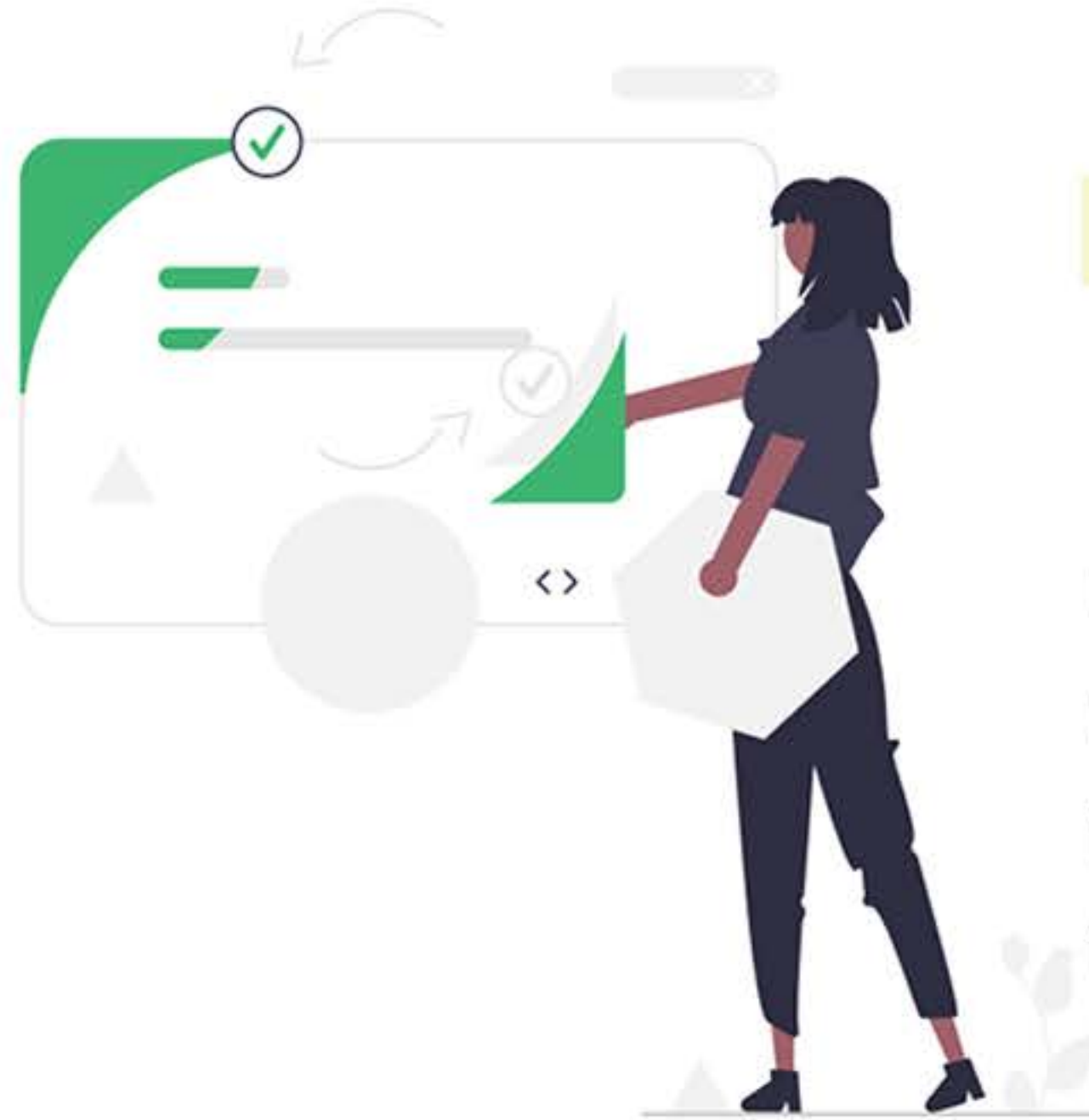




MANDATE

The Business Permits and Licensing Office (BPLC) shall be responsible for the supervision, control, and management of the issuance of business permits and licenses as may be mandated by law. It shall likewise be responsible for the assessment of local taxes, fees, and charges, licensing and inspection of all the business, trades, occupation, and industries within the territorial jurisdiction of the City of Parañaque. Further, it shall regulate all the trade, business, occupation, and industries which do not conform to the mandate of the law with respect to compliance of permits and licenses requirements.





VISION

Our vision is to be a model of excellence among the departments of the City Government widely recognized for its dedication, highly trained, and motivated work force that promotes integrity and professionalism.

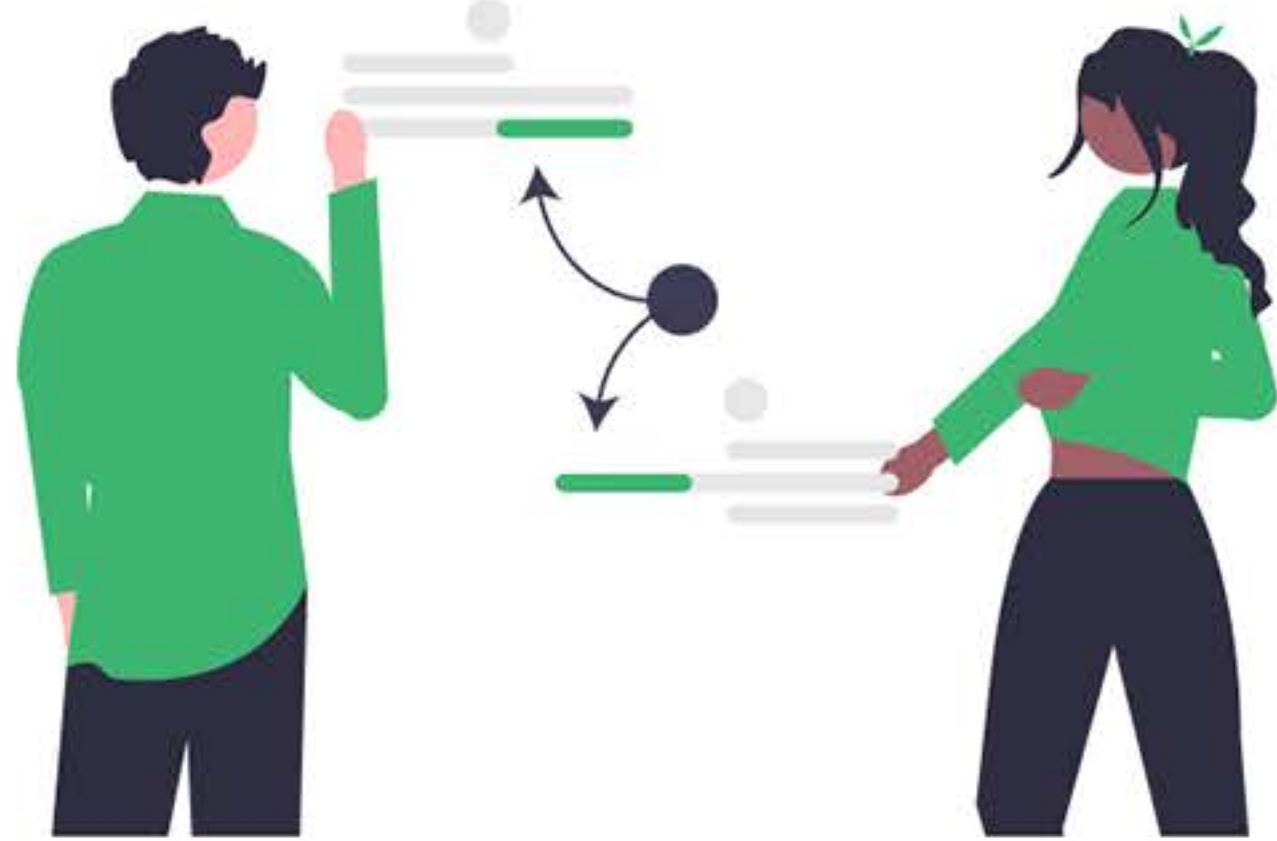


MISSION

The mission is to provide the general public with the highest level of service in an efficient, courteous, and competent manner in order to create an environment that encourages economic



SERVICE PLEDGE



We, at the BPLC – Paranaque City firmly commits to high quality standards in delivering government service to promote ease of doing business and generate new opportunities that will significantly contribute to country's overall socio-economic growth and development.



Mayor's Permit on Occupation (Individual Work Permit)

A Mayor's Permit on occupation is a requirement for an individual not otherwise exempted, to engage in his/her trade within the City of Parañaque.

Office or Division:	<u>Business Permits and Licensing Office</u>
Classification:	<u>Simple</u>
Type of Transaction:	<u>G2C - Government to Citizens</u>
Who may avail:	<u>Employees working/intending to work in Parañaque City.</u>

CHECKLIST OF REQUIREMENTS

Health Certificate
Police Clearance
For underage applicants: Consent from parents w/ ID
For foreign applicants: Alien Certificate of Registration
For security agency: Posting Permit

WHERE TO SECURE

- City Health Office
- Parañaque Philippine National Police
- Applicant
- Bureau of Immigration
- Philippine National Police

Mayor's Permit on Occupation (Individual Work Permit)



