



BUREAU OF PERMITS

CITIZEN'S CHARTER 2021 (1st Edition)



I. BACKGROUND

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 a Budgetary Legislation to be under the direct supervision of the Mayor. The function of the Office is to grant and / or refuse business permit and to revoke the same if violation of the stated conditions upon which they are granted or for any other acts prohibited by laws or city ordinances, including the following:

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

It consists of four (4) services, the Business Permit Services, Inspection Services, Miscellaneous Services and the Hawkers Services. All the aforementioned have their respective mandated functions.

During the Administration of Mayor Antonio "Yeba" Villegas, the Bureau of Permits was named Permits and Licensing Office and was later renamed under the late Mayor Ramon Bagatsing as the Better Business Bureau.

BUREAU OF PERMITS



On November 17, 1981, Mr. Reynaldo Pacaldo, the Assistant Director and the whole staff transferred from the 3rd floor to the ground floor where the present office is located. The blessing of the Office was sponsored by the Secretary to the Mayor, Ramon G. Gargantiel who was also the Director in a concurrent capacity.

During the administration of Mayor Gemiliano Lopez and Secretary Atty. Bernardo, Mr. Pacaldo was retained as the Assistant Director of the office. Thereafter, a Composite Team was created wherein concerned departments of the City of Manila were combined in one objective of enhancing the collection and in making sure that documents of their respective office required in the issuance of Mayor's Permit and judiciously met. Likewise, a Committee on the Transport Regulatory Unit was created which maintained their office at the left-wing of the mezzanine of the Bureau.

In 1992, Mayor Alfredo S. Lim was elected as the new Mayor and appointed Mr. Genaro Herrera as the Assistant Bureau Director and Atty. Rafaelito M. Garayblas, as the Secretary to the Mayor.

In 1997, Mr. Herrera was replaced by Atty. Amando Tetangco. It was in his time when City Ordinance 8031 better known as Public Liability Insurance was enacted and implemented at the Bureau of Permits.

During the administration of Mayor Jose L. Atienza in 1998, and the enactment of Ordinance 7976, the Bureau's appellation was changed to Business Promotion and Development Office and likewise, the Inspection service was named Livelihood Inspection and Trade Optimization (LITO). Ten (10) additional positions were added up to its manpower of organic which brought to a total of sixty – nine (69). The Secretary to the Mayor and the Bureau Director at that time was Atty. Emmanuel Sison and Atty. Marcelino Agana was the Assistant to the Director. A few months after, Atty. Agana was replaced by Col. Ernesto Dionisio and Councilor Manuel Zarcal as his Assistant. It was during this period that the only source of revenue of this office, the Signboard Collection was turned over to the Engineering Department. Col. Dionisio has opted to run for public office and was replaced by Ms. Flora Go. A renovation of the office was made during her time.

In 2005, the issuance of Permits and Licenses were computerized under MRCP –BPLS. This time the Director was Mr. Genaro Tolentino who was temporarily appointed as the City Government Office Head III. His assistant was Mr. Conrado Tenorio. A renovation of the Office was also made during Mr. Tolentino's time.

BUREAU OF PERMITS



During the administration of Mayor Alfredo S. Lim in 2007, Mr. Nelson I. Alivio was appointed as the new Director of the Bureau with Ms. Senen D. Tomada as his Assistant Director. The tandem initiated the renaming of the Business Promotion and Development Office (BPDO) back to its original name of Bureau of Permits through the enactment of Ordinance 8143 S 2008. The said change was approved and made operative. Also in this term, Manila City Business Center was created wherein filing of business permits were expedited under the program “File and Pay” and low risk business applications for Mayor’s Permits are immediately processed and released.

During the 2013 National Election, Joseph Ejercito Estrada won the Mayoralty position against Alfredo S. Lim. He then appointed Atty. Fortune O. Mayuga as the Director of the Bureau, while Ms. Senen D. Tomada retained her position as Assistant Director.

