



CITIZEN'S CHARTER

Business Permit and Licensing Division

Office of the City Mayor

Isabela City

Frontline Services/Clients	Procedures	Time allotted	Responsible Personnel	Requirements (new/renewal)	Expected Output	Fees/Charges
I-Issuance of Business Permit Clients: Applicants for business permit	-Receiving, checking, recording and encoding of accomplished application/assessment form for business permit NOTE: All applicants for registration of new business are subject to ocular inspection of their establishment.	5 minutes per transaction	Ms. Susan DR Garcia-LO III Ms. Eileen A. Hontucan-LO I Ms. Alona P. Delos Reyes-CP III Ms.Nadzwa I. Isiri-LO II Mr. Allan D. Mohammad-Licensing Inspector Mr. Jamer M. Abdulaup-Clerk	-community tax -barangay clearance -previous mayor's permit (for renewal) -2x2 picture(additional requirement for new applicant)	Business Permit approved/released	(pls. refer to City Ordinance No. 15-438 Revenue Code of Isabela City)
	- Reviewing/verification of documents	3 minutes per transaction	Mr. Alberto V. Porticos-LO IV	All requirements, clearances, official receipts are attached to the application form		
	- Preparation of business permit	3 minutes per Business Permit	Ms. Nadzwa I. Isiri LO II Ms. Alona P. Delos Reyes –CP III			
	- Approval of business permit by the City Mayor	3 minutes per transaction	Hon. Sitti Djalía A.Turabin-Hataman City Mayor			
	- Releasing of business permit	2 minutes per transaction	Ms. Eileen A. Hontucan-LO I Ms. Nila Y. Ramirez-Bookbinder- IV			
II-Issuance of Motorized Tricycle Operator's Permit (MTO) Clients: registered operators of motorized tricycle	-Receiving/recording of incoming application for MTO and preparation of Order of Payment for issuance of official receipt (O.R.)	3 minutes per transaction	Ms. Corazon A. Siose-LO III Ms. Eileen A. Hontntucan-LO I	-community tax -Barangay Clearance -police clearance -certificate of registration -notarized application for MTO -Voter's ID -Mayor's Clearance (new/renewal) -2 x 2 picture	MTO approved/ issued	(pls. refer to City Ordinance No. 15-438 Revenue Code of Isabela City)

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	-Preparation of letter for transmittal to the Sangguniang Panglungsod (SP) for approval of MTOP	2 minutes per transaction	Ms. Corazon A. Siose –LO III Ms. Eileen A. Hontucan-LO I			
	-Preparation/review of MTOP	3 minutes per transaction	Ms. Corazon A. Siose-LO III/ Mr. Alberto V. Porticos –LO IV			
	-Approval by the City Mayor	3 minutes per transaction	Hon. Sitti Djalía A.Turabin-Hataman City Mayor			
	-Releasing of MTOP	2 minutes per transaction	Ms. Corazon A. Siose –LO III Ms. Eileen A. Hontucan-LO I			
III-Issuance of Motorized Banca Operator’s Permit (MBOP) Clients: operators of motorized bancas	-Receiving/recording of processed MBOP	3 minutes per transaction	Ms. Susan DR Garcia-LO III Ms. Nadzwa I. Isiri - LO II	-barangay clearance -community tax -official receipt	MBOP approved/ issued	(pls. refer to City Ordinance No. 15-438 Revenue Code of Isabela City)
	-Endorsement of processed documents to SP for approval	2 minutes per transaction	Ms. Susan DR Garcia-LO III Ms. Nadzwa I. Isiri LO -II	-approved SP resolution		
	Preparation/reviewing of documents	2 minutes per transaction	Ms. Susan DR. Garcia – LO III Mr. Alberto V. Porticos-LO IV			
	-Approval by the City Mayor	3 minutes per transaction	Hon. Sitti Djalía A.Turabin-Hataman City Mayor			
	Releasing of MBOP to the operators	2 minutes per transaction	Ms. Susan DR Garcia-LO III Ms. Nadzwa I. Isiri LO- II			

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IV-Issuance of Navigator's License for Motorized Banca Operators Clients: operators of motorized bancas	-Receiving/recording of application for Navigator's License	3 minutes per transaction	Ms. Susan DR. Garcia –LO III Ms. Nadzwa I. Isiri - LO II	-community tax -barangay clearance -1 pc. 1x1 picture -official receipt	Navigator's License approved/issued	(pls. refer to City Ordinance No. 15-438 Revenue Code of Isabela City)
	-preparing/typing of Navigator's License for MBOP	3 minutes per transaction	Ms. Susan DR. Garcia –LO III Ms. Alona P. delos Reyes-CP III			
	-checking/reviewing of documents	3 minutes per transaction	Mr. Alberto V. Porticos-LO IV			
	-Approval by the City Mayor	3 minutes per transaction	Hon. Sitti Djalía A. Turabin-Hataman City Mayor			
	-Releasing of approved permit	2 minutes per transaction	Ms. Susan DR. Garcia LO III/ Ms. Nila Y. Ramirez-BB IV			
V-Issuance of Mayor's Clearance Clients: walk in constituents/referrals	-Receiving/recording of incoming application for Mayor's Clearance	3 minutes per transaction	Ms. Susan DR. Garcia –LO III/ Ms. Nila Y. Ramirez-BB IV	-barangay clearance -police clearance -live birth/voter's certification -documentary stamp -official receipts	mayor's clearance approved/released	(pls. refer to City Ordinance No. 15-438 Revenue Code of Isabela City)
	-Validating/encoding of mayor's Clearance	3 minutes per transaction	Ms. Alona P. delos Reyes-CPIII Ms. Nadzwa I. Isiri-LO II			
	-Reviewing/checking of documents	2 minutes per transaction	Mr. Alberto V. Porticos LO IV			

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	Approval by the City Mayor	2 minutes per transaction	Hon. Sitti Djalía A. Turabin-Hataman City Mayor			
	Releasing of approved Mayor's clearance	2 minutes per transaction	Ms. Susan DR. Garcia LO III/ Mr. Alberto V. Porticos-LO IV			
VI-Issuance of Special Permits (use of public facilities, rallies and parades; and other permits)	-Receiving/recording of incoming letter-request	3 minutes per transaction	Ms. Susan DR. Garcia-LO III/ Ms. Nila Y. Ramirez-BB IV	-letter request for the conduct of activity -documentary stamp -official receipt	Special Permit approved/released	(pls. refer to City Ordinance No. 15-438 Revenue Code of Isabela City)
Clients: walk in constituents/referrals	-Validating/reviewing of documents/letter request	2 minutes per transaction	Mr. Alberto V. Porticos-LO IV			
	Preparation of encoding of request for special permit	3 minutes per transaction	Ms. Alona P. Delos Reyes-CP-III Ms. Nadzwa I. Isiri-LO II			
	-Approval by the City Mayor/City Administrator	5 minutes per transaction	Hon. Sitti Djalía A. Turabin-Hataman			
	-Releasing of approved special permit	2 minutes per transaction	Ms. Susan DR. Garcia LO III/ Mr. Alberto V. Porticos LO IV			

Note: All walk-in clients/applicants for Business Permit shall accomplish the Pre-Clearances before undergoing the Three (3) Steps processing of the Business Permits in compliance with the JMC No. 1 s. 2016.