



BUREAU OF PERMITS

CITIZEN'S CHARTER 2019 (1ST Edition)



I. MANDATE

As mandated under the provisions of Republic Act No. 409, otherwise known as the Revised Charter of Manila, the Bureau of Permits was created through Budgetary Legislation to be under the direct supervision of the City Mayor. The functions of the office are to grant and refuse municipal licenses / permits of all classes and to revoke the same should violation of the stated conditions upon which they are granted are committed or for any other acts prohibited by law or municipal ordinances, including the following:

- a. Process, evaluates and adjudicates applications for business, service personnel, original permits or storage of combustible materials and special permits, and under Ordinance 8082 issues registration plates after a Business Permit is obtained and paid before the start of any business operation or undertakings.
- b. Regulates and control the operations for business enterprises, corporations and public utilities, and to perform such other duties which will ensure dependable business services.
- c. Conducts field inspections on business establishments to determine compliances with existing laws and ordinances and their implementing regulations and verifies public complaints and effect remedial measures thereon; and
- d. Issues Notices and / or Closure Orders to business establishments found needing certain requirements in their maintenance and operation, and to withdraw of lift such notices or closure orders issued if warranted.

II. MISSION

Raising the level of efficiency by regulating and promoting an orderly and progressive business community.

III. VISION

An environment of stable business activities developing the City's economic stability.

IV. SERVICE PLEDGE

We commit to:

- Promote the implementation of simplified requirements and procedures that will reduce red tape and expedite business related transactions.
- Attend to all applicants or requesting parties who are within the premises of the office prior to the end of the official working hours and during lunch break.
- Support the adoption of effective government practices for efficient government service delivery and prevention of graft and corruption.



LIST OF SERVICES

A. ADMINISTRATIVE	
1. Receiving	72
2. Records	80
3. Personnel Services	
4. Budgeting and Accounting Services	
5. Office Supplies and Property Custodian	
B. BUSINESS PERMIT SERVICES	
1. Issuance of Business Permit	82
2. Verification of actual operation of business	89
C. MISCELLANEOUS SERVICES	
1. Issuance of Working Permit	90
2. Issuance of Special Permit	92
D. INSPECTION SERVICES	
1. Conduct Inspection	93
2. Issued Notices	
3. Serve Closure Order	96
E. HAWKERS SERVICES	
1. Issuance of Hawkers Permit	97
2. Conduct Clearing Operation	



External Services



I. Receiving

Attends to all communications, complaints, request and Endorsements address to the Officer –in – Charge.

Office or Division	Administrative			
Classification	Simple			
Type of Transactions	G 2 C – Government to Citizen			
Who may avail	All			
Checklist of Requirements			Where to Secure	
- Letter of Communication -			Agency sending the communication	
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Submit the required documents to the receiving area for initial assessment and verification	1. Received documents and forwarded to the Office of the Director for instruction.	n/a		Receiving Clerk
TOTAL				



Office or Division	Administrative			
Classification	Simple			
Type of Transactions	G 2 B – Government to Business			
Who may avail	Business Owners / Authorized Representatives			
Checklist of Requirements			Where to Secure	
<ul style="list-style-type: none"> - Letter of Request - Endorsement 			Agency making the request	
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Submit the required documents to the receiving area for initial assessment and verification.	1. Received documents and forwarded to the office of the Director for instruction.	n/a		Receiving Clerk
TOTAL				



Office or Division	Administrative			
Classification	Simple			
Type of Transactions	G 2 G – Government to Government			
Who may avail	Government Agencies			
Checklist of Requirements			Where to Secure	
<ul style="list-style-type: none"> - Letter of Request - Endorsement 			Government Agencies	
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Submit the required documents to the receiving area for initial assessment and verification.	1. Received documents and forwarded to the office of the Director for instruction.	n/a		Receiving Clerk
TOTAL				



II. Records

Also known as records and information management. Devoted in managing and keeping information / documents attached in business permit applications from the time process to its eventual disposition.