During the 2019 National and Local Election, Francisco “Isko Moreno: Domagoso won the Mayoralty position. He appointed Mr. Levi C. Facundo as Officer – In – Charge of the Bureau and Ms. Senen D. Tomada as Assistant Director.



II. 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. Issued 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.

III. MISSION

To regulate and promote a business – friendly environment that support business growth and vitality by delivering quality and efficient service towards a progressive Manila,

IV. VISION

The Bureau of Permits envisions itself to provide high – quality services that foster the business community with integrity, stability and transparency.



V. 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 rot 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.

VI. OBJECTIVES

1. To raise the level of efficiency in revenue collection.
2. To increase the number of City business establishments.
3. To implement good practices for business registration.
4. To monitor all business establishment in the City whether they are complying with the laws, ordinances and other rules and regulations.

VII. STRATEGIES

1. Simplification of processing.
2. Automation and computerization..
3. Verification and correction.
4. Inspection and compliances.
5. Training of Personnel.
6. Reward / Incentives.
7. Continuous system complications monitoring.



VIII. LIST OF SERVICES

- A. OFFICE OF THE DIRECTOR
- B. OFFICE OF THE ASSISTANT DIRECTOR
- C. ADMINISTRATIVE STAFF
 - 1. Receiving
 - 2. Records
 - 3. Personnel Services
 - 4. Budgeting and Accounting Services
 - 5. Office Supplies and Property Custodian
- D. BUSINESS PERMIT SERVICES
 - 1. Issuance of Business Permit
 - 2. Verification of actual operation of business.
- E. MISCELLANEOUS SERVICES
 - 1. Issuance of Working Permit
 - 2. Issuance of Special Permit
- F. INSPECTION SERVICES
 - 1. Conduct Business Permit Inspection
 - 2. Conduct Safety Seal Inspection
- G. ANALYST TEAM
 - 1. Compute surcharges etc...
 - 2. Issue Violation/Notices
 - 3. Monitoring Compliance File
- H. CLOSURE TEAM
 - 1. Serve Closure Orders
 - 2. Serve Ceased and Desist Orders
 - 3. Lift Closure Orders
- I. HAWKERS SERVICES
 - 1. Issuance of Hawkers Permit
 - 2. Conduct Clearing Operation
- J. LEGAL AND RESEARCH TEAM
 - 1. Show Cause in the absence of Inspection Slip



OFFICE OF THE DIRECTOR

1. Supervise and administer the entire operations of the Department.
2. Oversee and coordinate activities of the Office and compile reports when needed.
3. Monitor the work of the employees he / she is responsible for.
4. He / She respect the confidentiality of information at all times.
5. Organize and coordinate office administration and procedures in order to ensure organization effectiveness, efficiency and safety.
6. He / She is responsible for developing intra – office communication protocol, streamlining administrative procedures, inventory control, office staff supervision and task delegation.



OFFICE OF THE ASSISTANT DIRECTOR

1. Assist the City Government Department Head in the supervision and administration of the Bureau.
2. He / She is also task to review the work of the Division Chiefs and Administration Officers.
3. Supervises the inspections of the business establishments as directed by the Directors.
4. Formulates together with his immediate supervisor, procedures in upgrading the issuance of business and other permits.
5. Evaluates the performance of the division chiefs and the administrative officers.



ADMINISTRATIVE STAFF

The **ADMINISTRATIVE STAFF** acts as the point of contact for all employees that provide administrative support and manage their queries. Main duties include the following:

1. Prepare payroll and annual office budget.
2. Prepares reply and referrals of communications needing actions and or signature of the director..
3. Issues Certified True Copies of Business Permit
4. In charge of incoming and outgoing communications
5. Sorts and segregates all copies of more than 60,000 new and renewed business permit.
6. Prepares and issues the forms, supplies, equipments, plates and stickers needed for renewal and new business permit.



I. Receiving

Attends to all communications, complaints, requests and endorsements addressed to the Officer –in – Charge.