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	TIME	PERSON RESPONSIBLE
1. Schedule an appointment through https://app.bploparanaque.com/appointment/		None	5 mins.	Applicant
1.1. Accomplish online application form through https://app.bploparanaque.com/occu/login or using the BPLO Smart Kiosks located at the Parañaque City Hall and secure a screenshot and/or a copy of your reference number.	Assist applicant in operating the BPLO Smart Kiosks.	None	5 mins.	Salvador N. Santos II(Administrative Assistant I)
1.2. Present the reference number together with the original medical results, and secure a checklist of requirements from the City Health Office.	Verify medical results and provide applicant with checklist.	None	5 mins.	City Health Office
2. Present checklist and other required documents to the BPLO Occupational Permit Counter.	Verify information provided by the applicant using the online application form through the Integrated Occupational Permit System and issue a statement of account.	None	5 mins.	Jocelyn E. Nono (Administrative Aide IV) Rogelio E. Nobleza (Administrative Aide II) Salvador N. Santos II (Administrative Assistant I) Ma. Baby Jeanne P. Dela Cruz (License Inspector I)
2.1. Upon the receipt of the statement of Account proceed to payment.	Receipt of SOA, payment, and issuance of Official Receipt.	For Filipino: P150.00 For Alien Resident Employees: P250.00 Health Certificate: P75.00 Food Handler Seminar: Php100.00 Police Clearance: P110.00 Urine: P70.00 CBC: P140.00 Fecalysis: Php70.00	5 mins.	City Treasurer's Office/ BPLO Occupational Permit payment counters
2.2. For applicant with incomplete/ expired medical results: proceed to the City Health Laboratory and submit specimen.	Conduct Laboratory Tests	None	30 mins.	City Health Office
2.3. For food handlers: proceed to seminar area (Sanitary Division)	Conduct Seminar	None	30 mins.	City Health Office
2.4. For night workers: proceed to the Social Hygiene Clinic.	Conduct laboratory examination and seminar, and release the laboratory results.	**	40 mins.	Social Hygiene Clinic
2.5. Proceed to CHO Counter and present laboratory results, official receipt, and claim Health Certificate from the Sanitary Division.	Receive laboratory results, official receipt and issue Health Certificate.	None	5 mins.	City Health Office
2.6. Proceed to the PNP Counter	Take picture of applicant and release Police Clearance.	None	10 mins.	Philippine National Police - Parañaque
3. Present Health Certificate, Police Clearance, and Official Receipt to the BPLO Occupational Permit counters.	Issue Mayor's Permit on Occupation	None	5 mins.	AnnabelleDL.Umbal (Licensing Officer I) Ma. Baby Jeanne P. Dela Cruz (License Inspector I) Maria Fe Gonzaga (Administrative Aide II) MarifeC. Gonzaga (Administrative Aide II)
TOTAL		P565.00 + For Filipino: P150.00 For Alien ResidentEmployees: P250.00	55 mins. Food handlers: 1hr & 25mins. For night workers: 1hr & 35mins.	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	TIME	PERSON RESPONSIBLE
1. Schedule an appointment through https://app.bploparanaque.com/appointment/		None	5 mins.	Applicant
1.1. Accomplish online application form through https://app.bploparanaque.com/occu/login or using the BPLO Smart Kiosks located at the Parañaque City Hall and secure a screenshot and/or a copy of your reference number.	Assist applicant in operating the BPLO Smart Kiosks.	None	5 mins.	Salvador N. Santos II(Administrative Assistant I)
1.2. Present the reference number together with the original medical results, and secure a checklist of requirements from the City Health Office.	Verify medical results and provide applicant with checklist.	None	5 mins.	City Health Office
2. Present checklist and other required documents to the BPLO Occupational Permit Counter.	Verify information provided by the applicant using the online application form through the Integrated Occupational Permit System and issue a statement of account.	None	5 mins.	Dhel Mark Espiritu (Administrative Assistant II) Salvador Santos (Administrative Assistant I) Ma. Baby Jeanne Dela Cruz (License Inspector I)
2.1. Upon the receipt of the statement of Account proceed to payment.	Receipt of SOA, payment, and issuance of Official Receipt.	For Filipino: P150.00 For Alien Resident Employees: P250.00 Health Certificate: P75.00 Food Handler Seminar: Php100.00 Police Clearance: P110.00 Urine: P70.00 CBC: P140.00 Fecalysis: Php70.00	5 mins.	City Treasurer's Counter/BPLO Occupational Permit payment counters located at the Express Lingkod Office at Ayala Malls Manila Bay
2.2. Proceed to the PNP counter located at the Express Lingkod Office at Ayala Malls Manila Bay and secure a Police Clearance	Take picture of applicant and release Police Clearance.	None	10 mins.	Philippine National Police - Parañaque
2.3. Proceed to CHO Counter located at the Express Lingkod Office at Ayala Malls Manila Bay present original medical results, official receipts and secure a Health Certificate.	Review medical results and official receipt, and issue health certificate.	None	5 mins.	City Health Office
2.4. For Food Handlers: proceed to the seminar area located at the Express Lingkod Office at Ayala Malls Manila Bay.	Conduct Food Handler's Seminar	None	30 mins.	City Health Office
3. Present Health Certificate, Police Clearance, and Official Receipt to the BPLO Occupational Permit counters located at the Express Lingkod Office at Ayala Malls Manila Bay	Issue Mayor's Permit on Occupation	None	5 mins.	Ma. Baby Jeanne Dela Cruz (License Inspector I) Aldrico Alberto Jr (Administrative Assistant I) John Edison A. Manuel (Administrative Aide IV)
TOTAL		P565.00 + For Filipino: P150.00 For Alien ResidentEmployees: P250.00	45 mins. Food handlers: 1hr & 25mins. For night workers: 1hr & 35mins.	



Mayor's Permit (New Business)

A Mayor's Permit on Business is a requirement for the operation of a business within the City of Parañaque.

Office or Division:	<u>Business Permits and Licensing Office</u>
Classification:	<u>Simple</u>
Type of Transaction:	<u>G2B - Government to Business</u>
Who may avail:	<u>Any person applying to register their businesses located in Parañaque City.</u> <ul style="list-style-type: none">▪ Without existing record▪ Conforms with Zoning Classification▪ No need for Inspection



Mayor's Permit (New Business)

CHECKLIST OF REQUIREMENTS

- Unified Application Form for New Business (Onsite Application)
- Business Name Registration (2 copies)
 - a. Single Proprietorship-DTI Registration
 - b. Corporation/Partnership/Foundation – SEC Registration with Articles of Incorporation
 - c. Cooperative – CDA-Certificate of Compliance-Certificate of Legitimacy
- Proof of Legal Ownership/Possession (2 copies)
 - a. If the place of business is owned – Photocopy of Official Receipt of Real Property Tax(current year), and Transfer/Original Certificate of Title (TCT/OCT)
 - b. If the place of business is RENTED- Photocopy of Contract of Lease, and Photocopy of their Lessor's Permit
 - c. If the place of business is NO RENTAL or FREE OF USE – Consent letter or Usufruct Contract with ID of the signatory & photocopy of Official Receipt with Real Property Tax (Current Year) Transfer/Original Certificate of Title (TCT/OCT)
- Certificate of Occupancy, if applicable (2 copies)
- Picture of Establishment (2 copies)
 - a. Outside view with signage
 - b. Inside view
- Vicinity Map (sketch)
- Proof of total capitalization
- Any other document this office deems necessary to support the applicant's application
- If Applying thru representatives:
 - a. For Single Proprietorship
 - Written Authorization Letter, ID from the principal, and ID of representative
 - b. For Corporation
 - Secretary Certificate
 - c. For Partnership
 - Partnership Certificate or Authorization from one of the partners
 - d. For Cooperative
 - Secretary Certificate

WHERE TO SECURE

- Downloadable form through <https://app.bploparanaque.com/> or at the BPLO Concierge.
- Department of Trade and Industry
- Securities and Exchange Commission
- Cooperative Development Authority/ Local Cooperative
- Applicant
- Office of the Building Official
- Applicant
- Applicant
- Applicant
- Applicant

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	TIME	PERSON RESPONSIBLE
1. Schedule an appointment through https://app.bploparanaque.com/appointment/ or through the BPLO kiosks		None	5 mins.	Applicant
2. Submit duly accomplished application form and requirements to the BPLO concierge.	2. Receive the duly accomplished application form and complete requirements.	None	5 mins.	Rosalia Ojo (Administrative Aide I) Nova J. Pedrealba (Licensing Officer I) Amy Jayne Santos (Administrative Aide III)
	2.1. Verify Applicant's previous records with BPLO	None	10 mins.	John Morris D. Mauricio (Administrative Aide II) Jim Boy Catugda (License Inspector II) Jeffrey John Rodriguez (License Inspector I)
	2.2. Endorsement of application with complete requirements to the City Planning and Development Coordinator's Office	None	10 mins.	Zandie Marie Balagtas (Administrative Aide IV)
	2.3. Assessment of Documents and issuance of order of payment for Locational Clearance	**	2 hrs.	City Planning and Development Coordinator's Office
	2.4. Endorsement of application with complete requirements to the Office of the Building Official for the issuance of Building fees	**	2 hrs.	Office of the Building Official
	2.5. Endorsement of application with complete requirements to the City Environment and Natural Resources Office (CENRO) for the issuance of an order of payment for the filing fee of a CENRO Clearance fee	**	5 mins.	City Environment and Natural Resources Office
	2.6. Endorsement of application with complete requirements to the City Veterinary Services Office for the issuance of an order of payment for the Meat Handler's Fee, Meat Dealer's Fee, Butcher's License Fee, Annual Inspection Fee/ Veterinary Clearance Fee, if applicable.	**	5 mins.	City Veterinary Services Office
	2.7. Forward the application for the Encoding of taxes and fees for the issuance of a Statement of Account (SOA)	Variable: based on capital, type of business and number of employees	10 mins.	Maricel B. Obal (Administrative Assistant IV) Aubrey D. Vargas (Administrative Aide III) Arlene L. Dorosan (Data Entry Machine Operator II) Rhodora E. Garduque (Computer Operator II) Czarina Lleva (Administrative Aide IV) Sheryl E. Constantino (Licensing Officer I) John Harvey Peralta (Administrative Assistant I)
	2.8. Review and approval of Documents	None	10 mins.	Daisy A. Santiago (Licensing Officer IV) Maricel B. Obal (Administrative Assistant IV)
	2.9. Release the assessment and all the other documents for payment.	None	5 mins.	Nova J. Pedrealba (Licensing Officer I) Frederick M. Acabal (Encoder)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	TIME	PERSON RESPONSIBLE
3. Upon the receipt of the statement of Account, proceed to payment.	3. Receipt of SOA and payment, and issuance of Official Receipt.	Variable: based on capital, type of business and number of employees	5 mins.	City Treasurer's Office/ BPLO payment counters
3.1.a. For Payment Online: Provide complete delivery address through https://app.bploparanaque.com/bpls/ for courier service, if opted for delivery.	3.1.a. After payment online, applicant will automatically be redirected to another page to provide delivery details, if opted for delivery. The City Treasurer's Office shall endorse the Official Receipt to the BPLO.	3.1.a. Php 170.00 if delivery address is within Parañaque (can be paid upon delivery)	Real-time	3.1.a. Maya (Online Payment)
	3.1.a-1. Receiving of Official Receipt from CTO and forwarding for issuance of claim stub.	None	5 mins.	James Daryl P. De Castro (Comp. Programmer II)
3.1.b. For Payment Onsite: Submission of Official Receipt, duly accomplished application form and complete requirements for claim stub to BPLO Counter 23 and providing of complete delivery address for courier service, if opted for delivery.	3.1.b. Receiving of application form, official receipts and all other documents required and encoding of complete delivery details through https://bplo-admin.keridelivery.com/dashboard , if opted for delivery, and issuance of claim stub.	None	10 mins.	Jose Henson (Administrative Aide II) Marylou N.Ojo (Administrative Aide I)
	3.2. Schedule for Inspection, Record Business Information, and issuance of CENRO Environmental Clearance	None	5 mins.	City Environment and Natural Resources
	3.3. Schedule for Inspection and Record Business Information for the issuance of a Fire Safety Inspection Certificate	None	5 mins	Bureau of Fire Protection
	3.4. Schedule for Inspection and Record Business Information for the issuance of application form for PESO Certificate.	None	5 mins.	PESO
	3.5. Issuance of a sanitary permit	None	5 mins.	City Health Office Division
	3.6. If required, schedule for Inspection and Record Business Information for the issuance of a Veterinary Certificate, Meat Handler's ID, Meat Dealer's ID, and/or Butcher's License.	None	10 mins.	City Veterinary's Office
	3.7. Printing of Business Permit and Barangay Clearance	None	5 mins.	John Morris D. Mauricio (Administrative Aide II) Jim Boy Catugda (License Inspector II) Jeffrey John Rodriguez (License Inspector I)
	3.8. Final review of documents and assessment.	None	5 mins.	Daisy A. Santiago (Licensing Officer IV)
	3.9. Signature and Approval of Business Permit.	None	5 mins.	Atty. Melanie T. Soriano-Malaya (City Government Department Head II)
	4.1.1. Encoding of Signed Business Permit for record Keeping	None	5 mins.	Rainelda Quiambao (Administrative Assistant IV)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	TIME	PERSON RESPONSIBLE
	4.1.2. Scanning of documents for record keeping	None	5 mins.	Eddie Torino (Administrative Aide III)
	4.1.3. Releasing of Business Permit, Barangay Clearance, Locational Clearance, if applicable, Occupancy Permit, CENRO Environmental Clearance, Sanitary Permit, and/or Veterinary Certificate, Meat Handler's ID, Meat Dealer's ID, Butcher's License, if applicable, through:			
	a. BPLO Counter 9; or	None	5 mins.	Ma. Luisa Ocampo (Administrative Aide I)
	b. Delivery Service.	Php170.00 if delivery address is within Parañaque (can be paid upon delivery)	1 day	Keri Delivery Service
TOTAL		Variable: based on capital, type of business and number of employees + Php170.00 for delivery fee		Release at BPLO Counter 9: 6 hrs. and 25mins.

