

CITY GOVERNMENT OF CALAMBA

CITIZEN'S CHARTER 2023 - 2nd Edition



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 nakahihirap 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 pagkakakilanlan 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 pagtatrabaho (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 telepono 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



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:

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

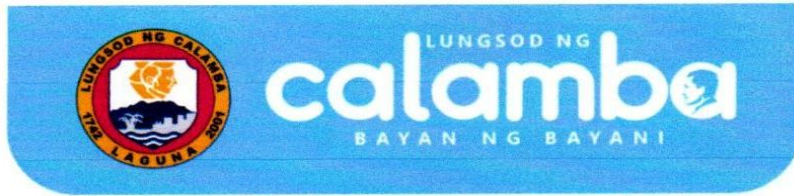

HON. ANGELITO S. LAZARO, JR.
City Vice Mayor

Attested by:


ATTY. NOEL M. VILLANUEVA
SP Secretary

Approved by:


HON. ROSELLER H. RIZAL
City Mayor



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 Reporma* 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 - (Onsite at Online)

Bago makapag umpisa ng negosyo ay kinakailangan muna itong iparehistro sa City Government ng Calamba, sa pamamagitan ng pagkuha ng Mayor's / Business Permit. Ang pagkakaroon ng business permits ay magsisiguro na ang operasyon ng Negosyo ay sumusunod sa batas at patakaran ng lungsod.

Nauunawaan ng isang negosyante na bago mabigyan ng business permit, ang BPTFO at iba pang regulatory offices ay mag-eevaluate ng i-sinubmit na aplikasyon at requirements at maaring magsagawa ng actual verification ng mga impormasyon na inilagay sa application form, para mapatunayan na ang mga ito ay tama at makatotohanan. Ang mga verifier ng BPTFO at regulatory office ay magbibigay ng remarks sa computer system o mga instructions sa mga susunod na hakbang na dapat gawin ng aplikante, ayon sa resulta ng kanilang inspection.

Sa mga aplikante na nais mag-onsite by schedule maaring pumunta sa ***online.calambacity.gov.ph*** para makapag set ng appointment.

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 :		
<ul style="list-style-type: none"> Duly accomplished Unified Application Form (Unified Application Form na may mga tamang kasagutan) 	<ul style="list-style-type: none"> Downloadable sa Calamba City website (calambacity.gov.ph) BPTFO B.O.S.S Area 	
<ul style="list-style-type: none"> Certificate of Compliance / Clearance at iba pang requirements mula sa mga local at national agencies na ayon sa uri ng Negosyo. 	<ul style="list-style-type: none"> City Planning & Development Office Building Regulatory Service Office City Health Services Office City Environment & Natural Resources Office Public Order & Safety Office Cultural Affairs, Tourism & Sports Development Department Bureau of Fire Protection and Other local and national regulatory offices as required based on the line of business 	



<ul style="list-style-type: none"> • <u>Business Registration</u> ✓ Single Proprietorship / Solong Pagmamay-ari – DTI Business Name Registration ✓ Corporation / Korporasyon / Partnership / One Person Corporation – Securities and Exchange Commission Registration ✓ Cooperatives – Cooperatives Development Authority ✓ PEZA Member – Philippine Economic Zone Authority Registration ✓ BOI member – Board of Investments ✓ Homeowners Associations – Department of Human Settlements and Urban Development 	<ul style="list-style-type: none"> • Department of Trade and Industry • Security and Exchange Commission • Cooperatives Development Authority. • Philippine Economic Zone Authority Certificate of Registration • Board of Investment Registration • Housing and Land Use Regulatory Board
<ul style="list-style-type: none"> • Mga picture ng loob at labas ng pwesto ng negosyo at ipinapakita ang permanenteng signboard at view mula sa sidewalk 	
<ul style="list-style-type: none"> • Katunayan ng legal na pagmamay-ari sa pwesto (Proof of Ownership) ✓ Titulo or Tax Declaration (kung pagmamay-ari) ✓ Valid at Updated na Contract of Lease / Kasunduan ng Pagpapaupa (kung Nangungupahan) ✓ MOA, Kasulatan ng Pagpapagamit ng Lupa o Building (Kung ginagamit ng walang bayad) 	<p>Applicant</p>
<ul style="list-style-type: none"> • Sinumpaang Deklarasyon ng Kapital sa Negosyo <p>Note: Mayroong pang mga ibang mga Pre-Requirements para sa ibang uri ng COMPLEX NA NEGOSYO na makikita sa dulong bahagi ng Citizen's Charter na ito.</p>	



ONSITE

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>FILE 1. Ipasa ang nasagutang application form at lahat ng mga requirements sa BPTFO para ma-evaluate at ma-verify sa BPTFO</p> <ul style="list-style-type: none"> Tanggapin ang Statement of Account at magtungo sa bayaran 	1.1. Tanggapin, i-evaluate, i-verify ang sinagutang application form at lahat ng ipinang mga dokumento at requirements	Walang babayaran	5 minuto	Processing Officers BPTFO
	1.2 I-verify ang applicant previous records		1 minuto	City Treasury Office (B.O.S.S. Area)
	1.3 Ipasa ang application form at lahat ng dokumentong kalakip nito sa mga sumusunod na regulatory offices:			
	1.3.1 CPDO – Pagsusuri ng dokumento at Locational Clearance kung kailangan		2 minuto	City Planning & Development Office (B.O.S.S. Area)
	1.3.2 BRSO – Pagsusuri ng dokumento at pagbibigay ng bayarin para sa buidling fees		2 minuto	Building Regulatory Services Office (B.O.S.S Area)
	1.3.3 CENRO – Pagsusuri ng dokumento		2 minuto	City Environment & Natural Resources Office (B.O.S.S. Area)



	1.3.4 CHO – Pagsusuri ng dokumento at kung kailangan, ang mga requirements tulad ng Medical, Mga Resulta sa Laboratory, at iba pa		2 minuto	City Health Services Office (B.O.S.S Area)
	1.3.5 TOURISM – Pagsusuri ng dokumento	Walang babayaran	2 minuto	Tourism Office (B.O.S.S Area)
	1.3.6 BFP – Pagsusuri ng dokumento		2 minuto	Bureau of Fire Protection (B.O.S.S Area)
	1.3.7 POSO – Pagsusuri ng dokumento at kung kailangan ng safety & traffic clearance		2 minuto	Public Order & Safety Office (B.O.S.S Area)
	1.3.8 ASSESSOR – Pagsusuri ng dokumento at tax declaration		2 minuto	City Assessment Office (B.O.S.S Area)
	1.4 Kung verified compliant ang aplikasyon ito ay i-encode sa system at ipapasa sa treasury <ul style="list-style-type: none"> • Verified Compliant – kung may valid at kumpletong mga requirements • Verified with Findings – kung ang mga requirements ay invalid o may kakulangan. Ang mga findings sa application ay isulat sa Document Pre-Assessment Form at talakayin sa aplikante 	Walang babayaran	2 minuto	Processing Officers BPTFO



