



CITIZENS CHARTER

2022 (3rd Edition)

I. Mandate

- a. Ordinance No 9110, S-71. The ordinance creating 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

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 /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. RECEIPT AND ENDORSEMENT OF INCOMING COMMUNICATIONS / CORRESPONDENCE

Receiving/processing of incoming communications from various agencies addressed to the City Planning and Development Officer.

Office or Division:	Admin Division			
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		
Original copy – Letter, Memo, Endorsement/Indorsement, Transmittal, Routing Slip		None		
Attachment of supporting documents				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit document/s to Receiving Area	1. Receive, classify and encode various submitted document/s/ communications (such as Transmittals, Memoranda, registered mails, emails, etc.) in the Document Tracking System for Reference/ Control Number. Review document classification	None	5 minutes	Assigned Staff Administrative Division Chief Administrative Officer, Administrative Division
	1.2 Submit to CPDD Department Head for review of document classification. 1.3 Review / Assign / Sign routing slip for handing over to concerned/assigned CPDD Sector		2 minutes 10 minutes	Assigned staff (Administrative Division) CPDD Head

2. Receive replies to requests, demands, appeal/s, etc.	<p>1.4 Depending on which sector assigned task is handed:</p> <p>1.4.1 Receive, record and check completeness of submitted documents</p> <p>1.4.2 Conduct Complete Staff Work thru review, evaluation and analysis; inspection; data gathering; recommendation of proper action; preparation of necessary documents to grant request or implement given instructions.</p> <p>1.4.3 Submit evaluation report and/or draft action documents to CPDD Head for review and conformance</p> <p>1.4.4 Review/ Approve/sign final revised action documents</p> <p>Release signed document/s to concerned city department/office/unit /entities concerned</p>		<p>1 min</p> <p>2-5 days*</p> <p>5 mins</p> <p>5 mins</p>	<p>Assigned staff (concerned Sector)</p> <p>Division Chief of concerned sector</p> <p>CPDD Head</p> <p>Assigned Staff/Records Officer Administrative Division</p>
Total			5 days* 28 minutes	

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

2. 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 and direct client to appropriate CPDO 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	15 secs	Assistance Desk/Receiving Area
2. Convey and relate to concerned PPDO Personnel of his/her data requirements (Accomplish Data Request Form)	Confer with client and provide necessary form	None	2 mins	Client / Requesting Party
3. Submit accomplished form (Data Request Form) to PDI unit	Provide Assistance to client . Determine the availability of the data	None	5 mins	Data Management Officer, SPD

Sign in the logbook indicating data availed of among others (State particulars of the data being availed of)				
1a. 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		3 mins	Data Management Officer, SPD
1b. 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		20 mins	
	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
Total			43 mins/3 secs*	

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

3. 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 official letter request with plans / program of works (if applicable)	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, CPDD
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		2 hours	Project Development Officer I to III/ Planning Officer I to III, CPDD
	Identify and map/plot the site using GIS and make official request to General Services Department (GSD) and City Assessor's Office for property ownership status		25 mins.	Project Development Officer III, CPDD
	The GSD and City Assessor's Office sends back official property record ownership status		3 days	Department Head of GSD and City Assessor's Office

	Prepare photos and maps; Evaluate/study the proposal; Accomplish project inspection/validation report form; and Rates, prioritize and make design recommendation on the proposed project and accomplish Infra Form B-2 (Basis 2)			
	Infra Form B-2 check/review/ and signed by Division Chief		10 mins.	Project Development Officer V, Head LUID
	Signing of Infra Form B-2 by Department Head (CPDD)		5 mins.	Department Head, CPDD
	Endorse to the concerned department/office/committee (ex. City Engineering Dept./ Parks Development and Administration Dept./ INFRACOM/ others) for appropriate action		15 mins.	Project Development Officer III, CPDD
Total			4 days and 5 hrs.*	