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	TIME	PERSON RESPONSIBLE
1. Register online through https://app.bploparanaque.com/bpls/		None	5 mins.	Applicant
2. Fill uponline application form and upload requirements through https://app.bploparanaque.com/bpls/ and send hard-copy to the BPLO Concierge	2. Review the duly accomplished online application form and complete requirements, and verify Applicant's previous records with BPLO	None	15 mins.	Janielle April D. Alere (Encoder) Angelica O. Jadrin (Encoder)
	2.1. (Automatic Transmission through BPLCS) Assessment of Documents and issuance of order of payment for the issuance of a Locational Clearance, if applicable	**	2 hrs.	City Planning and Development Coordinator's Office
	2.2. (Automatic Transmission through BPLCS) Assessment of Documents and issuance of building fees	**	2 hrs.	Office of the City Building Official
	2.3. (Automatic Transmission through BPLCS) Issuance of an order of payment for the filing fee of a CENRO Clearance fee	**	5 mins.	City Environment and Natural Resources Office
	2.4. (Automatic Transmission through BPLCS) Issuance of an order of payment for a Meat Handler's Fee, Meat Dealer's Fee, Butcher's License Fee, Annual Inspection Fee/ Veterinary Clearance Fee, if applicable	**	5 mins.	City Veterinary Services Office
	2.5. Endorsement of application with complete requirements to the City Environment and Natural Resources Office (CENRO) for the issuance of an order of payment for the filing fee of a CENRO Clearance fee	Variable: based on capital, type of business and number of employees	5 mins.	Sheryl E. Constantino (Licensing Officer I) John Harvey Peralta (Administrative Assistant I)
	2.6. Review and approval of Documents	None	10 mins.	Daisy A. Santiago (Licensing Officer IV) Maricel B. Obal (Administrative Assistant IV)
3. Generate Statement of Account (SOA) through https://app.bploparanaque.com/bpls/ for payment.			5 mins.	Applicant
3.1.a. For Payment Online: Provide complete delivery address through https://app.bploparanaque.com/bpls/ for courier service, if opted for delivery.	3.1.a. After payment online, applicant will automatically be redirected to another page to provide delivery details, if opted for delivery. The City Treasurer's Office shall endorse the Official Receipt to the BPLO.	Php 170.00 if delivery address is within Parañaque (can be paid upon delivery)	Real-time	Maya (Online Payment)
	3.1.a-1. Receiving of Official Receipt from CTO and forwarding for issuance of claim stub.	None	5 mins.	James Daryl P. De Castro (Comp. Programmer II)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	TIME	PERSON RESPONSIBLE
3.1.b. For Payment Onsite: Submission of Official Receipt, duly accomplished application form and complete requirements for claim stub to BPLO Counter 23 and providing of complete delivery address for courier service, if opted for delivery.	3.1.b. Receipt of printed SOA and payment, and issuance of Official Receipt.	Variable: based on capital, type of business and number of employees	5 mins.	City Treasurer's Office/ BPLO payment counters
	3.1.b-1. Receiving of application form, official receipts and all other documents required and encoding of complete delivery details through https://bplo-admin.keridelivery.com/dashboard , if opted for delivery, and issuance of claim stub.	None	5 mins.	Jose Henson (Administrative Aide IV) Marylou Ojo (Administrative Aide I)
	3.2. Schedule for Inspection and Record Business Information	None	5 mins.	City Environment and Natural Resources
	3.3. Schedule for Inspection and Record Business Information for Fire Safety Inspection Certificate	None	5 mins.	Bureau of Fire Protection
	3.4. Schedule for Inspection and Record Business Information	None	5 mins.	PESO
	3.5. Schedule for Inspection and Record Business Information for the issuance of a sanitary permit	None	5 mins.	City Health Office Division
	3.6. If required, schedule for Inspection and Record Business Information for the issuance of a Veterinary Certificate, Meat Handler's ID, Meat Dealer's ID, and/or Butcher's License	None	5 mins.	City Veterinary's Office
	3.7. Printing of Business Permit and Barangay Clearance	None	5 mins.	John Morris D. Mauricio (Administrative Aide II) Jim Boy Catugda (License Inspector II) Jeffrey John Rodriguez (License Inspector I)
	3.8. Final review of documents and assessment.	None	10 mins.	Daisy A. Santiago (Licensing Officer IV)
	3.9. Signature and Approval of Business Permit.	None	5 mins.	Atty. Melanie T. Soriano-Malaya (City Government Department Head II)
	4.1.1. Encoding of Signed Business Permit for record keeping	None	5 mins.	Rainelda Quiambao (Administrative Assistant IV)
	4.1.2. Scanning of documents for record keeping	None	5 mins.	Eddie Torino (Administrative Aide III)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	TIME	PERSON RESPONSIBLE
	4.1.3. Releasing of Business Permit, Barangay Clearance, Locational Clearance, Sanitary Permit, and/or Veterinary Certificate and Meat Handler's I.D., if applicable, through:			
	a. BPLO Counter 9; or	None	5 mins.	Ma. Luisa Ocampo (Administrative Aide I)
	b. Delivery Service.	Php170.00 if delivery address is within Parañaque (can be paid upon delivery)	1 day	Keri Delivery Service
TOTAL		Variable: based on capital, type of business and number of employees + Php170.00 for delivery fee	Release at BPLO Counter 9: 6 hrs. Release via Delivery Service: 1 day, 5 hrs, and 55 mins.	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	TIME	PERSON RESPONSIBLE
1. Schedule an appointment through https://app.bploparan-aque.com/appointment/ or through the BPLO kiosks located at the Express Lingkod Office at Ayala Malls Manila Bay		None	5 mins.	Applicant
2. Submit duly accomplished application form and requirements to the BPLO Counter 1 located at the Express Lingkod Office at Ayala Malls Manila Bay	2. Receive the duly accomplished application form and complete requirements.	None	5 mins.	Sheryl E. Constantino (Licensing Officer I) John Harvey Peralta (Administrative Assistant I) Rhodora E. Garduque (Computer Operator II) Arlene L. Dorosan (Data Entry Machine Operator II) Aubrey D. Vargas (Administrative Aide III) Czarina DL. Lleva (Administrative Aide IV)
	2.1. Verify Applicant's previous records with BPLO	None	10 mins.	Sheryl E. Constantino (Licensing Officer I) John Harvey Peralta (Administrative Assistant I) Rhodora E. Garduque (Computer Operator II) Arlene L. Dorosan (Data Entry Machine Operator II) Aubrey D. Vargas (Administrative Aide III) Czarina DL. Lleva (Administrative Aide IV)
	2.2. Endorsement of application with complete requirements to the City Planning and Development Coordinator's Office for the Assessment of Documents and issuance of order of payment for Locational Clearance, if applicable	None	2 hrs.	City Planning and Development Coordinator's Office
	2.3. Endorsement of application with complete requirements to the Office of the Building Official for the issuance of Building fees	**	2 hrs.	Office of the Building Official
	2.4. Endorsement of application with complete requirements to the City Environment and Natural Resources Office (CENRO) for the issuance of an order of payment for the filing fee of a CENRO Clearance fee	**	5 mins.	City Environment and Natural Re-
	2.5. Endorsement of application with complete requirements to the City Veterinary Services Office for the issuance of an order of payment for the Meat Handler's Fee, Meat Dealer's Fee, Butcher's License Fee, Annual Inspection Fee/ Veterinary Clearance Fee, if applicable	**	5 mins.	City Veterinary Services Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	TIME	PERSON RESPONSIBLE
	2.6. Forward the application for the Encoding of taxes and fees and the issuance of a Statement of Account (SOA)	None	10 mins.	Sheryl E. Constantino (Licensing Officer I) John Harvey Peralta (Administrative Assistant I) Rhodora E. Garduque (Computer Operator II) Arlene L. Dorosan (Data Entry Machine Operator II) Aubrey D. Vargas (Administrative Aide III) Czarina DL. Lleva (Administrative Aide IV)
	2.7. Review and approval of Documents	None	10 mins.	Scheduled Officer-in-Charge
	2.8. Release the assessment and all the other documents for payment.	None	5 mins.	Sheryl E. Constantino (Licensing Officer I) John Harvey Peralta (Administrative Assistant I) Rhodora E. Garduque (Computer Operator II) Arlene L. Dorosan (Data Entry Machine Operator II) Aubrey D. Vargas (Administrative Aide III) Czarina DL. Lleva (Administrative Aide IV)
3. Upon the receipt of the statement of Account proceed to payment	3. Receipt of SOA and payment, and issuance of Official Receipt	Variable: based on capital, type of business and number of employees	5 mins.	City Treasurer's Office/ BPLO payment counters located at the Parañaque City Hall or at the Express Lingkod Office at Ayala Malls Manila Bay
3.1.a. For Payment Online: Provide complete delivery address through https://app.bploparanaque.com/bpls/ for courier service, if opted for delivery.	3.1.a. After payment online, applicant will automatically be redirected to another page to provide delivery details, if opted for delivery. The City Treasurer's Office shall endorse the Official Receipt to the BPLO.	3.1.a. Php 170.00 if delivery address is within Parañaque (can be paid upon delivery)	Real-time	Maya (Online Payment)
	3.1.a-1. Receiving of Official Receipt from CTO and forwarding for issuance of claim stub.	None	5 mins.	James Daryl P. De Castro (Comp. Programmer II)
3.1.b. For Payment Onsite: Submission of Official Receipt, duly accomplished application form and complete requirements for claim stub to BPLO Counter 23 and providing of complete delivery address for courier service, if opted for delivery.	3.1.b. Receiving of application form, official receipts and all other documents required and encoding of complete delivery details through https://bplo-admin.keridelivery.com/dashboard , if opted for delivery, and issuance of claim stub.	None	10 mins.	Jose Henson (Administrative Aide IV) Marylou Ojo (Administrative Aide I) Mary Joy Tepace (Encoder)
	3.2. Transmission of application together with the required documents to the BPLO located at the City Hall of Parañaque	None	1 day	Jose Henson (Administrative Aide IV) Marylou Ojo (Administrative Aide I) Mary Joy D. Tepace (Encoder)
	3.3. Schedule for Inspection and Record Business Information	None	5 mins.	City Environment and Natural Resources

