

# PERMITS, LICENSES, CLEARANCES AND CERTIFICATES

## BUSINESS PERMIT AND LICENSING SERVICES

### VISION

To become a model of excellence among the departments of the City Government widely recognized for its dedication and commitment to public service through a dedicated, highly trained and motivated workforce that promotes integrity and professionalism.

### MISSION

To provide the public with the highest level of service in an efficient, courteous, and competent manner in order to create an environment that encourages economic development and promotes investment in the City of Caloocan.

<b>FRONTLINE SERVICES</b>	<b>ISSUANCE OF BUSINESS/ MAYOR'S PERMIT</b> New Application (Low Risk) <i>Client: Registered Business Tax Payers</i>	
<b>REQUIRED FEES</b>	Variable based on capital, type of business, number of employees and area of business	
<b>STEP 1</b>	<u>Assessment</u> Receive verified and duly accomplished application form and other required documents for Encoding and Assessment/Computation of tax and regulatory fees	
<b>SERVICE PROVIDER/S</b>	South Caloocan	
	- FELMAN V. PAGTALUNAN - ALAN BARTOLOME - RODERICK PABLO - DEXTER CARINAN <u>ENCODER:</u> - FLORANTE ENRIQUEZ	- MICHELLE ESMAO - MA. VERENA MENDOZA - MARELYN GALING - ADELINA CANO - MARY MARJURIE CRISOSTOMO - MARICHU TAN
<b>SERVICE PROVIDER/S</b>	North Caloocan	
	- THERESA ACUDESIN - ALAN BARTOLOME - HAZEL PULMANO - EDWARD ARLIGUE	- VINCENT NOVENO - FLORECITA CRUDO - HAZEL PULMANO - NERISSA BASMAYOR
<b>TIME FRAME</b>	25 minutes	
<b>STEP 2</b>	Payment of Assessed Fees (BPLO issues Order of Payment and instructs the client to pay at the CTO)	
<b>SERVICE PROVIDER/S</b>	CTO'S COLLECTION CLERK	
<b>STEP 3</b>	Receive Application with complete requirements for Printing and Releasing of Mayor's Permit on Business	
<b>SERVICE PROVIDER/S</b>	South Caloocan - JASMIN MEJIA	- MA. ETHEL CHRISTINE S. DIN

	- VICTORIO GERMINO North Caloocan - ALAN BARTOLOME - HAZEL PULMANO	- CARMENLINA F. ESPIRITU - RODELINO ESPELETA
<b>TIME FRAME</b>	25 minutes	
<b>REQUIRED DOCUMENTS</b>	1. A) <i>SINGLE PROPRIETORSHIP</i> Department of Trade & Industry (DTI) Registration B) <i>CORPORATION/ PARTNERSHIP/ FOUNDATION</i> Securities & Exchange Commission (SEC) Registration Articles of Incorporation/ Partnership C) <i>COOPERATIVE</i> Cooperative Development Authority (CDA) Registration 2. Barangay Clearance 3. Community Tax Certificate (Cedula) 4. A) If Place of Business is OWNED – Photocopy of Original/ Transfer Certificate of Title (OCT/TCT) B) If place of business is RENTED – Photocopy of Contract of Lease 5. Public Legal Liability Insurance 6. Picture of Establishment with sketch of location <ul style="list-style-type: none"> <li>• outside view with SIGNBOARD</li> <li>• inside view</li> </ul>	
	<b>SPECIAL REQUIREMENTS:</b>	
	<i>Employment Agency/ Manpower/ Recruitment:</i>	
	<ul style="list-style-type: none"> <li>• For Local Employment only – DOLE Registration</li> <li>• For Overseas Employment – POEA Registration</li> </ul>	
	<i>Water Station:</i>	
	<ul style="list-style-type: none"> <li>• Potability Test</li> <li>• Physico-Chemical</li> <li>• Permit to Operate from DOH</li> </ul>	
	<i>Security Agency:</i> PNP License to Operate	
	<i>Drugstore:</i>	
	<ul style="list-style-type: none"> <li>• BFAD License to Operate</li> <li>• PRC Certificate of Pharmacist</li> </ul>	
	<i>Repair Shop:</i> DTI Accreditation	
<i>Birthing House/ Maternity:</i> Philhealth Accreditation		
<i>Warehouse:</i> Main Office Permit		
<i>Franchised Business:</i> Franchise Agreement		
*Order of Payment, Application Form and other documents stated above. Official Receipt, Sanitary Permit, Application Forms and other documents stated above. Business/Mayor's Permit, Official Receipt, Sanitary Permit, Application Form and other documents stated above.		

