



CITY MAYOR'S OFFICE – BUSINESS PERMITS & LICENSING DIVISION

CITIZEN'S CHARTER

2026 (1st Edition)

Mandate:

To implement Ordinance No. 1, Series of 1996 and other regulations issued by the different regulatory agencies, those engaged in an occupation or calling not subject to tax profession. Mandated to process business permits for regulatory purposes and importantly to generate revenues for the city.

I. Vision:

By 2030, General Santos City, the Home of Champions, is a globally competitive and livable city where prosperous, healthy, well-educated and responsible citizens actively participate in effective governance for a sustainable future.

II. Mission:

To Provide opportunities to all sectors of society to be productive through execution of sound and beneficial programs, projects and initiatives anchored on the principles of justice and equity.



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1. ISSUANCE OF BUSINESS PERMIT (RENEWAL) – EBOSS

Description: The General Santos City Revenue Code of 1996, section 66 states that “It shall be unlawful for any person to engage in any business or occupation for which a permit is required for the proper supervision and enforcement of existing laws and ordinances governing sanitation, security and welfare and the health of the employees. In the business, trades or occupations under this ordinance and other ordinances that may herein after be enacted without first having secured a permit therefore from the City Mayor and pay the corresponding feed to the City Treasurer.”

RENEWAL OF BUSINESS PERMIT (FULLY AUTOMATED ALL YEAR ROUND)

1. **Open/go to [www. Filipizen.com](http://www.Filipizen.com)**
2. **Choose/select LGU General Santos City**
3. **Follow instruction as stated**

Permit Fees will depend upon the line of business (refer to The General Santos Revenue Code of 1996)

For Eatery (non-aircon) OTHERS

- Mayor's Permit Fee – P200.00
- Garbage Fee – P150.00
- Sanitation Fee – P200.00
- Annual Electrical Fee – P296.00 (OBO will determine the fee)
- Annual Plumbing – P60.00 (OBO will determine the fee)
- Annual Building Fee – P120.00
- Annual Signage Fee – P30.00
- Other Charges
- BFP-Fire Safety Inspection Certificate Fee – P500.00
- Clearance CENRO – P310.00
- Health Certificate – P86.00
- Certification Fee-Zoning – P75.00
- Clearance Business Tax – P25.00
- BIR-Documentary Stamp Tax – P30.00
- Subscription Fee-Business – P10.00
- Certification Fee-Business – P6.00
- Vicinity Map – P43.00
- Barangay Clearance – P 500.00 (Depends upon the Barangay)

Note: Clients/Taxpayers have the option, they can print their business permit or they can have their business permit be delivered via courier, but in some considerable cases, they can opt to go to Business Permits Licensing Office to have their business permit printed by our staff and with signature and City Seal upon release.

Office or Division:	City Mayor's Office – Business Permits and Licensing Division Office of the Building Official (OBO) City Treasurer's Office (CTO)	
Classification:	Simple	
Type of Transaction:	G2B – Government to Business	
Who may avail:	Any person or entity that shall establish, operate, or conduct any business, trade or activity in the City of General Santos.	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
For Online Application via www.filipizen.com:		
Active E-mail Address		Taxpayer
Active Mobile Number		Taxpayer
Business Identification Number (BIN)		Taxpayer
Actual Amount of Gross Sales/Receipts of the Previous Year		Taxpayer
For Online Payment via www.filipizen.com:		
Online Banking, Wallet, or Credit/Debit Card Details		Taxpayer
For Over-the-Counter Payment at CTO:		
Billing Statement		Taxpayer
Tax Order of Payment (TOP) for Cedula		City Treasurer's Office City Hall or Investment Action Center

APPLY, PAY, AND PRINT PERMIT.

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Open your browser and go to www.filipizen.com.</p> <p>Type and select General Santos City as partner LGU and click Go To Services.</p>	<p>1.1 Receive in ETRACS the online application and forward to the Office of the Building Official (OBO).</p>	<p>None</p>	<p>5 Minutes</p>	<p><i>Local Treasury Operations Officer II / Local Treasury Operations Officer I / Ticket Checker</i></p> <p>City Treasurer's Office</p>
<p>Select RENEW BUSINESS APPLICATION, input the required data/information, and wait for the email notification that your application has been approved for payment.</p>	<p>1.2 Assess for OBO fees.</p>	<p>None</p>	<p>10 Minutes</p>	<p><i>Engineer I / Building Inspector / Administrative Aide VI</i></p> <p>Office of the Building Official</p>
<p>To view the billing statement online, open your browser and go to www.filipizen.com, type and select General Santos City as partner LGU, and click Go To Services.</p>	<p>1.3 Assess for business tax, fees, and charges.</p>	<p>None</p>	<p>3 Hours, 30 Minutes</p>	<p><i>Local Treasury Operations Officer II / Local Treasury Operations Officer I / Ticket Checker</i></p> <p>City Treasurer's Office</p>
<p>Select BUSINESS ONLINE BILLING AND PAYMENT and input the required</p>	<p>1.4 Review and approve the Assessment.</p> <p>Note: If the declared gross sales/receipts is erroneous, inform the customer to correct the</p>	<p>None</p>	<p>30 Minutes</p>	<p><i>Local Treasury Operations Officer IV / Revenue Examiner III / Local Treasury Operations Officer III</i></p> <p>City Treasurer's Office</p>

<p>data/information to view the billing statement.</p>	<p>declaration within two (2) days.</p>			
<p>If paying online, click PAY OPTION to select quarter/s for payment, click CONFIRM PAYMENT, and select your preferred payment portal.</p> <p>If paying over-the-counter:</p> <p>Proceed to City Treasurer's Office City Hall or Investment Action Center to pay.</p> <p>If paying at City Hall:</p> <p>Proceed to City Treasurer's Office located at the ground floor of the City Hall building.</p> <p>Get queuing priority number for Payment and the Tax Order of Payment (TOP) for Cedula located at the Public Assistance and Complaints Desk (PACD) and wait at the CTO lounge for turn to pay at Windows 46 - 48.</p> <p>If paying at Investment Action Center:</p>	<p>1.5 Issue priority number for Payment and Tax Order of Payment (TOP) for Cedula.</p>	<p>None</p>	<p>15 Minutes</p>	<p><i>Administrative Aide III (Clerk I)</i> City Treasurer's Office</p>

