



CITIZENS CHARTER

2020 (1ST Edition)

Mandate

- a. Ordinance No 9110, S-71. Ordinance creating the QC Planning Commission and Development Board to coordinate all aspects of economic planning and development of QC particularly its physical and human resources and to enhance its potentials 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 LGU's 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

An effective, efficient and reliable partner in the responsible governance of Quezon City. A model planning office of local government in the country.

III. Mission

- Provide policy direction for future growth
- Advocate for active people's participation
- Ensure efficient coordination with and among private sector
- 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 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.

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1. LOCATIONAL CLEARANCE FOR BUSINESS PERMIT: NEW (AT BUSINESS ONE-STOP SHOP)

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		
Application for Business Permit		Business Permit & Licensing Department		
Supplemental Documents (Whichever is applicable)				
<ul style="list-style-type: none"> • Certificate of No Objection from HOA or Neighbors Consent (1 photocopy) 		HOA		
<ul style="list-style-type: none"> • Bgy. Council Resolution (1 photocopy) 		Concerned Barangay		
<ul style="list-style-type: none"> • Building Permit (1 photocopy) 		DBO/ZAU		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required documents for initial assessment and verification at the Business Permit & Licensing Department (BPLD)	1. Receive the required documents and evaluate the business activity and location based on the QC Zoning Ordinance	None	5 minutes	From BPLD Receiving Clerk to Zoning Evaluator
	1.1 If the business activity and location are permitted, encode and print the Locational Clearance (LC) with e-sign; but if the application needs supplemental documents or disapproved, a Notice of Action (NOA) is issued with eSign		5 minutes	Zoning Evaluator
	1.2 Return/release the application with LC/NOA to BPLD		1 minute	Zoning Evaluator

2. LOCATIONAL CLEARANCE FOR BUSINESS PERMIT: RENEWAL/COMPLIANCE

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		
Business Permit (1 photocopy)		Business Permit & Licensing Department		
Previous Locational Clearance (1 photocopy)		ZAU		
Supplemental Documents (Whichever is applicable)				
<ul style="list-style-type: none"> • Certificate of No Objection from HOA or Neighbors Consent (1 photocopy) 		HOA		
<ul style="list-style-type: none"> • Bgy. Council Resolution (1 photocopy) 		Concerned Barangay		
<ul style="list-style-type: none"> • Building Permit (1 photocopy) 				
Representative				
<ul style="list-style-type: none"> • Duly notarized Authorization Letter/Special Power of Attorney (1 original) 		Business owner		
<ul style="list-style-type: none"> • Government issued Identification Card of the person being represented (1 photocopy) 		BIR, Postal ID, DFA, PSA, SSS, GSIS, Pag-Ibig		
<ul style="list-style-type: none"> • Government issued Identification Card representative (1 photocopy) 		BIR, Postal ID, DFA, PSA, SSS, GSIS, Pag-Ibig		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required documents for initial assessment and verification	1. Receive the required documents and check completeness of requirements	None	5 minutes	Receiving Clerk
	1.1 Verify the record in data base to check authenticity of the LC; if record is found, print the LC with eSign		5 minutes	Evaluation Group
	1.2 Review the printed LC		10 minutes	Asst, CPDO (OCM Memo dated Dec. 5, 2019)
2. Receive the LC	2. Issue the LC to the Client		5 minutes	Releasing Clerk

3. 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 Building Permit to guarantee that the building and its design components are in compliance 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"> For Simple 1 to 3 Storey Residential (1 unit), 2 Storey Commercial Bldg. & Warehouse not exceeding 1,500 sqm floor area/Interior renovation inside the mall 	
Tax Clearance/Real Property Tax Receipt & Bill (1 original, 1 photocopy of 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	
<ul style="list-style-type: none"> Duly notarized Authorization Letter/Special Power of Attorney (1 original) 	Registered Lot Owner
<ul style="list-style-type: none"> Government issued Identification Card of the person being represented (1 photocopy) 	BIR, Postal ID, DFA,PSA,SSS,GSIS, Pag-Ibig
<ul style="list-style-type: none"> Government issued Identification Card representative (1 photocopy) 	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) 	Adjacent neighbor HOA