Office or Division	Administrative Staff			
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. Receive documents and forward to the Office of the Director for instruction.	n/a	1-3 min	Receiving Clerk
TOTAL			1-3 min	

BUREAU OF PERMITS



Office or Division		Administrative Staff		
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. Receive documents and forward to the Office of the Director for instruction.	n/a	1-3 min	Receiving Clerk
TOTAL			1-3 min	

BUREAU OF PERMITS



Office or Division		Administrative Staff		
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. Receive documents and forward to the Office of the Director for instruction.	n/a	1-3 min	Receiving Clerk
TOTAL		1-3 min		



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 Staff			
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
<ol style="list-style-type: none"> 1. Proceed to the Receiving section and submit the required documents 2. Secure the order of payment and pay at the Cashier. 	<ol style="list-style-type: none"> 1. Received the documents and issue order of payment. 2. Present to the Licensing Officer in charge in preparing the CTC 	P50.00	<p>1-3 min</p> <p>3-5 min</p>	<p>Receiving Clerk</p> <p>Licensing Officer</p>

BUREAU OF PERMITS



Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
3. Present OR and wait for the requested documents.	3. Issue the requested documents		1 min	Releasing Clerk
TOTAL			5-9 min	



III. Safety Seal Certification Program

The Safety Seal Certification is a voluntary certification scheme that affirms that an establishment is compliant with the minimum public health standards set by the government and uses or integrates its contact tracing with StaySafe.ph.

Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Client will apply for a Safety Seal Certificate thru manila.gov.ph/safetys seal	1. Safety Seal Focal Person shall review the form submitted online and endorse it to the Inspection team for an Inspection schedule.		1-5 days	Safety Seal Focal Person
	2. Safety Seal Focal Person will wait for the Inspection to be conducted.		1-5 days	Safety Seal Focal Person
	3. Safety Seal Focal Person will receive Inspection Report from the Inspection team and double check compliance of the business establishment.		15 minutes	Safety Seal Focal Person
	4. Safety Seal Focal Person will issue and send the Safety Seal Certificate to the email registered when applying online.		10 minutes	Safety Seal Focal Person
TOTAL			10 days and 25 minutes	

BUREAU OF PERMITS



Office or Division	Administrative Staff			
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		1-3 min	Receiving Clerk
	2. Present to the Licensing Officer in charge in preparing the CTC		3-5 min	Licensing Officer
	3. Release CTC		1 min	
TOTAL			5-8 min	



III. Personnel Services.

Human Resource section is responsible in maintaining, securing and updating all employees' records. This includes salary, benefits, performance reviews and other documents. Represent the office in meetings, seminar trainings and conferences that concern personnel administrations.

IV. Budgeting and Accounting Services

In charge of quantifying objectives in financial term. Responsible in allocating finite resources to the prioritize needs of the entire Bureau. Also prepares an estimate income and expenditure for a particular period of time.

V. Office Supplies and Property Custodian

Responsible in planning and selecting supplies, materials and equipments that are necessary in the entire business operation. Prepares annual inventory of both supplies and properties of the Bureau.



BUSINESS PERMIT SERVICES

The **BUSINESS PERMIT SERVICES** of the Bureau of Permits shall receive, evaluate, approve or disapprove and process all applications for Business Permit (Mayor's Permit) whether New, Renewal, Amendments, or changes.

1. Implement policies, directives, rules and regulations regarding the issuance of Business Permits.
2. Verify and process Business Permit Applications.
3. Maintain records or provide a database of all Business Permits issued by the Office.
4. Regulates and supervises the operation of all Business Enterprises located in the City of Manila.



I. Applications for Business Permit (NEW, RENEWAL, AND AMENDMENTS)

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

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

Office or Division	Business Permit Services	
Classification	Simple/Complex/Highly Technical	
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. Unified Application Form 2. DTI Registration – Single Proprietor SEC Registration – Corporation / Partnership 3. Contract of Lease & Lessor's Permit (if not owned) Proof of Ownership (if owned) 4. Public Liability Insurance 5. Other Regulatory Government Office Clearance (based on the line of business) <p>Note : Please see PRE- REQUIREMENTS for complex business.</p>		GO MANILA APP/CITYOFMANILA.PH E-BOSS Department of Trade and Industry Sec. And Exchange Comm.