<p>Proceed to City Treasurer's Office located at the ground floor of the GSC Investment Action Center building.</p> <p>Get queuing priority number for Payment and the Tax Order of Payment (TOP) for Cedula located at the main entrance, ground floor of the GSC Investment Action Center and wait at the CTO lounge for turn to pay at Windows 15 - 18.</p> <p>Proceed to the payment window where the number was called and present the Billing Statement and the TOP for Cedula.</p> <p>Receive the Official Receipt.</p> <p>Check your email inbox for the sent ELECTRONIC BUSINESS PERMIT in PDF file format.</p> <p>Open the email message and click the file attachment.</p> <p>Click the download button. After</p>				<p><i>Administrative Aide III (Clerk I)</i></p> <p>City Treasurer's Office</p>
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<p>downloading, print the business permit.</p>				
	<p>1.6 Receive the Billing Statement and the TOP for Cedula and accept payment either in cash/cashier or manager's check/postal money order.</p> <p>Issue the computer-printed Official Receipt.</p>	<p>Total amount of taxes, fees, and charges stated in the Billing Statement</p> <p>&</p> <p>Total amount stated in the TOP for Cedula</p>	<p>2 Hours</p>	<p><i>Revenue Collection Clerk III / Revenue Collection Clerk II / Revenue Collection Clerk I / Ticket Checker</i></p> <p>City Treasurer's Office</p>
	<p>1.7 Send the Electronic Business Permit.</p>	<p>None</p>	<p>15 Minutes</p>	<p><i>Licensing Inspector II / Administrative Aide I</i></p> <p>City Mayor's Office – Business Permits and Licensing Division</p>

	TOTAL:	Total amount of taxes, fees, and charges stated in the Billing Statement & Total amount stated in the TOP for Cedula	6 Hours, 45 Minutes	
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2. ONLINE APPLICATION FOR NEW BUSINESS PERMIT

Service Information: Section 8 under Article A of Chapter II, Ordinance 1, series of 1996 or the General Santos City Revenue Code of 1996 provides: “Any person that shall establish, operate or conduct any business, trade or activity in the City of General Santos shall first obtain a Mayor’s Permit and pay the tax imposed under Article A of Chapter II of this Code.” The time of payment of the tax prescribed herein shall be within the first twenty (20) days of January of each calendar year upon approval of the City Mayor. (Section 6, Article A)

Office or Division:	City Treasurer’s Office (CTO) City Mayor’s Office – Business Permits and Licenses Division	
Classification:	Simple	
Type of Transaction:	G2B – Government to Business	
Who may avail:	Any person or entity that shall establish, operate, or conduct any business, trade or activity in the City of General Santos.	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
For Online Application via www.filipizen.com:		
Prepare the following requirements for the online application:		
1. Proof of Registration: DTI, SEC or CDA Registration	Taxpayer	
2. Proof of right of applicant to use location as business address:	Taxpayer	
i. If owned, proof of ownership – Transfer Certificate of Title or Tax Declaration		
ii. If not owned by the applicant – Contract of Lease, MOA, or written consent of property owner		
3. Fire Safety Inspection Certificate for Occupancy, valid in the last 9 months or FSIS for NEW BUSINESS	Taxpayer	
4. For applicants with valid FSIC for occupancy, Affidavit of Undertaking that there had been no substantial changes made on the building/establishment given the FSIC		
5. Complete and duly signed Unified Application Form	Taxpayer	
	Taxpayer	
For Online Payment via www.filipizen.com:		
Online Banking, Wallet, or Credit/Debit Card Details	Taxpayer	
For Over-the-Counter Payment at CTO:		
Business Identification Number (BIN) or Registered Trade Name		
Tax Order of Payment (TOP) for Cedula	City Treasurer’s Office City Hall or Investment Action Center	

APPLY, PAY AND PRINT PERMIT

See following instructions below:

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1 Open your browser and go to www.filipizen.com for the online application of new business permit.	None	None	None	None
Select General Santos City as partner LGU and click Go To Services.	None	None	None	None
Select NEW BUSINESS APPLICATION.	None	None	None	None
Select Create New Application and click Next to proceed.	None	None	None	None
Fill out the following required fields of information: <ul style="list-style-type: none"> • Name • Address • Email Address • Mobile Number and click Submit to proceed.	None	None	None	None
Check your Email Inbox or Spam, or Mobile Inbox for the sent 6-digit Validation Key. Enter the 6-digit Validation Key and click Verify to proceed. (Note: If you have not received any Email or Text Message, click Resend Code.)	None	None	None	None
Select Organization Type and click <u>Next</u> to proceed.	None	None	None	None

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Type the Business Name, Trade Name, and other required information and click <u>Submit</u> to proceed.	None	None	None	None
The screen will show that your application has been created and a Tracking Number will be displayed. Click <u>Continue</u> to proceed. (Note: Please take note of the Tracking Number for application monitoring.)	None	None	None	None
Fill-out all required information and click <u>Save</u> .	None	None	None	None
The screen will ask if the place of business is rented or not. Click <u>Next</u> to proceed.	None	None	None	None
Fill-out the Business Address and click <u>Save</u> to proceed.	None	None	None	None
Select the Line of Business and click <u>Save</u> to proceed.	None	None	None	None
Fill-out the Business Information and click <u>Save</u> to proceed.	None	None	None	None
Download the Unified Application Form and click <u>Next</u> to Proceed.	None	None	None	None

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Upload the business requirements including the Duly Signed UAF and click <u>Save</u> to proceed.	None	None	None	None
Review and verify the business information thoroughly and ensure that the data is correct. In case of any error, click <u>Back</u> to return to Edit Information. After finalizing, click <u>Submit</u> to submit the application.				
Your application for new business permit has been successfully submitted. A notification will be sent to your email address upon				
1.2 Receive an email notification that your application has been APPROVED.	1.2.1 Receive in ETRACS the online application, evaluate the attachments/requirements, evaluate and approve the capitalization, and forward to the Office of the Building Official (OBO).	None	30 Minutes	<i>Licensing Officer IV / Administrative Aide I City Mayor's Office - Business Permits and Licenses Division</i>
None	1.2.2 Assess for OBO fees.	None	10 Minutes	<i>Engineer I / Building Inspector / Administrative Aide VI Office of the Building Official</i>
None	1.2.3 Assess / reassess for business tax, fees, and charges.	None	3 Hours, 30 Minutes	<i>Local Treasury Operations Officer II / Local Treasury Operations Officer I / Ticket Checker City Treasurer's Office</i>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1.3 Receive another email notification that your application has been APPROVED FOR PAYMENT. If your application is approved for payment, you may now view your BILLING STATEMENT online with the following steps:</p> <ul style="list-style-type: none"> - Click the link provided in the Approval for Payment e-mail, or go to www.filipizen.com and select BUSINESS ONLINE BILLING. - Enter your Email Address and Mobile Number for verification. <p>Click Submit to proceed.</p> <ul style="list-style-type: none"> - Check your Email Inbox or Spam, or Mobile Inbox for the sent 6-digit Validation Key. <p>Enter the 6-digit Validation Key and click Verify to proceed.</p> <p>(Note: If you have not received any Email or Text Message, click Resend Code.)</p> <ul style="list-style-type: none"> - Enter the Business Identification Number (BIN) and click Next to proceed to the Billing Statement. - Review the Billing Statement that reflects the total amount payable. 	<p>1.3 Review and approve the Assessment.</p>	<p>None</p>	<p>30 Minutes</p>	<p><i>Local Treasury Operations Officer IV / Revenue Examiner III / Local Treasury Operations Officer III City Treasurer's Office</i></p>

