



# **DEPARTMENT OF BUILDING OFFICIAL**

**CITIZEN'S CHARTER**  
**2024 Edition**



# CITIZEN'S CHARTER 2024

## **I. MANDATE**

The City Building Official is mandated by 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)** to carry out their respective provisions within the territorial jurisdiction of Quezon City.

In addition, the Department of Building Official adopts the state policies mandated by the Ease of Doing Business (EODB) Law and the guidelines issued by the Anti-Red Tape Authority (ARTA):

### **OTHER RELATED LAW**

1. 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**)

2. 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**)

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 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**)

5. 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**)



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 PROMOTING EASE OF DOING BUSINESS AND EFFICIENT DELIVERY OF GOVERNMENT SERVICES, AMENDING FOR THE PURPOSE REPUBLIC ACT NO. 9485, OTHERWISE KNOWN AS THE ANTI-RED TAPE ACT OF 2007, AND FOR OTHER PURPOSES. **(REPUBLIC ACT NO. 11032 – EASE OF DOING BUSINESS LAW)**

#### **MEMORANDUM CIRCULARS:**

1. GUIDELINES IN THE PROCESSING OF CONSTRUCTION-RELATED PERMITS **(AMENDED JMC NO.: 2021-01, Series of 2021)**
2. STREAMLINED GUIDELINES FOR THE ISSUANCE OF PERMITS, LICENSES, AND CERTIFICATES FOR THE CONSTRUCTION OF SHARED PASSIVE TELECOMMUNICATIONS TOWER INFRASTRUCTURE (PTTIs) **(REVISED JMC NO.: 01 Series 2021)**
3. 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)**
4. 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)**
5. DISMANTLING OF AUTHORIZED COMMERCIAL ADVERTISING SIGN STRUCTURES / PARAPHERNALIA WITHIN THE RIGHT-OF-WAY OF NATIONAL ROADS **(NBCDO MC-01, Series of 2011)**
6. REQUIRING A CONSTRUCTION SAFETY AND HEALTH PROGRAM IN BUILDING PERMIT APPLICATION **(NBCDO MC-02, Series of 2011)**
7. CONDUCT OF ANNUAL INSPECTION OF ALL INSTITUTIONAL, COMMERCIAL, AND OTHER BUILDINGS AND STRUCTURES **(NBCDO MC-03, Series of 2011)**
8. INSPECTION OF ELEVATORS IN GOVERNMENT BUILDINGS AND POSTING OF INSPECTION CERTIFICATES **(NBCDO MC-01, Series of 2014)**
9. GUIDELINES AND IMPLEMENTING RULES ON EARTHQUAKE RECORDING INSTRUMENTATION FOR BUILDINGS **(NBCDO MC-01, Series of 2015)**



10. COMPREHENSIVE EVALUATION FOR BUILDINGS FIFTEEN (15) YEARS OLD AND ABOVE (DPWH-NBCDO MC-01, Series of 2016)

11. IMPLEMENTATION OF THE PHILIPPINE GREEN BUILDING CODE (DPWH-NBCDO MC-01, Series of 2016)

**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 2020. **(DO No. 39, Series of 2020)**



## **EXECUTIVE ORDERS:**

- 10. 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)**
- 11. AN ORDER FURTHER STREAMLINING THE PROCESS FOR DOING BUSINESS IN QUEZON CITY (EO No. 17, Series of 2011)**
- 12. 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)**
- 13. 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)**
- 14. 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)**
- 15. CREATING A ONE-STOP SHOP (OSS) PROCESSING OF EXCAVATION PERMITS FOR ALL PUBLIC UTILITIES IN QUEZON CITY (EO No. 1, Series of 2015)**
- 16. MANDATING SIGNIFICANT REFORMS FOR EASE OF DOING BUSINESS IN QUEZON CITY (EO No. 11, Series of 2017)**
- 17. AMENDING SECTION 4, EXECUTIVE ORDER NR 11 (S.2017) IN RELATION TO ITS COVERAGE AND COMPLIANCE (EO No. 11A, Series of 2017)**
- 18. REVISED CONSTRUCTION SAFETY GUIDELINES FOR THE IMPLEMENTATION OF INFRASTRUCTURE PROJECTS DURING COVID-19 PUBLIC HEALTH CRISIS, REPEALING DEPARTMENT ORDER NO. 35, SERIES OF 2020. (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 Construction 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 Final Permits 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.



## LIST OF SERVICES

### EXTERNAL SERVICES

1. Issuance of Construction Permits	7
2. Issuance of Final Certificates	30
3. Issuance of Certificates of Building Maintenance Inspection	38
4. Issuance of Certificates of Record	42
5. Quasi-Judicial Matters: Administrative Summary Proceedings	43
6. Attend Questions / Queries / Complaints / Concerns	45



## 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.

Permit Applications are classified into **SIMPLE**, **COMPLEX**, and **HIGHLY TECHNICAL APPLICATIONS** as defined by Section 6 of Amended Joint Memorandum Circular No. 2021-01, Series of 2021. To view a copy of the said Joint Memorandum Circular No. 2021-01, Series of 2021, please view the following link:

<https://arta.gov.ph/wp-content/uploads/2022/03/ARTA-DPWH-DILG-DICT-DTI-PRC-BFP-Amended-JMC-No.-2021-01.pdf>

### CONSTRUCTION RELATED PERMITS AND OTHER PERMITS:

#### A. Ancillary Permits

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

#### B. Accessory Permits

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

<b>ISSUANCE OF CONSTRUCTION PERMITS</b>	
<b>Office or Division:</b>	Permit Applications are processed in collaboration with the following:  1. DBO thru Permit Processing Divisions 1 to 6, Non-DPD, Signboard and Utilities Division (SUD); 2. Zoning Administration Unit (ZAU); and 3. Bureau of Fire Protection (BFP)
<b>Classification:</b>	Simple, Complex, and Highly Technical
<b>Type of Transaction:</b>	Government to Citizen/ Government to Business/ Government to Government (G2C/G2B/G2G)





<b>Who may avail:</b>	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).
<b>Documentary requirements:</b>	For a more detailed list of requirements specific for each type of application, please refer to our online registration and appointment website at <a href="https://qceservices.quezoncity.gov.ph/">https://qceservices.quezoncity.gov.ph/</a>  For further inquiries, applicant may call the Department through 8988-4242 local 8905, 8916.