1.5 CTO - I-bill para makabuo ng Statement of Account			1 minuto	City Treasury Office (B.O.S.S Area)
PAY 2. Magtungo sa counter ng City Treasury na matatagpuan sa B.O.S.S Area	2. Tanggapin ang bayad at bigyan ng kopya ng opisyal na resibo at cedula kung applicable sa kliyente	Ayon sa isinasaad ng Calamba City Tax Code of 2006 na nakadisplay sa bulletin board at Facebook Page ng BPTFO	5 minuto	Revenue Collection Officers Treasury Office (see the last page for the names of the people responsible)
CLAIM 3. Tanggapin mula sa releasing personnel ang kopya ng Business Permit, Barangay Clearance, Sanitary Permit, Business Plate, stickers at iba pang mga dokumento	3.1 Mag-print at ibigay sa kliyente ang orihinal na kopya ng Business Permit, Barangay Business Clearance, Plate, Sanitary Permit, Stickers at iba pang mga dokumento	Walang babayaran	13 minuto	Computer File Librarian
	3.2 CHO – Magprint ng Sanitary Permit		2 minuto	City Health Services Office (BOSS Area)
Total :		Ayon sa isinasaad ng Calamba City Tax Code of 2006	45 minuto	



ONLINE

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
<p>FILE</p> <p>1. Magregister at maglog-in sa online site na https://online.calamacity.gov.ph</p> <p>2. Mag fill-up ng online application form at iupload ang mga requirement na kinakailangan.</p> <p>3. Mag-antay ng approval ng iyong aplikasyon:</p> <ul style="list-style-type: none"> • Kung verified compliant ang iyong application, i-click ang “Compute assessment” upang maka-generate ng Statement of Account (SOA) • Kung verified with findings, i-provide ang hinihinging dokumento or remarks 	1.1. Tanggapin, i-evaluate, i-verify ang sinagutang application form at lahat ng inaupload na dokumento o requirements	Walang babayaran	5 minuto	BPTFO Staff	
	1.2 I-verify kung may existing business records ang aplikante		2 minuto	City Treasury Office (B.O.S.S. Area)	
	1.3 I-verify ang aplikasyon at lahat ng dokumentong kalakip nito sa mga sumusunod na regulatory offices:				
	1.3.1 CPDO – Pagsusuri ng dokumento at Locational Clearance kung kailangan		2 minuto	City Planning & Development Office (B.O.S.S. Area)	
	1.3.2 BRSO – Pagsusuri ng dokumento at pagbibigay ng bayarin para sa buidling fees		2 minuto	Building Regulatory Services Office (B.O.S.S Area)	
	1.3.3 CENRO – Pagsusuri ng dokumento		2 minuto	City Environment & Natural Resources Office (B.O.S.S. Area)	



	1.3.4 CHO – Pagsusuri ng dokumento at kung kailangan, ang mga requirements tulad ng Medical, Mga Resulta sa Laboratory, at iba pa		2 minuto	City Health Services Office (B.O.S.S Area)
	1.3.5 TOURISM – Pagsusuri ng dokumento	Walang babayaran	2 minuto	Tourism Office (B.O.S.S Area)
	1.3.6 BFP – Pagsusuri ng dokumento		2 minuto	Bureau of Fire Protection (B.O.S.S Area)
	1.3.7 POSO – Pagsusuri ng dokumento at kung kailangan ng safety & traffic clearance		2 minuto	Public Order & Safety Office (B.O.S.S Area)
	1.3.8 ASSESSOR – Pagsusuri ng dokumento at tax declaration		2 minuto	City Assessment Office (B.O.S.S Area)
	1.4 Kung verified compliant ang aplikasyon ito ay aprubahan at manotify ang kliyente sa pamamagitan ng email <ul style="list-style-type: none"> • Verified Compliant – kung may valid at kumpletong mga requirements • Verified with Findings – kung ang mga requirements ay invalid o may kakulangan. Ang mga findings sa application ay ipapadala sa kliyente sa pamamagitan ng email bilang 	Walang babayaran	2 minuto	BPTFO Staff



	remarks upang maibigay ng kliyente ang kumpleto at tamang mga requirements.			
<p>PAY</p> <p>2. Ang Online Payments ay maaring gawin sa pamamagitan ng mga sumusunod na gateway:</p> <ul style="list-style-type: none"> ▪ GCASH ▪ MAYA ▪ LANDBANK I-access <p><i>** payment will be posted within 1-3 working days</i></p>	2. Matapos ma-verify ang posting ng payments ng client sa mga online payment gateways, maari nang iprint ang kopya ng Official Receipt at Cedula (kung binayaran) at ipasa sa BPTFO Staff	Ayon sa isinasaad ng Calamba City Tax Code of 2006 na nakadisplay sa bulletin board at Facebook Page ng BPTFO	5 minuto	Revenue Collection Officers Treasury Office (see the last page for the names of the people responsible)
<p>CLAIM</p> <p>3. Ang electronic copy ng business permit ay ipapadala sa email address na naka-register para sa account. Maari itong mabuksan doon at i-print upang magkaroon ng hardcopy ng business permit.</p> <p>Para makuha ang original copy ng business permit at iba pa, katulad ng business plate, stickers, barangay business clearance, Sanitary Permit, at iba pang dokumento, at magtungo lang sa Releasing Section ng tanggapan ng BPTFO.</p>	3.1 Mag-print at ibigay sa kliyente ang orihinal na kopya ng Business Permit, Barangay Business Clearance, Plate, Sanitary Permit, Stickers at iba pang mga dokumento	Walang babayaran	13 minuto	Computer File Librarian
	3.2 CHO – Magprint ng Sanitary Permit		2 minuto	City Health Services Office (BOSS Area)



Kailangan na dala ang printed copy ng business permit upang maging patunay ng pagmamay-ari nito				
Total :		Ayon sa isinasaad ng Calamba City Tax Code of 2006	45 minuto	

2. Application for Business Permit Renewal – (On-Site by Schedule / Walk-In)

Maaring magkaroon ng pagkakataon kung saan ang negosyo ay mapabilang sa **negative list**. Ito ay kung magkakaroon ng kakulangan o deficiency sa mga ipinasang dokumento o kung makitaan ng violation sa operasyon. Ang renewal ng negosyo na nasa negative list ay kinakailangan munang dumaan sa pag settle ng kanilang deficiencies/violations sa mga concerned regulatory office na matatagpuan sa Business One Stop Shop area ng BPTFO, bago makapag patuloy sa renewal ng kanilang 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 Businesses operating within the City of Calamba
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Regulatory and Documentary Requirements :	
1. Unified Application Form na may mga tamang kasagutan.	Calamba City website (calambacity.gov.ph) BPTFO B.O.S.S. Area
2. Alinman sa mga sumusunod na katunayan ng Kabuuang Benta o Gross Receipts nang nakaraang taon, na tutukuyin ng City Treasury Office: <ul style="list-style-type: none"> • <i>Audited Financial Statements</i> • <i>Declaration of Gross Sales / Receipt</i> • <i>Breakdown of Sales per Branch (kung consolidated ang Sales Declaration)</i> • <i>Official Receipt / Sales Invoice</i> • <i>Billing Statement / Sales Journal / Point of Sales (POS)</i> 	Applicant



<ul style="list-style-type: none"> Income Tax Return (ITR) <ul style="list-style-type: none"> 2500M / 2550Q / 1701 / 1701A / 1701Q / 1702RT / 1702EX / 1702MX / 1702Q <p>Note: Mayroon pang mga ibang mga PRE-REQUIREMENTS para sa ibang uri ng COMPLEX NA NEGOSYO na makikitasa dulong bahagi ng Citizen's Charter na ito.</p>	
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CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>FILE</p> <p>1. Ipasa ang nasagutang application form at lahat ng mga requirements sa BPTFO para ma-evaluate at ma-verify sa BPTFO. Matapos ay maari na itong aprubahan at i-proseso.</p> <ul style="list-style-type: none"> Tanggapin ang Statement of Account at magtungo sa bayaran 	1.1. Tanggapin, i-evaluate, i-verify ang sinagutang application form at lahat ng ipinasang mga dokumento at requirements	Walang babayaran	5 minuto	Processing Officers BPTFO
	1.2 Ipasa ang application form at lahat ng dokumentong kalakip nito sa mga sumusunod na regulatory offices kung ang negosyo ay kabilang sa negative list:			
	1.2.1 CPDO – Pagsusuri ng dokumento at Locational Clearance kung kailangan		2 minuto	City Planning & Development Office (B.O.S.S. Area)
	1.2.2 BRSO – Pagsusuri ng dokumento at pagbibigay ng bayarin para sa buidling fees		2 minuto	Building Regulatory Services Office (B.O.S.S Area)
	1.2.3 CENRO – Pagsusuri ng dokumento		2 minuto	City Environment & Natural Resources Office (B.O.S.S. Area)