For ONLINE PAYMENT via www.filipizen.com

See step-by-step instructions below:

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.4 Open your browser and go to www.filipizen.com for online payment.	None	None	None	None
Select General Santos City as partner LGU and click Go To Services.	None	None	None	None
Select BUSINESS ONLINE BILLING.	None	None	None	None
Enter your Email Address and Mobile Number for verification. Click Submit to proceed.	None	None	None	None
Check your Email Inbox or Spam, or Mobile Inbox for the sent 6-digit Validation Key. Enter the 6-digit Validation Key and click Verify to proceed. (Note: If you have not received any Email or Text Message, click Resend Code.)	None	None	None	None
Enter the Business Identification Number (BIN) and click Next to proceed.	None	None	None	None

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Review the Billing Statement that reflects the total amount payable.	None	None	None	None
After reviewing, scroll down to the end of the billing statement and click CONFIRM PAYMENT to proceed.	None	Total amount of taxes, fees, and charges stated in the Billing Statement	None	None
Fill out the following required fields of information: <ul style="list-style-type: none"> Name of Payer Address of Payer and click Continue to proceed.	None	Total amount of taxes, fees, and charges stated in the Billing Statement	None	None
Review Your Order details. Click on the checkbox with "I acknowledge and agree".	None	Total amount of taxes, fees, and charges stated in the Billing Statement	None	None
Click your preferred type of payment: <ul style="list-style-type: none"> GCASH MAYA / PAYMAYA DEVELOPMENT BANK OF THE PHILIPPINES (DBP) LAND BANK OF THE PHILIPPINES (LBP) 	None	Total amount of taxes, fees, and charges stated in the Billing Statement	None	None

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
After completing the online payment method of your choice, the screen will show that your payment is successful.	None	None	None	None
Wait for the ELECTRONIC OFFICIAL RECEIPT to be sent to your email inbox.	None	None	None	None
For OVER-THE-COUNTER PAYMENT at CTO See step-by-step instructions below:				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1.5.1 Proceed to City Treasurer's Office City Hall or Investment Action Center for over-the-counter payment.</p> <p>If paying at City Hall: - Proceed to City Treasurer's Office located at the ground floor of the City Hall building. - Get queuing priority number for Payment and the Tax Order of Payment (TOP) for Cedula located at the Public Assistance and Complaints Desk (PACD) and wait at the CTO lounge for turn to pay at Windows 46 - 48.</p> <p>If paying at Investment Action Center: -Get queuing priority number for Payment and the Tax Order of Payment (TOP) for Cedula located at the main entrance, ground floor of the GSC Investment Action Center and wait at the CTO lounge for turn to pay at Windows 15 – 18.</p>	<p>1.5.1 Issue priority number for Payment and Tax Order of Payment (TOP) for Cedula.</p>	None	15 Minutes	<p><i>Administrative Aide III (Clerk I)</i> City Treasurer's Office</p> <p><i>Administrative Aide III (Clerk I)</i> City Treasurer's Office</p>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1.5.2 Proceed to the payment window where the number was called and present to the Revenue Collection Clerk the Business Identification Number (BIN) or Registered Trade Name, and the TOP for Cedula.</p> <p>Receive the Official Receipt.</p>	<p>1.5.2 Receive the Business Identification Number (BIN) or Registered Trade Name, and the TOP for Cedula and accept payment either in cash/cashier or manager's check/postal money order.</p> <p>Issue the computer-printed Official Receipt.</p>	<p>Total amount of taxes, fees, and charges stated in the Billing Statement</p> <p>&</p> <p>Total amount stated in the TOP for Cedula</p>	<p>2 Hours</p>	<p><i>Revenue Collection Clerk III / Revenue Collection Clerk II / Revenue Collection Clerk I / Ticket Checker</i> City Treasurer's Office</p>
<p>Download and print the ELECTRONIC BUSINESS PERMIT from your email.</p>	<p>Send the Electronic Business Permit.</p>	<p>None</p>	<p>15 Minutes</p>	<p><i>Licensing Inspector II / Administrative Aide I</i> City Mayor's Office – Business Permits and Licenses Division</p>
	<p>TOTAL:</p>	<p>Total amount of taxes, fees, and charges stated in the Billing Statement</p> <p>&</p> <p>Total amount stated in the TOP for Cedula</p>	<p>7 Hours, 10 Minutes</p>	

3. ISSUANCE OF OCCUPATIONAL PERMIT

Description: The General Santos City Revenue Code of 1996, section 66 states that “It shall be unlawful for any person to engage in any business or occupation for which a permit is required for the proper supervision and enforcement of existing laws and ordinances governing sanitation, security and welfare and the health of the employees. In the business, trades or occupations under this ordinance and other ordinances that may herein after be enacted without first having secured a permit therefore from the City Mayor and pay the corresponding feed to the City Treasurer.”

