

CITY GOVERNMENT OF CALAMBA

CITIZEN'S CHARTER
2023



AGENCY PROFILE

I. Mandate:

Ito ay patakaran ng bansa na isulong ang integridad, pananagutan, at maayos na pangangasiwa sa public affairs, at itaguyod ang epektibo at positibong hakbang laban sa pangungurakot at korapsyon sa gobyerno. Dahil dito, isinabatas ang Republic Act No. 9485 o ang Anti-Red Tape Act (ARTA) noong 2007.

Isinasaad sa Anti-Red Tape Act o ARTA Law na unahin ang interes ng taong-bayan bilang pagbibigay kahulugan sa serbisyo-publiko. Inaatasan ang lahat ng ahensya ng gobyerno na ihatid ang serbisyo-publiko sa epektibo at mahusay na paraan. Layunin nito na alisin ang red tape sa pamamagitan ng pag-aalis ng nakahirap na pamamaraan ng pagbibigay ng pangunahing serbisyo na nagiging dahilan upang mabuo ang Citizen's Charter sa bawat ahensya ng gobyerno at sangay nito.

Dahil dito, ang Citizen's Charter ay naglalayon na:

1. Magkaroon ng pinabuti at mas pinalinaw na sistema at pamamaraan ng paghahatid ng serbisyo sa bayan;
2. Bawasan ang insidente ng korapsyon;
3. Mapataas ang tiwala at kompyansa ng taong-bayan sa gobyerno; at Itaas ang produksyon at kahusayan bunga ng pagsunod ng mga lingkod-bayan sa batayan ng pagbibigay serbisyo.

II. Vision:

Calamba is a globally-competitive green city with a progressive inclusive economy and resilient community where God-centered people learn, live and work in a safe, secured and healthy environment, and ably led by proactive and integrity-driven leaders.

III. Mission:

Work in partnership with its citizenry to deliver, exceptional, effective, fiscally responsible and gender-responsive services while preserving and protecting the environment and enhancing a high standard of community living.



IV. Service Pledge:

- Walang application o request na ibabalik nang walang kaukulang aksyon (maaring aprubado/di-aprubado)
- Hindi aabot sa tatlong (3) araw na paggawa para sa simple transaction, pitong (7) araw para sa complex transaction at dalawampung (20) araw para sa highly technical transaction.
- Ang dokumento ay limitado sa tatlong (3) pipirma lamang
- Ang taga-hatid ng pangunahing serbisyo ay dapat laging nakasuot ng opisyal na identification card o ID o anumang pagkakilanlan sa kanya habang nakikipagtransaksyon sa taong-bayan
- Ang bawat opisina ay dapat nagbibigay ng angkop na schedule sa pagbibigay ng pangunahing serbisyo upang masiguro na maasikaso ang mga kliyente anumang oras kahit na lunch break o lampas na ng oras ng pagtatrabajo (maaaring magkaroon ng 7am hanggang 7pm shift sang-ayon sa ilang personnel mechanisms gaya nito ngunit hindi limitado sa rotation system ng mga empleyado, sliding flexi-time, reliever system lalo na sa peak times ng mga transaksyon o paglalaan ng sapat na bilang ng empleyado sa oras ng tanghalian at merienda)
- Ang mga tawag sa telefono ay dapat sagutin sa loob ng dalawang pagtunog nito.
- Ang walk-in clients ay dapat kilalanin sa loob ng 2 minuto lamang
- Ang mga taga-bigay ay dapat maging magalang sa mga kliyente



Republic of the Philippines
CITY OF CALAMBA
Province of Laguna
OFFICE OF THE SANGGUNIANG PANLUNGSOD

EXCERPTS FROM THE MINUTES OF THE REGULAR SESSION OF THE SANGGUNIANG PANLUNGSOD OF CALAMBA CITY HELD LAST MARCH 27, 2023 AT THE COVERED COURT OF BARANGAY CAMALIGAN, CITY OF CALAMBA AT 9:15 IN THE MORNING.

MEMBERS:

Hon. ANGELITO S. LAZARO, JR.	<i>City Vice-Mayor/ Presiding Officer</i>
Hon. JOSELITO G. CATINDIG	<i>City Councilor</i>
Hon. SATURNINO J. LAJARA	<i>City Councilor</i>
Hon. LEEANNE P. ALDABE-CORTEZ	<i>City Councilor</i>
Hon. DYAN DV. ESPIRIDION	<i>City Councilor</i>
Hon. JUAN C. LAZARO	<i>City Councilor</i>
Hon. PURSINO C. ORUGA	<i>City Councilor</i>
Hon. MOISES E. MORALES	<i>City Councilor</i>
Hon. DOREEN MAY F. CABRERA	<i>City Councilor, Sick Leave</i>
Hon. GERARD R. TERUEL	<i>City Councilor</i>
Hon. ARVIN L. MANGUIAT	<i>City Councilor</i>
Hon. EDISON M. NATIVIDAD	<i>City Councilor</i>
Hon. MARIA KATHRINA V. SILVA-EVANGELISTA	<i>City Councilor</i>
Hon. EDUARDO R. SILVA	<i>City Councilor, ABC-President</i>
Hon. KENNETH P. DELAS LLAGAS	<i>City Councilor, SK-President</i>

ABSENT:

NONE

RESOLUTION NO. 218

Series of 2023

Sponsor: Councilor DYAN DV. ESPIRIDION

A RESOLUTION APPROVING CITY ORDINANCE NO. 758 SERIES OF 2023, "AN ORDINANCE ADOPTING AND INSTITUTIONALIZING THE REENGINEERED CITIZEN'S CHARTER OF CALAMBA CITY, LAGUNA".

