



**CITY PLANNING AND DEVELOPMENT DEPARTMENT**

**ZONING ADMINISTRATION UNIT**

**CITIZEN'S CHARTER**

**2023 (1<sup>ST</sup> Edition)**

## **I. Mandate**

Ordinance No.1369- S-04: An Ordinance amending the Zoning Ordinance and designating the City Planning and Development Officer as Zoning Administrator.

## **II. Service Pledge**

We are committed to ensure the following:

1. To promote and protect public health, safety, peace, morals, comfort, convenience and general welfare of inhabitants of Quezon City;
2. To guide, control and regulate future growth and development in accordance with the Comprehensive Land Use Plans for Quezon City;
3. To promote the optimum use and allocation of land for future development needs;
4. To protect the character and stability of residential, commercial, industrial and institutional areas, parks and open spaces in Quezon City;
5. To provide adequate light, air, privacy and convenience of access to property and to insure safety from fire and other dangers;
6. To regulate the location and use of buildings and land in such a manner as to obviate the danger to public safety caused by undue interference with existing or prospective traffic movements on streets and thoroughfares.

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## 1. LOCATIONAL CLEARANCE FOR BUSINESS PERMIT: NEW ON-LINE (@ QC E-Services) and ON-PREMISES APPLICATION:

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.

|   |  |   |                        |                           |
|---|--|---|------------------------|---------------------------|
| <b>Office or Division:</b>  | Zoning Administration Unit (ZAU)   |   |                        |                           |
| <b>Classification:</b>  | Simple   |   |                        |                           |
| <b>Type of Transaction:</b>   | G2B  |   |                        |                           |
| <b>Who may avail:</b>   | Business Owners  |   |                        |                           |
| <b>CHECKLIST OF REQUIREMENTS</b>  |  | <b>WHERE TO SECURE</b>  |                        |                           |
| QC E-Services website registration  |  | <a href="https://qceservices.quezoncity.gov.ph/">https://qceservices.quezoncity.gov.ph/</a> |                        |                           |
| Attachment of Supplemental Documents (whichever is applicable)  |  |   |                        |                           |
| <ul style="list-style-type: none"> <li>• Certificate of No Objection from HOA or Neighbors' Consent</li> </ul>  |  | HOA   |                        |                           |
| <ul style="list-style-type: none"> <li>• Barangay Council Resolution</li> </ul>   |  | Concerned Barangay  |                        |                           |
| <ul style="list-style-type: none"> <li>• Building Permit or Certificate of Occupancy/Locational Clearance (Building)/SUP/COE/SP(City Council Resolution)</li> </ul> |  | DBO/ZAU   |                        |                           |
| <b>CLIENT STEPS</b>   | <b>AGENCY ACTIONS</b>  | <b>FEES TO BE PAID</b>  | <b>PROCESSING TIME</b> | <b>PERSON RESPONSIBLE</b> |
| 1. Register and log in to the QC eServices website and create an account  |  |   |                        | BPLD Technical Staff      |
| 2. Fill out the Online Business Permit Application System (OBPAS) and attach/upload documentary requirements  |  |   |                        | BPLD Clerks/Evaluators    |
| 3. Submit the business permit application form online.  | 3.1. Receive on-line the accomplished business permit application form.                                  | <u>Zoning Fee</u> (integrated into the tax bill):<br>₱ 345.00 - Sari-Sari Store             | 5 minutes              | Evaluators                |
|   | 3.2. Evaluate the permissibility of the business activity and location based on the QC Zoning Ordinance. | ₱ 545.00- all other businesses  | 5 minutes              |                           |

|   |  |  |  |      |
|---|--|--|--|------|
|   | <p>3.3.<br/>Printing of LC;<br/>- BPLD flags<br/>for printing;<br/>- Actual printing</p> <p>3.4.<br/>Transmit LC to<br/>BPLD</p> |  | <p><b>5 minutes</b></p><br><p><b>5 minutes</b></p> |      |
| 4. Receive the printed copy of LC thru the Document Delivery System of BPLD |  |  |  | BPLD |
| <b>Total:</b>   |  |  | <b>20 minutes</b>                                  |      |

## 2. LOCATIONAL CLEARANCE FOR BUSINESS PERMIT: RENEWAL @ QC E-Services

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.

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

|   |   |  |  |      |
|---|---|--|--|------|
|   | <p>If the application has an existing record, validate the business information in the application form to determine the accuracy of the encoded information in the LC.</p> <p>3.3.<br/>Go back to the system (ZAU interface) copy the evaluation result, and validity period, and submit it back to BPLD.</p> <p>3.4.<br/>Printing of LC;<br/>- BPLD flags for printing;<br/>- Actual printing</p> <p>3.5.<br/>Transmit LC to BPLD</p> |  | <p>5 minutes</p> <p>5 minutes</p> <p>5 minutes</p> |      |
| 3. Receive the printed copy of LC thru the Document Delivery System of BPLD |   |  |  | BPLD |
| <b>Total:</b>   |   |  | <b>25 minutes</b>                                  |      |

### 3. LOCATIONAL CLEARANCE APPLICATION FOR BUSINESS PERMIT: ON-PREMISES 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.

