



DEPARTMENT OF THE BUILDING OFFICIAL

**CITIZEN'S CHARTER
2022 Edition**



CITIZEN'S CHARTER 2022

I. MANDATE

The provisions of the **National Building Code of the Philippines (NBCP) (P.D.1096)**, and the provisions of the **Local Building Code of Quezon City (SP-2518, S-2016)** provides the Quezon City Building Official the authority to carry out their respective provisions within the territorial jurisdiction of Quezon City.

Other Quezon City Ordinances:

1. AN ORDINANCE ADOPTING MMDA REGULATION NO. 98-009, A METRO MANILA COUNCIL ENACTMENT, ON THE FEES AND SCHEDULE OF FINES FOR ROADS AND WATERWORKS EXCAVATION PERMIT PRESCRIBED UNDER SECTION 141, ARTICLE 34 OF CITY ORDINANCE NO. SP-91, S-93, OTHERWISE KNOWN AS THE QUEZON CITY REVENUE CODE, AS AMENDED **(SP-1312, S-2003)**
2. AN ORDINANCE REQUIRING THE DESIGN, CONSTRUCTION OF RETROFITTING OF BUILDING, OTHER STRUCTURES AND MOVABLE PROPERTIES, TO MEET MINIMUM STANDARDS OF A GREEN INFRASTRUCTURE, PROVIDING INCENTIVES THEREFOR AND OTHER PURPOSES **(SP-1917, S-2009 - Green Building Ordinance)**
3. AN ORDINANCE REQUIRING ALL REAL STATE AND/OR PROPERTY DEVELOPER, WHOSE PROJECT COSTING P150 MILLION AND ABOVE, TO SUBMIT ADDITIONAL REQUIREMENT FOR BUILDING PERMIT APPLICATION, AN INITIAL ENVIRONMENTAL EXAMINATION OR ENVIRONMENTAL IMPACT STATEMENT WITH EMPHASIS ON EFFECTS OF EFFLUENTS GENERATION AND STORM DRAINAGE OUTFLOW TO ADJACENT PROPERTIES OR ANY BODY OF WATER AND PROVIDING PENALTIES FOR VIOLATION THEREOF **(SP-2006, S-2010)**
4. AN ORDINANCE PROHIBITING ANY PERSON, NATURAL OR JURIDICAL, FROM OCCUPYING OR CONSTRUCTING ANY STRUCTURES, EDIFICES OR SHANTIES IN ANY PORTION OF THE STREETS, ALLEYS, SIDEWALKS, OPEN SPACES AND OTHER PUBLIC PLACES AND/OR USING THE SAME AS DWELLING PLACES, VENDING SITES, PLACES OF BUSINESS AND COMMERCE OR RECREATIONAL AREAS, EXCEPT THOSE ALLOWED BY THE GOVERNMENT **(SP-2068, S-2011)**
5. AN ORDINANCE REQUIRING ALL HOUSING AND COMMERCIAL LAND DEVELOPERS TO CONNECT THE DRAINAGE SYSTEM OF THEIR PROJECT WITH THE EXISTING DRAINAGE SYSTEM WITHIN THE AREA AND/OR COMMUNITY, IF FEASIBLE AND/OR WILL PREVENT FLOODINGS AS DETERMINED BY THE QUEZON CITY ENGINEERING DEPARTMENT **(SP-2137, S-2012)**



6. AN ORDINANCE PROHIBITING ANY PERSON TO DISPLAY OR ATTACH ANY STREAMER, STICKER, DECALS, PAMPHLET, TIN PLATES, CARDBOARDS, BILLBOARDS, OR OTHER ADVERTISING PARAPHERNALIA WHICH WILL GIVE NOTICE, ADVERTISEMENT AND/OR ENDORSEMENT FOR ANY FILM SHOWING, BUSINESS OR PROFESSIONAL SERVICES OR SIMILAR ACTIVITIES OR UNDERTAKINGS TO ANY MERALCO POST OR OTHER FACILITIES OF PUBLIC UTILITIES SUCH AS STREET SIGN POST AND/OR TRAFFIC LIGHT/SIGNAL POST, PORTION OF BRIDGES AND OVERPASSES AND PROVIDING PENALTIES FOR VIOLATION THEREOF. **(SP-153, S-1990)**

7. AN ACT AMENDING THE NATIONAL INTERNAL REVENUE CODE OF THE PHILIPPINES, AS AMENDED, AND FOR OTHER PURPOSES. **(REPUBLIC ACT NO. 8424)**

Memorandum Circulars:

1. GUIDELINES FOR THE IMPLEMENTATION OF THE ORDERS ISSUED BY THE CITY BUILDING OFFICIAL FOR VIOLATION OF THE NATIONAL BUILDING CODE OF THE PHILIPPINES AND OTHER LAWS, ORDINANCES, RULES AND REGULATIONS **(QC-OCM MC-11, Series of 2011)**

2. GUIDELINES IN THE PROPER IMPLEMENTATION OF BATAS PAMBANSA BILANG 344, OR AN ACT TO ENHANCE THE MOBILITY OF DISABLED PERSON BY REQUIRING CERTAIN BUILDINGS, INSTITUTIONS, ESTABLISHMENT, AND OTHER PUBLIC UTILITIES TO INSTALL FACILITIES AND OTHER DEVICES **(DPWH MC-42, Series of 2011)**

3. DISMANTLING OF AUTHORIZED COMMERCIAL ADVERTISING SIGN STRUCTURES / PARAPHERNALIA WITHIN THE RIGHT-OF-WAY OF NATIONAL ROADS **(NBCDO MC-01, Series of 2011)**

4. REQUIRING A CONSTRUCTION SAFETY AND HEALTH PROGRAM IN BUILDING PERMIT APPLICATION **(NBCDO MC-02, Series of 2011)**

5. CONDUCT OF ANNUAL INSPECTION OF ALL INSTITUTIONAL, COMMERCIAL, AND OTHER BUILDINGS AND STRUCTURES **(NBCDO MC-03, Series of 2011)**

6. INSPECTION OF ELEVATORS IN GOVERNMENT BUILDINGS AND POSTING OF INSPECTION CERTIFICATES **(NBCDO MC-01, Series of 2014)**

7. GUIDELINES AND IMPLEMENTING RULES ON EARTHQUAKE RECORDING INSTRUMENTATION FOR BUILDINGS **(NBCDO MC-01, Series of 2015)**



Executive Orders:

1. PROVIDING POLICY FOR THE POSTING AND DISPLAY OF ALL OUTDOOR AND / OR PUBLIC ADVERTISING MATERIALS, CREATING THE QUEZON CITY OUTDOOR AND PUBLIC ADVERTISEMENT COMMITTEE (QC-OPAC) TO IMPLEMENT, STUDY AND RECOMMEND POLICIES FOR THE PURPOSE (**EO No. 12, Series of 2011**)
2. AN ORDER FURTHER STREAMLINING THE PROCESS FOR DOING BUSINESS IN QUEZON CITY (**EO No. 17, Series of 2011**)
3. PRESCRIBING GUIDELINES AND REQUIREMENTS PRIOR TO THE INSTALLATION OF WATER AND ELECTRICAL UTILITIES IN RELATION TO REPUBLIC ACT 7279 (**EO No. 6, Series of 2011**)
4. FURTHER AMENDING EXECUTIVE ORDER NR 17, SERIES OF 2011 DATED 15 DECEMBER 2011 IN RELATION TO ONE-STOP SHOP PROCESSING OF BUILDING PERMITS FOR MALL TENANTS (**EO No. 17-A, Series of 2013**)
5. EXPANDING EXECUTIVE ORDER 17-A, SERIES OF 2013, DATED 20 NOVEMBER 2013 IN RELATION TO ONE-STOP SHOP PROCESSING OF BUILDING PERMITS FOR WAREHOUSE (**EO No. 17-B, Series of 2014**)
6. CREATING A ONE-STOP SHOP (OSS) PROCESSING OF EXCAVATION PERMITS FOR ALL PUBLIC UTILITIES IN QUEZON CITY (**EO No. 1, Series of 2015**)
7. MANDATING SIGNIFICANT REFORMS FOR EASE OF DOING BUSINESS IN QUEZON CITY (**EO No. 11, Series of 2017**)
8. AMENDING SECTION 4, EXECUTIVE ORDER NR 11 (S.2017) IN RELATION TO ITS COVERAGE AND COMPLIANCE (**EO No. 11A, Series of 2017**)
9. REVISED CONSTRUCTION SAFETY GUIDELINES FOR THE IMPLEMENTATION OF INFRASTRUCTURE PROJECTS DURING COVID-19 PUBLIC HEALTH CRISIS, REPEALING DEPARTMENT ORDER NO. 35, SERIES OF 2\020. (**DO No. 39, Series of 2020**)



II. VISION

To effectively implement building safety standards, and to ensure that buildings and structures located within the territorial jurisdiction of Quezon City are not only livable but are properly built and maintained.

III. MISSION

To render fast and efficient service in the evaluation of Building Permits and Certificates of Occupancy, and other Ancillary Permits without sacrificing safety, and to ensure compliance of building owners to safety standards through intensified safety inspections.

IV. SERVICE PLEDGE

The Department of the Building Official commits to:

1. Implement the provisions of the National Building Code of the Philippines, and the Local Building Code of Quezon City, its referral codes and other laws and ordinances related thereto;
2. Evaluate, process and issue building permits, including ancillary and auxiliary permit applications, for all types of buildings and/or structures as required under the National Building Code of the Philippines, and the Local Building Code of Quezon City when the minimum requirements are satisfied;
3. Conduct ocular inspections on on-going and completed structures as a requirement in the processing and issuance of occupancy and other final permits related thereto; conduct annual inspections of building and other structures to ensure compliance to safety standards to prevent unnecessary loss of life and property;
4. Evaluate, process and issue excavation permits for public utilities;
5. Plan, design and impose building regulatory measures and parameters needed to enhance the city development plans and programs; and
6. Entertain complaints, conduct administrative summary proceedings, and issue stoppage Orders and Resolutions in the exercise of quasi-judicial functions.



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I. ISSUANCE OF CONSTRUCTION PERMITS

Construction permits are secured prior to the construction, alteration, repair, conversion, demolition, or addition of any building or structure or any portion thereof, within the territorial jurisdiction of Quezon City.

A. Building Permit (New/Renovation)

- i. Simple Permit Applications- those which pertain to simple structures.
Simple structures are those with a maximum floor area of 1,500 sq.m.;
 - a. Single dwelling residential building which are not more than three (3) storey high;
 - b. Commercial buildings which are not more than two (2) storey high;
 - c. Interior renovations inside a building which already has a building permit and certificate of occupancy;
 - d. Warehouse of not more than two (2) storey high, which is not for the storage of hazardous or combustible materials.
- ii. Complex Permit Applications- those which do not pertain to simple structures as above defined.

B. Ancillary Permits

- i. Mechanical Permit
- ii. Sanitary / Plumbing Permit
- iii. Electronics Permit
- iv. Electrical Wiring Permit

C. Accessory Permits

- i. Fencing Permit
- ii. Repair Permit
- iii. Demolition Permit
- iv. Temporary Sidewalk Enclosure
- v. Ground Preparation and Excavation Permit
- vi. Installation of Accelerograph
- vii. Structural Signboard / Billboard Permit

ISSUANCE OF CONSTRUCTION PERMITS	
Office or Division:	Department of the Building Official through the: <ol style="list-style-type: none"> 1. Permit Processing for Simple Applications Division in collaboration with the City Planning and Development Office and the Bureau of Fire Protection; 2. Construction Permits Division; and 3. Policy, Programming and System Administration Division.