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	TIME	PERSON RESPONSIBLE
	3.3. Schedule for Inspection and Record Business Information	None	5 mins.	City Environment and Natural Resources
	3.4. Schedule for Inspection and Record Business Information for Fire Safety Inspection Certificate	None	5 mins.	Bureau of Fire Protection
	3.5. Schedule for Inspection and Record Business Information	None	5 mins.	PESO
	3.6. Schedule for Inspection and Record Business Information for the issuance of a sanitary permit	None	5 mins.	City Health Office Division
	3.7. If required, schedule for Inspection and Record Business Information for the issuance of a Veterinary Certificate, Meat Handler's ID, Meat Dealer's ID, and/or Butcher's License	None	5 mins.	City Veterinary's Office
	3.8. Printing of Business Permit and Barangay Clearance	None	5 mins.	John Morris D. Mauricio (Administrative Aide II) Jim Boy Catugda (License Inspector II) Jeffrey John Rodriguez (License Inspector I)
	3.9. Final review of documents and assessment.	None	10 mins.	Daisy A. Santiago (Licensing Officer IV)
	3.1.1. Signature and Approval of Business Permit.	None	5 mins.	Atty. Melanie T. Soriano-Malaya (City Government Department Head II)
	3.1.2. Encoding of Signed Business Permit for record keeping	None	5 mins.	Rainelda Quiambao (Administrative Assistant I)
	3.1.3. Scanning of documents for record keeping	None	5 mins.	Eddie Torino (Administrative Aide III)
	3.1.4. Releasing of Business Permit, Barangay Clearance, Locational Clearance, Sanitary Permit, and/or Veterinary Certificate and Meat Handler's I.D., if applicable, through: a. BPLC Counter at the at the Express Lingkod Office at Ayala Malls Manila Bay; or b. Delivery Service.	None Php170.00 if delivery address is within Parañaque (can be paid upon delivery)	5 mins. 1 day	Jose Henson (Administrative Aide IV) Marylou Ojo (Administrative Aide I) Mary Joy D. Tepace (Encoder) Keri Delivery Service
TOTAL		Variable: based on capital, type of business and number of employees + Php170.00 for delivery fee		BPLC Counter at the Express Lingkod Office at Ayala Malls Manila Bay: 1 day, 6 hrs. and 15mins. Release via Delivery Service: 2 day 6 hrs. and 10mins.



Mayor's Permit (Renewal of Business)

A Mayor's Permit on Business is a requirement for the operation of a business within the City of Parañaque.

Office or Division:	<u>Business Permits and Licensing Office</u>
Classification:	<u>Simple</u>
Type of Transaction:	<u>G2B - Government to Business</u>
Who may avail:	<u>Registered Businesses with Updated Payments</u>



Mayor's Permit (Renewal of Business)

CHECKLIST OF REQUIREMENTS

- Information Sheet for Business Renewal (Onsite)
- Certified True copy of Quarterly Vat (1Q, 2Q, 3Q) and Monthly Vat (Oct. and Nov.) of previous year
 - a. If after April 15, Certified True Copy ITR
 - b. If non-VAT present monthly percentage tax from January to December
 - c. If with branches outside Parañaque, submit breakdown of sales per city/ municipality and attach business permit/ application for those cities
- Sworn Statement of Gross Sales/Receipts
- For Lessors:
 - a. Affidavit of Sworn Declaration of all real properties for lease with tenants listed therein, its corresponding monthly rental and area (sqm).
- For BOI/PEZA registered businesses:
 - a. Certificate of Exemption, if applicable
 - b. Proof of payment of tax at the rate of 2% based on gross income from the Office of the City Treasurer
- If Applying thru representatives:
 - a. For Single Proprietorship
 - Written Authorization Letter
 - ID of Registered Owner and Company
 - ID of representative
 - b. For Corporation
 - Secretary Certificate
 - c. For Partnership
 - Partnership Certificate or Authorization from one of the partners
 - d. For Cooperative
 - Secretary Certificate

WHERE TO SECURE

- Downloadable through <https://app.bploparanaque.com/home/resources/renewalappform.pdf> or through BPLO kiosks
- BIR
- Applicant

- Applicant
- Applicant

- Philippine Board of Investments or Philippine Economic Zone Authority
- City Treasurer's Office
- Applicant

Renewal of Business (Onsite)



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	TIME	PERSON RESPONSIBLE
1. Schedule an appointment through https://app.bploparanaque.com/appointment/ or through the BPLO kiosks		None	5 mins.	Applicant
2. Submit the requirements and the duly accomplished information sheet, indicating gross sales/ receipt.	2. Receiving of the duly accomplished information sheet with signed declaration of gross sales/ receipts and issuance of Statement of account	None	10 mins.	Rhodora Garduque (Senior Citizens/ PWD) (Computer Operator II) Arlene Dorosan (Data Entry Machine Operator II) Maricel Obal (Administrative Assistant I) Mary Carr Binay (Licensing Officer II) Aubrey Vargas (Administrative Aide III) Czarina Lleba (Administrative Aide IV) Sheryl E. Constantino (Licensing Officer I) John Harvey Peralta (Administrative Assistant I) Jorge Villafuerte* (License Inspector I) Benjamin Espiritu* (License Inspector II) Rodolfo Eucariza Jr.* (Administrative Aide III) Joselito Yape* (Administrative Aide II) Mark Jason Cabio* (Administrative Aide II)
3. Upon the receipt of the statement of account, proceed to the City Treasurer's Office for Payment of required fee.	3. Receive payment and issue official receipt	Variable: Based on gross sales/receipts	10 mins.	City Treasurer's Office
3.1.a. For Payment Online: Provide complete delivery address through https://app.bploparanaque.com/bpls/ for courier service, if opted for delivery.	3.1.a. After payment online, applicant will automatically be redirected to another page to provide delivery details, if opted for delivery. The City Treasurer's Office shall endorse the Official Receipt to the BPLO.	Php 170.00 if delivery address is within Parañaque (can be paid upon delivery)	Real-time	Maya (Online Payment)
	3.1.a-1. Receiving of Official Receipt from CTO and forwarding for issuance of claim stub.	None	5 mins.	James Daryl P. De Castro (Comp. Programmer II)
3.1.b. For Payment Onsite: Submission of Official Receipt, duly accomplished application form and complete requirements for claim stub to BPLO Counter 23 and providing of complete delivery address for courier service, if opted for delivery.	3.1.b. Receiving of application form, official receipts and all other documents required and encoding of complete delivery details through https://bplo-admin.keridelivery.com/dashboard , if opted for delivery, and issuance of claim stub.	None	10 mins.	Jose Henson (Administrative Aide IV) Marylou Ojo (Administrative Aide I)
	3.2. Schedule for Inspection, Record Business Information, and issuance of CENRO Environmental Clearance	None	5 mins.	City Environment and Natural Resources
	3.3. Schedule for Inspection and Record Business Information for the issuance of a Fire Safety Inspection Certificate	None	5 mins.	Bureau of Fire Protection

Renewal of Business (Onsite)



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	TIME	PERSON RESPONSIBLE
	3.4. Schedule for Inspection and Record Business Information for the issuance of application form for PESO Certificate	None	5 mins.	PESO
	3.5. Issuance of a sanitary permit	None	5 mins.	City Health Office Division
	3.6. If required, schedule for Inspection and Record Business Information for the issuance of a Veterinary Certificate, Meat Handler's ID, Meat Dealer's ID, and/or Butcher's License.	None	10 mins.	City Veterinary's Office
	3.7. Printing of Business Permit and Barangay Clearance	None	5 mins.	John Morris D. Mauricio (Administrative Aide II) Jim Boy Catugda (License Inspector II) Jeffrey John Rodriguez (License Inspector I)
	3.8. Signature and Approval of Business Permit	None	5 mins.	Atty. Melanie T. Soriano-Malaya (City Government Department Head II)
	3.9. Encoding of signed business permit for record keeping	None	5 mins.	Rainelda Quiambao (Administrative Assistant I)
	4.1.1. Scanning of documents for record keeping	None	5 mins.	Eddie Torino (Administrative Aide III)
	4.1.2. Releasing of Business Permit, Barangay Clearance, Locational Clearance, Sanitary Permit, and/or Veterinary Certificate and Meat Handler's I.D. through:			
	a. BPLO Counter 8; or	None	5 mins.	Ma. Luisa Ocampo (Administrative Aide I)
	b. Delivery Service	Php170.00 if delivery address is within Parañaque (can be paid upon delivery)	1 day	Keri Delivery Service
TOTAL		Variable: Based on gross sales/ receipts + Php170.00 for delivery fee		Release at BPLO Counter: 1 hr. and 30mins. Release via Delivery Service: 1 day, 1 hr. and 25mins.

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	TIME	PERSON RESPONSIBLE
1. Register online through https://app.bploparanaque.com/bpls/		None	5 mins.	Applicant
2. Fill up online application form and submit requirements through https://app.bploparanaque.com/bpls/	2. Review the duly accomplished online application form and complete requirements and issuance of SOA	Variable: Based on gross sales/receipts for the previous year.	10 mins.	Aubrey Vargas (Administrative Aide III) Arlene Dorosan (Data Entry Machine Operator II) Rhodora Garduque (Computer Operator II) Czarina Lleba (Administrative Aide IV) Sheryl E. Constantino (Licensing Officer I) John Harvey Peralta (Administrative Assistant I) Jorge Villafuerte* (License Inspector I) Benjamin Espiritu* (License Inspector II) Rodolfo Eucariza Jr.* (Administrative Aide III) Joselito Yape* (Administrative Aide II) Mark Jason Cabio* (Administrative Aide II)
	2.1. Review of documents and assessment			Daisy A. Santiago (Licensing Officer IV) Maricel Obal (Administrative Assistant I)
3. Generate Statement of Account (SOA) through https://app.bploparanaque.com/bpls/ for payment.			5 mins.	Applicant
3.1.a. For Payment Online: Provide complete delivery address through https://app.bploparanaque.com/bpls/ for courier service, if opted for delivery.	3.1.a. After payment online, applicant will automatically be redirected to another page to provide delivery details, if opted for delivery. The City Treasurer's Office shall endorse the Official Receipt to the BPLO.	3.1.a. Php 170.00 if delivery address is within Parañaque (can be paid upon delivery)	Real-time	Maya (Online Payment)
	3.1.a-1. Receiving of Official Receipt from CTO and forwarding for issuance of claim stub.	None	5 mins.	James Daryl P. De Castro (Comp. Programmer II)
3.1.b. For Payment Onsite: Submission of Official Receipt, duly accomplished application form and complete requirements for claim stub to BPLO Counter 23 and providing of complete delivery address for courier service, if opted for delivery.	3.1.b. Receipt of printed SOA and payment, and issuance of Official Receipt.	Variable: based on capital, type of business and number of employees	5 mins.	City Treasurer's Office/ BPLO payment counters
	3.1.b-1. Receiving of application form, official receipts and all other documents required and encoding of complete delivery details through https://bplo-admin.keridelivery.com/dashboard , if opted for delivery, and issuance of claim stub.	None	5 mins.	Jose Henson (Administrative Aide IV) Marylou Ojo (Administrative Aide I)
	3.2. Schedule for Inspection, Record Business Information, and issuance of CENRO Environmental Clearance	None	5 mins.	City Environment and Natural Resources