| <b>Office or Division:</b>  | Zoning Administration Unit (ZAU)   |   |                 |                    |
|---|--|---|-----------------|--------------------|
| <b>Classification:</b>  | Simple   |   |                 |                    |
| <b>Type of Transaction:</b>   | G2B  |   |                 |                    |
| <b>Who may avail:</b>   | 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"> <li>• Certificate of No Objection from HOA or Neighbors Consent</li> </ul>   |  | HOA   |                 |                    |
| <ul style="list-style-type: none"> <li>• Barangay Council Resolution</li> </ul>   |  | Concerned Barangay                            |                 |                    |
| <ul style="list-style-type: none"> <li>• Building Permit or Certificate of Occupancy</li> </ul>   |  | DBO/ZAU                                       |                 |                    |
| <ul style="list-style-type: none"> <li>• If the Business activity is among the listed uses that require the ff: <ul style="list-style-type: none"> <li>▪ Special Use Permit (SUP)</li> <li>▪ Special Permit (SP)</li> <li>▪ Certificate of Exception (COE)</li> <li>▪ Market Franchise</li> </ul> </li> </ul> |  | City Council thru a Resolution                |                 |                    |
| If Representative, photocopy and present the original of the following:   |  |   |                 |                    |
| <ul style="list-style-type: none"> <li>• Duly notarized Authorization Letter/Special Power of Attorney</li> </ul>   |  | Business owner                                |                 |                    |
| <ul style="list-style-type: none"> <li>• Representative's Government issued Identification Card</li> </ul>  |  | 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   | <b>1.1.</b><br>Receive, check the completeness of the documents, and verify the records of the application.<br><b>1.1.1.</b><br>Issue claim stub.  | None  | 5 minutes       | Receiving Staff    |
|   | <b>1.2.</b><br>Check the ZAU record and validate the previous evaluation, amend the LC (if permitted) or prescriptive notation in the LC (if conditional) and Notice of Action (NOA) for disapproved application with a cover letter to the applicant. |   | 2 minutes       | Evaluators         |
|   |  |   | 10 minutes      |                    |



|                   |  |  |   |   |
|-------------------|--|--|---|---|
|                   | <p><b>1.2.1.</b><br/>Print and affix initials in the LC with ZAU-OIC's eSignature and NOA (no ZAU-OIC eSignature).</p> <p><b>1.3.</b><br/>Review the printed LC and affix initials before releasing.</p> <p><b>1.4.</b><br/>Review/sign the printed NOA and a cover letter to the applicant.</p> |  | <p><b>5 minutes</b></p> <p><b>5 minutes</b></p> <p><b>5 minutes</b></p> | <p>Evaluators</p> <p>PDO V</p> <p>ZAU-OIC</p> |
| 2. Receive the LC | <p><b>2.1</b><br/>Issue the LC/NOA to the applicant</p>  |  | <p><b>3 minutes</b></p>   | <p>Releasing Staff</p>                        |
| <b>Total</b>      |  |  | <b>35 minutes</b>   |   |

#### 4. 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.

| <b>Office or Division:</b>   | Zoning Administration Unit (ZAU)  |   |                 |                    |
|--|---|---|-----------------|--------------------|
| <b>Classification:</b>   | Complex   |   |                 |                    |
| <b>Type of Transaction:</b>  | G2B   |   |                 |                    |
| <b>Who may avail:</b>  | Business Owners   |   |                 |                    |
| CHECKLIST OF REQUIREMENTS  |   | WHERE TO SECURE                               |                 |                    |
| 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)  |   | DBO/ZAU                                       |                 |                    |
| 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 Reconsideration  |   |   |                 |                    |
| If Representative, photocopy and present the original of the ff:   |   |   |                 |                    |
| <ul style="list-style-type: none"> <li>Duly notarized Authorization Letter/Special Power of Attorney</li> </ul>                    |   | Business owner                                |                 |                    |
| <ul style="list-style-type: none"> <li>Representative's Government issued Identification Card</li> </ul>                           |   | 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<br><br>2. Pay MR fee at CTO and submit photocopy of OR | <b>1.1.</b><br>Receive, and check the completeness of the documents and issue order of payment.   | Motion for Reconsideration Fee: P1,000.00     | 5 minutes       | Receiving Staff    |
|  | <b>2.1.</b><br>Receive photocopy of the Order of Payment and attach to the Motion for Reconsideration documents.<br><br><b>2.1.1.</b><br>Transmit documents to PDO IV/ PDO V for routing. |   | 2 minutes       |                    |
|  | <b>2.2.</b><br>Prepare routing slip with remarks and recommendations; Assigns staff to prepare letter of reply.   |   | 15 minutes      | PDO IV/<br>PDO V   |