Office or Division:	Business Permits and Licenses Division, Office of the City Mayor			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Any person applying for local employment			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	TIME	FEE	
1. Health Card with Official Receipt	1. George P. Royeca District Hospital, Barangay Lagao	1. <u>N/A</u>	1. <u>N/A</u>	
2. Barangay Clearance	2. Barangay Treasurer’s Office, Barangay Hall where the applicant resides	2. <u>N/A</u>	2. <u>N/A</u>	
3. Police or N.B.I. Clearance	3. Camp Fermin Lira, Barangay Dadiangas West (for Police Clearance) or N.B.I. Office, San Pedro St., Barangay Lagao (for N.B.I. Clearance)	3. <u>N/A</u>	3. <u>N/A</u>	
4. Birth/ Marriage or Baptismal Certificate	4. Local Civil Registrar Building, Pendatun Avenue, Barangay Dadiangas North	4. <u>N/A</u>	4. <u>N/A</u>	
5. Community Tax Certificate	5. Barangay Treasurer's Office, Barangay Hall where the applicant resides	5. <u>N/A</u>	5. <u>N/A</u>	
6. If applicant is not from General Santos City	6. Barangay Clearance from where establishment is located.	6. <u>N/A</u>	6. <u>N/A</u>	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all required documents to the receiving window of Business Permits and Licenses Division, Ground Floor, General Santos City Investment Action Center, City Hall Compound, Barangay Dadiangas East	1. Receive application form with complete requirements, evaluate and check authenticity of the submitted documents	None	10 minutes	<ul style="list-style-type: none"> Adam Kamal Ronalyn Fortugana
No Activity	2. Encode information based on submitted application form and documents and print permit	None	10 minutes	<ul style="list-style-type: none"> Lovella Gracia S. Celis Freedom M. Cavan
No Activity	3. Receive and review required attachments and approve Occupational Permit	None	5 minutes	Nathaniel M. Bustos Joy Grace P. Bundaon Atty. Rowi Arbilon Malayag

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Receive Occupational Permit	4. Verify claimant and release Occupational Permit	None	5 minutes	<ul style="list-style-type: none"> • Rafaelito Bayron
	TOTAL		Thirty minutes	
END OF TRANSACTION				

4. ISSUANCE OF MAYOR'S CLEARANCE

Description: The General Santos City Revenue Code of 1996, section 66 states that "It shall be unlawful for any person to engage in any business or occupation for which a permit is required for the proper supervision and enforcement of existing laws and ordinances governing sanitation, security and welfare and the health of the employees. In the business, trades or occupations under this ordinance and other ordinances that may herein after be enacted without first having secured a permit therefore from the City Mayor and pay the corresponding feed to the City Treasurer."

Office or Division:	Business Permits and Licenses Division, Office of the City Mayor			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Any person applying for employment			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	TIME	FEE	
1. Barangay Clearance	Barangay Treasurer's Office, Barangay Hall where the applicant resides	1. <u>N/A</u>	1. <u>N/A</u>	
2. Community Tax Certificate		2. <u>N/A</u>	2. <u>N/A</u>	
3. Prosecutor's Clearance (Original)	Barangay Treasurer's Office, Barangay Hall where the applicant resides	3. <u>N/A</u>	3. <u>N/A</u>	
4. Court Clearance (Original Copy)	Hall of Justice, Barangay Lagao	4. <u>N/A</u>	4. <u>N/A</u>	
5. Police or N.B.I. Clearance	Hall of Justice, Barangay Lagao	5. <u>N/A</u>	5. <u>N/A</u>	
6. Voter's Affidavit (Original Copy)	Camp Fermin Lira, Barangay Dadiangas West (for Police Clearance) or N.B.I. Office, San Pedro St., Barangay Lagao (for N.B.I. Clearance)	6. <u>N/A</u>	6. <u>N/A</u>	
7. Birth Certificate or any Valid Identification Card (Original Copy)	Barangay Treasurer's Office, Barangay Hall where the applicant resides 6. COMELEC Office, 3/F Barangay Hall, Barangay Dadiangas West Hall 7. Local Civil Registrar Building, Pendatun Avenue, Barangay Dadiangas North	7. <u>N/A</u>	7. <u>N/A</u>	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all required documents to the receiving window of Business Permit and Licenses Division, Ground Floor, General Santos City Investment Action Center, City Hall compound, Barangay Dadiangas East	1. Receive application form with complete requirements, evaluate and check authenticity of the submitted documents	None	10 minutes	<ul style="list-style-type: none"> Adam Kamal Ronalyn Fortugana
No Activity	2. Encode information based on submitted application form and documents and print Mayor's Clearance	None	10 minutes	<ul style="list-style-type: none"> Lovella Gracia S. Celiz Freedom M. Cavan
No Activity	3. Receive and review required attachments and approve Mayor's Clearance	None	5 minutes	<ul style="list-style-type: none"> Nathaniel M. Bustos Atty. Rowi Arbilon Malayag

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Receive Mayor's Clearance	4. Verify claimant and release Mayor's Clearance	None	5 minutes	• Rafaelito Bayron
	TOTAL		Thirty minutes	
END OF TRANSACTION				

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5. ISSUANCE OF SPECIAL PERMIT

Description: The General Santos City Revenue Code of 1996, section 99 and 102 states that “Any person that shall hold special activities shall first obtain a permit from the City Mayor’s Office.”

Office or Division:	Business Permits and Licenses Division, Office of the City Mayor			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Any person, company or organization applying for Special Permit			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE		TIME	FEE
<ol style="list-style-type: none"> 1. Letter request of applicant 2. Endorsement from the City Mayor’s Office 3. Official Receipt 4. Application form 	<ol style="list-style-type: none"> 1. From applicant 2. City Mayor’s Office 3. City Treasurer’s Office, G/F GSC Investment Center Building, City Hall Compound 4. Business Permit and Licenses Division Office, G/F GSC Investment Center Building, City Hall Compound 		<ol style="list-style-type: none"> 1. <u>N/A</u> 2. <u>N/A</u> 3. <u>N/A</u> 4. <u>N/A</u> 	<ol style="list-style-type: none"> 1. <u>N/A</u> 2. <u>N/A</u> 3. <u>N/A</u> 4. None
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all required documents to the receiving window of Business Permit and Licenses Division, Ground Floor, General Santos City Investment Action Center, City Hall compound, Barangay Dadiangas East	1. Accept application form with complete requirements and evaluate, check the authenticity of the submitted documents.	None	10 minutes	<ul style="list-style-type: none"> • Adam Kamal • Ronalyn Fortugana
No Activity	2. Encode information based on submitted application form and documents and print Special Permit	None	10 minutes	<ul style="list-style-type: none"> • Lovella Gracia S. Celiz • Freedom M. Cavan
No Activity	3. Receive and review required attachments and approve Special Permit	None	5 minutes	<ul style="list-style-type: none"> • Nathaniel M. Bustos • Joy Grace P. Bundaon • Atty. Rowi Arbilon Malayag
2. Receive Special Permit	4. Verify claimant and release Special Permit	None	5 minutes	<ul style="list-style-type: none"> • Rafaelito Bayron
	TOTAL		Thirty Minutes	
END OF TRANSACTION				