Renewal of Business (Online)



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	TIME	PERSON RESPONSIBLE
	3.3. Schedule for Inspection and Record Business Information for the issuance of a Fire Safety Inspection Certificate	None	5 mins.	Bureau of Fire Protection
	3.4. Schedule for Inspection and Record Business Information for the issuance of application form for PESO Certificate	None	5 mins.	PESO
	3.5. Issuance of a sanitary permit	None	5 mins.	City Health Office Division
	3.6. If required, schedule for Inspection and Record Business Information for the issuance of a Veterinary Certificate, Meat Handler's ID, Meat Dealer's ID, and/or Butcher's License.	None	10 mins.	City Veterinary's Office
	3.7. Printing of Business Permit and Barangay Clearance	None	5 mins.	John Morris D. Mauricio (Administrative Aide II) Jim Boy Catugda (License Inspector II) Jeffrey John Rodriguez (License Inspector I)
	3.8. Signature and Approval of Business Permit	None	5 mins.	Atty. Melanie T. Soriano-Malaya (City Government Department Head II)
	3.9. Encoding of signed business permit for Record Keeping	None	5 mins.	Rainelda Quiambao (Administrative Assistant I)
	3.1.1. Scanning of documents for record keeping	None	5 mins.	Eddie Torino (Administrative Aide III)
	3.1.2. Releasing of Business Permit, Barangay Clearance, Locational Clearance, Sanitary Permit, and/or Veterinary Certificate and Meat Handler's I.D. through:			
	a. BPLO Counter 8; or	None	5 mins.	Ma. Luisa Ocampo (Administrative Aide I)
	b. Delivery Service	Php170.00 if delivery address is within Parañaque (can be paid upon delivery)	1 day	Keri Delivery Service
TOTAL		Variable: Based on gross sales/ receipts + Php170.00 for delivery fee	Release at BPLO Counter: 1 hr. and 50 mins. Release via Delivery Service: 1 day 1 hrs. and 45 mins.	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	TIME	PERSON RESPONSIBLE
1. Schedule an appointment through https://app.bplopaparañaque.com/appointment/ or through the BPLO kiosks		None	5 mins.	Applicant
2. Submit the requirements and the duly accomplished information sheet, indicating gross sales/ receipt.	2. Receiving of the duly accomplished information sheet with signed declaration of gross sales/ receipts and issuance of Statement of account	None	10 mins.	Sheryl E. Constantino (Licensing Officer I) John Harvey Peralta (Administrative Assistant I) Rhodora E. Garduque (Computer Operator II) Arlene L. Dorosan (Data Entry Machine Operator II) Aubrey D. Vargas (Administrative Aide III) Czarina DL. Lleva (Administrative Aide IV)
2. Submit the requirements and the duly accomplished information sheet, indicating gross sales/ receipt.	2.2. Release the assessment and all the other documents for payment.	None	5 mins.	Sheryl E. Constantino (Licensing Officer I) John Harvey Peralta (Administrative Assistant I) Rhodora E. Garduque (Computer Operator II) Arlene L. Dorosan (Data Entry Machine Operator II) Aubrey D. Vargas (Administrative Aide III) Czarina DL. Lleva (Administrative Aide IV)
3. Upon the receipt of the statement of Account proceed to payment	3. Receipt of SOA and payment, and issuance of Official Receipt	Variable: based on capital, type of business and number of employees	5 mins.	City Treasurer's Office/ BPLO payment counters located at the Parañaque City Hall or at the Express Lingkod Office at Ayala Malls Manila Bay
3.1.a. For Payment Online: Provide complete delivery address through https://app.bplopaparañaque.com/bpls/ for courier service, if opted for delivery.	3.1.a. After payment online, applicant will automatically be redirected to another page to provide delivery details, if opted for delivery. The City Treasurer's Office shall endorse the Official Receipt to the BPLO.	Php 170.00 if delivery address is within Parañaque (can be paid upon delivery)	Real-time	Maya (Online Payment)
	3.1.a-1. Receiving of Official Receipt from CTO and forwarding for issuance of claim stub.	None	5 mins.	James Daryl P. De Castro (Comp. Programmer II)
3.1.b. For Payment Onsite: Submission of Official Receipt, duly accomplished application form and complete requirements for claim stub to BPLO Counter 23 and providing of complete delivery address for courier service, if opted for delivery.	3.1.b. Receiving of application form, official receipts and all other documents required and encoding of complete delivery details through https://bplo-admin.keridelivery.com/dashboard , if opted for delivery, and issuance of claim stub.	None	10 mins.	Jose Henson (Administrative Aide IV) Marylou Ojo (Administrative Aide I)
	3.2. Transmission of application together with the required documents to the BPLO located at the City Hall of Parañaque	None	1 day	Jose Henson (Administrative Aide IV) Marylou Ojo (Administrative Aide I)
	3.3. Schedule for Inspection, Record Business Information, and issuance of CENRO Environmental Clearance	None	5 mins.	City Environment and Natural Resources

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	TIME	PERSON RESPONSIBLE
	3.4. Schedule for Inspection and Record Business Information for the issuance of a Fire Safety Inspection Certificate	None	5 mins.	Bureau of Fire Protection
	3.5. Schedule for Inspection and Record Business Information for the issuance of application form for PESO Certificate	None	5 mins.	PESO
	3.6. Issuance of a sanitary permit	None	5 mins.	City Health Office Division
	3.7. If required, schedule for Inspection and Record Business Information for the issuance of a Veterinary Certificate, Meat Handler's ID, Meat Dealer's ID, and/or Butcher's License.	None	10 mins.	City Veterinary's Office
	3.8. Printing of Business Permit and Barangay Clearance	None	5 mins.	John Morris D. Mauricio (Administrative Aide II) Jim Boy Catugda (License Inspector II) Jeffrey John Rodriguez (License Inspector I)
	3.1.1. Signature and Approval of Business Permit	None	5 mins.	Atty. Melanie T. Soriano-Malaya (City Government Department Head II)
	3.1.2. Encoding of signed business permit for record keeping	None	5 mins.	Rainelda Quiambao (Administrative Assistant I)
	3.1.3. Scanning of documents for record keeping	None	5 mins.	Eddie Torino (Administrative Aide III)
	4.1.2. Releasing of Business Permit, Barangay Clearance, Locational Clearance, Sanitary Permit, and/or Veterinary Certificate and Meat Handler's I.D. through:			
	a. BPLC Counter 8; or	None	5 mins.	Ma. Luisa Ocampo (Administrative Aide I)
	b. Delivery Service	Php170.00 if delivery address is within Parañaque (can be paid upon delivery)	1 day	Keri Delivery Service
TOTAL		Variable: based on capital, type of business and number of employees + Php170.00 for delivery fee		BPLC Counter at the at the Express Lingkod Office at Ayala Malls Manila Bay: 1 day, 1 hr. and 30mins. Release via Delivery Service: 2-days,1 hr. and 30mins.



Amendment of Business Registration

Office or Division:	<u>Business Permits and Licensing Office</u>
Classification:	<u>Simple</u>
Type of Transaction:	<u>G2B - Government to Business</u>
Who may avail:	<u>Registered Businesses or any person applying to amend the registered businesses</u>



Amendment of Business Registration

CHECKLIST OF REQUIREMENTS

WHERE TO SECURE

3 copies each:

- Letter Request with ID of Requestor
- Original Mayor's Permit
- Picture of Establishment
 - a. Inside
 - b. Outside with signage
- Sketch
- Any other document this office deems necessary to support the applicant's application

- Applicant

If change of address (3 copies each)

- Proof of Legal Ownership/Possession:
 - a. If the place of business is owned – Photocopy of Official Receipt of Real Property Tax (current year), and Transfer/Original Certificate of Title (TCT/OCT)
 - b. If the place of business is RENTED- Photocopy of Contract of Lease, and Photocopy of their Lessor's Permit
 - c. If the place of business is NO RENTAL or FREE OF USE – Consent letter or Usufruct Contract with ID of the signatory & photocopy of Official Receipt with Real Property Tax (Current Year) Transfer/Original Certificate of Title (TCT/OCT)
- If Corporation:
 - a. Board Resolution/ Secretary's Certificate; or
 - b. Amended Articles of Incorporation

- Applicant
- SEC

If change of line of business & additional line of business (2 copies each)

- DTI Registration, if applicable
- If Corporation:
 - a. Articles of Incorporation

- Applicant
- SEC



Amendment of Business Registration

CHECKLIST OF REQUIREMENTS

WHERE TO SECURE

If change of ownership (single proprietor To Single proprietor) 2 copies each

- Letter request from new owner
- New DTI or SEC AOI
- Deed of Sale/ Deed of Assignment/ Affidavit of transfer with I.D.
- Proof of Legal Ownership/Possession:
 - a. If the place of business is owned – Photocopy of Official Receipt of Real Property Tax (current year), and Transfer/Original Certificate of Title (TCT/OCT)
 - b. If the place of business is RENTED- Photocopy of Contract of Lease, and Photocopy of their Lessor's Permit
 - c. If the place of business is NO RENTAL or FREE OF USE – Consent letter or Usufruct Contract with ID of the signatory & photocopy of Official Receipt with Real Property Tax (Current Year) Transfer/Original Certificate of Title (TCT/OCT)

- Applicant
- DTI/SEC
- Applicant

If change of ownership (Single proprietor To Corporation or vice versa) 2 copies each

- Letter Request from new owner
- New DTI or SEC
- Deed of Sale/ Deed of Assignment/ Affidavit of Transfer with I.D.
- Proof of Legal Ownership/Possession:
 - a. If the place of business is owned – Photocopy of Official Receipt of Real Property Tax (current year), and Transfer/Original Certificate of Title (TCT/OCT)
 - b. If the place of business is RENTED- Photocopy of Contract of Lease, and Photocopy of their Lessor's Permit
 - c. If the place of business is NO RENTAL or FREE OF USE – Consent letter or Usufruct Contract with ID of the signatory & photocopy of Official Receipt with Real Property Tax (Current Year) Transfer/Original Certificate of Title (TCT/OCT)
- If from Corporation to Single:
 - a. Board resolution/ Secretary's Certificate