WHEREAS, it is hereby declared the policy of the State to maintain honesty and integrity in the public service and take positive and effective measures against graft and corruption;

WHEREAS, Section 458 (a) of Republic Act No. 7160, otherwise known as the Local Government Code of 1991, provides that the Sangguniang Panlungsod, as the Legislative Body of the city, shall enact ordinances, approve resolutions and appropriate funds for the general welfare of the city and its inhabitants;

WHEREAS, to improve the delivery of public service in the Philippines, Republic Act 9485 otherwise known as the Anti-Red Tape Act of 2007 was enacted into law;

WHEREAS, RA 9485 mandates for the formulation of Citizen's Charter in every local government units and other government offices to hasten all government transactions and efficient service to clients;

WHEREAS, Republic Act 10032 or "An Act Promoting Ease of Doing Business and Efficient Delivery of Government Services, amending for the purpose Republic Act No. 9485, otherwise known as the Anti-Red Tape Act of 2007", was enacted on May 28, 2018, to provide a program for the adoption of simplified requirements and procedures that will reduce red tape and expedite business and non-business related transactions in government;

WHEREAS, the Local Chief Executive indorsed to the Sangguniang Panlungsod updated Citizens Charter of the City of Calamba approved by the Committee on Anti-Red Tape (CART) in its Resolution No. 01, Series of 2023, entitled: "A Resolution Approving the Reengineered Citizens Charter of the City Government of Calamba and Endorsing the same to the Sangguniang Panlungsod for Adoption and Institutionalization";

WHEREAS, Section VI, Declaration of Commitment Duty, of City Ordinance No. 593, Series of 2016, provides that the City Government of Calamba commits and binds itself the duty of updating, reprinting and distributing the City of Calamba Citizen's Charter within one (1) year after every local election;

WHEREAS, in recognition of the need to better improve the quality of service to its constituents, the Sangguniang Panlungsod deems it necessary to establish a more responsive and citizen-friendly governance through the reengineering of the city's Citizens Charter;

NOW THEREFORE, on motion of **Councilor DYAN DV. ESPIRIDION**, unanimously seconded by all the members present, be it resolved as it is hereby resolved by the Sangguniang Panlungsod of Calamba City in session assembled, to approve City Ordinance No. 758 Series of 2023, to wit:

**CITY ORDINANCE NO. 758
Series of 2023**

AN ORDINANCE ADOPTING AND INSTITUTIONALIZING THE REENGINEERED CITIZEN'S CHARTER OF CALAMBA CITY, LAGUNA.

Be it ordained by the Sangguniang Panlungsod in session assembled that:

SECTION I. TITLE. This ordinance shall be known as "An Ordinance Adopting and Institutionalizing the Reengineered Citizen's Charter of Calamba City, Laguna".

SECTION II. PURPOSE. This Ordinance is enacted to adopt and institutionalize the Reengineered Citizen's Charter for the City of Calamba, Laguna, for the purpose of updating and providing a program for the adoption of simplified requirements and procedures that reduce red tape and expedite business and non-business related transactions in the City of Calamba pursuant to Republic Act 10032 or "An Act Promoting Ease of Doing Business and Efficient Delivery of Government Service, Amending for the Purpose Republic Act No. 9485, otherwise known as the Anti-Red Tape of 2007".

SECTION III. LEGAL COMPLIANCE.

- a. Republic Act 7160 otherwise known as the Local Government Code of 1991.
- b. Republic Act 10032 dated May 28, 2018, "An Act Promoting Ease of Doing Business and Efficient Delivery of Government Service, amending for the Purpose Republic Act No. 9485, otherwise known as the Anti-Red Tape of 2007".

- c. Department of the Interior and Local Government (DILG) Memorandum Circular No. 2021-144 dated December 27, 2021, reiterating ARTA Memorandum Circular No. 2021-09, Series of 2021, "Issuance of the Whole-of-Government Reengineering Manual".

SECTION IV. IMPLEMENTING RULES AND REGULATIONS. Within sixty (60) days from the effectivity date of this Ordinance, the Office of the City Mayor, shall promulgate the rules and regulations for the implementation of the Reengineered Citizen's Charter of the City of Calamba, which shall be deemed effective upon the approval thereof by the Sangguniang Panlungsod.

SECTION V. SEPARABILITY CLAUSE. If any provision of this Ordinance is declared unconstitutional or illegal by any court of competent jurisdiction, other parts or provisions hereof not affected shall continue to be in full force and effect.

SECTION VI. REPEALING CLAUSE. All ordinances, executive orders and administrative issuances or part thereof which are inconsistent with this Ordinance are hereby repealed or modified accordingly.

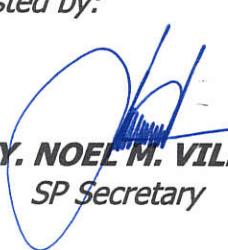
SECTION VII. EFFECTIVITY. This Ordinance shall take effect fifteen (15) days after its publication in a local newspaper of general circulation and the posting in three (3) conspicuous public places within the city.

ENACTED BY THE SANGGUNIANG PANLUNGSOD OF CALAMBA CITY at its Regular Session held on **March 27, 2023**.

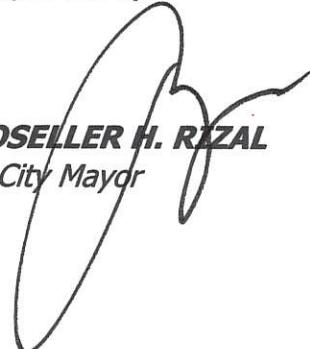
Certified Enacted:


HON. ANGELITO S. LAZARO, JR.
City Vice Mayor

Attested by:


ATTY. NOEL M. VILLANUEVA
SP Secretary

Approved by:


HON. ROSELLER H. RIZAL
City Mayor



LUNGSOD NG
calamba
BAYAN NG BAYANI

We are proud to present to you the revised Citizen's Charter of the City of Calamba. This collaborative effort is our testament in pushing Ramdam na Reforma in all government processes and services in the spirit of transparency, efficiency, and most of all, accountability.

