

MANUAL OF PROCEDURE

BUSINESS REGISTRATION IN THE CITY OF CALAPAN



According to the **Toolkit on Simplifying Business Permit and Licensing Process of Local Governments.....**

“Local Governments register businesses as part of their regulatory functions. The common aim is to ensure that businesses meet certain standards for public safety and public health and perform in a way consistent with the legal and policy guidelines of the locality. But beyond regulation, business registration also provides local governments with an added source of revenue and can be a strategic tool to create an enabling environment for businesses and investments.

As a form of administrative reform, the benefits of simpler procedures can be observed easily and the cost of simplification is relatively low. Streamlined business registration procedures at the local level can save both local governments and businesses time, money, and other resources. Thus, reduced costs and time saved by businesses in securing the business permit can be used instead to promote their economic activities.

Simplified business registration procedures in local governments can encourage small business enterprises and those within the so-called informal economy to register and be covered by legal and institutional protection that comes with registration.

Registration can also help small businesses to access resources available only to those duly registered. On their part, local governments will thus have a better idea and information on what businesses operate in their areas. This knowledge can assist local officials in determining how to support and promote business activities. Better access to information will also help local governments design policies and regulations for economic promotion. “

THE PROCESS.....

I. BUSINESS PERMIT APPLICATION

All owners who wish to open/establish a business establishment in the territorial jurisdiction of the City of Calapan shall apply for business registration (**MAYOR'S/BUSINESS PERMIT**) prior to operation.

Business establishments operating without the benefit of a **MAYOR'S/BUSINESS PERMIT** shall be subjected to closure upon recommendation of the Heads of the BPLS, CPDD (Zoning), CHSD, CTD and CEPWD after due process.

No business permits shall be issued to all establishments located in sidewalks, streets, road right-of-way, and other public lands except for areas allowed by the City Government of Calapan thru Executive Order or legislation and by other government agencies.

II. CLASSIFICATION OF BUSINESS ESTABLISHMENTS

In the intent of streamlining the business registration system of the City of Calapan, to meet "customer satisfaction" and to minimize the numbers of requirements for business registration, business establishments within the jurisdiction of the City of Calapan are classified as follows:

a. Low-Risk Establishments – are business establishment that satisfied any one of the following criteria:

1. Made of light materials, movable and with a maximum floor area of 4.00 square meters and with construction cost of Php 15,000.00 and below (e.g. sari-sari store)
2. Operating in open areas like pay parking; food carts in private properties and in designated public areas; and, peddlers.
3. Dealer of livestock and poultry without storage
4. Associations (for registration only)

b. High-Risk Establishments- are all business establishments not classified as low-risk establishment.

III. OFFICES/DEPARTMENTS INVOLVED IN BUSINESS PERMIT APPLICATION

1. Business Permit and Licensing Section

Head : Mr. Edward L. Reyes
Licensing Officer IV
Location : Ground Floor, New City Hall, Calapan City

2. City Planning and Development Department (ZONING)

Head : Engr. Redentor A. Reyes Jr.
Asst. CPDC / Zoning Administrator
Location : Second Floor, New City Hall, Calapan City

3. City Engineering and Public Works Department

Head : Engr. Benjamin L. Acedera
City Engineer
Location : Second Floor, New City Hall, Calapan City

4. City Health and Sanitation Department

Head : Dra. Basilisa M. Llanto
City Health Officer
Location : Ground Floor, New City Hall, Calapan City

5. City Fire Department

Head : Insp. Nestor Gubot
City Fire Marshall
Location : City Fire Department, Ilaya, Calapan City

6. City Treasury Department

Head : Godelina B. Lumanglas
City Treasurer
Location : Ground Floor, New City Hall, Calapan City

IV. ONE-STOP-SHOP

One-stop-shop, as service delivery system, originated from the private sector. They have been adopted in the public sector through the years and have since become commonplace among government agencies because of the convenience and efficient service they afford to customers. Various requirements are met in a single office or place called the one-stop-shop.