Classification:	Highly Technical
Type of Transaction:	Government to Citizen/ Government to Business/ Government to Government (G2C/G2B/G2G)
Who may avail:	Any person, firm or corporation, including any agency or instrumentality of the government, who wants to construct, alter, repair, convert, move, demolish, add any building or structure or any portion thereof within the territorial jurisdiction of Quezon City shall apply for a corresponding construction permit. (Section 301, Paragraph 1 of the NBCP).
Documentary requirements:	For a more detailed list of requirements specific for each type of application, please refer to our online registration and appointment website at https://qceservices.quezoncity.gov.ph/ For further inquiries, applicant may call the Department through 8988-4242 local 8905, 8916.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
FOR SIMPLE BUILDING PERMIT APPLICATIONS (New & Renovation)	
<ul style="list-style-type: none"> - Proof of ownership and/or right to build on property (Certified True Copy of Transfer Certificate of Title, if applicant is the registered owner. - Additional legal document showing right to build when applicant is not the registered owner) 	<ul style="list-style-type: none"> - Land Registration Authority for the Certified True Copy Transfer Certificate of Title - Applicant, for the legal document
Real property tax declaration on land	Office of the City Assessor
Real property tax payments (updated)	City Treasurer's Office
Previous Building Permit or previous Certificate of Occupancy and previous approved plans (if for renovation)	- Applicant. If applicant no longer has a copy, this may be requested from the Department of the Building Official through its Administrative Division which will be received by the Receiving Section.
Locational Clearance Application form	Applicant (https://qceservices.quezoncity.gov.ph/)
Fire Safety Evaluation Clearance Application form	Applicant (https://qceservices.quezoncity.gov.ph/)
Building Permits Application forms	Applicant (https://qceservices.quezoncity.gov.ph/)
PRC IDs & PTRs	Applicant
Building plans (signed & sealed)	Applicant
Supporting Technical documents (signed & sealed)	Applicant (https://qceservices.quezoncity.gov.ph/)



FOR SIMPLE BUILDING PERMIT APPLICATIONS (Interior renovation inside malls)	
Lease Contract or Mall Certification	Applicant
Locational Clearance Application form	Applicant (https://qceservices.quezoncity.gov.ph/)
Fire Safety Evaluation Clearance Application form	Applicant (https://qceservices.quezoncity.gov.ph/)
Building Permits Application forms	Applicant (https://qceservices.quezoncity.gov.ph/)
PRC IDs & PTRs	Applicant
Building plans (signed & sealed)	Applicant
Supporting Technical documents (signed & sealed)	Applicant (https://qceservices.quezoncity.gov.ph/)
FOR COMPLEX BUILDING PERMIT APPLICATIONS (New & Renovation)	
- Proof of ownership and/or right to build on property (Certified True Copy of Transfer Certificate of Title, if applicant is the registered owner. - Additional legal document showing right to build when applicant is not the registered owner)	- Land Registration Authority for the Certified True Copy Transfer Certificate of Title - Applicant, for the legal document
Real property tax declaration on land	Office of the City Assessor
Real property tax payments (updated)	City Treasurer's Office
Previous building permit or previous Certificate of Occupancy and previous approved plans (if for renovation, addition or extension)	Applicant. If applicant no longer has a copy, this may be requested from the Department of the Building Official through its Administrative Division which will be received by the Receiving Section.
Locational Clearance (LC)	This will be received by the Receiving Section of the Department of the Building Official and will be transmitted to the City Planning and Development Office (CPDO)
Fire Safety Evaluation Clearance (FSEC)	This will be received by the Receiving Section of the Department of the Building Official and will be transmitted to the Bureau of Fire Protection
Building Permits Application forms	Applicant (https://qceservices.quezoncity.gov.ph/)
PRC IDs & PTRs	Applicant
Building plans (signed & sealed)	Applicant
Supporting Technical documents (signed & sealed)	Applicant (https://qceservices.quezoncity.gov.ph/)
FOR DEMOLITION PERMIT APPLICATIONS	
- Proof of ownership and/or right to demolish the structure / improvement (Certified True Copy of Transfer Certificate of Title, if applicant is the registered owner.	- Land Registration Authority for the Certified True Copy Transfer Certificate of Title



- Additional legal document showing right to demolish the structure / improvement when applicant is not the registered owner)	- Applicant, for the legal document
Real property tax declarations (lot and building)	Office of the City Assessor
Real property tax certification/ clearance (lot and building)	City Treasurer's Office
Barangay Clearance	Barangay Hall having territorial jurisdiction
Application form	Applicant (https://qceservices.quezoncity.gov.ph/)
PRC IDs & PTRs	Applicant
Supporting Technical documents (signed & sealed)	Applicant (https://qceservices.quezoncity.gov.ph/)
FOR GROUND PREPARATION AND EXCAVATION PERMIT APPLICATIONS	
- Proof of ownership and/or right to build on property (Certified True Copy of Transfer Certificate of Title, if applicant is the registered owner. - Additional legal document showing right to build when applicant is not the registered owner)	- Land Registration Authority for the Certified True Copy Transfer Certificate of Title - Applicant, for the legal document
Real property tax declarations on Land	Office of the City Assessor
Locational Clearance (LC) Application Form	This will be received by the Receiving Section of the Department of the Building Official and will be transmitted to the City Planning and Development Office (CPDO)
Application form	Applicant (https://qceservices.quezoncity.gov.ph/)
PRC IDs & PTRs	Applicant
Building plans (signed & sealed)	Applicant
Supporting Technical documents (signed & sealed)	Applicant (https://qceservices.quezoncity.gov.ph/)
Cash bond (Section 304, Paragraph 4, NBCP)	Applicant
FOR REPAIR PERMIT APPLICATIONS	
Previous Building Permit or Certificate of Occupancy with Approved Plans	Applicant. If applicant no longer has a copy, this may be requested from the Department of the Building Official through its Administrative Division which will be received by the Receiving Section.
Real property tax declarations for Land and Improvement	Office of the City Assessor
Real property tax certification/ clearance	Office of the City Treasurer
Barangay Clearance	Barangay Hall having territorial jurisdiction
Application form	Applicant (https://qceservices.quezoncity.gov.ph/)



PRC IDs & PTRs	Applicant
FOR FENCING PERMIT APPLICATIONS	
- Proof of ownership and/or right to build on property (Certified True Copy of Transfer Certificate of Title, if applicant is the registered owner. - Additional legal document showing right to build when applicant is not the registered owner)	- Land Registration Authority for the Certified True Copy Transfer Certificate of Title - Applicant, for the legal document
Real property tax declarations	Office of the City Assessor
Real property tax certification/ clearance	City Treasurer's Office
Barangay Clearance	Barangay Hall having territorial jurisdiction
Application form	Applicant (https://qceservices.quezoncity.gov.ph/)
PRC IDs & PTRs	Applicant
Lot plan (indicating the length of the fence, location and width of the gate/ opening)	Applicant
Building Plans (with Structural Plan for fence more than 1.80 meters)	Applicant
Written consent from affected neighbors (if fence is more than 1.80 meters)	Applicant
Supporting Technical documents (signed & sealed)	Applicant (https://qceservices.quezoncity.gov.ph/)
FOR STAND-ALONE SANITARY/PLUMBING PERMIT APPLICATIONS	
Previous Building Permit	Applicant. If applicant no longer has a copy, this may be requested from the Department of the Building Official through its Administrative Division which will be received by the Receiving Section.
Application form	Applicant (https://qceservices.quezoncity.gov.ph/)
PRC IDs & PTRs	Applicant
Plans (signed & sealed)	Applicant
Supporting Technical documents (signed & sealed)	Applicant (https://qceservices.quezoncity.gov.ph/)
FOR TEMPORARY SIDEWALK ENCLOSURE PERMIT APPLICATIONS	
Building Permit (On-going Project)	Applicant. If applicant no longer has a copy, this may be requested from the Department of the Building Official through its Administrative Division which will be received by the Receiving Section.
Barangay Clearance	Barangay Hall having territorial jurisdiction
MMDA Clearance for National Roads DPOS Clearance for City Roads	MMDA; or QC DPOS
Application form	Applicant (https://qceservices.quezoncity.gov.ph/)
PRC IDs & PTRs	Applicant
Plans (signed & sealed)	Applicant



Supporting Technical documents (signed & sealed)	Applicant (https://qceservices.quezoncity.gov.ph/)			
FOR PERMIT TO INSTALL ACCELEROGRAPH				
Application form (Equipment Installation Permit for Accelerograph)	Applicant (https://qceservices.quezoncity.gov.ph/)			
Equipment specifications (signed and sealed by Structural Engineer) – one to one correspondence (Supplier)	Applicant			
Structural Plans indicating the actual location of the accelerogram units (Structural Engineer with sign and seal, PTR and PRC)	Applicant			
Structural design calculation / computations, likewise indicating the data on baseline and alert level values of drift and acceleration/ (Structural Engineer with sign and seal, PTR and PRC)	Applicant			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	How to set an appointment online			
Generate checklist and set an appointment at https://qceservices.quezoncity.gov.ph/ or call at 8988-4242 local 8905/8916.	Verify and recommend appointment slots available on the system.		Real time	<i>Communications Officer</i>
2	How to file your application			
On the appointment date, present appointment slip and submit complete documentary requirements at the drop-off area located at the ground floor in front of the Receiving Section.	- Disinfect plans and documents (through UV light). - Check for completeness of		- 30 minutes disinfection time - 30 minutes checking by	- <i>UV Light Operator</i>



		documents. Inform applicant, through electronic mail, if submitted documents are complete or not (along with list of deficiencies).		receiving officer of the completeness of the documentary requirements as per generated checklist	- <i>Receiving Officer</i>
		<p>Internal Process (verification and evaluation):</p> <ul style="list-style-type: none"> • (Day 1 to Day 5) for Simple Applications • (Day 2 to Day 10) for Complex Applications 		<p>5 working days (Day 1 to Day 5) for simple applications,</p> <p>9 working days (Day 2 to Day 10) for complex applications.</p>	<p>Admin Verifier; IAD Evaluator; PPSAD Evaluators, PPSAD Chief (together with the CPDO Evaluators, the BFP Evaluators, the CPDO Head, and the QC Fire Marshall), Billing Officer and the City Building Official</p>
3	How to follow up your application (after 5 working days for simple applications and after 10 working days for complex applications)				
	<p>Through telephone call at 8988 4242 local 8905 / 8916</p> <p>Through text: STATUS<space>APPLICATION NUMBER and send to 09509035771,</p> <p>Or through email at dbo@quezoncity.gov.ph</p>	<p>3a.) If application is compliant, instruct applicant, to set an appointment to pick up the order of payment (OP).</p> <p>3b.) If the application is not compliant, instruct applicant to set an appointment to get the application documents and complete the deficient documents based on the Comprehensive Compliance Report.</p>		Real Time	<i>Central Communications Unit (CCU)</i>
4	After 5 working days for simple applications and after 10 working days for complex applications:				
	Set appointment date through:			Real Time	



<p>https://qceservices.quezoncity.gov.ph/ or</p> <p>DBO@quezoncity.gov.ph</p> <p>4a.) If the application is compliant, get the Order of Payment (O.P.) at the Releasing Area.</p> <p>4b.) If the application is not compliant, get deficient documents from the Releasing Area. (Refer with your design professionals for the necessary corrections as indicated on the evaluation sheets.)</p> <p>4c.) Submit the corrected documents to Receiving Area for disinfection.</p>	<p>4a.) Release the Order of Payment (O.P.).</p> <p>4b.) Release the non-compliant documents to the applicant.</p> <p>Disinfect plans and documents (through UV light).</p> <p>Internal Process: Evaluate corrected documents if compliant to the NBCP and other referral codes.</p> <p>If approved, notify the applicant through email or SMS to set an appointment for the claiming of the Order of Payment</p> <p>If the documents are still deficient, notify the applicant</p>		<p>5 Minutes</p>	<p><i>Releasing Staff at Releasing Section.</i></p> <p><i>Compliance Officer (PPSAD for Simple /PPSyD for Complex)</i></p> <p><i>UV Light Operator</i></p> <p><i>Receiving Officer, OSS Compliance Officer, PPSAD Evaluators, PPSAD Chief (together with the CPDO Evaluators, the BFP Evaluators, CPDO Head, and the QC Fire Marshall), PPSyD Staff, PPSyD Evaluators, PPSyD Chief, Billing Officer and the City Building Official</i></p>
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		through email or SMS to claim the Compliance Report together with the application documents.			
5	Pay at the Cashier of the City Treasurer's Office at Windows 13 or 14.	(Issue the official receipt)	Refer to the Schedule of Fees		<i>(Cashier of the Quezon City Treasurer's Office at windows 13 or 14)</i>
6	<p>Return O.R. of payment along with listed deficiencies (See Notice of Deficiency, if any); and</p> <p>Set an appointment through https://qceservices.quezoncity.gov.ph/ to claim Approved Permits and documents.</p> <p>Bring the appointment slip along with official receipt (O.R.) to the Releasing Section.</p>	<p>6a) Encode O.R.;</p> <p>6b) Receive submitted deficiencies based on the Notice of Deficiency</p> <p>6c) If compliant, instruct applicant to set an appointment to pick up the Approved Permits and documents.</p>		Real Time	<i>Applicant</i>
		Internal Process: Print the Approved Permits and release the approved documents to the applicant for duplication		5 minutes	<i>Releasing Staff at Releasing Section.</i>



7	<p>Reproduce Approved Building Plans and submit duplicate copies to Releasing Section</p> <p>Affidavit of Undertaking prior to the release of permit</p>	<p>Receive the duplicate copies of approved plans, permits and clearances.</p>		<p>Real Time</p> <p>10 minutes</p>	<p><i>Applicant</i></p> <p><i>Releasing Staff at Releasing Section.</i></p>
TOTAL:			<p>If application documents are compliant to the NBCP and other referral codes:</p> <ul style="list-style-type: none"> • 5 working days for simple application • 10 working days for complex application 		



II. ISSUANCE OF ELECTRICAL OR WIRING PERMITS WITH CERTIFICATES OF FINAL ELECTRICAL INSPECTION

Electrical permits with certificate of electrical inspection are secured prior for electrical service connection, reconnection, and relocation or remodeling of existing electrical installation or for energization of temporary construction facility within the territorial jurisdiction of Quezon City.