- Applicant
- DTI/SEC
- Applicant



Amendment of Business Registration

CHECKLIST OF REQUIREMENTS

WHERE TO SECURE

If change of number of employees (2 copies each)

- SSS/ PhilHealth/Pag-IBIG Contribution, or any other proof of remittance of contribution to government agencies.
- Original Mayor's Permit

- Applicant
- SSS

If applying thru representatives:

- For Single Proprietorship
- Written Authorization Letter
 - a. ID of Registered Owner and Company
 - b. ID of representative
- For Corporation
 - a. Secretary Certificate
- For Partnership
 - a. Partnership Certificate or Authorization from one of the partners
- For Cooperative
 - a. Secretary Certificate

- Applicant

Amendment of Business Registration



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	TIME	PERSON RESPONSIBLE
1. Schedule an appointment through https://app.bploparanaque.com/appointment/ or through the BPLO kiosks		None	5 mins.	Applicant
2. Submit letter-request stating reasons for amendment together with other documents to the BPLO Concierge or through https://app.bploparanaque.com/home/	2. Receiving and checking of requirements	None	5 mins.	Rosalia Ojo (Administrative Aide I) Amy Jayne Santos (Administrative Aide III)
	2.1. Verification of Records	None	10 mins.	John Morris D. Mauricio (Administrative Aide II) Jim Boy Catugda (License Inspector II) Jeffrey John Rodriguez (License Inspector I)
	2.2. Endorsement of application with complete requirements to the City Planning and Development Coordinator's Office for the issuance of an order of payment for a Locational Clearance Resolution	None	10 mins.	Zandie Marie Balagtas (Administrative Aide IV) Mary Joy Tepace (Encoder)
	2.3. Assessment of Documents and issuance of order of payment for Locational Clearance	None	2 hrs.	City Planning and Development Coordinator's Office
	2.4. Inspection of business establishment	None	1 day	Jorge Villafuerte (License Inspector I) Benjamin Espiritu (License Inspector II) Howard Bactol (License Inspector I) Rodolfo Eucariza Jr. (Administrative Aide III) Joselito Yape (Administrative Aide II) Mark Jason Cabio (Administrative Aide II) Allan Sahagun (Administrative Aide III) Jeffrey Globio (Administrative Aide III) Vic Sumarago Jr. (License Inspector I) Froilan B. Ulep (Administrative Aide III) John Patrick S. Limbo (Administrative Aide III)
	2.5. Initial review of inspection report and approval of application	None	5 mins.	KaroleInessa Apodaca (Administrative Assistant IV)
	2.6. Updating and encoding of business records	None	5 mins.	Jim Boy Catugda (License Inspector II)
	2.7. Issuance of order of payment and/or Statement of account	Php500.00 for the reprinting of the Mayor's Permit + Variable: based on capital, type of business and number of employees	5 mins.	Rosalia Ojo (Administrative Aide II) Maricel Obal (Administrative Assistant IV) Aubrey Vargas (Administrative Aide III) Arlene Dorosan (Data Entry Machine Operator II) Rhodora Garduque (Computer Operator II) Czarina Lleva (Administrative Aide IV)

Amendment of Business Registration



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	TIME	PERSON RESPONSIBLE
	2.8. Release the order of payment and/or assessment and all the other documents for payment.	None	5 mins.	Nova J. Pedrealba (Licensing Officer I) Frederick M. Acabal (Encoder)
3. Upon receipt of Order of Payment, proceed to City Treasurer's Office for payment	3. Receipt of SOA and payment, and issuance of Official Receipt	Php500.00 for the reprinting of the Mayor's Permit + Variable: based on type of amendment and submitted documents	5 mins.	City Treasurer's Office
4. Submission of Official Receipt, duly accomplished application form and complete requirements for claim stub to BPLO Counter 23 and providing of complete delivery address for courier service, if opted for delivery.	4. Receiving of application form, official receipts and all other documents required and encoding of complete delivery details through https://bplo-admin.keridelivery.com/dashboard , if opted for delivery, and issuance of claim stub.	None	10 mins.	Jose Henson (Administrative Aide IV) Marylou Ojo (Administrative Aide I)
	4.1. Printing of the Amended Business/ Mayor's Permit	None	5 mins.	John Morris D. Mauricio (Administrative Aide II) Jim Boy Catugda (License Inspector II) Jeffrey John Rodriguez (License Inspector I)
	4.2. Final checking and Countersigning of Business/ Mayor's Permit	None	10 mins.	Karole Inessa Apodaca (Administrative Assistant IV)
	4.3. Signing/ Approval of Mayor's Permit	None	5 mins.	Atty. Melanie T. Soriano-Malaya (City Government Department Head II)
	4.4. Encoding of Signed Business Permit for record keeping	None	5 mins.	Rainelda Quiambao (Administrative Assistant IV)
	4.5. Scanning of documents for record keeping	None	5 mins.	Eddie Torino (Administrative Aide III)
	4.6. Releasing of Business Permit, Barangay Clearance, Locational Clearance, Sanitary Permit, and/or Veterinary Certificate and Meat Handler's I.D. through: a. BPLO Counter 9; or b. Delivery Service.	None Php170.00 if delivery address is within Parañaque (can be paid upon delivery)	5 mins. 1 day	Ma. Luisa Ocampo (Administrative Aide I) Keri Delivery Service
TOTAL		Php 500.00 for the reprinting of the Mayor's Permit + Variable: based on type of amendment and submitted documents	Release at BPLO Counter: 1 day, 3 hrs, and 35mins. Release via Delivery Service: 2 days, 3 hrs. and 30mins.	



Retirement of Business Registration

Office or Division:	<u>Business Permits and Licensing Office</u>
Classification:	<u>Complex</u>
Type of Transaction:	<u>G2B - Government to Business</u>
Who may avail:	<u>Registered Businesses</u>



Retirement of Business Registration

CHECKLIST OF REQUIREMENTS

- Application Form for Retirement of Business
- Original Business Permit
- Financial Statement and Income Tax Return (ITR) for the past 3 years, or
 - a. Certified True Copy of Quarterly and Monthly VAT for the current year
- For Corporation or Partnership:
 - a. Board Resolution/ Secretary's Certificate
- Sketch
- Any other document this office deems necessary to support the applicant's application

WHERE TO SECURE

- Downloadable form through <https://app.bploparanaque.com/home/resources/newappform.pdf> or at the BPLO Concierge
- Applicant
- BIR
- Applicant
- Applicant
- Applicant

Retirement of Business Registration



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	TIME	PERSON RESPONSIBLE
1. Schedule an appointment through https://app.bploparanaque.com/appointment/ or through the BPLO kiosks		None	5 mins.	Applicant
2. Submit duly accomplished Retirement Form and other required documents	2. Receive the duly accomplished retirement form and complete requirements	None	5 mins.	Rosalia Ojo (Administrative Aide I) Amy Jayne Santos (Administrative Aide III)
	2.1. Forwarding of retirement application with complete requirements for inspection	None	5 mins.	Abegail M. Melarpis (Administrative Assistant I)
	2.2. Inspection of Business to verify veracity of retirement application	None	1 day	Jorge Villafuerte (License Inspector I) Benjamin Espiritu (License Inspector II) Howard Bactol (License Inspector I) Rodolfo Eucariza Jr. (Administrative Aide III) Joselito Yape (Administrative Aide II) Mark Jason Cabio (Administrative Aide II) Allan Sahagun (Administrative Aide III) Jeffrey Globio (Administrative Aide III) Vic Sumarago Jr. (License Inspector I) Froilan B. Ulep (Administrative Aide III) John Patrick S. Limbo (Administrative Aide III)
	2.3. Initial review of inspection report and approval of application	None	5 mins.	Eujean A. Hosenilla (Legal Assistant I)
	2.4. Record keeping and forwarding of retirement application with complete requirements for assessment	None	5 mins.	Abegail M. Melarpis (Administrative Assistant I)
	2.5. Issuance of Statement of Account	None	5 mins.	Maricel Obal (Administrative Assistant I) Aubrey Vargas (Administrative Aide III) Arlene Dorosan (Data Entry Machine Operator II) Rhodora Garduque (Computer Operator II) Czarina Lleva (Administrative Aide IV)
	2.6. Review and approval of SOA and Documents	None	5 mins.	Daisy A. Santiago (Licensing Officer IV) Maricel Obal (Administrative Assistant I)
	2.7. Release the assessment and all the other documents for payment	None	5 mins.	Abegail M. Melarpis (Administrative Assistant I)

Retirement of Business Registration



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	TIME	PERSON RESPONSIBLE
3. Upon the receipt of Statement of Account, proceed to City Treasurer's Office for payment	3. Receipt of SOA and payment, and issuance of Official Receipt	Variable: based on gross sales of the current year	5 mins.	City Treasurer's Office
4. Upon the issuance of the receipt, proceed to License Division for examination of books and issuance of clearance with approved application for retirement	4. Examination of Books and issuance of clearance with approved application requirement and endorsement from CTO of clearance	**	*	City Treasurer's Office
	4.1. Receiving clearance and other docs	None	5 mins.	Rosalia B. Ojo (Administrative Assistant I)
	4.2. Approval/ Signing of the Certificate of Retirement of the Business	None	5 mins.	Atty. Melanie T. Soriano-Malaya (City Government Department Head II)
	4.3. Encoding of business information and retiring records in the BPLCS	None	5 mins.	Ranielda M. Quiambao (Administrative Assistant IV)
	4.4. Releasing of retirement Certification	None	5 mins.	Rosalia Ojo (Administrative Aide II) Amy Jayne Santos (Administrative Aide IV)
TOTAL		Variable: based on gross sales of the current year	1 day, 1 hour and 5 mins.	



Certified True Copy of Business/Mayor's Permit

Office or Division:	<u>Business Permits and Licensing Office</u>
Classification:	<u>Simple</u>
Type of Transaction:	<u>G2B - Government to Business</u>
Who may avail:	<u>Registered Businesses</u>



Certified True Copy of Business/Mayor's Permit

CHECKLIST OF REQUIREMENTS

WHERE TO SECURE

- | | |
|--|-------------|
| • Original and Photocopy of Business/ Mayor's Permit | - Applicant |
| • Letter Request | - Applicant |
| • If applying thru representatives: | - Applicant |
| • For Single Proprietorship | |
| a. Written Authorization Letter | |
| b. ID of Registered Owner and Company | |
| c. ID of representative | |
| • For Corporation | |
| a. Secretary Certificate | |
| • For Partnership | |
| a. Partnership Certificate or Authorization from one of the partners | |
| • For Cooperative | |
| a. Secretary Certificate | |

Certified True Copy of Business/Mayor's Permit



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	TIME	PERSON RESPONSIBLE
1. Schedule an appointment through https://app.bploparanaque.com/appointment/ or through the BPLO kiosks		None	5 mins.	Applicant
2. Submit the letter-request and required documents to the BPLO Concierge	2. Receiving and checking of requirement and issuance of order of payment	None	5 mins.	Rosalia Ojo (Administrative Aide I) Amy Jayne Santos (Administrative Aide III)
3. Upon receipt of Order of Payment, proceed to Treasury Office for Payment	3. Receipt of SOA and payment, and issuance of Official Receipt	Php50.00 per copy	5 mins.	City Treasurer's Office
4. Upon receipt of Official Receipt, proceed to BPLO to submit the Official Receipt	4. Stamping of the Certified True Copy of the Mayor's Permit	None	5 mins.	Rosalia Ojo (Administrative Aide II) Amy Janey B. Santos (Administrative Aide IV) Frederick M. Acabal (Encoder)
	4.1. Signing of the Certified True Copy of the Mayor's Permit	None	5 mins.	Daisy Santiago (Licensing Officer IV) Mary CarrBinay (Licensing Officer II) Nova Pedrealba (Licensing Officer I) Atty. Melanie T. Soriano-Malaya (City Government Department Head II)
	4.2. Releasing of the Certified True Copy of the Mayor's Permit	None	5 mins.	Rosalia Ojo (Administrative Aide II) Amy Janey B. Santos (Administrative Aide IV) Frederick M. Acabal (Encoder)
TOTAL		Php50.00 per copy	30 mins.	