|  |  |  |  |  |
|--|--|--|--|--|
|  | <p><b>2.2.1.</b><br/>Prepare and re-evaluate documents based on QC Zoning Ordinance, National and Local Building Code; transmit reply letter with documents to PDO IV/PDO V.</p> <p><b>2.3.</b><br/>Check the reply letter; if with revision return to the staff assigned, if none forward to Clerk.</p> <p><b>2.3.1.</b><br/>Records (for tracking) and forward documents to ZAU-OIC.</p> <p><b>2.4.</b><br/>Assess the letter of reconsideration; Reviews attached documents and sign the reply letter.</p> <p><b>2.4.1</b><br/>Transmit documents with reply letter to Clerk.</p> |  | <p><b>30 minutes</b></p> <p><b>15 minutes</b></p> <p><b>5 minutes</b></p> <p><b>6 working days</b></p> | <p>PDO III/<br/>Evaluator</p> <p>PDO IV/<br/>PDO V</p> <p>Clerk</p> <p>ZAU-OIC</p> |
| 3. Receive the reply letter of Motion for reconsideration  | <p><b>3.1.</b><br/>Record and prepare documents for releasing.</p> <p><b>3.1.1.</b><br/>Release the reply letter to the applicant.</p>   |  | <b>5 minutes</b>   | Clerk  |
| 4. Log-in to QCeServices; Up-load approved letter for reconsideration and other documents (if any) | <b>4.1.</b><br>Re-evaluate application based on the letter signed by ZAU-OIC   |  | <b>15 minutes</b>  | PDO-III/<br>Evaluator  |
| <b>Total</b>   |  |  | <b>6 working days,<br/>1 hour and<br/>42 minutes</b>   |  |

## 5. LOCATIONAL CLEARANCE FOR BUILDING PERMIT: 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 National and Local Building Code.

| <b>Office or Division:</b>   | Zoning Administration Unit (ZAU)              |
|--|---|
| <b>Classification:</b>   | <b>Simple</b>                                 |
| <b>Type of Transaction:</b>  | G2B   |
| <b>Who may avail:</b>  | Developers, Property Lot owners               |
| <b>CHECKLIST OF REQUIREMENTS</b>   |   |
| <b>WHERE TO SECURE</b>   |   |
| <b><i>For Simple: 1 to 3 Storey Residential (1 unit), 2 Storey Commercial Bldg. and Warehouse /Interior renovation inside the mall</i></b> |   |
| 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 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  |   |
| Supplemental documents:  |   |
| • Neighbor's firewall consent (1 original, 1 photocopy)  | Adjacent neighbor                             |
| • HOA Approved plan (2 sets, blueprint of Architectural Plans)   | HOA   |
| • DPWH Clearance if located along a national road (1 original, 1 photocopy)  | Department of Public Works and Highways       |
| • MMDA Clearance if along the river, waterways (1 original, 1 photocopy)   | Metro Manila Development Authority            |
| • Earthquake Hazard Assessment (1 original, 1 photocopy)   | PhiVolcs                                      |
| • Barangay Council Resolution (1 original, 1 photocopy)  | Concerned Barangay                            |

| <b>CLIENT STEPS</b>   | <b>AGENCY ACTIONS</b>   | <b>FEES TO BE PAID</b> | <b>PROCESSING TIME</b>   | <b>PERSON RESPONSIBLE</b> |
|---|---|------------------------|--|---------------------------|
| 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   | <p><b>3.1.</b><br/>Receive the building permit application form with the physical file from DBO.</p> <p><b>3.2.</b><br/>For initial evaluation.</p> <p>3.2.1<br/>Verify the zone classification and evaluate plans based on QC Zoning Ordinance; verify compliance to line and grade and other architectural details based on National Building Code.</p> <p>3.2.2.<br/>Review the Project Evaluation Report and provide comments or approve the recommendation for issuance of Locational Clearance (LC) or Notice of Action (NOA).</p> <p>3.2.3<br/>Return the physical documents to DBO.</p> |                        | <p><b>5 minutes</b></p>  | <p>Receiving Staff</p>    |
|   | <b>DBO procedure</b>  |                        | <ul style="list-style-type: none"> <li>▪ <b>1.5 hours</b> (1 to 3 storey residential; 2- storey commercial and warehouse);</li> <li>▪ <b>30 minutes</b> (Interior renovation)</li> </ul> | Evaluators                |
|   |   |                        | <b>15 minutes</b>  | PDO IV                    |
|   |   |                        | <b>5 minutes</b>   | Clerk                     |
|   | <p><b>3.3.</b><br/>Receive the physical file from DBO with Order of Payment (OP).</p>   |                        | <b>5 minutes</b>   |                           |

|   |  |  |   |  |
|---|--|--|---|--|
|   | <p>3.3.1. Stamp plans for signature of PDO III/PDO IV.</p> <p>3.3.2. Check, approve and affix initials on the plans and Order of Payment for final billing.</p> <p>3.3.3. Tag and transmit file to BFP for OP signature.</p> | <p><b>Residential</b><br/>Processing Fee:<br/>₱ 3.00/m<sup>2</sup> of TFA</p> <p>Verification Fee :<br/>₱100.00</p> <p><b>Commercial</b><br/>Processing Fee:<br/>₱ 10.00/m<sup>2</sup> of TFA;</p> | <p>15 minutes</p> <p>30 minutes</p> <p>5 minutes</p>  | <p>PDO IV/<br/>PDOIII</p> <p>Clerk</p> |
|   | <p><b>BFP Procedure</b><br/><i>File transmit to DBO for signature Building Official</i></p>  | <p><b>Verification Fee:</b><br/>₱300.00</p>  |   |  |
|   | <p><b>DBO Procedure</b><br/><i>Print and transmit LC to ZAU to affix QC seal.</i></p>  |  |   |  |
|   | <p>3.4. Receive printed LC and affix QC seal.</p> <p>3.4.1. Transmit printed LC with QC seal to DBO.</p>   |  | <p>5 minutes</p>  | <p>Clerk</p>                           |
| <p>4. Receive the copy of LC or NOA thru the releasing counter of DBO</p> |  |  |   | <p>Releasing Clerk DBO</p>             |
| <p><b>Total</b></p>   |  |  | <p>▪ <b>2 hour, 55 minutes</b><br/><i>(1-3 storey residential, 2-storey commercial &amp; warehouse)</i></p> <p>▪ <b>1 hour, 55 minutes</b><br/><i>(interior renovation)</i></p> |  |

