



BUREAU OF FIRE PROTECTION

(REGIONAL OFFICE)

(City/Municipal Fire Station)

BFP CITIZEN'S CHARTER



OFFICE	FIRE STATION/OSCP/BOSS				
CLASSIFICATIONS	1. SIMPLE TRANSACTION - TRANSACTION PROCESSED WITHIN ONE (1) DAY 2. COMPLEX TRANSACTION - TRANSACTION PROCESSED WITHIN THREE (3) DAYS 3. HIGHLY TECHNICAL TRANSACTION - TRANSACTION PROCESSED WITHIN SEVEN (7) DAYS NOTE: For the coverage of Simple, Complex and Highly Technical Transactions refer to Joint Memorandum Circular (JMC) No. 2021-01 Series of 2021 "Amending the DILG-DPWH-DICT-DTI JMC No. 2018-01 or the Guidelines in the Processing of Construction-Related Permits"				
TYPE OF TRANSACTION	1. GOVERNMENT TO CITIZEN (G2C) 2. GOVERNMENT TO BUSINESS ENTITY (G2B)				
WHO MAY AVAIL	OWNER OR AUTHORIZED REPRESENTATIVE, CONTRACTOR OR BUSINESS ENTITY				
CHECKLIST OF REQUIREMENTS/ DOCUMENTS	BFP FRONT LINE SERVICES				
	FIRE SAFETY EVALUATION CLEARANCE (FSEC) APPLICATION	CERTIFICATE OF OCCUPANCY	NEW BUSINESS PERMIT WITH VALID FSIC ISSUED DURING OCCUPANCY PERMIT STAGE	NEW BUSINESS PERMIT WITHOUT VALID FSIC ISSUED DURING OCCUPANCY PERMIT STAGE	RENEWAL OF BUSINESS PERMIT

APPLICATION FORM	
Applied in Fire Station/Lone District Fire Office	BFP FSEC Application Form (DCN No. BFP-QSF-FSED-001 REV.02 (08.24.20))
Applied in OSCP/BOSS	Unified Application Form (OSCP) / Unified Application Form (BOSS)

DOCUMENTARY REQUIREMENTS						
Three (3) set of the following documents	1) Architectural documents	●				
	2) Civil documents	●				
	3) Electrical documents	●				
	4) Mechanical documents	●				
	5) Plumbing documents	●				
	6) Electronics documents	●				
	7) Sanitary documents	●				
	8) Fire Protection documents	●				
Note: Documents refers to design plans, calculations and specifications signed and sealed by the Professional Engineer/Architect						
As-built plan together with the building permit (If there is changes/		●	●	●	●	●
Copy of Fire Insurance, if any			●	●	●	●
One (1) set of the estimate value of the building/structure or facilities (materials and labor cost) signed and sealed		●				
Copy of valid PRC Professional License of all involved professionals		●				
If applied in Fire Station/Lone District Fire Office	Endorsement from the Office of Building Official (OBO)		●			
	Certificate of Completion		●			
	Certified true copy of assessment fee for securing Certificate of Occupancy from OBO		●			
	Certified True Copy of Valid Certificate of Occupancy			●		
	Assessment of Business Permit Fee/ Tax Assessment Bill from Business Processing and Licensing Office (BPLO)			●	●	●

OTHER DOCUMENTS						
Fire Safety Compliance Report (FSCR) NOTE (1)		●				
Fire Safety Compliance and Commissioning Report (FSCCR) NOTE (2)			●			
Fire Safety Maintenance Report (FSMR) NOTE (3)				●	●	●
Note: FSCR/FSCCR/FSMR is required if the building/facilities/structures are required to install any or combination of the following: 1) Wet standpipe system; 2) Automatic fire suppression system; and 3) Automatic fire detection and alarm system.						
Fire Safety Clearance for welding, cutting, and other hot work operations (if required), shall be secured: 1) Per Project Duration - for new construction or renovation (during construction) This clearance should be applied during construction after the conduct of fire safety inspection		●				
2) Annual - for business establishments requiring almost daily repair or maintenance due to its nature of business or operations.					●	●