<ul style="list-style-type: none"> • DPWH Clearance if located along national road (1 original, 1 photocopy) • MMDA Clearance if along river, waterways (1 original, 1 photocopy) • Earthquake Hazard Assessment (1 original, 1 photocopy) • Barangay Council Resolution (1 original, 1 photocopy) 		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. Submit the required documents for initial assessment and verification	1. Receive the required documents and check completeness of requirements 1.1 Issue the Order of Payment for Application Fee	None ₱200.00		Receiving Clerk/Department of Building Official (DBO)
2. Pay the Application Fee at the CTO and submit the photocopy of OR	2. Check the OR and assign a control number 2.1 Verify the zoning classification and evaluate the plans based on the QC Zoning Ordinance; Verify compliance to line and grade and other architectural details based on the Local Building Code; recommend the issuance of Locational Clearance (LC)/Notice of Action (NOA)/ For Compliance (FC) or for site inspection 2.2 Conduct a site inspection and prepare the report		1 to 3 storey res'l, 2 storey commercial & warehouse (1 hour) Int. renovation (30 mins.)	Receiving Clerk/Department of Building Official (DBO) ZAU Evaluation Group DBO

	<p>2.3 Review the project evaluation report; site inspection report; recommend approval/disapproval of the application</p> <p>2.4 Print the Order of Payment</p>	<p>Resd'l. Processing Fee - ₱ 3.00/m² of TFA Verification Fee - ₱100</p> <p>Comm'l. Processing Fee- ₱ 10.00/m² of TFA Verification Fee- ₱200.00</p>	<p>3 minutes</p>	<p>(ZAU) Project Dev't. Officer III</p> <p>DBO</p>
	<p>2.5 Sign the Order of Payment & Stamp and sign the Architectural Plan</p>		<p>3 minutes</p>	<p>(ZAU) Project Dev't. Officer III</p>
<p>1. Pay the Processing Fee at CTO and submit photocopy of Official Receipt</p>	<p>3. Check the Official Receipt</p>		<p>1 minute</p>	<p>Releasing Clerk (DBO)</p>
<p>2. Receive the copy of LC/NOA/FC and the approved copy of Architectural Plans</p>	<p>4. Release the LC/NOA/FC and approved copy of Architectural Plans</p>		<p>5 minutes</p>	<p>Releasing Clerk DBO</p>

4. LOCATIONAL CLEARANCE FOR BUILDING PERMIT/ NEW (REGULAR APPLICATIONS), RENOVATION, REPAIR AND ADDITIONAL

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

Office or Division:	Zoning Administration Unit (ZAU)		
Classification:	Regular		
Type of Transaction:	G2B		
Who may avail:	Developers, Property Lot owners		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Tax Clearance/Real Property Tax Receipt & Bill (1 original, 1 photocopy of 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	
Previous Building Permit/Previous Locational Clearance/Approved Plan for Renovation, Repair & Additional (1 Certified True Copy)		Building Owner	
Lot Plan (1 set signed & sealed)		Licensed Geodetic Engineer	
Architectural Plan (2 sets signed & sealed) & PTR		Licensed Architect	
For Representative			
<ul style="list-style-type: none"> Duly notarized Authorization Letter/Special Power of Attorney (1 original) 		Registered Lot Owner	
<ul style="list-style-type: none"> Government issued Identification Card of the person being represented (1 photocopy) 		BIR, Postal ID, DFA,PSA,SSS,GSIS, Pag-Ibig	
<ul style="list-style-type: none"> Government issued Identification Card representative (1 photocopy) 		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) 		Adjacent neighbor	