	1.2.4 CHO – Pagsusuri ng dokumento at kung kailangan, ang mga requirements tulad ng Medical, Mga Resulta sa Laboratory, at iba pa		2 minuto	City Health Services Office (B.O.S.S Area)
	1.2.5 TOURISM – Pagsusuri ng dokumento	Walang babayaran	2 minuto	Tourism Office (B.O.S.S Area)
	1.2.6 BFP – Pagsusuri ng dokumento		2 minuto	Bureau of Fire Protection (B.O.S.S Area)
	1.2.7 POSO – Pagsusuri ng dokumento at kung kailangan ng safety & traffic clearance		2 minuto	Public Order & Safety Office (B.O.S.S Area)
	1.2.8 ASSESSOR – Pagsusuri ng dokumento at tax declaration		2 minuto	City Assessment Office (B.O.S.S Area)
	1.3 Kung verified compliant ang aplikasyon ito ay i-encode sa system at ipapasa sa treasury <ul style="list-style-type: none"> • Verified Compliant – kung may valid at kumpletong mga requirements • Verified with Findings – kung ang mga requirements ay invalid o may kakulangan. Ang mga findings sa application ay isulat sa Document Pre-Assessment Form at talakayin sa aplikante 	Walang babayaran	2 minuto	Processing Officers BPTFO



	1.4 CTO – Aprubahan ang aplikasyon at i-bill para makabuo ng Statement of Account (SOA)		2 minuto	City Treasury Office (B.O.S.S Area)
PAY 2. Magtungo sa counter ng City Treasury na matatagpuan sa B.O.S.S Area	2. Tanggapin ang bayad at bigyan ng kopya ng opisyal na resibo at cedula kung applicable sa kliyente	Ayon sa isinasaad ng Calamba City Tax Code of 2006 na nakadisplay sa bulletin board at Facebook Page ng BPTFO	5 minuto	Revenue Collection Officers Treasury Office (see the last page for the names of the people responsible)
CLAIM 3. Tanggapin mula sa releasing personnel ang kopya ng Business Permit, Barangay Clearance, Sanitary Permit, Business Plate, stickers at iba pang mga dokumento	3.1 Mag-print at ibigay sa kliyente ang orihinal na kopya ng Business Permit, Barangay Business Clearance, Plate, Sanitary Permit, Stickers at iba pang mga dokumento	Walang babayaran	13 minuto	Computer File Librarian
	3.2 CHO – Magprint ng Sanitary Permit		2 minuto	City Health Services Office (BOSS Area)
Total :		Ayon sa isinasaad ng Calamba City Tax Code of 2006	45 minuto	



2.1 Application for Business Permit Renewal – (Online)

Maaring magkaroon ng pagkakataon kung saan ang negosyo ay mapabilang sa **negative list**. Ito ay kung magkakaroon ng kakulangan o deficiency sa mga ipinasang dokumento o kung makitaan ng violation sa operasyon. Ang renewal ng negosyo na nasa negative list ay kinakailangan munang dumaan sa pag settle ng kanilang deficiencies/violations sa mga concerned regulatory officse na matatagpuan sa Business One Stop Shop area ng BPTFO, bago makapag patuloy sa renewal ng kanilang business permit online

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. Unified Application Form na may mga tamang kasagutan.	Online website (https://online.calambacity.gov.ph)
2. Alinman sa mga sumusunod na katunayan ng Kabuuang Benta o Gross Receipts nang nakaraang taon, na tutukuyin ng City Treasury Office: <ul style="list-style-type: none"> • <i>Audited Financial Statements</i> • <i>Declaration of Gross Sales / Receipt</i> • <i>Breakdown of Sales per Branch (if consolidated)</i> • <i>Official Receipt / Sales Invoice</i> • <i>Billing Statement / Sales Journal / Point of Sales (POS)</i> • <i>Income Tax Return (ITR)</i> <ul style="list-style-type: none"> • 2500M / 2550Q / 1701 / 1701A / 1701Q / 1702RT / 1702EX / 1702MX / 1702Q <p>Note: Mayroon pang mga ibang mga PRE-REQUIREMENTS para sa ibang uri ng COMPLEX NA NEGOSYO na makikitasa dulong bahagi ng Citizen’s Charter na ito.</p>	Applicant



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>FILE</p> <p>1. Magregister at maglog-in sa online site na https://online.calambacity.gov.ph</p> <p>2. Mag fill-up ng online application form at iupload ang mga requirement na kinakailangan.</p> <p>3. Mag-antay ng approval ng iyong aplikasyon:</p> <ul style="list-style-type: none"> • Kung verified compliant ang iyong application, i-click ang "Compute assessment" upang maka-generate ng Statement of Account (SOA) • Kung verified with findings, i-provide ang hinihinging dokumento or remarks 	<p>1.1. Tanggapin, i-evaluate, i-verify ang sinagutang application form at lahat ng inaupload na dokumento o requirements</p>	Walang babayaran	5 minuto	BPTFO Staff
	<p>1.2 Ipasa ang aplikasyon at lahat ng dokumentong kalakip nito sa itinalagang verifier ng treasury office</p>			
	<p>1.3 I-verify ang Gross Declaration ng aplikante</p>		5 minuto	City Treasury Office (B.O.S.S Area)
		<p>1.4 Kung verified compliant ang aplikasyon ito ay aprubahan at manotify ang kliyente sa pamamagitan ng email</p> <ul style="list-style-type: none"> • Verified Compliant – kung may valid at kumpletong mga requirements • Verified with Findings – kung ang mga requirements ay invalid o may kakulangan. Ang mga findings sa application ay ipapadala sa kliyente sa pamamagitan ng email bilang remarks upang maibigay ng kliyente ang kumpleto at tamang mga requirements. 	Walang babayaran	5 minuto



<p>PAY 2. Ang Online Payments ay maaring gawin sa pamamagitan ng mga sumusunod na gateway:</p> <ul style="list-style-type: none"> ▪ GCASH ▪ MAYA ▪ LANDBANK I-access <p><i>** payment will be posted within 1-3 working days</i></p>	<p>2. Matapos ma-verify ang posting ng payments ng client sa mga online payment gateways, maari nang i-print ang kopya ng Official Receipt at Cedula (kung binayaran) at ipasa sa BPTFO Staff</p>	<p>Ayon sa isinasaad ng Calamba City Tax Code of 2006 na nakadisplay sa bulletin board at Facebook Page ng BPTFO</p>	<p>5 minuto</p>	<p>Revenue Collection Officers Treasury Office (see the last page for the names of the people responsible)</p>
<p>CLAIM 3. Ang electronic copy ng business permit ay ipapadala sa email address na naka-register para sa account. Maari itong mabuksan doon at i-print upang magkaroon ng hardcopy ng business permit.</p> <p>Para makuha ang original copy ng business permit at iba pa, katulad ng business plate, stickers, barangay business clearance, Sanitary Permit, at iba pang dokumento, at magtungo lang sa Releasing Section ng tanggapan ng BPTFO.</p>	<p>3.1 Mag-print at ibigay sa kliyente ang orihinal na kopya ng Business Permit, Barangay Business Clearance, Plate, Sanitary Permit, Stickers at iba pang mga dokumento</p>	<p>Walang babayaran</p>	<p>13 minuto</p>	<p>Computer File Librarian</p>