Our citizen's charter is not only a document that outlines the services that our city government provides, but most importantly, it institutionalizes the standards of service that we expect to meet. It is important to have a citizen's charter because it helps to ensure that our government is transparent and accountable to the people it serves.

We are not only compliant with Republic Act No. 9485, but we take it with great commitment the essence of public service which is honesty and integrity. This government shall be a message of efficiency in governance. This means that our government should be effective and economical in its use of resources while providing quality service to Calambeños.

Sooner, as we envision Calamba as a digital and later on a Smart City, we will fully maximize the advantages of information and management technology as we digitize our operations. We are fully committed to this vision as we continue to streamline processes, reduce costs, and improve the quality of public administration.

I call on every government worker to uphold firmly and seriously carry out this citizen's charter as this is an essential tool in making our city a better place to live, work, and raise a family because we have the best government.





BUSINESS PERMITS & TRICYCLE FRANCHISING OFFICE

External Services



1. Application for New Business Permit (Bagong Negosyo)

Bago umpisahan ang pag nenegosyo ay kinakailangan na iparehistro ang Negosyo at kumuha Mayor's / Business Permit mula sa City Government ng Calamba. Ang pagkakaroon ng business permit ay nagsisiguro na ang operasyon ng isang negosyo ay sumusunod at naaayon sa mga patakaran ng pamahalaan.

Office or Division :	BPTFO – Licensing Division
Classification :	Simple
Type of Transaction :	G2C – Government to Citizen G2B – Government to Business
Who may avail :	All Businesses operating within the City of Calamba
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Regulatory and Documentary Requirements :	
1. Certificate of Compliance	<ul style="list-style-type: none">• City Government Offices- (BRSO, CHO, CPDO, CENRO, POSO, DOT, BFP and other local and national regulatory office as required based on the line of business• Order of Payment from barangay (where is business is located)
2. Business Registration	<ul style="list-style-type: none">• Single Proprietorship - <i>Department of Trade and Industry</i>• Corporation / Partnership - <i>Security and Exchange Commission</i>• Cooperative - <i>Cooperatives Development Authority.</i>• PEZA member - <i>Authority Philippine Economic Zone Authority</i>• BOI member - <i>Board of Investment Housing and Land Use Regulatory Board</i>
3. Picture of the Business establishment, inside / outside and showing permanent signboard and sidewalk	
4. Proof of Ownership <ul style="list-style-type: none">- TCT or Tax Declaration (if owned)- Contract of Lease (if rented)- MOA, Written Consent of Property owner (if used free of charge)	May-ari ng Negosyo
5. Sworn Capital Investment	
Note: Please see Pre-Requirement for complex business	



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
FILE 1. Isumite ang Unified Application Form (UAF) kasama ang mga kumpletong dokumento at requirements	1.1. Suriin ang Application Form at mga Requirements 1.2 Beripikahin ang mga dokumento at bigyan ng Statement of Account (SOA) Approved application - tuloy ang proseso Disapproved application Ibalik sa kliyente at ipaalam ang dahilan	Walang babayaran	25 minuto	Processing Officers BPTFO Regulatory Offices Treasury, CPDO, BRSO, CENRO, TOURISM, CHO and BFP
PAY 2. Bayaran ang lahat ng taxes, fees and charges	2. Bigyan ng Opisyal na Resibo	Ayon sa City Tax Ordinance 2006	5 minuto	Revenue Collection Officers Treasury Office
CLAIM 3. Tanggapin ang Business Permits, Ancillary Permits, clearances and other documents.	3. I-print at ibigay ang Business Permits, ancillary permits, clearances and other documents.	Walang babayaran	15 minuto	Processing Officers BTFO
Total :		Ayon sa City Tax Ordinance 2006	45 minuto	

Note: Ang kopya ng City Tax Ordinance 2006 ay makikita sa bulletin board at Facebook page ng Business Permits & Tricycle Franchising Office



2. Application for Business Permit (Renewal o Pagpapanibago ng Rehistro ng Negosyo)

Ang mga Business Permit ay renewable taon-taon. Ito ay karaniwang ginagawa sa unang dalawampung (20) araw ng Enero, ayon sa itinatakda ng Republic Act 7160 o ang Local Government Code of 1991. Maaaring mapatawan ng penalties ang mga negosyo na hindi makakapag renew sa itinakdang petsa.

Office or Division :	BPTFO – Licensing Division
Classification :	Simple
Type of Transaction :	G2C – Government to Citizen G2B – Government to Business
Who may avail :	All Businesses operating within the City of Calamba
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Regulatory and Documentary Requirements :	
1. Order of Payment for Barangay (if delinquent)	Barangay kung saan naroон ang negosyo
2. Proof of Annual Gross Receipts (Any of the following o alinman sa mga sumusunod) <ul style="list-style-type: none">• Audited Financial Statements• Declaration of Gross Sales / Receipt• Breakdown of Sales per Branch (if consolidated)• Billing Statement / Sales Journal / Point of Sales (POS)• Income Tax Return (ITR)<ul style="list-style-type: none">• 2500M / 2550Q / 1701 / 1701A / 1701Q / 1702RT / 1702EX / 1702MX / 1702Q	May-ari ng Negosyo / Bureau of Internal Revenue (BIR)
3. Updated Contract of Lease and Comprehensive General Liability Insurance (kung kinakailangan) <i>Note: Please see Pre-requirements for complex business</i>	



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
FILE 1. Isumite ang Unified Application Form (UAF) kasama ang kumpletong mga dokumento at requirements.	1.1. Suriin ang Application Form at mga Requirements 1.2 Beripikahin ang mga dokumento at bigyan ng Statement of Account (SOA) Approved application - tuloy ang proseso Disapproved application Ibalik sa kliyente at ipaalam ang dahilan	Walang babayaran	25 minuto	Processing Officers BPTFO Regulatory Offices Treasury, CPDO, BRSO, CENRO, TOURISM, CHO and BFP
PAY 2. Bayaran ang lahat ng taxes, fees and charges	2. Bigyan ng Opisyal na Resibo	Ayon sa City Tax Ordinance 2006	5 minuto	Revenue Collection Officers Treasury Office
CLAIM 3. Tanggapin ang Business Permits, Ancillary Permits, clearances and other documents.	3. I-print at ibigay ang Business Permits, ancillary permits, clearances and other documents.	Walang babayaran	15 minuto	Processing Officers BTFO
Total :		Ayon sa City Tax Ordinance 2006	45 minuto	