<ul style="list-style-type: none"> • HOA Approved plan(2 sets, blueprint of Architectural Plans) • DPWH Clearance if located along national road (1 original, 1 photocopy) • MMDA Clearance if along river, waterways(1 original, 1 photocopy) • Earthquake Hazard Assessment(1 original, 1 photocopy) • Barangay Council Resolution(1 original, 1 photocopy) 		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. Submit the required documents for initial assessment and verification	1. Receive the required documents and check completeness of requirements	None	15 minutes	Receiving Clerk
	1.1 Issue the Order of Payment for Application Fee	₱200.00	3 minutes	
2. Pay the Application Fee at the CTO and submit the photocopy of OR	2. Check the OR and assign a control number		5 minutes	Receiving Clerk
	2.1 Verify the zoning classification and evaluate the plans based on the QC Zoning Ordinance; Verify compliance to line and grade and other architectural details based on the Local Building Code; recommend the issuance of Locational Clearance (LC)/Notice of Action (NOA)/ For Compliance (FC) or for site inspection		1 ½ hour	Evaluation Group
	2.2 Conduct a site inspection and prepare the		1 day	Inspection Group

	report			
	2.3 Review the project evaluation report; site inspection report; recommend approval/disapproval of the application		1 day*	Asst. City Administrator for Operations (EO No. 49, S-2019)
	2.4 Set the final evaluation and print the LC/NOA/FC with eSign		5 minutes	Encoder/Clerk
	2.5 Sign the Order of Payment	<u>Resd'l.</u> <u>Processing Fee -</u> ₱3.00/m ² of TFA <u>Verification Fee -</u> ₱100.00 <u>Comm'l</u> <u>Processing Fee-</u> ₱10.00/m ² of TFA <u>Verification Fee -</u> ₱300.00	5 minutes	Asst. City Administrator for Operations (EO No. 49, S-2019)
	2.6 Stamp and sign the Architectural Plan		3 minutes	Project Dev't. Officer III
3. Pay the Processing Fee at CTO and submit photocopy of Official Receipt	3. Check the Official Receipt		1 minute	Releasing Clerk
4. Receive the copy of LC/NOA/FC and the approved copy of Architectural Plans	4. Release the LC/NOA/FC and approved copy of Architectural Plans		5 minutes	Releasing Clerk

5. LOCATIONAL CLEARANCE FOR BUILDING PERMIT/ SUBDIVISION FOR COMMUNITY MORTGAGE PROGRAM (CMP)

The Locational Clearance is issued to the developers as a pre-requisite in the issuance of Building Permit to guarantee that the subdivision plan and its residential components are in compliance 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		
Transfer Certificate of Title (1 Certified True Copy)		Land Registration Authority (LRA)		
Tax Clearance/Real Property Tax Receipt & Bill (1 original, 1 photocopy of current year)		City Treasurer's Office (CTO)		
SEC Certificate (1 photocopy)		Securities and Exchange Commission (SEC)		
List of Beneficiaries (1 photocopy of Master list))		Homeowner's Association (HOA)		
HLURB Certificate (1 photocopy)		Housing & Land Use Regulatory Board(HLURB)		
City Council Resolution (For Subd./CMP located in R1 & R2 Zones) (1 photocopy)		QC Council		
Lot Plan/Subdivision Plan (2 sets)		Licensed Geodetic Engineer		
For Representative				
<ul style="list-style-type: none"> Duly notarized Authorization Letter/Special Power of Attorney (1 original) 		Registered Lot Owner		
<ul style="list-style-type: none"> Government issued Identification Card of the person being represented (1 photocopy) 		BIR, Postal ID, DFA,PSA,SSS,GSIS, Pag-Ibig		
<ul style="list-style-type: none"> Government issued Identification Card representative (1 photocopy) 		BIR, Postal ID, DFA,PSA,SSS,GSIS, Pag-Ibig		
Long Folder				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required documents for initial assessment and verification	1. Receive the required documents and check completeness of requirements	None	15 minutes	Receiving Clerk
	1.1 Issue the Order of Payment for Application Fee	₱200.00	3 minutes	