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

4. LAND / PROPERTY ACQUISITION PROGRAM

The acquisition of land and reserves 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), CPDD			
Classification:	Highly Technical			
Type of Transaction:	G2C (Government to Citizen) G2G (Government to Government)			
Who may avail:	City Departments/Offices/Operating Units Barangay Officials Private entities QC residents/citizens			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Official letter of intent to sell from the owner/proponent Photo copy of pertinent documents, lot plan 		Request letter to be accomplished by the proponent		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
If proposal is coming from the Client				
If land is pursued purposely by the city government				
1. Submit official letter of intent to sell with pertinent documents	Receive, record 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, CPDD
	Evaluate/Prepare recommendation report		2 hours	Project Development Officer I to III/ Planning Officer I to III, CPDD
	Identify and map/plot the site using GIS		25 mins.	Project Development Officer III, CPDD
	Prepare /Send letter request to concerned depts/offices for further evaluation: City Assessor's- lot verification and initial appraisal City Legal- legal opinion City Engineering- verification survey City Treasurer's - records on updated		5 days	Department Head of City Assessor's Office, City Legal Dept., Engineering Dept., and City Treasurer's Office

	realty tax payment, etc.)			
	Negotiate with the owner for lot acquisition Prepare letter of intent to buy the property (if viable) or letter denying request for proposal		15 mins	Department Head, CPDD
	If interested, request for the City Mayor's authority to negotiate and enter into a contract to acquire the lot Prepare City Council Resolution		30 mins.	Department Head, CPDD City Council (City Secretary)
	Land Appraisal: Include in the agenda of City Appraisal Committee (CAC) Meeting			Secretariat, CAC
	Draft necessary resolution or Committee report for approval and signature		1 hour.	City Appraisal Committee
	Acquisition Process: a) Prepare necessary Deed of Sale			City Legal Department
	b) Prepare draft deed of sale for review and signature by the proponent and of the City Mayor			City Legal Department
	c) Request for appropriation in the acquisition of the property thru preparation of Work Financial Plan (WFP)		15 mins.	Department Head, CPDD & City Budget
	d) Issue Advice of Allotment (AA)			City Budget Dept. Head, City Mayor
	e) Prepare Obligation Request (AA + supporting documents) and Disbursement Voucher (DV)		15 mins	PDO III, CPDD

	f) Issue Certificate of Availability of Funds (CAF) (OBR + AA + supporting documents) for pre/post audit			Fiscal Mgt. & Control Unit, City Accounting Dept.
	g) Evaluate OBR and DV			To FCU for auditing; to City Treasurer's Office for Request of Obligation and Allotment (ROA); DV for signature of the City Accountant, City Treasurer and the Hon. City Mayor
2. Receive Initial payment (50%)	Issuance and release of check payment			Cash Division, City Treasurer's Office
	Prepare breakdown of payment of taxes and fees: (Capital Gains Tax (CGT) and Documentary Stamp Taxes (DST) to BIR		1 day	Liaison Officer, CPDD
	* Same process (Steps c to g) in the acquisition process			City Budget Dept City Accounting Dept City Treasurer's Office Office of the Mayor
	Payment of CGT & DST to BIR Issue and release of Certificate Authorizing Registration (CAR) (O.R.+ supporting documents)		1 day	Liaison Officer, CPDD BIR Revenue District Office (RDO) Liaison Officer, CPDD
	Request to the City Treasurer's office in the Transfer Tax payment		15 mins. 5 working days	Department Head, CPDD Transfer Tax Certificate of Exemption c/o City Treasurer's Office)

	Computation of Registration fee to Registry of Deeds + plus supporting documents		3-5 days*	Liaison Officer, CPDD
	* Same process (Steps b to g) in the acquisition process			c/o City Budget Dept., City Accounting Dept., City Treasurer's Office, Office of the Mayor
	Pay Registration Fee to Registry of Deeds		1 day	Liaison Officer, CPDD
	Issue and release New TCT in the name of QC Government			c/o Registry of Deeds
3. Receive Final Pay (50%)	Same process (Steps f and g) in the acquisition process		10 days*	c/o City Accounting Dept., City Treasurer's Office, Office of the Mayor
	Issuance and release of check payment		1 day	c/o Cash Division, City Treasurer's Office
Total			14 days and 5 hrs.*	