<b>FRONTLINE SERVICES</b>	<b>ISSUANCE OF BUSINESS/MAYOR'S PERMIT</b> New Application (High Risk) <i>Client: Registered Business Tax Payers</i>
<b>REQUIRED FEES</b>	Variable based on capital, type of business, number of employees and area of business
<b>STEP 1</b>	Receive verified and duly accomplished application form and other required documents for Encoding and Assessment of Tax and Regulatory Fees <i>Note:</i>

	<i>New application in this category is subject to verification and inspection. Applicants are required to execute an Affidavit of Undertaking and must form part and parcel of the accomplished application form in addition to other required documents</i>
SERVICE PROVIDER/S	South Caloocan - ALAN BARTOLOME - RODERICK PABLO - FELMAN V. PAGTALUNAN - DEXTER CARINAN
	<u>Inspectors:</u> - RYAN T. SANTOS, - RODERICK PABLO - JOSELITO ALCARAZ, JR. - BAYANI YANG - RENE ONTIMARE - CESAR ESTRELLA - RENATO DELA CRUZ - ROXANNE IGLESIA - ALAN BARTOLOME
	<u>Assessors:</u> - MICHELLE ESMAO - MARY MARJURIE CRISOSTOMO - MARELYN GALING - MA. VERENA MENDOZA - MARICHU TAN
	Encoder FLORANTE ENRIQUEZ
	North Caloocan - ALAN BARTOLOME - THERESA ACUDESIN - HAZEL PULMANO
	<u>Inspectors:</u> - RAYMOND BONEO - FLORECITA CRUDO - MICHAEL CENON - ALAN BARTOLOME <u>Assessors:</u> - FLORECITA CRUDO - NERISSA BASMAYOR - HAZEL PULMANO - ALAN BARTOLOME
TIME FRAME	1 day
STEP 2	Payment of Assessed Fees (BPLO issues Order of Payment and instructs the client to pay at the CTO)
SERVICE PROVIDER/S	CTO'S COLLECTION CLERK
REQUIRED FEES	Variable based on capital, type of business, number of employees and area
REQUIRED DOCUMENTS	Tax Assessment/ Billing Form
STEP 3	Receive Application with complete requirements for Printing and Releasing of Mayor's Permit on Business
SERVICE PROVIDER/S	South Caloocan - VICTOR GERMINO - CARMENLINA F. ESPIRITU - JASMIN MEJIA - MA. ETHEL CHRISTINE S. DIN
	North Caloocan - ALAN BARTOLOME - RODELINO ESPELETA - HAZEL PULMANO
TIME FRAME	25 minutes
REQUIRED DOCUMENTS	Variable based on capital, type of business and number of employees 1. Required documents for: A. SINGLE PROPRIETORSHIP Department of Trade & Industry (DTI) Registration B. CORPORATION/ PARTNERSHIP/ FOUNDATION Securities & Exchange Commission (SEC) Registration Articles of Incorporation/ Partnership C. COOPERATIVE Cooperative Development Authority (CDA) Registration 2. Barangay Clearance 3. Community Tax Certificate (Cedula)

