



**REPUBLIC OF THE PHILIPPINES  
BATANGAS CITY  
BUSINESS PERMITS AND LICENSING OFFICE**

**Business One-Stop-Shop Smart Survey**  
*We value your opinion*

To Our Valued Taxpayers:

The Batangas City’s **“Business One-Stop-Shop” (BOSS)** is committed to providing you and your respective businesses with quality and efficient services. Please take a moment to complete this survey to let us know what you think of our business permit processes.

After you have completed this form, kindly put it in the drop box. Your responses will help us assess our service and allow us to highlight any area needing greater attention.

**What you have to say is very important to us.** Thank you!

Instructions: Please provide a rating for each of the questions.

Numerical Rating

Qualitative Rating

4

Strongly agree

3

Agree

2

Disagree

1

Strongly disagree

**A. Ease of Access to Business One-Stop-Shop (BOSS)**

A.1 Signages

- A.1.1 Signages are sufficient in providing instructions and directions to the BPLS area
- A.1.2 Signages are clear and understandable

1	2	3	4
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

A.2 Information Person (please answer only if you talked to the Information Person)

- A.2.1 Information Person is polite
- A.2.2 Information Person gives accurate directions going to the BOSS

1	2	3	4
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**B. Receiving Counter Service**

B.1 Queuing System

- B.1.1 The queuing machine is easy to operate
- B.1.2 The system makes it clear when it is the applicant’s turn

1	2	3	4
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

B.2 The Receiving Area (Receiving)

- B.2.1 The receiving area is convenient for applicants

1	2	3	4
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

B.3 Service (Provider Receiving Counter)

- B.3.1. Service provider is courteous
- B.3.2. Service provider gives clear instructions on the next step
- B.3.3. Service provider gives sufficient explanation on non-compliance of applicant  
*(answer only if applicant has a problem with the assessment)*

1	2	3	4
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**C. Payment and Issuance of Business Permits**

C.1 The Receiving Area (Pay and Claim)

- C.1.1 The receiving area is comfortable and convenient for applicants

1	2	3	4
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

C.2 Service Provider (Payment and Claim)

- C.2.1. Service provider is courteous
- C.2.2. Service provider gives clear instructions on the next step
- C.2.3. Applicant is given the opportunity to verify accuracy of the business permit
- C.2.4. Applicant is given the opportunity to verify computation of Tax Order of Payment

1	2	3	4
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**D. Business One-Stop-Shop (BOSS) Overall Rating**

- D.1 Service providers are courteous
- D.2 Service providers give clear instructions on succeeding steps
- D.3 Service providers give proper explanation on applicant's questions
- D.4 The BOSS provides a convenient environment for processing business permits
- D.5 The processing of the permit took less time than expected

1	2	3	4
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**E. Electronic Business One-Stop-Shop (eBOSS) – ONLINE REGISTRATION**

- E.1 Batangas City Online Business Registration is convenient.
- E.2 Batangas City Online Business Registration provided clear instructions and steps to follow
- E.3 There are payment options available for online business applicants
- E.4 Batangas City Online Business Registration is real time
- E.5 The processing of the permit took less time than expected

1	2	3	4
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**F. Please write down other comments to further improve our service**

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For issues and complaints, please contact **Ms. Ditas Aguado-Rivera**, Business Permits and Licensing Officer at telephone number: **(043) 722 2252**. You may also send an email at [bplobatangascity@hotmail.com](mailto:bplobatangascity@hotmail.com).