



REPUBLIC OF THE PHILIPPINES
OFFICE OF THE CITY MAYOR
City of Naga



EXECUTIVE ORDER NO. 2014 - 038

**FURTHER ENHANCING THE NAGA CITY BUSINESS ONE-STOP-SHOP
(B.O.S.S) BUSINESS REGISTRATION PROCEDURES:**

WHEREAS, further improving the business registration under the Business One Stop Shop (BOSS) Program of the city government would promote not only the city, but the entire country's ranking around the world;

WHEREAS, further simplifying procedures under the BOSS will create a business-friendly permit process, therefore raising the satisfaction level of the applicants and generating local revenues for the city;

WHEREAS, it is both the national and local leadership's desire for Naga City and its constituents, to reap the benefits of a thriving economic environment by facilitating business registration to promote the development needs of the city;

NOW THEREFORE, I, JOHN G. BONGAT, Mayor of the City of Naga, by virtue of the powers vested in me by law, do hereby order the following:

Section 1. THE BUSINESS ONE STOP SHOP. The Business One-stop-shop is an arrangement where all concerned agencies or offices involved in processing and issuance of business permits and licenses are organized in a single common site or location to receive and process applications for business registration thru a streamlined system.

Section 2. OPERATION.

- a. The BOSS shall run for one month, starting from the first working day of January and ending on the 31st. However, after the 20th, a penalty shall be imposed for late payments;
- b. The process shall commence at 8:00 a.m. and end at 9:00 p.m. from Monday to Friday. On Saturdays and Sundays, operation shall commence from 8:00 a.m. to 5:00 p.m. only.
- c. For the purpose of providing efficient delivery of services, all personnel involved in the operation of the BOSS shall render overtime services. However, to promote economy, only 80% of the total overtime services rendered shall be granted overtime pay while the 20% shall be credited as compensatory time-off (CTO).



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Section 3. SHORTENED STEPS. Clients/applicants shall follow only three steps:

1. **SUBMIT.** Submission of the duly accomplished application form together with the documentary requirements provided in the checklist;
2. **PAY.** Payment of the regulatory and fire code fees upon receipt of the bill issued by the City Treasurer or his/her duly authorized representatives;
3. **CLAIM.** Presentation of the receipt to claim Mayor's Permit, stickers, business plate and Sanitary Permit.

Section 4. PROCESSING POLICY. As a matter of policy and to ensure the timely delivery of services and issuance of final assessment, the City Treasurer's Office shall be guided by the following processing schedules:

- a. One to three transactions or applications 8:00AM-5:00PM daily from Monday to Friday
- b. Four or more transactions or applications 5:00PM-9:00PM daily from Monday to Friday; 8:00AM to 5:00PM on Saturdays and Sundays

Section 5. SET-UP AND OPERATIONAL GUIDELINES. The BOSS shall be arranged into "lanes" to facilitate the steps laid under Section 3 hereof:

LANE	Counter	Operating Guidelines	Response Time
SUBMIT LANE	Receipt Counter	City Treasurer's Office (CTO) assigned personnel shall evaluate the accomplished form together with the attached documentary requirements. If application is satisfactorily filled up and documentary requirements complete, application is transmitted to the Clearance Counter.	2 min. per application
	Clearance Counter	The City Planning and Development Office (CPDO), City Engineer's Office (CEO), City Health Office (CHO) and Bureau of Fire Protection's (BFP) personnel shall evaluate if the application is compliant with existing laws, rules and regulations. If compliant, application document will be transmitted	15 min per application



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		to the encoding counter. If non-compliant, client's number will be called, and documents will be returned to the applicant.	
		Results of advance inspections by the Joint Inspectorate Team as created under Executive Order No. 2012-016 shall serve as guide of all personnel assigned in this counter in issuing clearances.	
	Encoding Counter	As soon as the application-documents are submitted, CTO personnel shall encode the same.	2 min per application
	Assessment Counter	CTO Personnel shall make an assessment of taxes, fees and charges. In cases where there is utter mis/under declaration of capitalization/gross sales serving as basis for the assessment, the personnel may call the attention of the applicant to change the declaration and proceed with re-assessment.	5 minutes per application
	Approval Counter	City Treasurer or her duly authorized representatives shall make a final review of the assessment, and if found in order, shall cause the printing of the bill.	5 minutes per application
	Release Counter	Cause the release of the bill and whenever necessary make instructions to the applicant.	1 minute per application
PAY LANE	City Pay Counters	Accept payments for city regulatory fees	2 minutes per transaction
	Fire Code Fees Counter	Accept payments for fire code fees	2 minutes per transaction
CLAIM LANE	Receipt Counter	City Treasurer's Office (CTO) assigned personnel shall check for the Official Receipt, billing statement, barangay clearance and other required documents provided in the checklist and if	2 minutes per application



