



# **CITIZENS CHARTER**

2024 (1<sup>st</sup> Edition)

## **I. Mandate**

- a. Ordinance No 9110, S-71. The ordinance creating the QC Planning Commission and Development Board to coordinate all aspects of economic planning and development of Q,C particularly its physical and human resources and to enhance its potential for industry and commerce.
- b. MMC Circular 21, S-80: Implementing Guidelines for the Establishment/ Organization of Local Development Planning Office in all cities/ municipalities in Metro Manila and specifying minimum requirement on staffing pattern.
- c. MMC Unnumbered Circular, S-83: Revised Implementing Guidelines for the Organization of Local Development and planning Office in each city/municipality as an amendment to MMC Circular No. 21-80. Provided also the comprehensive functions in adherence to the local government code and elevated the planning office into a department level.
- d. MMC Executive Order No. 06- 87: Creating and/or Strengthening the Local Development Planning Offices (LDPO) in Metropolitan Manila. Institutionalized the creation of the LDPO in Metropolitan Manila
- e. MMC Circular No.06, S-87: Implementing Guidelines for the Upgrading of Local Development Planning Offices in Metropolitan Manila.
- f. Local Government Code (RA7160) 1991: Provides for the autonomy of LGUs and provision of mandatory offices among others.
- g. Ordinance No.1369- S-04: An Ordinance amending the Zoning Ordinance and designating the City Planning and Development Officer as Zoning Administrator
- h. Ordinance No.SP-1965, S-09: An ordinance assigning the Subdivision Administration Unit (SAU) as a permanent division under the City Planning and Development Office.

## **II. Vision**

An effective, efficient, and reliable partner in the responsible governance of Quezon City. A model planning office of local government in the country.

## **III. Mission**

- Provide policy direction for future growth
- Advocate for active people's participation
- Ensure efficient coordination with and among private sector
- Provide timely and accurate info to all levels of management
- Ensure rational allocation and use of resources
- Ensure implementation of plans
- Institutionalize Planning as management tools in all levels and agencies of the city
- Provide technical assistance

## **IV. Service Pledge**

We are committed to ensure that the preparation /formulation of the city's development plan is highly participatory and consultative to allow the city's officialdom and citizenry to feel a strong sense of ownership and ensure the realization of the general welfare goal as cited in Section 16 of RA 7160.

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## 1. RECEIPT AND ENDORSEMENT OF INCOMING COMMUNICATIONS / CORRESPONDENCE

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

<b>Office or Division:</b>	Admin Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C (Government to Citizen) G2G (Government to Government)			
<b>Who may avail:</b>	City Departments/Offices/Operating Units City Councilors NGO/PO/CSOs National government agencies Local government units			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Original copy – Letter, Memo, Endorsement/Indorsement, Transmittal, Routing Slip		None		
Attachment of supporting documents				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit document/s to Receiving Area	1. Receives, classifies and encodes various submitted document/s/ communications (such as Transmittals, Memoranda, registered mails, emails, etc.) in the Document Tracking System for Reference/ Control Number.	None	5 minutes	Assigned Staff Administrative Division
	Gives to Chief Administrative Officer, Administrative Division, for final review of document classification.			

	1.2 Gives to CPDD Department Head for review of document classification.	None	2 minutes	Assigned staff (Administrative Division)
	1.3 Reviews / Assigns / Signs routing slip for handing over to concerned/assigned CPDD Sector		10 minutes	CPDD Head
2. Act on particular assigned task/s	2.1 Receives, records and checks completeness of submitted documents	None	1 min	Assigned staff (concerned Sector)
	2.2 Conducts Complete Staff Work thru review, evaluation and analysis; inspection; data gathering; recommendation of proper action; preparation of necessary documents to grant request or implement given instructions. Gives evaluation report and/or draft action documents	None	2-5 days*	
	2.3 Submits report to CPDD Head for review and conformance			
	2.4 Approves/signs final revised action documents		5 mins	CPDD Head
	2.5 Releases signed document/s to concerned city department/office/unit/entities concerned	None	5 mins	Assigned Staff/Records Officer Administrative Division
Total			5 days* 28 minutes	

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

## 2. SECURING OF STATISTICAL DATA

Conduct of information exchange and research services

<b>Office or Division:</b>	Planning and Development Information Unit (PDIU), Special Projects Division (SPD)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C (Government to Citizen) G2G (Government to Government)			
<b>Who may avail:</b>	City Departments/Offices/Operating Units City Councilors NGO/PO/CSOs National government agencies Local Government Units			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>Research/Data Request Form (for students / researchers)</li> </ul>		PDIU, SPD		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Inquire on who and where to approach to get data or information on Socio-economic Profile and other Development Information of QC and its barangays	Receive and direct client to appropriate CPDO Sector, Unit, or personnel:  <b>Sectors:</b> Social Devt Planning Division (SDPD)  Economic Development Planning Division (EDPD)  Special Projects Division (SPD)  Land Use and Infrastructure Division (LUID)  Institutional Devt Planning Division (IDPD)	None	15 secs	Assistance Desk/Receiving Area
2. Convey and relate to concerned PPDO Personnel of his/her data requirements (Accomplish Data Request Form)	Confer with client and provide necessary form	None	2 mins	Client / Requesting Party