Office or Division	Administrative			
Classification	Simple			
Type of Transactions	G 2 C – Government to Citizen G 2 B – Government to Business			
Who may avail	Citizen Government Agencies			
Checklist of Requirements			Where to Secure	
<ul style="list-style-type: none"> - Letter request for Certified True Copy (CTC) of Business Permit - Copy of the Official Receipt (OR) 			<ul style="list-style-type: none"> - Citizens / Business Agency Making the request - City Treasurer's Office 	
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Proceed to the Receiving section and submit the required documents	1. Received the documents and issue order of payment.	P50.00		Receiving Clerk
2. Secure the order of payment and pay at the Cashier.	2. Present to the Licensing Officer in charge in preparing the CTC			Licensing Officer
3. Present OR and wait for the requested documents.	3. Issue the requested documents			Releasing Clerk
TOTAL				



Office or Division	Administrative			
Classification	Simple			
Type of Transactions	G 2 G – Government to Government			
Who may avail	Government Agencies			
Checklist of Requirements			Where to Secure	
- Letter request			- Government Agency	
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Proceed to the Receiving section and submit the required documents	1. Received the documents 2. Present to the Licensing Officer in charge in preparing the CTC 3. Release CTC	n/a		Receiving Clerk Licensing Officer
TOTAL				



BUSINESS PERMIT SERVICES

I. Applications for Business Permit

Before you can start operating your business, you need to secure a Mayor / Business Permit where your company office/ establishment is located .

Business Permits are renewed every year. Renewal period is usually on the first 20 days of January. Penalties are imposed on business that fail to renew their business permits during the prescribe period,

Office or Division	Business Permit Services	
Classification	Simple	
Type of Transactions	G 2 C – Government to Citizen G 2 B – Government to Business	
Who may avail	ALL	
	Checklist of Requirements	Where to Secure
	<ol style="list-style-type: none"> 1. Application Form 2. Barangay Clearance 3. DTI Registration – Single Proprietor SEC Registration – Corporation / Partnership 4. Contract of Lease & Lessor’s Permit (if not owned) 5. Public Liability Insurance 6. Other Regulatory Government Office Clearance (based on the line of business) <p>Note : Please see PRE- REQUIREMENTS] for complex business.</p>	<ul style="list-style-type: none"> - Bureau of Permits - Barangay concerned - Dept. of Trade & Industry - Sec. and Exchange Comm. - Insurance Agency



IN – PERSON APPLICATION

Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Submit in person duly accomplished application form with all the requirements and clearances for approval and processing	1. Received application form and all the requirements for checking		2-3 minutes	Evaluation / Receiving / Endorsement / Clearance Licensing Officer
			1 minute	Approval: Officer –in – Charge
			2-3 minute	Processing and Printing Licensing Officer
2. Wait for the issuance of SOA to be emailed to you and pay the required fees at the cashier at the Tax Payer's Lounge	2 City Treasurer's Office	In accordance to 2013 Omnibus Code of the City of Manila		Admin Aide
3. Return to the Receiving Section at the BOSS and present the Original Receipt for the release of Business Permit together with Business Plate / sticker	3. Check the Municipal License Receipt, stamped and release Business Permit, Business Plate / Sticker		1 minute	Releasing : Licensing Officer I Admin Aide IV
TOTAL			8 minutes	



APPLICATION VIA REGISTERED MAIL WITH RETURN CARD

Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
<p>1. Register at Go MANILA Mobile App. Obtain your SOA and pay the required fees online.</p> <p>2. Download the application Form online at http://www.manila.gov.ph</p> <p>3. Send via registered mail with return card duly accomplished application form with all the requirements, clearances and online payment receipt of the SOA for approval and processing.</p>	<p>1. Received application form and all the requirements for checking</p>	<p>In accordance with 2013 Omnibus Code of the Philippines</p>	<p>2-3 minutes</p> <p>1 minute</p>	<p>City Treasurer's Office</p> <p>Evaluation / Receiving/ Endorsement / Clearances:</p> <p>Licensing Officer I</p> <p>Approval :</p> <p>Officer-in-Charge</p>
<p>4. Release of Business Permit together with Business</p>	<p>2. Check the Municipal License Receipt,</p>		<p>2-3 minutes</p> <p>1 minute</p>	<p>Processing & Printing:</p> <p>Licensing Officer Admin Aide IV</p> <p>Releasing:</p> <p>Licensing Officer I</p>



Reg. Plate / Sticker. Estimated time of delivery 3-5 days (depending on the courier)	stamped and release Business Permit, Business Plate / Sticker 3. Send it to the business owner via designated courier			Admin Aide IV
TOTAL			8 minutes	



PRE – REQUIREMENTS

ANIMAL FACILITIES

- Certificate of Registration from Department of Agriculture – Bureau of Animal Industry (Basis: Department of Agriculture BAI MEMORANDUM Circular No. 2016-12)

BAKESHOP

- Manila Health Department (MHD) Approval
- Fire Safety Inspection Certificate (FSIC)
- Zoning Approval

BEAUTY PARLOR

- Sanitary Permit from Manila Health Department
- Fire Safety Inspection Certificate (FSIC)