CLIENTS STEP	AGENCY ACTION	PROCESSING TIME	FEES TO BE PAID	PERSON RESPONSIBLE
1. Accomplished the application form and submit the same with all the required documents stated in the BFP FSEC/FSIC Application Form or Unified Application Form	1. Issue queuing number, check completeness of submitted documents by the client and record the details of the applicant (e.g. Name of applicant, date of application, etc)	maximum of ten (10) minutes	For FSEC Application Fee: Php 200.00 FCCT = 0.1% of the verified estimated value (materials and labor) of the building/structure or facility but not more than Php 50,000.00	Customer Relations Officer (CRO)
2. Wait for the queuing number to be called by the FCA and proceed to the assessment window for the release of OPS. Upon receipt of the OPS, proceed to the payment window.	2. Compute the fire code fees/taxes, call the applicant queuing number and issue OPS. For OSCP/BOSS : Backroom operation with OSCP/BOSS for one-time assessment thru sharing of information	maximum of ten (10) minutes	Sample computation: FCCT = (Verified estimated value) x (.1%) = ___Php but not more than Php 50,000.00 Note: Section 8.3.6 of JMC 2021-01 Series of 2021-In the event that there is substantial difference between the cost estimate of the building or structure as declared by the owner or applicant in the UAF from current acceptable market construction cost per square meter or as indicated in Table II.G.1 of PD 1096, the higher the value will be adopted	Fire Code Assessor (FCA)
3. Present the OPS and pay the corresponding Fire Code Fees indicated in the OPS. Upon receipt of the OR, proceed to releasing window to claim the stub by presenting the OR. Note: Releasing date and time of FSEC is indicated in the claim stub.	3. Collect the payment and issue Official Receipt (OR) For OSCP/BOSS : Backroom operation with OSCP/BOSS for one-time payment thru co-location For Local Stations with MOA with the LGUs, fire code fees/taxes shall be collected by the LGUs	maximum of ten (10) minutes	For FSIC (Certificate of Occupancy)/FSIC (New Business and Renewal of Business) Application FSIF = 15% of all fees charge by LGU/Philippine Economic Zone Authority (PEZA) but in no case shall be lower than Php 500.00 Sample computation: FSIF = (All fees charged by the LGU/PEZA) x (15%) = ___Php but in no case shall be lower than Php 500.00 Note: If assessment from LGUs/PEZA = 0, then FSIF = 0	Fire Code Collecting Agent (FCCA)
4. On the date of release indicated in the Claim Stub, present the Claim Stub to the releasing window, claim the FSEC/NOD/FSIC for Certificate of Occupancy/FSIC for Business Permit (new/renewal) and acknowledge receipt in the Official Logbook/ Log Sheet.	4. Check copy of OR, record in the official logbook/log sheet the details of the payment (e.g. OR number amount paid, etc.) and release the claim stub. 5. Evaluation/Inspection For OSCP : Evaluation of plans and specification with OBO (Backroom Operation) For BOSS : Joint Inspection NOTE (4)	Total Processing Time: Simple Transaction - One (1) day Complex Transaction - Three (3) days Highly Technical Transaction - Seven (7) days		CRO
	6. Release the FSEC/NOD/FSIC for Certificate of Occupancy/FSIC for Business Permit (new/renewal). OSCP/BOSS : Release/Issuance of FSEC/NOD/FSIC for Certificate of Occupancy/FSIC for Business Permit (new/renewal) is thru OSCP/BOSS Releasing Officer	maximum of five (5) minutes	Other fees If applicable compute the appropriate fees in accordance with Section 12.0.0.4 of the RIRR of RA 9514 (e.g. storage, conveyance, hotworks, etc.) as a prerequisite for the issuance of appropriate permits and licenses from the local and other government agencies concerned.	CRO

NOTE (1) Fire Safety Compliance Report (FSCR) - A written report composed of plans, specifications and design analysis per building prepared and duly signed by the Engineer/Architect-of-Record and his/her Fire Safety Practitioner.

NOTE (2) Fire Safety Compliance and Commissioning Report (FSCCR) - A compilation report of all approved submittals, test and acceptance forms of all fire protection and life safety features, which shall form part of the "as-built" documents turned over by the contractor to the building owner duly signed by the Contractor/Construction Manager and his/her Fire Safety Practitioner.

NOTE (3) Fire Safety Maintenance Report (FSMR) - A written report prepared by the building owner, his/her fire safety practitioner or authorized representative duly signed by the Building Administrator and his/her Fire Safety Practitioner during the regular annual fire safety inspection. This is a compilation of the maintenance and testing records kept by the building's engineering and maintenance department, as a prerequisite for the issuance of FSIC for Business or Mayor's Permit renewal, Certificate of Annual Inspection, Permit to Operate, PHILHEALTH Accreditation for Hospitals, DOH License to Operate and other permits or licenses being issued by other government agencies.

NOTE (4) Section 9.1.2 of JMC No. 01 Series of 2021-To limit the face-to-face interaction between the applicant and the LGU officials, joint inspection teams (JITs) shall be organized to conduct inspection of the applicant's office/premises, in relation to an application for new business permit or renewal. (BOSS)

Section 9.1.4 of JMC No. 01 Series of 2021-To address the lack of personnel of inspection departments and agencies compared to the number of establishments, LGUs are encouraged to use a system of risk classification of various businesses and adopt an inspection prioritization scheme on this basis, in close coordination with the Department of Health for Sanitary Permits, the BFP for the Fire Safety Inspection Certificate for the issuance of uniform guidelines on risk inspection for specific sectors. (BOSS)