Before the implementation of the Anti-Red Tape Program for the Local Governments, the City Government of Calapan already established its one-stop-shop to complement the simplification of its internal regulatory systems and to the realization of its "Aksyon Agad Program-Sampung Minutong Serbisyo".

The six actors in the business registration process (BPLS, Zoning, CEPWD, CHSD, Bureau of Fire and CTD) shall meet in the one-stop-shop every first quarter of the succeeding year to respond to the volume of taxpayers and business owners.

The one-stop-shop is located at the Right Wing, Ground Floor, New City Hall, Brgy. Guinobatan, Calapan City. It is air-conditioned room, with comfortable waiting chairs, television, accommodating employees and "free-flowing" coffee for the paying public – the customer.

V. CLEARANCES/PERMITS/DOCUMENTS REQUIRED PER CLASSIFICATION OF BUSINESS ESTABLISHMENT

APPLICATION FOR NEW BUSINESS PERMIT

a. Low-Risk Establishment

1. Notarized and accomplished application form
1. Picture of business establishment with signage (if existing)
2. Vicinity/Location Map
3. Barangay Business Clearance
4. DTI/SEC/CDA Registration, whichever is applicable
5. Community Tax Certificate
6. Lease Contract/Owner's Consent/Authorization duly notarized (if not the land or building owner)
7. Copy of Land Title
8. Tax Declaration
9. Latest payment of Real property Tax for **land** and **building**
10. Locational Clearance (Zoning)
11. 3rd Endorsement of the CEPWD -as low-risk establishment
12. Sanitary Permit

b. High-Risk Establishment

2. Notarized and accomplished application form
3. Picture of business establishment with signage (if existing)
4. Vicinity/Location Map
5. Barangay Business Clearance
6. DTI/SEC/CDA Registration, whichever is applicable
7. Community Tax Certificate
8. Lease Contract/Owner's Consent/Authorization duly notarized (if not the land or building owner)
9. Copy of Land Title
10. Tax Declaration
11. Latest payment of Real property Tax for **land** and **building**
12. Locational Clearance (Zoning)
13. 3rd Endorsement of the CEPWD- with occupancy permit
14. Sanitary Permit
15. Fire Safety Inspection Certificate

For business establishments like gasoline/refilling station and other establishments that may cause nuisance, a Sangguniang Barangay Resolution must be required.

For business establishment operating within the territorial jurisdiction of the Philippine Ports Authority (PPA) where buildings like passenger terminals, food stalls, ticketing booths and structures were constructed in accordance to their development plan; and other **Government Buildings** with **commercial stalls/spaces/booths**, the **occupancy permit** is temporarily **NOT APPLICABLE** until an agreement/arrangement between the City Government of Calapan and the Management of PPA and Administrator of Government Buildings has been made.

APPLICATION FOR RENEWAL of BUSINESS PERMIT
(1ST QUARTER)

a. Low-Risk Establishment

1. Notarized and accomplished application form
2. Copy of the previous Mayor's Permit/Business Permit
3. Barangay Business Clearance
4. Community Tax Certificate
5. 3rd Endorsement of the CEPWD - as "low-risk establishment"
6. Sanitary Permit

b. High-Risk Establishment

1. Notarized and accomplished application form
2. Copy of the previous Mayor's Permit/Business Permit
3. Barangay Business Clearance

4. Community Tax Certificate
5. 3rd Endorsement of the CEPWD- with occupancy permit
6. Sanitary Permit

**APPLICATION FOR RENEWAL of BUSINESS PERMIT
(PER SUCCEEDING QUARTER)**

a. Low-Risk Establishment/ High-Risk Establishment

1. Copy of the previous Mayor's Permit/Business Permit
2. Copy of previous Official Receipt

OTHER SPECIAL PERMITS/CLEARANCES/CERTIFICATES

Before the issuance of Mayor's/Business Permit to some business establishments the following permits/clearances/certification/registrations shall be form part of their requirements.

