



REPUBLIC OF THE PHILIPPINES
City of Gapan
PROVINCE OF NUEVA ECIJA

CITIZEN'S CHARTER
2020 (1st Edition)



I. Mandate:

II. Vision:

Gapan City envisions as an Agri-industrial, tourism-oriented and commercial center in the South of Nueva Ecija with God-fearing, empowered , well-educated, peace loving, disaster and climate resilient and healthy society living in a safe and ecologically sound environment in a vibrant and progressive economy governed by competent, development oriented and unified leaders.

III. Mission:

To become a business center in the south of Nueva Ecija, with modern malls and industrial centers strategically located in the locality; looking after the welfare of its constituents by providing quality services in the holistic growth of the populace through the constant development of humane and professional civil servants imbued with high moral and ethical standards.

IV. Service Pledge:



1. Securing of Business Permit

Office or Division:	Office of Business Permit and Licensing Division			
Classification:	Simple			
Type of Transaction:	G2B			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Business Name		DTI, SEC		
Fire Safety Inspection Certificate		Bureau of Fire Protection		
Occupancy Permit		City Engineering Office		
Sanitary/ Health Clearance		City Health Office		
Community Tax Certificate (CEDULA)		City Treasurer's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Assessment/ Approval	1. Receive the required documents and check for completeness.	Based on type of business on capitalization (new enterprises)	1 minute	Office Staff BPLO Office
2. Payment of Business Tax, Fees and other Charges & Bureau of Fire Protection (fire clearance)	2.Proceed to Window 3 or 4 and pay the taxes and fees appearing in the assessment form. 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: -- City Planning and Development Office Coordinator (zoning clearance) -- City Engineering (building inspection) -- City Health Officer (sanitary inspection) -- SSS --Pag-Ibig	annual gross receipts (existing enterprises) Based on capitalization (new enterprise) Individual Health Certificate P80.00/ employee Environmental Inspection Fee P100.00 LocalShare(FireCode) P500.00 – Retailer/Wholesaler/Manufacturer /Service Business Plate/StickerP120.00 Sanitary PermitP150.00	10 minutes	Office Staff Treasurer Office Fire Department City Building Officer Office of the City Engineering City Planning and Development Office of the City Planning City Health Officer Office of the City Health

3. Releasing of Business Permit/Business Plate/sticker and	3. The Staff of the BPLO Office will release the clearance or certification.	Scale/Weights&Measures Small Scale Enterprise P30.00 MediumScale Enterprise P40.00 Large Scale Enterprise P100.00 Gasoline Station per pump P100.00	1 minute	City Licensing BPLO Office
END OF TRANSACTION				



1. RETIRING A BUSINESS LICENSE

Office or Division:	Office of Business Permit and Licensing Division			
Classification:	Simple			
Type of Transaction:	G2B			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
BARANGAY BUSINESS CLOSURE		Barangay		
AFFIDAVIT OF CLOSURE		Enterprises		
BUSINESS PLATE & CERTIFICATE (CURRENT YEAR IF ANY)		Enterprises		
2551M/ITR/QUARTERLY VAT PAYMENT(IF ANY)		Bureau of Internal Revenue		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Application / Payment Verification	Secure Application for Business Retirement Form and submit requirements for retiring a business, while taxpayers' payment history is verified by the staff.	Based on type of business annual gross receipts	10 minute	Office Staff BPLO Office
2. Client Follow-up	Follow up status of application and pay taxes due, if any.		5 minutes	Office Staff Treasurer Office
3. Issuance of Certificate	3. The Staff of the BPLO Office will release the clearance or certification.		5 minutes	Office Staff BPLO Office
END OF TRANSACTION				



APPLYING/RENEWING A PUBLIC UTILITY TRICYCLE FRANCHISE

Office or Division:	Office of Business Permit and Licensing Division			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Application Form for Franchise with approval of TODA President		Toda President		
Photocopy of OR-CR		Land Transportation Office		
Photocopy of Voter's I.D.		Comelec		
Photocopy of Driver's License		Land Transportation Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure and Submit Application Form	Secure Application form from TRO. Accomplish the form and submit requirements	TAXES AND FEES {NEW} Initial Registration 50.00 Drivers ID ----- 50 .00 Plate Number ---100.00 Filing Fee----- 50.00 Franchise ----- 200.00 TOTAL P 450.00	10 mins	Office Staff BPLO Office
2. Inspection and Verification	2. The Staff of the BPLO Office inspect and verified Motorcycle engine number, chassis number		10 mins	Office Staff BPLO Office
3. Assessment of Fees and Charges, Approval of MTOP Application	3. The Staff of the BPLO Office prepares the payment assessment		10 mins	Office Staff BPLO Office
4. Payment	Proceed to Window 3 or 4 and pay the taxes and fees appearing in the assessment form.	{RENEWAL } Drivers ID ----- 25 .00 Filing Fee----- 80.00 Sticker ----- 50.00 TOTAL P 155.00	5mins	Office Staff Treasurer Office
5. Issuance of MTOP	BPLO Officer and staff release Franchise Plate, and Franchise I.D.		5mins	Office Staff BPLO Office

END OF TRANSACTION				



APPLYING FOR “SERVICE ONLY” STICKER FOR PRIVATE UTILITY TRICYCLES

Office or Division:	Office of Business Permit and Licensing Division			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Photocopy of OR-CR		Land Transportation Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure and Submit Application Form	Secure Application form from TRO. Accomplish the form and submit requirements	<ul style="list-style-type: none">FEES AND CHARGES Registration Fee-- P150.00	10 mins	Office Staff BPLO Office
2.Inspection and Verification	2. The Staff of the BPLO Office Inspect and verified Motorcycle engine number, chassis number		10 mins	Office Staff BPLO Office
3.Assessment of Fees and Charges, Approval of Service Only Application	3. The Staff of the BPLO Office prepares the payment assessment		10 mins	Office Staff BPLO Office
4. Payment	Proceed to Window 3 or 4 and pay the taxes and fees appearing in the assessment form.		5mins	Office Staff Treasurer Office
5. Issuance of Service Only Sticker	BPLO Officer and staff release Service Only Sticker		5mins	Office Staff BPLO Office
END OF TRANSACTION				



APPLYING/RENEWING A PUBLIC UTILITY JEEPNEY/BUS PARKING FEES

Office or Division:	Office of Business Permit and Licensing Division			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Photocopy of OR-CR		Land Transportation Office		
Application Form for Parking Permit Fee		Business Permit and Licensing Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Secure and Submit Application Form	Secure Application form. Accomplish the form and submit requirements	TAXES AND FEES {New/Renewal} Filing Fee----- 500.00 Franchise ----- 50.00 TOTAL ₱ 550.00	5 mins	Office Staff BPLO Office
2.Assessment of Fees and Charges	2. BPLO officer, Approval of Parkig Fee Application and prepares the payment assessment		2 mins	Office Staff BPLO Office
Payment	Proceed to Window 3 or 4 and pay the taxes and fees appearing in the assessment form.		2 mins	Office Staff Treasurer Office
Issuance of Parking Permit Sticker	BPLO Officer and staff release Parking Permit Sticker		1mins	Office Staff BPLO Office
END OF TRANSACTION				