Note: Ang kopya ng City Tax Ordinance 2006 ay makikita sa bulletin board at Facebook page ng Business Permits & Tricycle Franchising Office



3. Applications for Business Permit (Amendment o Pagbabago o Pagtatama ng mga detalye ng Negosyo na nakatala sa Business Permit)

Pagtatama, pagdaragdag at pagbabago ng mga detalye sa Pahintulot Kalakal o Business Permit ayon sa kinakailangan.

Office or Division :	BPTFO – Licensing Division
Classification :	Simple
Type of Transaction :	G2C – Government to Citizen G2B – Government to Business
Who may avail :	All Businesses operating within the City of Calamba
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE

Regulatory and Documentary Requirements:

1. Certificate of Compliance	City Government Offices- (BRSO, CHO, CPDO, CENRO, POSO, DOT, BFP and other local and national regulatory offices as required based on the line of business
2. Business Registration	Single Proprietorship - Department of Trade and Industry Corporation / Partnership - Security and Exchange Commission Cooperative - Cooperatives Development Authority. PEZA member - Authority Philippine Economic Zone Authority BOI member - Board of Investment Housing and Land Use Regulatory Board
3. Order of Payment from Barangay	Barangay kung saan naroон ang Negosyo
4. Picture of Business establishment (inside and outside showing permanent signboard and sidewalk)	
5. Proof of ownership - TCT or Tax Declaration (if owned) - Contract of Lease (if rented) - MOA, Written Consent of Property Owner (if used free of charge)	May-ari ng Negosyo



6. Transfer of Ownership - Deed of Absolute sale - Extra Judicial Settlement - Deed of Assignment - Transfer of Rights <i>Note: Please see Pre-Requirements to complex Business</i>	May-ari ng Negosyo			
7. Original Business Permits to be amended will be surrendered for replacement				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
FILE 1. Isumite ang Unified Application Form (UAF) kasama ang kumpletong mga dokumento at requirements.	1.1. Suriin ang Application Form at mga Requirements 1.2 Approved application - tuloy ang proseso at bigyan ng Statement of Account (SOA) Disapproved application Ibalik sa kliyente at ipaalam ang dahilan	Walang babayaran	25 minuto	Processing Officers BPTFO Regulatory Offices Treasury, CPDO, BRSO, CENRO, TOURISM, CHO and BFP
PAY 2. Bayaran ang lahat ng taxes, fees and charges	2. Bigyan ng Opisyal na Resibo	Ayon sa City Tax Ordinance 2006	5 minuto	Revenue Collection Officers Treasury Office
CLAIM 3. Tanggapin ang Business Permits, Ancillary Permits, clearances and other documents at iba pang dokumento	3. I-print at ibigay ang Business Permits, ancillary permits, clearances and other documents.	Walang babayaran	15 minuto	Processing Officers BTFO
Total :		Ayon sa City Tax Ordinance 2006	45 minuto	



Note: Ang kopya ng City Tax Ordinance 2006 ay makikita sa bulletin board at Facebook page ng Business Permits & Tricycle Franchising Office

4. Application for Business Permit (Retirement o Pagsasara ng Negosyo)

Ang mga Negosyo na tuluyan nang magsasara, ititigil na ng tuluyan ang operasyon, o di kaya ay ililipat na sa ibang bayan o city, ay dapat na mag file ng retirement o pagsasara ng record ng Negosyo. Ito ay kinakailangang gawin upang maiwasan ang pag accumulate ng multa o penalties habang hindi naisasara ang record.

Office or Division :	BPTFO – Licensing Division
Classification :	Simple
Type of Transaction :	G2C – Government to Citizen G2B – Government to Business
Who may avail :	All Businesses operating within the City of Calamba
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Regulatory and Documentary Requirements:	
1. Original Copy of Business Permits	May-ari ng Negosyo
2. Business Registration Plate	
3. Proof of Annual Gross Receipts (Any of the following o alinman sa mga sumusunod) - Audited Financial Statements - Declaration of Gross Sales / Receipt - Breakdown of Sales per Branch (if consolidated) - Billing Statement / Sales Journal / Point of Sales (POS) - Income Tax Return (ITR) 2550M / 2550Q / 2551Q / 1701 / 1701A / 1701Q / 1702RT / 1702EX / 1702MX / 1702Q	May-ari ng Negosyo Bureau of Internal Revenue (BIR)



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
FILE 1. Isumite ang Unified Application Form (UAF) kasama ang kumpletong mga dokumento at requirements.	1.1. Suriin ang Application Form at mga Requirements 1.2 Beripikahin ang mga dokumento Approved application - tuloy ang proseso at bigyan ng Statement of Account (SOA) Disapproved application Ibalik sa kliyente at ipaalam ang dahilan	Walang babayaran	25 minuto	Processing Officers BPTFO Revenue Collection Officers Treasury Office
PAY 2. Bayaran ang lahat ng taxes, fees and charges	2. Bigyan ng Opisyal na Resibo	Ayon sa City Tax Ordinance 2006	5 minuto	Revenue Collection Officers Treasury Office
CLAIM 3. Tanggapin ang Certificate of Retirement	3. I-print at ibigay ang Certificate of Retirement	Walang Babayaran	5 minuto	Processing Officers BPTFO
TOTAL :		Ayon sa City Tax Ordinance 2006	45 minuto	

Note: Ang kopya ng City Tax Ordinance 2006 ay makikita sa bulletin board at Facebook page ng Business Permits & Tricycle Franchising Office



5. Special Permit

Ayon sa isinasaad ng Calamba City Tax Ordinance 2006, ang Special Mayor's Permit ay kinakailangan bago magsagawa ng mga sumusunod na aktibidad: peddling, construction, motorcade, employees' recruitment, selling of firecrackers, at cockfighting.