## FOR CONSTRUCTION PERMIT APPLICATIONS (Proposed)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p><b><u>BASIC REQUIREMENTS:</u></b></p> <ol style="list-style-type: none"> <li>1. Confirmed Online Appointment</li> <li>2. A private design/building professional who is registered with QC E-services</li> <li>3. Duly accomplished Unified Building Permit Application Form</li> </ol>	<p>Visit (<a href="https://qceservices.quezoncity.gov.ph/">https://qceservices.quezoncity.gov.ph/</a>); <u>create an account and log in.</u></p>
<p><b><u>OTHER BASIC REQUIREMENTS: LEGAL:</u></b></p> <ul style="list-style-type: none"> <li>- Proof of ownership and/or right to build on property: Certified True Copy of Transfer Certificate of Title (TCT), if applicant is the registered owner.</li> <li>- Additional legal document showing right to build when applicant is NOT the registered owner indicated in the TCT, such as Deed of Absolute Sale, or any other legally binding document.</li> <li>-Duly accomplished and notarized Affidavits.</li> </ul> <p>***Note: In addition to the abovementioned Other Basic Requirements, supplemental or supporting legal documents may be required as may be contained or explained in the Letter of Instruction (LOI) to be issued by the Legal Evaluator.</p>	<ul style="list-style-type: none"> <li>- Land Registration Authority for the Certified True Copy Transfer Certificate of Title</li> <li>-To be submitted by the applicant, for the legal documents.</li> <li>- To be submitted by the applicant. Affidavits are provided through the applicant's QC eservices account as part of the printable forms/affidavits.</li> </ul>



<p><b><u>TECHNICAL:</u></b></p> <ul style="list-style-type: none"> <li>-Building plans (with wet sign &amp; seal of private design professional)</li> <li>- Supporting Technical documents (with wet sign &amp; seal of private design professional) as indicated in the Generated Checklist Online.</li> </ul> <p>***Note: In addition to the abovementioned Other Basic Requirements, supplemental or supporting technical documents may be required as may be contained or explained in the Letter of Instruction (LOI) to be issued by the Technical Evaluator.</p>	<ul style="list-style-type: none"> <li>- To be submitted by the applicant.</li> <li>- To be submitted by the applicant as per Generated Checklist Online via <a href="https://qceservices.quezoncity.gov.ph/">https://qceservices.quezoncity.gov.ph/</a></li> </ul>
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**CONSTRUCTION RELATED PERMITS AND OTHER PERMITS**

**FOR DEMOLITION PERMIT APPLICATIONS (STAND ALONE)**

<p><b><u>BASIC REQUIREMENTS:</u></b></p> <ol style="list-style-type: none"> <li>1. Confirmed Online Appointment</li> <li>2. A private design/building professional who is registered with QC E-services</li> <li>3. Duly accomplished Demolition Permit Application Form</li> </ol>	<p>Visit (<a href="https://qceservices.quezoncity.gov.ph/">https://qceservices.quezoncity.gov.ph/</a>); create an account and log in.</p>
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<p><b><u>OTHER BASIC REQUIREMENTS:</u></b></p> <p><b><u>LEGAL:</u></b></p> <ul style="list-style-type: none"> <li>- Proof of ownership and/or right to build on property: Certified True Copy of Transfer Certificate of Title (TCT), if applicant is the registered owner.</li> <li>- Additional legal document showing right to build when applicant is NOT the registered owner indicated in the TCT, such as Deed of Absolute Sale, or any other legally binding document.</li> <li>-Duly accomplished and notarized Affidavits.</li> </ul> <p>***Note: In addition to the abovementioned Other Basic Requirements, supplemental or supporting legal documents may be required as may be contained or explained in the Letter of Instruction (LOI) to be issued by the Legal Evaluator.</p>	<ul style="list-style-type: none"> <li>-To be submitted by the applicant. Land Registration Authority for the Certified True Copy Transfer Certificate of Title</li> <li>- To be submitted by the applicant.</li> <li>-To be submitted by the applicant as part of printable forms/Affidavits.</li> </ul>
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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 for Demolition Works	Barangay Hall having territorial jurisdiction
Supporting Technical Documents ( with wet sign and seal of the Private Professional )	To be submitted by the applicant as per Generated Checklist via <a href="https://qceservices.quezoncity.gov.ph/">https://qceservices.quezoncity.gov.ph/</a>

## FOR GROUND PREPARATION AND EXCAVATION PERMIT APPLICATIONS (STAND ALONE)

<p><b><u>BASIC REQUIREMENTS:</u></b></p> <ol style="list-style-type: none"> <li>1. Confirmed Online Appointment</li> <li>2. A private design/building professional who is registered with QC E-services</li> <li>3. Duly accomplished Permit Application Form</li> </ol>	<p>Visit (<a href="https://qceservices.quezoncity.gov.ph/">https://qceservices.quezoncity.gov.ph/</a>); <u>create an account and log in.</u></p>
<p><b><u>OTHER BASIC REQUIREMENTS:</u></b></p> <p><b><u>LEGAL:</u></b></p> <ul style="list-style-type: none"> <li>- Proof of ownership and/or right to build on property: Certified True Copy of Transfer Certificate of Title (TCT), if applicant is the registered owner.</li> <li>- Additional legal document showing right to build when applicant is NOT the registered owner indicated in the TCT, such as Deed of Absolute Sale, or any other legally binding document.</li> </ul> <p>***Note: <i>In addition to the abovementioned Other Basic Requirements, supplemental or supporting legal documents may be required as may be contained or explained in the Letter of Instruction (LOI) to be issued by the Legal Evaluator.</i></p>	<ul style="list-style-type: none"> <li>-To be submitted by the applicant. Land Registration Authority for the Certified True Copy Transfer Certificate of Title</li> <li>- To be submitted by the applicant.</li> </ul>



<p><b><u>TECHNICAL:</u></b></p> <p>-Building plans (with wet sign &amp; seal of private design professional)</p> <p>-Supporting Technical documents (with wet sign &amp; seal of private design professional) as indicated in the Generated Checklist Online.</p> <p><b>***Note:</b> <i>In addition to the abovementioned Other Basic Requirements, supplemental or supporting technical documents may be required as may be contained or explained in the Letter of Instruction (LOI) to be issued by the Technical Evaluator.</i></p>	<p>- To be submitted by the applicant.</p> <p>- To be submitted by the applicant as per Generated Checklist Online via <a href="https://qceservices.quezoncity.gov.ph/">https://qceservices.quezoncity.gov.ph/</a></p>
<p>Cash bond (Section 304, Paragraph 4, NBCP)</p>	<p>- To be paid by the applicant.</p>

## FOR REPAIR AND RENOVATION PERMIT APPLICATIONS

<p><b><u>BASIC REQUIREMENTS:</u></b></p> <ol style="list-style-type: none"> <li>1. Confirmed Online Appointment</li> <li>2. A private design/building professional who is registered with QC E-services</li> <li>3. Duly accomplished Permit Application Form</li> </ol>	<p>Visit (<a href="https://qceservices.quezoncity.gov.ph/">https://qceservices.quezoncity.gov.ph/</a>); <u>create an account and log in.</u></p>
<p><i>Copy of previous building plans (as approved), if repair or renovation works involve structural members.</i></p>	<p>- To be submitted by the applicant. If applicant no longer has a copy, this may be requested from the Department of the Building Official, through its Administrative Division. Applicant may send a formal request via email at <a href="mailto:DBO@quezoncity.gov.ph">DBO@quezoncity.gov.ph</a></p>
<p><b><u>TECHNICAL:</u></b></p> <p>-Design Layout showing extent of repair (with wet sign &amp; seal of private design professional)</p> <p>- Supporting Technical documents (with wet sign &amp; seal of private design professional) as indicated in the Generated Checklist Online.</p> <p><b>***Note:</b> <i>In addition to the abovementioned Other Basic Requirements, supplemental or supporting technical documents may be required as may be contained or explained in the Letter of Instruction (LOI) to be issued by the Technical Evaluator.</i></p>	<p>- To be submitted by the applicant.</p> <p>- To be submitted by the applicant as per Generated Checklist Online via <a href="https://qceservices.quezoncity.gov.ph/">https://qceservices.quezoncity.gov.ph/</a></p>