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

5. LOCATIONAL CLEARANCE FOR BUSINESS PERMIT: NEW @ 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 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		
QC eServices website registration		https://qceservices.quezoncity.gov.ph/		
Attachment of Supplemental Documents (whichever is applicable)				
<ul style="list-style-type: none"> • Certificate of No Objection from HOA or Neighbors' Consent 		HOA		
<ul style="list-style-type: none"> • Barangay Council Resolution 		Concerned Barangay		
<ul style="list-style-type: none"> • Building Permit or Certificate of Occupancy/Locational Clearance (Building)/SUP/COE/SP(City Council Resolution) 		DBO/ZAU		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Register and log in to the QC eServices website and create an account				BPLD Technical Staff
4. Fill out the Unified Online Business Permit Application (UOBPA) and attach/upload documentary requirements				BPLD Clerks /Evaluators

5. Submit the business permit application form	3.1 Receive online business permit application system	Zoning Fee (integrated in the tax bill) ₱345.00 -Sari-Sari Store	1 minute	ZAU Evaluator
	3.1.1 Encode business information to ZAU system to create ZAU record and generate a ZAU transaction number	₱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		1 minute	
	3.1.3 Go back to the QC e-Services system, copy the evaluation, validity period and submit it back to BPLD		1 minute	
6. Receive the printed copy of LC thru the Document Delivery System of BPLD				BPLD

6. LOCATIONAL CLEARANCE FOR BUSINESS PERMIT: RENEWAL AND COMPLIANCE @ 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	
QC eServices website Registration	https://qceservices.quezoncity.gov.ph/
Attachment of Supplemental Documents (whichever is applicable)	
• Previous Locational Clearance	ZAU
• Certificate of No Objection from HOA or Neighbors Consent	HOA
• Barangay Council Resolution	Concerned Barangay
• Building Permit or Certificate of Occupancy/Locational Clearance	DBO/ZAU
WHERE TO SECURE	

(Building)/SUP/COE/SP(City Council Resolution)				
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 attached/upload documentary requirements				BPLD Clerks /Evaluators
3. Submit the business permit application form	3.1 Receives the online business permit application system 3.2 check if the business has an existing record in the ZAU system; if none business will be treated as new application 3.3 If the application has an existing record, verify business info in the application form to determine the accuracy with the LC 3.4 Go back to the system; copy the evaluation, validity period, and submit it back to BPLD	Zoning Fee (integrated with the tax bill) ₱345.00 -Sari-Sari Store ₱545.00- all other businesses	1 minute 5 minutes 1 minute 1 minute	ZAU Evaluators
4. Receive the printed copy of LC thru the Document Delivery System of BPLD				BPLD

7. LOCATIONAL CLEARANCE FOR BUSINESS PERMIT: WALK-IN RENEWAL AND 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 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		ZAU		
Photocopy of previous Locational Clearance		ZAU		
Supplemental Documents (whichever is applicable)				
<ul style="list-style-type: none"> • Certificate of No Objection from HOA or Neighbors Consent 		HOA		
<ul style="list-style-type: none"> • Barangay Council Resolution 		Concerned Barangay		
<ul style="list-style-type: none"> • Building Permit or Certificate of Occupancy 		DBO/ZAU		
<ul style="list-style-type: none"> • If among listed that requires the ff: <ul style="list-style-type: none"> ▪ Special Use Permit (SUP) ▪ Special Permit (SP) ▪ Certificate of Exception (CEO) ▪ Market Franchise 		City Council thru a Resolution		
If Representative, photocopy and to present the original of the ff:				
<ul style="list-style-type: none"> • Duly notarized Authorization Letter/Special Power of Attorney 		Business owner		
<ul style="list-style-type: none"> • Representative's Government issued Identification Card 		BIR, Postal ID, DFA,PSA,SSS,GSIS, Pag-Ibig		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit 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. Receives, check documents, and verify records the application	None	5 minutes	Receiving Clerk
	1.1.1. Issue claim stub			
	1.2. Check ZAU record and validate previous evaluation and amend the LC		5 minutes	Evaluation Group
	1.2.1. Prints/affix initials in the LC with OIC, ZAU eSign			
	1.3. Review the printed LC before releasing		10 minutes	Asst, CPDO (OCM Memo dated Dec. 5, 2019)
1. Receive the LC	3.1 issue the LC to the Client		5 minutes	Releasing Clerk