Electronic Business One Stop Shop On-Line Application

Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
<p>1. Apply thru Go Manila App/CityofManila.ph and submit the duly accomplished Unified Application Form with all the requirements and clearances for evaluation, approval and processing</p>	<p>1. Evaluate application</p> <p>2. a.) Approve application if with complete requirements b.) Disapprove application if with incomplete requirements. Inform application about the reason for disapproval</p>	<p>In accordance to 2013 Omnibus Code of the City of Manila (Business Permit, Taxes, and other Regulatory Fees)</p>	<p>2 – 3 minutes</p>	<p>Online and Local Processing Licensing Officers</p>
<p>2. View Electronic Statement of Account</p>	<p>3. Generate Statement of Account</p>		<p>2 - 3 minutes</p>	
<p>3. Pay through any of the following modes: a.) Online (E-wallet) b.) Payment Kiosks c.) Banks</p>				
<p>4. View/Print Electronic Official Receipt and Electronic Permit</p>	<p>4. Print hard copy of permit</p>		<p>2-3 minutes</p>	
<p>5. Receive copies of Business Permit, ancillary permits, clearances and other</p>	<p>5. Deliver hard copy of business permits, plates, stickers, CEDULA, and other</p>		<p>2-3 minutes</p>	

BUREAU OF PERMITS



documents -Barangay Clearance -Zoning -Bureau of Fire Protection -Manila Health Department and other necessary documents	documents.			
TOTAL			8-12 minutes	



PRE – REQUIREMENTS

ANIMAL FACILITIES

- Certificate of Registration from Department of Agriculture – Bureau of Animal Industry (Basis: Department of Agriculture BAI MEMORANDUM Circular No. 2016-1)

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 CITE

- 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

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)
- CEO – Drafting
- 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 Application for a Business Permit

Before approval of a business permit application, this Office may conduct an actual verification relative to the information indicated in the application in order to verify the accuracy or authenticity of said information. For this purpose, a verifier will be assigned to conduct actual ocular inspection on the concerned business establishment.

Office or Division	Business Permit Services			
Classification	Complex			
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 out 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 with all the requirements	1. Upon the necessity or need for verification of an application, verifier will submit application to the Chief of Business Permit Services		2-3 minutes	Verifiers
	2. Chief of Business Permit Services will assign a verifier that will conduct ocular inspection on the business establishment		1 day	Verifiers
	3. Verifier will conduct actual verification on business			Verifiers

	<p>establishment</p> <p>4. Verifier will submit a report on the results of the verification to the Chief, Business Permit Services</p>			Verifiers
TOTAL			1 day and 3 minutes	



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 - Police Clearance (MPD) – issued by the Manila Police Department - Health Card/Certificate – issued by the Manila Health Department - Community Tax Certificate (CEDULA) <i>for the current year</i> - Valid I.D. - 1 pc. 1x1 picture <p>For Minors :</p> <ul style="list-style-type: none"> - Parental consent or Affidavit of Guardianship 		<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. <ul style="list-style-type: none"> a) Click Go! Manila App b) Select Payment c) Secure Cedula for the current year d) Police Clearance – can be 	1. Receive the duly accomplished and notarized application form together with the requirements and online receipt	New Applicant – P235.00 Renewal Applicant – P235.00 + penalty	2 minutes	Bayad Centers Licensing Officer

BUREAU OF PERMITS



<p>e) subject to sixty (60) days upon approval of Occupational Permit (Mayor's Permit)</p>				
<p>2. a) Proceed to Bureau of Permits, Miscellaneous Division b) Fill-out and submit the duly accomplished and notarized application form together with the photocopy of online receipts from Bayad Centers and check all that are needed</p>	<p>2. Check all the requirements for processing, printing, and signing of permit</p>		<p>10 minutes</p>	<p>Receiving Officer Processor Licensing Officers Signatories Licensing Officer IV</p>
<p>3. a) Claim the permit on the same day (present online receipt) b) If the permit will be claimed by a representative, he/she should bring an authorization letter, valid I.D. of the applicant, and valid I.D. of</p>	<p>3. Release the approved Occupational Permit</p>		<p>3 minutes</p>	<p>Releasing Administrative Aide IV</p>