Office or Division:	Department of the Building Official through the Final Permits Division	
Classification:	Highly Technical	
Type of Transaction:	Government to Citizen/ Government to Business / Government to National Government (G2C/G2B/G2G)	
Who may avail:	Any person, firm or corporation, including any agency or instrumentality of the government who wants to get a new electrical connection, reconnection, relocation or remodeling of existing electrical installation or for energization of temporary construction facility within the territorial jurisdiction of Quezon City shall apply for an electrical permit with certificate of electrical inspection (CEI).	
Documentary requirements:	<p>For a more detailed list of requirements specific for each type of application, please refer to our online registration and appointment website at https://qceservices.quezoncity.gov.ph/ and / or through www.quezoncity.gov.ph</p> <p>For further inquiries, applicant may call the Department through 8988-4242 local 8905, 8916.</p>	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
General Requirements		
Application forms	Applicant (https://qceservices.quezoncity.gov.ph/)	
PRC IDs & PTRs	Applicant	
Meralco Bill (or Building Permit for Temporary Construction Connection)	Applicant	
Engineer's Survey Report (Meralco Yellow Card)	Applicant	
UPAO Clearance	Urban Poor Affairs Office	
Location Map/Sketch (in a bond paper)	Applicant	
Affidavit of Undertaking and Commitment	Applicant	
Notarized Authorization Letter (for applicant's representative)	Applicant	



Electrical Plans (if more than 5kW w/ signed & sealed) –minimum size: 20” x 30” Fire Clearance		Applicant			
		Applicant			
CLIENT STEPS		AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	How to set an appointment online				
	Generate checklist and set an appointment at https://qceservice.s.quezoncity.gov.ph/ or call at 8988-4242 local 8905/8916 .	Verify and recommend appointment slots available on the system.		Real time	<i>Communications Officer</i>
2	How to file your application				
	On the appointment date, present appointment slip and submit complete application documents.	Disinfect plans and documents (through UV light).		30 minutes disinfection time	<i>UV Light Operator</i>
		Internal Process: Encode the details of the application		10 Minutes	<i>Receiving Staff</i>
		Internal Process (verification and evaluation). If the application is compliant, issue the order of Payment (O.P.) If the application is not compliant, inform the applicant through electronic mail of the Compliance Report		5 Working Days	<i>Final Permits Division (FPD) Electrical Inspector, Electrical Evaluator, Electrical Permit Billing Officer, Section Chief, Final Permits Division Chief</i>



3	How to follow up the release of your Order of Payment (after 5 working days):				
	<p>Through telephone call at 8988 4242 local 8905 / 8916</p> <p>Through our official website at https://qceservices.quezoncity.gov.ph/</p> <p>Through email at dbo@quezoncity.gov.ph</p> <p>Or</p> <p>Through text: STATUS<space>APPLICATION NUMBER and send to 09509035771,</p>	<p>3a.) If the application is compliant, inform the applicant to set an appointment to pick up the order of payment (OP).</p> <p>3b.) If the application is not compliant, inform the applicant to set an appointment to get the application documents and complete the deficient documents based on the Comprehensive Compliance Report.</p>		Real Time	<i>Central Communications Unit (CCU)</i>
4	How to claim your Order of Payment (O.P.)				
	<p>Present appointment slip and a valid ID and authorization letter (if representative) to the Releasing Staff at Window 25/26.</p> <p>Get the Order of Payment (O.P.).</p>	Release the Order of Payment (O.P.).		5 minutes	<i>Releasing Staff at Window 25/26</i>
5	Pay at the Cashier of the City Treasurer's Office at Windows 13 or 14.	(Issue the official receipt)	Refer to the Schedule of Fees		<i>(Cashier of the Quezon City Treasurer's Office at Windows 13 or 14)</i>
6	Present a valid ID and authorization letter (if representative). Bring the official				



	<p>receipt (O.R.) to the DBO - Releasing Staff at Window 25/26.</p>	<p>Internal Process:</p> <p>Encodes the O.R. number.</p> <p>Generate Electrical Permit with an EP number.</p> <p>Print Certificate of Final Electrical Inspection (CFEI)</p> <p>Release Electrical Permit with Certificate of Final Electrical Inspection (CFEI).</p>		<p>3 minutes</p> <p>5 minutes</p> <p>5minutes</p> <p>10 minutes</p>	<p><i>Releasing Staff at Window 25 & 26</i></p> <p><i>Printing Staff</i></p> <p><i>Final Permit Division – Electrical Evaluator, Section Chief, Division Chief</i></p> <p><i>Releasing Staff</i></p>
TOTAL:				5 working days	



III. ISSUANCE OF CERTIFICATES OF FINAL ELECTRICAL INSPECTION (CFEI)

A Certificate of Final Electrical Inspection is secured prior to energizing a new permanent electrical connection for a newly constructed building/structure within the territorial jurisdiction of Quezon City.

Office or Division:	Department of the Building Official through the: <ol style="list-style-type: none"> 1. Final Permits Division; and 2. Policy, Programming and System Administration Division
Classification:	Highly Technical
Type of Transaction:	Government to Citizen/ Government to Business/ Government to National Government (G2C/G2B/G2G)
Who may avail:	Any person, firm or corporation, including any agency or instrumentality of the government who wish to get a new permanent electrical connection for a newly constructed building/structure within the territorial jurisdiction of Quezon City shall apply for a corresponding certificate of final electrical inspection. (Section 309, Paragraph 1 of the NBCP)
Documentary requirements:	For a more detailed list of requirements specific for each type of application, please refer to our online registration and appointment website at https://qceservices.quezoncity.gov.ph/ and / or through www.quezoncity.gov.ph . For further inquiries, applicant may call the Department through 8988-4242 local 8905, 8916.
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
Photocopy of the approved Building Permit	Applicant
Photocopy of the approved Wiring Electrical permit	Applicant
Certificate of Completion for Electrical Works w/ PRC ID & PTR	Applicant (https://qceservices.quezoncity.gov.ph/)
Approved Electrical Plans	Applicant
Supporting Technical Documents	Applicant (https://qceservices.quezoncity.gov.ph/)



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	How to set an appointment online			
	Generate checklist and set an appointment at https://qceservice.s.quezoncity.gov.ph/ or call at 8988-4242 local 8905/8916.	Verify and recommend appointment slots available on the system.	Real time	<i>Communications Officer</i>
2	How to file your application			
	On the appointment date, present appointment slip and submit complete application documents.	Disinfect plans and documents (through UV light). Internal Process: Encode the details of the application	30 minutes disinfection time 10 Minutes	<i>UV Light Operator</i> <i>Receiving Staff</i>
		Internal Process (verification and evaluation). If the application is compliant, issue the order of Payment (O.P.) If the application is not compliant, inform the applicant through electronic mail of the Compliance Report	5 Working Days	<i>Final Permits Division (FPD)</i> <i>Electrical Inspector,</i> <i>Electrical Evaluator,</i> <i>Electrical Permit Billing Officer,</i> <i>Section Chief, Final Permits Division Chief</i>
3	How to follow up your application (after 5 working days):			
	Through telephone call at 8988 4242 local 8905 / 8916 Through our official website at https://qceservice.s.quezoncity.gov.ph/	3a.) If application is compliant, instruct applicant, to set an appointment to pick up the order of payment (OP). 3b.) If the application is not compliant, instruct	Real Time	<i>Central Communications Unit (CCU)</i>



	<p>Through email at dbo@quezoncity.gov.ph</p> <p>Or</p> <p>Through text: STATUS<space> APPLICATION NUMBER and send to 09509035771,</p>	<p>applicant to set an appointment to get the application documents and complete the deficient documents based on the Comprehensive Compliance Report.</p>			
4	After 5 working days:				
	<p>Set appointment date through:</p> <p>https://qceservices.quezoncity.gov.ph/ or</p> <p>DBO@quezoncity.gov.ph</p> <p>4a.) If application compliant, get the Order of Payment (O.P.) at the Releasing Area.</p> <p>4b.) If the application is not compliant, get deficient documents from the Releasing Area. (Refer with your design professionals for the necessary corrections as indicated on the evaluation sheets.)</p> <p>4c.) Submit the corrected documents to Receiving Area for disinfection.</p>	<p>4a.) Release the Order of Payment (O.P.).</p> <p>4b.) Release the non-compliant documents to the applicant.</p> <p>Disinfect plans and documents (through UV light).</p>	<p>Real Time</p> <p>5 Minutes</p>		<p><i>FPD- Electrical Inspector, FPD Chief and the City Building Official</i></p>



	Submit to PPSyD compliance officer	<p>Internal Process: Evaluate corrected documents if compliant to the NBCP and other referral codes.</p> <p>If approved, notify the applicant through email or SMS to set an appointment for the claiming of the Order of Payment</p> <p>If the documents are still incomplete, notify the applicant through email or SMS to claim the Compliance Report together with the application documents.</p>			
5	How to claim your CFEI:				
	Present appointment slip and a valid ID and notarized authorization letter (if representative) to the Releasing Staff at Window 22.	Release the CFEI.		5 to 10 minutes	<i>Releasing Staff at Window 22</i>
TOTAL:				5 working days	



IV. ISSUANCE OF STAND-ALONE MECHANICAL PERMITS

Mechanical permits are secured prior to the installation of machineries or the legalization of installation, operation and usage of machineries within the territorial jurisdiction of Quezon City.

Office or Division:	Department of the Building Official through the Final Permits Division	
Classification:	Highly Technical	
Type of Transaction:	Government to Citizen/ Government to Business/ Government to National Government (G2C/G2B/G2G)	
Who may avail:	Any person, firm or corporation, including any agency or instrumentality of the government who wants to install machineries or legalize installed machineries within the territorial jurisdiction of Quezon City shall apply for a corresponding mechanical permit. (Section 309, Paragraph 1 of the NBCP)	
Documentary requirements:	<p>For a more detailed list of requirements specific for each type of application, please refer to our online registration and appointment website at https://qceservices.quezoncity.gov.ph/ and / or through www.quezoncity.gov.ph.</p> <p>For further inquiries, applicant may call the Department through 8988-4242 local 8905, 8916.</p>	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Photocopy of the approved building permit		Applicant
Barangay Clearance (if mechanical permit for tower crane)		Barangay Hall having territorial jurisdiction
Neighbor's or HOA's written consent (if mechanical permit for tower crane)		Applicant
Fire Safety Clearance (except for Generator Sets)		Bureau of Fire Protection
Mechanical permit application form		Applicant (https://qceservices.quezoncity.gov.ph/)
PRC IDs & PTRs		Applicant
Mechanical Plans (signed and sealed)		Applicant



Structural Stability		Applicant			
Supporting Technical Documents (signed and sealed)		Applicant (https://qceservices.quezoncity.gov.ph/)			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1	How to set an appointment online				
	Generate checklist and set an appointment at https://qceservices.quezoncity.gov.ph/ or call at 8988-4242 local 8905/8916.	Verify and recommend appointment slots available on the system.		Real time	<i>Communications Officer</i>
2	How to file your application				
	On the appointment date, present appointment slip and submit complete documentary requirements at the drop-off area located at the ground floor in front of the Receiving Section.	<ul style="list-style-type: none"> - Disinfect plans and documents (through UV light). - Check for completeness of documents. Inform applicant, through electronic mail, if submitted documents are complete or not (along with list of deficiencies). 		<ul style="list-style-type: none"> - 30 minutes disinfection time - 30 minutes checking by receiving officer of the completeness of the documentary requirements as per generated checklist 	<ul style="list-style-type: none"> - <i>UV Light Operator</i> - <i>Receiving Officer</i>
		Internal Process (verification and evaluation). If the application is compliant, transmit to Billing Section for the assessment of fees.		5 working days	<i>Final Permits mechanical inspector, Section Chief and Division Chief</i>



		If the application is not compliant, inform applicant, through electronic mail in cooperation with the Central Communications Unit of this Department.			
		Assessment of fees.		1 working day	<i>Billing Officer</i>
3	How to follow up your application (after 5 working days):				
	<p>Through telephone call at 8988 4242 local 8905 / 8916</p> <p>Through our official website at https://qceservices.quezoncity.gov.ph/</p> <p>Through email at dbo@quezoncity.gov.ph</p> <p>Or</p> <p>Through text: STATUS<space>APPLICATION NUMBER and send to 09509035771,</p>	<p>3a.) If the application is compliant, instruct applicant, to set an appointment to pick up the order of payment (OP).</p> <p>3b.) If the application is not compliant, instruct applicant to set an appointment to get the application documents and complete the deficient documents based on the Comprehensive Compliance Report.</p>		Real Time	<i>Central Communications Unit (CCU)</i>
4	How to claim your Order of Payment (O.P.)				
	Present appointment slip, a valid ID, and notarized authorization letter (if representative).	Releases the Order of Payment (O.P.).		5 minutes	<i>Releasing Staff</i>
5	Pay at the City Treasurer's Cashier at Windows 13 or 14.	(Issue the official receipt)	Refer to the Schedule of Fees		<i>(Cashier of the Quezon City Treasurer's at Windows 13 or 14)</i>
6	Set an appointment prior to claiming of	Encode the O.R. number and release the approved plans to		10 minutes	<i>Releasing Staff at Releasing Area</i>



	<p>approved permit and documents.</p> <p>Bring the appointment slip along with official receipt (O.R.) to the Releasing Area.</p>	<p>the applicant for duplication.</p> <p>Release the permits and approved plans upon receipt of duplicated plans.</p>			
7	<p>Submit the approved plans together with duplications to the Releasing Staff at Releasing Area.</p>	<p>Receive the approved plans with duplications and instruct the applicant to set an appointment for the release of permits.</p>		10 minutes	<i>Releasing Staff at Releasing Area.</i>
TOTAL:				5 working days	



V. ISSUANCE OF ELECTRONICS PERMITS and/or ELECTRONICS CERTIFICATE

Electronics permits and certificates are secured prior to the installation of electronic equipment or the legalization of installation, operation and usage of such equipment within the territorial jurisdiction of Quezon City.