<b>REQUIRED DOCUMENTS</b>	4. A. If Place of Business is OWNED – Photocopy of Original/ Transfer Certificate of Title (OCT/TCT)
	B. If place of business is RENTED – Photocopy of Contract of Lease
	5. Public Legal Liability Insurance
	6. Picture of Establishment with sketch of location
	• outside view with SIGNBOARD
	• inside view
	<u><b>ADDITIONAL REQUIREMENTS:</b></u>
	<i>Mfg./Dealer/Importer of TOYS:</i> License to Operate from Bureau of Health Devices & Technology (BHDT) of DOH
	<i>Gasoline Station:</i>
	• Cert. of Compliance (COC) • Dept. of Energy
	<i>LPG Dealer/Retailer:</i>
	• Standard Compliance Cert. (SCC) • Dept. of Energy
	<i>Guns &amp; Ammunition:</i> PNP Clearance
	Advertising: Building Permit
	Videoke Bars/Clubs
	• Health Certificate • Occupational Permit
	Learning Institution: Department of Education Registration
	Transport Service: LTFRB Franchise
	Pest Control: Fertilizer and Pesticides Authority
	General Contractor: PCAB License
	Car Washing
	• Clearance/ Permits from Laguna Lake Development Authority (LLDA)
	Rice Dealer: National Grains Authority
	Chemical Mfg./Dealer/Storage
	• PDEA License to Handle Controlled Precursors and Essential Chemicals
Soap/Cosmetics Mfg./Dealer	
• BFAD License to Operate • Certificate of Product Registration	
Customs Brokerage: Bureau of Customs License	
Video Rental Services: Videogram Permit	
Real Estate Lessor: Occupancy Permit	
Mining Industry: DENR Clearance	
Messengerial and Courier Services: DOTC Permit	
Telecommunications Services:	
• National Telecommunications Commissions Clearance (NTCC)	
<u><b>SUBJECT TO LOCATIONAL CLEARANCE</b></u>	
1. Manufacturing	12. Junkshop/ Scrap material with DPSTM Clearance
2. Internet Café / Computer Rental	13. Trucking Service with DPSTM Clearance
3. Billiard Halls	14. Lotto
4. Gas Station	15. Vulcanizing/ Galvanizing with DPSTM Clearance
5. LPG Retailer/Dealer	16. Auto/ Truck Repair Shop with DPSTM Clearance
6. OTB	17. Machine Shop
7. KTV/ Bars	18. Cell Site
8. Malls/ Commercial Complex	
9. Cemetery/ Columbarium/ Mortuary	
10. Slaughter House	

	11. Bus/ Jeepney Terminal with DPSTM Clearance	19. Funeral Parlor 20. Car Wash
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<b>FRONTLINE SERVICES</b>	<b>RENEWAL BUSINESS/ MAYOR'S PERMIT</b> <i>Client: Registered Business Tax Payers</i>	
<b>STEP 1</b>	Receiving of duly accomplished application form and other required documents for Encoding and Assessment/Computation of tax and regulatory fees	
<b>REQUIRED FEES</b>	Variable based on gross receipts	
<b>SERVICE PROVIDER/S</b>	South Caloocan - FELMAN V. PAGTALUNAN - MICHELLE ESMAO - ALAN BARTOLOME - MA. VERENA MENDOZA - RODERICK PABLO - MARELYN GALING - DEXTER CARINAN - MARY MARJURIE CRISOSTOMO - ADELINA CANO - MARICHU TAN <b>ENCODER</b> - FLORANTE ENRIQUEZ	
	North Caloocan - THERESA ACUDESIN - VINCENT NOVENO - ALAN BARTOLOME - FLORECITA CRUDO - HAZEL PULMANO - HAZEL PULMANO - EDWARD ARLIGUE - NERISSA BASMAYOR	
<b>TIME FRAME</b>	16 minutes	
<b>REQUIRED DOCUMENTS</b>	Business Permit of the preceding year Tax Bill and Official Receipt of the preceding year Barangay Clearance for the current year Fire Safe Inspection Certificate Locational Clearance Public Liability Insurance Community Tax Certificate (Cedula) Authorization Letter to act on behalf of the owner Other requirement as required per nature of business	
<b>STEP 2</b>	Payment of Assessed Fees (BPLO issues Order of Payment and instructs the client to pay at the CTO)	
<b>SERVICE PROVIDER/S</b>	CTO'S COLLECTION CLERK	
<b>REQUIRED FEES</b>	Variable based on gross receipts	
<b>REQUIRED DOCUMENTS</b>	Tax Assessment/ Billing Form	
<b>STEP 3</b>	Receive Application with complete requirements for Printing and Releasing of Mayor's Permit on Business	
<b>SERVICE PROVIDER/S</b>	South Caloocan - VICTOR GERMINO - CARMENLINA F. ESPIRITU - JASMIN MEJIA - MA. ETHEL CHRISTINE S. DIN	
	North Caloocan - ALAN BARTOLOME - RODELINO ESPELETA - HAZEL PULMANO	
<b>TIME FRAME</b>	23 minutes	
<b>REQUIRED DOCUMENTS</b>	Application Form and other documents stated above	