2. Pay the Application Fee at the CTO and submit the photocopy of OR	2. Check the OR and assign a control number		5 minutes	Receiving Clerk
	2.1 Verify the zoning classification and evaluate the plans based on the QC Zoning Ordinance; Verify compliance to line and grade and other architectural details based on the Local Building Code; recommend the issuance of Locational Clearance (LC)/Notice of Action (NOA)/ For Compliance (FC) or for site inspection		1 ½ hour	Evaluation Group
	2.2 Conduct a site inspection and prepare a report		1 day	Inspection Group
	2.3 Review the project evaluation report; site inspection report; recommend approval/disapproval of the application		1 day*	Asst. City Administrator for Operations
	2.4 Set the final evaluation and print the LC/NOA/FC with eSign		5 minutes	Encoder/Clerk
2.5 Print the Order of Payment	Resd'l. Processing Fee- ₱3.00/m ² of TFA Verification Fee - ₱100.00		3 minutes	Encoder/Clerk

	2.6 Sign the Order of Payment		5 minutes	Asst. City Administrator for Operations
	2.7 Stamp and sign the Architectural Plan		10 minutes	Proj. Devt. Officer III
6. Pay the Processing Fee at CTO and submit photocopy of Official Receipt	3. Check the Official Receipt		1 minute	Releasing Clerk
7. Receive the copy of LC/NOA/FC and the approved copy of Architectural Plans	4. Release the LC/NOA/FC and approved copy of Architectural Plans		5 minutes	Releasing Clerk

6. LOCATIONAL CLEARANCE FOR BUILDING PERMIT: FOR CERTIFICATE OF EXCEPTION (COE)

The Locational Clearance is issued to the developers/lot owners as a pre-requisite in the issuance of Building Permit to guarantee that the building and its design components are in compliance 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
Tax Clearance/Real Property Tax Receipt & Bill (1 original, 1 photocopy of current year)		City Treasurer's Office (CTO)
Proof of Lot Ownership(whichever is applicable)		
<ul style="list-style-type: none"> • Transfer Certificate of Title (1 certified true copy) 		Land Registration Authority (LRA)
<ul style="list-style-type: none"> • Lease contract (1 photocopy) 		Registered Lot Owner
<ul style="list-style-type: none"> • Award Notice (1 photocopy) 		Registered Lot Owner
<ul style="list-style-type: none"> • Deed of Sale (1 photocopy) 		Registered Lot Owner
<ul style="list-style-type: none"> • Memorandum of Agreement (MOA) (1 photocopy) 		Registered Lot Owner
<ul style="list-style-type: none"> • 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)		Licensed Geodetic Engineer
Architectural Plan (2 sets signed & sealed) & PTR		Licensed Architect
For Representative		
<ul style="list-style-type: none"> • Duly notarized Authorization Letter/Special Power of Attorney (1 original) 		Registered Lot Owner
<ul style="list-style-type: none"> • Government issued Identification Card of the person being represented (1 photocopy) 		BIR, Postal ID, DFA,PSA,SSS,GSIS, Pag-Ibig
<ul style="list-style-type: none"> • Government issued Identification Card representative (1 photocopy) 		BIR, Postal ID, DFA,PSA,SSS,GSIS, Pag-Ibig
Long Folder		
Mandatory Requirements for COE:		
<ul style="list-style-type: none"> • Project Description (boundaries, nature of 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) 		Project Engineer/Architect

