



## One-Stop Shop Registration

*Naga for four (4) consecutive years has been adjudged by the National Competitiveness Council as among the most competitive Cities in the country and at the top, in terms of government efficiency in adding the needs of business. Among other institutions, measures have been adopted to speed-up the processing of business-related permits and documents.*

### ABOUT THE SERVICE

ONE-STOP Business Registration is a service that seeks to facilitate the registration of businesses by providing central access to government agencies involved in the registration process.

There are 2 modes of one-stop business registration in Naga, each complementing the other:

#### Annual One-Stop Business Registration

All city hall departments and government agencies involved in the processing of business licenses or permits form a one-stop processing center from January 2 to 20, every year. This period corresponds to the time for renewal of permits. Business licenses are secured within 30 minutes.

The center is located at the People's Hall found within the City Hall main building.

#### NCIB One-Stop Shop

Primarily mandated with administering the city's Investment Incentives Code, the NCIB also serves as a one-stop business-processing center for new enterprises whole-year round.

Businessmen are given advice on requirements that they have to comply with, and fees to be paid. The NCIB, likewise, facilitates the applications. It has staff dedicated to submitting, facilitating and following-up requirements with various government agencies. The facilitation function is offered for free; and covers any registration requirement from processing business permits and securing connections with public utility companies to land conversion applications and securing a Presidential Proclamation for economic zones.

The NCIB's facilitation function is part of the non-fiscal incentives it provides to "big" investors. However, as part of its efforts to convey the message that "we will make things happen for you," it does not make any distinction between small and large enterprises, or investments that are entitled to tax incentives and those that are not.

|   |                      |   |                               |                           |
|---|----------------------|---|-------------------------------|---------------------------|
| <b>Department / Office:</b>   |                      | <b>NAGA CITY INVESTMENT BOARD</b>                             |                               |                           |
| <b>Classification:</b>  |                      | Simple  |                               |                           |
| <b>Type of Transaction:</b>   |                      | G2B - Government to Businesses                                |                               |                           |
| <b>Who may avail</b>  |                      | Businessmen   |                               |                           |
| <b>CHECKLIST OF REQUIREMENTS</b>  |                      | <b>WHERE TO SECURE</b>  |                               |                           |
| <ul style="list-style-type: none"> <li>For the NCIB One-Stop Shop Service – NCIB Investment Servicing Form (NCIB Form 06)</li> </ul>  |                      | <ul style="list-style-type: none"> <li>NCIB Office</li> </ul> |                               |                           |
| <ul style="list-style-type: none"> <li>For the Annual One-Stop Business Registration Service – please secure all the requirements needed for <u>applying for/renewing a business permit</u>.</li> </ul> |                      |   |                               |                           |
| <b>CLIENT STEPS</b>   | <b>AGENCY ACTION</b> | <b>FEES TO BE PAID</b>  | <b>PROCESSING TIME</b>        | <b>PERSON RESPONSIBLE</b> |
| Annual One-Stop Registration  |                      |   | Between 30 minutes or 2 hours |                           |



|   |   |   |   |   |
|---|---|---|---|---|
| 1. Business Permit Procedures Please follow the steps for securing/ renewing a business permit/license.   |   |   | depending on whether an applicant still has to secure clearances from various offices | PRUDENCIO V. RODRIGUEZ III<br>Local Revenue Collection Officer IV |
| NCIB One-Stop Shop<br><br>1. Client Interview and Assessment<br><br>Inform the NCIB about your specific request(s). Also accomplish and sign NCIB Form 06. The Investment Servicing Officer will provide you with information on documentary requirements and fees. |   |   | 15 minutes  | ANGELICA A. PALAYA<br>Investment Servicing Officer                |
|   | 2. Facilitation<br><br>NCIB staff compiles client documents and secures approval of other government agencies. Other documentary requirements will be referred back to you. |   | Depends on the time it takes other government agencies to process documents           | ANGELICA A. PALAYA<br>Investment Servicing Officer                |
|   | 3. Release of Documents<br><br>NCIB staff calls the client about the status of the request and, subsequently, releases approved documents.                                  |   |   | ANGELICA A. PALAYA<br>Investment Servicing Officer                |
| <b>TOTAL</b>  |   | P | 2 hours and 15 mins.  |   |

**NAGA CITY INVESTMENT BOARD**

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For more information, please contact:

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