## FOR FENCING PERMIT APPLICATIONS

<p><b><u>BASIC REQUIREMENTS:</u></b></p> <ol style="list-style-type: none"> <li>1. Confirmed Online Appointment</li> <li>2. A private design/building professional who is registered with QC E-services</li> <li>3. Duly accomplished Permit Application Form</li> </ol>	<p>Visit (<a href="https://qceservices.quezoncity.gov.ph/">https://qceservices.quezoncity.gov.ph/</a>); <u>create an account and log in.</u></p>
<p><b><u>OTHER BASIC REQUIREMENTS:</u></b></p> <p><b><u>LEGAL:</u></b></p> <ul style="list-style-type: none"> <li>- Proof of ownership and/or right to build on property: Certified True Copy of Transfer Certificate of Title (TCT), if applicant is the registered owner.</li> <li>- Additional legal document showing right to build when applicant is NOT the registered owner indicated in the TCT, such as Deed of Absolute Sale, or any other legally binding document.</li> </ul> <p><i>***Note: In addition to the abovementioned Other Basic Requirements, supplemental or supporting legal documents may be required as may be contained or explained in the Letter of Instruction (LOI) to be issued by the Legal Evaluator.</i></p>	<ul style="list-style-type: none"> <li>-To be submitted by the applicant. Land Registration Authority for the Certified True Copy Transfer Certificate of Title</li> <li>- To be submitted by the applicant.</li> </ul>
<p><b><u>TECHNICAL:</u></b></p> <ul style="list-style-type: none"> <li>-Building Plans (with wet sign &amp; seal of private design professional)</li> <li>- Lot plan (indicating the length of the fence, location and width of the gate/ opening)</li> <li>- Supporting Technical documents (with wet sign &amp; seal of private design professional) as indicated in the Generated Checklist Online.</li> </ul> <p><i>***Note: In addition to the abovementioned Other Basic Requirements, supplemental or supporting technical documents may be required as may be contained or explained in the Letter of Instruction (LOI) to be issued by the Technical Evaluator.</i></p>	<ul style="list-style-type: none"> <li>- To be submitted by the applicant.</li> <li>- To be submitted by the applicant.</li> <li>- To be submitted by the applicant as per Generated Checklist Online via <a href="https://qceservices.quezoncity.gov.ph/">https://qceservices.quezoncity.gov.ph/</a></li> </ul>



**FOR STAND-ALONE: SANITARY/PLUMBING PERMIT; MECHANICAL PERMIT; and ELECTRONICS PERMIT APPLICATIONS**

<p><b><u>BASIC REQUIREMENTS:</u></b></p> <ol style="list-style-type: none"> <li>1. Confirmed Online Appointment</li> <li>2. A private design/building professional who is registered with QC E-services</li> <li>3. Duly accomplished Permit Application Form.</li> </ol>	<p>Visit (<a href="https://qceservices.quezoncity.gov.ph/">https://qceservices.quezoncity.gov.ph/</a>); <u>create an account and log in.</u></p>
<p><b><u>TECHNICAL:</u></b></p> <ul style="list-style-type: none"> <li>-Building Plans (with wet sign &amp; seal of private design professional)</li> <li>- Supporting Technical documents (with wet sign &amp; seal of private design professional) as indicated in the Generated Checklist Online.</li> </ul> <p><i>***Note: In addition to the abovementioned Other Basic Requirements, supplemental or supporting technical documents may be required as may be contained or explained in the Letter of Instruction (LOI) to be issued by the Technical Evaluator.</i></p>	<ul style="list-style-type: none"> <li>- To be submitted by the applicant.</li> <li>- To be submitted by the applicant as per Generated Checklist Online via <a href="https://qceservices.quezoncity.gov.ph/">https://qceservices.quezoncity.gov.ph/</a></li> </ul>

**FOR TEMPORARY SIDEWALK ENCLOSURE PERMIT APPLICATIONS**

<p><b><u>BASIC REQUIREMENTS:</u></b></p> <ol style="list-style-type: none"> <li>1. Confirmed Online Appointment</li> <li>2. A private design/building professional who is registered with QC E-services</li> <li>3. Duly accomplished Permit Application Form.</li> </ol>	<p>Visit (<a href="https://qceservices.quezoncity.gov.ph/">https://qceservices.quezoncity.gov.ph/</a>); <u>create an account and log in.</u></p>
<p>Barangay Clearance</p>	<p>Barangay Hall having territorial jurisdiction</p>
<p>MMDA Clearance for National Roads, for sidewalk enclosure and/or road canopy</p>	<p>MMDA</p>
<p><b><u>TECHNICAL:</u></b></p> <ul style="list-style-type: none"> <li>-Location Plan indicating the extent of the enclosure and the safety precautionary measures that will implemented (with wet sign &amp; seal of private design professional)</li> <li>- Supporting Technical documents (with wet sign &amp; seal of private design professional) as indicated in the Generated Checklist Online.</li> </ul> <p><i>***Note: In addition to the abovementioned Other Basic Requirements, supplemental or supporting technical documents may be required as may be contained or explained in the Letter of Instruction (LOI) to be issued by the Technical Evaluator.</i></p>	<ul style="list-style-type: none"> <li>- To be submitted by the applicant.</li> <li>- To be submitted by the applicant as per Generated Checklist Online via <a href="https://qceservices.quezoncity.gov.ph/">https://qceservices.quezoncity.gov.ph/</a></li> </ul>





## FOR PERMIT TO INSTALL ACCELEROGRAPH

<p><b><u>BASIC REQUIREMENTS:</u></b></p> <ol style="list-style-type: none"> <li>1. Confirmed Online Appointment</li> <li>2. A private design/building professional who is registered with QC E-services</li> <li>3. Duly accomplished Permit Application Form.</li> </ol>	<p>Visit (<a href="https://qceservices.quezoncity.gov.ph/">https://qceservices.quezoncity.gov.ph/</a>); <u>create an account and log in.</u></p>
<p><b><u>TECHNICAL:</u></b></p> <ul style="list-style-type: none"> <li>- Equipment specifications (with wet sign and seal of private professional)– one to one correspondence (Supplier)</li> <li>- Structural Plans indicating the actual location of the accelerogram units (with wet sign and seal of private professional)</li> <li>- 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)</li> <li>- Supporting Technical documents (with wet sign &amp; seal of private design professional) as indicated in the Generated Checklist Online.</li> </ul> <p><i>***Note: In addition to the abovementioned Other Basic Requirements, supplemental or supporting technical documents may be required as may be contained or explained in the Letter of Instruction (LOI) to be issued by the Technical Evaluator.</i></p>	<ul style="list-style-type: none"> <li>- To be submitted by the applicant.</li> <li>- To be submitted by the applicant as per Generated Checklist Online via <a href="https://qceservices.quezoncity.gov.ph/">https://qceservices.quezoncity.gov.ph/</a></li> <li>- To be submitted by the applicant.</li> <li>- To be submitted by the applicant.</li> </ul>