<ul style="list-style-type: none"> • Environmental Impact Study/Environmental Compliance Certificate (ECC)/Certificate of Non-Coverage (CNC) • Barangay Council Resolution • Traffic Impact Study for high rise buildings 		<p>EMB-DENR</p> <p>Concerned Barangay</p> <p>Project Engineer/Architect</p>		
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 national road (1 original, 1 photocopy) • MMDA Clearance if along river, waterways(1 original, 1 photocopy) • Earthquake Hazard Assessment (1 original, 1 photocopy) 		<p>Adjacent neighbor</p> <p>HOA</p> <p>Department of Public Works and Highways</p> <p>Metro Manila Development Authority</p> <p>Phivolcs</p>		
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. Receive the endorsement from the City Council requesting for the preparation of the Project Evaluation	None	3 minutes	Receiving Clerk
	1.1 Evaluate the project based on the submitted mandatory requirements and present the findings as the basis of the City Council for their decision to deny or approve the resolution		4 hours	Evaluation Group
	1.2 Review the project evaluation report; recommend approval/disapproval of the application		1 day*	Asst. City Administrator for Operations

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	3. Check and receive the documents	<p>Resd'l Processing Fee - ₱3.00/m² of TFA Verification Fee - ₱100.00</p> <p>Comm'l Processing Fee – ₱10.00/m² of TFA Verification Fee – ₱300.00</p> <p>COE Processing Fee- ₱ 150/m² of TFA subject for exemption</p>	5 minutes	Receiving Clerk
	3.1 Prepare the revised evaluation report & recommend the issuance of the Locational Clearance/COE		10 minutes	Evaluation Group
	3.2 Review the project evaluation report; recommend approval of the application		1 day*	Asst. City Administrator for Operations
	3.3 Set the final evaluation and print the LC/COE with e-sign & Order of Payment		5 minutes	Encoder/Clerk
	3.4 Sign the Order of Payment		5 minutes	Asst. City Administrator

	3.5 Stamp and sign the Architectural Plan		3 minutes	Project Dev't Officer III
4. Pay the Processing Fee at CTO and submit photocopy of Official Receipt	4. Check the Official Receipt		1 minute	Releasing Clerk
5. Receive the copy of COE and approved copy of Architectural Plans	5. Release the COE and approved copy of Architectural Plans		5 minutes	Releasing Clerk

7. LOCATIONAL CLEARANCE FOR BUILDING PERMIT: FOR SPECIAL USE PERMIT (SUP)

The Locational Clearance is issued to the developers/lot owners as a pre-requisite in the issuance of Building Permit to guarantee that the building and its design components are in compliance 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), 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	
Tax Clearance/Real Property Tax Receipt & Bill (1 original, 1 photocopy of current year)		City Treasurer's Office (CTO)	
Proof of Lot Ownership(whichever is applicable)			
<ul style="list-style-type: none"> • Transfer Certificate of Title (1 certified true copy) 		Land Registration Authority (LRA)	
<ul style="list-style-type: none"> • Lease contract (1 photocopy) 		Registered Lot Owner	
<ul style="list-style-type: none"> • Award Notice (1 photocopy) 		Registered Lot Owner	
<ul style="list-style-type: none"> • Deed of Sale (1 photocopy) 		Registered Lot Owner	
<ul style="list-style-type: none"> • Memorandum of Agreement (MOA) (1 photocopy) 		Registered Lot Owner	
<ul style="list-style-type: none"> • Affidavit of Consent to construct/Special Power of Attorney (SPA)(1 photocopy) 		Registered Lot Owner	
<ul style="list-style-type: none"> • Authority to Sign/Corporate Secretary's Affidavit (1 photocopy) 		President of the Corporation	
Lot Plan (1 set signed & sealed)		Licensed Geodetic Engineer	
Architectural Plan (2 sets signed & sealed) & PTR		Licensed Architect	
For Representative			
<ul style="list-style-type: none"> • Duly notarized Authorization Letter/Special Power of Attorney (1 original) 		Registered Lot Owner	
<ul style="list-style-type: none"> • Government issued Identification Card of the person being represented (1 photocopy) 		BIR, Postal ID, DFA,PSA,SSS,GSIS, Pag-Ibig	
<ul style="list-style-type: none"> • Government issued Identification Card representative (1 photocopy) 		BIR, Postal ID, DFA,PSA,SSS,GSIS, Pag-Ibig	
Long Folder			