Kailangan na dala ang printed copy ng business permit upang maging patunay ng pag-mamay-arin nito				
	3.2 CHO – Magprint ng Sanitary Permit		2 minuto	City Health Services Office (BOSS Area)
	Total :	Ayon sa isinasaad ng Calamba City Tax Code of 2006	45 minuto	

3. Amendment of Business Registration (Amendment o Pagbabago o Pagtatama ng mga detalye ng Negosyo 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 :	G2B – Government to Business
Who may avail :	Registered Businesses or any person applying to amend the registered businesses
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Regulatory and Documentary Requirements:	
1. Unified Application Form na may mga tamang kasagutan	<ul style="list-style-type: none"> • Calamba City website (calambacity.gov.ph) • BPTFO B.O.S.S. Area
2. Certificate of Compliance / Clearance at iba pang requirements mula sa mga local at national agencies na ayon sa uri ng Negosyo	<ul style="list-style-type: none"> • City Planning & Development Office • Building Regulatory Services Office • City Health Services Office • City Environment & Natural Resources Office • Public Order & Safety Office • Cultural Affairs, Tourism & Sports Development Office • Bureau of Fire Protection and; • Other local and national regulatory offices as required based on the line of business



<p>3. Business Registration</p> <ul style="list-style-type: none"> • Single Proprietorship / Solong Pagmamay ari – Department of Trade and Industry Registration • Corporation / Partnership / One Person Corporation – Securities and Exchange Commission Registration • Cooperatives – Cooperatives Development Authority • PEZA Member – Philippine Economic Zone Authority Registration • BOI – Board of Investments • Homeowners Associations – Department of Human Settlements and Urban Development 	<ul style="list-style-type: none"> • Department of Trade and Industry • Securities and Exchange Commission • Cooperatives Development Authority • PEZA Certificate of Registration • Board of Investments Registration • Department of Human Settlements and Urban Development
<p>4. Mga picture ng loob at labas ng pwesto ng negosyo at ipinapakita ang permanenteng signboard at view mula sa sidewalk</p>	
<p>5. Katunayan ng legal na pagmamay-ari sa pwesto.</p> <ul style="list-style-type: none"> • <i>Titulo o Tax Declaration (kung pagmamay-ari)</i> • <i>Valid at Updated na Contract of Lease / Kasunduan ng Pagpapaupa (kung nangungupahan)</i> • <i>MOA, Kasulatan ng Pagpapagamit ng Lupa o Building (kung ginagamit ng walang bayad)</i> 	<p>Applicant</p>
<p>6. Certificate of Occupancy, kung kinakailangan</p>	<ul style="list-style-type: none"> • Building Regulatory Services Office
<p>7. Sinumpaang Deklarasyon ng Kapital sa Negosyo – para sa Additional Line of Business</p> <p><i>Note: Mayroon pang mga ibang mga PRE-REQUIREMENTS para sa ibang uri ng COMPLEX NA NEGOSYO na makikita sa dulong bahagi ng Citizen's Charter na ito.</i></p>	<p>Applicant</p>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>FILE 1. Ipasa ang nasagutang application form at lahat ng mga requirements sa BPTFO para ma-evaluate at ma-verify sa BPTFO. Matapos ay maari na itong aprubahan at i-proseso</p> <ul style="list-style-type: none"> Tanggapin ang Statement of Account at magtungo sa bayaran 	1.1. Tanggapin, i-evaluate, i-verify ang sinagutang application form at lahat ng ipinasang mga dokumento at requirements	Walang babayaran	5 minuto	Processing Officers BPTFO
	1.2 <i>Ipasa ang application form at lahat ng dokumentong kalakip nito sa mga sumusunod na regulatory offices:</i>			
	1.2.1 CPDO – Pagsusuri ng dokumento at Locational Clearance kung kailangan		2 minuto	City Planning & Development Office (B.O.S.S. Area)
	1.2.2 BRSO – Pagsusuri ng dokumento at pagbibigay ng bayarin para sa buidling fees		2 minuto	Building Regulatory Services Office (B.O.S.S Area)
	1.2.3 CENRO – Pagsusuri ng dokumento		2 minuto	City Environment & Natural Resources Office (B.O.S.S. Area)
	1.2.4 CHO – Pagsusuri ng dokumento at kung kailangan, ang mga requirements tulad ng Medical, Mga Resulta sa Laboratory, at iba pa		2 minuto	City Health Services Office (B.O.S.S Area)



	1.2.5 TOURISM – Pagsusuri ng dokumento	Walang babayaran	2 minuto	Tourism Office (B.O.S.S Area)
	1.2.6 BFP – Pagsusuri ng dokumento		2 minuto	Bureau of Fire Protection (B.O.S.S Area)
	1.2.7 POSO – Pagsusuri ng dokumento at kung kailangan ng safety & traffic clearance		2 minuto	Public Order & Safety Office (B.O.S.S Area)
	1.2.8 ASSESSOR – Pagsusuri ng dokumento at tax declaration		2 minuto	City Assessment Office (B.O.S.S Area)
	1.3 Kung verified compliant ang aplikasyon ito ay i-encode sa system at ipapasa sa treasury <ul style="list-style-type: none"> • Verified Compliant – kung may valid at kumpletong mga requirements • Verified with Findings – kung ang mga requirements ay invalid o may kakulangan. Ang mga findings sa application ay isulat sa Document Pre-Assessment Form at talakayin sa aplikante 	Walang babayaran	2 minuto	Processing Officers BPTFO
	1.4 CTO – Aprubahan ang aplikasyon at i-bill para makabuo ng Statement of Account (SOA)		2 minuto	City Treasury Office (B.O.S.S Area)



<p>PAY 2. Magtungo sa counter ng City Treasury na matatagpuan sa B.O.S.S Area</p>	<p>2. Tanggapin ang bayad at bigyan ng kopya ng opisyal na resibo at cedula kung applicable sa kliyente</p>	<p>Ayon sa isinasaad ng Calamba City Tax Code of 2006 na nakadisplay sa bulletin board at Facebook Page ng BPTFO</p>	<p>5 minuto</p>	<p>Revenue Collection Officers Treasury Office (see the last page for the names of the people responsible)</p>
<p>CLAIM 3. Tanggapin mula sa releasing personnel ang kopya ng Business Permit, Barangay Clearance, Sanitary Permit, Business Plate, stickers at iba pang mga dokumento</p>	<p>3.1 Mag-print at ibigay sa kliyente ang orihinal na kopya ng Business Permit, Barangay Business Clearance, Plate, Sanitary Permit, Stickers at iba pang mga dokumento</p>	<p>Walang babayaran</p>	<p>13 minuto</p>	<p>Computer File Librarian</p>
	<p>3.2 CHO – Magprint ng Sanitary Permit <i>** Depende kung ang nature ay amendment</i></p>		<p>2 minuto</p>	<p>City Health Services Office (BOSS Area)</p>
<p>Total :</p>		<p>Ayon sa isinasaad ng Calamba City Tax Code of 2006</p>	<p>45 minuto</p>	



4. Retirement of Business Registration (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.

Nauunawaan ng isang negosyante nab ago aprubahan ang kanilang application para sa retirement o pagsasara ng record, ang BPTFO at iba pang mga regulatory offices ay magsasagawa ng actual verification ng mga impormasyon na inilalagay sa application form, para mapatunayan na ang mga ito ay tama at makatotohanan. Magtatalaga ng verifier para magsagawa ng ocular inspection sa negosyong nais mag-retire ng record. Ang mga verifier ng mga regulatory office ay magpapasang report ng resulta ng kanilang verification sa BPTFO sa loob ng itinakdang araw.