## FOR SIGN PERMIT (NEW / RENEWAL: BUSINESS SIGN (GROUND SIGN), BILLBOARD – WALL MOUNTED / WALL STICKER / ROOF MOUNTED

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p><b><u>BASIC REQUIREMENTS:</u></b></p> <ol style="list-style-type: none"> <li>1. Confirmed Online Appointment</li> <li>2. A private design/building professional who is registered with QC E-services</li> <li>3. Duly accomplished Sign Permit Application Form</li> </ol>	<p>Visit (<a href="https://qceservices.quezoncity.gov.ph/">https://qceservices.quezoncity.gov.ph/</a>); <u>create an account and log in.</u></p>
<p><i>In addition to the requirements that may be indicated in the Generated Checklist of Requirements, supplemental or supporting documents may be required as may be contained or explained in the Letter of Instruction (LOI) to be issued by the Evaluator.</i></p>	

## FOR EXCAVATION PERMIT

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p><b>FOR EXCAVATION PERMIT/ CLEARANCE (COMPLEX – PROJECT BASIS) New Applications /</b></p>	



<p><b><u>BASIC REQUIREMENTS:</u></b></p> <p>1. Confirmed Online Appointment          2. A private design/building professional who is registered with QC E-services          3. Duly accomplished Excavation Permit Application Form.</p>		<p>Visit          (<a href="https://qceservices.quezoncity.gov.ph/">https://qceservices.quezoncity.gov.ph/</a>); <u>create an account and log in.</u></p>		
<p><b>FOR EXCAVATION PERMIT/ CLEARANCE (SIMPLE)</b>  <b>(Individual New Water Connection – Maynilad / Manila Water only; Pole Connection – Meralco only)</b></p>				
<p><b><u>BASIC REQUIREMENTS:</u></b></p> <p>1. Confirmed Online Appointment          2. A private design/building professional who is registered with QC E-services          Duly accomplished Excavation Permit Application Form</p>		<p>Visit (<a href="https://qceservices.quezoncity.gov.ph/">https://qceservices.quezoncity.gov.ph/</a>); <u>create an account and log in.</u></p>		
<p><b>FOR EXCAVATION PERMIT/ CLEARANCE – Request for Extension</b></p>				
<p><b><u>BASIC REQUIREMENTS:</u></b></p> <p>1. Confirmed Online Appointment          2. A private design/building professional who is registered with QC E-services          Duly accomplished Excavation Permit Application Form</p>		<p>Visit (<a href="https://qceservices.quezoncity.gov.ph/">https://qceservices.quezoncity.gov.ph/</a>); <u>create an account and log in.</u></p>		
<p><i>In addition to the requirements that may be indicated in the Generated Checklist of Requirements, supplemental or supporting documents may be required as may be contained or explained in the Letter of Instruction (LOI) to be issued by the Evaluator.</i></p>				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	<p><b>How to secure a Confirmed Online Appointment</b></p>			
<p>Visit          (<a href="https://qceservices.quezoncity.gov.ph/">https://qceservices.quezoncity.gov.ph/</a>); <u>create an account and log in.</u></p> <p>***Note:          Please advise your Private Design/Building Professional to likewise create their own QCE- services account in order to proceed to TAGGING OF PROFESSIONALS and ENCODING OF TECHNICAL DETAILS.</p>	N/A	None	Real time	Applicant
2	<p><b>How to file your application</b></p>			





	<p>On the appointment date, submit complete documentary requirements at the drop-off terminals/kiosk located at the ground floor-Receiving Section.</p>	<p>N/A</p> <p>Check for completeness of documents as per Generated Checklist.</p> <p>Inform applicant, through electronic mail, if submitted documents are with deficiencies.</p> <p>Internal Process (verification and evaluation):</p>	<p>None</p>	<p>30 minutes checking by receiving officer of the completeness of the documentary requirements as per generated checklist</p>	<p><i>Receiving Officer will transmit application documents to the Legal Evaluator.</i></p>
		<ul style="list-style-type: none"> <li>• (Day 1 to Day 3) for Simple Applications</li> <li>• (Day 1 to Day 7) for Complex Applications</li> <li>• (Day 1 to Day 20) for Highly Technical Applications</li> </ul>		<p>3 working days (Day 1 to Day 3) for simple applications,</p> <p>7 working days (Day 1 to Day 7) for complex applications.</p> <p>20 working days (Day 1 to Day 7) for complex applications.</p>	<p>Processing Division</p>
<p><b>3</b></p>	<p><b>How to follow up your application</b></p>				



	<p>Log in to QC E-services account, select Building Permit: One Stop Shop, type the Application Number on the search bar located at the Check Application Status tab.</p> <p>Or through email at <a href="mailto:dbo@quezoncity.gov.ph">dbo@quezoncity.gov.ph</a></p> <p>or join Viber Community with QR Code posted on the lobby.</p> <p>Or send us a Personal Message via Facebook Page with QR Code posted on the lobby.</p>	<p>3a.) If application has NO deficiencies, applicant will receive a scanned copy of the Order of Payment via registered email address.</p> <p>3b.) If the application has deficiencies, a Letter of Instruction (LOI) will be sent to the applicant and the private professional via registered email address.</p> <p>3c.) When the applicant or private professional is ready to submit the deficiencies indicated in the Letter of Instruction (LOI), the application documents will submit at Window 1-EODB Unit located at the ground floor.</p>	None	Real Time	<p><i>Central Communications Unit (CCU)/ EODB Unit</i></p>
4	<p><b>After 3 (simple permit applications)-7 (complex permit applications) -20 (highly technical permit applications) working days:</b></p>				



	<p>4a.) If application has NO deficiencies, applicant will receive a scanned copy of the Order of Payment via registered email address.</p> <p>4b.) If the application has deficiencies, a Letter of Instruction (LOI) will be sent to the applicant and the private professional via registered email address.</p> <p>4c.) When the applicant or private professional is ready to submit the deficiencies indicated in the Letter of Instruction (LOI), the application documents will be submitted at Window 1- EODB Unit located at the ground floor.</p>	<p>4a.) Claim the Order of Payment (O.P.).</p> <p>4b.) Release the application documents to the applicant together with the Letter of Instruction (LOI).</p> <p>Internal Process: Evaluate corrected documents if compliant to the NBCP and other referral codes.</p> <p>If approved, applicant will receive a scanned copy of the Order of Payment via registered email address.</p> <p>If the documents are still deficient, another Letter of Instruction (LOI) will be sent to the applicant/private professional.</p>	<p>None</p>	<p>Real Time</p> <p>5 Minutes</p>	<p><i>Releasing Staff at Releasing Section</i></p> <p><i>EODB Unit at Window 1- EODB Unit located at the ground floor.</i></p> <p><i>Processing Division/Central Communications Unit/EODB Unit</i></p>
5	<p>Pay at the Cashier of the City Treasurer's Office 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 Office at windows 13 or 14)</i></p>



