



Republic of the Philippines
Quezon City
OFFICE OF THE MAYOR



Herbert M Bautista mpa mnsa

EXECUTIVE ORDER NO. 8
Series of 2015

INSTITUTIONALIZING FURTHER REFORMS IN BUSINESS REGISTRATION IN QUEZON CITY BY CREATING THE QUEZON CITY ONLINE PORTAL

Whereas, it is the policy of the Quezon City Government to encourage the growth of the economy of the city, through the entry and expansion of businesses which will lead to more jobs and entrepreneurship opportunities for the city's constituents;

Whereas, business promotion is encouraged by the ease of business registration in the city, and enhances the competitiveness of Quezon City;

Whereas, as the benchmark city for Ease of Doing Business in the Philippines, Quezon City bears the more intense pressure to undertake continuous reforms in all city governance processes involved in the entire doing business process;

Whereas, such reforms are part of the Quezon City Governments commitment to the National Competitiveness Council, as it signed Memoranda of Understanding with nine National Government agencies to promote ease of doing business in the Philippines;

Whereas, the automation of processes and online systems technologies contribute to easier business registration in the city, as it allows applicants to apply for permits for new businesses in the city, from anywhere they are and within a 24/7 time frame;

Whereas, the coherent, transparent and efficient implementation of such reforms among the different local government operating units will contribute to the generation of greater benefits for the new business applicant;

Whereas, in pursuing reforms, the Quezon City Government must continue to be vigilant about its mandate to protect public welfare and compliance with national laws and local ordinances;

NOW, THEREFORE, I, HERBERT M BAUTISTA, Mayor of Quezon City, by virtue of the powers vested in me, do hereby order the creation of the "Quezon City eServices portal," and the immediate operationalization of its services;

The Quezon City eServices portal shall be the online service channel of the Quezon City Government. Its first service area shall be the acceptance and processing of applications of business registration of new corporations, partnerships, foundations and cooperatives. Once fully operational, it shall serve as the exclusive channel of the City Government for accepting and processing business permits of corporations, partnerships, foundations and cooperatives.

FURTHERMORE, I hereby order the following:

1. **Roles and responsibilities.** The departments/ offices/ operating units listed below should operationalize the roles and responsibilities for the effective development and operation of the Quezon City eServices portal, as indicated in the ATTACHMENT, which is an integral part of this Executive Order entitled, "Roles and Responsibilities of Quezon City Government Operating Units under the Online Business Registration System." Each of the heads of these operating units are the only recognized authorized personnel with access to

this online system. Should they need to delegate, they can formally delegate authority to their specific personnel by submitting their names and positions for approval of the Mayor.

- a. Communications Coordination Center
 - b. Quezon City Information Technology And Development Office (QCITDO)
 - c. Business Permits And Licensing Office
 - d. City Planning And Development Office
 - e. City Treasurer's Office
2. **Start of implementation**. The Online Business Registration System must be formally launched on May 22, 2015, and made fully operational for all corporations, partnerships, foundations and cooperatives by June 30, 2015.
3. **Other conditions**.
- a. Once formally launched, the Online Business Registration System will cover all applications for new business permits for corporations, partnerships, foundations, and cooperatives in Quezon City. No manual submission of applications will be entertained after June 30, 2015. Applicants who are already in Quezon City Hall premises will be assisted to do online applications through a kiosk at the Business One Stop Shop (BOSS), that shall be set up by the QC-ITDO.
 - b. All receipts for settlement of Tax Bills from New Business Permits applications should be computer-generated. No manually prepared ORs will be accepted by the system.
 - c. The entire Business Registration process should not exceed 48 hours, from receipt of the application to the release of the response. The only exemptions are when the application is electronically sent on a Saturday, Sunday or holiday; in which case, the 48-hour period will be reckoned from the start of the next working day.
4. **Funding**. The City Government shall allocate the amount necessary to cover the expenses for the full implementation and maintenance of the new Online Business Registration System.
5. **Supervision and Monitoring**. City Administrator shall see to the procurement of necessary equipment and facilities for the efficient operation of this online system and oversee and monitor the implementation of this Executive Order.
6. **Effectivity**. This Executive Order shall be effective immediately.

Issued this 21st day of May 2015, at Quezon City, Philippines.



MAYOR HERBERT M BAUTISTA

ROLES AND RESPONSIBILITIES OF QUEZON CITY GOVERNMENT OPERATING UNITS UNDER THE ONLINE BUSINESS REGISTRATION PROCESS (attachment to Executive Order No. ___)

ROLES AND RESPONSIBILITIES OF OPERATING UNITS:

1. The Communications Coordination Center (CCC) will develop and make available to the public, the Quezon City eServices portal.

Initially, this site will accept all applications for business permits of new corporations, partnerships, and cooperatives. Eventually, this site will be the channel through which all online applications of the Quezon Government will be made.

The CCC shall ensure the regularly coordinate the receiving of the Unified Registration Record from the Securities and Exchange Commission (SEC) on SEC-approved registrations of corporations located in Quezon City under the data sharing system of the Integrated Business Registration System (IBRS).

2. The Quezon City Information Technology Office (QC-ITDO) will provide an efficient, fast, online connection among the following offices: Business Permits and Licensing Office (BPLO), City Planning and Development Office's Zoning Unit, the City Treasurer's Office, the CCC, the QCITDO, and the Bureau of Fire Protection.