3. Submit accomplished form (Data Request Form) to PDI unit  Sign in the logbook indicating data availed of among others (State particulars of the data being availed of)	Provide Assistance to client . Determine the availability of the data	None	5 mins	Data Management Officer, SPD
1a. If data available is in soft copy, client provides CD or flash drive where data will be copied	Copy data to the CD or flash drive	None	3 mins	Data Management Officer, SPD
1b. If data available is in hard copy, client leaves ID with the Person Responsible and have the data photocopied	Instruct client on the photocopying of the data	None	20 mins	
1c. If data requires expertise in any subject of interest covering the 5 development sectors	Refer Client to concerned Planning Development Sector	None	3 mins	Sector/Unit Head and Staff concerned (including admin staff, where appropriate)
	Provide information on matters relating to the Division's areas of functional interest	None	10 -30* mins	Concerned planning sectors
Total			43 mins/3 secs*	

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

### 3. SPECIAL STUDIES/ RESEARCHES/ PROJECT PROPOSALS AND EVALUATION

Infrastructure projects Identification /Prioritization

<b>Office or Division:</b>	Land Use and Infra Division (LUID), CPDD			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C (Government to Citizen) G2G (Government to Government)			
<b>Who may avail:</b>	City Departments/Offices/Operating Units Barangay Officials Private entities NGO/PO/CSOs QC residents/citizens			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>Official request letter or B-1 (Basis 1) Form</li> <li>Photo copy of plans, program of works (<i>if applicable</i>)</li> </ul>		Request letter to be accomplished by the proponent Office of the Secretary to the Mayor (B-1 Form)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit official letter request with plans / program of works (if applicable)	Receives, records request/project proposal	None	5 mins	Project Development Officer III, LUID
	Assign and schedule site inspection		1 day (varies depending on the site location)	Project Development Officer III, CPDD
2. Accompany project inspector (if needed) during site inspection and provide necessary information (if necessary) during ocular validation	Conduct on-site inspection, survey, interview on subject request/project proposal		2 hours	Project Development Officer I to III/ Planning Officer I to III, CPDD
	Identify and map/plot the site using GIS and make official request to General Services Department (GSD) and City Assessor's Office for property ownership status		25 mins.	Project Development Officer III, CPDD
	The GSD and City Assessor's Office sends back official property record ownership status		3 days	Department Head of GSD and City Assessor's Office



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

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

#### 4. LAND / PROPERTY ACQUISITION PROGRAM

The acquisition of land and reserves for the city's future various infrastructure programs- An investment strategy employed by the QC government since 2004, land banking program involves the tedious task of assessing site's suitability thru title checks, status of ownership if vacant or open space, conduct of research, site inspection, evaluation of properties offered for sale to the city or properties which the city intends to buy

<b>Office or Division:</b>	Special Projects Division (SPD), CPDD			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C (Government to Citizen) G2G (Government to Government)			
<b>Who may avail:</b>	City Departments/Offices/Operating Units Barangay Officials Private entities QC residents/citizens			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>Official request letter or B-1 (Basis 1) Form</li> <li>Photo copy of plans, program of works (<i>if applicable</i>)</li> </ul>		Request letter to be accomplished by the proponent		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit official letter request with attached documents / plans / program of works (if applicable)	Receive, records request/project proposal	None	5 mins	Project Development Officer III, LUID
2. Negotiation with the owner for lot acquisition	Prepare letter of intent to buy the property (if viable) and/or letter denying the proposal, or counteroffer letter based on the evaluation of the proposal and deliberation by the City Appraisal Committee		15 mins	Department Head, CPDD  City Appraisal Committee
Pre-Acquisition Process	<ul style="list-style-type: none"> <li>a) Preparation of the Appraisal resolution</li> <li>b) Request for the City Mayor's authority to negotiate and enter into a contract to acquire the lot</li> <li>c) Preparation of the draft deed of sale for review by the proponent</li> </ul>			City Appraisal Committee  (City Council Resolution c/o Office of the City Secretary)  CPDD, City Legal Dept.

	<p>d) Request for appropriation in the acquisition of the property thru preparation of Work Financial Plan (WFP)</p> <p>e) Issuance of Advice of Allotment (AA)</p>			<p>Department Head, CPDD &amp; City Budget</p> <p>c/o City Budget Dept. Head, City Mayor</p>
3. Signing of the Deed of Sale	Final draft deed of sale for signature by the proponent and of the City Mayor		1 hour	<p>Owner / proponent</p> <p>Hon. City Mayor (c/o City Legal Dept.)</p>
Acquisition Process	<p>1. Preparation of Obligation Request (AA + supporting documents) and Disbursement Voucher (DV)</p> <p>2. Issuance of Certificate of Availability of Funds (CAF) (OBR + AA + supporting documents) for pre/post audit</p> <p>3. Evaluation of OBR and DV</p>			<p>Department Head, CPDD &amp; City Budget</p> <p>c/o Fiscal Mgt. &amp; Control Unit, City Accounting Dept.</p> <p>To FCU for auditing; to City Treasurer's Office for Request of Obligation and Allotment (ROA); DV for signature of the City Accountant, City Treasurer and the Hon. City Mayor</p>
4. Initial payment (50%)	<p>Issuance and release of check payment</p> <p>Turn-over of the owner's duplicate of title to the City Government</p>		10 days*	<p>c/o Cash Division, City Treasurer's Office</p> <p>Owner / proponent</p>

5. Payment of taxes and fees (if the owner will pay taxes and fees based on deed of sale)	Payment of CGT & DST to BIR Issuance and release of Certificate Authorizing Registration (CAR) (O.R.+ supporting documents)  Owner to transmit		1 day	Owner / proponent
(If City will pay taxes and fees)	* Same process in the acquisition process			c/o City Budget Dept., City Accounting Dept., City Treasurer's Office, Office of the Mayor Liaison Officer, CPDD
Transfer Tax	Request to the City Treasurer's office in the Transfer Tax payment		15 mins.  5 working days	Department Head, CPDD  Transfer Tax Certificate of Exemption c/o City Treasurer's Office)
Payment of Registration Fee	Computation of Registration fee to Registry of Deeds + plus supporting documents		3-5 days*	Liaison Officer, CPDD
	* Same process in the acquisition process			c/o City Budget Dept., City Accounting Dept., City Treasurer's Office, Office of the Mayor
	Payment of Registration Fee to Registry of Deeds		1 day	Liaison Officer, CPDD
Issuance of New TCT	Issuance and release of New TCT in the name of QC Government			c/o Registry of Deeds

