



III. 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:	Final Permit Applications are processed either by the: 3. Permit Processing Division (Non-DPD) in collaboration with the City Planning and Development Office and the Bureau of Fire Protection; and 4. Permit Processing Divisions for Districts 1 to 6.
Classification:	Simple, Complex, and 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/ For further inquiries, applicant may call the Department through 8988-4242 local 8905, 8916.
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<u>BASIC REQUIREMENTS:</u> <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 (https://qceservices.quezoncity.gov.ph/); <u>create an account and log in.</u>
***Applicable only if the Building Permit was issued before November 17, 2022.	- To be submitted by the applicant.



Previous Building Permit or previous Certificate of Occupancy and previous approved plans (if for renovation).	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 DBO@quezoncity.gov.ph
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.

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 How to secure a Confirmed Online Appointment				
Visit (https://qceservices.quezoncity.gov.ph/); create an account and log in. <i>***Note: 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	N/A	Real time	<i>Applicant</i>
2 How to file your application				
On the appointment date, submit complete documentary requirements at the drop-off terminals/kiosk located at the ground floor-Receiving Section.	N/A	N/A	30 minutes checking by	



		<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>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>
		<p>Internal Process (verification and evaluation):</p> <ul style="list-style-type: none"> • (Day 1 to Day 3) for Simple Applications • (Day 1 to Day 7) for Complex Applications • (Day 1 to Day 20) for Highly Technical Applications 		<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>
3	How to follow up your application				
	<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 dbo@quezoncity.gov.ph</p> <p>or join Viber Community with</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</p>	N/A	Real Time	<p><i>Central Communications Unit (CCU)/ EODB Unit</i></p>



	<p>QR Code posted on the lobby.</p> <p>or send us a Personal Meesage via Facebook Page with QR Code posted on the lobby.</p>	<p>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 submitted at Window 1- EODB Unit located at the ground floor.</p>			
4	After 3 (simple permit applications)-7 (complex permit applications) -20 (highly technical permit applications) working days:				
	<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</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>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>



	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>**Printed Permits will be delivered to the applicant if unclaimed within three (3) working days from issuance.</p>			Real Time	<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"> • 3 working days for simple application • 7 working days for complex application • 20working days for complex application 		