CAR WASHING

- Clearance / Permit from Laguna Lake Development Authority (LLDA)

CELL SITE

- Special Use Permit (SUP) from the City Council
- Zoning

CONTRACTORS

- PCAB License
- Zoning Approval

CUSTOM BROKERAGE

- Bureau of Custom License
- Zoning Approval

DORMITORY / BED SPACER / BOARDING HOUSES

- Committee on Dorm
- Manila Health Department
- Fire Safety Inspection Certificate (FSIC)
- CEO – Electrical

FUNERAL PARLOR

- Special Use Permit (SUP)
- Zoning Approval
- Manila Health Department (MHD) Approval

GAMING (PAGCOR Related)

- Letter of No Objection (LONO) from City Council
- Zoning Approval

GASOLINE STATION

- Certificate of Compliance from Department of Energy (DOE)
- Zoning Approval
- Fire Safety Inspection Certificate (FSIC)
- Special Use Permit (SUP)



- Zoning
- DENR

HOTELS

- Fire Safety Inspection Certificate (FSIC)
- Manila Health Department (MHD) Approval
- CEO – Electrical
- Committee on Tourism

JUNKSHOP / 2nd HAND GENERAL MERCHANDISE

- Zoning Approval
- Manila Police District (MPD) Approval

LEARNING INSTITUTIONS

- DEPED Registration / Permit to Operate

LPG DEALER / RETAILER.

- Standard of Compliance Certificate (SCC)
- Fire Safety Inspection Certificate (FSIC)
- Market Administration Office (MAO)

MANUFACTURING

- Zoning Approval
- Fire Safety Inspection Certificate (FSIC)
- Manila Health Department (MHD) Approval
- CEO – Drafting

MONEY CHANGER / FOREX

- Central Bank Accreditation
- Zoning Approval

OFF – TRACK BETTING STATION

- Manila Jockey Club (MJC) Certification
- Zoning Approval
- CEO – Drafting

PUBLIC MARKET

- Market Administration Office (MAO) Endorsement

PRIVATELY – OWNED PUBLIC MARKET

- Franchise to operate from the City Council

PAWNSHOP

- Central Bank Accreditation

PRINTING PRESS

- Zoning Approval

REAL ESTATE LESSOR

- Tax Declaration
- Zoning Approval



RECRUITMENT AGENCY

- Zoning Approval
- Department of Labor and Employment (DOLE) - Local
- Philippine Overseas Employment Agency (POEA) – International

REPAIR SHOP AND SERVICES

- Zoning Approval
- Fire Safety Inspection Certificate (FSIC)
- Department of Trade and Industry (DTI) Accreditation

RESTAURANT

- Zoning Approval
- Fire Safety Inspection Certificate (FSIC)
- Certificate of Electrical Inspection (CEI)
- Manila Health Department (MHD) Approval

RESTAURANT SERVING LIQUOR

- Zoning Approval
- CEO Drafting
- Fire Safety Inspection Certificate (FSIC)
- CEO – Electrical

RETAIL OF MEAT

- Market Administration Office (MAO)
- Veterinary Inspection Board (VIB)
- Zoning Approval

SECURITY AGENCY

- Philippine National Police (PNP) Clearance
- Zoning Approval

TRAVEL AGENCY

- Committee on Tourism

VIDEO GAMES / BILLIARDS/ COMPUTER RENTAL

- Zoning Approval
- CEO – Drafting

WAREHOUSE

- Zoning Approval
- Fire Safety Inspection Certificate (FSIC)
- CEO – Electrical

WATER REFILING STATION

- Manila Health Department (MHD) Approval
- Zoning Approval



II. Verification of Applied Business

Business Permit inspector will conduct an actual inspection on the validity and accuracy of the applied line of business.

Office or Division	Business Permit Services			
Classification	Simple			
Type of Transactions	G 2 C – Government to Citizen			
Who may avail	Individual who applied for Mayors/ Business Permit			
Checklist of Requirements		Where to Secure		
- Filled up application form with all the necessary requirements		- Bureau of Permits Office		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Submit duly accomplished application form with all the requirements	1. Received application form and all the requirements for checking 2. Forwarded to the Chief of Business Permit Services who will assigned a Verificator that will conduct inspection on the applied business. 3. Verificator will		2-3 minutes	Evaluation / Receiving / Endorsement / Clearance Licensing Officer
	conduct inspection on the applied business, prepare report and submit to the Chief, Business Permit services for recommendation. 4. Process application (if with favorable report)			Licensing Officer Licensing Officer I



MISCELLANEOUS SERVICES

A Division in the Bureau of Permits that implement policies, procedural directives, rules and regulations in the Issuance of Special Permit and Occupational Permit. Process application for Occupational / Working Permit and Special Permit like rallies, shooting, parade and other activities within the City of Manila.

