



CITIZEN'S CHARTER

2025 (1st Edition)

I. Mandate

- a. Ordinance No 9110, S-71. The ordinance created the QC Planning Commission and Development Board to coordinate all aspects of economic planning and development of Q.C. particularly its physical and human resources and to enhance its potential for industry and commerce.
- b. MMC Circular 21, S-80: Implementing Guidelines for the Establishment/ Organization of Local Development Planning Office in all cities/ municipalities in Metro Manila and specifying minimum requirement on staffing pattern.
- c. MMC Unnumbered Circular, S-83: Revised Implementing Guidelines for the Organization of Local Development and planning Office in each city/municipality as an amendment to MMC Circular No. 21-80. Provided also the comprehensive functions in adherence to the local government code and elevated the planning office into a department level.
- d. MMC Executive Order No. 06- 87: Creating and/or Strengthening the Local Development Planning Offices (LDPO) in Metropolitan Manila. Institutionalized the creation of the LDPO in Metropolitan Manila
- e. MMC Circular No.06, S-87: Implementing Guidelines for the Upgrading of Local Development Planning Offices in Metropolitan Manila.
- f. Local Government Code (RA7160) 1991: Provides for the autonomy of LGUs and provision of mandatory offices among others.
- g. Ordinance No. 1369- S-04: An Ordinance amending the Zoning Ordinance and designating the City Planning and Development Officer as Zoning Administrator
- h. Ordinance No. SP-1965, S-09: An ordinance assigning the Subdivision Administration Unit (SAU) as a permanent division under the City Planning and Development Office.

II. Vision

The QC-CPDD shall be an effective, efficient, and reliable partner in the responsible governance of Quezon City. This office aspires to become a model planning office of a local government in the country.

III. Mission

- Provide policy direction for future growth, especially for land use and balanced spatial development
- Advocate for active people's participation
- Ensure efficient coordination with and among private sector partners
- Provide timely and accurate info to all levels of management
- Ensure rational allocation and use of resources
- Ensure implementation of plans
- Institutionalize Planning as management tools in all levels and agencies of the city
- Provide technical assistance

IV. Service Pledge

We are committed to ensure that the preparation /formulation of the city's development plan is highly participatory and consultative to allow the city's officialdom and citizenry to feel a strong sense of ownership and ensure the realization of the general welfare goal as cited in Section 16 of RA 7160.

LIST OF SERVICES

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1. REQUEST FOR INFORMATION / SECURING OF STATISTICAL DATA

Conduct of information exchange and research services

Office or Division:	Planning and Development Information Unit (PDIU), Special Projects Division (SPD)			
Classification:	Simple			
Type of Transaction:	G2C (Government to Citizen) G2G (Government to Government)			
Who may avail:	City Departments/Offices/Operating Units City Councilors NGO/PO/CSOs National government agencies Local Government Units			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Research/Data Request Form (for students / researchers) 		PDIU, SPD		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire on who and where to approach to get data or information on Socio-economic Profile and other Development Information of QC and its barangays	Receive the submitted formal request and direct client to appropriate CPDD Sector, Unit, or personnel: Sectors: Social Devt Planning Division (SDPD) Economic Development Planning Division (EDPD) Special Projects Division (SPD) Land Use and Infrastructure Division (LUID) Institutional Devt Planning Division (IDPD)	None	1 min	Assistance Desk/Receiving Area
2. Convey and relate to concerned CPDD Personnel his/her data requirements (Accomplish Data Request Form)	Confer with client queue number and provide necessary data request form to fill-up	None	2 mins	Client / Requesting Party

3. Submit accomplished form (Data Request Form) to PDI unit	<p>Provide Assistance to client. Determine the availability of the data</p> <ul style="list-style-type: none"> • Staff directs client to scan the provided QR Code using a smartphone or other device to access the Google Drive link containing the data • Alternatively, the staff assists client to use the designated kiosk to retrieve the requested data / information 	None	5 mins	Data Management Officer, SPD
3a. If data available is in soft copy, client provides CD or flash drive where data will be copied	Copy data to the CD or flash drive	None	3 mins	Data Management Officer, SPD
3b. If data available is in hard copy, client leaves ID with the Person Responsible and have the data photocopied	Instruct client on the photocopying of the data	None	20 mins	Data Management Officer, SPD
3c. If data requires expertise in any subject of interest covering the 5 development sectors	Refer Client to concerned Planning Development Sector	None	3 mins	Sector/Unit Head and Staff concerned (including admin staff, where appropriate)
	Provide information on matters relating to the Division's areas of functional interest	None	*10 – 30 mins	Concerned planning sectors
4. Submit accomplished Feedback Survey Form	Asks client to fill-up feedback survey form provided, to be submitted to the staff assigned or put in a designated drop-off location	None	5 mins	Data Management Officer, SPD
Total			*49 mins – 1 hr & 9 mins	

*Note: * time may differ depending on the complexity of the request/proposal*

2. SPECIAL STUDIES/ RESEARCHES/ PROJECT PROPOSALS AND EVALUATION

Infrastructure projects Identification /Prioritization

Office or Division:	Land Use and Infra Division (LUID), CPDD			
Classification:	Complex			
Type of Transaction:	G2C (Government to Citizen) G2G (Government to Government)			
Who may avail:	City Departments/Offices/Operating Units Barangay Officials Private entities NGO/PO/CSOs QC residents/citizens			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Official request letter or B-1 (Basis 1) Form Photo copy of plans, program of works <i>(if applicable)</i> 		Request letter to be accomplished by the proponent Office of the Secretary to the Mayor (B-1 Form)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit B-1 Form with attachments (location map, plans, program of works, etc.)	Receives, records request/project proposal	None	5 mins	Project Development Officer III, LUID
	Assign and schedule site inspection		1 day (varies depending on the site location)	Project Development Officer III, LUID
2. Accompany project inspector (if needed) during site inspection and provide necessary information (if necessary) during ocular validation	Conduct on-site inspection, survey, interview on subject request/project proposal and identify and map/plot the site using GIS		1 day	Project Development Officer I to III/ Planning Officer I to III, CPDD
	Send an official request to General Services Department (GSD) and City Assessor's Office for property ownership status		1 hour	Project Development Officer III, LUID

	**The GSD and City Assessor's Office sends back official property record ownership status (may take up to two weeks)			Department Head of GSD and City Assessor's Office
	<p>*For properties with ownership issue (i.e. owned by National Government Agencies, with legal issues, etc.);</p> <p>Send an official request for consent/approval to concerned NGAs (NHA, DENR, DPWH, etc.) or to City Legal Department for legal advice and opinion</p>		1 hour	Project Development Officer I to III/ Planning Officer I to III, CPDD
	Prepare photos and maps; Evaluate/study the proposal; Accomplish project inspection/ validation report form; and rates, prioritize and make recommendation on the proposed project and accomplish Infra Form B-2 (Basis 2)		1 day	Project Development Officer I to III/ Planning Officer I to III, CPDD
	Infra Form B-2 check/review/ and signed by Assistant Division Chief and Division Chief		30 mins	Project Development Officer IV (Assistant Division Chief), and Project Development Officer V (Division Chief), CPDD