Certification of Status of Business

Office or Division:	<u>Business Permits and Licensing Office</u>
Classification:	<u>Simple</u>
Type of Transaction:	<u>G2B - Government to Business</u>
Who may avail:	<u>Registered Businesses</u>



Certification of Status of Business

CHECKLIST OF REQUIREMENTS

WHERE TO SECURE

- | | | |
|---|---|-----------|
| • Letter Request stating the reason/s for such certification | - | Applicant |
| • ID of the requestor | - | Applicant |
| • Consent of the Data Subject, if applicable | - | Applicant |
| • Complaint filed with the appropriate tribunal, or court order, if applicable. | - | Applicant |
| • For Single Proprietorship | | |
| a. Written Authorization Letter | - | Applicant |
| b. ID of Registered Owner and Company | | |
| c. ID of representative | | |
| • For Corporation | | |
| a. Secretary Certificate | | |
| • For Partnership | | |
| a. Partnership Certificate or Authorization from one of the partners | | |
| • For Cooperative | | |
| a. Secretary Certificate | | |

Certification of Status of Business



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	TIME	PERSON RESPONSIBLE
1. Schedule an appointment through https://app.bploparanaque.com/appointment/ or through the BPLO kiosks		None	5 mins.	Applicant
2. Submit letter – request together with the required documents to: a. TheBPLO concierge; or b. send it via email to concierge@bploparanaque.com	a. Receiving and checking of requirements b. acknowledging and forwarding the email for verification	None None	5 mins. 5 mins.	Rosalia Ojo (Administrative Aide II) Amy Janye B. Santos (Administrative Aide IV) Frederick M. Acabal (Encoder) Elmira Bettina Alayon (Administrative Officer IV) Eujean A. Hosenilla (Legal Assistant I)
	2.1. Verification of records	None	10 mins.	John Morris D. Mauricio (Administrative Aide II) Jim Boy Catugda (License Inspector II) Jeffrey John Rodriguez (License Inspector I)
	2.2. Issuance of Order of Payment	None	10 mins.	Rosalia Ojo (Administrative Aide II)
3. Upon receipt of order of payment, proceed to City Treasurer's Office for Payment	3. Receipt of SOA and payment, and issuance of Official Receipt	Php200.00	5 mins.	City Treasurer's Office
4. Upon receipt of Official Receipt, proceed to BPLO to submit the official receipt	4. Preparation and printing of certification	None	10 mins.	Karole Inessa Apodaca (Administrative Assistant I)
	4.1. Signing of Certification	None	5 mins.	Atty. Melanie T. Soriano-Malaya (City Government Department Head II)
	4.2. Releasing of Certification	None	5 mins.	RosaliaOjo (Administrative Aide II) Amy Janye B. Santos (Administrative Aide IV) Frederick M. Acabal (Encoder)
TOTAL		Php 200.00	50mins.	



Special Permits

A Special Permit is issued to any person or organization in order for the same to hold an event/gathering within the City of Parañaque.

Office or Division:	<u>Business Permits and Licensing Office</u>
Classification:	<u>Simple</u>
Type of Transaction:	<u>G2C - Government to Citizens</u>
Who may avail:	<u>Any person/organization who will be holding an event in the City of Parañaque</u>



Special Permits

CHECKLIST OF REQUIREMENTS

- Application Form for Special Permit
- Letter Request addressed to the Mayor thru the BPLO, stating:
 - a. Number of tickets for sale
 - b. Price per ticket
 - c. Venue Capacity
- DTI Certificate or Articles of Incorporation of the Coordinator/Promoter/Producer
- Venue Certificate
- Venue Layout
- Certified and Notarized ticket sales declaration as of date of application
- List of ticket serial numbers
- For Fun Runs, Motorcades, and/or Caravans:
 - a. •Letter request with "Approved to Issue Permit" from Traffic Management Office (TMO)
- For Bazaars or Tiangge:
 - a. Contract of lease
 - b. Affidavit of Sworn Declaration of all real properties and/or space for lease with tenants listed therein, its corresponding monthly rental and area (sqm).

WHERE TO SECURE

- Downloadable form through
<https://app.bploparanaque.com/home/resources/SPECIAL-PERMIT.pdf>
or at the BPLO Concierge or request via email through
concierge@bploparanaque.com
- Applicant
- DTI/SEC
- Venue
- Applicant
- Applicant/Ticket Sales Office
- Applicant/Ticket Sales Office
- TMO
- Applicant (Operator/Organizer)



Special Permits

CHECKLIST OF REQUIREMENTS

WHERE TO SECURE

- | | | |
|---|---|-----------|
| • For Fireworks Display: | | |
| a. Dealer's Certificate of Authority | - | Applicant |
| b. Photocopy of the Manufacturer/Dealer's License | | |
| c. Fireworks Safety Training Course (FSTC) Certificate | - | BFP |
| d. Barangay Certificate | - | Barangay |
| e. CAAP Certificate/Clearance | - | CAAP |
| • For the sale of Fireworks: | | |
| a. Dealer's Certificate of Authority | - | Applicant |
| b. Photocopy of the Manufacturer/Dealer's License | | |
| c. Barangay Certificate | - | Barangay |
| d. Updated PNP Certificate | - | PNP |
| e. Fireworks Safety Training Course (FSTC) Certificate | - | BFP |
| • For the use of Drones: | | |
| a. Civil Aviation Authority of the Philippines (CAAP) Certificate | - | CAAP |
| • For Concerts: | | |
| a. Photocopy of sample ticket/s to be sold | - | Applicant |
| b. Road/ Route Map | - | Applicant |
| c. Event Map | - | Applicant |
| d. Approved Traffic Plan | - | TMO |
| f. Approved Venue Emergency & Security Plan | - | PNP |
| g. Approved Emergency Preparedness and Response Plan | - | DRRMO |

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	TIME	PERSON RESPONSIBLE
1. Schedule an appointment through https://app.bploparanaque.com/appointment/ or through the BPLO kiosks		None	5 mins.	Applicant
2. Submit duly accomplished application form and required documents, One (1) month before the scheduled event, to:	a. Receiving duly accomplished application form and required documents	None	5 mins.	Rosalia Ojo (Administrative Aide II)
b. send it via email to concierge@bploparanaque.com	b. acknowledging and forwarding the email and attachments for approval	None	5 mins.	Elmira Bettina Alayon (Administrative Officer IV) Eujean A. Hosenilla (Legal Assistant I)
	2.1. Review of duly accomplished application form and required documents	None	5 mins.	Eujean A. Hosenilla (Legal Assistant I) KaroleInessa Apodaca (Administrative Assistant I)
	2.2. For Concerts: Coordination meeting with the PNP, BFP, DRRMO, TMO, and the Coordinator/ Promoter/ Producer For non-concerts: forward application and re-quired documents for the issuance of the order of payment or statement of account.	None	1 day	BPLO, PNP, BFP, DRRMO and TMO
	2.3. Issuance of Order of payment of Statement of Account	None	10 mins.	Maricel Obal (Administrative Assistant I) Aubrey Vargas (Administrative Aide III) Arlene Dorosan (Data Entry Machine Operator II) RhodoraGarduque (Computer Operator II) Czarina Lleba (Administrative Aide IV)
	2.4. Review of assessment	None	5 mins.	Daisy A. Santiago (Licensing Officer IV)
	2.5. Final review of documents and assessment for approval	None	5 mins.	Atty. Melanie T. Soriano-Malaya (City Government Department Head II)
	2.6. Release the assessment and all the other documents for payment	None	5 mins.	Rosalia Ojo (Administrative Aide II)

Special Permits



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	TIME	PERSON RESPONSIBLE
3. Upon receipt of Order of Payment or Statement of Account, proceed to the City Treasurer's Office for payment	3. Receipt of SOA and payment, and issuance of Official Receipt	Variable: based on type of event, number and price of tickets to be sold, gross sales for such event, and number of days for the holding of such event	5 mins.	City Treasurer's Office
4. Upon receipt of Official Receipt, proceed to BPLO to submit the Official Receipt	4. Preparation and printing of Special permit	None	10 mins.	Eujean A. Hosenilla (Legal Assistant I) Karole Inessa Apodaca (Administrative Assistant I)
	4.1. Signing/ Approval of Special Permit	None	5 mins.	Atty. Melanie T. Soriano-Malaya (City Government Department Head II)
	4.2. Releasing of Special Permit	None	5 mins.	Rosalia Ojo (Administrative Aide II)
TOTAL		Variable: based on type of event, number and price of tickets to be sold, gross sales for such event, and number of days for the holding of such event	For Concerts: 1 day and 65mins. For non-concerts:60 mins.	



Mayor's Clearance

A Mayor's Clearance is issued to individuals stating that he/she has no pending case filed with the Office of the Mayor and or/the Police Department.

Office or Division:	<u>Business Permits and Licensing Office</u>
Classification:	<u>Simple</u>
Type of Transaction:	<u>G2C - Government to Citizens</u>
Who may avail:	<u>City Employee, Former City Employee, and Individual Living in the City of Parañaque</u>



Mayor's Clearance

CHECKLIST OF REQUIREMENTS

WHERE TO SECURE

• Police Clearance	-	Philippine National Police
• Court Clearance	-	Regional Trial Court and Metropolitan Trial Court of Parañaque City
• For Terminal or Retirement:		
a. Department/ Office Clearance	-	Office/Department Concerned
b. Accounting Clearance	-	Accounting Office
c. GSO Clearance	-	GSO
• For deceased persons applying thru a representative:		
a. Death Certificate	-	LCR

Mayor's Clearance



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	TIME	PERSON RESPONSIBLE
1. Schedule an appointment through https://app.bploparanaque.com/appointment/ or through the BPLO kiosks		None	5 mins.	Applicant
2. Submit the requirements to the BPLO Concierge	2. Receiving and checking of requirements and Issuance of Order of Payment	None	5 mins.	Rosalia Ojo (Administrative Aide II) Amy Janye B. Santos (Administrative Aide IV) Frederick M. Acabal (Encoder)
3. Upon receipt of Order of Payment, proceed to City Treasurer's Office for payment	3. Receive payment	Php200.00	5 mins.	City Treasurer's Office
4. Upon receipt of Official Receipt, proceed to BPLO to submit the Official Receipt	4. Preparation and printing of Mayor's Clearance	None	5 mins.	Karolelnessa Apodaca (Administrative Assistant I)
	4.1. Releasing of Mayor's Clearance	None	5 mins.	Rosalia Ojo (Administrative Aide II) Amy Janye B. Santos (Administrative Aide IV) Frederick M. Acabal (Encoder)
TOTAL		Php 200.00	25 mins.	