<b>FRONTLINE SERVICES</b>	<b>ISSUANCE OF TRUE COPY OF BUSINESS/ MAYOR'S PERMIT</b> <i>Client: Tax Payers of Caloocan City</i>
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<b>STEPS 1</b>	Receive required documents
<b>SERVICE PROVIDER/S</b>	South: - FELMAN V. PAGTALUNAN - VICTORIO GERMINO
	North: - ALAN BARTOLOME - THERESA ACUDESIN - HAZEL PULMANO
<b>TIME FRAME</b>	1 minute
<b>REQUIRED DOCUMENTS</b>	Original and photocopy of Business/ Mayor's Permit
<b>REQUIRED FEES</b>	P 20.00 per copy
<b>STEPS 2</b>	Payment of Fees (BPLO issues Order of Payment and instructs the client to pay at the CTO)
<b>SERVICE PROVIDER/S</b>	CITY TREASURER'S OFFICE COLLECTION CLERKS
<b>REQUIRED DOCUMENTS</b>	Order of Payment
<b>STEPS 3</b>	Verification/Counter Checking of Documents
<b>SERVICE PROVIDER/S</b>	South: - MICHELLE T. ESMAO
	North: - ALAN BARTOLOME - ALAN BARTOLOME - EDWARD ARLIGUE
<b>TIME FRAME</b>	1 minute
<b>REQUIRED DOCUMENTS</b>	Official Receipt, Original/Photocopy of Business/Mayor's Permit
<b>STEPS 4</b>	Certification of True Copy of Business/Mayor's Permit
<b>SERVICE PROVIDER/S</b>	- ATTY. EMMANUEL EMILIO P. VERGARA - MICHELLE T. ESMAO - MA. ETHEL CHRISTINE S. DIN
<b>TIME FRAME</b>	1 minute
<b>REQUIRED DOCUMENTS</b>	Official Receipt of Payment for a Certified True Copy Original/Photocopy of Business/Mayor's Permit
<b>STEPS 5</b>	Releasing
<b>SERVICE PROVIDER/S</b>	South: - FELMAN V. PAGTALUNAN - VICTORIO GERMINO
	North: - ALAN BARTOLOME - RODELINO ESPELETA - HAZEL PULMANO
<b>TIME FRAME</b>	1 minute