## 6. 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, National and the Local Building Code.

| <b>Office or Division:</b>   | Zoning Administration Unit (ZAU) |   |  |
|--|----------------------------------|---|--|
| <b>Classification:</b>   | <b>Regular</b>                   |   |  |
| <b>Type of Transaction:</b>  | G2B                              |   |  |
| <b>Who may avail:</b>  | Developers, Property Lot owners  |   |  |
| <b>CHECKLIST OF REQUIREMENTS</b>   |                                  | <b>WHERE TO SECURE</b>                        |  |
| 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   |                                  |   |  |
| • 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  |                                  |   |  |
| Supplemental documents:  |                                  |   |  |
| • Neighbor's firewall consent (1 original, 1 photocopy)  |                                  | Adjacent neighbor                             |  |
| • HOA Approved plan (2 sets, blueprint of Architectural Plans)   |                                  | HOA   |  |
| • DPWH Clearance if located along a national road (1 original, 1 photocopy)  |                                  | Department of Public Works and Highways       |  |
| • MMDA Clearance if along the river,   |                                  | Metro Manila Development Authority            |  |

| waterways (1 original, 1 photocopy) <ul style="list-style-type: none"> <li>• Earthquake Hazard Assessment if within 100-meters easement on both sides of the Marikina Valley Fault Trace (1 original, 1 photocopy)</li> <li>• Barangay Council Resolution (1 original, 1 photocopy)</li> </ul> |   | 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  |   |  |  |  |
| 2. Fill out the Online Building Permit Application and attach/upload documentary requirements  |   |  |  | DBO                                      |
| 3. Submit the accomplished application form  | <p><b>3.1.</b><br/>Receive the application form with the physical file from DBO.</p> <p><b>3.1.1.</b><br/>Transmit the application with physical documents to the evaluators.</p> <p><b>3.2.</b><br/>For initial evaluation.</p> <p><b>3.2.1.</b><br/>Verify the zone classification and evaluate plans based on QC Zoning Ordinance; verify compliance to line and grade and other architectural details based on National and Local Building Code.</p> <p><b>3.2.2.</b><br/>Recommend the issuance of Locational Clearance (LC) or NOA;<br/><i>(* If NOA, Print form with corresponding remarks stating the</i></p> | <p><b>Commercial</b><br/>processing<br/>Fee:<br/>₱10.00/m<sup>2</sup><br/>of TFA;</p> <p>Verification<br/>Fee:<br/>₱300.00</p> | <p><b>5 minutes</b></p> <p>▪ <b>1 hour, 30 minutes</b><br/><i>(for 1 to 3 storey residential, 2-storey commercial and warehouse);</i></p> <p>▪ <b>30 minutes</b><br/><i>(for Interior renovation);</i></p> <p>▪ <b>2 hours</b><br/><i>(Complex Projects: 4 to 7-storey multi-family dwelling units);</i></p> | <p>Receiving Staff</p> <p>Evaluators</p> |



|  |  |  |  |  |
|--|--|--|--|--|
|  | <p><i>conditions/ justifications.)</i></p> <p><b>3.2.3.</b><br/>Transmit the physical file with Evaluation Sheet and/or NOA to PDO IV.</p> <p><b>3.3.</b><br/>Final evaluation.</p> <p><b>3.3.1.</b><br/>Review and sign the Project Evaluation Sheet: if approved (to issue LC) or <i>denied/ disapproved (to issue NOA);</i></p> <p><b>3.3.1a.</b><br/>Forward physical file to Encoding Clerk;</p> <p><b>3.3.2.</b><br/>Encode project details on the data system and stamp architectural plans.</p> <p><b>3.3.2a.</b><br/>Return physical file with stamped architectural plans to Evaluators and PDO IV for signatures.</p> <p><b>3.3.3.</b><br/>Sign architectural plan (Cover sheet) on the designated NBC title blocks (<i>Land Use and Zoning, Line and Grade &amp; Architectural</i>).</p> <p><b>3.3.3a.</b><br/>Affix initial signature on stamped architectural plans;</p> <p><b>3.3.3b.</b><br/>Get signed architectural plans and forward to ZAU-OIC for final approval.</p> |  | <p>▪ <b>3 hours</b><br/><i>(Highly Technical Projects: 8-storey and above; commercial buildings and condominium)</i></p> <p><b>30 minutes</b></p> <p><b>10 minutes</b></p> <p><b>5 minutes</b></p> <p><b>5 minutes</b></p> <p><b>5 minutes</b></p> | <p>PDO IV</p> <p>Encoding Clerk</p> <p>Evaluator</p> <p>PDO IV</p> <p>Encoding Clerk</p> |
|--|--|--|--|--|