	Signing of Infra Form B-2 by Department Head (CPDD)		5 mins	Department Head, CPDD
	Endorse to the concerned department/office/committee (ex. InfraCom/ City Engineering Dept./ Parks Development and Administration Dept./ others) for appropriate action		20 mins	Project Development Officer III, LUID
Total			3 days and 2 hrs.**	

*Note: * only applicable to properties with ownership issue*
*** time may differ depending on the complexity of the request/proposal*

3. LAND / PROPERTY ACQUISITION PROGRAM

The acquisition and reservation of land for the city’s future various infrastructure programs. An investment strategy employed by the QC government since 2004, land banking program involves the tedious task of assessing site’s suitability thru title checks, status of ownership if vacant or open space, conduct of research, site inspection, evaluation of properties offered for sale to the city or properties which the city intends to buy.

Office or Division:	Special Projects Division (SPD)			
Classification:	Highly Technical			
Type of Transaction:	G2C (Government to Citizen) G2G (Government to Government)			
Who may avail:	Private Property Owners QC residents/citizens			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
• Original Letter of Intent to Sell / Offer Letter		Registered Owner/s		
• Certified True Copy of the Transfer Certificate of Title		Registry of Deeds		
• Certified True Copy of Updated Tax Declaration		Office of the City Assessor		
• Original Updated Real Property Tax Clearance		City Treasurer's Office		
• Property Lot Plan or Vicinity Map with Pictures (Optional)		Registered Owner/s		
• As-Built Plans of Improvements (if applicable)		Registered Owner/s		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Prepare and submit the Letter of Intent to Sell or Offer Letter, along with required supporting documents,	Reception of Documents	None	1 day	Land Banking / Planning Officer

to the City Planning and Development Department.				
2. Respond promptly to requests for information, provide additional documents as requested, and rectify errors in documents as needed.	Document Review	None	10 days	Land Banking / Planning Officer
3. Await referral of the property to the City Assessor's Office for appraisal and engage in price negotiations until an initial agreement is reached.	Initial Appraisal and Negotiation	None	30 days	Land Banking / Planning Officer
4. Allow City representatives access to the property for site inspection. If applicable, comply with any additional assessment requests from the City Architect, Department of Engineering, or Housing Department.	Property Assessment and Site Inspection	None	7 days	Land Banking / Planning Officer
5. Wait for the property to be scheduled for discussion by the City Appraisal Committee. If the City's formal price offer is acceptable, provide written confirmation of acceptance. If declining the offer, participate in further negotiations. Once a final price is agreed upon, wait for the Appraisal Resolution to be processed and signed.	City Appraisal Committee Valuation (conclusion depends on the pace of the negotiations)	None		City Appraisal Committee
6. Wait for the City Mayor, City Council, and other necessary offices to approve the purchase.	Request for Approval and Authority (response may take up to 90 days on average)	None	*1 day	Land Banking / Planning Officer

7. Review the draft Deed of Absolute Sale or Contract to Sell from the City Legal Department. Sign and return the Deed of Absolute Sale or Contract to Sell.	Draft / Review of Deed of Sale	None	1 day	Land Banking / Planning Officer
8. Await final approval and signing by the City Mayor. Receive a copy of the signed Deed of Absolute Sale.	Endorse the Deed of Sale signed by Client to the Office of the City Mayor for the Mayor's signature (response may take up to 30 days on average)	None	*1 day	Land Banking / Planning Officer
9. Wait for confirmation of fund availability and payment schedule. If needed, provide necessary financial details for disbursement processing. Receive the down payment.	Request Budget Appropriation and Payment (response may take up to 10 days on average)	None	*1 day	Land Banking / Planning Officer
10. Assist with any required documentation for property transfer. Settle all applicable taxes and fees (e.g., Capital Gains Tax), if any Receive notification once the property title is transferred to the City Government.	Request the Transfer of the Title and Tax Declaration to the City (processing may take up to 90 days on average)	None	*1 day	Land Banking / Planning Officer
11. Receive the final payment.	Endorsement of Final Payment and Closing of Account	None	1 day	City Planning and Development Officer
Total			54 days*	

*Note: * time may differ depending on the complexity of the request/proposal*

4. DEVELOPMENT PERMIT FOR SUBDIVISION APPROVAL

A Development Permit is a pre-requisite for the issuance of Certificate of Registration and License to Sell in compliance with the approved Quezon City Council Ordinance on subdivision plan approval.

Office or Division:	Subdivision Administration and Regulatory Division (SARD)			
Classification:	Complex			
Type of Transaction:	G2B (Government to Business)			
Who may avail:	HOA and Private Developers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Subdivision Development Plan and Vicinity Map (4 sets signed & sealed) & PTR Topographic Plan (4 sets signed & sealed) & PTR Road Design Development Plan (4 sets signed & sealed) & PTR Power Distribution System (4 sets signed & sealed) & PTR Plumbing/Sanitary Development Layout (4 sets signed & sealed) & PTR Technical Specifications (4 sets signed & sealed) & PTR Bill of Materials/Cost Estimate (4 sets signed & sealed) & PTR Lot Plan (4 sets signed & sealed) & PTR Project Study (2 sets) Locational Clearance (4 photocopies) Certified True Copy of TCT (1 original, 1 photocopy) Tax Declaration (1 original, 3 photocopies) SEC Registration (Open Market - PD 957) (4 photocopies) Certificate of Registration (CMP - BP 220) (4 photocopies) Environment Compliance Certificate or Certificate of Non-Coverage (1 original, 3 photocopies) DTI Certification (1 original, 3 photocopies) Board Resolution (4 copies) MOA w/ Land Owner, Developer, or Originator (1 original, 3 photocopies) Barangay Certification (1 original, 3 photocopies) Secretary Certificate (1 original, 3 photocopies) 		Licensed Architect or Environmental Planner Licensed Geodetic Engineer Licensed Civil Engineer Licensed Professional Electrical Engineer Licensed Sanitary Engineer Private Developer Private Developer Licensed Geodetic Engineer Private Developer Zoning Administration Unit (ZAU) Registry of Deeds – LRA CTO Security and Exchange Commission DHSUD DENR DTI Private Developer Registered Land Ownership Barangay Private Developer		
		CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID
		PROCESSING TIME	PERSON RESPONSIBLE	
		1. Fill up and submits the application Form for CMP or PD 957	1.1 Check completeness of documents 1.1.1 Evaluate Pertinent documents including	None
				1 day
				SARD Technical Personnel Evaluation Group