Mandatory Requirements for SUP:				
<ul style="list-style-type: none"> Description of the project, its nature of 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) Barangay Council Resolution 		Project Engineer/Architect		
		EMB-DENR		
		Concerned Barangay		
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 national road(1 original, 1 photocopy) MMDA Clearance if along river, waterways(1 original, 1 photocopy) Earthquake Hazard Assessment(1 original, 1 photocopy) 		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. Receive the endorsement from the City Council requesting for the preparation of the Project Evaluation	None	3 minutes	Receiving Clerk
	1.1 Evaluate the project based on the submitted mandatory requirements and present the findings as the basis of the City Council for their decision to deny or approve the resolution		4 hours	Evaluation Group
	1.2 Review the project evaluation report; recommend approval/disapproval of the application		1 day*	Asst. City Administrator for Operations

3. Attend the public consultations at the City Council for the approval of the City Council Resolution			3 readings	City Council
4. Submit the approved City Council Resolution & ECC	4. Check the documents and receive	<p>Comm'l. Processing Fee - ₱10.00 /m² of TFA Verification Fee - ₱300</p> <p>SUP Processing Fee - ₱150/m² of TFA subject for SUP</p>	5 minutes	Receiving Clerk
	4.1 Prepare the revised evaluation report & recommend the issuance of the Locational Clearance/SUP		10 minutes	Evaluation Group
	4.2 Review the project evaluation report; recommend approval of the application		1 day*	Asst. City Administrator for Operations
	4.3 Set the final evaluation and print the LC/SUP with e-sign & Order of Payment		5 minutes	Encoder/Clerk
	4.4 Sign the Order of Payment		5 minutes	Asst. City Administrator for Operations

	4.5 Stamp and sign the Architectural Plan		3 minutes	Project Dev't Officer III
5. Pay the Processing Fee at CTO and submit photocopy of Official Receipt	5. Check the Official Receipt		1 minute	Releasing Clerk
6. Receive the copy of SUP and the approved copy of Architectural Plans	6. Release the SUP and approved copy of Architectural Plans		5 minutes	Releasing Clerk

Note: Subject to time availability of the signatory due to prior meeting/s schedules and/or due to immediate notice by the City Mayor.

8. 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:	Simple			
Type of Transaction:	G2C			
Who may avail:	real property lot owners/developers/students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Transfer Certificate of Title (1 photocopy)		Land Registration Authority		
Sketch of Location (1 original)		City Assessor's Office/Google Map		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up application form and submit the required documents at Counter 11	1. Receive the required documents and check completeness of requirements	None	5 minutes	Receiving Clerk
	1.1 Verify the zoning classification based on the QC Zoning Ordinance		10 minutes	Evaluation Group
	1.2 Print the Zoning Certificate		3 minutes	Clerk
	1.3 Review/sign the Zoning Certificate		3 minutes	Asst. City Administrator for Operations
	1.4 Issue /sign Order of Payment	Res'l ₱ 100.00 Comm'l ₱ 300.00 Inst. ₱200.00	1 minute	Releasing Clerk
2. Pay the verification fee at the City Treasurer's Office and submit the photocopy of the Official Receipt	2. Check the Official Receipt		1 minute	Releasing Clerk
3. Receive the Zoning Certificate	3. Release the Zoning Certificate		3 minutes	Releasing Clerk