Office or Division :	BPTFO – Licensing Division	
Classification :	Simple	
Type of Transaction :	G2B – Government to Business	
Who may avail :	Registered Businesses	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Regulatory and Documentary Requirements:		
1. Unified Application Form na may tamang kasagutan	Business Permits & Tricycle Franchising Office	
2. Orihinal na kopya ng Business Permit	Applicant	
3. Business Plate		
4. Katunayan ng Kabuuang kita o Gross Receipts nang nakaraang taon, na tutukuyin ng City Treasury Office	Applicant	
5. Para sa mga negosyong pinatatakbo ng Corporation o Partnership - Board Resolution na nagsasaad ng desisyon ng Pagsasara ng Negosyo at tinutukoy ang taong naatasang magproseso nito		
6. Sketch ng lugar o pwesto ng Negosyo		
<p><i>Note: Maaring humingi ng iba pang dokumento ang tanggapan na gagamiting suporta sa hinihiling na retirement ng business record. Ito ay ayon sa magiging assessment ng officer na magsasagawa ng business retirement.</i></p>		



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>FILE 1. Ipasa ang nasagutang application form at lahat ng mga requirements sa BPTFO para ma-evaluate at ma-verify sa BPTFO. Matapos ay maari na itong aprubahan at i-proseso</p> <ul style="list-style-type: none"> Tanggapin ang Statement of Account at magtungo sa bayaran 	1.1. Tanggapin, i-evaluate, i-verify ang sinagutang application form at lahat ng ipinasang mga dokumento at requirements	Walang babayaran	5 minuto	Processing Officers BPTFO
	1.2 <i>Ipasa ang application form at lahat ng dokumentong kalakip nito sa mga sumusunod na regulatory offices:</i>			
	1.2.1 CPDO – Pagsusuri ng dokumento at Locational Clearance kung kailangan		2 minuto	City Planning & Development Office (B.O.S.S. Area)
	1.2.2 BRSO – Pagsusuri ng dokumento at pagbibigay ng bayarin para sa buidling fees		2 minuto	Building Regulatory Services Office (B.O.S.S Area)
	1.2.3 CENRO – Pagsusuri ng dokumento		2 minuto	City Environment & Natural Resources Office (B.O.S.S. Area)
	1.2.4 CHO – Pagsusuri ng dokumento at kung kailangan, ang mga requirements tulad ng Medical, Mga Resulta sa Laboratory, at iba pa		2 minuto	City Health Services Office (B.O.S.S Area)
	1.2.5 TOURISM – Pagsusuri ng dokumento	Walang babayaran	2 minuto	Tourism Office (B.O.S.S Area)



	1.2.6 BFP – Pagsusuri ng dokumento		2 minuto	Bureau of Fire Protection (B.O.S.S Area)
	1.3 Kung verified compliant ang aplikasyon ito ay i-encode sa system at ipapasa sa treasury <ul style="list-style-type: none"> • Verified Compliant – kung may valid at kumpletong mga requirements • Verified with Findings – kung ang mga requirements ay invalid o may kakulangan. Ang mga findings sa application ay isulat sa Document Pre-Assessment Form at talakayin sa aplikante 	Walang babayaran	2 minuto	Processing Officers BPTFO
	1.4 CTO – Aprubahan ang aplikasyon at i-bill para makabuo ng Statement of Account (SOA)		1 minuto	City Treasury Office (B.O.S.S. Area)
PAY 2. Magtungo sa counter ng City Treasury na matatagpuan sa B.O.S.S Area	2. Tanggapin ang bayad at bigyan ng kopya ng opisyal na resibo at cedula kung applicable sa kliyente	Ayon sa isinasaad ng Calamba City Tax Code of 2006 na nakadisplay sa bulletin board at Facebook Page ng BPTFO	5 minuto	Revenue Collection Officers Treasury Office (see the last page for the names of the people responsible)



CLAIM 3. Tanggapin mula sa releasing personnel ang kopya ng Certificate of Retirement at i-surrender ang business plate.	3.1 Mag-print ng Certificate of Retirement at ibigay ito sa kliyente. Ang business plate naman ay muling ibabalik sa BPTFO.	Walang babayaran	15 minuto	Computer File Librarian
Total :		Ayon sa isinasaad ng Calamba City Tax Code of 2006	40 minuto	

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 Citizens
Who may avail :	Any person / organization who will be holding an event / gathering within the City of Calamba.



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Regulatory and Documentary Requirements:	
1. Peddler's Permit <ul style="list-style-type: none"> • Application form na may mga tamang kasagutan • Barangay Clearance • Cedula • Health Clearance (kung nagtitinda ng pagkain) 	<ul style="list-style-type: none"> • Downloadable form through Calambago Online App • Barangay • Business Permits & Tricycle Franchising Office • City Health Office at the B.O.S.S. Area
2. Contractor's Business Tax Certificate <ul style="list-style-type: none"> • Contractor's Information Sheet na may tamang kasagutan • Bill of Materials na inaprubahan ng Building Regulatory Services Office • Mayor's Permit ng Contractor (kung mayroon lamang) 	<ul style="list-style-type: none"> • Business Permits & Tricycle Franchising Office • Applicant
3. Special Permit for Recruitment Agency <ul style="list-style-type: none"> • Endorsement Form • Mayor's Business Permit (Nang main office ng Recruitment Agency) 	<ul style="list-style-type: none"> • Information, Investment Promotions & Employment Services Office • Applicant
4. Cockfighting (Derby and Pintakasi) <ul style="list-style-type: none"> • Request Letter na nagsasaad ng mga petsa ng request na pagdadaos ng Derby o Pintakasi, at aprubado ng City Mayor 	<ul style="list-style-type: none"> • Applicant
5. Firecrackers Permit to sell <ul style="list-style-type: none"> • Updated PNP Clearance • Barangay Clearance • Court Clearance • Fireworks Safety Training Course (FSTC) Certificate 	<ul style="list-style-type: none"> • PNP Calamba City Station • Barangay where stall is located • Municipal Trial Court • Bureau of Fire Protection
6. Motorcade <ul style="list-style-type: none"> • Application Form na may mga tamang kasagutan • Request Letter na inaprubahan ng City Administrator 	<ul style="list-style-type: none"> • Business Permits & Tricycle Franchising Office • Applicant
7. Hanging of Tarpaulins <ul style="list-style-type: none"> • Application Form na may mga tamang kasagutan • Request Letter na inaprubahan ng City Administrator 	<ul style="list-style-type: none"> • Business Permits & Tricycle Franchising Office • Applicant