	<p>Subdivision Plans and Engineering Plans</p> <p>A. Simple Subdivision</p> <p>B. Complex Subdivision</p> <p>C. Highly Complex Subdivision</p>		<p>3-days</p> <p>7-days</p> <p>20-days</p>	<p>SARD Technical Personnel</p>
	<p>1.1.2 Conduct a site inspection and verify the conformity of plans in the project area</p>		<p>1-day</p>	<p>PDO IV</p>
	<p>1.1.3 Prepare the evaluation report and recommendation report</p>		<p>1-day</p>	<p>SARD Head</p>
	<p>1.1.4 Endorse the application with evaluation report and recommendation to the City Administration Office for legislation to the QC Council</p>			<p>Quezon City Council</p>
	<p>1.1.5 Schedule on first reading followed by Committee hearing, agenda for the second reading, and third/final reading</p>			
	<p>1.1.6 Finalization of the Proposed Ordinance (PO No.)</p>			
	<p>1.1.7 Approved Ordinance</p>			
	<p>1.1.8 Prepares Order of Payment upon receipt of Approved Ordinance</p>			

2. Pay at CTO and submit the photocopy of Official Receipt	2.1 Check the Official Receipt		3 minutes	PDO IV
3. Receives Development Permit	3.1 Release the Development Permit and Approved Subd. Plan		5 minutes	Releasing Clerk
Total			8 days & 8 mins (simple) 12 days & 8 mins (technical)* 25 days & 8 mins (complex)*	

*Note: * time may differ depending on the complexity of the request/proposal*

5. LOCATIONAL CLEARANCE FOR BUSINESS PERMIT: NEW @ QCeServices

Locational Clearance is issued to business owners that serve as a pre-requisite document in the issuance of a Business Permit to guarantee that the business is in compliance with the Zoning Ordinance.

Office or Division:	Zoning Administration Unit (ZAU)			
Classification:	Simple			
Type of Transaction:	G2B			
Who may avail:	Business Owners			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> QC eServices website registration (Attachment of Supplemental Documents (whichever is applicable) Certificate of No Objection from HOA or Neighbors' Consent Barangay Council Resolution Building Permit or Certificate of Occupancy/Locational Clearance (Building)/SUP/COE/SP(City Council Resolution) 		https://qceservices.quezoncity.gov.ph/ HOA Concerned Barangay DBO/ZAU		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register and log in to the QC eServices website and create an account				BPLD Technical Staff
2. Fill out the Unified Online Business Permit Application (UOBPA) and attach/upload documentary requirements				BPLD Clerks/ Evaluators

3. Submit the business permit application form online	3.1. Receive online the accomplished business permit application form		5 minutes	Evaluators
	3.1.1 Encode the business information to the ZAU system to create a ZAU record and generate a ZAU transaction number	<i>Zoning Fee (integrated into the tax bill):</i> ₱ 345.00 - Sari-Sari Store ₱ 545.00- all other businesses	5 minutes	
	3.1.2 Evaluate the permissibility of the business activity and location based on the QC Zoning Ordinance		5 minutes	
	3.1.3 Go back to the QC e-Services system, (ZAU interface) copy the evaluation result, and validity period and submit it back to BPLD		5 minutes	
	3.1.4. Printing of LC; - BPLD flags for printing; - Actual Printing		5 minutes	
	3.1.5. Transmit LC to BPLD		5 minutes	
4. Receive the printed copy of LC thru the Document Delivery System of BPLD				BPLD
Total			30 minutes	

6. LOCATIONAL CLEARANCE FOR BUSINESS PERMIT: RENEWAL @ QC eServices

Locational Clearance is issued to business owners that serve as a pre-requisite document in the issuance of a Business Permit to guarantee that the business complies with the Zoning Ordinance.

Office or Division:	Zoning Administration Unit (ZAU)			
Classification:	Simple			
Type of Transaction:	G2B			
Who may avail:	Business Owners			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> QC eServices website registration (Attachment of Supplemental Documents (whichever is applicable) Previous Locational Clearance Certificate of No Objection from HOA or Neighbors Consent Barangay Council Resolution Building Permit or Certificate of Occupancy/Locational Clearance (Building)/SUP/COE/SP(City Council Resolution) 		https://qceservices.quezoncity.gov.ph/ ZAU HOA Concerned Barangay DBO/ZAU		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register and log in to the QC eServices website and create an account				BPLD Technical Staff
2. Fill out the Unified Online Business Permit Application (UOBPA) and attach/upload documentary requirements				BPLD Clerks/ Evaluators
3. Submit the business permit application form online	3.1. Receive online the accomplished business permit application form.		5 minutes	Evaluators
	3.2. Check if the business has an existing record in the ZAU system; if none business will be treated as a new application.	<i>Zoning Fee (integrated into the tax bill):</i> ₱ 345.00 - Sari-Sari Store ₱ 545.00- all other businesses	5 minutes	
	3.3. If the application		5 minutes	

	<p>has an existing record, validate the business information in the application form and compared it to the encoded information in the LC.</p> <p>3.4. Go back to the system (ZAU interface) copy the evaluation result, and validity period, and submit it back to BPLD.</p> <p>3.5. Printing of LC; - BPLD flags for printing; - Actual printing</p> <p>3.6. Transmit LC to BPLD</p>		<p>5 minutes</p> <p>5 minutes</p> <p>5 minutes</p>	
4. Receive the printed copy of LC thru the Document Delivery System of BPLD				BPLD
Total			30 minutes	

7. LOCATIONAL CLEARANCE FOR BUSINESS PERMIT: WALK-IN RENEWAL

Locational Clearance is issued to business owners that serve as a pre-requisite document in the issuance of a Business Permit to guarantee that the business complies with the Zoning Ordinance.

Office or Division:	Zoning Administration Unit (ZAU)			
Classification:	Simple			
Type of Transaction:	G2B			
Who may avail:	Business Owners			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Photocopy Business Permit Photocopy of previous Locational Clearance Supplemental Documents (whichever is applicable) <ul style="list-style-type: none"> • Certificate of No Objection from HOA or Neighbors Consent • Barangay Council Resolution • Building Permit or Certificate of Occupancy • If the Business activity is among the listed uses that require the ff: <ul style="list-style-type: none"> ▪ Special Use Permit (SUP) ▪ Special Permit (SP) ▪ Certificate of Exception (CEO) ▪ Market Franchise If Representative, photocopy and present the original of the ff: <ul style="list-style-type: none"> • Duly notarized Authorization Letter/Special Power of Attorney • Representative's Government issued Identification Card 		ZAU ZAU HOA Concerned Barangay DBO/ZAU City Council thru a Resolution Business owner BIR, Postal ID, DFA, PSA, SSS, GSIS, Pag-Ibig		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a printed Unified Online Business Permit Application (UOBPA) or fill out Unified Online Business Permit Application (UOBPA) with the required documents for initial assessment and verification	1.1. Receive, check the completeness of the documents, and verify the records of the application	None	5 minutes	Receiving Staff
	1.1.1. Issue claim stub		2 minutes	Receiving Staff
	1.2. Check the ZAU record and validate the previous evaluation, amend the LC (if permitted) or prescriptive		10 minutes	Evaluators

	notation in the LC (if conditional) and Notice of Action (NOA); for disapproved application, prepare a letter to the owner. 1.2.1. Print and affix initials in the LC with OIC, ZAU eSign and NOA (no eSign) 1.3. Review the printed LC and affix initials before releasing 1.4. Review/sign the printed NOA and letter to the owner		5 minutes 5 minutes 5 minutes	Evaluators PDO V OIC-ZAU
2. Receive the LC	Issue the LC/NOA to the Client		3 minutes	Releasing Staff
Total			35 minutes	

8. REQUEST FOR MOTION FOR RECONSIDERATION

This request is made when an applicant, is not satisfied by the decision of the Zoning Official concerning the interpretation, administration or enforcement of the zoning ordinance.