Office or Division :	BPTFO – Licensing Division
Classification :	Simple
Type of Transaction :	G2C – Government to Citizen
Who may avail :	Individual's Engaged in the above mentioned Special Activities
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none">• Peddler's Permit<ul style="list-style-type: none">• Barangay Clearance• Cedula• Health Clearance (if selling food)	<ul style="list-style-type: none">• Barangay kung saan nakatira• Business One Stop Shop Area• City Health Office
<ul style="list-style-type: none">• Contractor's Business Tax Certificate<ul style="list-style-type: none">• Approved Bill of Materials• Mayor's Permit (kung mayroon)• Contractor's Information Sheet	BPTFO
<ul style="list-style-type: none">• Motorcade<ul style="list-style-type: none">• Request Letter na inaprubahan ng City Administrator's Office	
<ul style="list-style-type: none">• Special Permit for Recruitment Agency<ul style="list-style-type: none">• Endorsement Form• Mayor's Business Permit (main office of Recruitment Agency)	IIPESO
<ul style="list-style-type: none">• Cockfighting<ul style="list-style-type: none">• Request Letter approved by the POSO, PNP, BPTFO Heads and the City Mayor, stating the requested dates	
<ul style="list-style-type: none">• Firecrackers<ul style="list-style-type: none">• Certificate of Availability of Stall in Selling Area• Barangay Clearance• Police Clearance• Court Clearance• Fire Safety Inspection Clearance	<ul style="list-style-type: none">• Management of Selling Area• Barangay where stall is located• PNP Calamba City Station• Municipal Trial Court• Bureau of Fire Protection



<ul style="list-style-type: none">• License to Sell Firecrackers <p>** All Clearances must be specific for the purposes of selling firecrackers and pyrotechnic devices.</p>	<ul style="list-style-type: none">• PNP Calamba City Station			
<ul style="list-style-type: none">• Hanging of Tarpaulins<ul style="list-style-type: none">• Request Letter (<i>nakasulat ang bilang at sukat ng mga tarpaulin na ikakabit at petsa kung kailan tatanggalin ang mga ito.</i>)• Approved by the City Administrator's Office				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
FILE 1. Isumite ang aprubadong sulat kahilingan o aplikasyon para sa hinihiling na Special Permit	1.1 Suriin ang aprubadong sulat kahilingan o aplikasyon sa hinihiling na Special Permit at Bigyan ng Order of Payment 1.2 Iproseso ang dokumento	Walang babayaran	5 minuto	Licensing Officer II Licensing Officer I
PAY 2. Magbayad sa Tanggapan ng Ingat Yaman	2. Bigyan ng Opisyal na Resibo	Ayon sa City Tax Ordinance 2006	5 minuto	Revenue Collection Officer Treasury Office
CLAIM 3. Tanggapin ang dokumento	3. Ibigay ang Special Permit	Walang Babayaran	5 minuto	BPTFO Staff
Total :		Ayon sa City Tax Ordinance 2006	15minuto	

Note: Ang kopya ng City Tax Ordinance 2006 ay makikita sa bulletin board at Facebook page ng Business Permits & Tricycle Franchising Office



6. Working Permit

Office or Division :	BPTFO – Licensing Division			
Classification :	Simple			
Type of Transaction :	G2C – Government to Citizen			
Who may avail :	Individuals Engaged in Employment in Calamba City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Mayor's Clearance	IIPESO			
2. Official Receipt / Resibo	City Treasury Management Office			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
FILE 1. Isumite ang aplikasyon para sa Working Permit	1.1. Suriin ang Aplikasyon para sa Working Permit at bigyan ng order of payment 1.2 Iproseso ang dokumento	Walang babayaran	5 minuto	Licensing Officer I / II
PAY 2. Magbayad sa Tanggapan ng Ingat Yaman	2. Bigyan ng Opisyal na Resibo	Ayon sa City Tax Ordinance 2006	5 minuto	Revenue Collection Clerk Treasury Office
CLAIM 3. Tanggapin ang dokumento	3. I-print at ibigay ang Working Permit	Walang babayaran	5 minuto	BPTFO Staff
TOTAL :		Ayon sa City Tax Ordinance 2006	15 minuto	

Note: Ang kopya ng City Tax Ordinance 2006 ay makikita sa bulletin board at Facebook page ng Business Permits & Tricycle Franchising Office



7. Pagbibigay ng Iba't ibang uri ng Sertipikasyon

Pagbibigay ng mga Sertipikasyon at pagpapatunay ng iba't ibang record ng tanggapan ng BPTFO

Office or Division :	BPTFO – Licensing Division			
Classification :	Simple			
Type of Transaction :	G2C – Government to Citizen			
Who may avail :	All Stakeholders			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Sertipikasyon ng Pagkakaroon o Kawalang Record ng Negosyo <ul style="list-style-type: none">• Record's Verification Form		BPTFO		
2. Sertipikasyon ng Pagbabago ng Detalye ng Negosyo (Amendment) <ul style="list-style-type: none">• Katunayan ng Amendment• OR / Xerox Copy of amended Business Permit				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
FILE 1. Isumite ang application form para sa hinihiling na Sertipikasyon	1.1. Suriin ang Application Form at bigyan ng Order of Payment	Walang babayaran	5 minuto	Licensing Officer I / II DEMO II
	1.2 Iproseso ang dokumento			
PAY 2. Magbayad sa Tanggapan ng Ingat Yaman	2. Bigyan ng Opisyal na Resibo	Php 50.00	5 minuto	Revenue Collection Clerk Treasury Office
CLAIM 3. Tanggapin ang dokumento	3. I-print at ibigay ang Sertipikasyon	Walang babayaran	5 minuto	BPTFO Staff
TOTAL :		Php 50.00	15 minuto	