6	Return O.R. of payment.	<p>6a) Encode O.R.;</p> <p>Internal Process: Print the Approved Permits and release the approved documents to the applicant.</p>		<p>Real Time</p> <p>30 Minutes</p>	<p><i>Applicant</i></p> <p><i>Releasing Staff at Releasing Section.</i></p>
7	<p>Release printed Permits to the applicant.</p> <p><b>**Printed Permits will be delivered to the applicant if unclaimed within three (3) working days from issuance.</b></p>	<p>Internal process:</p> <p>Scanned copies of the building plans as basis for the Permit will be sent to the applicant's registered email address.</p> <p style="text-align: center;">TOTAL:</p>		<p>Real Time</p> <p>If application documents are compliant to the NBCP and other referral codes:</p> <ul style="list-style-type: none"> <li>● 3 working days for simple application</li> <li>● 7 working days for complex application</li> <li>● 20working days for complex application</li> </ul>	<p><i>Releasing Staff at Releasing Section.</i></p>



## 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.

### C. TYPES OF STRUCTURES COVERED BY GREEN BUILDING ORDINANCE

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

### D. 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

### E. 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

<b>ISSUANCE OF GREEN BUILDING PRELIMINARY CERTIFICATE</b>	
<b>Office or Division:</b>	Permit Processing Division for Districts 1 to 6  Climate Change and Environmental Sustainability Department (CCSED)  Zoning and Administration Unit (ZAU)  City Treasure's Office (CTO)  City Assessor's Office (CAO)  City Health Department (CHD)
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	Government to Citizen/ Government to Business (G2C/G2B)
<b>Who may avail:</b>	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.
<b>Documentary requirements:</b>	For a more detailed list of requirements specific for each type of application, please refer to our online registration and appointment website at <a href="https://qceservices.quezoncity.gov.ph/">https://qceservices.quezoncity.gov.ph/</a> and / or through <a href="http://www.quezoncity.gov.ph/index.php/green-building-ordinance">www.quezoncity.gov.ph/index.php/green-building-ordinance</a>  For further inquiries, applicant may call the Department through 8988-4242 local 8905,8916



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE			
Green Building Preliminary Certificate Application form		Applicant (send a request via email at <a href="mailto:dbo.quezoncity.gov.ph">dbo.quezoncity.gov.ph</a> )			
PRC IDs & PTRs of Private Professionals		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 (with wet signed & seal of Private Professional)		Applicant			
Elective Features/Requirements		Applicant			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1	<b>How to set an appointment online</b>				
	Send request via email at <a href="mailto:dbo.quezoncity.gov.ph">dbo.quezoncity.gov.ph</a> .	Verify and recommend appointment slots available	None	Real time	<i>Communications Officer</i>
2	<b>How to file your application</b>				
	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.	Check for completeness of documents.  Inform applicant, through electronic mail, if submitted documents are complete or not (along with list of deficiencies).	None	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>DPD Evaluators, Admin Division, and the City Building Official</i>  <i>DBO, ZAU, BFP, CCESD, CHD, CTO</i>
<b>3</b>	<b>How to follow up your application (after 10 working days)</b>				
	Through telephone call at <b>8988 4242 local 8905 / 8916</b>  <b>or</b> Through email at <b>dbo@quezoncity.gov.ph</b>	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.	None	Real Time	<i>Communications Officer</i>
<b>4</b>	<b>How to get your Green Building Preliminary Certificate (after 20 working days):</b>				
	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 certificate.	Release the certificate			<i>Releasing Staff at Releasing Area.</i>
<b>TOTAL:</b>				20 working days	





## REVALIDATION OF BUILDING PERMIT

CHECKLIST OF REQUIREMENTS					WHERE TO SECURE				
<ol style="list-style-type: none"> <li>1. Request Letter for Revalidation</li> <li>2. Original Permit Issued including Locational Clearance and Fire Safety Evaluation Certificate (FSEC)</li> <li>3. Copy of Approved Plan (Site Development Plan and Architectural Plan)</li> </ol>					<p>- To be submitted by the applicant.</p>				
CLIENT STEPS		AGENCY ACTIONS		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE			
<b>1. How to send your request</b>									
Submit letter through electronic mail at <a href="mailto:dbo@quezoncity.gov.ph">dbo@quezoncity.gov.ph</a> .		Acknowledges receipt of letter.			Real Time	Communications Officer			
<b>2. How to submit your requirements</b>									
Submit complete documentary requirements at the Administrative Division, through the Central Communications Unit (CCU)		Check for completeness of documents as per Checklist of requirements.		None	1 working day	Administrative Officer			
<b>Internal Process:</b>									
		a. Forward the building plans and documents to Receiving Section for the assignment new building permit application number under revalidation		None	2 working days	Administrative Officer			
		b. Provide new building permit				Receiving Officer			



	application number			<i>Administrative Officer</i>
	c. Endorsed to Zoning Administration Unit (ZAU) for update of Locational Clearance and issuance of Order of Payment			
<b>TOTAL:</b>		<b>3 working days</b>		
<i>After the issuance of revalidated Location Clearance and Order of Payment from ZAU</i>				
	Internal Process: Received Locational Clearance from ZAU		1 working day	<i>Administrative Officer</i>
	Forwarded to Billing for new Order of Payment  Approval of City Building Official		2 working days	<i>Billing Officer</i>  <i>Office of the City Building Official</i>
Releasing of Order of Payment			30 minutes	<i>Releasing Officer</i>
Payment of Order of Payment at the Cashier of the City Treasurer's Office				<i>(Cashier of the Quezon City Treasurer's Office at windows 13 or 14)</i>
Return O.R. of payment to Releasing Officer at Window-10	Encode O.R.;		Real Time	
	Internal Process: Print the Approved Permits and release the approved documents to the applicant.			<i>Releasing Staff at Releasing Section.</i>
Release printed Permits to the applicant.			Real Time	<i>Releasing Staff at Releasing Section.</i>
<b>TOTAL:</b>		<b>3 working days</b>		