Office or Division:	Zoning Administration Unit (ZAU)
Classification:	Complex
Type of Transaction:	G2B
Who may avail:	Business Owners
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> • A written request for reconsideration • Accomplished Application Form and the • issued Simplified Business Form indicating denial of the application • Previous Locational Clearance/Bldg. Permit, SUP, COE (if any) • Affidavit of Undertaking (if applicable) • Pictures of the structure (front view and inside view showing business area) • Official Receipt as proof of payment of Motion or Letter of 	DBO

Reconsideration If Representative, photocopy and present the original of the ff: <ul style="list-style-type: none"> • Duly notarized Authorization Letter/Special Power of Attorney • Representative's Government issued Identification Card 		Business owner BIR, Postal ID, DFA, PSA, SSS, GSIS, Pag-Ibig		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a written request for reconsideration with the required documents Pay MR fee at CTO and submit photocopy of OR	1. Receive, and check the completeness of the documents and issue order of payment.	Motion for Reconsideration Fee: P1,000.00	5 minutes	Receiving Staff
	2. Receive photocopy of the Order of Payment and attach to the MR documents.		2 minutes	Receiving Staff
	3. Prepare routing slip with remarks and recommendations; Assigns staff to prepare letter of reply.		15 minutes	PDO III
	4. Check the letter of reply; if with revision return to the staff assigned, if none forward to OIC ZAU.			
	5. Assess the letter of reconsideration/ review/sign the letter of reply.		6 working days	OIC-ZAU
2. Receive the reply letter on the request	Release the reply letter to the applicant		3 minutes	Releasing Staff

3. Log-in to QC-eServices; Upload approved letter for reconsideration and other documents (if any)	Re-evaluate application based on the letter signed by ZAU-OIC		15 minutes	PDO-II
Total			6 working days and 40 minutes	

9. LOCATIONAL CLEARANCE FOR BUILDING PERMIT: FOR NEW (SIMPLE), RENOVATION & INTERIOR RENOVATION @ ONE-STOP- SHOP (OSS)

The Locational Clearance is issued to the developers/lot owners as a pre-requisite in the issuance of a Building Permit to guarantee that the building and its design components comply with the Zoning Ordinance and the Local Building Code.

Office or Division:	Zoning Administration Unit (ZAU)		
Classification:	Simple		
Type of Transaction:	G2B		
Who may avail:	Developers, Property Lot owners		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
For Simple: 1 to 3 Storey Residential (1 unit), 2 Storey Commercial Bldg. and Warehouse /Interior renovation inside the mall			
Tax Clearance/Real Property Tax Receipt & Bill (1 original, 1 photocopy of the current year)		City Treasurer's Office (CTO)	
Proof of Lot Ownership (whichever is applicable)			
Transfer Certificate of Title (1 certified true copy)		Land Registration Authority (LRA)	
Lease contract (1 photocopy)		Registered Lot Owner	
Award Notice (1 photocopy)		Registered Lot Owner	
Deed of Sale (1 photocopy)		Registered Lot Owner	
Memorandum of Agreement (MOA) (1 photocopy)		Registered Lot Owner	
Affidavit of Consent to construct/Special Power of Attorney (SPA) (1 photocopy)		Registered Lot Owner	
Authority to Sign/Corporate Secretary's Affidavit (1 photocopy)		President of the Corporation	
Lot Plan (1 set signed & sealed)-not required for interior renovation		Licensed Geodetic Engineer	
Architectural Plan (2 sets signed & sealed) & PTR		Licensed Architect	
For Representative			
• Duly notarized Authorization		Registered Lot Owner	
Letter/Special Power of Attorney (1 original)		BIR, Postal ID, DFA, PSA, SSS, GSIS, Pag-Ibig	
• Government-issued Identification			
Card of the person being represented (1 photocopy)		BIR, Postal ID, DFA, PSA, SSS, GSIS, Pag-Ibig	
• Government-issued Identification			
Card representative (1 photocopy)			
Long Folder			

Supplemental documents: <ul style="list-style-type: none"> Neighbor’s firewall consent (1 original, 1 photocopy) HOA Approved plan (2 sets, blueprint of Architectural Plans) DPWH Clearance if located along a national road (1 original, 1 photocopy) MMDA Clearance if along the river, waterways (1 original, 1 photocopy) Earthquake Hazard Assessment (1 original, 1 photocopy) Barangay Council Resolution (1 original, 1 photocopy) 		Adjacent neighbor HOA Department of Public Works and Highways Metro Manila Development Authority Phivolcs Concerned Barangay		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register to log in to the QC eServices website and create an account				DBO
2. Fill out the Online Building Permit Application and attach/upload documentary requirements				DBO
3. Submit the accomplished application form	3.1. Receive the building permit application form with the physical file from DBO.		5 minutes	Receiving Staff
	3.1.1. Record the application and route documents to Evaluators.			
	3.2. For initial evaluation.		2 hours (1 to 3 storey residential; 2- storey commercial and warehouse);	Evaluators
	3.2.1. Verify the zone classification and evaluate plans based on QC Zoning Ordinance; verify compliance to line and grade and other architectural details based on Local Building Code.		30 minutes (Interior renovation)	
	3.2.2. Recommend the issuance of Locational Clearance (LC) or Notice of Action (NOA).		15 minutes	PDO IV

	<p>3.3. Final evaluation.</p> <p>3.3.1. Review the Project Evaluation Report and provide comments or approve the recommendation.</p> <p>3.3.2. Return the physical documents to DBO.</p> <p>3.4. Receive the physical file from DBO with printed LC (affixed eSignature of OIC, ZAU) and Order of Payment (OP); check, approve and affix initials to LC or NOA and Order of Payment for final billing.</p> <p>3.5. Receive LC from DBO to affix the QC seal.</p> <p>3.6. Return the LC to DBO for release.</p>	<p>Residential Processing Fee: ₱ 3.00/m² of TFA</p> <p>Verification Fee : ₱100.00</p> <p>Commercial Processing Fee: ₱ 10.00/m² of TFA;</p> <p>Verification Fee: ₱300.00</p>	<p>5 minutes</p> <p>5 minutes</p>	<p>PDO IV</p> <p>Clerk</p>
4. Receive the copy of LC or NOA thru the releasing counter of DBO				Releasing Clerk DBO
Total			<p>2 hours, 30 minutes (1-3 storey residential, 2-storey commercial & warehouse)</p> <p>1 hour (interior renovation)</p>	

10. LOCATIONAL CLEARANCE FOR BUILDING PERMIT: NEW (REGULAR), RENOVATION, REPAIR, AND ADDITIONAL @ BUILDING REGULATION ONE-STOP-SHOP (BROSS)

The Locational Clearance is issued to the developers/lot owners as a pre-requisite in the issuance of a Building Permit to guarantee that the building and its components comply with the Zoning Ordinance and the Local Building Code.

