	300.00
➤ Drug Store below 200 sq m.	P	150.00
➤ Optometrist Shop	P	300.00

Financial Institutions	Annual Fees	
➤ Banks	P	500.00
➤ Financing and Credit Loan, Pawnshops and Jewelry Shops, Insurance and Bonding Companies	P	300.00

Education Institutions	Annual Fees	
➤ College	P	2,000.00
➤ High School and Vocational School, Elementary, Nurseries and Kinder School	P	500.00
➤ Physical Fitness School	P	300.00

Energy, Transport and Communication Firm	Annual Fees	
➤ Bus/Mini Bus Companies with Terminal	P	3,000.00
➤ Electric Company, Telephone and Communication, Water Service Company	P	500.00

Entertainment Firm	Annual Fees	
➤ Cinemas, Cockpit Arena, Night Clubs, Videoke Bar	P	500.00
➤ Billiards and Pool Shops, Video Games Shops, Bowling Alleys, Swimming Resort with entrance fee	P	300.00

Offices	Annual Fees	
➤ Accounting, Law Firm, Real Estate, Advertising, Insurance Agencies, etc.	P	300.00

Agricultural	Annual Fees	
➤ Piggery, Poultry and Cattle Farms	P	500.00
➤ Nursery, Orchid and Flower Grower, Agricultural Farm Store	P	300.00

Repair Shops	Annual Fees	
➤ Motor Vehicle Repair Shops, Battery and Electric Shops and Appliance Repair Shops.	P	300.00

Wholesaler and Dealer	Annual Fees	
➤ Chicken Dealer with Chicken Dressing House	P	2,000.00
➤ Coconut and Buko Dealer/Wholesaler	P	1,000.00
➤ Beer/Softdrink, Meat, Fruit and Vegetable Dealers	P	500.00

Others	Annual Fees	
➤ Funeral Parlor	P	1,500.00
➤ Machine Shops	P	500.00
➤ Brake and Clutch Binding, Vulcanizing, Junk Shops, , Gravel and Sand, Iron and Metal Craft, Sash and Wood Craft, Coffin and Casket Maker, Memorial Parks, Furniture Stores, Public and Private Stall Holders, Warehouse of any kind, Food Stands, Barbeque and Vegetable Stands and other items, Cold Storage (retailer)	P	400.00
➤ Paint, Advertising and Art Shop, Small Sari-sari Store (Barangay)	P	300.00