6. Final Payment (50%)	Same process in the initial payment (50%)		10 days*	c/o City Accounting Dept., City Treasurer's Office, Office of the Mayor
	Issuance and release of check payment		1 day	c/o Cash Division, City Treasurer's Office
Total			22 days and 1 hr and 20 mins.*	

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

## 5. LOCATIONAL CLEARANCE FOR BUSINESS PERMIT: NEW @ QC eServices

Locational Clearance is issued to business owners that serve as a pre-requisite document in the issuance of a Business Permit to guarantee that the business is in compliance with the Zoning Ordinance.

<b>Office or Division:</b>	Zoning Administration Unit (ZAU)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2B			
<b>Who may avail:</b>	Business Owners			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
QC eServices website registration		<a href="https://qceservices.quezoncity.gov.ph/">https://qceservices.quezoncity.gov.ph/</a>		
Attachment of Supplemental Documents (whichever is applicable)				
<ul style="list-style-type: none"> <li>• Certificate of No Objection from HOA or Neighbors' Consent</li> </ul>		HOA		
<ul style="list-style-type: none"> <li>• Barangay Council Resolution</li> </ul>		Concerned Barangay		
<ul style="list-style-type: none"> <li>• Building Permit or Certificate of Occupancy/Locational Clearance (Building)/SUP/COE/SP(City Council Resolution)</li> </ul>		DBO/ZAU		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Register and log in to the QC eServices website and create an account				BPLD Technical Staff
2. Fill out the Unified Online Business Permit Application (UOBPA) and attach/upload documentary requirements				BPLD Clerks/ Evaluators

<p>3. Submit the business permit application form online.</p>	<p><b>3.1.</b> Receive online the accomplished business permit application form.</p> <p>3.1.1 Encode the business information to the ZAU system to create a ZAU record and generate a ZAU transaction number.</p> <p>3.1.2 Evaluate the permissibility of the business activity and location based on the QC Zoning Ordinance.</p> <p>3.1.3 Go back to the QC e-Services system, (ZAU interface) copy the evaluation result, and validity period and submit it back to BPLD.</p> <p><b>3.1.4.</b> Printing of LC; - BPLD flags for printing; - Actual printing</p> <p><b>3.1.5.</b> Transmit LC to BPLD</p>	<p><i><u>Zoning Fee</u></i> <i>(integrated into the tax bill):</i> <b>₱ 345.00 - Sari-Sari Store</b></p> <p><b>₱ 545.00- all other businesses</b></p>	<p><b>5 minutes</b></p> <p><b>5 minutes</b></p> <p><b>5 minutes</b></p> <p><b>5 minutes</b></p> <p><b>5 minutes</b></p> <p><b>5 minutes</b></p>	<p>Evaluators</p>
<p>4. Receive the printed copy of LC thru the Document Delivery System of BPLD</p>				<p>BPLD</p>

<b>Total:</b>	<b>30 inutes</b>
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## 6. LOCATIONAL CLEARANCE FOR BUSINESS PERMIT: RENEWAL @ QC eServices

Locational Clearance is issued to business owners that serve as a pre-requisite document in the issuance of a Business Permit to guarantee that the business complies with the Zoning Ordinance.

<b>Office or Division:</b>	Zoning Administration Unit (ZAU)			
<b>Classification:</b>	<b>Simple</b>			
<b>Type of Transaction:</b>	G2B			
<b>Who may avail:</b>	Business Owners			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
QC eServices website Registration		<a href="https://qceservices.quezoncity.gov.ph/">https://qceservices.quezoncity.gov.ph/</a>		
Attachment of Supplemental Documents (whichever is applicable)				
• Previous Locational Clearance		ZAU		
• Certificate of No Objection from HOA or Neighbors Consent		HOA		
• Barangay Council Resolution		Concerned Barangay		
• Building Permit or Certificate of Occupancy/Locational Clearance (Building)/SUP/COE/SP (City Council Resolution)		DBO/ZAU		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Register and log in to the QC eServices website and create an account				BPLD Technical Staff
2. Fill out the Unified Online Business Permit Application (UOBPA) and attach/upload documentary requirements				BPLD Clerks/ Evaluators
3. Submit the business permit application form	3.1. Receive online the accomplished business permit application form.	<u>Zoning Fee</u> (integrated with the tax bill) ₱ 345.00: Sari-Sari Store;	5 minutes	Evaluators
	3.2. Check if the business has an existing record		5 minutes	

	<p>in the ZAU system; if none business will be treated as a new application.</p> <p><b>3.3.</b> If the application has an existing record, validate the business information in the application form and compared it to the encoded information in the LC.</p> <p><b>3.4.</b> Go back to the system (ZAU interface) copy the evaluation result, and validity period, and submit it back to BPLD.</p> <p><b>3.5.</b> Printing of LC; - BPLD flags for printing; - Actual printing</p> <p><b>3.6.</b> Transmit LC to BPLD</p>	<p><i>₱ 545.00:all other businesses</i></p>	<p><b>5 minutes</b></p> <p><b>5 minutes</b></p> <p><b>5 minutes</b></p> <p><b>5 minutes</b></p>	
4. Receive the printed copy of LC thru the Document Delivery System of BPLD				BPLD
<b>Total:</b>			<b>30 minutes</b>	



## 7. LOCATIONAL CLEARANCE FOR BUSINESS PERMIT: WALK-IN RENEWAL.

Locational Clearance is issued to business owners that serve as a pre-requisite document in the issuance of a Business Permit to guarantee that the business complies with the Zoning Ordinance.