I. Application for Occupational / Working Permit

A permission / clearance given to an individual to work to a certain particular establishment in the City of Manila.

Office or Division	Miscellaneous Services			
Classification	Simple			
Type of Transactions	G 2 C – Government to Citizen G 2 B – Government to Business			
Who may avail	Government Agencies			
Checklist of Requirements		Where to Secure		
<ul style="list-style-type: none"> - Application Form - Health card - Police Clearance - Community Tax Certificate (CTC) - Valid I.D. - 1 pc 1 x 1 picture For Minors : <ul style="list-style-type: none"> - Parental consent with photocopy of ID or parent / guardian - 		<ul style="list-style-type: none"> - Miscellaneous Services - Manila Health Department - Manila Police District - City Treasurer's Office 		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Get the application and order of payment at the receiving area and pay for the corresponding Permit fee.	1. Received the Application form with all the requirements and issue Order Of Payment	New Applicant : P235.00 Renewal : P235.00 + penalty	2 minutes	Licensing Officer Teller – City treasurer's Office



<p>2. Fill up and submit the duly notarized application form together with the photocopy of official receipt and all the requirements for processing, printing and signing of permit.</p> <p>3. Claim the permit at scheduled date of release (Bring original Official Receipt)</p> <p>Note : If permit will be claimed by a representative , he/ she should bring</p> <ul style="list-style-type: none"> - Original Receipt - Photocopy of valid ID of the applicant and his / her duly authorized representative - Authorization Letter 	<p>2. Received OR, verified and process Working Permit Certificate</p>		<p>10 minutes</p> <p>3 minutes</p>	<p>Receiving Clerk / Officer</p> <p>Processor Licensing Officer</p> <p>Signatories Officer –In – Charge Assistant Director</p> <p>Releasing Admin. Aide</p>
<p>TOTAL</p>		<p>15 minutes</p>		



II. Special Permit

As provided by the City Tax Ordinance No, 2009-02 , a Special Mayor's Permit must be secured before the conduct of the following activities: motorcade, parade and rally, promotional activity, solicit or receive contributions from the public to charitable or welfare purposes.

Office or Division	Miscellaneous Services			
Classification	Simple			
Type of Transactions	G 2 C – Government to Citizen G 2 B – Government to Business			
Who may avail	All			
Checklist of Requirements			Where to Secure	
- Letter request			- Requesting Client / Agency	
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Submit request letter to the Receiving Section.	1. Receive the request letter & forward to the Special Permit Section		1 minute	Receiving Clerk
2. Forward endorsement to required agencies	2. Check letter request and prepare endorsement to proper agencies.		3 minutes	Admin Aide VI
3. Return to the Miscellaneous Services and present all the recommendation From required agencies and pay the corresponding fees.				
4. Present the Official Receipt and wait for the Special Permit	4. Received OR and release n the Special Permit	In accordance to Tax Ordinance 2009-02	1 minute	Admin Aide IV
TOTAL			5 minutes	



INSPECTION SERVICES

I. Conduct Inspection

Conducts field inspections, under the authority of a Mission Order from proper authorities or business establishments to determine compliance with existing laws and ordinances and their implementary regulations and verifies public complaints and effect remedial measures thereon.

Office or Division	Inspection Services			
Classification	Simple			
Type of Transactions	G 2 B – Government to Business			
Who may avail	All			
Checklist of Requirements		Where to Secure		
- Issued Inspection Slip		- Licensing Officer (Inspector)		
-		-		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
	1. Conduct inspection of business establishment in Manila		5-10 minutes per establishment	Inspector
	2. Issue Inspection Slip (IS) to the inspected establishment,			
	3. Submit duplicate copies of IS issued to Analyst assigned.		30 minutes	Analyst
	4. Issue Final Notice if no compliance has been made 3 days after inspection.			Notice Server
	5. If no compliance has been made 3 days after the Final Notice was received, Closure Order is made and serve to the establishment		2 minutes	Closure Team
TOTAL		42 minutes		