Type of Business	Permits/Clearances/ Certificates	Government Agency
Animals and animal products, registration of veterinary drugs and animal facilities	registration certificate	Bureau of Animal Industry
Aquatic animals, importation, fishpond lease agreement	permit	Bureau of Fisheries and Aquatic Resources (BFAR)
Fertilizer products and registration or pesticide products	registration certificate	Fertilizer and Pesticides Authority (FPA)
Fiber and fiber products processing and trading	registration certificate; commodity clearance	Fiber Development Authority (FIDA)
Film and television production, export and import, booking, etc.	registration certificate	Movie and Television Review and Classification Board (MTRCB)
Food, chemicals, health related business	registration certificate	Bureau of Food and Drugs (BFAD)
Flour processing, grains wholesaling and retailing, milling, warehousing, exporting, importing,	license	National Food Authority (NFA)

indenting, packaging, threshing, corn shelling, mechanical drying		
Meat plant accreditation for meat and meat products, slaughterhouse operations	accreditation certificate; registration certificate	National Meat Inspection Commission (NMIC)
Pawnshop and lending investor	registration certificate	Banko Sentral ng Pilipinas (BSP)
Plants and plant products: nursery accreditation, seed certification and phytosanitary certificate	Permit; registration certificate	Bureau of Plant Industry (BPI)
Recruitment or placement agency for foreign employment	registration certificate	Philippine Overseas Employment Administration (POEA)
Recruitment or placement agency for local employment	registration certificate	Bureau of Local Employment
Schools and educational institutions: educational institution (nursery, primary, elementary, secondary levels), tertiary level, technical-vocational education, training program registration and accreditation	Permit; registration and accreditation certificate	Department of Higher Education (DepEd) Commission on Higher Education (CHED) Technical education Skills and Development Authority (TESDA)
Security agency business	permit	Philippine National Police (PNP)
Service and repair shops for: motor vehicles, automotive and heavy equipment; engine and	accreditation license	Bureau of Trade Regulation and Consumer Protection (BTRCP)

engineering works, and machine shops; electronics, electrical, air conditioning and refrigeration; office and data processing equipment; medical and industrial equipment; appliances or devices; and private emission centers		Department of Trade and Industry Bureau of Health Devices and Technology-DOH
Sugar trading, muscovado converting and trading, processing or manufacturing sugar-based products for export	registration certificate	Sugar Regulatory Commission (SRA)
Telecom business	license	National Telecommunication Commission (NTC)
Tourism-related projects	registration and accreditation certificate	Department of Tourism (DOT)
Transportation: land transport service; sea transport service	certificate of public conveyance and necessity	Land Transportation Franchise and Regulatory Board (LTFRB) Maritime Industry Authority (MARINA)
Video production, sales and rental		Optical Media Board (OMB)
Radio Station	Franchise; certificate of public conveyance and necessity	National Telecommunication Commission (NTC)
Sale of Coconut Lumber	Registration/Certification	Philippine Coconut Authority (PCA)

Source: *Simplifying Business Permit and Licensing Process of Local Government Units: A TOOL KIT; NTC, DOH and PCA*

VI. Business Registration (for NEW APPLICATION)

steps



STEP	Requirements	Estimated Time of Completion- ETC (with complete requirements)	Department /Office
1. Get application form	None	2 minutes	BPLS
2. Secure Locational Clearance prior to Business Permit Application <i>(not applicable to all establishments within the City Public Market Building)</i>	<p><u>Low-Risk and High-Risk Establishment</u></p> <p>1. Accomplished application form for Locational Clearance; 2. Barangay Business Clearance; 3. Vicinity Map; 4. Lease Contract/Authorization/ Consent <i>(if not the land/building owner)</i>; 5. Copy of Land Title/Proof of Ownership; and, 6. Latest payment of RPT for Land and Building</p> <p><i>For business establishments like gasoline/refilling station and other establishments that may cause nuisance, a Sangguniang Barangay Resolution must be required.</i></p>	10 minutes	CPDD-Zoning
3. Secure 3 rd Endorsement	<p><u>Low-Risk Establishment</u></p> <p>1. Notarized accomplished application form (business permit) 2. Copy of Locational Clearance from CPDD 3. Barangay Business Clearance 4. Lease Contract/Authorization/ Consent <i>(if not the land/building owner)</i></p> <p><u>High-Risk Establishment with Occupancy Permit</u></p> <p>1. Notarized accomplished application form (business permit) 2. Copy of Locational Clearance from CPDD 3. Barangay Business Clearance 4. Lease Contract/Authorization/ Consent <i>(if not the land/building owner)</i></p>	10 minutes	CEPWD