8. Pagbibigay ng Certified True Copy of Business Permit

Office or Division :	BPTFO – Licensing Division			
Classification :	Simple			
Type of Transaction :	G2C – Government to Citizen G2B – Government to Business			
Who may avail :	All Stakeholders			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter para sa paghingi ng Certified True Copy of Business Permit		Kliyente		
2. Authorization Letter para sa representative o 3 rd party na nagre-request				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
FILE 1. Isumite ang application form para sa hinihiling na Sertipikasyon	1.1. Suriin ang Application Form at bigyan ng Order of Payment	Walang babayaran	5 minuto	BPTFO Staff
	1.2 Iproseso ang dokumento			
PAY 2. Magbayad sa Tanggapan ng Ingat Yaman	2. Bigyan ng Opisyal na Resibo	Php 50.00	5 minuto	Revenue Collection Officers Treasury Office
CLAIM 3. Tanggapin ang dokumento	3. I-print at ibigay ang Sertipikasyon	Walang babayaran	5 minuto	BPTFO Staff
TOTAL :		Php 50.00	15 minuto	



9. Pagsasagawa ng Inspeksyon para sa Safety Seal Certification

The Safety Seal Inspection Team will conduct an inspection on business establishments that 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.

Office or Division :	BPTFO – Licensing Division			
Classification :	Simple			
Type of Transaction :	G2B – Government to Business			
Who may avail :	All Registered Business Establishments			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
1. Set of Safety Seal Requirements posted at Calamba City website				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Matapos kumpletuhin ang lahat ng requirements na naka post sa calamba city website, ipasa ang mga ito sa tanggapan ng BPTFO o sa email address nito (lgu.calambabptfo@gmail.com) para sa schedule ng inspection.	1.1 Siyasatin at siguraduhin na ang lahat ng ipinasang requirements ay kumpleto 1.2 Isagawa ang Ocular Inspection	Walang babayaran	5 minuto	License Inspector II
2. Iprint ang ipinadalang Safety Seal Certification sa pamamagitan ng Email Address	2.1 Mag-bigay ng kopya ng Inspection Report 2.2 Ipasa ang Inspection Report sa Business Processing Section para sa Issuance ng Safety Seal Certification sa pamamagitan ng email		30 minuto	License Inspector I
TOTAL :		None	10 minuto	Licensing Officer I
			5 minuto	
			50 minuto	



ADDITIONAL REQUIREMENTS

Based on the Nature of Business

ANIMAL FACILITIES	MEDICAL DEVICES
<ul style="list-style-type: none">Certificate of Registration from Department of Agriculture – Bureau of Animal Industry (Basis: Department of Agriculture BAI MEMORANDUM Circular No. 2016-1)	<ul style="list-style-type: none">License to Operate from the Food and Drug Administration
BAKESHOP	MINING
<ul style="list-style-type: none">City Health Department ApprovalFire Safety Inspection CertificateZoning Approval	<ul style="list-style-type: none">Permits depending on the activity from the Department of Environment and Natural Resources
BEAUTY PARLOR	MONEY CHANGER / FOREIGN EXCHANGE
<ul style="list-style-type: none">City Health Department ApprovalFire Safety Inspection Certificate	<ul style="list-style-type: none">Accreditation from the Bangko Sentral ng Pilipinas
CELL SITES	OFF-TRACK BETTING STATION
<ul style="list-style-type: none">Refer to ARTA JMC 01-2020Zoning Approval	<ul style="list-style-type: none">Zoning Approval
CONTRACTORS (General / Specialty / Engineering)	PAWNSHOP
<ul style="list-style-type: none">Contractor's License from Philippine Contractor's Accreditation Board	<ul style="list-style-type: none">Accreditation from the Bangko Sentral ng Pilipinas
CUSTOM'S BROKERAGE BUSINESS	PEST CONTROL SERVICES
<ul style="list-style-type: none">Bureau of Custom's License from the Customs Broker's CommissionZoning Approval	<ul style="list-style-type: none">Pest Control License from Fertilizer and Pesticide Authority
DEALERS OF RICE, CORN AND WHEAT	PRE-SCHOOL, ELEMENTARY AND HIGH SCHOOL
<ul style="list-style-type: none">License (depending on the type of activity) from the National Food Authority	<ul style="list-style-type: none">Permit to Operate from Department of Education (DepEd) Division Office and Regional Office
DORMITORY / BED SPACER / BOARDING HOUSES	PROCESSED FOODS
<ul style="list-style-type: none">Fire Safety Inspection Certificate (FSIC)	<ul style="list-style-type: none">License to Operate from the Food and Drug Administration (FDA)Certificate of Product Registration from the Food and Drug Administration (FDA)
DRUGSTORES	PRINTING PRESS
<ul style="list-style-type: none">License to Operate from the Food and Drug Administration	<ul style="list-style-type: none">Zoning Approval