6. ISSUANCE OF CERTIFICATION

Office or Division:	Business Permits and Licenses Division, Office of the City Mayor				
Classification:	Simple				
Type of Transaction:	G2C				
Who may avail:	Any person, company or organization				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		TIME	FEE
1. Official Receipt		1. City Treasurer's Office, G/F GSC Investment Center Building, City Hall Compound		1. <u>N/A</u>	1. P 36.00
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Submit Official Receipt to the receiving window of Business Permit and Licenses Division, Ground Floor, General Santos City Investment Action Center, City Hall compound, Barangay Dadiangas East	1. Receive Official Receipt and prepare Certification	None	10 minutes	<ul style="list-style-type: none"> Adam Kamal Ronalyn Fortugana 	
No Activity	2. Receive, review and approve Certification	None	5 minutes	<ul style="list-style-type: none"> Nathaniel M. Bustos Atty. Rowi Arbilon Malayag 	
2. Receive Certification	3. Verify claimant and release Certification	None	5 minutes	<ul style="list-style-type: none"> Rafaelito Bayron 	
	TOTAL		Twenty Minutes		
END OF TRANSACTION					

7. ISSUANCE OF BUSINESS RELATED PERMITS FOR SHARED PASSIVE TELECOMMUNICATIONS TOWER INFRASTRUCTURES (NEW)

Description: Upon complete construction of the Shared PTTI, the following requirements and clearances shall be submitted to the LGU one-stop shop for business related permits. Such LGU shall be prohibited from requiring documents or clearances other than those expressly enumerated below:

Office or Division:		Business Permits and Licenses Division, Office of the City Mayor			
Classification:		Simple			
Type of Transaction:		G2C			
Who may avail:		Any person, company, agency or institution			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		TIME	FEE
1. Duly accomplished Unified Application Form - Original 1 copy)		1. Business Permit and Licenses Division Office, G/F GSC Investment Center Building, City Hall Compound		1. <u>N/A</u>	1. <u>N/A</u>
2. Certificate of Use Application Form (1 copy)		2. Office of the Building Official, 2/F GSC Investment Center Building, City Hall Compound		2. <u>N/A</u>	2. <u>N/A</u>
3. Certificate of completion issued by licensed Architect or Civil Engineer of the project (1 copy)		3. From applicant		3. <u>N/A</u>	3. <u>N/A</u>
4. Copy of As-Built Plan (if there is any modification on the submitted technical documents (1 copy)		4. From applicant		4. <u>N/A</u>	4. <u>N/A</u>
5. Certificate of Final Electrical Inspection with valid PRC IDs and PTRs of the Electrical Inspector (1 copy)		5. From applicant		5. <u>N/A</u>	5. <u>N/A</u>
6. Copy of Fire Insurance Policy (1 copy)		6. From applicant		6. <u>N/A</u>	6. <u>N/A</u>
*For the avoidance of doubt, a Certificate of Occupancy shall not be required from applicants in securing a Business Permit					
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Submit all required documents to the receiving window of Business Permits and Licenses Division, Ground Floor, General Santos City Investment Action Center, City Hall compound, Barangay Dadiangas East:	1. Interview and check entries of Unified Application Form and other requirements as to correctness and completeness then instruct the client to wait for the printed assessment and billing statements	None	5 minutes	<ul style="list-style-type: none"> Administrative Assistant V (Processing Section) 	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
No Activity	1.2. Encode data and send encoded data to OBO electronically and OBO forward data to CTO and wait for approved assessment and billing statement	None	20 minutes	<ul style="list-style-type: none"> Administrative Assistant V (Processing Section)
No Activity	1.3. Print assessment record and billing statement and release document to applicant	None	5 minutes	<ul style="list-style-type: none"> Administrative Assistant V (Processing Section)
2. Proceed to CTO for payment	No Activity			
No Activity	2. Receive and review documents and official receipts from CTO personnel and forward for review and printing of Business Permit	None	5 minutes	<ul style="list-style-type: none"> Administrative Assistant V (Processing Section)
No Activity	2.1. Print and check Business Permit	None	5 minutes	<ul style="list-style-type: none"> Licensing Inspector II/ Administrative Assistant V
No Activity	2.2. Submit for approval of printed Business Permit	None	5 minutes	<ul style="list-style-type: none"> Administrative Assistant V
No Activity	3. Receive and review required attachments and approve Business Permit	None	10 minutes	<ul style="list-style-type: none"> Christian Mark Abarquez
No Activity	4. Collect approved business permit and attachments for sorting (Taxpayer's and Office File) then forward to releasing window	None	10 minutes	<ul style="list-style-type: none"> Administrative Assistant V (Processing Section)
No Activity	5. Receive and encode approved Business Permit and file copy, ready for release	None	10 minutes	<ul style="list-style-type: none"> Administrative Assistant V (Processing Section)
3. Proceed to BPLD releasing window to sign the logbook and claim approved Business Permit	6. Verify claimant and advise to comply the necessary post requirements within 90 days upon release of Business Permit	None	10 minutes	<ul style="list-style-type: none"> Licensing Officer II/ Licensing Inspector II / Administrative Assistant V (Processing Section)
	6.1. Release approved Business Permit	None	5 minutes	<ul style="list-style-type: none"> Licensing Officer II/ Licensing Inspector II /
	TOTAL		One hour and thirty minutes	
END OF TRANSACTION				

Note: Based on City Treasurer's Service Table, it takes around 16 minutes and 1 second before they can forward the documents to CMO – Business Permits and Licensing Office

8. ISSUANCE OF MOTORIZED BANCA REGISTRATION

Description: The General Santos City Revenue Code of 1996 Sec. 91 states that owners of fishing vessel with gross tonnage of 3 tons or below shall be required to secure permit