Office or Division:	Zoning Administration Unit (ZAU)	
Classification:	Simple	
Type of Transaction:	G2B	
Who may avail:	Developers, Property Lot owners	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
<ul style="list-style-type: none"> Tax Clearance/Real Property Tax Receipt & Bill (1 original, 1 photocopy of the current year) Proof of Lot Ownership (whichever is applicable) Transfer Certificate of Title (1 certified true copy) Lease contract (1 photocopy) Award Notice (1 photocopy) Deed of Sale (1 photocopy) Memorandum of Agreement (MOA) (1 photocopy) Affidavit of Consent to construct/Special Power of Attorney (SPA) (1 photocopy) Authority to Sign/Corporate Secretary's Affidavit (1 photocopy) Previous Building Permit/Previous Locational Clearance/Approved Plan for Renovation, Repair & Additional (1 Certified True Copy) Lot Plan (1 set signed & sealed) Architectural Plan (2 sets signed & sealed) & PTR 		City Treasurer's Office (CTO) Land Registration Authority (LRA) Registered Lot Owner Registered Lot Owner Registered Lot Owner Registered Lot Owner Registered Lot Owner President of the Corporation Building Owner Licensed Geodetic Engineer Licensed Architect
For Representative <ul style="list-style-type: none"> Duly notarized Authorization Letter/Special Power of Attorney (1 original) Government-issued Identification Card of the person being represented (1 photocopy) Government-issued Identification Card representative (1 photocopy) 		Registered Lot Owner BIR, Postal ID, DFA, PSA, SSS, GSIS, Pag-Ibig BIR, Postal ID, DFA, PSA, SSS, GSIS, Pag-Ibig
Long Folder Supplemental documents: <ul style="list-style-type: none"> Neighbor's firewall consent (1 original, 1 photocopy) HOA Approved plan (2 sets, blueprint of Architectural Plans) DPWH Clearance if located along a national road (1 original, 1 photocopy) 		Adjacent neighbor HOA Department of Public Works and Highways

<ul style="list-style-type: none"> • MMDA Clearance if along the river, waterways (1 original, 1 photocopy) • Earthquake Hazard Assessment (1 original, 1 photocopy) • Barangay Council Resolution (1 original, 1 photocopy) 		Metro Manila Development Authority PhiVolcS Concerned Barangay		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Register to log in to the QC eServices website and create an account				DBO
2. Fill out the Online Building Permit Application and attach/upload documentary requirements				DBO
3. Submit the accomplished application form	3.1. Receive the application form with the physical file from DBO.		5 minutes	Receiving Staff
	3.2. Transmit the application with physical documents to the evaluators.	Commercial processing Fee: ₱10.00/m² of TFA;		
	3.3. For initial evaluation.	Verification Fee: ₱300.00	1 hour, 30 minutes (for 1 to 3 storey residential, 2-storey commercial and warehouse) ; and 30 minutes (for Interior renovation)	Evaluators
	3.3.1. Verify the zone classification and evaluate plans based on QC Zoning Ordinance; verify compliance to line and grade and other architectural details based on Local Building Code.			
	3.3.2. Recommend the issuance of Locational Clearance (LC) or Notice of Action (NOA) with corresponding remarks.			
	3.3.3.			

	<p>Transmit the physical file for final evaluation.</p> <p>3.4. Final evaluation.</p> <p>3.4.1. Review the Project Evaluation Report and approve the recommendation.</p> <p>3.4.2. Return approved LC to the Evaluator for stamping and signing of architectural plans.</p> <p>3.4.3. Print Notice of Action (NOA) with corresponding remarks stating the conditions/justifications with e-Signature.</p> <p>3.5. Print LC and final billing for approved LC and affix initials.</p> <p>3.6. Review/approve evaluation report/LC, sign OP.</p> <p>3.7. Affix QC logo seal on LC</p> <p>3.8. Transmit the physical file to DBO with LC and OP.</p>		<p>15 minutes</p> <p>5 minutes</p> <p>5 minutes</p> <p>5 minutes</p> <p>30 minutes</p> <p>1 minute</p> <p>10 minutes</p>	<p>PDO IV</p> <p>Clerk</p> <p>Evaluator</p> <p>Evaluator</p> <p>OIC-ZAU</p> <p>Clerk</p> <p>Releasing Staff</p>
Total			<p>2 hours,46 minutes (1-3 storey residential, 2-storey commercial & warehouse)</p> <p>1 hour, 46 minutes (interior renovation)</p>	

11. LOCATIONAL CLEARANCE FOR BUILDING PERMIT: CELL SITE @ BUILDING REGULATION ONE-STOP-SHOP (BROSS)

The Locational Clearance is issued to the developers/lot owners as a pre-requisite in the issuance of a Building Permit to guarantee that the building and its components comply with the Zoning Ordinance and the Local Building Code.

Office or Division:	Zoning Administration Unit (ZAU)
Classification:	Simple
Type of Transaction:	G2B
Who may avail:	Telecoms Owners, Property Lot owners
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> Tax Clearance/Real Property Tax Receipt & Bill (1 original, 1 photocopy of the current year) Proof of Lot Ownership (whichever is applicable) Transfer Certificate of Title (1 certified true copy) Lease contract (1 photocopy) Award Notice (1 photocopy) Deed of Sale (1 photocopy) Memorandum of Agreement (MOA) (1 photocopy) Affidavit of Consent to construct/Special Power of Attorney (SPA) (1 photocopy) Authority to Sign/Corporate Secretary's Affidavit (1 photocopy) Certification from lot owner that there is no Homeowners Association within the area HOA consent if within residential zone with HOA Lot Plan (1 set signed & sealed) Certification that the proposed cell site is outside the CAAP Critical Areas Affidavit of Undertaking to Conduct Social Preparation Architectural Plan (2 sets signed & sealed) & PTR 	City Treasurer's Office (CTO) Land Registration Authority (LRA) Registered Lot Owner Registered Lot Owner Registered Lot Owner Registered Lot Owner Registered Lot Owner President of the Corporation Building Owner HOA office Licensed Geodetic Engineer Licensed Geodetic Engineer Telecom Owner Licensed Architect
For Representative <ul style="list-style-type: none"> Duly notarized Authorization Letter/Special Power of Attorney (1 original) Government-issued Identification Card of the person being represented (1 photocopy) Government-issued Identification Card representative (1 photocopy) 	Registered Lot Owner BIR, Postal ID, DFA, PSA, SSS, GSIS, Pag-Ibig BIR, Postal ID, DFA, PSA, SSS, GSIS, Pag-Ibig
Supplemental documents: <ul style="list-style-type: none"> DPWH Clearance if located along the national road (1 original, 1 photocopy) MMDA Clearance if along the river, waterways (1 original, 1 photocopy) 	Department of Public Works and Highways Metro Manila Development Authority