8. 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 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
<i>For Simple: 1 to 3 Storey Residential (1 unit), 2 Storey Commercial Bldg. and Warehouse not exceeding 1,500 sqm. floor area/Interior renovation inside the mall</i>		
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		
<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) 	HOA	
<ul style="list-style-type: none"> DPWH Clearance if located along a national road (1 original, 1 photocopy) 	Department of Public Works and Highways	
<ul style="list-style-type: none"> MMDA Clearance if along the river, waterways (1 original, 1 photocopy) 	Metro Manila Development Authority	

<ul style="list-style-type: none"> • Earthquake Hazard Assessment (1 original, 1 photocopy) • Barangay Council Resolution (1 original, 1 photocopy) 		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		3 minutes	Receiving Clerk (ZAU)
	3.1.1. Record the application and route documents to Evaluators			
	3.2. For initial evaluation		1 hour (1 to 3 storeyres'l, 2 storey commercial and warehouse)	ZAU Evaluator
	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)			
	3.3. Final evaluation		3 minutes	PDO IV, ZAU
	3.3.1. Review the Project Evaluation Report and approves the			

	<p>recommendation</p> <p>3.3.2. Tag and 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 put on the QC seal</p> <p>3.6. Return the LC to DBO for release</p>	<p>Resd'l. Processing Fee - ₱ 3.00/m² of TFA Verification Fee - ₱100 Comm'l. Processing Fee- ₱ 10.00/m² of TFA Verification Fee- ₱200.00</p>	<p>3 minutes</p> <p>30 seconds</p>	<p>PDO IV, ZAU</p> <p>ZAU Clerk</p>
4. Receive the copy of LC or NOA thru the releasing counter of DBO				Releasing Clerk DBO

9. 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 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:	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 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	
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) 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	

	for final evaluation			
	3.4. Final evaluation		10minutes	PDO IV, ZAU
	3.4.1. Review the Project Evaluation Report and approve the recommendation			
	3.4.2. Tag DBO thru the system		1 minute	ZAU Clerk
	3.4.3. Return approved LC to the Evaluator for stamping and signing of architectural plans		1 minute	ZAU Clerk
	3.4.4. Print Notice of Action (NOA)with corresponding remarks stating the conditions/ justifications with e Signature		1 minute	ZAU Evaluator
	3.5. Print LC and final billing for approved LC and affix initials		5 minutes	ZAU Clerk/PDO IV
	3.6. Transmit documents (physical file) to OIC, ZAU for final approval and signature		5 minutes	ZAU Clerk
	3.6.1. Receive and record the documents	Resd'l. Processing Fee -	20 minutes	Receiving Staff of OIC, ZAU
	3.6.2. Review/ approve the LC; sign Order of Payment (OP)	₱ 3.00/m ² of TFA Verification Fee - ₱100	2 days	OIC, ZAU
	3.6.3. Return physical file returned to receiving clerk	Comm'l. Processing Fee- ₱ 10.00/m ² of TFA Verification Fee- ₱200.00	20 minutes	ZAU Clerk @ 2 nd Floor, Building D
	3.7. Receive the documents		5 minutes	ZAU Releasing Clerk
	3.7.1. Put on the QC logo seal on LC		1 minute	

