

## SCHEDULE OF AVAILABILITY

**MONDAY – FRIDAY**  
**8:00 AM – 5:00 PM**  
**NO NOON BREAK**



# BUSINESS PERMITS & LICENSING OFFICE

## CITIZEN'S CHARTER

### RECEIVING OF COMPLAINTS IN CONNECTION WITH BUSINESS/MAYOR'S PERMIT

#### WHO MAY AVAIL?

**ANY CONCERNED CITIZEN**

#### TOTAL DURATION OF TIME

**4 WORKING DAYS AND 6 MINUTES**

STEPS	APPLICANT	SERVICE PROVIDER	DURATION	PERSON / OFFICE IN CHARGE	AMOUNT	REQUIREMENTS
<b>1</b>	Submit the duly accomplished Complaint Form	Receiving the duly accomplished complaint form	<b>1 min</b>	Rosalina Altar		Complaint Form
<b>2</b>		Verification of record	<b>5 mins</b>	Arlene Dorosan Jimboy Catugda, Jonathan Raymond Baylon Jeffrey John Rodriguez		
<b>3</b>		Inspection of the nature of complaint; issuance of notice of violation	<b>1 day</b>	Jorge Villafuerte Benjamin Espiritu Jan Carlo Laurito Rodolfo Eucariza Jr. Joselito Yape Mark Jason Cabio Allan Sahagun Jeffrey Globio Vic Sumarago		
<b>4</b>		Issuance of Closure Order/ Notice of Assessment/ Notice of Delinquency	<b>3 days</b>	Rosalina Altar		Complaint Form, Notice of violation

--- END OF TRANSACTION ---