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>FILE 1. Ipasa ang nasagutang application form at lahat ng mga requirements sa BPTFO para ma-evaluate at ma-verify sa BPTFO. Matapos ay maari na itong aprubahan at i-proseso</p> <ul style="list-style-type: none"> Tanggapin ang Statement of Account at magtungo sa bayaran 	<p>1.1. Tanggapin, i-evaluate, i-verify ang sinagutang application form at lahat ng ipinasang mga dokumento at requirements</p>	Walang babayaran	5 minuto	Processing Officers BPTFO
	<p>1.2 <i>Ipasa ang application form at lahat ng dokumentong kalakip nito sa mga sumusunod na regulatory offices:</i></p>			
	<p>1.2.1 CHO – Pagsusuri ng dokumento at kung kailangan, ang mga requirements tulad ng Medical, Mga Resulta sa Laboratory, at iba pa</p>		2 minuto	City Health Services Office (B.O.S.S Area)
	<p>1.3 Kung verified compliant ang aplikasyon ito ay i-encode sa system at ipapasa sa treasury</p> <ul style="list-style-type: none"> Verified Compliant – kung may valid at kumpletong mga requirements Verified with Findings – kung ang mga requirements ay invalid o may kakulangan. Ang mga findings sa 	Walang babayaran	2 minuto	Processing Officers BPTFO



	application ay isulat sa Document Pre-Assessment Form at talakayin sa aplikante			
PAY 2. Magtungo sa tanggapan ng City Treasury na matatagpuan sa ground floor ng city government building	2. Tanggapin ang bayad at bigyan ng kopya ng opisyal na resibo ang kliyente	Ayon sa isinasaad ng Calamba City Tax Code of 2006 na nakadisplay sa bulletin board at Facebook Page ng BPTFO	5 minuto	Revenue Collection Officers Treasury Office (see the last page for the names of the people responsible)
CLAIM 3. Tanggapin mula sa releasing personnel ang kopya ng Special Permit, at Sanitary Permit.	3.1 Mag-print ng Special Permit at ibigay ito sa kliyente.	Walang babayaran	12 minuto	Computer File Librarian
	3.2 Mag-print ng Sanitary Permit		2 minuto	City Health Services Office (B.O.S.S Area)
	Total :	Ayon sa isinasaad ng Calamba City Tax Code of 2006	30 minuto	



6. Application for Individual Working Permit

Ang Pamahalaang Lungsod ay nagbibigay ng Pahintulot o Clearance sa mga indibidwal na nagnanais na magtrabaho sa mga particular na establisimyento sa Calamba.

Office or Division :	BPTFO – Licensing Division			
Classification :	Simple			
Type of Transaction :	G2C – Government to Citizen			
Who may avail :	Any person who will be working in any business establishment within the City of Calamba.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Application form na may mga tamang kasagutan		Calamba City website or Calambago app		
1. Mayor's Clearance		IIPESO		
2. Official Receipt / Resibo		City Treasury Management Office		
<i>Note: Maaring humingi ng iba pang dokumento ang tanggapan na gagamiting suporta sa hinihiling na Working Permit</i>				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
FILE 1. Ipasa ang nasagutang application form at lahat ng mga requirements sa BPTFO	1. Tanggapin, i-verify, suriin, itala at aprubahan ang sinagutang application form at lahat ng ipinasang dokumento at requirements.		5 minuto	Computer File Librarian BPTFO Staff
Tanggapin ang Order of Payment at magtungo sa bayaran.	Ang request ay maaring: <ul style="list-style-type: none"> • Verified Compliant – kung may valid at kumpletong mga requirements; o • Verified with Findings – kung ang mga requirements ay invalid o may 	Walang babayaran		City Treasury Office Staff



	kakulangan. Ang findings sa application ay kailangang tatalakayin sa kliyente			
PAY 2. Magtungo sa tanggapan ng City Treasury na matatagpuan sa ground floor ng city government building	2. Tanggapin ang bayad at bigyan ng kopya ng Opisyal na resibo ang kliyente	Ayon sa isinasaad ng Calamba City Tax Code of 2006 na nakadisplay sa bulletin board at Facebook Page ng BPTFO	5 minuto	Revenue Collection Officers Treasury Office (see the last page for the names of the people responsible)
CLAIM 3. Tanggapin mula sa BPTFO personnel ang kopya ng hinihiling na Working Permit	3. Mag-print ng Working Permit at ibigay ito sa kliyente	Walang babayaran	5 minuto	Computer File Librarian BPTFO Staff
TOTAL :		Ayon sa isinasaad ng Calamba City Tax Code of 2006	15 minuto	

7. Certified True Copy of Business Permit

Pagbibigay mg Sertipikadong Kopya ng Business Permit

Office or Division :	BPTFO – Licensing Division
Classification :	Simple
Type of Transaction :	G2B – Government to Business
Who may avail :	Registered Businesses
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
Regulatory and Documentary Requirements:	
1. Orihinal na Kopya ng Business Permit	Applicant
2. Letter Request para sa pagkuha ng Certified True Copy ng Business Permit	



<ul style="list-style-type: none"> • Kung ang humihingi ng Kopya ng Business Permit ay representative: <p><u>Para sa Solong Pagmamay-ari o Single Proprietorship</u></p> <ul style="list-style-type: none"> ○ Written Authorization Letter ○ Kopya ng ID ng nakarehistrong may-ari ○ Kopya ng ID ng representative na kukuha ng Certified True Copy <p><u>Para sa mga Korporasyon / Partnership / Kooperatiba</u></p> <ul style="list-style-type: none"> ○ Secretary's Certificate na nakasaad kung sino ang inatasan na humingi ng Certified True Copy ng Business Permit ○ Partnership Certificate of Authorization galing sa isa sa mga Partner ng Negosyo. <p><i>Note: Maaring humingi ng iba pang dokumento ang tanggapan na gagamiting suporta sa hinihiling na Certified True Copy ng Business Permit.</i></p>	Applicant
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CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
FILE 1. Ipasa ang nasagutang request form at lahat ng mga requirements sa BPTFO	1. Tanggapin, i-verify, suriin, itala at i-proseso ang sinagutang request form para sa Certified True Copy ng Business Permit at lahat ng requirements.	Walang babayaran	5 minuto	Computer File Librarian BPTFO Staff
	Ang request ay maaring: <ul style="list-style-type: none"> • Verified Compliant – kung may valid at kumpletong mga requirements; o • Verified with Findings – kung 		City Treasury Office Staff	



	ang mga requirements ay invalid o may kakulangan. Ang findings sa application ay kailangang tatalakayin sa kliyente			
PAY 2. Magtungo sa counter ng City Treasury sa Ground Floor ng City Hall ng Calamba	2. Tanggapin ang bayad at bigyan ng kopya ng Opisyal na resibo ang kliyente	Ayon sa isinasaad ng Calamba City Tax Code of 2006 na nakadisplay sa bulletin board at Facebook Page ng BPTFO	5 minuto	Revenue Collection Clerk Treasury Office (see the last page for the names of the people responsible)
CLAIM 3. Tanggapin mula sa BPTFO personnel ang kopya ng hinihiling na Certified True Copy ng Business Permit	3. Mag-print ng Certified True Copy ng Business Permit at ibigay ito sa kliyente	Walang babayaran	5 minuto	Computer File Librarian BPTFO Staff
TOTAL :		Ayon sa isinasaad ng Calamba City Tax Code of 2006	15 minuto	



8. Pagbibigay ng mga Sertipikasyon at Pagpapatunay ng Iba't-ibang record ng Tanggapan ng Business Permit & Tricycle Franchising Office

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 			Business Permit & Tricycle Franchising Office	
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	Computer File Librarian BPTFO Staff
	1.2 Iproseso ang dokumento			
PAY 2. Magbayad sa City Treasury sa Ground Floor ng City Hall ng Calamba	2. Tanggapin ang bayad at bigyan ng kopya ng Opisyal na resibo ang kliyente	Php50.00	5 minuto	Revenue Collection Clerk Treasury Office (see the last page for the names of the people responsible)
CLAIM 3. Tanggapin ang dokumento	3. I-print at ibigay ang Sertipikasyon	Walang babayaran	5 minuto	Computer File Librarian BPTFO Staff
TOTAL :		Php 50.00	15 minuto	