|   |  |  |                          |                        |
|---|--|--|--------------------------|------------------------|
|   | <p>printed details with the ZAU's duplicate copies of LC and OP for verification; If details of both documents are authenticate/ identical with no erasures or sign that it was tampered; Affix QC seal and inscribe Official Receipt number (<i>this will be the official seal number</i>) to LC;</p> <p>3.3.8b.<br/>Record seal number on the duplicate copy of LC (for ZAU file)</p> <p>3.3.8c.<br/>Return LC with QC seal to DBO (<i>* If tampered, verify with ZAU record and return LC and OR to DBO for further verification on the authenticity of the documents.</i>)</p> |  |                          | <p>Releasing Staff</p> |
| <p>4. Receive physical file with the copy of NOA (after 3.3.1 action)</p> | <p>4.1.<br/>Segregate duplicate copy of NOA for ZAU file.</p> <p>4.2.<br/>Transmit physical file with NOA to DBO. (<i>DBO acknowledged physical file was received by signing at ZAU log book and duplicate copy of NOA</i>)</p> <p>4.3.<br/>Tag at portal system that physical file with NOA was transmitted to DBO.</p>   |  | <p><b>20 minutes</b></p> | <p>Releasing Staff</p> |

|                     |   |  |  |  |
|---------------------|---|--|--|--|
|                     | <p><i>DBO Procedure<br/>(Release Physical<br/>File with Permits<br/>and Clearances to<br/>applicants)</i></p> |  |  |  |
| <p><b>Total</b></p> |   | <ul style="list-style-type: none"> <li>▪ <b>3 hours, 15 minutes</b><br/>(1-3 storey residential,<br/>2-storey commercial &amp;<br/>warehouse) ;</li> <li>▪ <b>2 hours, 15 minutes</b><br/>(interior renovation);</li> <li>▪ <b>3 hours, 45 minutes</b><br/>((Complex Projects:<br/>4 to 7-storey multi-family<br/>dwelling units);</li> <li>▪ <b>4 hours, 45 minutes</b><br/>(Highly Technical Projects:<br/>8-storey and above;<br/>commercial buildings and<br/>condominium).</li> </ul> |  |  |

## 7. 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, National and the Local Building Code.

| <b>Office or Division:</b>  | Zoning Administration Unit (ZAU)     |   |  |
|---|--------------------------------------|---|--|
| <b>Classification:</b>  | <b>Simple</b>                        |   |  |
| <b>Type of Transaction:</b>   | G2B                                  |   |  |
| <b>Who may avail:</b>   | Telecoms Owners, Property Lot owners |   |  |
| <b>CHECKLIST OF REQUIREMENTS</b>  |                                      | <b>WHERE TO SECURE</b>                        |  |
| 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                                |  |
| HOA comment if within residential zone (Duly Registered HOA)  |                                      | HOA office                                    |  |
| Lot Plan (1 set signed & sealed)  |                                      | Licensed Geodetic Engineer                    |  |
| Affidavit of Undertaking (AOU) attesting that the proposed structure will be built outside the CAAP Critical Areas as received and evaluated by the CAAP. |                                      | Licensed Geodetic Engineer                    |  |
| Undertaking to conduct social preparation or will endeavor to educate the affected HOA, households of families as to their health and safety protocols.   |                                      | Telecom Owner                                 |  |
| Architectural Plan (2 sets signed & sealed) & PTR   |                                      | Licensed Architect                            |  |
| For Representative  |                                      |   |  |
| <ul style="list-style-type: none"> <li>Duly notarized Authorization Letter/Special Power of Attorney (1 original)</li> </ul>                              |                                      | Registered Lot Owner                          |  |
| <ul style="list-style-type: none"> <li>Government-issued Identification Card of the person being represented (1 photocopy)</li> </ul>                     |                                      | BIR, Postal ID, DFA, PSA, SSS, GSIS, Pag-Ibig |  |
| <ul style="list-style-type: none"> <li>Government-issued Identification Card representative (1 photocopy)</li> </ul>                                      |                                      | BIR, Postal ID, DFA, PSA, SSS, GSIS, Pag-Ibig |  |
| Long Folder   |                                      |   |  |
| Supplemental documents: <ul style="list-style-type: none"> <li>DPWH Clearance if located along the national road (1 original, 1</li> </ul>                |                                      | Department of Public Works and Highways       |  |



|  |  |  |   |   |
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|  | <p>3.2.3.<br/>Transmit the physical file to PDO IV for final evaluation.</p> <p><b>3.3.<br/>Final Evaluation:</b></p> <p>3.3.1.<br/>Review the Project Evaluation Report and approve the recommendation.</p> <p>3.3.2.<br/>Return architectural plans to the Evaluator for stamping.</p> <p>3.3.3.<br/>Signing of stamped approved architectural plans.</p> <p><b>3.3.a.<br/>Final Evaluation.<br/>(with NOA):</b></p> <p>3.3.a.1.<br/>Print Notice of Action (NOA) with corresponding remarks stating the conditions /justifications.</p> <p>3.3.a.2.<br/>Affix initials on the NOA.</p> <p>3.3.a.3.<br/>Record the documents and transmit NOA to Releasing Staff.</p> <p><b>3.3.b.<br/>Final Evaluation<br/>(with LC):</b></p> <p>3.3.b.1.<br/>Encoding of LC details on the system with ZAU-OIC eSignature and final billing.</p> |  | <p><b>30</b> minutes</p> <p><b>5</b> minutes</p> <p><b>5</b> minutes</p> <p><b>5</b> minutes</p> <p><b>5</b> minutes</p> <p><b>5</b> minutes</p> <p><b>5</b> minutes</p> <p><b>20</b> minutes</p> | <p>PDO IV</p> <p>Encoding Clerk</p> <p>Evaluator</p> <p>Evaluator</p> <p>PDO IV</p> <p>Encoding Clerk</p> <p>Encoding Clerk</p> |
|--|--|--|---|---|