<b>Office or Division:</b>	Zoning Administration Unit (ZAU)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2B			
<b>Who may avail:</b>	Business Owners			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Photocopy Business Permit		ZAU		
Photocopy of previous Locational Clearance		ZAU		
Supplemental Documents (whichever is applicable)				
<ul style="list-style-type: none"> <li>• Certificate of No Objection from HOA or Neighbors Consent</li> </ul>		HOA		
<ul style="list-style-type: none"> <li>• Barangay Council Resolution</li> </ul>		Concerned Barangay		
<ul style="list-style-type: none"> <li>• Building Permit or Certificate of Occupancy</li> </ul>		DBO/ZAU		
<ul style="list-style-type: none"> <li>• If the Business activity is among the listed uses that require the ff: <ul style="list-style-type: none"> <li>▪ Special Use Permit (SUP)</li> <li>▪ Special Permit (SP)</li> <li>▪ Certificate of Exception (CEO)</li> <li>▪ Market Franchise</li> </ul> </li> </ul>		City Council thru a Resolution		
If Representative, photocopy and present the original of the ff:				
<ul style="list-style-type: none"> <li>• Duly notarized Authorization Letter/Special Power of Attorney</li> </ul>		Business owner		
<ul style="list-style-type: none"> <li>• Representative's Government issued Identification Card</li> </ul>		BIR, Postal ID, DFA, PSA, SSS, GSIS, Pag-Ibig		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit a printed Unified Online Business Permit Application (UOBPA) or fill out Unified Online Business Permit Application (UOBPA) with the required documents for initial assessment and verification	1.1. Receive, check the completeness of the documents, and verify the records of the application	None	5 minutes	Receiving Staff
	1.1.1. Issue claim stub		2 minutes	Receiving Staff
	1.2. Check the ZAU record and validate the previous evaluation, amend the LC (if permitted) or prescriptive notation in the LC (if conditional) and Notice of Action (NOA); for disapproved application, prepare a letter to the owner.		10 minutes	Evaluators

	1.2.1. Print and affix initials in the LC with OIC, ZAU eSign and NOA (no eSign)		5 minutes	Evaluators
	1.3. Review the printed LC and affix initials before releasing		5 minutes	PDO V
	1.4. Review/sign the printed NOA and letter to the owner		5 minutes	OIC-ZAU
1. Receive the LC	3.1 issue the LC/NOA to the Client		3 minutes	Releasing Staff
	<i>Total</i>		<i>35 minutes</i>	

## 8. REQUEST FOR MOTION FOR RECONSIDERATION.

This request is made when an applicant, is not satisfied by the decision of the Zoning Official concerning the interpretation, administration or enforcement of the zoning ordinance.

<b>Office or Division:</b>	Zoning Administration Unit (ZAU)			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2B			
<b>Who may avail:</b>	Business Owners			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
A written request for reconsideration				
Accomplished Application Form and the issued Simplified Business Form indicating denial of the application				
Previous Locational Clearance/Bldg. Permit, SUP, COE (if any)		DBO/ZAU		
Affidavit of Undertaking (if applicable)				
Pictures of the structure (front view and inside view showing business area)				
Official Receipt as proof of payment of Motion or Letter of Reconsideration				
If Representative, photocopy and present the original of the ff:				
<ul style="list-style-type: none"> <li>Duly notarized Authorization Letter/Special Power of Attorney</li> </ul>		Business owner		
<ul style="list-style-type: none"> <li>Representative's Government issued Identification Card</li> </ul>		BIR, Postal ID, DFA, PSA, SSS, GSIS, Pag-Ibig		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>

2. Submit a written request for reconsideration with the required documents	1. Receive, and check the completeness of the documents and issue order of payment.	Motion for Reconsideration Fee – P1,000.00	5 minutes	Receiving Staff
3. Pay MR fee at CTO and submit photocopy of OR	2. Receive photocopy of the Order of Payment and attach to the MR documents.		2 minutes	Receiving Staff
	3. Prepare routing slip with remarks and recommendations; Assigns staff to prepare letter of reply.		15 minutes	PDO III
	4. Check the letter of reply; if with revision return to the staff assigned, if none forward to OIC-ZAU.			
	5. Assess the letter of reconsideration/ review/sign the letter of reply.		6 working days	OIC-ZAU
7. Receive the reply letter on the request	Release the reply letter to the applicant		3 minutes	Releasing Staff
6. Log-in to QC-eServices; Up-load approved letter for reconsideration and other documents (if any)	Re-evaluate application based on the letter signed by ZAU-OIC		15 minutes	PDO-II
	<i>Total</i>		<i>6 working days and 40 minutes</i>	

## 9. LOCATIONAL CLEARANCE FOR BUILDING PERMIT: FOR NEW (SIMPLE), RENOVATION & INTERIOR RENOVATION @ ONE-STOP-SHOP (OSS)

The Locational Clearance is issued to the developers/lot owners as a pre-requisite in the issuance of a Building Permit to guarantee that the building and its design components comply with the Zoning Ordinance and the Local Building Code.