BUREAU OF PERMITS



<p>c) the representative</p> <p>4. a) Proceed to taxpayer's lounge (CTO) for the official receipt</p>				<p>Teller – City Treasurer's Office (CTO)</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, addressed to the City Mayor 2. Forward endorsement to required agencies 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	1. Receive the request letter and forward to the Office of the Director for his appropriate action, recommendation, or comment then forward it to the Special Permit section 2. Check letter request and prepare endorsement to proper agencies for their comments and recommendations if their request interposes no objection and provided that they		1 minute	Receiving Clerk



INSPECTION SERVICES

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 implemented regulations and verifies public complaints and effect remedial measures thereon.

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.



I. Conduct Inspection and Inspection on Complaints

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. Mission Order	1. Preparation of Missions Orders for Signature of Chief of Staff per Executive Order		2 hours	Chief Inspector
2. Inspection and Complaints	1. Conduct regular/special inspection of business establishments in the City (including complaint establishments)		5 – 10 minutes per establishment	Inspectors
	2. Issuance of Inspection Slip (IS) to the inspected establishments		30 minutes	Inspectors
	3. Submission of duplicate copies of Inspection Slip (IS) to Analyst Team		2 minutes	Inspectors
TOTAL			2 hours and 42 minutes	



II. ANALYST TEAM

The analyst team will compute the additional charges or payment depending on the violations and is in charge of the Issuance of Violation and Notices. The team is also in charge of monitoring the Compliance files.

Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Submit Copy of Unified Inspection Slip (UIS)	1. Review and verification of inspectors findings	Varies based on violations listed as per City Ordinance No. 8331	3 – 5 minutes	Analysts
2. Payment and submission of photocopy of Official Receipt	2. Assessment of penalties, interest and sub-charges for review of the Director		3 – 5 minutes	Bureau of Permits Director – Levi C. Facundo
	3. Recording and filing of official receipts		2 minutes	Analysts
	4. Issuance of Notices, Show Cause Orders; Preparation of Cease and Desist Orders, Closure Orders and Revocation Orders to Non-Compliant Establishments		5 minutes	Analysts
	5. Issuance of Lifting of Closure Orders to complied establishments		5 minutes	Analysts
TOTAL			22 minutes	



CLOSURE TEAM

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

Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
	1. Preparation of Mission Order for Signature of the Director and Secretary to the Mayor		30 minutes	Sec. Bernardito C. Ang Director Levi C. Facundo
	2. Issuance of Show Cause Order to the inspected Establishments without compliance		5 – 10 minutes	Closure Team
	3. Issuance of Cease and Desist Order to the inspected establishments without compliance		10 – 15 minutes	Closure Team
	4. Issuance of Closure Order to the inspected establishments without compliance		15 – 20 minutes	Closure Team
	5. Issuance of Lifting Order to the establishments that complied with the necessary documents to continue the		5 minutes	Closure Team

BUREAU OF PERMITS



	business operation			
TOTAL			1 hour and 20 minutes	



SAFETY SEAL INSPECTION TEAM

The Safety Seal Inspection Team will conduct inspection to business establishments who have applied for the program. The Safety Seal Certification is a voluntary certification scheme that affirms that an establishment is compliant with the minimum public health standards set by the government and uses or integrates its contact tracing with StaySafe.ph.

Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. After applying online in manila.gov.ph/safety seal, applicant must wait for the call from the Inspection team confirming their Inspection schedule.	1. Inspectors will receive and review all endorsed business establishments who have applied for the Safety Seal Certification program from the Administrative Division.		1-5 days	Inspectors
	2. Inspectors will conduct a joint inspection with MHD, MDRRMO, MPD, and MBB to ensure that the business establishment is compliant with the minimum public health standards and make an Inspection Report.		45 minutes	Inspectors
	3. The Inspection Report will be submitted to the Administrative Division for issuance of the Safety Seal Certification.		10 minutes	Inspectors
TOTAL			5 days and 55 minutes	



HAWKERS SERVICES

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

1. Receive, process, review and analyze 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"> - Hawkens Office - Barangay Chairman of Vending area - Business establishment fronting vending area 		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. New applicant will submit the fully accomplished application form together with the other requirements	1. Receive application and all the requirements.		2 minutes	Receiving Officer
2. Know the date of scheduled inspection				Inspectors
3. After inspection, return to the Hawkens Services Office for Confirmation/Disapproval of Permit	2. Conduct inspection and submit report	Regulatory Fees – P1,075.00		
4. If approved and for renewal, pay the Order of Payment	3. Issue Order of Payment	Concession Fees P600.00 (30 days) P620.00 (31 days)	10 minutes	Processors
5. Photocopy the Order of Payment and the Official Receipt and submit to Hawkens Services	4. Receive OP and OR and prepare the Hawkens Permit	Additional – P15.00 (for	3 minutes	Signatories

BUREAU OF PERMITS



Office for recording and releasing of permit		New Applicant)		
TOTAL			15 minutes	



II. OPERATIONS OF HAWKERS SERVICES

Service	Agency Action	Fees to be paid	Processing Time	Person Responsible
<p>1. Cash Tickets</p> <p>2. Task Force (Clearing Operations mostly of illegal vendors)</p>	<p>1. Issuance of Hawkers Cash Tickets to sidewalk/ambulant vendors</p> <p>1. Once complaint/request letter is received, a clearing operation is conducted as per the Executive's direct orders</p>			<p>Bonded Collectors Bonded Collectors' Aids</p> <p>Task Force</p>



LEGAL AND RESEARCH TEAM

The Legal and Research team is in charge of the issuance of Show Cause Orders in the absence of Inspection Slips.

1. Show Cause
 - a. In lieu of inspection
 - b. After final notice
2. Review of Cease and Desist Orders
3. Review of Closure Orders
4. Review of Lifting Orders
5. Review of Mission Orders
6. In – charge of complaints addressed to and against the Bureau

The notices and orders being issued by this Bureau are in accordance with the Guidelines set forth by the Office of the Secretary to the Mayor.



FEEDBACK AND COMPLAINT

<p>How to send Feedback</p>	<ul style="list-style-type: none"> - Thru email - Writing a response letter
<p>How Feedback is processed</p>	<ul style="list-style-type: none"> - Internalize the Feedback - Finding the source of the Feedback
<p>How to File a Complaint</p>	<ul style="list-style-type: none"> - Email at permits@manila.gov.ph (<i>highly encouraged</i>) - Complaint Forms are available in the Receiving Section - Write a complaint letter stating the name and place of the establishment and the reason of the complaint - Thru endorsement from other Agencies
<p>How complaint / s are processed</p>	<ul style="list-style-type: none"> - Review/Assess the complaint - Check database records - Without Business Permit: <ul style="list-style-type: none"> a. Send Unified Inspection Team and conduct Inspection of actual business operations and check veracity of complaint - With Business Permit <ul style="list-style-type: none"> a. Send Unified Inspection Team if complaint does not conform with existing business permit b. Send show cause order to give opportunity to explain their side c. Endorse to concerned agencies/offices/departments (if needed) - Inspection Report will be issued to the complained establishment and likewise surrender duplicate copy to the Analyst assigned. - Issue Notices, serve Closure

BUREAU OF PERMITS



	<ul style="list-style-type: none">- Orders, Show Cause, Cease & Desist Orders and if no compliance have been made within the 3 Notices issued after inspection
Contact Information	<p>Admin Staff – (8) 527-0871 Analyst Team – (5) 310-1558 Email – permits@manila.gov.ph FB Messenger – Bureau of Permits</p>