

## 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.”

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

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>Sign and receive Inspection Ticket, *if applicable</b>	8. Issue Inspection Ticket, *if applicable	None	5 minutes	<ul style="list-style-type: none"> <li>Rogelio S. Escobar, Jr.</li> <li>Crisanto G. Yumang (Team Leaders)</li> </ul>
	9. Encode and print Inspection Report for submission to Division Chief	None	5 minutes	<ul style="list-style-type: none"> <li>Rogelio S. Escobar, Jr.</li> <li>Crisanto G. Yumang (Team Leaders)</li> </ul>
	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"> <li>Atty. Rowi Arbilon Malayag</li> </ul>
	11. Deliver Notice of Violation letter (show cause order)	None	30 minutes	<ul style="list-style-type: none"> <li>Rogelio S. Escobar, Jr.</li> <li>Crisanto G. Yumang (Team Leaders)</li> </ul>
	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"> <li>Rogelio S. Escobar, Jr.</li> <li>Crisanto G. Yumang (Team Leaders)</li> </ul>
	<b>TOTAL</b>		-	
<b>END OF TRANSACTION</b>				