Processing and Issuance of Registration of Fishing Banca and Motorboats	
Office or Division	City Mayor's Office - Business Permit and Licenses Division
Classification	Simple
Type of Transaction	G2C
Who may avail	Banca Owners and Operators
Checklist of Requirements	Where to Secure
1. Duly Accomplished Application Form - one (1) copy/original	City Agriculturist's Office, City Hall Compound
2. Barangay Clearance (Original Copy)- one (1) copy/original	Barangay Treasurer, Barangay Hall (Where owner/operator resides)
3. Community Tax Clearance (Cedula)- one (1) copy/original	Barangay Treasurer, Barangay Hall (Where owner/operator resides)
4. Invoice/Receipt of engine (<i>if new</i>)- one (1) copy/original	Applicant/Owner
5. Deed of Sale/Affidavit of Ownership (<i>If second hand</i>)- one (1) copy/original	Applicant/Owner
6. Certificate of Admeasurement- one (1) copy/original	City Agriculturist's Office City Hall Compound
7. Picture of banca (5" x 7" colored) - 2 pcs.	Applicant/Owner
8. Latest picture of owner, taken not more than 1 month ago, 2" X 2", colored - 2 pcs.	Applicant/Owner
1) Clearance from PNP-Maritime Region 12- one (1) copy/original	PNP-Maritime Region 12 Office at Makar, Brgy. Labangal, General Santos City
10. Proof of payment of license and other prescribed fees-Original/photocopy (1 copy)	Receipt/s issued by the City Treasurer's Office (CTO), City Hall Compound

9. ISSUANCE OF NON-MOTORIZED BOAT REGISTRATION

Processing and Issuance of Registration of Fishing Banca and Motorboats	
Office or Division	City Mayor's Office - Business Permit and Licenses Division
Classification	Simple
Type of Transaction	G2C
Who may avail	Banca Owners and Operators
Checklist of Requirements	Where to Secure
1. Duly Accomplished Application Form - one (1) copy/original	City Agriculturist's Office, City Hall Compound
2. Barangay Clearance (Original Copy)- one (1) copy/original	Applicant/Owner
3. Left and right side colored picture of fishing vessel (5' x 7')	Applicant/Owner
4. Latest picture of owner, taken not more than 1 month ago, 2" X 2", colored - 2 pcs.	Applicant/Owner
5. Proof of payment of license and other prescribed fees-Original/photocopy (1copy)	Receipt/s issued by the City Treasurer's Office (CTO), City Hall Compound

10. ISSUANCE OF PERMIT TO OPERATE

Processing and Issuance of Permit to Operate	
Office or Division	City Mayor's Office - Business Permit and Licenses Division
Classification	Simple
Type of Transaction	G2C
Who may avail	Banca Owners and Operators
Checklist of Requirements	Where to Secure
1. Duly Accomplished Application Form - one (1) copy/original	City Agriculturist's Office, City Hall Compound
2. Barangay Clearance (Original Copy)- one (1) copy/original	Barangay Treasurer, Barangay Hall (Where owner/operator resides)
3. Copy of previous Permit to Operate- if Renewal, 1 photocopy	Applicant/Owner
4. Proof of payment of license and other prescribed fees-Original/photocopy (1 copy)	Receipt/s issued by the City Treasurer's Office (CTO), City Hall Compound

11. ISSUANCE OF MOTORBOAT OPERATOR'S LICENSE (MBOL)

Processing and Issuance of Permit to Operate	
Office or Division	City Mayor's Office - Business Permit and Licenses Division
Classification	Simple
Type of Transaction	G2C
Who may avail	Banca Owners and Operators
Checklist of Requirements	Where to Secure
1.Duly Accomplished Application Form - one (1) copy/original	City Agriculturist's Office, City Hall Compound
2.. Copy OF Valid fisherfolk ID card / Valid ID	Applicant/Owner
3.. Certificate of attendance to the Basic Sea Safety and Navigation Orientation (BSSN)	City Agriculturist's Office, City Hall Compound
4. Certification of successful passing of oral or written basic navigation exam and practical test	City Agriculturist's Office, City Hall Compound
5. Proof of payment of license and other prescribed fees-Original/photocopy (1 copy)	Receipt/s issued by the City Treasurer's Office (CTO), City Hall Compound

12. ISSUANCE OF PERMITS AND LICENSES FOR FISHING GEARS

Processing and Issuance of Registration of Fishing Gears	
Office or Division	City Mayor's Office - Business Permit and Licenses Division
Classification	Simple
Type of Transaction	G2C
Who may avail	Banca Owners and Operators
Checklist of Requirements	Where to Secure
1. Duly Accomplished Application Form - one (1) copy/original	City Agriculturist's Office City Hall Compound
2. Colored picture of the Fishing Gear (5"x7") Colored- 1 pc.	Applicant/Owner
3. Fisherfolk Registration Identification Card – 1 photocopy	City Agriculturist's Office City Hall Compound
4. Valid Permit to Operate, If applicable (Banca)- 1 photocopy	Business Permit & Licensing Division
5. Favorable fishing gear inspection by CAG	City Agriculturist's Office City Hall Compound
6. Proof of payment of prescribed fees – 1 Original & 1 photocopy	Receipt/s issued by the City Treasurer's Office (CTO), City Hall Compound

13. ISSUANCE OF FISHING PERMITS

Processing and Issuance of Fishing Permit	
Office or Division	City Mayor's Office - Business Permit and Licenses Division
Classification	Simple
Type of Transaction	G2C
Who may avail	Banca Owners and Operators
Checklist of Requirements	Where to Secure
1. Duly Accomplished Application Form - one (1) copy/original	City Agriculturist's Office, City Hall Compound
2. Fisherfolk Registration Identification card	City Agriculturist's Office City Hall Compound
3. Latest 2x2 Colored picture - 1 pc.	Applicant/Owner
4. Proof of payment of prescribed fees – 1 Original & 1 photocopy	Receipt/s issued by the City Treasurer's Office (CTO), City Hall Compound

14. ISSUANCE OF AQUACULTURE PERMIT

Processing and Issuance of Fishing Permit				
Office or Division	City Mayor's Office - Business Permit and Licenses Division			
Classification	Simple			
Type of Transaction	G2C			
Who may avail	Banca Owners and Operators			
Checklist of Requirements			Where to Secure	
1. Original copy of the environmental compliance certificate (ECC), if applicable.				
2. Original copy of the PAMB clearance, if applicable.				
3. Original copy of the Special use Agreement on the Protected Area (SAPA), if applicable.				
4. Barangay Clearance (1 Original & 1 Photocopy)			Applicant/Owner	
5. Inspection Report – Original			City Agriculturist's Office City Hall Compound	
6. Proof of payment of prescribed fees 1 Original & 1 photocopy			Receipt/s issued by the City Treasurer's Office (CTO), City Hall Compound	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits properly filled-up Application Form and complete requirements and forward to encoder/printer	1.1.Receives, sort and check documents for completeness	None	5 minutes	<ul style="list-style-type: none"> Pabalay, Rose Ann Marzhel Amor S. Toribio, Mary Joy P.