	3.7.2. Tag and transmit the physical file to DBO with LC and OP for releasing		3 minutes	ZAU Releasing Clerk
4. Receive the copy of NOA with the evaluated documents at Window 12 (after 3.4.4 action)			5 minutes	Releasing Clerk @ Ground Floor
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

10. 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 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:	Regular
Type of Transaction:	G2B
Who may avail:	Telecoms Owners, Property Lot owners
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
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
Certification from lot owner that there is no Homeowners Association within the area	Building Owner
Lot Plan (1 set signed & sealed)	Licensed Geodetic Engineer
Certification that the proposed cell site is outside the CAAP Critical Areas	Licensed Geodetic Engineer
Affidavit of Undertaking to Conduct Social Preparation	Telecom Owner
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"> DPWH Clearance if located along the national road (1 original, 1 photocopy) MMDA Clearance if along the river, waterways (1 original, 1 photocopy) Earthquake Hazard Assessment (1 original, 1 photocopy) 	Department of Public Works and Highways Metro Manila Development Authority Phivolcs

<ul style="list-style-type: none"> Barangay Council Resolution (1 original, 1 photocopy) 		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				
2. Fill out the Online Building Permit Application and attach/upload documentary requirements				DBO
3. Submit the accomplished application form	3.1 DBO tags ZAU thru System 3.1.1 Receive the physical file 3.1.2 Tag and transmit physical documents for evaluation		5 minutes	DBO & ZAU Receiving Clerk
	3.2 For initial evaluation 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 3.2.2 Recommend the issuance of Locational Clearance (LC) or Notice of Action (NOA) with corresponding remarks 3.2.3 Tag and transmit the physical file for final evaluation		30 minutes	ZAU Evaluators
	3.3 Final evaluation 3.3.1 Review the Project		10 minutes	PDO IV, ZAU

	Evaluation Report and approves the recommendation			
	3.3.2 Tag DBO thru the system		1 minute	ZAU Clerk
	3.3.3 Return approve LC to the Evaluator for stamping and signing of approved architectural plan		1 minute	ZAU Clerk
	3.3.4 Print Notice of Action (NOA) with corresponding remarks stating the conditions/justifications		1 minute	ZAU Evaluator
	3.4 Print LC and affix initials		5 minutes	ZAU Evaluator
	3.4.1 Print LC with OIC, ZAU eSignature, final billing for approved LC and affix initials		5 minutes	ZAU Clerk/PDO IV
	3.4.2 Print NOA with OIC, ZAU eSignature and affix initial and return to receiving clerk for releasing	Comm'l. Processing Fee- ₱ 10.00/m ² of TFA Verification Fee- ₱300.00	1 minute	ZAU Evaluator
	3.5 Transmit documents (physical file) to OIC, ZAU for final approval		20 minutes	ZAU Clerk
	3.5.1 Receive and record the documents		5 minutes	Receiving Staff of OIC, ZAU
	3.5.2 Review/approve evaluation report/LC, sign OP		20 minutes	OIC, ZAU
	3.5.3 Return LC with the physical file to receiving clerk		20 minutes	The staff of OIC, ZAU
	3.6 Receive the documents		3 minutes	ZAU Clerk @ 2 nd Floor, Building D

	<p>3.6.1 Put on the QC logo seal on LC</p> <p>3.6.2 Tag and transmit the physical file to DBO with LC and OP</p>		1 minute	ZAU Releasing Clerk @Ground Floor
4. Receive the copy of NOA with the evaluated documents (after 3.3.4 action)			5 minutes	Releasing Clerk ZAU @ Ground Floor
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