Office or Division:	Department of the Building Official through the Policy, Programming, and System Administration Division	
Classification:	Highly Technical	
Type of Transaction:	Government to Citizen/ Government to Business/ Government to National Government (G2C/G2B/G2G)	
Who may avail:	Any person, firm or corporation, including any agency or instrumentality of the government who wants to install electronic equipment or legalize installed electronic equipment within the territorial jurisdiction of Quezon City shall apply for a corresponding electronic permit. (Section 309, Paragraph 1 of the NBCP)	
Documentary requirements:	<p>For a more detailed list of requirements specific for each type of application, please refer to our online registration and appointment website at https://qceservices.quezoncity.gov.ph/ and / or through www.quezoncity.gov.ph.</p> <p>For further inquiries, applicant may call the Department through 8988-4242 local 8905, 8916.</p>	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Photocopy of the approved building permit		Applicant
Electronics permit application form		Applicant (form can be generated through online application (https://qceservices.quezoncity.gov.ph/))
Certificate of Completion (electronics installation)		Applicant (https://qceservices.quezoncity.gov.ph/)
PRC IDs & PTRs		Applicant
Plans (signed and sealed)		Applicant



Supporting Technical Documents (signed and sealed)		Applicant (https://qceservices.quezoncity.gov.ph/)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	How to set an appointment online			
	Generate checklist and set an appointment at https://qceservices.quezoncity.gov.ph/ or call at 8988-4242 local 8905/8916.	Verify and recommend appointment slots available on the system.	Real time	Communications Officer
2	How to file your application			
	On the appointment date, present appointment slip and submit complete documentary requirements at the drop-off area located at the ground floor in front of the Receiving Section.	<ul style="list-style-type: none"> - Disinfect plans and documents (through UV light). - Check for completeness of documents. Inform applicant, through electronic mail, if submitted documents are complete or not (along with list of deficiencies). 	<ul style="list-style-type: none"> - 30 minutes disinfection time - 30 minutes checking by receiving officer of the completeness of the documentary requirements as per generated checklist 	<ul style="list-style-type: none"> - UV Light Operator - Receiving Officer
		Internal Process (verification and evaluation):	5 working days (Day 1 to Day 5) for simple applications,	OSS Evaluators,
		<ul style="list-style-type: none"> • (Day 1 to Day 5) for Simple Applications 		



		<ul style="list-style-type: none"> (Day 2 to Day 10) for Complex Applications 		9 working days (Day 2 to Day 10) for complex applications.	<i>Admin Verifier, IAD Evaluator; CPD Evaluators, Billing Officer and the City Building Official</i>
3	How to follow up your application (after 5 working days):				
	<p>Through telephone call at 8988 4242 local 8905 / 8916</p> <p>Through our official website at https://qceservice.s.quezoncity.gov.ph/</p> <p>Through email at dbo@quezoncity.gov.ph</p> <p>Or</p> <p>Through text: STATUS<space>APPLICATION NUMBER and send to 09509035771,</p>	<p>3a.) If the application is compliant, instruct applicant, to set an appointment to pick up the order of payment (OP).</p> <p>3b.) If the application is not compliant, instruct applicant to set an appointment to get the application documents and complete the deficient documents based on the Comprehensive Compliance Report.</p>		Real Time	<i>Central Communications Unit (CCU)</i>
4	How to claim your Order of Payment (O.P.)				
	Present appointment slip, a valid ID, and notarized authorization letter (if representative).	Releases the Order of Payment (O.P.).		5 minutes	<i>Releasing Staff</i>
5	Pay at the City Treasurer's Cashier at Windows 13 or 14.	(Issue the official receipt)	Refer to the Schedule of Fees		<i>(Cashier of the Quezon City Treasurer's at Windows 13 or 14)</i>
6	Set an appointment prior to claiming of approved permit and documents.	Encode the O.R. number and release the approved plans to		10 minutes	<i>Releasing Staff at Releasing Area</i>



	Bring the appointment slip along with official receipt (O.R.) to the Releasing Area.	the applicant for duplication. Release the permits/ certificates and approved plans upon receipt of duplicated plans.			
7	Submit the approved plans together with duplications to the Releasing Staff at Releasing Area.	Receive the approved plans with duplications and instruct the applicant to set an appointment for the release of permits/ certificates.		10 minutes	<i>Releasing Staff at Releasing Area.</i>
TOTAL:				7 working days	



VI. ISSUANCE OF FINAL CERTIFICATES

A certificate of occupancy or certificate of use shall be secured prior to the occupancy and/ or use of any building/structure, or any portion thereof within the territorial jurisdiction of Quezon City

Office or Division:	Department of the Building Official through the: <ol style="list-style-type: none"> 1. Permit Processing for Simple Applications Division in collaboration with the Bureau of Fire Protection; 2. Final Permits Division; and 3. Policy, Programming and System Administration Division 	
Classification:	Highly Technical	
Type of Transaction:	Government to Citizen/ Government to Business/ Government to National Government (G2C/G2B/G2G)	
Who may avail:	Any person, firm or corporation, including any agency or instrumentality of the government who wants to occupy and/ or use any building/structure, any portion thereof within the territorial jurisdiction of Quezon City shall apply for a corresponding Certificate of Occupancy / Use. (Section 309, Paragraph 1 of the NBCP)	
Documentary requirements:	For a more detailed list of requirements specific for each type of application, please refer to our online registration and appointment website at https://qceservices.quezoncity.gov.ph/ and / or through www.quezoncity.gov.ph . For further inquiries, applicant may call the Department through 8988-4242 local 8905, 8916.	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
CERTIFICATE OF OCCUPANCY FOR SIMPLE APPLICATIONS		
Fire Safety Inspection Certificate (FSIC) Application Form	Applicant	(https://qceservices.quezoncity.gov.ph/)
Photocopies of all Fire Safety Clearances and Fire Safety Checklist	Applicant	
Photocopies of the Locational Clearance (LC)	Applicant	
Photocopies of all approved permits	Applicant	
Certificate of Completion Form (for the structure) w/ PRC IDs & PTRs	Applicant	(https://qceservices.quezoncity.gov.ph/)
Certificate of Completion Form for Electrical Works w/ PRC IDs & PTRs	Applicant	(https://qceservices.quezoncity.gov.ph/)



Certificate of Completion Form (for the plumbing/sanitary) w/ PRC IDs & PTRs, if applicable	Applicant (https://qceservices.quezoncity.gov.ph/)
Certificate of Completion Form (for the electronics) w/ PRC IDs & PTRs, if applicable	Applicant (https://qceservices.quezoncity.gov.ph/)
Certificate of Completion Form (for the machinery) w/ PRC IDs & PTRs, if applicable	Applicant (https://qceservices.quezoncity.gov.ph/)
Approved plans	Applicant
As-built plans, if with deviation / changes / alterations made on approved plans	Applicant
Certifications and Affidavits, if applicable	Applicant (https://qceservices.quezoncity.gov.ph/)
CERTIFICATE OF OCCUPANCY FOR COMPLEX APPLICATIONS	
Application Form for Fire Safety Inspection Certificate (FSIC)	- Applicant (https://qceservices.quezoncity.gov.ph/) This will be received by the Receiving Section of the Department of Building Official and will be transmitted to the Bureau of Fire Protection
Photocopies of the Locational Clearance (LC)	Applicant
Photocopies of all approved permits	Applicant
Certificate of Completion Form (for the structure) w/ PRC IDs & PTRs	Applicant (https://qceservices.quezoncity.gov.ph/)
Certificate of Completion Form for Electrical Works w/ PRC IDs & PTRs	Applicant (https://qceservices.quezoncity.gov.ph/)
Certificate of Completion Form (for the plumbing/sanitary installation) w/ PRC IDs & PTRs, if applicable	Applicant (https://qceservices.quezoncity.gov.ph/)
Certificate of Completion Form (for the electronics installation) w/ PRC IDs & PTRs, if applicable	Applicant (https://qceservices.quezoncity.gov.ph/)
Certificate of Completion Form (for the machinery installation) w/ PRC IDs & PTRs, if applicable	Applicant (https://qceservices.quezoncity.gov.ph/)
Approved plans	Applicant
As-built plans, if with deviation / changes / alterations made on approved plans	Applicant



Certifications and Affidavits, if applicable		Applicant (https://qceservices.quezoncity.gov.ph/)			
	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1	How to set an appointment online				
	Generate checklist and set an appointment at https://qceservices.quezoncity.gov.ph/ or call at 8988-4242 local 8905/8916 .	Verify and recommend appointment slots available on the system.		Real time <i>Communications Officer</i>	
2	How to file your application				
	On the appointment date, present appointment slip and submit complete documentary requirements at the drop-off area located at the ground floor in front of the Receiving Section.	- Disinfect plans and documents (through UV light). - Check for completeness of documents. Inform applicant, through electronic mail, if submitted documents are complete or not (along with list of deficiencies).		- 30 minutes disinfection time - 30 minutes checking by receiving officer of the completeness of the documentary requirements as per generated checklist <i>- UV Light Operator</i> <i>- Receiving Officer</i>	
		Internal Process (Site Inspection): • (Day 1 to Day 5) for Simple Applications • (Day 2 to Day 10) for Complex Applications		5 working days (Day 1 to Day 5) for simple applications, 9 working days (Day 2 to Day 10) for complex applications. <i>PPSAD Chief, PPSAD, Inspectors together with the, BFP Inspectors and QC Fire Marshall, FPD Inspectors, Billing Officer and the City Building Official</i>	



3	How to follow up your application (after 5 working days for simple applications and 10 working days for complex applications)				
	<p>Through telephone call at 8988 4242 local 8905 / 8916</p> <p>Through our official website at https://qceservices.quezoncity.gov.ph/</p> <p>Through email at dbo@quezoncity.gov.ph</p> <p>Or</p> <p>Through text: STATUS<space>APPLICATION NUMBER and send to 09509035771,</p>	<p>3a.) If the completed project is conforming to the approved plans, instruct applicant, to set an appointment to pick up the order of payment (OP).</p> <p>3b.) If the completed project is not conforming to the approved plans, instruct applicant to set an appointment to get the application documents and implement the necessary corrective measures based on the Comprehensive Inspection, and then request for a re-inspection.</p>		Real Time	Central Communications Unit (CCU)
4	After 5 working days for simple applications and 10 working days for complex applications:				
	<p>Set appointment date through: https://qceservices.quezoncity.gov.ph/</p> <p>or</p> <p>DBO@quezoncity.gov.ph</p> <p>4a.) If the project is conforming to the approved plans, get the Order of Payment (O.P.) at the Releasing Area.</p>	<p>4a.) Release the Order of Payment (O.P.).</p> <p>4b.) Release the application documents</p>			<p><i>Releasing Staff at Releasing Section.</i></p> <p><i>Compliance Officer (Simple / Complex)</i></p>



	<p>4b.) If the project is still not conforming to the approved plans, get the application documents from the Releasing Area. (Refer with your design professionals for the necessary corrections as indicated on the Comprehensive Inspection Reports and request for re-inspection.</p> <p>4c.) Submit the corrected documents to Receiving Area for disinfection.</p>	<p>together with the Comprehensive Inspection Report to the applicant.</p> <p>Inspect if the necessary corrective measures were implemented, to conform to the approved plans. If conforming, instruct the applicant to set an appointment for the claiming of the Order of Payment or, if still not conforming, instruct the applicant to set an appointment to claim the application documents.</p>			<p><i>Receiving Officer, PPSAD Compliance Officer, PPSAD Inspectors, PPSAD Chief (together with BFP Inspectors, and QC Fire Marshall), PPSyD Staff, PPSyD Evaluators, PPSyD Chief, Billing Officer and the City Building Official</i></p>
5	Pay at the City Treasurer's Cashier at Windows 13 or 14.	(Issue the official receipt)	Refer to the Schedule of Fees		<i>(Cashier of the Quezon City Treasurer's at windows 13 or 14)</i>
		Internal Process: Encode the O.R. number and release the approved plans to the applicant.		5 minutes	<i>Releasing Staff at Releasing Section.</i>
7	How to get your occupancy permit:				
	Set an appointment and present follow-up slip, valid ID, authorization			5 minutes	<i>Releasing Staff at Releasing Section.</i>



	<p>letter (if representative).</p> <p>**For simple and complex applications, present application for tax declaration for the new improvement (Sworn Statement of the True, Current & Fair Market Value of Real Properties)</p>	<p>Release the certificate of occupancy / use and get the copy of tax declaration.</p>			
<p>TOTAL:</p>				<ul style="list-style-type: none"> • 5 working days for simple application • 10 working days for complex application 	



VII. ISSUANCE OF CONSTRUCTION PERMITS WITH FINAL CERTIFICATES (for AS-BUILT/LEGALIZATION applications/ projects)

Construction permits with final certificates are secured for the legalization of existing structures (in the form of As-Built Plans) within the territorial jurisdiction of Quezon City.

