

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



1. LIVELIHOOD TRAININGS & SEMINAR

Business Livelihood Trainings & Seminars could be requested by any groups, organizations and/or associations in the city. The department intends the conduct of sustainable livelihood programs to tap the interest, skills and potentials of every Calapeños that leads in venturing into business.

How to avail the service:

Step	What will the Client do	What will service provider do?	Person-in Charge	Time	Fees
1	Extend letter request	Accept & evaluate the request	Maria Salome A. Guiang Danaya Mae Cleofe Jossie C. Beredo	3mins	Free
2		Set schedule and prepare Project Proposal (coordinate with DTI or other agencies)	Nino Angelo B. Agutaya Flora Roxanne SA Portus Nenette V. Gardiano	1 week	Free
3		Send letter to all participants	Nino Angelo B. Agutaya Flora Roxanne SA Portus Nenette V. Gardiano	1 day	Free
4	Attend seminar	Facilitate the seminar	Nino Angelo B. Agutaya Flora Roxanne SA Portus Nenette V. Gardiano	1 day	Free
End of Transaction					

2. ASSISTING KALAP PRODUCT CENTER LOCATORS

Kalap Product display Center primarily intends to accommodate and assist Calapan city's local producers MSME's and other municipalities in the province in terms of selling, promotion and market linking

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> • Business Permit/DTI Permit • Product Identity • Product Packaging and Labeling • Product Shelf Life 	<ul style="list-style-type: none"> • BPLS/DTI • DTI • DTI • DOST

How to avail the service:

Step	What will the Client do	What will service provider do?	Person-in Charge	Time	Cost
1	Extend letter request	Accept & evaluate the request	Maria Salome A. Guiang Danaya Mae Cleofe Jossie C. Beredo	2mins	Free
2		Issuance of checklist requirements	Nino Angelo B. Agutaya Flora Roxanne SA Portus Nenette V. Gardiano Gladiezl A. Gaboy	2mins	Free
3	Provide sample products for evaluation	Evaluate the product	Nino Angelo B. Agutaya Flora Roxanne SA Portus Nenette V. Gardiano Gladiezl A. Gaboy	5mins	Free
4	Fill up form for product profiling	Product registration to Calapan City Producer's Association	Nino Angelo B. Agutaya Flora Roxanne SA Portus Nenette V. Gardiano Gladiezl A. Gaboy	3mins	Free
5	Attend product orientation	Issuance of permit	Nino Angelo B. Agutaya Flora Roxanne SA Portus Nenette V. Gardiano Gladiezl A. Gaboy	2mins	Free
	Received permit for product placement/display	Product Display	Nenette V. Gardiano Gladiezl A. Gaboy	3mins	Free
End of Transaction					

3. PRODUCT DEVELOPMENT SERVICES

Product Development Services could be requested by any groups, organizations and/or associations in the city. The department helps businesses throughout the entire product development lifecycle, from concept to post-launch support.

How to avail the service:

Step	What will the Client do	What will service provider do?	Person-in Charge	Time	Fees
1	Extend letter request	Accept & evaluate the request	Maria Salome A. Guiang Danaya Mae Cleofe Jossie C. Beredo	3mins	Free
2		Set schedule and prepare Project Proposal (coordinate with DTI or other agencies)	Nino Angelo B. Agutaya Flora Roxanne SA Portus Nenette V. Gardiano	1-3 days	Free
3		Send letter to all participants	Nino Angelo B. Agutaya Flora Roxanne SA Portus Nenette V. Gardiano	1 day	Free
4	Attend seminar	Facilitate the seminar	Nino Angelo B. Agutaya Flora Roxanne SA Portus Nenette V. Gardiano	1 day	Free
End of Transaction					

4. REQUEST OF FILES (BUSINESS ESTABLISHMENT DATA)

Business Establishment Data could be requested by individual, group, company and students who intends to conduct research for possible business linkaging in the city.

How to avail the service:

Step	What will the Client do	What will service provider do?	Person-in Charge	Time	Fees
1	Extend letter request	Received & discuss with the client	Maria Salome A. Guiang Danaya Mae Cleofe Jossie C. Beredo	3mins	Free
2		Gather data from files of other departments concerned	Joanne O. Leynes Erica S. delos Reyes Xaris M. Geronimo	1-2 days	Free

			Edmon L. Onal Elonah Mae M. Maderazo		
3	Get the files	Ask for a receipt of the same	Joanne O. Leynes Erica S. delos Reyes Xaris M. Geronimo Edmon L. Onal Elonah Mae M. Maderazo	1 min	Free
End of Transaction					

5. HANDLING CONSUMER COMPLAINTS

Consumer complaints can be availed by individuals or entities who have purchased goods or services and are dissatisfied with the quality, performance, or any other aspect related to those goods or services.

How to avail the service:

Step	What will the Client do	What will service provider do?	Person-in Charge	Time	Fees
1	Extend letter request	Received & discuss with the client	Maria Salome A. Guiang Danaya Mae Cleofe Jossie C. Beredo	3mins	Free
2		Evaluate the complaint and coordinate with the concerned agency/establishment	Joanne O. Leynes Erica S. delos Reyes Xaris M. Geronimo Edmon L. Onal Elonah Mae M. Maderazo	1 to 3 days	Free
3		Confer with the complainant and the agency being complained for an amicable settlement	Joanne O. Leynes Erica S. delos Reyes Xaris M. Geronimo Edmon L. Onal Elonah Mae M. Maderazo	20-30 minutes	Free
4		Ask both parties to sign a document for the compromise transaction	Joanne O. Leynes Erica S. delos Reyes Xaris M. Geronimo Edmon L. Onal Elonah Mae M. Maderazo	5 mins	Free
End of Transaction					

6. CONDUCT OF BUSINESS RELATED TRAINING AND COUNSELING SERVICES

Business training and counseling can be requested by an individual, groups/associations/cooperatives. The department empowers individuals and organizations to succeed in the competitive landscape by providing the necessary skills and support.