## AMENDATORY BUILDING PERMIT

<b>Office or Division:</b>	<p>Permit Applications are processed in collaboration with the following:</p> <ol style="list-style-type: none"> <li>1. DBO thru Permit Processing Divisions 1 to 6, Non-DPD, Signboard and Utilities Division (SUD);</li> <li>2. Zoning Administration Unit (ZAU); and</li> <li>3. Bureau of Fire Protection (BFP)</li> </ol>
<b>Classification:</b>	Simple, Complex, and Highly Technical
<b>Type of Transaction:</b>	Government to Citizen/ Government to Business/ Government to Government (G2C/G2B/G2G)
<b>Who may avail:</b>	Any person, firm or corporation, including any agency or instrumentality of the government, who has deviated or may changes to the building plans (as approved), for a building/structure or any person thereof the jurisdiction within the Quezon City shall apply for an Amendatory Building Permit.
<b>Documentary requirements:</b>	<ol style="list-style-type: none"> <li>1. As-built plans (with wet sign and seal of private professionals)</li> <li>2. Filled-up Unified Application Forms</li> <li>3. Supporting Technical Documents ( with wet sign and seal of private professionals)</li> </ol>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>1</b>	<b>How to file your application</b>			
Submit complete documentary requirements at the drop-off terminals/kiosk located at Receiving Section, Ground Floor, or Window 1 Ease of Doing Business (EODB) Unit	N/A	None	Real Time	<i>Receiving Officer will transmit application documents to the Legal Evaluator.</i>
	Internal Process (verification and evaluation):			



		<ul style="list-style-type: none"> <li>• (Day 1 to Day 3) for Simple Applications</li> <li>• (Day 1 to Day 7) for Complex Applications</li> <li>• (Day 1 to Day 20) for Highly Technical Applications</li> </ul>		<p>3 working days (Day 1 to Day 3) for simple applications,</p> <p>7 working days (Day 1 to Day 7) for complex applications.</p> <p>20 working days (Day 1 to Day 7) for complex applications.</p>	Processing Division
<b>3</b>	<b>How to follow up your application</b>				
	<p>Log in to QC E-services account, select Building Permit: One Stop Shop, type the Application Number on the search bar.</p> <p>Or through email at <a href="mailto:dbo@quezoncity.gov.ph">dbo@quezoncity.gov.ph</a></p> <p>or join Viber Community with QR Code posted on the lobby.</p> <p>Or send us a Personal Message via Facebook Page with QR Code posted on the lobby.</p>	<p>3a.) If application has NO deficiencies, applicant will receive a scanned copy of the Order of Payment via registered email address.</p> <p>3b.) If the application has deficiencies, a Letter of Instruction (LOI) will be sent to the applicant and the private professional via registered email address.</p> <p>3c.) When the applicant or private professional is ready to submit the deficiencies indicated in the Letter of Instruction (LOI), the application documents will submit at Window 1- EODB Unit located at the ground floor.</p>	None	Real Time	Central Communications Unit (CCU)/ EODB Unit



4	<b>After 3 (simple permit applications)-7 (complex permit applications) -20 (highly technical permit applications) working days:</b>				
	<p>4a.) If application has NO deficiencies, applicant will receive a scanned copy of the Order of Payment via registered email address.</p>	<p>4a.) Claim the Order of Payment (O.P.).</p>		Real Time	<p><i>Releasing Staff at Releasing Section.</i></p>
	<p>4b.) If the application has deficiencies, a Letter of Instruction (LOI) will be sent to the applicant and the private professional via registered email address.</p>	<p>4b.) Release the application documents to the applicant together with the Letter of Instruction (LOI).</p>		5 Minutes	<p><i>EODB Unit at Window 1- EODB Unit located at the ground floor.</i></p>
	<p>4c.) When the applicant or private professional is ready to submit the deficiencies indicated in the Letter of Instruction (LOI), the application documents will be submitted at Window 1- EODB Unit located at the ground floor.</p>	<p>Internal Process: Evaluate corrected documents if compliant to the NBCP and other referral codes.</p>			<p><i>Processing Division/Central Communications Unit/EODB Unit</i></p>
		<p>If approved, applicant will receive a scanned copy of the Order of Payment via registered email address.</p> <p>If the documents are still deficient, another Letter of Instruction (LOI) will be sent to the applicant/private professional.</p>			





## II. ISSUANCE OF FINAL CERTIFICATES (Certificate of Occupancy, Certificate of Use/Certificate to Operate)

A certificate of occupancy or certificate of use/certificate to operate 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

<b>Office or Division:</b>	Permit Applications are processed in collaboration with the following:  1. DBO thru Permit Processing Divisions 1 to 6, Non-DPD, Stand-Alone for Mechanical and Electrical Unit (SAME-U); 2. Zoning Administration Unit (ZAU); and 3. Bureau of Fire Protection (BFP)
<b>Classification:</b>	Simple, Complex, and Highly Technical
<b>Type of Transaction:</b>	Government to Citizen/ Government to Business/ Government to National Government (G2C/G2B/G2G)
<b>Who may avail:</b>	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)
<b>Documentary requirements:</b>	For a more detailed list of requirements specific for each type of application, please refer to our online registration and appointment website at <a href="https://qceservices.quezoncity.gov.ph/">https://qceservices.quezoncity.gov.ph/</a>  For further inquiries, applicant may call the Department through 8988-4242 local 8905, 8916.
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<b><u>BASIC REQUIREMENTS:</u></b>  <i>1. Confirmed Online Appointment 2. A private design/building professional who is registered with QC E-services 3. Duly accomplished Unified Certificate of Occupancy Application Form and Completion Forms</i>	Visit ( <a href="https://qceservices.quezoncity.gov.ph/">https://qceservices.quezoncity.gov.ph/</a> ); <u>create an account and log in.</u>
Duly accomplished and notarized Affidavits.	To be submitted by the applicant. Affidavits are provided by the applicant's QC eservices account as part of the printable forms/affidavits.



*In addition to the requirements that may be indicated in the Generated Checklist of Requirements, supplemental or supporting documents may be required as may be contained or explained in the Letter of Instruction (LOI) to be issued by the Evaluator.*

## FOR CERTIFICATES OF FINAL ELECTRICAL INSPECTION

### **BASIC REQUIREMENTS:**

1. *Confirmed Online Appointment*
2. *A private design/building professional who is registered with QC E-services*
3. *Duly accomplished Permit Application Form*

Visit (<https://qceservices.quezoncity.gov.ph/>); create an account and log in.

Documentary Requirements

- To be submitted by the applicant as per generated Online Checklist of Requirements via QCE-services account.