ISSUANCE OF CONSTRUCTION PERMITS WITH FINAL CERTIFICATES (AS-BUILT / LEGALIZATION)	
Office or Division:	Department of the Building Official through the Policy, Programming and System Administration Division.
Classification:	Highly Technical
Type of Transaction:	Government to Citizen/ Government to Business/ Government to National Government (G2C/G2B/G2G)
Who may avail:	Any person, firm or corporation, including any agency or instrumentality of the government, who shall legalize any existing building or structure or any portion thereof within the territorial jurisdiction of Quezon City shall apply for a corresponding construction permit with final certificates.
Documentary requirements:	<p>For a more detailed list of requirements specific for each type of application, please refer to our online registration and appointment website at https://qceservices.quezoncity.gov.ph/ and / or through www.quezoncity.gov.ph.</p> <p>For further inquiries, applicant may call the Department through 8988-4242 local 8905, 8916.</p>
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> - Proof of ownership and/or right to build on property (Certified True Copy of Transfer Certificate of Title, if applicant is the registered owner. - Additional legal document showing right to build when applicant is not the registered owner) 	<ul style="list-style-type: none"> - Land Registration Authority for the Certified True Copy Transfer Certificate of Title - Applicant, for the legal document
Real property tax declaration on land	Office of the City Assessor



Real property tax payments (updated)		Office of the City Treasurer		
Locational Clearance Application form		Applicant (https://qceservices.quezoncity.gov.ph/)		
Fire Safety Evaluation Clearance Application form		Applicant (https://qceservices.quezoncity.gov.ph/)		
Fire Safety Inspection Certificate Application form		Applicant (https://qceservices.quezoncity.gov.ph/)		
Other applicable National Clearances		DPWH, MMDA or the National Government concerned		
Building Permits Application forms w/ PRC IDs & PTRs		Applicant (https://qceservices.quezoncity.gov.ph/)		
Certificate of Completion Form (for the structure) w/ PRC IDs & PTRs		Applicant (https://qceservices.quezoncity.gov.ph/)		
Certificate of Completion Form (for the electrical works) w/ PRC IDs & PTRs		Applicant (https://qceservices.quezoncity.gov.ph/)		
Certificate of Completion Form (for the plumbing/sanitary installation) w/ PRC IDs & PTRs, if applicable		Applicant (https://qceservices.quezoncity.gov.ph/)		
Certificate of Completion Form (for the electronics installation) w/ PRC IDs & PTRs, if applicable		Applicant (https://qceservices.quezoncity.gov.ph/)		
Certificate of Completion Form (for the mechanical installation) w/ PRC IDs & PTRs, if applicable		Applicant (https://qceservices.quezoncity.gov.ph/)		
Building plans (signed & sealed)		Applicant		
Certifications and Affidavits, if applicable		Applicant (https://qceservices.quezoncity.gov.ph/)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	How to set an appointment online			
Generate checklist and set an appointment at https://qceservices.quezoncity.gov.ph/	Verify and recommend appointment slots available on the system.		Real time	<i>Communications Officer</i>



	or call at 8988-4242 local 8905/8916.				
2	How to file your application				
	On the appointment date, present appointment slip and submit complete documentary requirements at the drop-off area located at the ground floor in front of the Receiving Section.	<ul style="list-style-type: none"> - Disinfect plans and documents (through UV light). - Check for completeness of documents. Inform applicant, through electronic mail, if submitted documents are complete or not (along with list of deficiencies). 		<ul style="list-style-type: none"> - 30 minutes disinfection time - 30 minutes checking by receiving officer of the completeness of the documentary requirements as per generated checklist 	<ul style="list-style-type: none"> - <i>UV Light Operator</i> - <i>Receiving Officer</i>
		<p>Internal Process (verification and evaluation):</p> <ul style="list-style-type: none"> • (Day 2 to Day 20) 		19 working days (Day 2 to Day 20)	<i>CPDO Evaluators, BFP Evaluators, Legal Evaluators, PPSyD Evaluators, Billing Officer and the City Building Official</i>
3	How to follow up your application (after 20 working days)				
	<p>Through telephone call at 8988 4242 local 8905 / 8916</p> <p>Through our official website at https://qceservice.s.quezoncity.gov.ph/</p> <p>Through email at dbo@quezoncity.gov.ph</p>	<p>3a.) If application is compliant, instruct applicant, to set an appointment to pick up the order of payment (OP).</p> <p>3b.) If the application is not compliant, instruct applicant to set an appointment to get the application documents and complete the</p>		Real Time	<i>Central Communications Unit (CCU)</i>



	<p>Or</p> <p>Through text: STATUS<space> APPLICATION NUMBER and send to 09509035771</p>	<p>deficient documents based on the Comprehensive Compliance Report.</p>			
4	After 20 working days:				
	<p>Set appointment date through: https://qceservices.quezoncity.gov.ph/ or DBO@quezoncity.gov.ph</p> <p>4a.) If compliant, get the Order of Payment (O.P.) at the Releasing Area.</p> <p>4b.) If for compliance, get deficient documents from the Releasing Area. (Refer with your design professionals for the necessary corrections as indicated on the evaluation sheets.)</p> <p>4c.) Submit the corrected documents to Receiving Area for disinfection.</p> <p>i. Submit to PPSyD compliance officer</p>	<p>4a.) Release the Order of Payment (O.P.).</p> <p>4b.) Release the non- compliant documents to the applicant.</p> <p>Disinfect plans and documents (through UV light).</p> <p>Evaluate corrected documents if compliant to the NBCP and other referral codes. If approved or the</p>			<p><i>Releasing Staff at Releasing Section.</i></p> <p><i>Compliance Officer</i></p> <p><i>UV Light Operator</i></p> <p><i>Receiving Officer, PPSyD Staff, PPSyD Evaluators, TCEU Chief, Billing Officer and the City Building Official</i></p>



		documents are still incomplete, instruct the applicant to set an appointment for the claiming of the Order of Payment or the Compliance Report, as the case may be.			
5	Pay at the City Treasurer's Cashier at Windows 13 or 14	(Issue the official receipt)	Refer to the Schedule of Fees		<i>(Cashier of the Quezon City Treasurer's at windows 13 or 14)</i>
6	Set an appointment prior to claiming of approved permit and documents. Bring the appointment slip along with official receipt (O.R.) to the Releasing Section.	Internal Process: Encode the O.R. number and release the approved plans to the applicant for duplication		Real Time	<i>Applicant</i>
				5 minutes	<i>Releasing Staff at Releasing Section.</i>
7	Reproduce Approved Building Plans and submit duplicate copies to Releasing Section	Receive the duplicate copies of approved plans, receive permits, clearances, and certificates		Real Time	<i>Applicant</i>
				10 minutes	<i>Releasing Staff at Releasing Section.</i>
TOTAL:				<ul style="list-style-type: none"> • 20 days **Highly technical 	



VII. ISSUANCE OF CERTIFICATES OF OPERATION/ USE (MACHINERIES AND ACCELEROGRAPH)

A Certificate of Operation/Use is secured prior to the operation/use of the installed duly permitted machineries/accelerograph within the territorial jurisdiction of Quezon City.

Office or Division:	Department of the Building Official through the: 1. Final Permits Division; and 2. Policy, Programming and System Administration Division	
Classification:	Highly Technical	
Type of Transaction:	Government to Citizen/ Government to Business/Government to National Government (G2C/G2B/G2G)	
Who may avail:	Any person, firm or corporation, including any agency or instrumentality of the government who wants to use any installed duly permitted machinery or equipment within the territorial jurisdiction of Quezon City shall apply for a corresponding final certificate to operate. (Section 309, paragraph 1 of the NBCP)	
Documentary requirements:	For a more detailed list of requirements specific for each type of application, please refer to our online registration and appointment website at https://qceservices.quezoncity.gov.ph/ and / or through www.quezoncity.gov.ph . For further inquiries, applicant may call the Department through 8988-4242 local 8905, 8916.	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
FOR CERTIFICATE TO OPERATE (MACHINERIES)		
Approved Mechanical Permit		Applicant
Certificates of Completion Form w/ PRC ID & PTR		Applicant (https://qceservices.quezoncity.gov.ph/)
Approved Mechanical Plans		Applicant



Third Party Certification (for tower cranes/construction elevator) to ensure that the tower crane is properly maintained		Applicant		
FOR CERTIFICATE OF INSTALLATION (ACCELEROGRAPH)				
Certificate of Completion of Installation Form signed by the Structural Engineer / Owner / Supplier (Notarized)		Applicant (https://qceservices.quezoncity.gov.ph/)		
Approved Installation Permit documents (Permit to Install)		Applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	How to set an appointment online			
Generate checklist and set an appointment at https://qceservices.quezoncity.gov.ph/ or call at 8988-4242 local 8905/8916 .	Verify and recommend appointment slots available on the system.		Real time	Communications Officer
2	How to file your application			
On the appointment date, present appointment slip and submit complete application documents.	Give instruction to the applicant on when and how to follow up. Disinfect plans and documents (through UV light). Transmit documents to the Final Permits Division.		5 minutes 30 minutes disinfection time 5 minutes	Receiving Staff at Receiving Area
	Inspection and Evaluation Process (Day 2 to Day 7)		6 working days (Day 2 to Day 7)	FPD- Inspectors, FPD Chief and the City Building Official
3	How to follow up your application (after 7 working days):			
Through telephone call at 8988 4242 local 8905 / 8916 Through our official website at https://qceservices.quezoncity.gov.ph/	Give the status of the application. 3a) If compliant, advise applicant to claim the release of Order of Payment at the Releasing Section. 3b) If for compliance, inform		5 minutes	Receiving Staff at Window 1



	<p>Through email at dbo@quezoncity.gov.ph</p> <p>Or</p> <p>Through text: STATUS<space> APPLICATION NUMBER and send to 09509035771</p>	applicant of advice of action.			
4	After 7 working days:				
	<p>Set appointment date for: a) Claiming of Order of Payment, b) Claiming of application documents for compliance, or c) Return corrected documents for compliance through email at dbo@quezoncity.gov.ph</p>	<p>Inspect if conforming to the approved plans and compliant to the applicable codes:</p>			
	<p>4a.) If the application is compliant, wait for 2 working days, as advised by the DBO inspector before going to Window 19 or 20 of the DBO to claim your certificate.</p>	<p>a.) If compliant, advise applicant to claim the Certificate to Operate at Window 19 or 20 of the Releasing Section of the DBO.</p>		<p>6 working days (Day 2 to Day 7)</p>	<p><i>FPD- Inspectors, FPD Chief and the City Building Official</i></p>
	<p>4b.) If the application is not compliant, get deficient documents from the Releasing Area. (Refer with your professionals on record for the necessary corrections as indicated on the advice of action.)</p>	<p>b.) If the application is not compliant, issue the advice of action.</p>		<p>6 working days (Day 2 to Day 7)</p>	<p><i>FPD- Inspectors, FPD Chief and the City Building Official</i></p>
	<p>4c.) Submit the corrected documents to</p>				<p><i>TCEU, FPD, the Assistant Building</i></p>



	<p>Receiving Area for sterilization. If approved, go to Step 4.</p>	<p>Disinfect plans and documents (through UV light).</p> <p>Internal Process: Evaluate corrected documents if compliant to the NBCP and other referral codes.</p> <p>If approved, notify the applicant through email or SMS to set an appointment for the claiming of the Certificate.</p> <p>If the documents are still incomplete, notify the applicant through email or SMS to claim the Compliance Report together with the application documents.</p>			<p><i>Official and the City Building Official</i></p>
5	How to claim your certificate:				
	<p>Set appointment date. Present follow-up slip, valid ID and notarized authorization letter (if representative) to the Releasing Staff at Window 19 or 20.</p>	<p>Release the Certificate to Operate</p>		<p>5 to 10 minutes</p>	<p><i>Releasing Staff at Window 19 or 20</i></p>
TOTAL:				<p>7 working days</p>	



VIII. ISSUANCE OF SIGN PERMIT

Sign permits are secured prior to the installation and usage of signage within the territorial jurisdiction of Quezon City.

