

THE GAPAN CITY CITIZEN'S CHARTER
A Guidebook on City Government Services



OFFICE OF THE BUSINESS PERMIT AND LICENSING

BUSINESS PERMIT AND LICENSING SERVICES

Ground Floor, left Wing, Gapan City Hall

Maharlika Highway, Bayanihan

For more information, please contact:

Mr. Miguel Rodrigo P. Pajarillo

Tel. No. (044) 486-0635

Cellphone No. 09177713238

APPLYING/RENEWING A BUSINESS PERMIT

ABOUT THE SERVICE

ALL ENTERPRISES are required to secure a Business License and Mayor's Permit, and pay Business taxes before the start of commercial operations.

The license must be renewed from January 1 to 20, every year. Penalties are imposed after this period. Business taxes for new enterprises are based on capitalization, while those renewing their permits in succeeding years, are computed as a percentage of gross receipts/sales. Payment can be made annually, semi-annually, or quarterly. Quarterly payments are due on the first 20 days of each quarter, namely on the 20th of April, July, and October.

It takes a maximum of 1 day to process new applications. This includes the requisite inspections and clearances from various offices and government agencies.

RENEWAL of licenses may take 10 minutes to 30 minutes depending on the results of verification made by a Business Permit and License Officer and availability of the system. Verification determines whether an applicant has secured clearances from various offices (barangay, building, zoning, fire, sanitary, SSS, Philhealth, and Pag-Ibig).

Requirement(s)

- Community Tax Certificate
- Barangay Business Clearance

Additional Requirements for New Applications:

- Securities and Exchange Commission Certificate and Articles of Incorporation (if Incorporated).
- Department of Trade and Industries Business Name Registration (for sole proprietorships)
- Cooperative Development Authority Registration (for cooperatives)

Additional Requirements for Renewals:

- Prior Year Print-out or Mayor’s Permit
- Sworn Statement of Gross Receipt
- Income Tax Return or ITR
- Monthly/Quarterly VAT Returns

TAXES AND FEES

Business Taxes	Based on type of business; on capitalization (new enterprises) annual gross receipts (existing enterprises)	
Mayor’s Permit Fee	Based on capitalization (new enterprise) On gross receipts (existing enterprise)	
Individual Health Certificate	P80.00/ employee	
Environmental Inspection Fee	P100.00	
Local Share (Fire Code)	P250.00 – Retailer/Wholesaler/Manufacturer P150.00 - Service	
Business Plate/Sticker	P120.00	
Sanitary Permit	P150.00	
Scale/Weights & Measures	Small Scale Enterprise	P30.00
	Medium Scale Enterprise	P40.00
	Large Scale Enterprise	P100.00
Gasoline Station per pump	P100.00	

HOW TO AVAIL OF THE SERVICE

FOLLOW THESE STEPS	IT WILL TAKE YOU	PLEASE APPROACH
<p>1 . Assessment/Approval</p>	<p>2 minutes</p>	<p>Rowena Garcia Suzette L. Dela Cruz Joel U. Ignacio Marvin G. Martin</p> <p>Miguel Rodrigo P. Pajarillo Chief-BPLO</p>
<p>2. Payment of Business Tax, Fees and other Charges & Bureau of Fire Protection (fire clearance)</p> <p>Proceed to Window 3 or 4 and pay the taxes and fees appearing in the assessment form.</p> <p>After payment proceed to the Business One Stop Shop (BOSS) and submit Assessment Form/ Billing, along with all requirements, and signed by the following departments in the Business One Stop Shop:</p> <ul style="list-style-type: none"> -- City Planning and Development Office Coordinator (zoning clearance) -- City Engineering (building inspection) -- City Health Officer (sanitary inspection) <ul style="list-style-type: none"> -- SSS --Pag-Ibig 	<p>5 minutes</p> <p>Business One Stop Shop (BOSS) 14 minutes</p>	<p>Rosalina Manalo/Nestor Dimacale & Crisanta Lemence (BFP)</p> <p>Jose Edwin L. Castillo - CPDO</p> <p>Nimfa Alfonso - Engineering</p> <p>Elenita S. Gonzale - CHO</p>

3. Releasing of Business Permit/Business Plate/sticker and Certificate	3 minutes	Lorena P. Amparado Andrea E. de Lara Lyndon P. Linsangan
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BPLO retains the prerogative to inspect new establishments or businesses before or after issuing the business permit. Any discrepancies with the applicants' information on our form will be corrected whereby additional fees may be assessed if needed. Failure to comply could mean additional penalties and possible forfeiture of the mayor's permit.