I. Conduct Inspection on Complaint

Office or Division	Inspection Services			
Classification	Simple			
Type of Transactions	G 2 B – Government to Business			
Who may avail	All			
Checklist of Requirements		Where to Secure		
- Issue Inspection Slip		- Licensing Officer (Inspector)		
-		-		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Fill –up Complaint Form found in the Receiving are or in the Inspection Services.	1. Conduct inspection to establishments being complained.		5-10 minutes	Inspector
2. Submit the Complaint Form to the Receiving Clerk	2. Issue Inspection Slip to inspected establishment.		30 minutes	
	3. Submit IS to the assigned Analyst.			
	4. Make assessment based on the violation / s		2 minutes	Analyst



	<p>indicated in the Inspection Slip.</p> <p>NOTE; Issue Notices if no compliance has been made 3 days after inspection.</p> <p>If still no compliance after the said period, Closure Order will be served to the establishment</p>			Closure Team
TOTAL		42 minutes		

II. Compute Assessment for Compliance

Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
<p>1. Proceed to the Inspection services and present the Inspection Slip together with all compliance in the deficiencies noted in the IS.</p> <p>If no compliance presented, wait for the assessment based on the deficiencies</p>	<p>1. Verify IS and all its compliances</p> <p>Compute assessment based on the violation/s indicated in the IS</p>	<p>Bases on the violation / deficiencies noted in the IS</p>		Closure Team



2. Pay the corresponding assessment at the cashier and present the original and 1 photocopy of the Official Receipt to the Analyst	2. Present compliances / original and 1 photocopy of OR and stamped original IS "Complied"			Analyst

Issues Notices and serve Closure Orders signed by the Secretary to the Mayor to business establishments found needing certain requirements in their maintenance and operation, and to withdraw or lift such notices or closure orders issued or warranted.

III. SERVE CLOSURE ORDER

Inspection will be conducted in a business establishments and if found operating without the necessary Business Permit or with unsettled deficiencies noted in the Inspection Slip during inspection, will be given 3 days to settled , otherwise Closure Order will be served.



HAWKERS SERVICES

Services that control and organize vendors in the City of Manila.

1. Receive, process, review and analysed application for spill – out tickets and concession fee including renewal.
2. Conduct inspection, verification and investigation of all legal and illegal vendors.
3. Collect daily authorized concession fees from regular and spill – out vendors in compliance with all existing laws, MMDA and City Ordinances and implementing rules and regulations governing business operation and management: and
4. Expansion of field operation and service program.

I. SECURING HAWKERS PERMIT

Office or Division	Hawkers services			
Classification	Simple			
Type of Transactions	G 2 B – Government to Client			
Who may avail	Vendors			
Checklist of Requirements		Where to Secure		
<ul style="list-style-type: none"> - Application Form - Vending Clearance - Letter of consent (Optional) 		<ul style="list-style-type: none"> - Hawkers Office - Barangay Chairman of Vending area - Business establishment fronting vending area - 		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Fill up and submit the application form together with the checklist	1. Received application and all the requirements.	Reg. Fee P1,075.00		Vendor



<p>requirements mentioned above.</p> <p>2. Know the date of scheduled inspection.</p> <p>3. After inspection</p>	<p>2. Conduct inspection and submit report.</p>	<p>P20.00 per day per 1 sqm. For Hawkers or Concession fee.</p>		<p>Inspector</p>
<p>return to the Hawkers Services office for Confirmation / Disapproval of permit,</p> <p>4. If approved, pay the Order of Payment (OP) at the Tax Payer's Lounge.</p> <p>5. Photocopy the OP and the Official Receipt and submit to the Hawkers Services Office.</p> <p>6. Know the date of release of Permit.</p>	<p>3. Issue Order of Payment.</p> <p>4. Received OP and OR and prepare the Hawkers Permit.</p>		<p>1 day</p>	<p>Licensing Officer</p> <p>Vendor</p>
<p>TOTAL</p>			<p>1 day</p>	



FEEDBACK AND COMPLAINT MECHANISM

How to send Feedbacks	<ul style="list-style-type: none"> - Thru email - Writing a response letter
How Feedback is processed	<ul style="list-style-type: none"> - Internalize the Feedback - Finding the source of the Feedback
How to File a Complaint	<ul style="list-style-type: none"> - Complaint Forms are available in the Receiving and Inspection Services. - Write a complaint letter stating the name and place of the establishment and the reason of the complain. - Thru endorsement from other Agencies.
How complaint / s are processed	<ul style="list-style-type: none"> - Assigned Inspector will go directly to the complaint area and conduct verification with regards to the veracity of the complain, - Inspection Report will be issued to the complaint establishment and likewise surrender duplicate copy to the Analyst assigned. - Issued Notices and serve Closure Order, if no compliance have been made within the 3 days period after inspection.
Contact Information	Admin Staff - (8)527-0871 Inspection Services - (5)310-1558