	<p>5. Copy of Occupancy Permit/Annual Inspection Certificate</p> <p><u>High-Risk Establishment without Occupancy Permit</u></p> <p>1. All requirements for occupancy permit <i>(Application for business registration is pending unless occupancy permit is secured except during the first quarter of the preceding year where conditional approval is being implemented with ORDER from the City Mayor)</i></p>		
<p>4. Secure Sanitary Permit</p>	<p><u>Non-Food Establishment</u></p> <p>1. Notarized accomplished application form (business permit)</p> <p>2. Copy of Locational Clearance from CPDD</p> <p>3. Copy of 3rd Endorsement from CEPWD</p> <p>4. Accomplished Application Form for Sanitary Permit</p> <div style="border: 1px solid black; padding: 5px; margin-top: 10px;"> <p>5. <i>If Tonsorial/Beauty Establishment (barber shop, beauty parlor, hairdressing, manicuring, figure sledding, etc.)</i></p> <p><u>Requirements for Health Certificate:</u></p> <ul style="list-style-type: none"> a. Accomplished application form b. Laboratory Examination Results: 1) <i>Chest X-Ray Result or sputum examination</i> c. Medical Fee Receipt d. Residence Certificate e. 1x1 ID </div> <div style="border: 1px solid black; padding: 5px; margin-top: 10px;"> <p>6. <i>If Nuisances and Offensive Trades and Occupation:</i></p> <p><u>Requirements for Health Certificate:</u></p> <ul style="list-style-type: none"> a. Accomplished application form b. Laboratory Examination Results: 1) <i>Chest X-Ray Result or sputum examination</i> c. Medical Fee Receipt d. Residence Certificate e. 1x1 ID </div>	<p>10 minutes <i>(ETC depends on compliance to health certificate)</i></p>	<p>CHSD</p>

	<p>Food Establishment</p> <ol style="list-style-type: none"> 1. Notarized accomplished application form (business permit) 2. Copy of Locational Clearance from CPDD 3. Copy of 3rd Endorsement from CEPWD 4. Accomplished Application Form for Sanitary Permit 5. Health Certificate of Food Handlers <p><u>Requirements for Health Certificate:</u></p> <ol style="list-style-type: none"> a. Accomplished application form b. Laboratory Examination Results: 1) <i>Fecalylsis</i>, 2) <i>Urinalysis</i>, 3) <i>Chest X-Ray Result</i> c. Medical Fee Receipt d. Residence Certificate e. 1x1 ID <p><u>Water Refilling – source is private/raw water (deepwell, groundwater)</u></p> <ol style="list-style-type: none"> 1. Notarized accomplished application form (business permit) 2. Copy of Locational Clearance from CPDD 3. Copy of 3rd Endorsement from CEPWD 4. Accomplished Application Form for Sanitary Permit 5. Health Certificate of Food Handlers 6. Operational Permit (RHO) 7. Certificate of Potability of Drinking Water (LHO) 7. Training for Water Refilling 8. Other requirements required by PD 856 <p><u>Water Refilling – source is water supply system</u></p> <ol style="list-style-type: none"> 1. Notarized accomplished application form (business permit) 2. Copy of Locational Clearance from CPDD 3. Copy of 3rd Endorsement from CDPWD 4. Accomplished Application Form for Sanitary Permit 5. Health Certificate of Food Handlers 		
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	6. Certificate of Potability of Drinking Water (LHO) 7. Water Analysis 7. Training for Water Refilling 8. Other requirements required by PD 856		
5. Secure Fire Safety Inspection Certificate <i>(if classified as high-risk establishment, if not proceed to step 6)</i>	Applicable requirements of the Fire Code of the Philippines	Subject to City Fire Department's ETC	City Fire Department
6. Assessment of Fees and Taxes	1. Notarized accomplished application form 2. Barangay Business Clearance 3. Copy of Cedula 4. SEC/DTI Registration 5. Copy of other permits/clearances/ certification required by concerned government agencies 6. Copy of Locational Clearance from CPDD 7. Copy of 3 rd Endorsement from CEPWD 8. Copy of Sanitary Permit from CHSD 9. Copy of FSIC from City Fire Department <i>(if classified as high-risk establishment)</i>	3 minutes	BPLS
7. Payment at City Treasury Department Revenue Collectors	All requirements in step 6	10 minutes	CTD
8. Revenue Collectors forward all requirements in step 6 with the Official Receipt		2 minutes	CTD
9. Issuance of Mayor's /Business Permit and recommendation for approval	1. Official Receipt 2. All requirements in step 6	3 minutes	BPLS
10. Approval of Mayor's /Business Permit	1. Mayor's Permit/Business Permit 2. Official Receipt 3.All requirements in step 6	10 minutes	CMO or his duly authorized signatories
11. Releasing of Mayor's /Business Permit		2 minutes	BPLS