<b>Office or Division:</b>	Zoning Administration Unit (ZAU)
<b>Classification:</b>	<b>Simple</b>
<b>Type of Transaction:</b>	G2B
<b>Who may avail:</b>	Developers, Property Lot owners
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	
<b><i>For Simple: 1 to 3 Storey Residential (1 unit), 2 Storey Commercial Bldg. and Warehouse /Interior renovation inside the mall</i></b>	
Tax Clearance/Real Property Tax Receipt & Bill (1 original, 1 photocopy of the current year)	City Treasurer's Office (CTO)
Proof of Lot Ownership (whichever is applicable)	
Transfer Certificate of Title (1 certified true copy)	Land Registration Authority (LRA)
Lease contract (1 photocopy)	Registered Lot Owner
Award Notice (1 photocopy)	Registered Lot Owner
Deed of Sale (1 photocopy)	Registered Lot Owner
Memorandum of Agreement (MOA) (1 photocopy)	Registered Lot Owner
Affidavit of Consent to construct/Special Power of Attorney (SPA) (1 photocopy)	Registered Lot Owner
Authority to Sign/Corporate Secretary's Affidavit (1 photocopy)	President of the Corporation
Lot Plan (1 set signed & sealed)-not required for interior renovation	Licensed Geodetic Engineer
Architectural Plan (2 sets signed & sealed) & PTR	Licensed Architect
For Representative	
<ul style="list-style-type: none"> <li>Duly notarized Authorization Letter/Special Power of Attorney (1 original)</li> </ul>	Registered Lot Owner
<ul style="list-style-type: none"> <li>Government-issued Identification Card of the person being represented (1 photocopy)</li> </ul>	BIR, Postal ID, DFA, PSA, SSS, GSIS, Pag-Ibig
<ul style="list-style-type: none"> <li>Government-issued Identification Card representative (1 photocopy)</li> </ul>	BIR, Postal ID, DFA, PSA, SSS, GSIS, Pag-Ibig
Long Folder	
Supplemental documents: <ul style="list-style-type: none"> <li>Neighbor's firewall consent (1 original, 1 photocopy)</li> <li>HOA Approved plan (2 sets, blueprint of Architectural Plans)</li> </ul>	Adjacent neighbor  HOA

<ul style="list-style-type: none"> <li>• DPWH Clearance if located along a national road (1 original, 1 photocopy)</li> <li>• MMDA Clearance if along the river, waterways (1 original, 1 photocopy)</li> <li>• Earthquake Hazard Assessment (1 original, 1 photocopy)</li> <li>• Barangay Council Resolution (1 original, 1 photocopy)</li> </ul>		<p>Department of Public Works and Highways</p> <p>Metro Manila Development Authority</p> <p>Phivolcs</p> <p>Concerned Barangay</p>		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register to log in to the QC eServices website and create an account				DBO
2. Fill out the Online Building Permit Application and attach/upload documentary requirements				DBO
3. Submit the accomplished application form	<p><b>3.1.</b> Receive the building permit application form with the physical file from DBO.</p> <p>3.1.1. Record the application and route documents to Evaluators.</p>		5 minutes	Receiving Staff
	<p>3.2. For initial evaluation.</p> <p>3.2.1. Verify the zone classification and evaluate plans based on QC Zoning Ordinance; verify compliance to line and grade and other architectural details based on Local Building Code.</p>		<p>2 hours (1 to 3 storey residential; 2- storey commercial and warehouse);</p> <p>30 minutes (Interior renovation)</p>	Evaluators

	<p>3.2.2. Recommend the issuance of Locational Clearance (LC) or Notice of Action (NOA).</p> <p>3.3. Final evaluation.</p> <p>3.3.1. Review the Project Evaluation Report and provide comments or approve the recommendation.</p> <p>3.3.2. Return the physical documents to DBO.</p> <p>3.4. Receive the physical file from DBO with printed LC (affixed eSignature of OIC, ZAU) and Order of Payment (OP); check, approve and affix initials to LC or NOA and Order of Payment for final billing.</p> <p>3.5. Receive LC from DBO to affix the QC seal.</p> <p>3.6. Return the LC to DBO for release.</p>	<p><i>Residential Processing Fee: ₱ 3.00/m<sup>2</sup> of TFA</i></p> <p><i>Verification Fee : ₱100.00</i></p> <p><i>Commercial Processing Fee: ₱ 10.00/m<sup>2</sup> of TFA;</i></p> <p><i>Verification Fee: ₱300.00</i></p>	<p>15 minutes</p> <p>5 minutes</p> <p>5 minutes</p>	<p>PDO IV</p> <p>PDO IV</p> <p>Clerk</p>
4. Receive the copy of LC or NOA thru the releasing counter of DBO				Releasing Clerk DBO

<i>Total</i>	<b>2 hours, 30 minutes</b> (1-3 storey residential, 2-storey commercial & warehouse) and <b>1 hour</b> (interior renovation)
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### 10. LOCATIONAL CLEARANCE FOR BUILDING PERMIT: NEW (REGULAR), RENOVATION, REPAIR, AND ADDITIONAL @ BUILDING REGULATION ONE-STOP-SHOP (BROSS)

The Locational Clearance is issued to the developers/lot owners as a pre-requisite in the issuance of a Building Permit to guarantee that the building and its components comply with the Zoning Ordinance and the Local Building Code.