9. 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 Unit (SAU)			
Classification:	Complex			
Type of Transaction:	G2B			
Who may avail:	HOA and Private Developers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
• Subdivision Plans, Eng'g. Plans and Topo Plan (4 sets original plans)		Private Developer		
• Certified True Copy of TCT(1 original, 1 photocopy)		Registry of Deeds - LRA		
• Locational Clearance (4 photocopies)		Zoning Administration Unit (ZAU)		
• Certificate of Registration (CMP - BP 220) (4 photocopies)		HLURB		
• SEC Registration (Open Market - PD 957) (4 photocopies)		Security and Exchange Commission		
• MOA w/ Land Owner, Developer or Originator (1 original, 3 photocopies)		Registered Land Ownership		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up and submits application Form for CMP or PD 957	1. Check completeness of documents	None	15 minutes	SAU Technical Personnel
	1.1 Evaluate pertinent documents including Subdivision Plans and Engineering Plans		1 day	Evaluation Group
	1.2 Conduct a site inspection and verify the conformity of plans in the project area		1-day	SAU Technical Personnel
	1.3 Prepare the evaluation report and recommendation report		2 hours	PDO IV
	1.4 Endorse the application with evaluation report and		15 minutes	SAU Head

	<p>recommendation to the City Administration Office for legislation to the QC Council</p> <p>1.5 Schedule on first reading followed by Committee hearing , agenda for the second reading and third/final reading</p> <p>1.6 Finalization of the Proposed Ordinance (PO No.)</p> <p>1.7 Approved Ordinance</p> <p>1.8 Prepares Order of Payment upon receipt of Approved Ordinance</p>			<p>Quezon City Council</p> <p>City Secretary's Office</p> <p>Office of the City Mayor</p> <p>PDO IV</p>
2.Pay at CTO and submit the photocopy of Official Receipt	2.Check the Official Receipt		3 minutes	PDO IV
3.Receives Development Permit	3. Release the Development Permit and Approved Subd. Plan		5 minutes	Releasing Clerk

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	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 feedbacks are processed	<p>Every Friday, the assigned personnel will open the drop box 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, Client may contact Tel. No. 8988-4242 loc. 1013</p>
How to file a complaint	<p>Complaint can be filed through walk-in or through e-mail.</p> <p>Email Address: ZAU@quezoncity.gov.ph/CPDO@quezoncity.gov.ph</p>
How complaints are processed	<p>Receiving staff will open emails on a daily basis and forward printed copy 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 contact information given/sent by the complainant.</p>
Contact Information of ARTA, PCC, CCB	<p>ARTA: complaints@arta.gov.ph 8478 5093 PCC: 8888 CCB: 0908-881-6565 (SMS)</p>

LIST OF DIVISION

DIVISION	ADDRESS	CONTACT INFORMATION
Institutional Development Planning Division	4 th Floor, Bldg. D Quezon City Hall, Elliptical Road, Quezon City	8988-4242 Local 1008 cpdo@quezoncity.gov.ph
Economic Development Planning Division	4 th Floor, Bldg. D Quezon City Hall, Elliptical Road, Quezon City	8988-4242 Local 1009 cpdo@quezoncity.gov.ph
Social Development Planning Division	4 th Floor, Bldg. D Quezon City Hall, Elliptical Road, Quezon City	8988-4242 Local 1010 cpdo@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 cpdo@quezoncity.gov.ph
Special Projects Division	4 th Floor, Bldg. D Quezon City Hall, Elliptical Road, Quezon City	8988-4242 Local 1011 cpdo@quezoncity.gov.ph
Zoning & Urban Design Division	4 th Floor, Bldg. D Quezon City Hall, Elliptical Road, Quezon City	8988-4242 Local 1005/1014 cpdo@quezoncity.gov.ph/ ZAU@quezoncity.gov.ph
Subdivision Administration Division	4 th Floor, Bldg. D Quezon City Hall, Elliptical Road, Quezon City	8988-4242 Local 1015 cpdo@quezoncity.gov.ph
Administrative Division	4 th Floor, Bldg. D Quezon City Hall, Elliptical Road, Quezon City	8988-4242 Local 1006 cpdo@quezoncity.gov.ph