How to avail the service:

Step	What will the Client do	What will service provider do?	Person-in Charge	Time	Fees
1	Extend letter request	Accept and evaluate the request	Maria Salome A. Guiang Danaya Mae Cleofe Jossie C. Beredo	3mins	Free
2		Set schedule & prepare project (coordinate with DTI or other agency/department)	Joanne O. Leynes Erica S. delos Reyes Xaris M. Geronimo Edmon L. Onal Elonah Mae M. Maderazo	1 to 3 days	Free
3		Send letter to all participants	Joanne O. Leynes Erica S. delos Reyes Xaris M. Geronimo Edmon L. Onal Elonah Mae M. Maderazo	1 day	Free
4	Attend seminar	Facilitate the seminar	Joanne O. Leynes Erica S. delos Reyes Xaris M. Geronimo Edmon L. Onal Elonah Mae M. Maderazo	1 day	Free
End of Transaction					

7. FOR ISSUANCE OF INVESTMENT INCENTIVE CERTIFICATION

Investment Incentive Certification can be avail by individuals, businesses, corporations, partnerships, and other organizations The department encourages investment in the city through incentives designed to attract economic growth, job creation, technological advancement, and overall development.

How to avail the service:

Step	What will the Client do	What will service provider do?	Person-in Charge	Time	Fees
1	Secure Application form and lists of requirements	Issuance of checklist /requirements	Joanne O. Leynes Xaris M. Geronimo	3mins	Free
2	Payment for filing fee at One Stop Shop Payment Center	Ask for the receipt	Joanne O. Leynes Xaris M. Geronimo	3 mins	Free
3	Submit all the required document	Accept and evaluate/review the requirements Send letters to members of the board for a meeting City Investment Incentive Board will refer for its approval. The City Mayor approves the certification Inform the applicants of the release of the certification	Joanne O. Leynes Xaris M. Geronimo	2 weeks	Free
4	Awarding of Certification	Award Certification	Joanne O. Leynes Xaris M. Geronimo EnP. Amormio CJS Benter	20 mins	Free
End of Transaction					

Capitalization	Filing Fee
<ul style="list-style-type: none"> • P 20 Million - 24 Million 	P 10,000.00
<ul style="list-style-type: none"> • 25 Million - 50 Million 	20,000.00
<ul style="list-style-type: none"> • 51 Million - 75 Million 	30,000.00
<ul style="list-style-type: none"> • 101 Million & above 	50,000.00

REQUIREMENTS:

1. Payment of non-refundable filing fee to the City Treasurer.
2. Picture of Business Establishment
3. Other required documents for registration

3.1a For Sole Proprietorship

1. Three copies of completed notarized application form which can be secured from CTID;
2. A Copy of the project study of the proposed investment indicating the financial, environment and socio-economic impact of the project as well as the total project capitalization.
3. A Certified true copy of its Certificate of Business Name registration from DTI.

3.1b For Partnership and Corporation

1. Three copies of completed notarized application form which can be secured from CTID;
2. A copy of the project study of the proposed investment indicating the financial, environmental and socio-economic impact of the project as well as the total project capitalization.
3. A copy of the company's Articles of Partnership/Incorporation and By-Laws as approved by the SEC;
4. Authority from partners or the Board of Director as the case may be, to file the application.

3.1c For Cooperatives

1. Three copies of completed notarized application form which can be secured from CTID;
2. A copy of the project study of the proposed investment indicating the financial, environmental and socio-economic impact of the project as well as the total project capitalization.

3. A copy of the Certificate of Registration from Cooperative Development Authority (CDA);
4. Authority from the Board of Directors to file the application.

3.2 Requirements under environmental laws, rules and regulations and other laws.(ie. Environmental Compliance Certificate)

3.3 For existing enterprises, a copy of the preceding year audited financial statement.

4. List of all hired employees stating their name, gender, age, residence and status of appointment.
5. Lists of their vacancies and the qualifications thereof for posting at conspicuous places.
6. Submit to the Board the following reports and/or documents within the time herein prescribed:
 - a. Amendment of Articles of Incorporation or By-Laws or Articles of Partnership or Articles of Cooperation as well as the corresponding certificates of registration with the registering office within thirty (30) calendar days from the date of submission of said amendments with the Securities and Exchange Commission (SEC) or CDA or other registering agencies.
 - b. Election of Directors within 30 calendar days from the election.
 - c. Report on Alien officers or employees within 30 calendar days from date of appointment or replacement of their employees provided that such aliens are registered as such with the Bureau of Immigration and Deportation (BID) and with the Department of Labor and Employment (DOLE)
 - d. Report on employment of bonafide Calapeño or residents of Calapan City within thirty (30) calendar days from date of appointment. Annual report on the enterprises, and business operations including its production or gross sales or receipts within 30 calendar days from the end of each year calendar year; and audited Annual Financial Statements within thirty (30) calendar days after its submission to the bureau of Internal Revenue.