WARNING: BFP PERSONNEL ARE PROHIBITED FROM SELLING OR RECOMMENDING SPECIFIC BRAND OF FIRE EXTINGUISHER. REPORT SUCH IRREGULARITY AT THE FOLLOWING CONTACT NUMBERS:

OFFICE OF THE CHIEF, BFP
Direct line 426-43-99 Trunk line 426-02-19426-02-46 Local 701

OFFICE OF THE DIRECTORATE FOR FIRE SAFETY AND PREVENTION
Direct line 426-53-10 Trunk line 426-02-19426-02-46 Local 404

- RECHARGE FIRE EXTINGUISHER WHEN IT WAS USED.
- RECONDITION FIRE EXTINGUISHER WHEN:
 - The pressure gauge indicates low pressure.
 - The need is obvious or as recommended by a competent servicing agent.
 - It is defective (such as hose is broken, corroded container, caking of the chemical).

Portable Fire Extinguishers are regulated by the Department of Trade and Industry (DTI) through its Bureau of Products Standards (BPS)

Know your product
Every fire extinguisher type has different color bands to distinguish their type. Each type is intended for use for specific flammable materials that are classified into codes:

How to determine the number of fire extinguisher:

Type of Building	Minimum No. of Extinguisher	Maximum Travel (m)	Maximum Area (m ²)
Presence of class A combustible and class B flammable are low. - Offices, classrooms, churches, assembly halls, guard room areas of hospitals, residential, and so forth.	1 piece - 10 lb Dry Chemical; or 1 piece - 10 lb Halogenated (At the option of the client)	15 m	200 m ²
Moderate hazard Presence of class A combustible and class B flammable are moderate. - Restaurants, dining areas, mercantile shops, and allied storage, light manufacturing, research laboratories, parking garages.	1 piece - 10 lb Dry Chemical; or 1 piece - 10 lb Halogenated (At the option of the client)	12 m	100 m ²
High hazard Presence of class A combustible and class B flammable are high. - Industrial, warehouse, gas stations, mercantile, cooking areas.	1 piece - 10 lb Dry Chemical; or 1 piece - 10 lb Halogenated; or 1 piece - 10 lb Foam (At the option of the client)	10 m	75 m ²

Example: An office establishment with an area of 200 square meters, dimension of 10x20 m, involving low class A combustible and low class B flammable, is required with 1 piece Dry Chemical or Halogenated, at the option of the owner.

How to file a complaint

To file a complaint against the BFP or any of its personnel, the Client/Customer should provide the following details via email or other form of communication for appropriate action to be taken (Section 11, Rule 3 of the Rules on Administrative Cases in the Civil Service):

- Full name and address of the complainant;
- Full name and address of the person complained of as well as his/her position and office;
- A narration of the relevant and material facts which shows the acts of omissions allegedly committed;
- Certified true copies of documentary evidence and affidavits of his/her witnesses, if any; and
- Certification or statement of non-forum shopping.

For follow-ups or queries, the contact information are as follows:
BFP NHQ Internal Affairs Services (IAS)
Trunk lines: 8426-0194; 8426-0195; 8426-0197; 8426-0219;
8426-0231; 8426-0232; 8426-0246; 8426-0253 Local 607 or through the email at: bfphq_ias@yahoo.com or ias.nhq@bfp.gov.ph

How Complaints are processed

In BFP NHQ, complaints may be filed at the Internal Affairs Service (IAS), who will attend to the Client/Customer concerns by calling into attention the staff/office concerned from the national level down to the city/municipal level.

In BFP Regional and Provincial/District Offices, on the other hand, the customer/client can call into attention the Regional, Provincial and District Fire Marshal or their authorized representative staff officer or the Head of the Unit/Office concerned to resolve complaints and other issues raised. **Formal complaints may be processed through the BFP NHQ IAS or the Regional IAS.**

At the City/Municipal Fire Station level, the **Customer Relations Officer (CRO) are responsible or resolving matters, issues or dispute raised by the Client/Customer regarding frontline transactions**, specifically those arising from the filing of application for permits, clearances and certifications relative to the implementation of the Fire Code and its Revised Implementing Rules and Regulations.

Complaints may be filed at the Regional IAS who has jurisdiction over these matters at the local level.

PUBLIC WARNING

The BFP Does not "ACCREDIT" nor Recommend any Brand, Store or Distributor of Fire Extinguisher and Fire Fighting Equipment

As per BFP Memorandum Circular No. 2016-016
Prohibition of BFP Personnel from Engaging in any act of impropriety and/or corruption pertaining to the enforcement and implementation of the Fire Code and providing sanction thereof.

Send feedback on government services, whether positive or negative, to the Contact Center ng Bayan via following access channels:

SMS: 09088816565
Email: email@contactcenterngbayan.gov.ph
Web: <https://contactcenterngbayan.gov.ph/>
FB: <https://facebook.com/civilservicegovph/>
Call: 165 65 (P5 +VAT per call anywhere in the Philippines via PLDT Landline)