|  |  |  |                          |                        |
|--|--|--|--------------------------|------------------------|
|  | <p>3.3.b.2.<br/>Affix initials on the stamped architectural plans.</p>   |  | <p><b>5 minutes</b></p>  | <p>PDO IV</p>          |
|  | <p>3.3.b.3.<br/>Transmit documents (physical file) to ZAU-OIC for final approval.</p>                              |  | <p><b>5 minutes</b></p>  | <p>Encoding Clerk</p>  |
|  | <p><b>3.4.<br/>Review/Approval:</b><br/>Review/approve evaluation report/LC, in the system.</p>                    |  | <p><b>20 minutes</b></p> | <p>ZAU-OIC</p>         |
|  | <p>3.4.1.<br/>Return LC with the physical file to Encoding Clerk.</p>  |  |                          |                        |
|  | <p><b>3.5.</b><br/>Receive and record the documents. Print of LC and OP with eSignature of ZAU-OIC and PDO IV.</p> |  | <p><b>20 minutes</b></p> | <p>Encoding Clerk</p>  |
|  | <p>3.5.1.<br/>Transmit LC and OP to Releasing Clerk.</p>   |  | <p><b>5 minutes</b></p>  |                        |
|  | <p><b>3.6<br/>Transmitting Physical File:</b></p>  |  |                          |                        |
|  | <p>3.6.1.<br/>Receive and record the documents;</p>  |  | <p><b>5 minutes</b></p>  | <p>Releasing Staff</p> |
|  | <p>3.6.2.<br/>Transmit the physical file to DBO with LC and OP.</p>  |  | <p><b>20 minutes</b></p> |                        |



|   |  |  |                                   |                            |
|---|--|--|-----------------------------------|----------------------------|
| <p>4. Receive the copy of NOA with the evaluated documents (after <b>3.3.a.3. procedure</b>); record and release NOA to applicant.</p>                      |  |  | <p><b>5 minutes</b></p>           | <p>Releasing Staff</p>     |
| <p>Receive the copy of LC thru the releasing counter of DBO together with other approved plans and related permits for building construction/renovation</p> |  |  | <p><b>5 minutes</b></p>           | <p>Releasing Clerk DBO</p> |
| <p><b>Total</b></p>   |  |  | <p><b>3 hours, 15 minutes</b></p> |                            |

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

The Locational Clearance is issued to the developers as a guarantee that the subdivision plan and its residential components comply with the Zoning Ordinance, National and the Local Building Code.

| <b>Office or Division:</b>  | Zoning Administration Unit (ZAU)   |  |                   |                    |
|---|--|--|-------------------|--------------------|
| <b>Classification:</b>  | <b>Complex</b>   |  |                   |                    |
| <b>Type of Transaction:</b>   | G2B  |  |                   |                    |
| <b>Who may avail:</b>   | Developers, Property Lot owners  |  |                   |                    |
| <b>CHECKLIST OF REQUIREMENTS</b>  |  | <b>WHERE TO SECURE</b>                                       |                   |                    |
| 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)                                |                   |                    |
| DHSUD Certificate (1 photocopy)   |  | Department of Human Settlement and Urban Development (DHSUD) |                   |                    |
| 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"> <li>Duly notarized Authorization Letter/Special Power of Attorney (SPA) (1 original)</li> </ul>    |  | Registered Lot Owner   |                   |                    |
| <ul style="list-style-type: none"> <li>Government-issued Identification Card of the person being represented (1 photocopy)</li> </ul> |  | BIR, Postal ID, DFA, PSA, SSS,GSIS, Pag-Ibig                 |                   |                    |
| <ul style="list-style-type: none"> <li>Government-issued Identification Card for representative (1 photocopy)</li> </ul>              |  | 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  | <b>1.0. Receiving of Documents:</b><br><br>1.0.1. Receive the required documents and check the completeness of the requirements. | ₱ 200.00   | <b>15</b> minutes | Receiving Staff    |
|   | 1.0.2. Issue the Order of Payment for Application Fee.   |  | <b>5</b> minutes  |                    |