[illegible]

	evaluation		1 hour	
	3.3. Final Evaluation.			
	3.3.1. Review the Project Evaluation Report and approves the recommendation.		5 minutes	Clerk
	3.3.2. Returns approve LC to the Evaluator for stamping and signing of approved architectural plans.			Evaluator
	3.3.3. Print Notice of Action (NOA) with corresponding remarks stating the conditions /justifications.		5 minutes	Clerk/ PDO IV
	3.4. Print LC with OIC, ZAU eSignature, final billing for approved LC and affix initials.			Evaluator
	3.4.1. Print NOA with OIC, ZAU eSignature and affix initial and return to receiving clerk for releasing.		5 minutes	Clerk
	3.5. Transmit documents (physical file) to		5 minutes	Receiving Staff
	OIC, ZAU for final approval.			OIC-ZAU
	3.5.1. Receive and record the documents.			Releasing Clerk
	3.5.2. Review/approve evaluation report/LC, sign OP.		20 minutes	Clerk
	3.5.3. Return LC with the physical file to receiving clerk.		20 minutes	
			5 minutes	Clerk

	3.6. Receive the documents.			
	3.6.1. Affix QC logo seal on LC.		5 minutes	Releasing Staff
	3.6.2. Transmit the physical file to DBO with LC and OP.		5 minutes	
			10 minutes	
4. Receive the copy of NOA with the evaluated documents (after 3.3.3. action)				
			5 minutes	Releasing Clerk ZAU
5. Receive the copy of LC thru the releasing counter of DBO together with other approved plans and related permits for building construction/ renovation				
			5 minutes	Releasing Clerk DBO
Total			2 hours,46 minutes (1-3 storey residential, 2-storey commercial & warehouse)	
			1 hour, 46 minutes (interior renovation)	

12. LOCATIONAL CLEARANCE FOR BUILDING PERMIT: SUBDIVISION FOR COMMUNITY MORTGAGE PROGRAM (CMP) ON REGULAR PROCESS

The Locational Clearance is issued to the developers as a pre-requisite in the issuance of a Building Permit to guarantee that the subdivision plan and its residential components comply with the Zoning Ordinance and the Local Building Code.

Office or Division:	Zoning Administration Unit (ZAU)
Classification:	Complex
Type of Transaction:	G2B
Who may avail:	Developers, Property Lot owners
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> Transfer Certificate of Title (1 Certified True Copy) Tax Clearance/Real Property Tax Receipt & Bill (1 original, 1 photocopy of the current year) SEC Certificate (1 photocopy) List of Beneficiaries (1 photocopy of Master list)) DHSUD Certificate (1 photocopy) 	Land Registration Authority (LRA) City Treasurer’s Office (CTO) Securities and Exchange Commission (SEC) Homeowner’s Association (HOA) Department of Human Settlement and Urban Development (DHSUD)

<ul style="list-style-type: none"> City Council Resolution (For Subd./CMP located in R1 & R2 Zones) (1 photocopy) Lot Plan/Subdivision Plan (2 sets) For Representative <ul style="list-style-type: none"> Duly notarized Authorization Letter/Special Power of Attorney (1 original) Government-issued Identification Card of the person being represented (1 photocopy) Government-issued Identification Card representative (1 photocopy) 		<p>QC Council</p> <p>Licensed Geodetic Engineer</p> <p>Registered Lot Owner</p> <p>BIR, Postal ID, DFA, PSA, SSS,GSIS, Pag-Ibig</p> <p>BIR, Postal ID, DFA, PSA, SSS, GSIS, Pag-Ibig</p>		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required documents for initial assessment and verification	1.1. Receive the required documents and check the completeness of the requirements.	₱ 200.00	15 minutes	Receiving Staff
	1.2. Issue the Order of Payment for Application Fee		3 minutes	Receiving Staff
2. Pay the Application Fee at the CTO and submit the photocopy of OR	2.1. Check the OR and assign a control number.	Residential Processing Fee: ₱3.00/m ² of TFA; Verification Fee : ₱100.00	5 minutes	City Council
	2.1.1. Verify the zoning classification and evaluate the plans based on the QC Zoning Ordinance.		30 minutes	Evaluation Group
	2.1.2. Verify compliance to line and grade and other architectural details based on the Local Building Code.		5 minutes	
	2.2. Set the final evaluation and print the LC/NOA/FC with eSign.		10 minutes	Clerk
	2.3. Print the Order of Payment.		5 minutes	OIC-ZAU
	2.4. Sign the Order of Payment.			

	2.5. Stamp and sign the Architectural Plan.		5 minutes	Evaluator and PDO IV
3. Pay the Processing Fee at CTO and submit a photocopy of the Official Receipt	3.1 Check the Official Receipt		5 minutes	Releasing Staff
4. Receive the copy of LC/NOA/FC and the approved copy of Architectural Plans	4.1 Release the LC/NOA/FC and approved copy of Architectural Plans		5 minutes	Releasing Staff
Total			1 hour and 28 minutes	

13. LOCATIONAL CLEARANCE FOR BUILDING PERMIT: CERTIFICATE OF EXCEPTION (COE) ON REGULAR PROCESS

The Locational Clearance is issued to the developers/lot owners as a pre-requisite in the issuance of a Building Permit to guarantee that the building and its design components comply with the Zoning Ordinance and the Local Building Code. A Certificate of Exception is issued through a resolution approved by the City Council allowing the exemption of the project from the use of the lot/property