Office or Division:	Department of the Building Official through the Signboard and Utilities Division	
Classification:	Highly Technical	
Type of Transaction:	Government to Citizen/ Government to Business (G2C/G2B)	
Who may avail:	Any person, firm or corporation, including any agency or instrumentality of the government who shall install and display signage.	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
I.A. For NEW SIGN (BUSINESS SIGN) PERMIT		
I.A.1. Sign Permit Application Form	Applicant	(https://qceservices.quezoncity.gov.ph/)
I.a.2. Business Permit (2 photocopies)	Applicant	
I.a.3. Barangay Clearance for Sign Permit (original + photocopy)	Applicant	
I.a.4. Photocopy of PRC ID & PTR of the professional w/ 3 specimen signatures in Blue Ink (2 copies)	Applicant	
I.a.5. Notarized Authorization Letter (if representative)	Applicant	
I.B. For RENEWAL OF SIGN (BUSSINESS SIGN) PERMIT		
I.B.1. Previous Sign Permit (2 Photocopies)	Applicant	
I.B.2. Notarized Authorization Letter (if representative)	Applicant	
II.A. For NEW SIGN PERMIT OF BILLBOARD – WALL MOUNTED		
II.A.1. Sign Permit Application Form	Applicant	(https://qceservices.quezoncity.gov.ph/)
II.A.2. Business Permit (2 photocopies)	Applicant	
II.A.3. Contract of Lease (2 photocopies)	Applicant	
II.A.4. Barangay Clearance for Sign Permit (original + photocopy)	Applicant	
II.A.5. Building Permit of the Base Building	Applicant	
II.A.6. Photocopy of Certificate of Occupancy of the Base Building (if Sworn Affidavit was only submitted)	Applicant. If applicant no longer has a copy, this may be requested from the Department of Building Official through its Administrative Division.	
II.A.7. Joint Structural Stability Certification (original + photocopy)	Applicant	
II.A.8. Propose/ As-Built Plans of the wall sign duly signed and sealed by a Structural Engineer. (Anchorage details	Applicant	



and structural calculations showing that the structure is capable of withstanding wind and earthquake loads aside from its dead load in A3 size duly signed and sealed by a Structural Engineer	
II.A.9. Photocopy of PRC Identification/ PTR with three (3) specimen signature in blue ink	Applicant
II.A.10. Notarized Letter of Consent from the Adjacent Property Owner (original + photocopy)	Applicant
II.A.11. Photocopy of Accident Insurance Policy for Billboards (Comprehensive General Liability Insurance – CGLI) with Coverage of at least Php100,000.00	Applicant
II.B. For RENEWAL OF SIGN PERMIT OF BILLBOARD – WALL MOUNTED	
II.B.1. Business Permit (2 photocopies)	Applicant
II.B.2. Contract of Lease (2 photocopies)	Applicant
II.B.3. Previous Sign Permit (original + photocopy)	Applicant
II.B.4. Joint Structural Stability Certification (original + photocopy)	Applicant
II.B.5. Photocopy of Certificate of Occupancy of the Base Building (if Sworn Affidavit was only submitted)	Applicant. If applicant no longer has a copy, this may be requested from the Department of Building Official through its Administrative Division.
II.B.6. Photocopy of PRC Identification/ PTR with three (3) specimen signature in blue ink	Applicant
II.B.7. Notarized Letter of Consent from the Adjacent Property Owner (original + photocopy)	Applicant
II.B.8. Photocopy of Accident Insurance Policy for Billboards (Comprehensive General Liability Insurance – CGLI) with Coverage of at least Php100,000.00	Applicant
II.B.9. Notice of Inspection / Inspection Report from the Annual Building Inspection Division	Applicant
III.A. For NEW SIGN PERMIT OF BILLBOARD – WALL STICKER	
III.A.1. Sign Permit Application Form	Applicant (https://qceservices.quezoncity.gov.ph/)
III.A.2. Photocopy of Business Permit (updated)	Applicant
III.A.3. Photocopy of Contract of Lease (updated)	Applicant
III.A.4. Barangay Clearance for Signage (original + photocopy)	Barangay Hall
III.A.5. Building Permit of the Base Building	Applicant
III.A.6. Photocopy of Certificate of Occupancy of the Base Building (if Sworn Affidavit was only submitted)	Applicant. If applicant no longer has a copy, this may be requested from the Department of Building Official through its Administrative Division.



III.A.7. Photocopy of PRC Identification/ PTR with three (3) specimen signature in blue ink	Applicant
III.A.8. Notarized Letter of Consent from the Adjacent Property Owner (original + photocopy)	Applicant
III.A.9. Photocopy of Accident Insurance Policy for Billboards (Comprehensive General Liability Insurance – CGLI) with Coverage of at least Php100,000.00	Applicant
III.B. For RENEWAL OF SIGN PERMIT OF BILLBOARD – WALL STICKER	
III.B.1. Business Permit (2 photocopies)	Applicant
III.B.2. Contract of Lease (2 photocopies)	Applicant
III.B.3. Previous Sign Permit (original + photocopy)	Applicant
III.B.4. Photocopy of Certificate of Occupancy of the Base Building (if Sworn Affidavit was only submitted)	Applicant. If applicant no longer has a copy, this may be requested from the Department of Building Official through its Administrative Division.
III.B.5. Photocopy of PRC Identification/ PTR with three (3) specimen signature in blue ink	Applicant
III.B.6. Notarized Letter of Consent from the Adjacent Property Owner (original + photocopy)	Applicant
III.B.7. Photocopy of Accident Insurance Policy for Billboards (Comprehensive General Liability Insurance – CGLI) with Coverage of at least Php100,000.00	Applicant
III.C. For NEW SIGN PERMIT OF BILLBOARD – ROOF MOUNTED	
III.C.1. Sign Permit Application Form	Applicant (https://qceservices.quezoncity.gov.ph/)
III.C.2. Business Permit (2 photocopies)	Applicant
III.C.3. Contract of Lease (2 photocopies)	Applicant
III.C.4. Barangay Clearance for Sign Permit (original + photocopy)	Applicant
III.C.5. Building Permit of the Base Building	Applicant
III.C.6. Photocopy of Certificate of Occupancy of the Base Building (if Sworn Affidavit was only submitted)	Applicant. If applicant no longer has a copy, this may be requested from the Department of Building Official through its Administrative Division.
III.C.7. Joint Structural Stability Certification (original + photocopy)	Applicant
III.C.8. Propose/ As-Built Plans of the wall sign duly signed and sealed by a Structural Engineer. (Anchorage details and structural calculations showing that the structure is capable of withstanding wind and earthquake loads aside from its dead load in A3 size duly signed and sealed by a Structural Engineer	Applicant
III.C.9. Photocopy of PRC Identification/ PTR with three (3) specimen signature in blue ink	Applicant



III.C.10. Photocopy of Accident Insurance Policy for Billboards (Comprehensive General Liability Insurance – CGLI) with Coverage of at least Php100,000.00	Applicant
III.D. For RENEWAL OF SIGN PERMIT OF BILLBOARD – ROOF MOUNTED	
III.D.1. Business Permit (2 photocopies)	Applicant
III.D.2. Contract of Lease (2 photocopies)	Applicant
III.D.3. Barangay Clearance for Sign Permit (original + photocopy)	Applicant
III.D.4. Previous Sign Permit	Applicant
III.D.5. Joint Structural Stability Certification (original + photocopy)	Applicant
III.D.6. Photocopy of Certificate of Occupancy of the Base Building (if Sworn Affidavit was only submitted)	Applicant. If applicant no longer has a copy, this may be requested from the Department of Building Official through its Administrative Division.
III.D.7. Photocopy of PRC Identification/ PTR with three (3) specimen signature in blue ink	Applicant
III.D.8. Photocopy of Accident Insurance Policy for Billboards (Comprehensive General Liability Insurance – CGLI) with Coverage of at least Php100,000.00	Applicant
IV.A. For NEW SIGN PERMIT OF BILLBOARD – ROOF MOUNTED	
IV.A.1. Sign Permit Application Form	Applicant (https://qceservices.quezoncity.gov.ph/)
IV.A.2. Photocopy of PRC Identification/ PTR with three (3) specimen signature in blue ink	Applicant
IV.A.3. Business Permit (2 photocopies)	Applicant
IV.A.4. Barangay Clearance for Signage for Display Area more than 4.00 square meter (original + photocopy)	Applicant
IV.B. For NEW SIGN PERMIT OF BILLBOARD – ROOF MOUNTED	
IV.B.1. Photocopy of Previous Sign Permit	Applicant
IV.B.2. Photocopy of Business Permit	Applicant
V.A. For BUSINESS SIGN (GROUND SIGN) – NEW APPLICATION	
V.A.1. Sign Permit Application Form	Applicant (https://qceservices.quezoncity.gov.ph/)
V.A.2. Photocopy of PRC Identification/ PTR with three (3) specimen signature in blue ink	Applicant
V.A.3. Building Permit of Base Building	Applicant
V.A.4. Photocopy of Certificate of Occupancy of the Base Building (if Sworn Affidavit was only submitted)	Applicant. If applicant no longer has a copy, this may be requested from the Department of Building Official through its Administrative Division.
V.A.5. Photocopy of Business Permit	Applicant
V.A.6. Barangay Clearance for Signage (original + photocopy)	Applicant
V.A.7. Structural Plans with site development plan and complete material specifications duly signed and sealed by the Structural Engineer	Applicant



V.A.8. Structural Design Analysis and Calculations duly signed and sealed by the Structural Engineer (if height is more than 4.00 meters from the Natural Ground Line)	Applicant
V.A.9. Photocopy of Accident Insurance Policy for Billboards (Comprehensive General Liability Insurance – CGLI) with Coverage of at least Php100,000.00	Applicant
V.B. For BUSINESS SIGN (GROUND SIGN) - RENEWAL	
V.B.1. Photocopy of Previous Sign Permit	Applicant
V.B.2. Photocopy of Business Permit (updated)	Applicant
V.B.3. Joint Structural Stability Certification for the pole/structure (if height is more than 4.00 meters from the Natural Ground Line)	Applicant
V.B.4. Photocopy of Accident Insurance Policy for Billboards (Comprehensive General Liability Insurance – CGLI) with Coverage of at least Php100,000.00	Applicant

CLIENT STEPS		AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	How to set an appointment online				
	Generate checklist and set an appointment at https://qceservice.s.quezoncity.gov.ph/ or call at 8988-4242 local 8905/8907/8916.	Verify and recommend appointment slots available on the system.		Real time	Communications Officer
2	How to file your application				
	On the appointment date, present appointment slip and submit complete documentary requirements at the drop-off area located at the ground floor in front of the Receiving Section.	Disinfect plans and documents (through UV light). Check for completeness of documents. Inform applicant, through electronic mail, if submitted documents are complete or not (along with list of deficiencies).		30 minutes disinfection time 30 minutes checking by receiving officer of the completeness of the documentary requirements as per generated checklist	UV Light Operator Receiving Officer
		Internal Process (verification and evaluation)		6 working days	SUD Inspectors and Evaluators, Billing Officer and



					the City Building Official
3	How to follow up your application				
	<p>Through telephone call at 8988 4242 local 8905 / 8916</p> <p>Through our official website at https://qceservice.s.quezoncity.gov.ph/</p> <p>Through email at dbo@quezoncity.gov.ph</p> <p>Or</p> <p>Through text: STATUS<space>APPLICATION NUMBER and send to 09509035771</p>	<p>3a.) If the application is compliant, instruct applicant, to set an appointment to pick up the order of payment (OP).</p> <p>3b.) If the application is not compliant, instruct applicant to set an appointment to get the application documents and complete the deficient documents based on the Comprehensive Compliance Report.</p>		5 minutes	Receiving Staff at Receiving Area
4	After 6 working days:				
	Set appointment date for: a) Claiming of Order of Payment, b) Claiming of application documents for compliance, or c) Return corrected documents for compliance through email at dbo@quezoncity.gov.ph				
	4a.) If compliant, get the Order of Payment (O.P.) at the Releasing Area.	4a.) Release the Order of Payment (O.P.).			Releasing Staff at Releasing Area.
	4b.) If for compliance, get deficient documents from the Releasing Area. (Refer with your design	4b.) Release the non-compliant documents to the applicant.			SUD Inspectors and Evaluators



	professionals for the necessary corrections as indicated on the evaluation sheets.)				
	4c.) Submit the corrected documents to Receiving Area for sterilization.	4c.) Evaluate corrected documents if compliant to the NBCP and other referral codes. If approved, instruct applicant to set an appointment for the issuance of OP.			<i>Receiving Officer, SUD Inspectors and Evaluators, SUD Chief, Billing Officer and the City Building Official</i>
5	Pay at the City Treasurer's Cashier at Windows 13 or 14.	(Issue the official receipt)	Refer to the Schedule of Fees		<i>(Cashier of the Quezon City Treasurer's at windows 13 or 14)</i>
6	Set an appointment prior to claiming of approved permit and documents. Bring the appointment slip along with official receipt (O.R.) to the Releasing Area.	Encode the O.R. number		5 minutes	<i>Releasing Staff at Releasing Area.</i>
8	How to get your Sign Permit				
	Present the follow-up slip, a valid ID and a notarized authorization letter (if representative) to the Releasing Staff at Releasing Area and claim the permit.	Release the permits.			<i>Releasing Staff at Releasing Area.</i>
TOTAL:				If application documents are compliant to the NBCP and other referral codes, 9 working days.	



IX. ISSUANCE OF EXCAVATION PERMIT

Excavation permits are secured prior to the excavation for utility purposes within the territorial jurisdiction of Quezon City.