|  |   |  |   |  |
|--|---|--|---|--|
| <p>2. Pay the Application Fee at the CTO and submit the photocopy of OR</p>            | <p><b>2.0. Initial Evaluation:</b></p> <p>2.0.1. Check the OR and assign a control number.</p> <p>2.0.2. Verify the zoning classification and evaluate the plans based on the QC Zoning Ordinance.</p> <p>2.0.3. Verify compliance to line and grade and other architectural details based on the Local Building Code.</p> <p><b>2.1. Final Evaluation:</b></p> <p>2.1.1. Set the final evaluation and print the LC/NOA/FC with eSignature of ZAU-OIC.</p> <p>2.1.2. Print the Order of Payment.</p> <p>2.1.3. Sign the Order of Payment.</p> <p>2.1.4. Stamp and sign the Architectural Plan.</p> <p>2.1.5. Transmit the copy of LC/NOA/FC and the approved copy of Architectural plan to releasing Staff.</p> | <p>Residential Processing Fee:<br/>₱3.00/m<sup>2</sup> of TFA;</p> <p>Verification Fee :<br/>₱100.00</p> | <p>5 minutes</p> <p>30 minutes</p> <p>5 minutes</p> <p>10 minutes</p> <p>5 minutes</p> <p>10 minutes</p> <p>5 minutes</p> | <p>Receiving Staff</p> <p>Evaluator/ PDO-IV</p> <p>Encoding Clerk</p> <p>ZAU-OIC</p> <p>Evaluator and PDO IV</p> <p>Encoding Clerk</p> |
| <p>3. Pay the Processing Fee at CTO and submit a photocopy of the Official Receipt</p> | <p><b>3.0. Receiving of Documents and O.R./Releasing:</b></p> <p>3.0.1. Receive the copy of LC/NOA/FC and the</p>   |  | <p>5 minutes</p>  | <p>Releasing Staff</p>   |

|                |  |  |   |  |
|----------------|--|--|---|--|
|                | <p>approved copy of Architectural Plans</p> <p>3.0.2.<br/>Check the Official Receipt.</p> <p>3.0.3.<br/>Release the LC/NOA/FC and approved copy of Architectural Plans to applicant.</p> |  | <p><b>5 minutes</b></p> <p><b>5 minutes</b></p> |  |
| <b>Total :</b> |  |  | <b>1 hour,<br/>45 minutes</b>                   |  |

## 9. CERTIFICATE OF EXCEPTION (COE) and SPECIAL USE PERMIT (SUP) ON REGULAR PROCESS FOR BUILDING PERMIT

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 (COE) is issued through a resolution approved by the City Council allowing the exemption of the project from the use of the lot/property.

The Special Use Permit (SUP) is also issued through a resolution approved by the City Council allowing the project for such use on the lot/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.

| <b>Office or Division:</b>   | Zoning Administration Unit (ZAU)              |
|--|---|
| <b>Classification:</b>   | <b>Highly Technical</b>                       |
| <b>Type of Transaction:</b>  | G2B   |
| <b>Who may avail:</b>  | Developers, Property Lot owners               |
| <b>CHECKLIST OF REQUIREMENTS</b>   |   |
| <b>WHERE TO SECURE</b>   |   |
| 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:  |   |
| • Project Description (boundaries, nature of the operation or use; objectives to be achieved by the project; statement as to why the | Project Engineer/Architect                    |

| <p>project cannot fulfill its objectives under the Zoning Regulations (1 original, 1 photocopy)</p> <ul style="list-style-type: none"> <li>• Environmental Impact Study/Environmental Compliance Certificate (ECC)/Certificate of Non-Coverage (CNC)</li> <li>• Barangay Council Resolution</li> <li>• Traffic Impact Study for high-rise buildings</li> </ul>  |  | <p>EMB-DENR</p> <p>Concerned Barangay Project Engineer/Architect</p>   |                         |                              |
|---|--|--|-------------------------|------------------------------|
| <p>Supplemental documents:</p> <ul style="list-style-type: none"> <li>• Neighbor's firewall consent (1 original, 1 photocopy)</li> <li>• HOA Approved plan (2 sets, blueprint of Architectural Plans)</li> <li>• DPWH Clearance if located along a national road (1 original, 1 photocopy)</li> <li>• MMDA Clearance if along the river, waterways (1 original, 1 photocopy)</li> <li>• Earthquake Hazard Assessment (1 original, 1 photocopy)</li> </ul> |  | <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           |
| <p>1. Apply for COE/SUP at the City Council thru the Chairman, Committee on City Planning, Building &amp; Zoning</p>  | <p><b>1.1.</b><br/>Receive the endorsement from the City Council requesting the preparation of the Project Evaluation.</p>   | <p>None</p>  | <p><b>3 minutes</b></p> | <p>Receiving Staff</p>       |
|   | <p><b>1.2.</b><br/>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><b>4 hours*</b></p>  | <p>Evaluator/<br/>PDO-IV</p> |
|   | <p><b>1.3.</b><br/>Review the project evaluation report and recommend approval/dis-approval of the application.</p>  |  | <p><b>2 hours</b></p>   | <p>ZAU-OIC</p>               |