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		satisfactorily complying, shall transmit the documents to the Bureau of Fire Protection for printing of the Fire Safety Inspection Certificate (FSIC)	
	BFP FSIC Counter	Print the Fire Safety Inspection Certificate (FSIC)	2 minutes per application
	Mayor's Permit and Sanitary Permit Counter	Print Mayor's Permit and Sanitary Permit	2 minutes per application
	Stickers and Plates Counter	Attach plate or sticker to the Mayor's Permit, whichever is applicable	1 minute per application
	Sorting Counter	Ensure that copies of all documents for filing are obtained and documents for issuance be properly released	2 minutes per application
	Release Counter	Cause the release of the documents upon entry of the same in the logbook.	1 minute per application

Section 5. Inspections. The directive to the Joint Inspectorate Team constituted under Executive Order No. 2012-016 to conduct a year-round inspection of business establishments as well as to disseminate information regarding business registration procedures of the city especially the pre-processing of requirements and clearances is hereby reiterated.

Section 6. Color-coding of Mayor's Permit Forms. To facilitate the easy determination of establishments granted with provisional permit from those granted an annual permit and for easy monitoring of compliance with requirements, the Business Permits and Licensing Division of the City Treasurer's Office shall adopt color-coded Mayor's Permit forms.

Section 7. Pre-processing of Requirements. The Permits and Licensing Division shall implement a procedure which shall allow the pre-processing of requirements for business permits even for the following year.

Section 8. Clearances. Subject to existing laws and ordinances, all clearances, except Barangay Clearance, that may be required for processing of business permit shall be valid for one (1) year and shall be honored by the Business Permits and



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Licensing Division and/or BOSS personnel for as long as they have not yet expired. Clearances such as Fire Safety and building clearances allowed by existing laws and ordinances to be processed and secured at any time of the year shall likewise be honored by said office and/or personnel.

Section 9. Queuing System. The City Treasurer's Office through its Business Permits and Licensing Division shall formulate and implement an effective queuing system on a first-come, first-serve basis and in observance of the Ethical Standards for Government Officials and Employees.

Section 10. Governing Board. A governing board to oversee the implementation of the BOSS and business registration activities is hereby constituted, *viz:*

Chairman: City Mayor

Members :

- City Treasurer
- Assistant City Treasurer
- Business Permits and Licensing Division Chief
- City Events, Protocol and Public Information Office
- City Building Official or Representative
- Zoning Officer
- Fire Marshal
- City Health Officer/Sanitation Inspector
- I-Serve Information and Action Officer
- Information Officer of the Mayor's Office
- Information Technology Officer
- Market Enterprise and Promotions Officer
- City Investment, Trade and Promotions Officer
- The President of the Metro Naga Chamber of Commerce & Industry
- The President of the Liga ng mga Barangay

Section 11. Functions of the Governing Board. The Board shall have the following functions:

- a. Oversee the implementation of the Business One-Stop Shop, particularly the service standards;
- b. Mobilize resources for the implementation of the various components of the BOSS;



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- c. Establish partnerships with the private and business sector in developing innovations in the components and processes of the BOSS;
- d. Coordinate with national government agencies and organizations, such as the Social Security System, Philhealth, Red Cross and Home Mutual Development Fund (Pag-Ibig) in integrating their services during the BOSS;
- e. Meet and discuss preparations and activities, two months prior the implementation of the BOSS;
- f. Perform such other tasks and functions necessary for and incidental to the pursuance of the above.

Section 12. Funding. The City Government shall allocate the amount necessary to cover the expenses for the implementation of the BOSS chargeable against the Economic Development Fund. Overtime pay for services of city government personnel involved in the BOSS shall be charged against available funds of the city government.

Section 13. Logistical Support. Offices/Departments/Agencies comprising or taking part in the BOSS shall, in order to promote efficiency and economy, pool their resources such as equipment and personnel in the implementation of this service.

Section 14. Effectivity. This Executive Order shall be effective immediately.

Issued this 9th day of December 2014 in the City of Naga, Philippines.


JOHN G. BONGAT
City Mayor

Attested by:



FLORENCIO T. MONGOSO, JR., CSEE
Department Head II and Acting City Administrator