<b>FRONTLINE SERVICES</b>	<b>ISSUANCE OF MAYOR'S PERMIT ON OCCUPATION</b> <i>Client: Employees of Registered Establishments in the City of Caloocan</i>
<b>STEPS 1</b>	Receive accomplished Application Form and issue of Order of Payment
<b>SERVICE PROVIDER/S</b>	South: - MARICHU TAN - MELANIE SANTOS
	North: - EDWARD ARLIGUE - THERESA ACUDESIN - NERISSA BASMAYOR
<b>DURATION</b>	5 minutes
<b>REQUIRED DOCUMENTS</b>	Birth Certificate, Police/NBI Clearance, Health Certificate
<b>STEPS 2</b>	Payment of Fees (BPLO issues Order of Payment and instructs the client to pay at the CTO)
<b>SERVICE PROVIDER/S</b>	CITY TREASURER'S OFFICE COLLECTION CLERK
<b>TIME FRAME</b>	5-15 minutes
<b>REQUIRED DOCUMENTS</b>	Order of Payment
<b>REQUIRED FEES</b>	P 100.00
<b>STEPS 3</b>	Encoding of Information of the applicant
<b>SERVICE PROVIDER/S</b>	South: - MARICHU TAN
	North: - EDWARD ARLIGUE - VINCENT NOVENO
<b>TIME FRAME</b>	10 minutes

REQUIRED DOCUMENTS	Official Receipt with Application form and requirements
STEPS 4	Printing of Mayor's Permit on Occupation
SERVICE PROVIDER/S	South: - MARICHU TAN North: - RODELINO ESPELETA - VINCENT NOVENO
TIME FRAME	5 minutes
STEPS 5	Release Mayor's Permit on Occupation
SERVICE PROVIDER/S	South: - MARICHU TAN - MELANIE SANTOS North: - RODELINO ESPELETA - NERISSA BASMAYOR
TIME FRAME	5 minutes

<b>FRONTLINE SERVICES</b>	<b>AMENDMENT OF BUSINESS/ MAYOR'S PERMIT</b> <i>Client: Registered Business Tax Payers</i>
STEP 1	Receive letter of request at the Business Permits and Licensing Office
SERVICE PROVIDER/S	South: - VICTORIO GERMINO - FELMAN PAGTALUNAN North: - HAZEL PULMANO - ALAN BARTOLOME - MICHAEL CENON
TIME FRAME	2 minutes
REQUIRED DOCUMENTS	Letter of Request Original Business/Mayor's Permit Deed of Sale or Transfer of Rights for Change of Ownership For Change of Business Name - DTI Registration For Change of Address - Barangay Clearance and Contract of Lease For Change of Business Organization - SEC Registration (from Single to Corp.)
STEP 2	Payment of Fees (BPLO issues Order of Payment and instructs the client to pay at the CTO)
SERVICE PROVIDER/S	CITY TREASURER'S OFFICE
REQUIRED FEES	Php 100.00
REQUIRED DOCUMENTS	Order of Payment
STEP 3	Updating/ Encoding of the necessary information to amend/ change
SERVICE PROVIDER/S	South: - FLORANTE ENRIQUEZ North: - EDWARD ARLIGUE - VINCENT NOVENO
TIME FRAME	3 minutes
REQUIRED DOCUMENTS	Official Receipt and other required documents
STEP 4	Record and Release Amended Business/Mayor's Permit
SERVICE PROVIDER/S	South: - DEXTER CARINAN - VICTOR GERONIMO North: - HAZEL PULMANO - ALAN BARTOLOME - MICHAEL CENON
TIME FRAME	15 minutes
REQUIRED DOCUMENTS	Official Receipt and other required documents

<b>FRONTLINE SERVICES</b>	<b>COMPLAINTS CONCERNING BUSINESS/ MAYOR'S PERMIT</b> <i>Client: Registered Business Tax Payers/ Concerned Citizens</i>
REQUIRED FEES	None
STEP 1	Receive accomplished Complaint Form
SERVICE PROVIDER/S	South: - VICTORIO GERMINO - FELMAN PAGTALUNAN North: - MICHAEL CENON - THERESA ACUDESIN
TIME FRAME	2 minutes