FORWARDERS	PRIVATELY-OWNED PUBLIC MARKET
<ul style="list-style-type: none">Accreditation for Sea Freight Forwarders from Philippine Shipper's Bureau	<ul style="list-style-type: none">Franchise to Operate from the City Council
FUNERAL HOMES / PARLORS	REAL ESTATE BROKER
<ul style="list-style-type: none">Training Certificate and License of Undertaker and EmbalmerZoning Approval	<ul style="list-style-type: none">License from the Department of Trade and Industry OR Professional Regulatory Board
GAMING (PAGCOR Related)	RENT-A-CAR AND TRANSPORTATION SERVICES
<ul style="list-style-type: none">Letter of No Objection (LONO) from City CouncilZoning Approval	<ul style="list-style-type: none">Franchise / Certificate of Public Conveyance from the LTFRB
GASOLINE STATIONS	REPAIR SHOP AND SERVICES
<ul style="list-style-type: none">Certificate of Compliance from the Department of EnergyZoning ApprovalFire Safety Inspection Certificate (FSIC)	<ul style="list-style-type: none">Department of Trade and Industry Accreditation
HOTELS	SECURITY AGENCY
<ul style="list-style-type: none">Fire Safety Inspection Certificate (FSIC)	<ul style="list-style-type: none">National License from PCSUCIA
HOUSEHOLD/URBAN PESTICIDES	SPA / MASSAGE CLINIC
<ul style="list-style-type: none">License to Operate from the Food and Drug AdministrationCertificate of Product Registration from the Food and Drug Administration	<ul style="list-style-type: none">Certificate of Training of Therapist or Masseur / Masseuse
JUNKSHOPS/2ND HAND GENERAL MERCHANDISE	STL (Small Town Lottery)
<ul style="list-style-type: none">Zoning ApprovalCity Environment and Natural Resources Approval	<ul style="list-style-type: none">Permit to Operate from the Philippine Charity and Sweepstakes Office (PCSO)
LENDING INSTITUTIONS	TELECOMMUNICATIONS FIRMS
<ul style="list-style-type: none">Certificate of Authority to Operate from the Bangko Sentral ng Pilipinas	<ul style="list-style-type: none">License to Operate from the National Telecommunications Commission
LPG DEALER/RETAILER	TOYS AND CHILDCARE ARTICLES
<ul style="list-style-type: none">Application to Supply Natural Gas from the Department of EnergyFire Safety Inspection Certificate	<ul style="list-style-type: none">License to Operate andCertificate of Product Registration from the Food and Drug Administration (FDA)



MANNING AND CREWING SERVICES	VETERINARY PRODUCTS
<ul style="list-style-type: none">• License for Recruitment Agency from POEA	<ul style="list-style-type: none">• License to Operate and• Certificate of Product Registration from the Food and Drug Administration (FDA)
MANPOWER AGENCIES WITH PAID-UP CAPITAL OF AT LEAST PHP 5,000,000.00	VIDEO RENTAL SERVICES
<ul style="list-style-type: none">• License to Operate a Private Recruitment and Placement Agency from the DOLE Regional Office	<ul style="list-style-type: none">• Registration for Optical Media Board – Optical Media Board
MANUFACTURING	
<ul style="list-style-type: none">• Zoning Approval• Fire Safety Inspection Certificate (FSIC)	



TRICYCLE FRANCHISING DIVISION

10. Aplikasyon sa Pagbibigay ng Bagong Linya o Prangkisa sa mga Traysikel

Ang bagong linya o prankisa ng tricycle ay para sa mga nagnanais maka pamasada pampubliko sa syudad ng Calamba. Ang pag kakaroon ng Prangkisa ng Tricycle ay hudyat na ito ay legal na pinahihintulutan ng pamahalaan upang maka byahe sa hurisdiksyon ng syudad ng Calamba.

Office or Division :	BPTFO - Tricycle Franchising Division			
Classification :	Simple			
Type of Transaction :	G2C - Government to Citizen			
Who may avail :	Tricycle Franchisees in Calamba City			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
Bagong Linya o Prangkisa ng Tricycle				
Regulatory and Documentary Requirements:				
1. Tricycle Barangay Registration	BPTFO			
2. Cedula (Photocopy)	Barangay Hall			
3. Driver's License (Photocopy)				
4. Original and Photocopy ng mga sumusunod: • Latest LTO Official Receipt (OR) • Certificate of Registration (CR) <i>(Isasauli o ibabalik sa may-ari ang oriinal na mga dokumento pagkatapos maberipika)</i>	Land Transportation Office (LTO)			
Note: Please see additional requirements for complex situation				



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
FILE 1. Isumite ang Unified Application Form (UAF) at mga kinakailangang dokumento	1.1 Suriin ang mga dokumento Approved: Ihanda ang traysikel unit para sa inspeksyon at bigyan ng Order of Payment. Disapproved: Ipaalam sa kliyente ang dahilan ng disapproval	Walang babayaran	25 minuto	Transportation Regulation Officer II Driver II Reproduction Machine Operator II Administrative Aide IV Utility Worker II
	1.2 Iproseso ang dokumento		10 minuto	
PAY 2. Magbayad sa Tanggapan ng Ingat Yaman	2. Bigyan ng Opisyal na Resibo	Php 1,520.00	5 minuto	Administrative Officer II (Treasury Office)
CLAIM 3. Tanggapin ang pinagtibay na Paggamit ng Prangkisa	3. Ibigay ang pinagtibay na prangkisa ng traysikel at papirmahin sa release logbook.	Walang babayaran	5 minuto	Driver II Reproduction Machine Operator II
TOTAL:			45 minuto	



11. Aplikasyon sa Pagpapanibago ng Linya o Prangkisa sa mga Traysikel

Ang prangkisa ng traysikel ay may bisa na tatlong taon. Sa araw na mapaso ito, ang tricycle operator ay nararapat na magtungo sa tanggapan ng BPTFO upang ang kanyang prangkisa ay mapabisang muli. Sa kabiguang magawa ito, ang operator ay papatawan ng multa at maaring makansela ang kanyang prangkisa ayon sa City Ordinance 425.