The QCITDO shall install a kiosk or computer system at the Business One Stop Shop (BOSS) to accept online applications of those applicants who want to register a new corporation and are already at Quezon City Hall. The Business Permits and Licensing Office (BPLO) head must assign a staff to assist applicants to use this kiosk, at all times that this is needed within the work day.

The QCITDO shall enable the system to produce an order of payment, with security features, based on the assessment of the Business Permits and Licensing Office, and make this available electronically to the applicant, in pdf file. It will make sure that the assessment already includes the fees payable for the Locational Clearance, along with all other fees and charges for a Business Permit application (single assessment).

The QCITDO shall operationalize an online connection between the City Treasurer's Office's Point of Sale (POS) Machines and the BPLO, such that when the POS accepts the payment of the applicant and produces an Official Receipt, the system automatically alerts the BPLO that payment to a business permit application has been made and that it should already make ready the Mayor's Permit certificate.

The QCITDO shall also operationalize an online system that shall connect the Bureau of Fire Protection (BFP) at the Quezon City Hall Compound to the business registration system, such that eventually, the BFP shall automatically receive copies of the business registration assessments produced by the BPLO; this would serve as notifications to the BFP that such a new corporation shall start a business in Quezon City and therefore must be assessed fire code fees and scheduled for Fire Safety Inspection (FSI) and issuance of FSI certificate within 15 days of release of the Mayor's Permit.

3. The Business Permits and Licensing Office shall assign dedicated personnel who will receive all online business registration applications, as well as to monitor and retrieve daily the Unified Registration Record shared by the SEC on approved corporations.

The BPLO shall do a first evaluation of the application, comparing data in this application with the corporation's data in the SEC's Unified Registration Record. It must ensure that there is no discrepancy in critical areas.

Then, the BPLO determines the Philippine Standard Industry Classification Code (PSIC), based on the business activity described

Within 1 hour after receiving the application form, the BPLO will send the form and attachments electronically to the City Planning and Development Office, for the Locational Clearance Certificate.

4. The City Planning and Development Office's Zoning Unit will review the zoning classification of the intended business site, and examine the details in the lease contract and/or the TCT or CCT

The CPDO will approve or deny the application for Locational Clearance, based on compliance or noncompliance with the Quezon City Zoning Ordinance.

The CPDO is given 24 hours from receipt of the application, to act on it. If the 24-hour period has lapsed and there is no action from CPDO, the application is DEEMED APPROVED.

If the CPDO's decision is to approve the application, the application with the 'approval' of the CPDO is sent electronically back to BPLO for its final action. The CPDO will also indicate in its comments, when the locational clearance certificate is ready for pick up.

If the CPDO decision is to disapprove, the application with the 'disapproval' of the CPDO is emailed to the applicant, with the reasons for disapproval described in the email. The applicant is advised to apply again, if specific conditions (these must be listed by the CPDO) are met. Thereafter, this application is deemed 'terminated,' and does not proceed to the BPLO.

5. Upon receipt of the application with the "approved locational clearance," the BPLO performs the following actions:
 - a. assesses the fees payable, including the payment for the Locational Clearance (one-time assessment), and prepares the tax bill, and sends, by email, a pdf copy of this assessment to the applicant;
 - b. provides the Bureau of Fire Protection QC, a copy of the tax bill, for purposes of the BFP's computation of Fire Code fees and for scheduling of the fire safety inspection of the applicant's business premises. BFP-QC personnel is co-located in the BPLO one-stop shop.
 - c. prepares a checklist of documents whose original copies must be presented to the BPLO, as a final condition for the release of the Mayor's Permit.
 - d. prepares as well a checklist of other permits and clearances required by government, for specific types of business. These other permits and clearances must be obtained within 15 to 30 days from release of the Mayor's Permit, and presented to the BPLO for recording; otherwise, the Mayor's Permit will be automatically revoked.

The BPLO must do all these within 24 hours after receiving the Locational Clearance approval from CPDO.

6. The system will generate and email to the applicant, the message that: "Your Online Application for Mayor Permit to do business in Quezon City has been APPROVED." It will advise the applicant to do the following:
 - a. Print out the assessment emailed to you by the BPLO
 - b. Present this at the cashier of the City Treasurer's Office, Quezon City Hall; get the official Tax Bill and your Official Receipt.
 - c. Go to the BPLO Business One Stop Shop, Quezon City Hall: Bring the Official Receipt, signed copy of the Online Application Form, and original copies of the SEC or CDA registration, barangay clearance.
7. When presented with the pdf copy of the Business Registration Assessment generated by the BPLO and emailed to the applicant, the City Treasurer's Office cashier generates the Tax Bill and the computer-generated Official Receipt. It issues these to the applicant.

8. After the applicant presents the Official Receipt and the required original documents to the BPLO, the BPLO releases the MAYOR'S PERMIT TO DO BUSINESS in QC.

The BPLO will also give the applicant a notification that the registered enterprise must obtain and present to the BPLO, the original copy of your businesses' Fire Safety Inspection Certificate (FSIC), which must be dated 15 days after the release of the permit. Upon securing the FSIC, the applicant must immediately present it to the BPLO as proof of compliance; otherwise, business permit will be automatically revoked.

In addition, the BPLO will provide the applicant with the checklist of other national government permits and clearances that must be obtained for particular business activities, within 30 days of the release of the Mayor's Permit.

All these, as soon as obtained within the 30-day period, must be presented to the BPLO, otherwise, the enterprise faces automatic revocation of its Mayor's Permit.

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