|   |   |   |   |   |
|---|---|---|---|---|
| 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 & Environmental Compliance Clearance (ECC) and other documents | <p><b>3.1.</b><br/>Receive and check the completeness of the documents.</p> <p><b>3.2.</b><br/>Prepare the revised evaluation report &amp; recommend the issuance of the Locational Clearance with COE/SUP.</p> <p>3.2.1.<br/>Review documents and recommend approval of the application.</p> <p><b>3.3.</b><br/>Encode information in the data system; stamp plan; and transmit to evaluator and PDO IV for signing of plans.</p> <p>3.3.1.<br/>Approve the evaluation in the data system, sign plans, and transmit signed plans to ZAU-OIC.</p> <p>3.3.2.<br/>Approve evaluation in the system, sign final evaluation and plans and transmit plans to Encoding Clerk.</p> <p><b>3.4.</b><br/>Print the LC with COE/SUP with eSignature of ZAU-OIC &amp; Order of Payment.</p> | <p><u><b>Residential</b></u><br/>Processing Fee:<br/>₱3.00/m<sup>2</sup> of TFA;<br/><br/>Verification Fee:<br/>₱100.00</p> <p><u><b>Commercial</b></u><br/>Processing Fee:<br/>₱10.00/m<sup>2</sup> of TFA;<br/><br/>Verification Fee:<br/>₱300.00</p> <p><u><b>COE/SUP</b></u><br/>Processing Fee:<br/>₱ 150/m<sup>2</sup> of TFA subject to an exemption</p> | <p>1 hour</p> <p>1 hour</p> <p>15 minutes</p> <p>30 minutes</p> <p>30 minutes</p> <p>15 minutes</p> <p>10 minutes</p> | <p>Receiving Staff</p> <p>Evaluator</p> <p>PDO IV</p> <p>Encoding Clerk</p> <p>PDO IV</p> <p>ZAU-OIC</p> <p>Encoding Clerk/</p> |

|   |  |  |                   |                 |
|---|--|--|-------------------|-----------------|
|   | <p><b>3.4.1.</b><br/>Transmit documents to Releasing Staff.</p> <p><b>3.5.</b><br/>Transmit physical documents to DBO.</p> |  | <b>30 minutes</b> | Releasing Staff |
| 4. Pay the Processing Fee at CTO and submit the photocopy of the Official Receipt | 4.1. Check the Official Receipt.   |  | <b>5 minutes</b>  | DBO             |
| 5. Receive the copy of COE/SUP and approved copy of Architectural Plans           | 5.1. Release the COE/SUP and approved copy of Architectural Plans  |  | <b>5 minutes</b>  | DBO             |
| <p><b>Note:</b> * <i>Subject to the completeness of requirements.</i></p>         |  |  |                   |                 |



## 10. 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.

| <b>Office or Division:</b>  | Zoning Administration Unit (ZAU)  |                                   |                        |                           |
|---|---|-----------------------------------|------------------------|---------------------------|
| <b>Classification:</b>  | <b>Simple</b>   |                                   |                        |                           |
| <b>Type of Transaction:</b>   | G2C   |                                   |                        |                           |
| <b>Who may avail:</b>   | real property lot owners/developers/students                                      |                                   |                        |                           |
| <b>CHECKLIST OF REQUIREMENTS</b>  |   | <b>WHERE TO SECURE</b>            |                        |                           |
| Transfer Certificate of Title (1 photocopy)   |   | Land Registration Authority       |                        |                           |
| Sketch of Location (1 original)   |   | City Assessor's Office/Google Map |                        |                           |
| <b>CLIENT STEPS</b>   | <b>AGENCY ACTIONS</b>   | <b>FEES TO BE PAID</b>            | <b>PROCESSING TIME</b> | <b>PERSON RESPONSIBLE</b> |
| 1. Fill out the application form and submit the required documents at Receiving Counter                     | <b>1.1.</b><br>Check the required documents and completeness of requirements.     |                                   | <b>5 minutes</b>       | Receiving Staff           |
|   | <b>1.2.</b><br>Verify the zoning classification based on the QC Zoning Ordinance. | <u>Residential</u><br>₱ 100.00;   | <b>30 minutes</b>      | Evaluation Group          |
|   | <b>1.3.</b><br>Print the Zoning Certificate.                                      | <u>Commercial</u><br>₱ 300.00;    | <b>5 minutes</b>       | Clerk                     |
|   | <b>1.4.</b><br>Review/sign the Zoning Certificate.                                | <u>Institutional</u><br>₱200.00   | <b>5 minutes</b>       | PDO-IV                    |
|   | <b>1.5.</b><br>Issue /sign Order of Payment                                       |                                   | <b>5 minutes</b>       | Releasing Staff           |
| 2. Pay the verification fee at the City Treasurer's Office and submit the photocopy of the Official Receipt | <b>2.1.</b><br>Check the Official Receipt   |                                   | <b>5 minutes</b>       | Releasing Staff           |
| 3. Receive the Zoning Certificate   | <b>3.1.</b><br>Release the Zoning Certificate                                     |                                   | <b>3 minutes</b>       | Releasing Staff           |
| <b>Total</b>  |   |                                   | <b>58 minutes</b>      |                           |

| <b>FEEDBACK AND COMPLAINTS MECHANISM</b> |   |
|--|---|
| 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 drop box and consolidate the survey feedback form. Feedback 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<br/>Tel. No. 8988-4242 loc. 1013</p>  |
| How to file a complaint                  | <p>Complaints can be filed through walk-in or e-mail.<br/>Email Address:<br/><a href="mailto:ZAU@quezoncity.gov.ph">ZAU@quezoncity.gov.ph</a>/<a href="mailto:CPDO@quezoncity.gov.ph">CPDO@quezoncity.gov.ph</a></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> |
| Contact Information of ARTA,<br>PCC, CCB | <p>ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> 8478 5093<br/>PCC: 8888<br/>CCB: 0908-881-6565 (SMS)</p>  |