Office or Division:	Department of the Building Official through the Signboard and Utilities Division	
Classification:	Highly Technical	
Type of Transaction:	Government to Citizen/ Government to Business/Government to National Government (G2C/G2B/G2G)	
Who may avail:	Any person, firm or corporation, including any agency or instrumentality of the government who shall excavate for utility purposes.	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
FOR EXCAVATION PERMIT/ CLEARANCE (COMPLEX – PROJECT BASIS)		
New Applications		
Excavation Permit Application Form	Applicant (https://qceservices.quezoncity.gov.ph/)	
Indorsement Letter from the Utility Company (i.e. MWCI, MWSI, Meralco, etc.)	Utility Company (i.e. MWCI, MWSI, Meralco, etc.)	
Barangay Clearance for Excavation for Utility Purposes (original + photocopy)	Barangay Hall having territorial jurisdiction	
Notice to Proceed/ Notice of Award (for MWCI/ MWSI)	Utility Company (i.e. MWCI, MWSI, Meralco, etc.)	
Certification for Accredited Contractor (for Telecommunication Company, i.e. PLDT, Globe, et.al.)	Telecommunication Company (ie. PLDT, Globe, et.al.)	
Project Plans/ Layout	Applicant	
List of Locations for Excavations (for project with various locations/ streets and barangays)	Applicant	
Work Schedule/ Time Line	Applicant	
Notarized Authorization Letter of the Authorized Representative	Applicant	
FOR EXCAVATION PERMIT/ CLEARANCE (SIMPLE)		
(Individual New Water Connection - Maynilad/ Manila Water only; Pole Connection – Meralco only)		
Excavation Permit Application Form	Applicant (https://qceservices.quezoncity.gov.ph/)	
Indorsement Letter from the Utility Company (i.e. MWCI, MWSI, Meralco, etc.)	Utility Company (i.e. MWCI, MWSI, Meralco, etc.)	
Barangay Clearance for Excavation for Utility Purposes (original + photocopy)	Barangay Hall having territorial jurisdiction	



Vicinity Map/ Sketch (showing the exact location of the project with specific landmark)	Applicant			
Photograph showing "Landmark" and exact location of the project	Applicant			
FOR EXCAVATION PERMIT/ CLEARANCE – Request for Extension				
Letter Request for Extension indicating the valid reasons for the extension <i>**Applicant must indicate his/her contact details (Contact Number, Email Address)</i>	Applicant			
Original Copy of the Excavation Permit	Applicant. If applicant no longer has a copy, this may be requested from the Department of Building Official through its Administrative Division.			
Notarized Authorization Letter of the Authorized Representative	Applicant			
EXCAVATION PERMIT - COMPLEX				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	How to set an appointment online			
Generate checklist and set an appointment at https://qceservice.s.quezoncity.gov.ph/ or call at 8988-4242 local 8905/8907/8916.	Verify and recommend appointment slots available on the system.		Real time	<i>Communications Officer</i>
2	How to file your application			
On the appointment date, present appointment slip and submit complete documentary requirements at the drop-off area located at the ground floor in front of the Receiving Section.	Disinfect plans and documents (through UV light). Check for completeness of documents. Inform applicant, through electronic mail, if submitted documents are complete or not (along with list of deficiencies).		30 minutes disinfection time 30 minutes checking by receiving officer of the completeness of the documentary requirements as per generated checklist	<i>UV Light Operator</i> <i>Receiving Officer</i>
	Internal Process:			
	- Site verification and inspection - Indorse back to DBO, attached		3 working days	<i>Engineering Department</i>



		Excavation Clearance and Inspection Report			
		- Verification and Evaluation		3 working days	<i>SUD Inspectors and Evaluators, Billing Officer and the City Building Official</i>
3	How to follow up your application				
	<p>Through telephone call at 8988 4242 local 8905 / 8916</p> <p>Through our official website at https://qceservices.quezoncity.gov.ph/</p> <p>Through email at dbo@quezoncity.gov.ph</p> <p>Or</p> <p>Through text: STATUS<space>APPLICATION NUMBER and send to 09509035771</p>	<p>3a.) If application is compliant, instruct applicant, to set an appointment to pick up the order of payment (OP).</p> <p>3b.) If application is for compliance, instruct applicant to set an appointment to get the application documents.</p>		5 minutes	<i>Receiving Staff at Receiving Area</i>
4	After 4 working days:				
	<p>Set appointment date for: a) Claiming of Order of Payment, b) Claiming of application documents for compliance, or c) Return corrected documents for compliance through email at dbo@quezoncity.gov.ph</p>				
	4a.) If compliant, get the Order of Payment (O.P.) at the Releasing Area.	4a.) Release the Order of Payment (O.P.).			<i>Releasing Staff at Releasing Area.</i>



	4b.) If for compliance, get deficient documents from the Releasing Area. (Refer with your design professionals for the necessary corrections as indicated on the evaluation sheets.)	4b.) Release the non-compliant documents to the applicant.			<i>SUD Inspectors and Evaluators</i>
	4c.) Submit the corrected documents to Receiving Area for sterilization.	4c.) Evaluate corrected documents if compliant to the NBCP and other referral codes. If approved, instruct applicant to set an appointment for the issuance of OP.			<i>Receiving Officer, SUD Inspectors and Evaluators, SUD Chief, Billing Officer and the City Building Official</i>
5	Pay at the City Treasurer's Cashier at Windows 13 or 14.	(Issue the official receipt)	Refer to the Schedule of Fees		<i>(Cashier of the Quezon City Treasurer's at windows 13 or 14)</i>
6	Set an appointment prior to claiming of approved permit and documents. Bring the appointment slip along with official receipt (O.R.) to the Releasing Area.	Encode the O.R. number and release the approved plans to the applicant for duplication		5 minutes	<i>Releasing Staff at Releasing Area.</i>
7	Submit the approved plans together with duplications to the Releasing Staff at Releasing Area.	Receive the approved plans with duplications and instruct the applicant to set an appointment for the release of permits.		10 minutes	<i>Releasing Staff at Releasing Area.</i>
8	How to get your Excavation Permit				
	Present the follow-up slip, a valid ID and a notarized authorization	Release the permits			<i>Releasing Staff at Releasing Area.</i>



	letter (if representative) to the Releasing Staff at Releasing Area and claim the permit.				
TOTAL:				7 working days.	
EXCAVATION PERMIT – SIMPLE					
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1	Submit application form and necessary documentary requirements to Concessionaire. Concessionaire shall transmit documents via email.				
	Submit application for New Water Service Connection to the concessionaire.	<p>Acknowledge the receipt of transmittal via email by the Concessionaire.</p> <p>1a.) If documents are complete, proceed to cost assessment and evaluation.</p> <p>1b.) If documents are incomplete, generate Notice of Non-Compliance. Tag-out application and send email to MWCI/ MWSI/ Meralco.</p> <p><i>Note: Compliance shall be sent by MWCI/ MWSI/ Meralco via email.</i></p>		30 minutes	<i>SUD Admin Staff and SUD Evaluator</i>
2	Assessment and evaluation by Signboard and Utilities Division				
		Conduct the necessary cost assessment and evaluation.		1 working day	<i>SUD Evaluators</i>
3	Assessment review				
		<p>Review assessment form.</p> <p>Transmit to DBO – Billing Section.</p>		1 working day	<i>SUD Section Chief, SUD Deputy Chief, SUD Chief</i>



4	Preparation of Order of Payment				
		<p>Prepare the Order of Payment duly signed by the authorized signatories of the Department.</p> <p>Transmit list of applications with corresponding Cost Assessment through email by 11AM to the Concessionaire.</p>		1 hour	<p><i>SUD Inspectors and Evaluators, Billing Officer and the City Building Official</i></p>
5	Release of Order of Payment				
	<p>Upon listing to the Concessionaire, applicant may claim the Order of Payment at the Releasing Area.</p>	<p>Release the Order of Payment to the Applicant or his authorized representative.</p>			<p><i>Releasing Staff at Releasing Area</i></p>
6	<p>Pay at the City Treasurer's Cashier at Windows 13 or 14.</p>	<p>(Issue the official receipt)</p>	<p>Refer to the Schedule of Fees</p>		<p><i>(Cashier of the Quezon City Treasurer's at windows 13 or 14)</i></p>
7	Release of Excavation Permit				
	<p>Upon payment, bring official receipt (O.R.) to the Releasing Area.</p>	<p>Encode the O.R. number.</p> <p>Release the Excavation Permit to applicant.</p> <p>Transmit photocopy of the issued Excavation Permit to QC-Department of Engineering</p>		5 minutes	<p><i>Releasing Staff at Releasing Area.</i></p> <p><i>SUD Admin Staff</i></p>
	TOTAL:			3 working days.	



X. ISSUANCE OF CERTIFICATES OF ANNUAL INSPECTION

Annual inspection certificates are issued after a request of ocular safety inspection and/ or after the regular inspection program of DBO as mandated by law.

- Certificate of Annual Building Inspection
- Certificate of Annual Electrical Inspection
- Certificate to Operate Machineries
- Certificate of Annual Electronics Inspection

Office or Division:	Annual Building Inspection Division	
Classification:	Highly Technical	
Type of Transaction:	Government to Citizen/ Government to Business/ Government to Government (G2C/G2B/G2G)	
Who may avail:	Any person who is an administrator or an owner of a building within the jurisdiction of Quezon City.	
Documentary requirements:	<p>For a more detailed list of requirements specific for each type of application, please refer to our online registration and appointment website at https://qceservices.quezoncity.gov.ph/ and / or through www.quezoncity.gov.ph.</p> <p>For further inquiries, applicant may call the Department through 8988-4242 local 8905, 8916, 8910</p>	
CHECKLIST OF REQUIREMENTS (To be submitted after the payment of Annual Inspection Fee)		WHERE TO SECURE
For Building/ Structure / Electrical / Mechanical		
Request for inspection Form (completely filled-up)	Applicant	(https://qceservices.quezoncity.gov.ph/)
Photocopy of Certificate of Occupancy	Applicant	
Certificate of Structural Stability (for buildings 15 years old and older)	Applicant	
Structural Stability Assessment Report (signed and sealed)	Applicant	
Notarized Joint Certification: Building Owner / Administrative and Person In-Charge of Maintenance (Civil / Structural / Electrical / Mechanical Engineers)	Applicant	
Photocopy of updated Fire Safety Inspection Certificate	Applicant	



Preventive Maintenance Report and Electrical Insulation Resistance Test Result		Applicant			
Certification of Existing Condition of Electrical Installation (from a licensed electrical practitioner)		Applicant			
Previous Mechanical Permit or Certificate		Applicant			
Certification & Test Result from service provider/installers of Elevator, Escalator, Boiler, Pressure Vessel, Tower Crane, if applicable		Applicant			
Safety & Health Committee; Records of Safety Activities; Monthly Meetings, if applicable		Applicant			
Occupational Safety and Health Officer		Applicant			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1	How to file your application				
	Request an inspection through email at DBO@quezoncity.gov.ph	Routing of request to the concerned Division		Real Time	<i>Communications Officer</i>
		<i>Internal process:</i> Preparation of Mission Order and Inspection Template		Within fifteen (15) Working Days.	<i>ABID Technical Inspector Team, Senior Engineers, Encoders and ABID Chief</i>
	Conduct safety inspection, evaluate the inspection report and issue the order of payment (OP).				
3	How to get your OP (after fifteen (15) working days):				
	Set an appointment through telephone call at 8988-4242 local 8905/8916. Proceed to Annual Building Inspection Division and get the OP from the ABID Staff, or	Release the OP.		5 minutes	<i>ABID Staff</i>
	Wait for the ABID Technical Inspector to deliver your OP.				<i>ABID Technical Inspector</i>



	***The applicant has an option to either personally claim the OP or delivered to them to an agreed location through a private courier				
4	Pay the Annual Inspection Fee to the City Treasurer	Receive payment and issue Official Receipt (OR).		Real Time	Cashier of the City Treasurer's Office
5	Set an appointment through telephone call at 8988-4242 local 8905/8916 . Submit copy of the OR and the documentary requirements to the ABID Officer of the Day (O.D.) or to an ABID Staff and come back after 7 working days to get your certificates.	Receive the copy of the OR and the documentary requirements, and forward to ABID Senior Engineers for processing.		5 minutes	ABID O.D. or ABID Staff
		Internal Process (Processing of the certificates of annual inspections)		7 working days	ABID Senior Engineers, ABID Chief and the City Building Official
6	How to get your annual inspection certificates (5 working days after the submission of copy of the OR and required documents stated above):				
	Set an appointment through telephone call at 8988-4242 local 8905/8916 . Go back to ABID and get your annual inspection certificates from the ABID Staff	Release the certificates		5 minutes	ABID Staff
TOTAL:				Within twenty (21) working days.	



X. ISSUANCE OF GREEN BUILDING PRELIMINARY CERTIFICATES

Green building preliminary certificates are secured to qualify for tax credit using a rating system. Structures covered by the Green Building Ordinance are also required to provide mandatory green building features as indicated.