Safety Seal Certificate

A Safety Seal Certificate is issued to establishments in compliance with the minimum public health standards set forth by DOLE-DOH-DILG-DOT-DTI JMC NO. 21-01 Series of 2021.

Office or Division:	<u>Business Permits and Licensing Office</u>
Classification:	<u>Simple</u>
Type of Transaction:	<u>G2C - Government to Citizens</u>
Who may avail:	<u>City Employee, Former City Employee, and Individual Living in the City of Parañaque</u>



Safety Seal Certificate

CHECKLIST OF REQUIREMENTS

- Staysafe.ph contact tracing tool or use of any contact tracing tool integrated with the same.
- Photos showing proof of compliance with the guidelines set forth by DOLE-DOH-DILG-DOT-DTI JMC NO. 21-01 Series of 2021.
- Safety Officer Certificate

WHERE TO SECURE

- <https://www.staysafe.ph/> or by the Applicant
- Applicant
- Applicant

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	TIME	PERSON RESPONSIBLE
1. Accomplish the application form and upload the required documents through https://app.bploparanaque.com/safetyseal/	1. Receive and review the uploaded documents for approval	None	10 mins.	Eujean A. Hosenilla (Legal Assitant I)
	1.1. Record keeping of approved applications	None	5 mins.	Eujean A. Hosenilla (Legal Assitant I)
	1.2. Preparation, printing, and signing of the Safety Seal Certificate	None	5 mins.	Eujean A. Hosenilla (Legal Assitant I)
2. Claim the safety seal certificate at the BPLO Counter or request through email via concierge@bploparanaque.com	2. Releasing of the Safety Seal Certificate through: a. BPLO Concierge; or b. email via concierge@bploparanaque.com	None	5 mins.	Eujean A. Hosenilla (Legal Assitant I)
TOTAL		None	25 mins.	



Feedback and Complaints Mechanism

How to send feedback

- Answer feedback form and drop in the drop box at the Foyer.

How feedbacks are processed

- Accomplished feedback forms are collated and sorted every three working days.

They are forwarded to relevant offices for their appropriate response to be submitted within three (3) days upon receipt of feedback.

Their respective response will then be relayed to the concerned citizen.

How to file a complaint

- First Method: Secure a Complaint Form and fill up the details, and submit the same to the BPLO Concierge.

Second Method: A complaint may also be filed via e-mail sent to complaints@bploparanaque.com

Third Method: A complaint may be coursed through the BPLO's hotline at (02) 8-829-0852



Feedback and Complaints Mechanism

How complaints are processed

-

The Complaints Officer retrieves and filters the complaints from the complaint box and from the Office's e-mail address and evaluate the complaints.

After evaluation, the complaints officer shall forward the complaints for verification, and shall conduct an investigation if necessary, and/or endorse the matter to the concerned department/office for their comments, suggestions, and/or appropriate action.

The complaints officer shall create a report based on the investigation and comments and/or suggestions submitted by the concerned department/office, if any, and shall act on such complaint or resolve the same by issuing a Notice of Apprehension, Notice of Delinquency, Notice of Closure, Closure Order, or by revoking and/or denying the application of a Business Permit of the subject establishment, and/or by any other means in accordance with pertinent ordinances, laws, rules and regulations.



Feedback and Complaints Mechanism

Contact Information of CCB, PCC, ARTA

- ARTA
 - complaints@arta.gov.ph
 - 1-ARTA (2162)

PCC: 8888

CCB: 0906-881-6565



List of Offices

Office	Address	Contact Information
BPLO	1F Parañaque City Hall	8829-0852
City Planning and Development Coordinator's Office	4F Parañaque City Hall	8774-1078/ 8825-4808
Office of the City Building Official	2F Parañaque City Hall	8829-0965
City Environment and Natural Resources Office	1F Parañaque City Hall	8810-8216/ 8826-6147
Parañaque Fire Department	Aquino Avenue, San Dionisio, Parañaque City	8826-9131
Parañaque Philippine National Police	1F Parañaque City Hall	8826-8182/ 8826-8121
City Health Office	1F Parañaque City Hall	8826-6537/ 8826-8195



List of Offices

Office	Address	Contact Information
PESO	4F Parañaque City Hall	8829-6886
DOLE	Department of Labor and Employment (DOLE) Building, Muralla Wing cor. General Luna St., Intramuros, Manila	1349
Bureau of Immigration	Bureau of Immigration Building Magallanes Drive Intramuros, Manila	(02) 8-524-3769
Bureau of Internal Revenue RDO 052	GRAM Center Building, Dr. A Santos Ave.	8829-4411
DENR	Unit E, The Bay Building	8536-6214
Department of Energy	Energy Center Meritt Rd. Metro Manila	8479-2900
Securities of Exchange Commission	Secretariat Building, PICC Complex, Roxas	8818-1119/ 551-6061



List of Offices

Office	Address	Contact Information
Social Security System	Puregold Sucat, Dr. A Santos Ave.	920-6401
PhilHealth	HRDC Bldg. South Super Highway	441-7442
CAB	Old MIA Rd., Pasay City	8854-5996/ 8853-7259
RTC OCC	3F Parañaque City Hall	8825-5732
METC OCC	3F Parañaque City Hall	8826-8219
Office of the City Council Secretary	2F Parañaque City Hall	8478-5448/ 829-2037
Office of the City Mayor	4F Parañaque City Hall	8845-2163/ 820-7783



Special Requirements for New Business Applications

BIRTHING HOUSE/ MATERNITY

- PhilHealth Accreditation

CARGO FORWARDER, FREIGHT FORWARDER,
LOGISTICS

- Fair Trade Enforcement Bureau (FTEB) Accreditation/Permit

CUSTOM BROKERAGE

- Bureau of Customs Certificate of Registration/Accreditation
- PRC License

DRUG STORE

- Food and Drugs Administration (FDA) License to Operate
- PRC License of Pharmacist

ELECTRONIC & MOTOR REPAIR SHOP

- Department of Trade and Industry (DTI) Accreditation

EMPLOYMENT AGENCY, MANPOWER,

- For local employment:
 - Department of Labor and Employment (DOLE) Registration
- For overseas employment:
 - Department of Migrant Workers (DMW) Registration



Special Requirements for New Business Applications

FINANCIAL INSTITUTION
(BANKS, PAWNSHOPS, FOREIGN EXCHANGE
DEALERS, MONEY CHANGERS, REMITTANCE
AGENTS)

- BangkoSentral ng Pilipinas Certificate of Registration/
Authority to Operate

FOOD ESTABLISHMENT

- Proof of Pest Control

FRANCHISED BUSINESS/ TRADENAME

- Franchise Agreement
- IPO Certificate of Registration

GAMING

- Letter of No Objection (LONO)
- Philippine Amusement and Gaming Corporation (PAGCOR)
Notice to Commence/ License/ Certificate of Accreditation

GASOLINE STATION

- Department of Energy and Natural Resources (DENR)
Environment Compliance
- Department of Energy (DOE) Certificate of Compliance



Special Requirements for New Business Applications

GUNS & AMMUNITION

- Philippine National Police (PNP) License

LARGE SCALE BAKESHOP

- Food and Drugs Administration (FDA) License to Operate

LEARNING INSTITUTION

- Department of Education (DepEd) Registration

LESSOR

- Certificate of Occupancy
- TCT/Tax Declaration
- Affidavit of Sworn Declaration of all real properties for lease with tenants listed therein, its corresponding monthly rental and area (sqm)
- If the owner is deceased:
 - Death Certificate
 - Extra-judicial Settlement/ Last Will and Testament/ Affidavit of Self-Adjudication; or
 - Certificate Authorizing Registration (CAR) from BIR
- If applicant is not the owner:
 - Special Power of Attorney (SPA) from title owner



Special Requirements for New Business Applications

- If applicant is not the owner:
 - Consent of other co-owners
- If without TCT, but with Tax Declaration
 - Certificate of Award Notice from NHA/UMADO
 - Certificate of bonafide owner from HOA
- Operating as a Corporation:
 - If title is owned by a single person:
 - Secretary's Certificate
 - Integrated Bar of the Philippines (IBP) I.D.
- LAW OFFICE
 - Department of Energy (DOE) Standard Compliance Certificate
- LPG DEALER/ RETAILER
 - Philippine Overseas Employment Administration (POEA) Registration/ License
- MANNING, CREWING SERVICES
 - License to Operate from the Bureau of Health Device & Technology (DOH)
- MANUFACTURER, DEALER, IMPORTER OF TOYS



Special Requirements for New Business Applications

MASSAGE PARLOR

- TESDA National Certificate (NC2) for Therapist

MEDICAL CLINIC

- Department of Health (DOH) License to Operate
- PRC License of Physician

MERCHANT/ BROKER

- Future Commodity merchant/Broker's License

MESSENGERIAL/COURIER SERVICE

- Department of Information and Communications Technology (DICT) permit

MINING COMPANY

- Department of Energy and Natural Resources (DENR) Clearance

PEST CONTROL

- Pest Control License from Fertilizer and Pesticide Authority

PET SHOP, VETERINARY CLINIC

- Bureau of Animal Industry (BAI) Accreditation/ License

REAL ESTATE BROKER

- PRC License
- Certificate of bonafide owner from HOA



Special Requirements for New Business Applications

REAL ESTATE DEVELOPER

- Building Permit
- Occupancy Permit
- HLURB Permit
- Inventory of Units with Sale Price

SECURITY AGENCY

- PCSCULA National License
- PNP (Camp Crame) License to Operate

TELECOMMUNICATION SERVICES

- National Telecommunication Commission (NTC) Clearance

TRANSPORT SERVICE, RENT-A-CAR, TRUCKING

- Land Transportation Franchising and Regulatory Board (LTFRB) Franchise

VAPOR PRODUCT (VAPE) AND HEATED TOBACCO PRODUCT RETAILER, DEALER

- Food and Drugs Administration (FDA) License to Operate



Special Requirements for New Business Applications

VIDEOGRAM RENTAL SERVICES

- Optical Media Board (OMB) Videogram Permit

VIDEOKE BAR/CLUB

- Health Certificate
- Occupational Permit

WAREHOUSE

- Main Office Business Permit

WATER STATION

- Potability Test
- Physico-Chemical
- DOH Permit to Operate