RETIRING A BUSINESS LICENSE

ABOUT THE SERVICE

ENTERPRISES that closed or ceased to exist, or whose ownership has changed, must file with the BPLO an application for Retirement of Business. This should be done to update the city government's records and to avoid accumulation of tax payments and penalties.

Requirement(s)

- Application for Business Retirement (3 copies)
- Barangay Certification regarding cessation of business
- Previous permit or license and Plate (to be surrendered)

HOW TO AVAIL OF THE SERVICE

FOLLOW THESE STEP	IT WILL TAKE YOU	PLEASE APPROACH
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<p>1. Application / Payment Verification</p> <p>Secure Application for Business Retirement Form and submit requirements for retiring a business, while taxpayers' payment history is verified by the staff.</p>	<p>10 minutes</p>	<p>Joel U. Ignacio Marvin G. Martin</p>
<p>2. Client Follow-up</p> <p>Follow up status of application and pay taxes due, if any.</p>	<p>5 minutes</p>	<p>Suzette L. Dela Cruz Rowena M. Garcia</p>
<p>3. Issuance of Certificate</p> <p>Secure approved retirement form.</p>	<p>5 minutes</p>	<p>Suzette L. Dela Cruz Rowena M. Garcia</p>
<p>4. Inspection</p> <p>Application is filed and request is approved however follow up inspection is required to verify closure or retirement of business. In the event that the said enterprise did not close or acted in bad faith regarding its retirement, the enterprise shall be immediately considered as active and appropriate penalties and charges shall be assessed to the offending party</p>	<p>2 days</p>	<p>BPLO Inspectors</p> <p>Guillermo R. Pabustan Melissa P. Gregorio Arlene Alfaro Andrea de Lara Gerald Mark B. Calison</p>

APPLYING/RENEWING A PUBLIC UTILITY TRICYCLE FRANCHISE

Maharlika Highway, Bayanihan
For more information, please contact:
MIGUEL RODRIGO P. PAJARILLO
Ground Floor, Left Wing, Gapan City Hall
Tel. No. 044-486-0635
Cellphone No. 09177713238

ABOUT THE SERVICE

PER ORDINANCE No. 27 series of 2013 the Transport Service Management and the Transportation Code of the Gapan City 2010 all motorized tricycles or trimobiles operating in the city as public utility must possess a valid franchise to operate.

The PUT franchise shall be valid for a period of three (3) years however franchise plates have to be renewed annually. Failure to renew may mean cancellation of franchise.

REQUIREMENT{S}	{RENEWAL }
✓ Application Form for Franchise with approval of TODA President	✓ Drivers ID ----- 25 .00
✓ Photocopy of OR-CR	✓ Filing Fee----- 80.00
✓ Photocopy of Voter's I.D.	✓ Sticker ----- 50.00
✓ Photocopy of Driver's License	
✓	
	TOTAL
	₱ 155.00

TAXES AND FEES {NEW}

✓ Initial Registration -----	50.00
✓ Drivers ID -----	50 .00
✓ Plate Number -----	100.00
✓ Filing Fee-----	50.00
✓ Franchise -----	200.00

TOTAL **₱ 450.00**

HOW TO AVAIL OF THE SERVICE

FOLLOW THE STEPS	IT WILL TAKE YOU	PLEASE APPROACH
1. Secure and Submit Application Form Secure Application form from BPLO. Accomplish the form and submit requirements	10 mins	Analiza Bañares
2. Inspection and Verification	10 mins.	Gerald Mark Calison
3. Assessment of Fees and Charges, Approval of MTOP Application	5 mins.	Walter D. Mateo Miguel Rodrigo Pajarillo
4. Payment Proceed to Window 3 or 4 and pay the taxes and fees appearing in the assessment form.	5 mins Treasurer's Office	Nestor Dimacale Rosalina Manalo
5. Issuance of MTOP, Franchise Plate, and Franchise I.D.	5 mins	Walter Mateo

- Other services related to the PUT Franchise operations follows the same steps as mentioned above. Services such as Updating of Franchise Information, Dropping of Line, Change Motor Application, and Transfer of Ownership.

APPLYING FOR "SERVICE ONLY" STICKER FOR PRIVATE UTILITY TRICYCLES

Maharlika Highway, Bayanihan

For more information, please contact:
Miguel Rodrigo P. Pajarillo/Walter D. Mateo
 Ground Floor, Left Wing, Gapan City Hall
 Tel. No. 044-486-0635

- **ABOUT THE SERVICE**

Resolution No. 3, Series 2012 section 46 requires all private motorized tricycles to register their unit with the Business Permit and Licensing Office for the improved monitoring and supervision of all motorized tricycles within Gapan City. Registration of all tricycles whether public or for private use will help the city government implement a more efficient traffic system and provide invaluable data that will be of great help in the proper planning of future projects and development. Upon registration, owners of private utility tricycles will be issued specially made stickers marked "SERVICE ONLY" which should be prominently displayed in the front sidecar of the unit.