Office or Division:	Zoning Administration Unit (ZAU)	
Classification:	Highly Technical	
Type of Transaction:	G2B	
Who may avail:	Developers, Property Lot owners	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
<ul style="list-style-type: none"> • Tax Clearance/Real Property Tax Receipt & Bill (1 original, 1 photocopy of the current year) • Proof of Lot Ownership (whichever is applicable) • Transfer Certificate of Title (1 certified true copy) • Lease contract (1 photocopy) • Award Notice (1 photocopy) • Deed of Sale (1 photocopy) • Memorandum of Agreement (MOA) (1 photocopy) • Affidavit of Consent to construct/Special Power of Attorney (SPA)(1 photocopy) • Authority to Sign/Corporate Secretary's Affidavit (1 photocopy) • Lot Plan (1 set signed & sealed) • Architectural Plan (2 sets signed & sealed) & PTR 		City Treasurer's Office (CTO)
		Land Registration Authority (LRA)
		Registered Lot Owner
		Registered Lot Owner
		Registered Lot Owner
		Registered Lot Owner
		Registered Lot Owner
		President of the Corporation
		Licensed Geodetic Engineer
		Licensed Architect
<ul style="list-style-type: none"> • For Representative <ul style="list-style-type: none"> • Duly notarized Authorization Letter/Special Power of Attorney (1 original) • Government-issued Identification Card of the person being represented 		Registered Lot Owner
		BIR, Postal ID, DFA, PSA, SSS, GSIS, Pag-Ibig

<ul style="list-style-type: none"> (1 photocopy) Government-issued Identification Card representative (1 photocopy) Long Folder Mandatory Requirements for COE: <ul style="list-style-type: none"> Project Description (boundaries, nature of the operation or use; objectives to be achieved by the project; statement as to why the project cannot fulfill its objectives under the Zoning Regulations (1original, 1 photocopy) Environmental Impact Study/Environmental Compliance Certificate (ECC)/Certificate of Non-Coverage (CNC) Barangay Council Resolution Traffic Impact Study for high-rise buildings Supplemental documents: <ul style="list-style-type: none"> Neighbor's firewall consent (1 original, 1 photocopy) HOA Approved plan (2 sets, blueprint of Architectural Plans) DPWH Clearance if located along a national road (1 original, 1 photocopy) MMDA Clearance if along the river, waterways (1 original, 1 photocopy) Earthquake Hazard Assessment (1 original, 1 photocopy) 		BIR, Postal ID, DFA, PSA, SSS, GSIS, Pag-Ibig Project Engineer/Architect EMB-DENR Concerned Barangay Project Engineer/Architect Adjacent neighbor HOA Department of Public Works and Highways Metro Manila Development Authority Phivolcs		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Apply for COE at the City Council thru the Chairman, Committee on City Planning, Building & Zoning	1.1. Receive the endorsement from the City Council requesting the preparation of the Project Evaluation.	None	3 minutes	Receiving Staff
			4 hours	Evaluation Group
	1.2. Evaluate the project based on the submitted mandatory requirements and present the findings as to the basis of the City Council for their decision to deny or approve the resolution. 1.3. Review the project evaluation report and recommend		8 hours*	OIC-ZAU

	approval/ disapproval of the application.			
2. Attend the public consultations at the City Council for the approval of the City Council Resolution			3 readings	City Council
3. Submit the approved City Council Resolution & ECC and other documents	3.1 Check and receive the documents. 3.1.1. Prepare the revised evaluation report & recommend the issuance of the Locational Clearance/COE. 3.1.2. Prepare documents and recommend approval of the application. 3.1.3. Approved and signed final evaluation. 3.1.4. Print the LC/COE with e-sign & Order of Payment. 3.2. Sign the Order of Payment. 3.3. Stamp and sign the Architectural Plan.	Residential Processing Fee: ₱3.00/m ² of TFA; Verification Fee: ₱100.00 Commercial Processing Fee: ₱10.00/m ² of TFA; Verification Fee: ₱300.00 COE Processing Fee: ₱ 150/m ² of TFA subject to an exemption	1 hour 1 hour 45 minutes 30 minutes 10 minutes 5 minutes* 30 minutes	Receiving Staff Evaluation Group PDO IV OIC-ZAU Clerk PDO IV Clerk and Evaluators
4. Pay the Processing Fee at CTO and submit the photocopy of the Official Receipt	4.1. Check the Official Receipt.		5 minutes	DBO
5. Receive the copy of COE and approved copy of Architectural Plans	5.1. Release the COE and approved copy of Architectural Plans		5 minutes	DBO
Total				

*Note: * Subject to the completeness of requirements.*

14. LOCATIONAL CLEARANCE FOR BUILDING PERMIT: FOR SPECIAL USE PERMIT (SUP) ON REGULAR PROCESS

The Locational Clearance is issued to the developers/lot owners as a pre-requisite in the issuance of a Building Permit to guarantee that the building and its design components comply with the Zoning Ordinance and the Local Building Code. The Special Use Permit is issued through a resolution approved by the City Council allowing the project for such use on the lot or property. The uses that require a Special Use Permit are Gasoline/Auto-LPG, Waste Disposal Facility, Radio, and Television Transmitting Stations, Telecommunication Tower (Greenfields); Temporary suspended due to Joint Memorandum Circular-01, Series of 2021), Heliports/Helipads, Abattoir/Slaughterhouse, Cockpits/Race Tracks, Transport Terminals, Transport Garage, Cemeteries, Funeral Parlor/ Memorial Chapel/Mortuary, Crematorium/Columbarium.

Office or Division:	Zoning Administration Unit (ZAU)
Classification:	Highly Technical
Type of Transaction:	G2B
Who may avail:	Developers, Property Lot owners
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> • Tax Clearance/Real Property Tax Receipt & Bill (1 original, 1 photocopy of the current year) • Proof of Lot Ownership (whichever is applicable) • Transfer Certificate of Title (1 certified true copy) • Lease contract (1 photocopy) • Award Notice (1 photocopy) • Deed of Sale (1 photocopy) • Memorandum of Agreement (MOA) (1 photocopy) • Affidavit of Consent to construct/Special Power of Attorney (SPA) (1 photocopy) • Authority to Sign/Corporate Secretary's Affidavit (1 photocopy) • Lot Plan (1 set signed & sealed) • Architectural Plan (2 sets signed & sealed) & PTR 	City Treasurer's Office (CTO) Land Registration Authority (LRA) Registered Lot Owner Registered Lot Owner Registered Lot Owner Registered Lot Owner Registered Lot Owner President of the Corporation Licensed Geodetic Engineer Licensed Architect Registered Lot Owner BIR, Postal ID, DFA, PSA, SSS, GSIS, Pag-Ibig BIR, Postal ID, DFA, PSA, SSS, GSIS, Pag-Ibig Project Engineer/Architect EMB-DENR
For Representative <ul style="list-style-type: none"> • Duly notarized Authorization Letter/Special Power of Attorney (1 original) • Government-issued Identification Card of the person being represented (1 photocopy) • Government-issued Identification Card representative (1 photocopy) Long Folder Mandatory Requirements for SUP: <ul style="list-style-type: none"> • Description of the project, its nature of the operation or use, location, boundaries, and size or volume of operation; • Identification of the components which shall be affected by the project • Environmental Impact Study/Environmental Compliance Certificate 	