	1.2. Encodes, prints Registration of Fishing Banca	None	10 minutes	<ul style="list-style-type: none"> Celiz, Lovella Gracia S. Cavan, Freedom M.
	1.3. Checks printed Registration of Fishing Banca and forward documents for approval of the Division Chief	None	5 minutes	<ul style="list-style-type: none"> Celiz, Lovella Gracia S. Cavan, Freedom M.
	1.4. Reviews and approves Registration of Fishing Banca	None	5 minutes	<ul style="list-style-type: none"> Atty. Rowi Arbilon Malayag Nathaniel M. Bustos
2. Receives documents	2. Detach file copy, and releases approved Registration	None	10 minutes	<ul style="list-style-type: none"> Pabalay, Rose Ann Marzhel Amor S. Toribio, Mary Joy P.
<i>Total Number of Minutes</i>			35 minutes	
END OF TRANSACTION				
- Service is covered under Republic Act 7160 & Republic Act 8550				
- Executive Order No. 305, Series 149 (3) of Republic Act No. 7160 otherwise known as the Local Government Code of 1991, and Sections 16, 17 & 18 of Republic Act 8550 otherwise known as the Philippine Fisheries Code of 1998.				

REGISTRATION & LICENSING OF FISHING BANCA				
Three (3) Gross Tonnage & below				
SCHEDULE OF FEES & REQUIREMENTS				
TYPE OF APPLICATION	CATEGORY			MODE OF PAYMENT
	10 HP & BELOW	11 HP - 16 HP	17 HP & ABOVE	
1. Registration Fee	100	200	300	Once
2. Permit to Operate	100	200	300	Yearly
3. Operator's Permit	250	250	250	Every 3 Years on Birth Month
5. Inspection Fee	100	100	100	Yearly
6. Environmental Sanitation Fee	150	150	150	Yearly
TOTAL (PhP)	700	900	1100	
Renewal of Permits:	Every February of each year			
Surcharges and Interest on late/unrenewed permits:				
	Surcharge - 25% of the fees			
	Interest - 25% per month of the unpaid fees or charges including surcharges			
Fines/Penalties for non-registration:				
	1st offense - P500.00			
	2nd offense - P1,000.00			
	3rd offense - P3,000.00			
	4th offense - Confiscation of the fishing banca or imprisonment for 1 month to 6 months or both			
	such imprisonment and fine at the discretion of the court.			

15. ISSUANCE OF QUARRY PERMIT

Office or Division	City Mayor's Office - Business Permit and Licenses Division			
Classification	Highly Technical			
Type of Transaction	Issuance of Quarry Permit - G2C			
Who may avail	Any constituent, civil society organization, agency or institution			
Checklist of Requirements		Where to Secure		
1. Letter of intent	1. Applicant/ Proponent/ Requester			
2. Land title/ Proof of ownership	2. Applicant/ Proponent/ Requester			
3. Sketch map	3. Geologist duly accredited by Mines and Geo-Science Bureau			
4. Location /area status clearance	4. Mines and Geo-Science Bureau Regional Office XII			
5. Brgy. Resolution for the conduct of onsite public consultation	5. Concerned Barangay(Where the Proposed quarry located)			
6. NIA clearance	6. National Irrigation Authority			
7. DPWH clearance	7. Department of Public Works & Highways			
8. Environmental Compliance Certificate (approved)	8. Environment Management Board Regional Office XII			
9. Quarry application form	9. City ENR Office			
10. Commitment Report (tree planting/ growing) with inspection report and geo tagged photos of the planted trees/ bamboos	10. City ENR Office			
11. Business permit	11. Business Permits and License Division			
12. Certificate of Non-overlap	12. National Council for Indigenous People (NCIP)			
13. DTI certificate	13. Department of Trade and Industry (DTI)			
14. Work Program	14. Mining Engineer (Template available at CENRO office)			
15. Barangay Clearance	15. Barangay Concern			
16. Approve Quarry Permit	16. City Mayors Office			
*All requirements must be placed in a folder. 4 sets must be prepared by the proponent/requester. 1 set must be original copies for verification				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
-	1.1.Receives, sorts and checks endorsed application documents from CENRO for completeness	None	5 minutes	<ul style="list-style-type: none"> Pabalay, Rose Ann Marzhel Amor S. Toribio, Mary Joy P.

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.2. Encodes, prints Quarry Permit	None	7 minutes	<ul style="list-style-type: none"> Celiz, Lovella Gracia S. Cavan, Freedom M.
	1.3. Checks printed Quarry Permit and prepares transmittal letter to CMO for signature of the Division Chief	None	7 minutes	<ul style="list-style-type: none"> Celiz, Lovella Gracia S. Cavan, Freedom M.
	1.4. Reviews Quarry Permit and signs transmittal letter	None	5 minutes	<ul style="list-style-type: none"> Atty. Rowi Arbilon Malayag
Claim approved Quarry Permit at the City Mayor's Office	1.5. Endorse Quarry Permit to the City Mayor's Office for approval of the City Mayor	None	10 minutes	<ul style="list-style-type: none"> Pabalay, Rose Ann Marzhel Amor S. Toribio, Mary Joy P.
<i>Total Number of Minutes</i>		34 minutes		
END OF TRANSACTION				
Service is covered under Republic Act 7160, Republic Act 7076 & Republic Act 7942				
Republic Act 7076 or the People's Small-Scale Mining Act of 1991				
Republic Act 7942 or the Philippine Mining Act of 1995				
Executive Order No. 79 and DENR Administrative Order (DAO) 10-21				

16. INSPECTION OF BUSINESS ESTABLISHMENTS

Description: The General Santos City Revenue Code of 1996, section 66 states that “It shall be unlawful for any person to engage in any business or occupation for which a permit is required for the proper supervision and enforcement of existing laws and ordinances governing sanitation, security and welfare and the health of the employees. In the business, trades or occupations under this ordinance and other ordinances that may herein after be enacted without first having secured