A. TYPES OF STRUCTURES COVERED BY GREEN BUILDING ORDINANCE

Type of Buildings	Gross Floor Area (in square meters)
COMMERCIAL	
Hotels	2,000
Office Buildings	2,000
Malls	5,000
Dry Markets	1,000
Wet Markets and Slaughterhouses	All Covered
INSTITUTIONAL	
Schools	5,000
Office Buildings	5,000
Hospitals	5,000
INDUSTRIAL	
Factories	All Covered
Warehouses	2,000

B. MANDATORY GREEN BUILDING FEATURES

- i. Construction Activity Control Pollution Prevention System
- ii. Energy Efficiency Plan
- iii. Water Use Reduction System Involving Water Efficient Fixtures
- iv. Waste Management Plan
- v. Indoor Environment Quality
- vi. Sewage Treatment Plant

C. ELECTIVE GREEN BUILDING FEATURES WITH QC GREEN BUILDING POINTS FOR GREEN BUILDING TAX CREDITS (FOR ANY COMBINATION OF FEATURES LISTED BELOW)

1. Land / Sites Sustainability Features:
 - i. Selected Site 10-year Flood Mitigation Plan
 - ii. Mixed Use Neighborhood Center
 - iii. Community Connectivity
 - iv. Transportation involving Bike Racks on Parking Lots
 - v. Transportation involving Site Proximity to Transport Hubs
 - vi. Transportation involving Provision of Adequate Parking Capacity
 - vii. Greenery involving Open Spaces (Landscapes)
 - viii. Greenery involving Light Colored Paving or Open Grid Paving (Hardscapes)
 - ix. Green Roof
 - x. Storm Water Management
2. Energy Efficiency Features:
 - i. Building Envelope Design
 - ii. Air Conditioning System Load Reduction
 - iii. Natural Ventilation
 - iv. 5-year Electric Consumption Reduction Plan



- v. Renewable Energy Use
3. Water Efficiency Features:
 - i. 5-year Water Use Reduction Plan
 - ii. Water Use Reduction involving Grey Water or Rainwater
 4. Materials and Resources Features:
 - i. Construction Waste Management Plan
 - ii. Materials Reuse Plan
 - iii. Use of Rapidly Renewable Materials
 - iv. 5-year Waste Diversion / Reduction Plan
 - v. Refuse Disposal Equipment
 5. Indoor Environment Quality Features:
 - i. Indoor Air Quality Improvement Measures
 - ii. Low-Emitting Materials involving Volatile Organic Compounds
 - iii. Refrigerant Management involving Refrigerant with Low ODP and GWP
 - iv. Refrigerant Management involving Use of Equipment with Long Service Life
 6. Building Management by BERDE Professional

ISSUANCE OF GREEN BUILDING PRELIMINARY CERTIFICATE	
Office or Division:	Green Building Section Environmental Planning and Waste Management Department (EPWMD) City Planning and Development Office (CPDO) City Treasure's Office (CTO) City Assessor's Office (CAO) City Health Department (CHD)
Classification:	Highly Technical
Type of Transaction:	Government to Citizen/ Government to Business (G2C/G2B)
Who may avail:	Any person, firm or corporation, including any agency or instrumentality of the government who are required by the Quezon City Green Building Ordinance to provide minimum standard green building features.



Documentary requirements:	<p>For a more detailed list of requirements specific for each type of application, please refer to our online registration and appointment website at https://qceservices.quezoncity.gov.ph/ and / or through www.quezoncity.gov.ph/index.php/green-building-ordinance</p> <p>For further inquiries, applicant may call the Department through 8988-4242 local 8905,8916</p>
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CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Green Building Preliminary Certificate Application form	Applicant (dbo-af.quezoncity.gov.ph)
PRC IDs & PTRs	Applicant
Green building mandatory requirements (including Construction Activity Control Pollution Prevention System, Energy Efficiency Plan, Water Reduction System, Waste Management Plan, Designated Smoking Area, Sewage Treatment Plan)	Applicant
Supporting Technical documents (signed & sealed)	Applicant
Elective Features/Requirements	Applicant

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	How to set an appointment online			
Generate checklist and set an appointment at https://qceservices.quezoncity.gov.ph/ or call at 8988-4242 local 8905/8907/8916.	Verify and recommend appointment slots available on the system.		Real time	<i>Communications Officer</i>
2	How to file your application			
On the appointment date, present appointment slip and submit complete documentary requirements at the drop-off area located at the ground floor in front of the Receiving Section.	Disinfect plans and documents (through UV light).		30 minutes disinfection time	<i>UV Light Operator</i>



		Check for completeness of documents. Inform applicant, through electronic mail, if submitted documents are complete or not (along with list of deficiencies).		30 minutes checking by receiving officer of the completeness of the documentary requirements as per generated checklist	<i>Receiving Officer</i>
		Internal Process a. Verification and Evaluation b. Evaluation and approval of other Departments / Offices		9 working days (Day 2 to Day 10) for complex. 11 working days (Day 11 to Day 21) for complex.	<i>CPD Evaluators, Admin Division, and the City Building Official</i> <i>DBO, CPDO, BFP, EPWMD, CHD, CTO</i>
3	How to follow up your application (after 10 working days)				
	Through telephone call at 8988 4242 local 8905 / 8916 Through our official website at https://qceservice.s.quezoncity.gov.ph/ Through email at dbo@quezoncity.gov.ph Or Through text: STATUS<space>APPLICATION NUMBER and send to 09509035771	Internal Process: Update applicant as to the response of other Departments / Offices. Note: This Department is done with its internal process, however, the approval is subject to the processing time of the Departments concern.		Real Time	<i>Communications Officer</i>
4	How to get your Green Building Preliminary Certificate (after 21 working days):				
	Present the follow-up slip, a valid ID and a notarized	Release the certificate			<i>Releasing Staff at Releasing Area.</i>



authorization letter (if representative) to the Releasing Staff at Releasing Area and claim the certificate.				
TOTAL:			21 working days	



XI. ISSUANCE OF GREEN BUILDING FINAL CERTIFICATES

ISSUANCE OF GREEN BUILDING FINAL CERTIFICATE	
Office or Division:	<p>Green Building Section</p> <p>Environmental Planning and Waste Management Department (EPWMD)</p> <p>City Planning and Development Office (CPDO)</p> <p>City Treasure's Office (CTO)</p> <p>City Assessor's Office (CAO)</p> <p>City Health Department (CHD)</p> <p>Office of the City Mayor</p>
Classification:	Highly Technical
Type of Transaction:	Government to Citizen/ Government to Business/ Government to National Government (G2C/G2B/G2G)
Who may avail:	Any person, firm or corporation, including any agency or instrumentality of the government who are required by the Quezon City Green Building Ordinance to provide minimum standard green building features.
Documentary requirements:	<p>For a more detailed list of requirements specific for each type of application, please refer to our online registration and appointment website at https://qceservices.quezoncity.gov.ph/ and / or through www.quezoncity.gov.ph.</p> <p>For further inquiries, applicant may call the Department through 8988-4242 local 8905, 8907, 8916.</p>
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Green Building Final Certificate Application form	Applicant (https://qceservices.quezoncity.gov.ph/)
PRC IDs & PTRs	Applicant
Photocopy of approved Green Building Preliminary Certificate/ Amended	Applicant. If applicant no longer has a copy, this may be requested from the Department of



		Building Official through its Administrative Division.		
Supporting technical documents (signed & sealed)		Applicant (https://qceservices.quezoncity.gov.ph/)		
Letter request for Composite Inspection		Applicant		
CLIENT STEPS				
CLIENT STEPS	AGENCY ACTIONS	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
CLIENT STEPS	AGENCY ACTIONS	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	How to set an appointment online			
	Set an appointment at https://qceservices.quezoncity.gov.ph/ or call at 8988-4242 local 8905/8916 .	Verify and recommend appointment slots available on the system.	Real time	<i>Communications Officer</i>
2	How to file your application			
	On the appointment date, present appointment slip and submit complete application documents together with the letter request for composite inspection at the Receiving Area.	<p>Sterilize plans and documents (through UV light).</p> <p>Check for completeness of documents. Inform applicant, through electronic mail, if submitted documents are complete or not (along with list of deficiencies).</p>		<i>Receiving Officer and Communications Officer</i>
		Internal Process: a. Evaluation of submitted documents b. Coordination with other Departments / Offices in relation to Composite Inspection	<p>3 working days</p> <p>Real Time</p>	<p><i>FPD- Inspectors, FPD Chief, and the City Building Official</i></p> <p><i>DBO, CPDO, BFP, EPWMD, CHD, CTO</i></p>



3	How to follow up your application (after 3 working days)				
	<p>Through telephone call at 8988 4242 local 8905 / 8916</p> <p>Through our official website at https://qceservices.quezoncity.gov.ph/</p> <p>Through email at dbo@quezoncity.gov.ph</p> <p>Or</p> <p>Through text: STATUS<space>APPLICATION NUMBER and send to 09509035771</p>	<p>Internal Process:</p> <p>Update applicant as to the response of other Departments / Offices.</p> <p>Note:</p> <p>This Department is done with its internal process, however, the inspection is subject to the availability of the Departments concern.</p>		Real Time	<i>Communications Officer</i>
4	How to get your Green Building Final Certificate (after 21 working days):				
	Set appointment date and present follow-up slip, valid ID, authorization letter (if representative).	Release the Green Building Final Certificate		45 minutes	<i>Releasing Staff at Releasing Area.</i>
TOTAL:				21 working days	



XII. ISSUANCE OF CERTIFICATES OF RECORD

Office or Division:	Administrative Division			
Classification:	Simple			
Type of Transaction:	Government to Citizen/ Government to Business (G2C/G2B)			
Who may avail:	Any person, firm or corporation, including any agency or instrumentality of the government who requires certification of permit record issued by this department.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request letter (with details on the requested record)		Requesting Party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. How to file a request				
Submit request letter through electronic mail at dbo@quezoncity.gov.ph	Forward acknowledgement receipt to client/requestee.		Real Time	<i>Communications Officer</i>
	Internal Process: a. Verify system records. b. Instruct client/requestee regarding the payment details. c. Submit certificate through mail.		3 days	<i>Communications Officer, IT Officer</i>
2. How to follow up your request (after 3 working days)				
Through telephone call at 988 4242 local 8905 / 8916 Or through email at dbo@quezoncity.gov.ph	Update applicant as to the status of the communication		Real Time	<i>Communications Officer</i>
TOTAL:			3 days from receipt of letter request	



XIII. QUASI JUDICIAL MATTERS: ADMINISTRATIVE SUMMARY PROCEEDINGS

Office or Division:	Department of the Building Official through the Investigation & Adjudication Division			
Classification:	Highly Technical			
Type of Transaction:	Government to Citizen/ Government to Business (G2C/G2B)			
Who may avail:	Any person, firm or corporation, including any agency or instrumentality of the government who requests for an inspection for a possible violation of the National Building Code; or one who files a complaint for possible violation of the National Building Code.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request letter (with details on the requested record)		Requesting Party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. How to file a request				
Submit request letter through electronic mail at dbo@quezoncity.gov.ph .	Forward acknowledgement receipt to client/requestee.		Real Time	<i>Communications Officer</i>
Internal Process:				
	a. Provides instruction where communication shall be assigned		1 working day	<i>IAD Chief, IAD Chief of Staff</i>
	b. Conducts Ocular Inspection as instructed. Prepares inspection report		7 working days	<i>Inspection Unit (IAD Inspectors)</i>
	c. Reviews and approves report		1 working day	<i>Inspection Unit Chief</i>
	d. Prepares the necessary output		7 working days	<i>Legal Staff / Clerical Staff</i>



	e. Reviews and approves output		3 working days	<i>IAD Chief</i>
	f. Records output. Delivers communication output.		1 working day	<i>Clerical Staff</i> <i>IAD Messenger</i>
2. How to follow up your request (after 3 working days)				
Through telephone call at 988 4242 local 8905 / 8916 Or through email at dbo@quezoncity.gov.ph	Update applicant as to the status of the communication		Real Time	<i>Communications Officer</i>
3. How to get your request (after 20 working days)				
	Through email at dbo@quezoncity.gov.ph		Real Time	<i>Communications Officer</i>
TOTAL:			20 working days from receipt of letter	



XIV. ATTEND QUESTIONS / QUERIES / COMPLAINTS / CONCERNS

Office or Division:	Department of the Building Official through the Administrative Division - Central Communications Unit (CCU)			
Classification:	Simple			
Type of Transaction:	Government to Citizen/ Government to Business (G2C/G2B)			
Who may avail:	Any person, firm or corporation, including any agency or instrumentality of the government who requires certification of permit record issued by this department.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
NONE		NONE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. How to address your concern				
Submit letter through electronic mail at dbo@quezoncity.gov.ph .	Acknowledges receipt of letter.		Real Time	<i>Communications Officer</i>
	Internal Process: a. Transmits / routes communication letter to Division as instructed. b. Prepares necessary output		1-3 Days	
TOTAL:			1-3 days from receipt of letter	



FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Answer the feedback form in the office lobby and put it in the drop box.
How feedbacks are processed	<p>The admin verifies the nature of queries and feedback within one working day. The same will be referred to the Division concerned via email. Upon receiving the reply from the concerned Division, the client will be informed via email.</p> <p>For follow-ups or queries, the contact information are as follows: 8-988-4242 local 8905/8916/8907 DBO@quezoncity.gov.ph</p>
How to file/send a complaint, follow-up, question, query, concern	<p>Please contact the department through: Email: DBO@quezoncity.gov.ph Phone: 8-988-4242 local 8905/8916/8907</p>
How complaints, follow-ups, questions, queries, concerns are processed	<p>Upon receipt of communication, an acknowledgement letter shall be forwarded to the client. The admin shall verify the nature of queries and feedback within one working day. The same will be referred to the Division concerned via email. Upon receiving the reply from the concerned Division, the client will be informed via email.</p> <p>For follow-ups or queries, the contact information are as follows: Email: DBO@quezoncity.gov.ph Phone: 8-988-4242 local 8905/8916/8907</p>
Contact Information of CCB, PCC, ARTA	<p>ARTA: 8-478-5093 complaints@arta.gov.ph</p> <p>PCC: pcc@malacanang.gov.ph 8888</p> <p>CCB: email@contactcenterngbayan.gov.ph 0908-881-6565</p>

Office	Address	Contact Information
Department of Building Official	1 st to 3 rd Floor Building Regulatory Office, Civic Center Building D, Quezon City Hall	8-988-4242 local 8905/8916 dbo@quezoncity.gov.ph