11. 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		
Transfer Certificate of Title (1 Certified True Copy)		Land Registration Authority (LRA)		
Tax Clearance/Real Property Tax Receipt & Bill (1 original, 1 photocopy of the 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 the completeness of requirements	₱200.00	15 minutes	Receiving Clerk
	1.1 Issue the Order of Payment for Application Fee		3 minutes	Receiving Clerk
2. Pay the Application Fee at the CTO and submit the photocopy of OR	2.1. Check the OR and assign a control number		5 minutes	Receiving Clerk
	2.1.1. Verify the zoning classification and evaluate		30 minutes	Evaluation Group

	the plans based on the QC Zoning Ordinance			
	2.1.2. Verify compliance to line and grade and other architectural details based on the Local Building Code		1 ½ hour	Evaluation Group
	2.1.3. Recommend the issuance of Locational Clearance (LC) or Notice of Action (NOA)/ For Compliance (FC) or site inspection		1 day	Evaluation Group
	2.2. Conduct a site inspection and prepare a report		5 minutes	Inspection Group
	2.3. Review the project evaluation report; site inspection report; recommend approval/disapproval of the application		3 minutes	OIC, ZAU
	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		10 minutes	Encoder/Clerk
	2.6. Sign the Order of Payment		5 minutes	OIC, ZAU
	2.7. Stamp and sign the Architectural Plan	<u>Resd'l.</u> Processing Fee- ₱3.00/m ² of TFA Verification Fee - ₱100.00	5 minutes	Evaluator and PDO IV

3. Pay the Processing Fee at CTO and submit a photocopy of Official Receipt	3.1 Check the Official Receipt		1 minute	Releasing Clerk
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		5minutes	Releasing Clerk

12. 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 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
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)		Licensed Geodetic Engineer
Architectural Plan (2 sets signed & sealed) & PTR		Licensed Architect
For Representative		
• Duly notarized Authorization Letter/Special Power of Attorney (1 original)		Registered Lot Owner
• 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)		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 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 (1 original, 1 photocopy) Environmental Impact Study/Environmental Compliance Certificate (ECC)/Certificate of Non-Coverage (CNC) Barangay Council Resolution Traffic Impact Study for high rise buildings 		Project Engineer/Architect EMB-DENR Concerned Barangay Project Engineer/Architect		
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) 		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 for the preparation of the Project Evaluation	None	3 minutes	Receiving Clerk
	1.1.1 Evaluate the project based on the submitted mandatory requirements and present the findings as to the basis of the City Council for		4 hours	Evaluation Group

	<p>their decision to deny or approve the resolution</p> <p>1.1.2 Review the project evaluation report and recommend approval/disapproval of the application</p>		1 day*	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	<p>3.1 Check and receive the documents</p> <p>3.1.1 Prepare the revised evaluation report & recommend the issuance of the Locational Clearance/ COE</p> <p>3.1.2 Review the project evaluation report; recommend approval of the application</p> <p>3.1.3 Set the final evaluation and print the LC/COE with e-sign & Order of Payment</p> <p>3.2 Sign the Order of Payment</p> <p>3.3 Stamp and sign the</p>	<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</p>	<p>5 minutes</p> <p>10 minutes</p> <p>1 day</p> <p>5 minutes</p> <p>5 minutes</p> <p>3 minutes</p>	<p>Receiving Clerk</p> <p>Evaluation Group</p> <p>OIC, ZAU</p> <p>ZAU Clerk</p> <p>PDO IV, ZAU</p>

	Architectural Plan	Verification Fee – ₱300.00 COE Processing Fee- ₱ 150/m ² of TFA subject for exemption		ZAU Clerk and Evaluators
4. Pay the Processing Fee at CTO and submit the photocopy of Official Receipt	4.1 Check the Official Receipt		1 minute	Releasing Clerk
5. Receive the copy of COE and approved copy of Architectural Plans	5.1 Release the COE and approved copy of Architectural Plans		5minutes	Releasing Clerk

13. 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 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), 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	
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)	Licensed Geodetic Engineer			
Architectural Plan (2 sets signed & sealed) & PTR	Licensed Architect			
For Representative				
• Duly notarized Authorization Letter/Special Power of Attorney (1 original)	Registered Lot Owner			
• 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)	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 the operation or use, location, boundaries, and size or volume of operation; • Identification of the components which shall be effected by the project • Environmental Impact Study/Environmental Compliance Certificate (ECC)/Certificate of Non-Coverage (CNC) • Barangay Council Resolution 	<p>Project Engineer/Architect</p> <p>EMB-DENR</p> <p>Concerned Barangay</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 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) 	<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 SUP at the City Council thru the Chairman, Committee on City Planning, Building & Zoning	1.1 Receive the endorsement from the City Council requesting for the preparation of the Project Evaluation	None	3 minutes	Receiving Clerk