<b>REQUIRED DOCUMENTS</b>	Complaint Form
<b>STEP 2</b>	Verification of Records
<b>SERVICE PROVIDER/S</b>	South: - FLORANTE ENRIQUEZ
	North: - EDWARD ARLIGUE
<b>TIME FRAME</b>	3 minutes
<b>REQUIRED DOCUMENTS</b>	Complaint Form Inspection Report
<b>STEP 3</b>	Inspection of the Nature of Complaint
<b>SERVICE PROVIDER/S</b>	South Caloocan - RYAN T. SANTOS - RODERICK PABLO - BAYANI YANG - CESAR ESTRELLA - RENATO DELA CRUZ - ALAN BARTOLOME - RENE ONTIMARE - JOSELITO ALCARAZ, JR.
	North Caloocan - RAYMOND BONEO - MICHAEL CENON - ALAN BARTOLOME - FLORECITA CRUDO
<b>TIME FRAME</b>	1 day
<b>REQUIRED DOCUMENTS</b>	Complaint Form
<b>STEP 5</b>	Delivery of the Notice of Assessment / Violation
<b>SERVICE PROVIDER/S</b>	South Caloocan - RYAN T. SANTOS - RODERICK PABLO - BAYANI YANG - CESAR ESTRELLA - RENATO DELA CRUZ - ALAN BARTOLOME - RENE ONTIMARE - JOSELITO ALCARAZ, JR.
	North Caloocan - RAYMOND BONEO - MICHAEL CENON - ALAN BARTOLOME - FLORECITA CRUDO
<b>TIME FRAME</b>	1 day

<b>FRONTLINE SERVICES</b>	<b>ISSUANCE OF BUSINESS STATUS CERTIFICATION</b> <i>Client: Registered Business Tax Payers, Applicants for Social Services, National Government Agencies, Local Government Offices, Private Companies</i>		
<b>STEP 1</b>	Receive letter-request with Business Permits and Licensing Office		
<b>SERVICE PROVIDER/S</b>	South: - FELMAN V. PAGTALUNAN - ALLAN BARTOLOME - RODERICK PABLO - VICTORIO GERMINO		
	North: - EDWARD ARLIGUE - THERESA ACUDESIN		
<b>TIME FRAME</b>	1 minute		
<b>REQUIRED DOCUMENTS</b>	Letter of Request		
<b>STEP 2</b>	Verification of Records		
<b>SERVICE PROVIDER/S</b>	South: - FLORANTE ENRIQUEZ		
	North: - EDWARD ARLIGUE - VINCENT NOVENO		
<b>TIME FRAME</b>	5 minutes		
<b>REQUIRED DOCUMENTS</b>	Letter of Request		
<b>STEP 3</b>	Payment of Fees (BPLO issues Order of Payment and instructs the client to pay at the CTO)		
<b>SERVICE PROVIDER/S</b>	CITY TREASURER'S OFFICE COLLECTION CLERK		
<b>REQUIRED DOCUMENTS</b>	Order of Payment		
<b>REQUIRED FEES</b>	Patient P 20.00	Gov't. Agencies P 20.00	Others P 100.00
<b>STEP 4</b>	Preparation and Printing of Certification		



SERVICE PROVIDER/S	MA. ETHEL CHRISTINE S. DIN
TIME FRAME	6 minutes
REQUIRED DOCUMENTS	Official Receipt and other required documents
<b>STEP 5</b>	Releasing of Certification
SERVICE PROVIDER/S	- FELMAN V. PAGTALUNAN - VICTORIO GERMINO
TIME FRAME	30 seconds
REQUIRED DOCUMENTS	Official Receipt and other required documents

**FEEDBACK AND COMPLAINTS MECHANISM:**

**Accomplish the Feedback Form available in the office and drop in the designated Comment and Suggestion Box located at the Front Desk or send queries through any of the following form of correspondence:**

**Email Address:** ***bplocalocancity@gmail***

**Telephone Numbers:** **(02) 336 – 5692**  
**(02) 288 – 8811 loc. 2217, 2248**