VII. Business Registration (APPLICATION FOR RENEWAL- FIRST QUARTER)



STEP	Requirements	Estimated Time of Completion- ETC (with complete requirements)	Department /Office
1. Get application form	None	2 minutes	BPLS
2. Secure Locational Clearance prior to Business Permit Application (Only in the case of transfer/change of location of the business establishment, if not proceed to step 3)	<p>Low-Risk and High-Risk Establishment</p> <p>1. Accomplished application form for Locational Clearance; 2. Barangay Business Clearance; 3. Vicinity Map; 4. Lease Contract/Authorization/ Consent (if not the land/building owner); 5. Copy of Land Title/Proof of Ownership; and, 6. Latest payment of RPT for Land and Building</p> <p><i>For business establishments like gasoline/refilling station and other establishments that may cause nuisance, a Sangguniang Barangay Resolution must be required.</i></p>	10 minutes	CPDD-Zoning
3. Secure 3 rd Endorsement	<p>Low-Risk Establishment</p> <p>1. Notarized accomplished application form (business permit) 2. Copy of Locational Clearance from CPDD (if applicable) 3. Barangay Business Clearance 4. Lease Contract/Authorization/ Consent (if not the land/building owner)</p> <p>High-Risk Establishment with Occupancy Permit</p> <p>1. Notarized accomplished application form (business permit) 2. Copy of Locational Clearance from CPDD (if applicable)</p>	10 minutes	CEPWD

	<p>3. Barangay Business Clearance 4. Lease Contract/Authorization/Consent (<i>if not the land/building owner</i>) 5. Copy of Occupancy Permit/Annual Inspection Certificate <u>High-Risk Establishment without Occupancy Permit</u> 1. All requirements for occupancy permit <i>(Application for business registration is pending unless occupancy permit is secured except during the first quarter of the preceding year where conditional approval is being implemented with ORDER from the City Mayor)</i></p>		
<p>4. Secure Sanitary Permit</p>	<p><u>Non-Food Establishment</u> 1. Notarized accomplished application form (business permit) 2. Copy of Locational Clearance from CPDD(<i>if applicable</i>) 3. Copy of 3rd Endorsement from CEPWD 4. Accomplished Application Form for Sanitary Permit</p> <div style="border: 1px solid black; padding: 5px;"> <p>5. <i>If Tonsorial/Beauty Establishment (barber shop, beauty parlor, hairdressing, manicuring, figure sledding, etc.)</i> <u>Requirements for Health Certificate:</u> a. Accomplished application form b. Laboratory Examination Results: 1) <i>Chest X-Ray Result or sputum examination</i> c. Medical Fee Receipt d. Residence Certificate e. 1x1 ID</p> </div> <div style="border: 1px solid black; padding: 5px; margin-top: 10px;"> <p>6. <i>If Nuisances and Offensive Trades and Occupation:</i> <u>Requirements for Health Certificate:</u> a. Accomplished application form b. Laboratory Examination Results: 1) <i>Chest X-Ray Result or sputum examination</i> c. Medical Fee Receipt d. Residence Certificate e. 1x1 ID</p> </div>	<p>10 minutes <i>(ETC depends on compliance to health certificate)</i></p>	<p>CHSD</p>