<b>Office or Division:</b>	Zoning Administration Unit (ZAU)	
<b>Classification:</b>	<b>Regular</b>	
<b>Type of Transaction:</b>	G2B	
<b>Who may avail:</b>	Developers, Property Lot owners	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Tax Clearance/Real Property Tax Receipt & Bill (1 original, 1 photocopy of the current year)		City Treasurer's Office (CTO)
Proof of Lot Ownership (whichever is applicable)		
Transfer Certificate of Title (1 certified true copy)		Land Registration Authority (LRA)
Lease contract (1 photocopy)		Registered Lot Owner
Award Notice (1 photocopy)		Registered Lot Owner
Deed of Sale (1 photocopy)		Registered Lot Owner
Memorandum of Agreement (MOA) (1 photocopy)		Registered Lot Owner
Affidavit of Consent to construct/Special Power of Attorney (SPA) (1 photocopy)		Registered Lot Owner
Authority to Sign/Corporate Secretary's Affidavit (1 photocopy)		President of the Corporation
Previous Building Permit/Previous Locational Clearance/Approved Plan for Renovation, Repair & Additional (1 Certified True Copy)		Building Owner
Lot Plan (1 set signed & sealed)		Licensed Geodetic Engineer
Architectural Plan (2 sets signed & sealed) & PTR		Licensed Architect
For Representative		
<ul style="list-style-type: none"> <li>Duly notarized Authorization Letter/Special Power of Attorney (1 original)</li> </ul>		Registered Lot Owner
<ul style="list-style-type: none"> <li>Government-issued Identification Card of the person being represented (1 photocopy)</li> </ul>		BIR, Postal ID, DFA, PSA, SSS, GSIS, Pag-Ibig
<ul style="list-style-type: none"> <li>Government-issued Identification Card representative (1 photocopy)</li> </ul>		BIR, Postal ID, DFA, PSA, SSS, GSIS, Pag-Ibig
Long Folder		
Supplemental documents:		Adjacent neighbor

<ul style="list-style-type: none"> <li>• Neighbor's firewall consent (1 original, 1 photocopy)</li> <li>• HOA Approved plan (2 sets, blueprint of Architectural Plans)</li> <li>• DPWH Clearance if located along a national road (1 original, 1 photocopy)</li> <li>• MMDA Clearance if along the river, waterways (1 original, 1 photocopy)</li> <li>• Earthquake Hazard Assessment (1 original, 1 photocopy)</li> <li>• Barangay Council Resolution (1 original, 1 photocopy)</li> </ul>	HOA  Department of Public Works and Highways  Metro Manila Development Authority  PhiVolcS  Concerned Barangay			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register to log in to the QC eServices website and create an account				
2. Fill out the Online Building Permit Application and attach/upload documentary requirements				DBO
3. Submit the accomplished application form	<p><b>3.1.</b> Receive the application form with the physical file from DBO.</p> <p><b>3.2.</b> Transmit the application with physical documents to the evaluators.</p> <p><b>3.3.</b> For initial evaluation.</p> <p><b>3.3.1.</b> Verify the zone classification and evaluate plans based on QC Zoning Ordinance; verify compliance to line and grade</p>	<p><i><b>Commercial processing Fee:</b></i> <b>₱10.00/m<sup>2</sup> of TFA;</b></p> <p><i><b>Verification Fee:</b></i> <b>₱300.00</b></p>	<p><b>5 minutes</b></p> <p><b>1 hour, 30 minutes</b> (for 1 to 3 storey residential, 2-storey commercial and warehouse); and</p>	<p>Receiving Staff</p> <p>Evaluators</p>





	report/LC, sign OP.		1 minute	Clerk
	<b>3.7.</b> Affix QC logo seal on LC		10 minutes	Releasing Staff
	<b>3.8.</b> Transmit the physical file to DBO with LC and OP.			
<b>Total</b>			<b>2 hours, 46 minutes</b> <i>(1-3 storey residential, 2-storey commercial &amp; warehouse)</i> and <b>1 hour, 46 minutes</b> <i>(interior renovation)</i>	

## 11. LOCATIONAL CLEARANCE FOR BUILDING PERMIT: CELL SITE @ BUILDING REGULATION ONE-STOP-SHOP (BROSS)

The Locational Clearance is issued to the developers/lot owners as a pre-requisite in the issuance of a Building Permit to guarantee that the building and its components comply with the Zoning Ordinance and the Local Building Code.

<b>Office or Division:</b>	Zoning Administration Unit (ZAU)
<b>Classification:</b>	<b>Simple</b>
<b>Type of Transaction:</b>	G2B
<b>Who may avail:</b>	Telecoms Owners, Property Lot owners
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	
Tax Clearance/Real Property Tax Receipt & Bill (1 original, 1 photocopy of the current year)	City Treasurer's Office (CTO)
Proof of Lot Ownership (whichever is applicable)	
Transfer Certificate of Title (1 certified true copy)	Land Registration Authority (LRA)
Lease contract (1 photocopy)	Registered Lot Owner
Award Notice (1 photocopy)	Registered Lot Owner
Deed of Sale (1 photocopy)	Registered Lot Owner
Memorandum of Agreement (MOA) (1 photocopy)	Registered Lot Owner
Affidavit of Consent to construct/Special Power of Attorney (SPA) (1 photocopy)	Registered Lot Owner