	<p>1.1.1 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</p> <p>1.1.2 Review the project evaluation report; recommend approval/dis approval of the application</p>		<p>4 hours</p> <p>1 day*</p>	<p>Evaluation Group</p> <p>OIC, ZAU</p>
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	<p>4.1 Check the documents and receive</p> <p>4.2 Prepare the revised evaluation report & recommend the issuance of the Locational Clearance/SUP</p> <p>4.3 Review the project evaluation report; recommend approval of the application</p> <p>4.4 Set the final evaluation and print the LC/SUP with e-sign & Order of Payment</p>	<p>Comm'l. Processing Fee - ₱10.00 /m² of TFA</p>	<p>5 minutes</p> <p>10 minutes</p> <p>1 day*</p> <p>5 minutes</p>	<p>Receiving Clerk</p> <p>Evaluation Group</p> <p>OIC, ZAU</p> <p>Encoder</p>

	4.5 Sign the Order of Payment 4.6 Stamp and sign the Architectural Plan	Verification Fee - ₱300 SUP Processing Fee - ₱150/m ² of TFA subject for SUP	3 minutes* 3 minutes	OIC, ZAU PDO IV, ZAU
5. Pay the Processing Fee at CTO and submit the photocopy of Official Receipt	5.1 Check the Official Receipt		1 minute	Releasing Clerk
6. Receive the copy of SUP and the approved copy of Architectural Plans	6.1 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.

14. 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	1.1 Receive the required documents and check the completeness of requirements	Res'l ₱100.00 Comm'l ₱300.00 Inst. ₱200.00	5 minutes	Receiving Clerk
	1.1.1 Verify the zoning classification based on the QC Zoning Ordinance		10 minutes	Evaluation Group
	1.1.2 Print the Zoning Certificate		3 minutes	Clerk
	1.1.3 Review/sign the Zoning Certificate		3 minutes	OIC, ZAU
	1.1.4 Issue /sign Order of Payment		1 minute	Releasing Clerk
2. Pay the verification fee at the City Treasurer's Office and submit the photocopy of the Official Receipt	2.1 Check the Official Receipt		1 minute	Releasing Clerk
3. Receive the Zoning Certificate	3.1 Release the Zoning Certificate		3 minutes	Releasing Clerk

15. 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 submit the application Form for CMP or PD 957	1.1 Check completeness of documents	None	15 minutes	SAU Technical Personnel
	1.1.1 Evaluate pertinent documents including Subdivision Plans and Engineering Plans		1 day	Evaluation Group
	1.1.2 Conduct a site inspection and verify the conformity of plans in the project area		1-day	SAU Technical Personnel
	1.1.3 Prepare the evaluation report and recommendation report		2 hours	PDO IV
	1.1.4 Endorse the application with evaluation report and recommendation to the City Administration Office for legislation to		15 minutes	SAU Head

	<p>the QC 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>			<p>Quezon City Council</p> <p>City Secretary's Office</p> <p>Office of the City Mayor PDO IV</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

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 Friday, 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: ZAU@quezoncity.gov.ph/CPDO@quezoncity.gov.ph</p>
How complaints are processed	Receiving staff will open emails daily and forward printed copies of the complaint/sto the Office Head; upon evaluation, the Office Head will forward the complaint to the proper division/staff for appropriate action.

	The complainant shall be informed of the action through a letter which may be sent through the contact information given/sent by the complainant.
Contact Information of ARTA, PCC, CCB	ARTA: complaints@arta.gov.ph 8478 5093 PCC: 8888 CCB: 0908-881-6565 (SMS)

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 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