*In addition to the requirements that may be indicated in the Generated Checklist of Requirements, supplemental or supporting documents may be required as may be contained or explained in the Letter of Instruction (LOI) to be issued by the Evaluator.*





CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	<b>How to secure a <i>Confirmed Online Appointment</i></b>			
Visit ( <a href="https://qceservices.quezoncity.gov.ph/">https://qceservices.quezoncity.gov.ph/</a> ); create an account and log in.  <b>***Note:</b> <i>Please advise your Private Design/Building Professional to likewise create their own QC E-services account in order to proceed to TAGGING OF PROFESSIONALS and ENCODING OF TECHNICAL DETAILS.</i>	N/A	None	Real time	<i>Applicant</i>
2	<b>How to file your application</b>			
On the appointment date, submit complete documentary requirements at the drop-off terminals/kiosk located at the ground floor- Receiving Section.	N/A	None	Real Time	Applicant
	Check for completeness of documents as per Generated Checklist.  Inform applicant, through electronic mail, if submitted documents are with deficiencies.		30 minutes checking by receiving officer of the completeness of the documentary requirements as per generated checklist	<i>Receiving Officer will transmit application documents to the Legal Evaluator.</i>



		<p>Internal Process (verification and evaluation):</p> <ul style="list-style-type: none"> <li>• (Day 1 to Day 3) for Simple Applications</li> <li>• (Day 1 to Day 7) for Complex Applications</li> <li>• (Day 1 to Day 20) for Highly Technical Applications</li> </ul>		<p>3 working days (Day 1 to Day 3) for simple applications,</p> <p>7 working days (Day 1 to Day 7) for complex applications.</p> <p>20 working days (Day 1 to Day 7) for complex applications.</p>	<p>Processing Division</p>
<b>3</b>	<b>How to follow up your application</b>				
	<p>Log in to QC E-services account, select Building Permit: One Stop Shop, type the Application Number on the search bar.</p> <p>Or through email at <a href="mailto:dbo@quezoncity.gov.ph">dbo@quezoncity.gov.ph</a></p> <p>or join Viber Community with QR Code posted on the lobby.</p>	<p>3a.) If application has NO deficiencies, applicant will receive a scanned copy of the Order of Payment via registered email address.</p> <p>3b.) If the application has deficiencies, a Letter of Instruction (LOI) will be sent to the applicant and the private professional via registered email address.</p>	<p>None</p>	<p>Real Time</p>	<p><i>Central Communications Unit (CCU)/ EODB Unit</i></p>



	or send us a Personal Message via Facebook Page with QR Code posted on the lobby.	3c.) When the applicant or private professional is ready to submit the deficiencies indicated in the Letter of Instruction (LOI), the application documents will submit at Window 1- EODB Unit located at the ground floor.			
4	<b>After 3 (simple permit applications)-7 (complex permit applications) -20 (highly technical permit applications) working days:</b>				
	4a.) If application has NO deficiencies, applicant will receive a scanned copy of the Order of Payment via registered email address.	4a.) Claim the Order of Payment (O.P.).		Real Time	<i>Releasing Staff at Releasing Section.</i>
	4b.) If the application has deficiencies, a Letter of Instruction (LOI) will be sent to the applicant and the private professional via registered email address.	4b.) Release the application documents to the applicant together with the Letter of Instruction (LOI).		5 Minutes	<i>EODB Unit at Window 1- EODB Unit located at the ground floor.</i>
	4c.) When the applicant or private professional is ready to submit the deficiencies indicated in the				<i>Processing Division/Central Communications Unit/EODB Unit</i>



	Letter of Instruction (LOI), the application documents will be submitted at Window 1- EODB Unit located at the ground floor.	<p>Internal Process: Evaluate corrected documents if compliant to the NBCP and other referral codes.</p> <p>If approved, applicant will receive a scanned copy of the Order of Payment via registered email address.</p> <p>If the documents are still deficient, another Letter of Instruction (LOI) will be sent to the applicant/private professional.</p>			
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	Return O.R. of payment.	6a) Encode O.R.;		Real Time  30 Minutes	<i>Applicant</i>  <i>Releasing Staff at Releasing Section.</i>
		Internal Process: Print the Approved Permits and release the approved documents to the applicant.			



7	<p>Release printed Permits to the applicant.</p> <p><b>**Printed Permits will be delivered to the applicant if unclaimed within three (3) working days from issuance.</b></p>			Real Time	<i>Releasing Staff at Releasing Section.</i>
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TOTAL:				<p>If application documents are compliant to the NBCP and other referral codes:</p> <ul style="list-style-type: none"> <li>• 3 working days for simple application</li> <li>• 7 working days for complex application</li> <li>• 20 working days for complex application</li> </ul>	
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**FOR ISSUANCE OF GREEN BUILDING FINAL CERTIFICATE**

Green Building Final Certificate Application form	Applicant <a href="https://qceservices.quezoncity.gov.ph/">(https://qceservices.quezoncity.gov.ph/)</a>
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 <a href="https://qceservices.quezoncity.gov.ph/">(https://qceservices.quezoncity.gov.ph/)</a>
Letter request for Composite Inspection	Applicant

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	<b>How to set an appointment online</b>			



	Set an appointment at <a href="https://qceservice.s.quezoncity.gov.ph/">https://qceservice.s.quezoncity.gov.ph/</a> or call at 8988-4242 local 8905/8916 .	Verify and recommend appointment slots available on the system.	None	Real time	<i>Communications Officer</i>
<b>2</b>	<b>How to file your application</b>				
	On the appointment date, present appointment slip and submit complete application documents together with the letter request for composite inspection at the Receiving Area.	Check for completeness of documents. Inform applicant, through electronic mail, if submitted documents are complete or not (along with list of deficiencies).	None		<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		3 working days  Real Time	<i>DPD- Inspectors, DPD Chief, and the City Building Official</i>  <i>DBO, CPDO, BFP, CCESD, CHD, CTO</i>
<b>3</b>	<b>How to follow up your application (after 3 working days)</b>				
	Through telephone call at <b>8988 4242 local 8905 / 8916</b>  Through our official website at	Internal Process:  Update applicant as to the response of other Departments/Offices			



	<a href="https://qceservice.s.quezoncity.gov.ph/">https://qceservice.s.quezoncity.gov.ph/</a>  Through email at <b>dbo@quezoncity.gov.ph</b>  <b>Or</b>  Through text: STATUS<space> APPLICATION NUMBER and send to <b>09509035771</b>	Offices.  Note:  This Department is done with its internal process, however, the inspection is subject to the availability of the Departments concern.	None	Real Time	<i>Communications Officer</i>
4	<b>How to get your Green Building Final Certificate (after 20 working days):</b>				
	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:				20 working days	

### III. ISSUANCE OF CERTIFICATES OF BUILDING MAINTENANCE

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 Building Maintenance
- Certificate of Electrical Inspection
- Certificate to Operate Machineries
- Certificate of Electronics Inspection
- Certificate of Plumbing/Sanitary Inspection

<b>Office or Division:</b>	Annual Building Inspection Division
<b>Classification:</b>	Highly Technical