Office or Division:	Business Permits and Licenses Division, Office of the City Mayor				
Classification:	Simple				
Type of Transaction:	G2C				
Who may avail:	Any person, company or organization				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		TIME	FEE
1. None		1.		1.	1.
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
	1. Prepare schedule and area of Geo-tagging / inspection	None	30 minutes	<ul style="list-style-type: none"> Rogelio S. Escobar, Jr. Crisanto G. Yumang (Team Leaders) 	
	2. Conduct planning of execution	None	60 minutes	<ul style="list-style-type: none"> Rogelio S. Escobar, Jr. Crisanto G. Yumang (Team Leaders) 	
	3. Proceed to identified area and meet with barangay officials for courtesy call	None	60 to 40 minutes	<ul style="list-style-type: none"> Rogelio S. Escobar, Jr. Crisanto G. Yumang (Team Leaders) 	
	4. Proceed to different business establishments for inspection	None	20 minutes	<ul style="list-style-type: none"> Rogelio S. Escobar, Jr. Crisanto G. Yumang (Team Leaders) 	
Meet Inspection Team	5. Explain to owner/representative the purpose of the visit	None	10 minutes	<ul style="list-style-type: none"> Rogelio S. Escobar, Jr. Crisanto G. Yumang (Team Leaders) 	
Present necessary documents and allow Inspectors to conduct inspection / geo-tagging activity	6. Conduct inspection	None	20 minutes	<ul style="list-style-type: none"> Rogelio S. Escobar, Jr. Crisanto G. Yumang (Team Leaders) 	
Listen to Inspector's finding/s	7. Explain the result of inspection	None	10 minutes	<ul style="list-style-type: none"> Rogelio S. Escobar, Jr. Crisanto G. Yumang (Team Leaders) 	

a permit therefore from the City Mayor and pay the corresponding feed to the City Treasurer.”

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Sign and receive Inspection Ticket, *if applicable	8. Issue Inspection Ticket, *if applicable	None	5 minutes	<ul style="list-style-type: none"> Rogelio S. Escobar, Jr. Crisanto G. Yumang (Team Leaders)
	9. Encode and print Inspection Report for submission to Division Chief	None	5 minutes	<ul style="list-style-type: none"> Rogelio S. Escobar, Jr. Crisanto G. Yumang (Team Leaders)
	10. Office thru Division Chief send letter to business owner	None	30 minutes	<ul style="list-style-type: none"> Christian Mark Abarquez
	11. Deliver letter	None	30 minutes	<ul style="list-style-type: none"> Rogelio S. Escobar, Jr. Crisanto G. Yumang (Team Leaders)
	12. Follow-up inspection after 30 days	None	30 minutes	<ul style="list-style-type: none"> Rogelio S. Escobar, Jr. Crisanto G. Yumang (Team Leaders)
	13. If non-compliant, write letter to the owner and prepare report to the City Mayor	None	30 minutes	<ul style="list-style-type: none"> Atty. Rowi Arbilon Malayag
	14. Deliver letter	None	30 minutes	<ul style="list-style-type: none"> Rogelio S. Escobar, Jr. Crisanto G. Yumang (Team Leaders)
	15. Implement necessary sanction (Closure of establishment)	None	90 to 120 minutes	<ul style="list-style-type: none"> Rogelio S. Escobar, Jr. Crisanto G. Yumang (Team Leaders)
	TOTAL		-	
END OF TRANSACTION				

17. COMPLAINT INSPECTION OF BUSINESS ESTABLISHMENTS

Description: The General Santos City Revenue Code of 1996, section 66 states that “It shall be unlawful for any person to engage in any business or occupation for which a permit is required for the proper supervision and enforcement of existing laws and ordinances governing sanitation, security and welfare and the health of the employees. In the business, trades or occupations under this ordinance and other ordinances that may herein after be enacted without first having secured a permit therefore from the City Mayor and pay the corresponding feed to the City Treasurer.”

Office or Division:		Business Permits and Licenses Division, Office of the City Mayor			
Classification:		Simple			
Type of Transaction:		G2C			
Who may avail:		Any person, company or organization			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		TIME	FEE
1. None		1.		1.	1.
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
	1. Prepare schedule and area of Geo-tagging / inspection	None	30 minutes	<ul style="list-style-type: none"> Rogelio S. Escobar, Jr. Crisanto G. Yumang (Team Leaders) 	
	2. Conduct planning of execution	None	60 minutes	<ul style="list-style-type: none"> Rogelio S. Escobar, Jr. Crisanto G. Yumang (Team Leaders) 	
	3. Proceed to identified area and meet with barangay officials for courtesy call	None	60 to 40 minutes	<ul style="list-style-type: none"> Rogelio S. Escobar, Jr. Crisanto G. Yumang (Team Leaders) 	
	4. Proceed to complaint business establishments for inspection	None	20 minutes	<ul style="list-style-type: none"> Rogelio S. Escobar, Jr. Crisanto G. Yumang (Team Leaders) 	
Meet Inspection Team	5. Explain to owner/representative the purpose of the visit	None	10 minutes	<ul style="list-style-type: none"> Rogelio S. Escobar, Jr. Crisanto G. Yumang (Team Leaders) 	
Present necessary documents and allow Inspectors to conduct inspection / geo-tagging activity	6. Conduct inspection	None	20 minutes	<ul style="list-style-type: none"> Rogelio S. Escobar, Jr. Crisanto G. Yumang (Team Leaders) 	
Listen to Inspector's finding/s	7. Explain the result of inspection	None	10 minutes	<ul style="list-style-type: none"> Rogelio S. Escobar, Jr. Crisanto G. Yumang (Team Leaders) 	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Sign and receive Inspection Ticket, *if applicable	8. Issue Inspection Ticket, *if applicable	None	5 minutes	<ul style="list-style-type: none"> Rogelio S. Escobar, Jr. Crisanto G. Yumang (Team Leaders)
	9. Encode and print Inspection Report for submission to Division Chief	None	5 minutes	<ul style="list-style-type: none"> Rogelio S. Escobar, Jr. Crisanto G. Yumang (Team Leaders)
	10. Office thru Division Chief send Notice of violation letter to business owner (show cause order)	None	30 minutes	<ul style="list-style-type: none"> Atty. Rowi Arbilon Malayag
	11. Deliver Notice of Violation letter (show cause order)	None	30 minutes	<ul style="list-style-type: none"> Rogelio S. Escobar, Jr. Crisanto G. Yumang (Team Leaders)
	12. If non-compliant, write letter to the owner and prepare report to the City Mayor	None	30 minutes	Atty. Rowi Arbilon Malayag
	13. Implement necessary sanction (Closure of establishment)	None	90 to 120 minutes	<ul style="list-style-type: none"> Rogelio S. Escobar, Jr. Crisanto G. Yumang (Team Leaders)
	TOTAL		-	
END OF TRANSACTION				