Authority to Sign/Corporate Secretary's Affidavit (1 photocopy)	President of the Corporation			
Certification from lot owner that there is no Homeowners Association within the area	Building Owner			
HOA consent if within residential zone with HOA	HOA office			
Lot Plan (1 set signed & sealed)	Licensed Geodetic Engineer			
Certification that the proposed cell site is outside the CAAP Critical Areas	Licensed Geodetic Engineer			
Affidavit of Undertaking to Conduct Social Preparation	Telecom Owner			
Architectural Plan (2 sets signed & sealed) & PTR	Licensed Architect			
For Representative				
<ul style="list-style-type: none"> <li>Duly notarized Authorization Letter/Special Power of Attorney (1 original)</li> </ul>	Registered Lot Owner			
<ul style="list-style-type: none"> <li>Government-issued Identification Card of the person being represented (1 photocopy)</li> </ul>	BIR, Postal ID, DFA, PSA, SSS, GSIS, Pag-Ibig			
<ul style="list-style-type: none"> <li>Government-issued Identification Card representative (1 photocopy)</li> </ul>	BIR, Postal ID, DFA, PSA, SSS, GSIS, Pag-Ibig			
Long Folder				
Supplemental documents: <ul style="list-style-type: none"> <li>DPWH Clearance if located along the national road (1 original, 1 photocopy)</li> <li>MMDA Clearance if along the river, waterways (1 original, 1 photocopy)</li> <li>Earthquake Hazard Assessment (1 original, 1 photocopy)</li> <li>Barangay Council Resolution (1 original, 1 photocopy)</li> </ul>	Department of Public Works and Highways  Metro Manila Development Authority  PhiVolcS  Concerned Barangay			
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Register to log in to the QC eServices website and create an account				
2. Fill out the Online Building Permit Application and attach/upload documentary requirements				DBO

3. Submit the accomplished application form	<p><b>3.1.</b> Receive the physical file from DBO.</p> <p><b>3.1.1.</b> Transmit physical documents for evaluation.</p>		<b>5 minutes</b>	Receiving Staff
	<p><b>3.2.</b> For initial evaluation.</p> <p><b>3.2.1.</b> Verify the zone classification and evaluate plans based on QC Zoning Ordinance; verify compliance to line and grade and other architectural details based on Local Building Code.</p> <p><b>3.2.2.</b> Recommend the issuance of Locational Clearance (LC) or Notice of Action (NOA) with corresponding remarks.</p>		<b>30 minutes</b>	Evaluators
	<p><b>3.2.3.</b> Transmit the physical file for final evaluation</p>			
	<p><b>3.3.</b> Final Evaluation.</p> <p><b>3.3.1.</b> Review the Project Evaluation Report and approves the recommendation.</p> <p><b>3.3.2.</b></p>		<b>1 hour</b>	PDO IV
			<b>5 minutes</b>	Clerk

	<p>Returns approve LC to the Evaluator for stamping and signing of approved architectural plans.</p> <p><b>3.3.3.</b> Print Notice of Action (NOA) with corresponding remarks stating the conditions /justifications.</p> <p><b>3.4.</b> Print LC with OIC, ZAU eSignature, final billing for approved LC and affix initials.</p> <p><b>3.4.1.</b> Print NOA with OIC, ZAU eSignature and affix initial and return to receiving clerk for releasing.</p> <p><b>3.5.</b> Transmit documents (physical file) to OIC, ZAU for final approval.</p> <p><b>3.5.1.</b> Receive and record the documents.</p> <p><b>3.5.2.</b> Review/approve evaluation report/LC, sign OP.</p> <p><b>3.5.3.</b> Return LC with the physical file to receiving clerk.</p> <p><b>3.6.</b></p>	<p><i><u>Residential Processing Fee:</u></i> ₱ 3.00/m<sup>2</sup> of TFA;</p> <p><i><u>Verification Fee:</u></i> ₱100.00</p> <p><i><u>Commercial Processing Fee:</u></i> ₱10.00/m<sup>2</sup> of TFA;</p> <p><i><u>Verification Fee:</u></i> ₱300.00</p>	<p><b>5 minutes</b></p> <p><b>5 minutes</b></p> <p><b>5 minutes</b></p> <p><b>5 minutes</b></p> <p><b>5 minutes</b></p> <p><b>20 minutes</b></p> <p><b>20 minutes</b></p> <p><b>5 minutes</b></p> <p><b>5 minutes</b></p>	<p>Evaluator</p> <p>Clerk/ PDO IV</p> <p>Evaluator</p> <p>Clerk</p> <p>Receiving Staff</p> <p>OIC-ZAU</p> <p>Releasing Clerk</p> <p>Clerk</p>
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	Receive the documents.  <b>3.6.1.</b> Affix QC logo seal on LC.  <b>3.6.2.</b> Transmit the physical file to DBO with LC and OP.		5 minutes  10 minutes	Clerk  Releasing Staff
4. Receive the copy of NOA with the evaluated documents (after 3.3.3. action)			5 minutes	Releasing Clerk ZAU
Receive the copy of LC thru the releasing counter of DBO together with other approved plans and related permits for building construction/renovation			5 minutes	Releasing Clerk DBO
<b>Total</b>			<b>3 hours, 15 minutes</b>	

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

The Locational Clearance is issued to the developers as a pre-requisite in the issuance of a Building Permit to guarantee that the subdivision plan and its residential components comply with the Zoning Ordinance and the Local Building Code.

<b>Office or Division:</b>	Zoning Administration Unit (ZAU)
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<b>Classification:</b>	<b>Complex</b>			
<b>Type of Transaction:</b>	G2B			
<b>Who may avail:</b>	Developers, Property Lot owners			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Transfer Certificate of Title (1 Certified True Copy)		Land Registration Authority (LRA)		
Tax Clearance/Real Property Tax Receipt & Bill (1 original, 1 photocopy of the current year)		City Treasurer's Office (CTO)		
SEC Certificate (1 photocopy)		Securities and Exchange Commission (SEC)		
List of Beneficiaries (1 photocopy of Master list))		Homeowner's Association (HOA)		
DHSUD Certificate (1 photocopy)		Department of Human Settlement and Urban Development (DHSUD)		
City Council Resolution (For Subd./CMP located in R1 & R2 Zones) (1 photocopy)		QC Council		
Lot Plan/Subdivision Plan (2 sets)		Licensed Geodetic Engineer		
For Representative				
<ul style="list-style-type: none"> <li>Duly notarized Authorization Letter/Special Power of Attorney (1 original)</li> </ul>		Registered Lot Owner		
<ul style="list-style-type: none"> <li>Government-issued Identification Card of the person being represented (1 photocopy)</li> </ul>		BIR, Postal ID, DFA, PSA, SSS, GSIS, Pag-Ibig		
<ul style="list-style-type: none"> <li>Government-issued Identification Card representative (1 photocopy)</li> </ul>		BIR, Postal ID, DFA, PSA, SSS, GSIS, Pag-Ibig		
Long Folder				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the required documents for initial assessment and verification	<b>1.1.</b> Receive the required documents and check the completeness of the requirements.	₱ 200.00	<b>15</b> minutes	Receiving Staff
	<b>1.2.</b> Issue the Order of Payment for Application Fee		<b>3</b> minutes	Receiving Staff
	<b>2.1.</b> Check the OR and assign a control number.		<b>5</b> minutes	Receiving Staff
	<b>2.1.1.</b> Verify the zoning classification and evaluate the plans		<b>30</b> minutes	Evaluation Group