SPECIAL REQUIREMENTS FOR NEW BUSINESS APPLICATIONS

Based on the Nature / Activity of Business

Line of Business (Uri ng Negosyo)	Permit / Clearance Needed (Permit o Clearance na Kinailangan)	Issuing National Agency (National Agency na Pagkukunan)
All business establishments	Fire Safety Inspection Certificate BIR Registration Certificate	Local Bureau of Fire Protection (BFP) Bureau of Internal Revenue
Animal Facilities	Certificate of Registration	Bureau of Animal Industry
Bakeshop		
Beauty Parlor		
Birthing House/Maternity	PhilHealth Accreditation	
Broker/ Merchants involved in the sale of commodities for future transactions	Future commodity Merchants / Brokers License	Securities and Exchange Commission
Car Washing		
Cell sites	Refer to ARTA JMC 01-2020	
Contractors		
Custom's Brokerage Business	Bureau of Customs Certificate of Registration/Accreditation	Customs Brokers Commission
Dealers of Rice, Corn and Wheat	License (depending on the type of the activity)	National Food Authority (NFA)
Dormitory/ Bed Spacer/Boarding Houses		
Drugstores	License to Operate	Food and Drug Administration
Electronic and Motor Repair Shop	DTI Accreditation	Department of Trade and Industry
Employment Agency, Manpower	For Local Employment: DOLE Registration For Overseas employment DMW Registration	Department of Labor and Employment Department of Migrant Workers
Forwarders	Accreditation for Sea Freight Forwarders	Philippines Shippers Bureau
Funeral Homes/Parlors	Training Certificate and license of Undertaker and Embalmer	Department of Health (DOH)
Financial Institution (Banks, Pawnshop, Foreign Exchange Dealers, Money Changers, Remittance Agents)	Authority to Operate or BSP Registration	Bangko Sentral ng Pilipinas



Franchised Business/Trade Name	Franchise Agreement/ IPO Certificate of Registration	IPO
Gaming (PAGCOR related)	Letter of No Objection PAGCOR Notice to Commence / License / Certificate of Accreditation	Sangguniang PAGCOR
Gasoline Station	DENR Compliance DOE Compliance	DENR DOE
General/ Specialty and Engineering Contractor	Contractor's License	Philippine Contractors Accreditation Board (PCAB)
Hotel/Motel		
Household/Urban Pesticides	<ul style="list-style-type: none"> • License to Operate • Certificate of Product Registration 	Food and Drug Administration (FDA)
Junkshop		
Lending Institutions	Certificate of Authority to Operate	Bangko Sentral ng Pilipinas
Learning Institutions	Department of Education (DepEd) Registration	DepEd
LPG Dealer/Retailer	DOE Standard of Compliance	Department of Energy (DOE)
Manning and Crewing Services	POEA Registration/License	Philippine Overseas and Employment Agency (POEA)
Manpower Agencies w/ paid up capital of at least 5,000,000	License to operate a Private Recruitment and Placement Agency	Department of Labor and Employment Regional Office
Massage Parlor	TESDA NC2 for Therapist	TESDA
Medical Clinic	DOH License to Operate	DOH
Medical Devices	License to Operate	Food and Drug Administration
Manufacturer / Dealer / Importer of Toys	License to Operate from the Bureau of Helath Device and Technology	Department of Health
Messengerial and Courier Services		Department of Transportation and Communication (DOTC)
Mining	DENR Clearance	Department of Environment and Natural Resources (DENR)
Money Changer/Forex		
Off-Track Betting Station		
Pawnshop		
Pest Control Services	Pest Control License	Fertilizer and Pesticide Authority
Printing Press		
Processed Foods	<ul style="list-style-type: none"> • License to Operate • Certificate of Product Registration 	Food and Drug Administration (FDA)



Pre-school, Elementary and High School	Permit to Operate	Department of Education (DepEd) Division Office and Regional Office
Public Market		
Privately-owned Public Market		
Real Estate Broker	License	Department of Trade and Industry (DTI) or Professional Regulatory Board
Real Estate Lessor		
Recruitment Agency		
Repair Shop and Services		
Rent-a-Car and Transportation Services	Franchise Certificate of Public Conveyance	Land Transportation Franchising and Regulatory Board
Restaurant		
Retail of Meat		
Security Agencies	National Licenses	PCSUCIA
Spa/Massage Clinic	Certificate of Training of Therapist or Masseur/Masseuse License of Training of Therapist or Masseur/Masseuse	<ul style="list-style-type: none"> • Department of Health • TESDA
Small Town Lottery	Permit to Operate	PCSO
Telecommunication Firms	License to Operate	National Telecommunications Commission
Toys and Childcare Articles	<ul style="list-style-type: none"> • License to Operate • Certificate of Product Registration 	Food and Drug Administration (FDA)
Travel Agency		
Video Games / Billiards / Computer Rental		
Video Rental Services	Registration for Optical Media Business	Optical Media Board
Veterinary Products	<ul style="list-style-type: none"> • License to Operate • Certificate of Product Registration 	Food and Drug Administration (FDA)
Video Rental Services	Registration for Optical Media Business	Optical Media Board
Warehouse		
Water Refilling Station		



**IBA PANG MGA DOCUMENTARY AT REGULATORY REQUIREMENTS NA
IPAPASA LAMANG AYON SA PANGANGAILANGAN**

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
PUBLIC LEGAL LIABILITY INSURANCE (Based on CO No. 99-225)	any Insurance Company
BOARD RESOLUTION (Partnership / Corporation)	Company's Board of Directors
NOTARIZED AUTHORIZATION LETTER (Authorized Representatives of Sole Proprietorship)	May-ari ng Negosyo
SPECIAL POWER OF ATTORNEY (SPA) / SECRETARY'S CERTIFICATE	Legal Offices / Corporate Secretary
HOMEOWNERS' ASSOCIATION CLEARANCE	Homeowner's Association
PERMIT TO DO BUSINESS	Camp Vicente Lim
CERTIFICATE OF COMPLIANCE FROM CDA (for Cooperatives)	Cooperative Development Authority
AFFIDAVIT OF NO INVESTMENT (Network Marketing)	Any Legal Offices
LETTER OF NO OBJECTION	May-ari ng Negosyo/ Barangay
SUBDIVISION INFORMATION SHEET (for Subdivision Operator)	May-ari ng Negosyo
BREASTFEEDING STATION	May-ari ng Negosyo



OTHER PROOF OF LEGAL OWNERSHIP/ POSSESSION:	
<ul style="list-style-type: none"> ○ <i>If Property is Owned but Tax Declaration is not under business owner's name: (Kung and pwesto ay pag-aari ngunit hindi pa naililipat sa pangalan ang Tax Declaration):</i> 	
Deed of Absolute Sale / Contract to Sell	May-ari ng Negosyo
Receipt of payment to BANK / DEVELOPER / HDMF	May-ari ng Negosyo
<ul style="list-style-type: none"> ○ <i>If Property is inherited but not yet transferred to business owner or co-owned with other heirs: (Kung and pwesto ay minana at hindi pa nahahati ng may-ari ng negosyo at iba pang taga-pagmana):</i> 	
Extra Judicial Settlement with Consent or Waiver of Rights	Any Legal Offices
<ul style="list-style-type: none"> ○ <i>If Property is Owned by the Government: (Kung ang pwesto ay pag-aari ng Gobyerno):</i> 	
Undertakings/ Waiver of Rights Award Notice	May-ari ng Negosyo/ Any Legal Offices