	<p>Food Establishment</p> <ol style="list-style-type: none"> 1. Notarized accomplished application form (business permit) 2. Copy of Locational Clearance from CPDD(<i>if applicable</i>) 3. Copy of 3rd Endorsement from CEPWD 4. Accomplished Application Form for Sanitary Permit 5. Health Certificate of Food Handlers <p><u>Requirements for Health Certificate:</u></p> <ol style="list-style-type: none"> a. Accomplished application form b. Laboratory Examination Results: 1) <i>Fecalysis</i>, 2) <i>Urinalysis</i>, 3) <i>X-Ray Result</i> c. Medical Fee Receipt d. Residence Certificate e. 1x1 ID <p><u>Water Refilling – source is private/raw water (deepwell, groundwater)</u></p> <ol style="list-style-type: none"> 1. Notarized accomplished application form (business permit) 2. Copy of Locational Clearance from CPDD(<i>if applicable</i>) 3. Copy of 3rd Endorsement from CEPWD 4. Accomplished Application Form for Sanitary Permit 5. Health Certificate of Food Handlers 6. Operational Permit (RHO) 7. Certificate of Potability of Drinking Water (LHO) 7. Training for Water Refilling 8. Other requirements required by PD 856 <p><u>Water Refilling – source is water supply system</u></p> <ol style="list-style-type: none"> 1. Notarized accomplished application form (business permit) 2. Copy of Locational Clearance from CPDD(<i>if applicable</i>) 3. Copy of 3rd Endorsement from CEPWD 4. Accomplished Application Form for Sanitary Permit 5. Health Certificate of Food Handlers 6. Certificate of Potability of 		
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	Drinking Water (LHO) 7. Water Analysis 7. Training for Water Refilling 8. Other requirements required by PD 856		
5. Secure Fire Safety Inspection Certificate <i>(if classified as high-risk establishment, if not proceed to step 6)</i>	Applicable requirements of the Fire Code of the Philippines	Subject to City Fire Department's ETC	City Fire Department
6. Assessment of Fees and Taxes	1. Notarized accomplished application form 2. Barangay Business Clearance 3. Copy of Cedula 4. SEC/DTI Registration 5. Copy of other permits/clearances/ certification required by concerned government agencies 6. Copy of Locational Clearance from CPDD <i>(if applicable)</i> 7. Copy of 3 rd Endorsement from CEPWD 8. Copy of Sanitary Permit from CHSD 9. Copy of FSIC from City Fire Department <i>(if classified as high-risk establishment)</i>	3 minutes	BPLS
7. Payment at City Treasury Department Revenue Collectors	All requirements in step 6	10 minutes	CTD
8. Revenue Collectors forward all requirements in step 6 with the Official Receipt		2 minutes	CTD
9. Issuance of Mayor's /Business Permit and recommendation for approval	1. Official Receipt 2. All requirements in step 6	3 minutes	BPLS
10. Approval of Mayor's /Business Permit	1. Mayor's Permit/Business Permit 2. Official Receipt 3.All requirements in step 6	10 minutes	CMO or his duly authorized signatories
11. Releasing of Mayor's /Business Permit		2 minutes	BPLS

VIII. Business Registration (APPLICATION FOR RENEWAL-PER SUCCEEDING QUARTER)

The business owner/applicant in their renewal of business/Mayor's Permit in **quarterly basis** shall proceed to the BPLS for assessment of fees and taxes for the quarter attaching the previous Official Receipt or Business/Mayor's Permit and pay the same to the Revenue Collectors.

The BPLS shall issue the Business/Mayor's permit upon presentation of the Official Receipt by the applicant.