(ECC)/Certificate of Non- Coverage (CNC) <ul style="list-style-type: none"> Barangay Council Resolution Supplemental documents: <ul style="list-style-type: none"> Neighbor’s firewall consent (1 original, 1 photocopy) HOA Approved plan (2 sets, blueprint of Architectural Plans) DPWH Clearance if located along a national road (1 original, 1 photocopy) MMDA Clearance if along the river, waterways (1 original, 1 photocopy) Earthquake Hazard Assessment (1 original, 1 photocopy) 		Concerned Barangay Adjacent neighbor HOA Department of Public Works and Highways Metro Manila Development Authority PhiVolcs		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Apply for SUP at the City Council thru the Chairman, Committee on City Planning, Building & Zoning	1.1. Receive the endorsement from the City Council requesting the preparation of the Project Evaluation.	None	3 minutes	Receiving Staff
	1.2. Evaluate the project based on the submitted mandatory requirements and present the findings as to the basis of the City Council for their decision to deny or approve the resolution.		4 hours	Evaluation Group
	1.3. Review the project evaluation report; recommend approval/ disapproval of the application		8 hours*	OIC-ZAU
2. Attend the public consultations at the City Council for the approval of the City Council Resolution			3 readings	City Council
3. Submit the approved City Council Resolution & ECC	4.1. Check and receive the documents.	Commercial Processing Fee: ₱10.00 /m² of TFA;	1 hour	Receiving staff
	4.2. Prepare the revised evaluation report & recommend the issuance of the		1 hour 2 hours *	Evaluation Group PDO IV

	Locational Clearance/SUP. 4.3. Prepare documents and recommend approval of the application. 4.4. Approval and sign final evaluation 4.5. Print the LC/SUP with e-sign & Order of Payment. 4.6. Sign the Order of Payment. 4.7. Stamp and sign the Architectural Plan.	Verification Fee: ₱ 300.00 SUP Processing Fee: ₱150/m² of TFA/LA subject to SUP	30 minutes 10 minutes 5 minutes* 30 minutes	OIC-ZAU Clerk PDO IV Clerk & Evaluators
4. Pay the Processing Fee at CTO and submit the photocopy of the Official Receipt	Check the Official Receipt		5 minutes	DBO
5. Receive the copy of SUP and the approved copy of Architectural Plans	Release the SUP and approved copy of Architectural Plans		5 minutes	DBO
Total				

*Note: * Subject to the completeness of requirements.*

15. ZONING CERTIFICATE

The Zoning Certificate is secured by real property owners of titled lots to verify zoning classification and structures allowed in the specific area.

Office or Division:	Zoning Administration Unit (ZAU)			
Classification:	Highly Technical			
Type of Transaction:	G2B			
Who may avail:	Real Property Lot Owners, Developers, Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Transfer Certificate of Title (1 photocopy) Sketch of Location (1 original) 		Land Registration Authority City Assessor's Office/Google Map		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the up-up application form and submit the required documents at Counter 11	1.1. Check the required documents and completeness of requirements.	Residential ₱ 100.00; Commercial ₱ 300.00;	5 minutes	Receiving Staff

	1.1.1 Verify the zoning classification based on the QC Zoning Ordinance. 1.1.2 Print the Zoning Certificate. 1.1.3 Review/sign the Zoning Certificate. 1.1.4 Issue /sign Order of Payment	Institutional ₱200.00	30 minutes 5 minutes 5 minutes 5 minutes	Evaluation Group Clerk OIC-ZAU Releasing Staff
Pay the verification fee at the City Treasurer's Office and submit the photocopy of the Official Receipt	Check the Official Receipt		5 minutes	Releasing Staff
Receive the Zoning Certificate	Release the Zoning Certificate		3 minutes	Releasing Staff
Total			58 minutes	

*Note: * Subject to the completeness of requirements.*

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	The client may fill up the Customer Service Survey Form found at the Receiving Area and drop it in the designated Suggestion Box. (Transparent Box)
How feedback is processed	<p>Every Month, the assigned personnel will open the dropbox and consolidate the survey feedback form. Feedbacks requiring response is forwarded to the Administrative Division to specify the proper division/personnel to take appropriate action.</p> <p>For inquiries and follow-ups, the Client may contact Tel. No. 8988-4242 loc. 1013</p>
How to file a complaint	<p>Complaints can be filed through walk-in or e-mail. Email Address: CPDD@quezoncity.gov.ph ZAU@quezoncity.gov.ph</p> <p>Also you can send directly to QC Helpdesk at helpdesk@quezoncity.gov.ph</p>
How complaints are processed	<p>Receiving staff will open emails daily and forward printed copies of the complaint/s to the Office Head; upon evaluation, the Office Head will forward the complaint to the proper division/staff for appropriate action.</p> <p>The complainant shall be informed of the action through a letter which may be sent through the contact information given/sent by the complainant.</p> <p>If the complaint is in QC Helpdesk, they will be the one to create the ticket and it will be forwarded to the Department concerned</p>
Contact Information of ARTA, PCC, CCB, QC Helpdesk	<p>ARTA: complaints@arta.gov.ph 8478 5093</p> <p>PCC: 8888 CCB: 0908-881-6565 (SMS)</p> <p>QC Helpdesk: helpdesk@quezoncity.gov.ph</p>

LIST OF DIVISIONS

DIVISION	ADDRESS	CONTACT INFORMATION
Institutional Development Planning Division	4 th Floor, Bldg. D Quezon City Hall, Elliptical Road, Quezon City	8988-4242 Local 1008 idpd.cpdd@quezoncity.gov.ph
Economic Development Planning Division	4 th Floor, Bldg. D Quezon City Hall, Elliptical Road, Quezon City	8988-4242 Local 1009 edpd.cpdd@quezoncity.gov.ph
Social Development Planning Division	4 th Floor, Bldg. D Quezon City Hall, Elliptical Road, Quezon City	8988-4242 Local 1010 sdpd.cpdd@quezoncity.gov.ph
Land Use And Infrastructure Development Division	4 th Floor, Bldg. D Quezon City Hall, Elliptical Road, Quezon City	8988-4242 Local 1008 luid.cpdd@quezoncity.gov.ph
Special Projects Division	4 th Floor, Bldg. D Quezon City Hall, Elliptical Road, Quezon City	8988-4242 Local 1011 spd.cpdd@quezoncity.gov.ph
Subdivision Administration and Regulatory Division	4 th Floor, Bldg. D Quezon City Hall, Elliptical Road, Quezon City	8988-4242 Local 1015 sard@quezoncity.gov.ph
Administrative Division	4 th Floor, Bldg. D Quezon City Hall, Elliptical Road, Quezon City	8988-4242 Local 1006 cpdd@quezoncity.gov.ph/ admin.cpdd@quezoncity.gov.ph
Zoning Administration Unit	5 th Floor Quezon City Hall High Rise Building, Elliptical Road, Quezon City	8988-4242 Local 1005/1014 ZAU@quezoncity.gov.ph