<b>Type of Transaction:</b>	Government to Citizen/ Government to Business/ Government to Government (G2C/G2B/G2G)	
<b>Who may avail:</b>	Any person who is an administrator or an owner of a building within the jurisdiction of Quezon City.	
<b>Documentary requirements:</b>	<p>For a more detailed list of requirements specific for each type of application, please refer to our online registration and appointment website at <a href="https://qceservices.quezoncity.gov.ph/">https://qceservices.quezoncity.gov.ph/</a> and / or through <a href="http://www.quezoncity.gov.ph">www.quezoncity.gov.ph</a>.</p> <p>For further inquiries, applicant may call the Department through 8988-4242 local 8905, 8916, 8910</p>	
<b>CHECKLIST OF REQUIREMENTS (To be submitted after the payment of Annual Inspection Fee)</b>		<b>WHERE TO SECURE</b>
<b>For Building/ Structure / Electrical / Mechanical / Electronics / Plumbing / Sanitary</b>		
Request for inspection Form (completely filled-up)	Applicant ( <a href="https://qceservices.quezoncity.gov.ph/">https://qceservices.quezoncity.gov.ph/</a> )	
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 / Electronics / Sanitary Engineers and Master Plumber)	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	
Photocopy of Electronics Permits &	Applicant	



Certificate					
Photocopy of Plumbing/Sanitary & Certificate		Applicant			
CLIENT STEPS		AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>How to file your application</b>					
1	Request an inspection through email at <a href="mailto:DBO@quezoncity.gov.ph">DBO@quezoncity.gov.ph</a>	Routing of request to the concerned Division	None	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).			
<b>3 How to get your OP (after fifteen (15) working days):</b>					
	Set an appointment through telephone <a href="tel:8988-4242">call at 8988-4242 local 8905/8916</a> . Proceed to Annual Building Inspection Division and get the OP from the ABID Staff, or Wait for the ABID Technical Inspector to deliver your OP. ***The applicant has an option to either personally claim the OP or delivered to them to an agreed location through a private courier	Release the OP.	None	5 minutes	<i>ABID Staff</i>
					<i>ABID Technical Inspector</i>



4	Pay the Annual Inspection Fee to the City Treasurer	Receive payment and issue Official Receipt (OR).		Real Time	<i>Cashier or the City Treasurer's Office</i>
5	Set an appointment through telephone <a href="tel:8988-4242">call at 8988-4242 local 8905/8916</a> . 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.	None	5 minutes	<i>ABID O.D. or ABID Staff</i>
		Internal Process (Processing of the certificates of annual inspections)		5 working days	<i>ABID Senior Engineers, ABID Chief and the City Building Official</i>
6	<b>How to get your annual inspection certificates (5 working days after the submission of copy of the OR and required documents stated above):</b>				
	Set an appointment through telephone <a href="tel:8988-4242">call at 8988-4242 local 8905/8916</a> . Go back to ABID and get your annual inspection certificates from the ABID Staff	Release the certificates		5 minutes	<i>ABID Staff</i>
TOTAL:				Within twenty (20) working days.	



## IV. ISSUANCE OF CERTIFICATES OF RECORD

<b>Office or Division:</b>	Administrative Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Citizen/ Government to Business (G2C/G2B)			
<b>Who may avail:</b>	Any person, firm or corporation, including any agency or instrumentality of the government who requires certification of permit record issued by this department.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request letter (with details on the requested record)		Requesting Party		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>1. How to file a request</b>				
Submit request letter through electronic mail at <a href="mailto:dbo@quezoncity.gov.ph">dbo@quezoncity.gov.ph</a>	Forward acknowledgement receipt to client/requestee.	None	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>
<b>2. How to follow up your request (after 3 working days)</b>				
Through telephone call at <b>988 4242 local 8905 / 8916</b>  Or through email at <a href="mailto:dbo@quezoncity.gov.ph">dbo@quezoncity.gov.ph</a>	Update applicant as to the status of the communication	None	Real Time	<i>Communications Officer</i>
TOTAL:			3 days from receipt of letter request	



## V. QUASI JUDICIAL MATTERS: ADMINISTRATIVE SUMMARY PROCEEDINGS

<b>Office or Division:</b>	Department of the Building Official through the Investigation & Adjudication Division			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	Government to Citizen/ Government to Business (G2C/G2B)			
<b>Who may avail:</b>	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.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request letter (with details on the requested record)		Requesting Party		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>1. How to file a request</b>				
Submit request letter through electronic mail at <a href="mailto:dbo@quezoncity.gov.ph">dbo@quezoncity.gov.ph</a> .	Forward acknowledgement receipt to client/ requestee.	None	Real Time	<i>Communications Officer</i>
<b>Internal Process:</b>				
	a. 1 <sup>st</sup> Letter Reply Complaint for Inspection  Mission Order		1 working day	<i>Legal Staff / Clerical 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  Transmit to Administrative Division to		1 working day	<i>Inspection Unit Chief</i>



	Certification			
	d. Certification from Admin Division		1 working day	<i>Communications Officer</i>
	e. CDO/Position Paper		6 working days	<i>Legal Staff / Clerical Staff</i>
	Necessary Order			
	f. IAD Chief and OBO Approval		3 working days	<i>IAD Chief and City Building Official</i>
	d. Prepares the necessary output		1 working day	<i>Legal Staff / Clerical Staff</i>
<b>2. How to follow up your request (after 3 working days)</b>				
Through telephone call at <b>988 4242 local 8905 / 8916</b> Or through email at <a href="mailto:dbo@quezoncity.gov.ph">dbo@quezoncity.gov.ph</a>	Update applicant as to the status of the communication	None	Real Time	<i>Communications Officer</i>
<b>3. How to get your request (after 20 working days)</b>				
	Through email at <a href="mailto:dbo@quezoncity.gov.ph">dbo@quezoncity.gov.ph</a>	None	Real Time	<i>Communications Officer</i>
TOTAL:			20 working days from receipt of letter	



## VI. ATTEND QUESTIONS / QUERIES / COMPLAINTS / CONCERNS

<b>Office or Division:</b>	Department of the Building Official through the Administrative Division - Central Communications Unit (CCU)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Citizen/ Government to Business (G2C/G2B)			
<b>Who may avail:</b>	Any person, firm or corporation, including any agency or instrumentality of the government who requires certification of permit record issued by this department.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
NONE		NONE		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>1. How to address your concern</b>				
Submit letter through electronic mail at <a href="mailto:dbo@quezoncity.gov.ph">dbo@quezoncity.gov.ph</a> .	Acknowledges receipt of letter.	None	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	



<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
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 <a href="mailto:DBO@quezoncity.gov.ph">DBO@quezoncity.gov.ph</a></p>
How to file/send a complaint, follow-up, question, query, concern	<p>Please contact the department through: Email: <a href="mailto:DBO@quezoncity.gov.ph">DBO@quezoncity.gov.ph</a> 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: <a href="mailto:DBO@quezoncity.gov.ph">DBO@quezoncity.gov.ph</a> Phone: 8-988-4242 local 8905/8916/8907</p>
Contact Information of CCB, PCC, ARTA	<p><b>ARTA:</b> 8-478-5093 <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a></p> <p><b>PCC:</b> <a href="mailto:pcc@malacanang.gov.ph">pcc@malacanang.gov.ph</a> 8888</p> <p><b>CCB:</b> <a href="mailto:email@contactcenterngbayan.gov.ph">email@contactcenterngbayan.gov.ph</a> 0908-881-6565</p>

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