Other clearances and permits of CPDD (Zoning), CEPWD, CHSD and FIRE shall no longer be required as they are assumed submitted during their renewal on the first quarter, otherwise conditional approval has been issued.

If conditional approval has been issued to the business establishment, no Business/Mayor's Permit (Renewal) shall be issued without their compliance of the lacking permits, clearances and other requirements.

IX. SPECIAL PERMIT

The City Government of Calapan may issue **SPECIAL BUSINESS/MAYOR'S PERMIT** only for the following:

1. Sale of Firecrackers and pyrotechnics during the month of December in connection with the celebration of Calapan City Fiesta
2. Baratilyo during special events like foundation day, fiesta, Christmas season, etc.
3. Sale of equipments, furniture and other products with a maximum operation of one month.

Requirements for the Special Business/Mayor's Permit:

1. Barangay Business Clearance
2. Vicinity Map
3. Clearances and Permits from other concerned government agencies specially for the sale of firecrackers and pyrotechnics

X.

REQUIREMENTS BUSINESS PERMIT APPLICATION	
NEW BUSINESS	Check (✓) list of documents submitted upon application
<ol style="list-style-type: none"> 1. Notarized and accomplished application form 2. Picture of business establishment with signage (if existing) 3. Community Tax Certificate 4. Barangay Business Clearance 5. DTI/SEC/CDA Registration, whichever is applicable 6. Locational Clearance(Zoning) <ol style="list-style-type: none"> a. Vicinity/ Location Map b. Copy of Land Title c. Tax Declaration d. Latest payment of Real Property Tax for land and building e. Lease Contract /Owner's Consent/ Authorization duly notarized (if not the land or building owner) 7. Third Indorsement (CEPWD) 8. Sanitary Permit (CHSD) 9. Fire Safety Inspection Certificate (if high risk establishment) 	<input type="checkbox"/> Application Form <input type="checkbox"/> Picture <input type="checkbox"/> Cedula <input type="checkbox"/> Brgy. Business Clearance <input type="checkbox"/> DTI/SEC/CDA <input type="checkbox"/> Locational Clearance <input type="checkbox"/> Third Indorsement <input type="checkbox"/> Sanitary Permit <input type="checkbox"/> FSIC
RENEWAL (1st qtr)	Check (✓) list of documents submitted upon application
<ol style="list-style-type: none"> 1. Notarized and accomplished application form 2. Copy of previous Mayor's Permit/ Business Permit 3. Barangay Business Clearance 4. Community Tax Certificate 5. Third Indorsement (CEPWD) 6. Sanitary Permit (CHSD) 	<input type="checkbox"/> Application Form <input type="checkbox"/> Copy of Previous Mayor's Permit <input type="checkbox"/> Brgy. Business Clearance <input type="checkbox"/> Cedula <input type="checkbox"/> Third Indorsement <input type="checkbox"/> Sanitary Permit
RENEWAL (per succeeding qtr)	Check (✓) list of documents submitted upon application
<ol style="list-style-type: none"> 1. Copy of previous Mayor's Permit/ 2. Copy of previous Official Receipt 	<input type="checkbox"/> Copy of Previous Mayor's Permit <input type="checkbox"/> Copy of Previous Official Receipt

XI. INSPECTION AND MONITORING

A. Composition of Joint Inspection and Monitoring Team

Business Permits and Licensing Section:

- | | |
|--------------------|---------------------|
| 1. Edward L. Reyes | Chief, BPLS |
| 2. Alvin Sotto | Licensing Inspector |
| 3. Rommel Basco | Licensing Inspector |

City Planning and Development Department (Zoning):

- | | |
|--------------------------------|------------------------------|
| 1. Engr. Redentor A. Reyes Jr. | ACPDC / Zoning Administrator |
| 2. Ramon Bartolabac Jr. | Zoning Officer II |

City Engineering and Public Works Department:

- | | |
|------------------------------|---------------------------------|
| 1. Engr. Benjamin L. Acedera | City Engineer/Building Official |
| 2. Engr. Ronald Guico | Engineer IV |
| 3. Engr. Pamfilo Buela | Engineer II |