Office or Division :	BPTFO - Tricycle Franchising Division			
Classification :	Simple			
Type of Transaction :	G2C - Government to Citizen			
Who may avail :	Tricycle Franchisees in Calamba City			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
Renewal ng Linya o Prangkisa ng Tricycle				
1. Tricycle Barangay Registration	Barangay Hall			
2. Cedula (Photocopy)	Barangay Hall o Calamba City Hall			
3. Driver's License (Photocopy)	Land Transportation Office (LTO)			
4. Original and Photocopy ng mga sumusunod: <ul style="list-style-type: none">• Latest LTO Official Receipt (OR)• Certificate of Registration (CR) <i>(Isasauli o ibabalik sa may-ari ang oriinal na mga dokumento pagkatapos maberipika)</i>	Land Transportation Office (LTO)			
<i>Note: Please see additional requirements for complex situation</i>				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
FILE 1. Isumite ang Unified Application Form (UAF) at mga kinakailangang dokumento	1.1 Suriin ang mga dokumento Appoved: Ihanda ang traysikel unit para sa inspeksyon at bigyan ng Order of Payment.	Walang babayaran	25 minuto	Transportation Regulation Officer II Driver II Reproduction Machine Operator II



	Disapproved Ipaalam sa kliyente ang dahilan ng disapproval			
	1.2 Iproseso ang dokumento	Walang Babayaran	10 minuto	Sr. Transportation Regulation Officer
PAY 2. Magbayad sa Tanggapan ng Ingat Yaman	2. Bigyan ng Opisyal na Resibo	Php 1,170.00 (para sa delinquent ayos sa CO-0425) Php 100.00 per month (but shall not exceed Php 800.00 a year)	5 minuto	Administrative Officer II Treasury Office
CLAIM 3. Tanggapin ang pinagtibay na paggamit ng Prangkisa	3. Ibigay ang pinagtibay na prangkisa ng traysikel at papirmahin sa release logbook.	Walang babayaran	5 minuto	Driver II Reproduction Machine Operator II
TOTAL:		Php 1,170.00 (para sa delinquent ayos sa CO-0425) Php 100.00 per month (but shall not exceed Php 800.00 a year)	45 minuto	



12. Pagbibigay ng Katunayan sa Pagtitigil ng Paggamit ng Prangkisa

Pagpoproseso at pagbibibgay ng katunayan sa pagtitigil ng paggamit ng prangkisa sa mga tricycle operator nag nanais na mag palit klasipikasyon ng motor patungong pribado, paglipat ng prangkisa sa ibang bayan o sa pagpapalit ng bagong motor (change motor).

Office or Division :	BPTFO – Tricycle Franchising Division
Classification :	Simple
Type of Transaction :	G2C – Government to Citizen
Who may avail :	Tricycle Franchisees in Calamba City
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
DROPPING OF TRICYCLE FRANCHISE	
Regulatory and Documentary Requirements:	
1. Plaka o Body Number / Sticker ng Tricycle	May-ari ng Tricycle
2. Latest Tricycle Franchise	
3. Picture ng Motorsiklo ng Tricycle (Change Motor)	
4. Original and Photocopy ng mga sumusunod: • Latest LTO Official Receipt (OR) • Certificate of Registration (CR) <i>(Isosoli o ibabalik sa may-ari ang oriinal na mga dokumento pagkatapos maberipika)</i>	Land Transportation Office (LTO)
Note: Please see additional requirements for complex situation	



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
FILE 1. Isumite ang Unified Application Form kasama ang mga kinakailangang dokumento	1. Suriin ang mga dokumento Approved: Kuhanin ang body plate / decal at bigyan ng Order of Payment. Disapproved: Ipaalam sa kliyente ang dahilan ng disapproval	Walang babayaran	15 minuto	Sr. Transportation Regulation Officer II Driver II Reproduction Machine Operator II
	1.2 Iproseso ang dokumento		10 minuto	Sr. Transportation Regulation Officer
PAY 2. Magbayad sa Tanggapan ng Ingat Yaman	2. Bigyan ng Opisyal na Resibo	Php 50.00 at may karagdagang buwis-lokal kung pero ang prangkisa	5 minuto	Administrative Officer II Treasury Office
CLAIM 3. Tanggapin ang pinagtibay na Katunayan ng pagtigil ng paggamit ng Prangkisa	3. Ibigay ang pinagtibay na Katunayan ng pagtigil sa paggamit ng prangkisa at Itala at papirmahin sa release log book.	Walang babayaran	5 minuto	Driver II Reproduction Machine Operator II
TOTAL:		Php 50.00	30 minuto	



13. Pagbibigay ng Certified True Copy of Tricycle Franchise

Office or Division :	BPTFO – Tricycle Franchising Division					
Classification :	Simple					
Type of Transaction :	G2C – Government to Citizen					
Who may avail :	Tricycle Franchise holder in the City of Calamba.					
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE			
1. Latest LTO Official Receipt (OR)	Land Transportation Office (LTO)					
2. Certificate of Registration (CR)						
3. Affidavit of Loss	Any Legal Office					
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
1. Isumite ang mga dokumento	1. Suriin ang mga dokumento Approved: Bigyan ng Order of Payment at Iproseso ang document. Disapproved: Ipaalam sa kliyente ang dahilan ng disapproval	Walang babayaran	15 Minuto	Transportation Regulation Officer II		
2. Magbayad sa Tanggapan ng Ingat Yaman	2. Bigyan ng Opisyal na Resibo	Php 50.00 / page	5 Minuto	Treasury Office Staff		
3. Tanggapin ang dokumento	3. Iprint at ibigay ang Certified True Copy of Tricycle Franchise.	Walang babayaran	10 minuto	Administrative Aide VI Treasury Office		
TOTAL :		Walang babayaran	1 horas at 30 minuto			



ADDITIONAL REQUIREMENTS FOR SPECIFIC CASE

Sa pag kakataon iba ang nagmamay-ari ng nakapangalan sa LTO O.R. and C.R o kung ang tricycle ay hinuhulugan palamang, ihanda ang akmang dokumento:

CHECKLIST REQUIREMENT	WHERE TO SECURE
Proof of Ownership tulad ng: <ul style="list-style-type: none">• Deed of Sale• Deed of Donation• Deed of Transfer/Waiver of Rights	Any Legal Office / Abogado / Notaryo Publiko
Death Certificate	City Civil Registry
Katunayan o Certification mula sa institusyon na nagpautang (Kung ang traysikel ay hinuhulugan pa lamang)	Lending Institution or Marketing.