



BUSINESS PERMIT AND LICENSE OFFICE
Institutional Services

**CITY GOVERNMENT OF CALAPAN
CITIZEN'S CHARTER**



1. Issuance of Business Permits /Licenses

Office/Division:		Business Permit and Licensing Office		
Classification:		Simple		
Type of Transaction:		G2C – Government to Public		
Who may avail:		General Public		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> ♦New Business Brgy business clearance Cedula, DTI/SEC/CDA Registration ♦ Renewal of Business Financial Statement/ITR Market Clearance (for Market Stalls) <p>Lacking Requirements: It shall be checked by JMIT upon inspection and monitoring of business establishments within the year.</p>		Respective Agencies		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
FILE application form for Business Permit via Business Registration Information System (BRIS) if renewal and Unified Application Form if new application	-Receives filled-up application form from the applicant. -Backroom checks the lacking requirements	None	3 Minutes	Eduard L. Reyes Romel R. Basco Alvin G. Soto
PAY necessary fees and taxes		Based on the Statement of Accounts		Revenue Collectors (City Treasury Department)
	RELEASE the Business Permit/Plate for new applicant or Sticker for renewal		2 Minutes	Stephanine Ann C. Tolentino Rhoda P. Andal
Customer received the Business Permit/Plate or Sticker Fill out the Customer Satisfaction Form	Receives Customer Satisfaction Form			
		TOTAL	5 Minutes	

2. Application for New/Renewal of Tricycle Franchise/Change Motor

Classification:	Simple
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Type of Transaction:	G2C – Government to Public			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Renewal: Cedula, Brgy Residency, Updated OR/CR, Original copy of Motorized Tricycle Operator's Permit New: Cedula, Brgy Residency , OR/CR, Police Clearance, Voter's ID, Deed of Transfer, Valid ID of Seller and Buyer, Original copy of MTOP Change Motor: Cedula, Brgy. Residency, New OR/CR, Original copy of MTOP		Respective Offices		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Approach the frontline officer and present the requirements	Assist the client in filling up application form		2 Minutes	Jovelyn J. Matchimura Dale Ahorro Mary Grace A. Nituma
Customer process the other requirements	<ul style="list-style-type: none"> ✓Medical Cert of Applicant/Driver ✓TMO Clearance ✓Seminar Certificate ✓Cert of Road Worthiness 			CHSD Staff TMO Staff TMO Staff CEPWD Staff
Pay the necessary fees and taxes		◆Regular Franchise Php 880.00 for renewal until December 31 of calendar year; plus 100.00 penalty per month (delayed renewal) after December 31 Php 5,610.00 for Newly Awarded Regular Franchise Php 15,860.00 For transfer of Regular Franchise ◆TODA Night Php 630.00 for renewal until December 31 of calendar year, Plus 100.00 penalty per month (delayed renewal) after December 31 Php 3,110.00		Revenue Collectors (City Treasury Department)

		for Newly Awarde Toda Night Franchise		
		Php 35.00 for change of motorcycle unit		
Customer waits for the preparation of Motorized Tricycle Operator's Permit (MTOPT)	Prepares and print MTOPT	None	2 Minutes	Jovelyn J. Matchimura Mary Grace A. Nituma
	Signing of MTOPT	None	1 Minute	Elenita A. Ramirez
	Release of MTOPT	None	1 Minute	Jovelyn J. Matchimura Mary Grace A. Nituma
Receive the MTOPT Fill out the Customer Satisfaction Form	Receives Customer Satisfaction Form			
	TOTAL		6 Minutes	

3. Renewal of Gaffer/Butcher

Office/Division:	Business Permit and Licensing Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Public			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Cedula, Brgy Clearance, Health Cert		Respective Department/Offices		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Approach the frontline officer and present the necessary requirements	Assist the customer	None	2 Minutes	Jovelyn J, Matchimura Alvin G. Soto
	Assessment of Fees	None	1 Minute	Romel R. Basco Alvin G. Soto
Customer pays the necessary fees		Php 680.00		Revenue Collectors (City Treasury Department)
Present Official Receipt (OR)	Prepares and print the ID Card	None	1 Minute	Jovelyn J. Matchimura Alvin G. Soto
	Signing of ID Card	None	1 Minute	Elenita A. Ramirez
	Release the ID Card to customer	None	1 Minute	Jovelyn J. Matchimura Alvin G. Soto
Accept ID Card Fill out Customer Satisfaction Form	Receives Customer Satisfaction Form			
	TOTAL		6 Minutes	

4. Certifications and Other Clearances

Office/Division:	Business Permit and Licensing Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Public			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Approach the frontline officer and request for a certification/ Clearance	Assist the customer	None	2 Minutes	Jovelyn J. Matchimura Stephanine Ann C. Tolentino
	Assessment of Fees	None	1 Minute	Jovelyn J. Matchimura Stephanine Ann C. Tolentino
Customer pays the necessary fees		Php 140.00		Revenue Collectors (City Treasury Department)
Present Official Receipt (OR)	Prepares and print the certification/ Clearance	None	1 Minute	Jovelyn J. Matchimura Stephanine Ann C. Tolentino
	Signing of Certification/ Clearance	None	1 Minute	Elenita A. Ramirez
	Release the Certification/ Clearance	None	1 Minute	Jovelyn J. Matchimura Stephanine Ann C. Tolentino
Accept Certification/ Clearance Fill out Customer Satisfaction Form	Receives Customer Satisfaction Form			
	TOTAL		6 Minutes	