City Health and Sanitation Department:

- | | |
|----------------------------|---------------------|
| 1. Dra. Basilisa M. Llanto | City Health Officer |
| 2. Arnold S. Rojas | Sanitary Inspector |

City Fire Department:

- | | |
|-----------------------|--------------------|
| 1. Insp. Nestor Gubot | City Fire Marshall |
| 2. Fire Inspector | |
| 3. Fire Inspector | |

B. Schedule of Joint Inspection and Monitoring

To check and verify the compliance, location and correctness of the documents submitted by the applicants, the team shall conduct inspection and monitoring every end of the quarter. The team is headed by the City Health Officer, City Engineer, City Zoning Administrator, City Fire Marshall and the Chief of BPLS.

If the City Fire Department is not available during the scheduled inspection, the department may conduct separate inspection of business establishment subject to the provisions of the Fire Code and shall submit reports to the City Government of Calapan through the "ISO Secretariat".

The Team Inspectors shall provide copy of the inspection report to the owner/representative present during the time of inspection stating their findings and recommendations. Inspection Report shall be kept by the owner/representative and attached copy of the same during renewal of their business establishment only for the remaining quarters.

In the event that the business establishment subject of the inspection and monitoring cannot be found in the business address provided in the application form, the team shall schedule another visit, having the same findings, a notice of cancellation of Business/Mayor's Permit shall be recommended to the City Mayor.

Further, any misrepresentation of the business owner on the submitted documents, requirements and nature of business, shall be sufficient grounds for the cancellation/revocation of their Mayor's/Business Permit after due process.

C. Regular Field Inspection (CTD and BPLS)

During the regular field inspection of the BPLS and City Treasury Department within the territorial jurisdiction of the City, the Licensing Inspectors shall record all existing business establishments operating without the benefit of a Mayor's/Business Permit and those with expired Mayor's/Business Permit. Recording shall include the following information:

1. Name of owner
2. Business address
3. Nature of business
4. Pictures

To maximize time and resources, the licensing inspectors shall issue a "signed" **Notice of Violation** to the business establishment without permit and **Notice of Delinquency** to establishment with expired permit; list of requirements for the registration of business and assessment of fees for their information and compliance (if possible).

If the business owner failed to comply within the prescribed period stated in the Notice of Violation/Delinquency, a second notice shall be served until they register their business establishment.

However, after two notices without any response and coordination with the City Government of Calapan, the Heads of the BPLS, CPDD (Zoning), CHSD, CTD and CEPWD shall recommend the closure of the business establishment to the City Mayor thru the City Legal Officer.

No payment shall be collected by the City Government of Calapan from the business owners during the regular field inspection.

XII. CONDITIONAL APPROVAL

The Local Chief Executive through an office order may call for the issuance of “**conditional approval**” during the first quarter of the calendar year. This measure is in support of the “Aksyon Agad Program and Sampung Minutong Serbisyo”, this to cater the demand of the paying public, lessen their time of stay in the City Hall (One-Stop-Shop) and make their stay comfortable and worth waiting.

XIII. CUSTOMER FEEDBACK MECHANISM

To monitor the customer satisfaction on how business registration in the City of Calapan works, all offices concerned shall solicit comments and recommendation of the customers through the Customer Satisfaction Form which will be consolidated, tabulated and analyzed in monthly basis.

If possible, consultation with the business sector, barangay officials and other stakeholders shall be conducted to generate comments and recommendations for the continual improvement of the business registration process in the city.

XIV. REVISION OF THE MANUAL

Streamlining the business registration in the City of Calapan requires time and series of dialogues and consultation, thus, needs revision for continual improvement.

Upon recommendation of the heads of the joint inspection and monitoring team, the manual shall be revised based on inputs, suggestions and recommendation for improvement; and shall be approved by the City Mayor for implementation.

Approved by:

ATTY. DOY C. LEACHON
City Mayor

Date Effective:
AUGUST 1, 2012
Revision No.: 00-2012