- **REQUIREMENT{S}**

→ O.R./C.R.

- **FEES AND CHARGES**

→Registration Fee----- P150.00

HOW TO AVAIL OF THE SERVICE

FOLLOW THE STEPS	IT WILL TAKE YOU	PLEASE APPROACH
1. Secure and Submit Application Form Secure Application form from TRO. Accomplish the form and submit requirements	5 mins	Analiza Bañares
2. Inspection and Verification	10 mins.	Walter D. Mateo Guillermo Pabustan Edwin Payabyab Gerald Mark Calison
3. Assessment of Fees and Charges, Approval of Service Only Application	2 mins.	Miguel Rodrigo Pajarillo Walter Mateo

4. Payment Proceed to Window 3 or 4 and pay the taxes and fees appearing in the assessment form.	5 mins Treasurer's Office	Nestor Dimacale Rosalina Manalo
5. Issuance of Service Only Sticker.	3 mins	Arlene Alfaro

APPLYING/RENEWING A PUBLIC UTILITY JEEPNEY/BUS PARKING FEES

Maharlika Highway, Bayanihan

For more information, please contact:

Miguel Rodrigo P. Pajarillo/Walter D. Mateo

Ground Floor, Left Wing, Gapan City Hall

Tel. No. 044-486-0513 loc. 104, 152

ABOUT THE SERVICE

PER ORDINANCE No. 27 series of 2013 an ordinance amending ordinance no. 1, series of 2012, otherwise known as Gapan City Land Transportation Code all transport groups operating within the City must pay for more considerate yet reasonable parking permit fees.

The parking permit fees shall be valid for one (1) year only and have to renew yearly.

REQUIREMENT{S}

- ✓ Application Form for Parking Permit Fee
- ✓ Photocopy of OR-CR

TAXES AND FEES {New/Renewal}

- ✓ Filing Fee----- 500.00
- ✓ Franchise ----- 50.00

TOTAL P 550.00

- For public Utility Buses plying South (NCR) that park & pick passenger at the designated parking place in Bucana, Sto. Niño, Gapan City shall be charged **Fifteen Pesos (P15.00)**/parking period.

HOW TO AVAIL OF THE SERVICE

FOLLOW THE STEPS	IT WILL TAKE YOU	PLEASE APPROACH
1. Secure and Submit Application Form Secure Application form. Accomplish the form and submit requirements	5 mins	Guillermo Pabustan
2. Assessment of Fees and Charges, Approval of Parkig Fee Application	2 mins.	Walter D. Mateo
4. Payment Proceed to Window 3 or 4 and pay the taxes and fees appearing in the assessment form.	2 mins Treasurer's Office	Nestor Dimacale Rosalina Manalo
5. Issuance of Parking Permit Sticker	1 min	Andrea de Lara Arlene Alfaro

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OFFICE OF THE CITY ONE-STOP SHOP

ONE-STOP SHOP SERVICES

Ground Floor, Left Wing, Gapan City Hall
Km. 92, Maharlika Highway, Bayanihan
Gapan City, 3105
For more information, please contact:
Mr. MIGUEL RODRIGO P. PAJARILLO
Tel. No. (044) 486-0635
Cellphone No. 09177713238

ABOUT THE SERVICE

Mayor's Permit for Business are required for every enterprise engaging in business within the city of Gapan, as such every enterprise whether as new applicants or for renewal is required to secure clearances from the City Planning. As part of the government policy to reduce red tape, the Business One Stop Shop was established to provide expediency in securing Mayor's permit.

HOW TO AVAIL OF THE SERVICE

Gapan City Business One Stop Shop		
1. Client interview and assessment per department	14 minutes	
Signing of business permit application		

<ul style="list-style-type: none"> - Health Department - City planning and Development Office - Engineering Department - SSS - Pag-ibig - Philhealth 	<p style="text-align: center;">2 mins 2 mins 2 mins 2 mins 2 mins 2 mins</p>	<p style="text-align: center;">Ellenita Gonzales- City Health Jose Edwin Castillo CPDO Carl Anthony Alfaro City Engineer</p>
<p>2. Release of Documents</p> <p>Gapan City Business One- Stop Shop staff calls the client about the status of the request and, subsequently, releases approved documents.</p>		