TRICYCLE FRANCHISING DIVISION

9. Aplikasyon sa Pagbibigay ng Bagong Linya o Prangkisa sa mga Tricycle (Motorized Tricycle Operators Permit)

Ang bagong linya o prangkisa ng tricycle ay para sa mga nagnanais makapamasada 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 :	Residente ng Calamba na nagnanais maging Tricycle Operator	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Bagong Linya o Prangkisa ng Tricycle		
Regulatory and Documentary Requirements:		
1. Tricycle Barangay Registration	Barangay Hall kung saan naninirahan ang aplikante	
2. Cedula (Photocopy)		
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 orihinal na LTO OR and CR pagkatapos itong mapatunayang lehitimo.)</i> <p>Note: Please see additional requirements for complex situation</p>		



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 Tanggapin at Suriin ang mga dokumento Appoved: Ihanda ang tricycle unit para sa inspeksyon at sabihin kung saan maaring makakuha 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 Kuhanin ang mga requirements, iproseso ang dokumento, at ihanda ang order of payment		10 minuto	Sr. Transportation Regulation Officer II Administrative Officer II
PAY 2. Magbayad sa Personnel ng Treasurer's Office na matatagpuan sa Opisina ng BPTFO	2. Tanggapin ang bayad at bigyan ng kopya ng Opisyal na resibo ang kliyente	Php 1,520.00	5 minuto	Administrative Officer II (Treasury Office)
CLAIM 3. Tanggapin ang pinagtibay na Paggamit ng Prangkisa ng Tricycle	3. Ibigay ang pinagtibay na prangkisa ng traysikel at papirmahin sa release logbook.	Walang babayaran	5 minuto	Bookbinder III Admiistrative Aide VI
TOTAL:		Php 1,520.00	45 minuto	



10. Aplikasyon sa Pagpapanibago ng Linya o Prangkisa sa mga Traysikel (Motorized Tricycle Operators Permit)

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 :	Mga taong meron Tricycle Franchise ng Calamba City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Renewal ng Linya o Prangkisa ng Tricycle				
1. Tricycle Barangay Registration	Barangay Hall kung saan naninirahan ang aplikante			
2. Cedula (Photocopy)				
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 orihinal na LTO OR and CR pagkatapos itong mapatunayang lehitimo.)</i> <p>Note: Please see additional requirements for complex situation</p>	Land Transportation Office (LTO)			
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 Tanggapin at Suriin ang mga dokumento Appoved: Ihanda ang tricycle unit para sa inspeksyon at sabihin kung saan maaring makakuha 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 Kuhanin ang mga requirements, iproseso ang dokumento, at ihanda ang order of payment	Walang Babayaran	10 minuto	Sr. Transportation Regulation Officer Administrative Officer II
PAY 2. Magbayad sa Personnel ng Treasurer's Office na matatagpuan sa Opisina ng BPTFO	2. Tanggapin ang bayad at bigyan ng kopya ng Opisyal na resibo ang kliyente	Php 1,170.00 Or Php 1,222.00 para sa mga kliyenteng paso/expired ang prangkisa	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	Bookbinder III Administrative Aide VI
	TOTAL:	Php 1,170.00 Or Php 1,222.00 para sa mga kliyenteng paso/expired ang prangkisa	45 minuto	



11. Pagbibigay ng Katunayan sa Pagtitigil ng Paggamit ng Prangkisa

Pagpoproseso at pagbibigay 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 :	Mga taong meron Tricycle Franchise ng 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. Fare Matrix	
4. Tricycle Operator's ID	
5. Picture ng Motorsiklo ng Tricycle (para sa aplikasyon ng Change Motor)	
6. 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 orihinal na LTO OR at CR pagkatapos mapatunayang lehitimo)</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. Tanggapin at Suriin ang mga dokumento Approved: Ihanda ang Order of Payment. Disapproved: Ipaalam sa kliyente ang dahilan ng disapproval	Walang babayaran	15 minuto	Transportation Regulation Officer II Transportation Regulation Officer I
	1.2 Kuhanin ang mga requirements, iproseso ang dokumento, at ibigay ang order of payment		10 minuto	Sr. Transportation Regulation Officer Administration Officer II
PAY 2. Magbayad sa Personnel ng Treasurer's Office na matatagpuan sa Opisina ng BPTFO	2. Tanggapin ang bayad at bigyan ng kopya ng Opisyal na resibo ang kliyente	Php 50.00 at may karagdagang buwis-lokal kung paso / expired 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	Bookbinder III Administrative Aide VI
TOTAL:		Php 50.00	35 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
FILE 1. Isumite ang mga dokumento	1. Tanggapin at Suriin ang mga dokumento Approved: Bigyan ng Order of Payment at Iproseso ang dokumento Disapproved: Ipaalam sa kliyente ang dahilan ng disapproval	Walang babayaran	15 Minuto	Transportation Regulation Officer II Administrative Officer II
PAY 2. Magbayad sa Personnel ng Treasurer’s Office na matatagpuan sa Opisina ng BPTFO	2. Tanggapin ang bayad at bigyan ng kopya ng Opisyal na resibo ang kliyente	Php 50.00 / page	5 Minuto	Treasury Office Staff
CLAIM 3. Tanggapin ang dokumento	3. Ibigay ang Certified True Copy at itala at papirmahin sa release logbook	Walang babayaran	10 minuto	Bookbinder III Administrative Aide VI
TOTAL :		Php 50.00 / page	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
Certification mula sa institusyon na nagpautang (Kung ang tricycle ay hinuhulugan pa lamang)	Lending Institution or Marketing.



VI. Feedback and Complaints Mechanism

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<ol style="list-style-type: none"> 1. Kumuha ng Client Satisfaction Survey na nakalagay sa ibabaw ng suggestion box sa harapan ng opisina 2. Isulat ang Feedback/Suggestion sa tao or opisinang nagbigay serbisyo.
How feedbacks are processed	<ol style="list-style-type: none"> 1. Kada Biyernes ito ay kinukuha ng tauhan ng opisina (Administrative Officer) para i-compile at i-record ang lahat ng feedback/suggestion na isinumite. 2. Ang Feedback/Suggestion na may kaugnayan sa opisina or tao ay kailangan sagutin sa loob ng tatlong (3) araw 3. Ang Kasagutan ng Opisina/Tao ay sasabihin or ipapadala sa Kliyente. <p><i>Para sa inquiries and follow-ups, ang kliyente ay pwedeng tumawag sa numerong: (049) 545-6789 loc 8000 or 8219/8220(CHRM Office)</i></p> <p><i>Email Address:</i> <i>chrnocalamba2001@gmail.com</i></p>
How to file a complaint	<ol style="list-style-type: none"> 1. Kumuha ng Client Satisfaction Survey (CSR) sa ibabaw ng suggestion box sa harapan ng opisina. 2. Isulat ang reklamo at kung sino ang inirereklamo.
How complaints are processed	<ol style="list-style-type: none"> 1. Isumite ang reklamo sa Tanggapan ng City Human Resource Management Office o direkta sa opisinang inirereklamo. 2. Hintayin ang aksyon sa loob ng 5 hanggang 15 minuto
Contact Information of ARTA, CCB, PCC	<p>ARTA : complaints@arta.gov.ph PCC : 8888 CCB : 0908-8816565 (sms) : contactcenterngbayan@gov.ph : 1-6565</p>