2. Pay the Application Fee at the CTO and submit the photocopy of OR	based on the QC Zoning Ordinance.			
	2.1.2. Verify compliance to line and grade and other architectural details based on the Local Building Code.	<i>Residential Processing Fee: ₱3.00/m<sup>2</sup> of TFA;</i>		Evaluation Group
	2.2. Set the final evaluation and print the LC/NOA/FC with eSign.	<i>Verification Fee : ₱100.00</i>	5 minutes	Clerk
	2.3. Print the Order of Payment.		10 minutes	Clerk
	2.4. Sign the Order of Payment.		5 minutes	OIC-ZAU
	2.5. Stamp and sign the Architectural Plan.		5 minutes	Evaluator and PDO IV
3. Pay the Processing Fee at CTO and submit a photocopy of the Official Receipt	3.1 Check the Official Receipt		5 minutes	Releasing Staff
4. Receive the copy of LC/NOA/FC and the approved copy of Architectural Plans	4.1 Release the LC/NOA/FC and approved copy of Architectural Plans		5 minutes	Releasing Staff
<b>Total :</b>			<b>1 hour, 28 minutes</b>	

### 13. LOCATIONAL CLEARANCE FOR BUILDING PERMIT:

#### CERTIFICATE OF EXCEPTION (COE) ON REGULAR PROCESS

The Locational Clearance is issued to the developers/lot owners as a pre-requisite in the issuance of a Building Permit to guarantee that the building and its design components comply with the Zoning Ordinance and the Local Building Code. A Certificate of Exception is issued through a resolution approved by the City Council allowing the exemption of the project from the use of the lot/property.



<b>Office or Division:</b>	Zoning Administration Unit (ZAU)
<b>Classification:</b>	<b><i>Highly Technical</i></b>
<b>Type of Transaction:</b>	G2B
<b>Who may avail:</b>	Developers, Property Lot owners
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	
Tax Clearance/Real Property Tax Receipt & Bill (1 original, 1 photocopy of the current year)	City Treasurer's Office (CTO)
Proof of Lot Ownership (whichever is applicable)	
• Transfer Certificate of Title (1 certified true copy)	Land Registration Authority (LRA)
• Lease contract (1 photocopy)	Registered Lot Owner
• Award Notice (1 photocopy)	Registered Lot Owner
• Deed of Sale (1 photocopy)	Registered Lot Owner
• Memorandum of Agreement (MOA) (1 photocopy)	Registered Lot Owner
• Affidavit of Consent to construct/Special Power of Attorney (SPA)(1 photocopy)	Registered Lot Owner
Authority to Sign/Corporate Secretary's Affidavit (1 photocopy)	President of the Corporation
Lot Plan (1 set signed & sealed)	Licensed Geodetic Engineer
Architectural Plan (2 sets signed & sealed) & PTR	Licensed Architect
For Representative	
• Duly notarized Authorization Letter/Special Power of Attorney (1 original)	Registered Lot Owner
• Government-issued Identification Card of the person being represented (1 photocopy)	BIR, Postal ID, DFA, PSA, SSS, GSIS, Pag-Ibig
• Government-issued Identification Card representative (1 photocopy)	BIR, Postal ID, DFA, PSA, SSS, GSIS, Pag-Ibig
Long Folder	
Mandatory Requirements for COE:	
• Project Description (boundaries, nature of the operation or use; objectives to be achieved by the project; statement as to why the project cannot fulfill its objectives under the Zoning Regulations (1original, 1 photocopy)	Project Engineer/Architect
• Environmental Impact Study/Environmental Compliance Certificate (ECC)/Certificate of Non-Coverage (CNC)	EMB-DENR
• Barangay Council Resolution	Concerned Barangay
• Traffic Impact Study for high-rise buildings	Project Engineer/Architect
Supplemental documents:	
• Neighbor's firewall consent (1 original, 1 photocopy)	Adjacent neighbor

<ul style="list-style-type: none"> <li>• HOA Approved plan (2 sets, blueprint of Architectural Plans)</li> <li>• DPWH Clearance if located along a national road (1 original, 1 photocopy)</li> <li>• MMDA Clearance if along the river, waterways (1 original, 1 photocopy)</li> <li>• Earthquake Hazard Assessment (1 original, 1 photocopy)</li> </ul>		HOA	Department of Public Works and Highways	Metro Manila Development Authority
		Phivolcs		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Apply for COE at the City Council thru the Chairman, Committee on City Planning, Building & Zoning	<p><b>1.1.</b> Receive the endorsement from the City Council requesting the preparation of the Project Evaluation.</p> <p><b>1.2.</b> Evaluate the project based on the submitted mandatory requirements and present the findings as to the basis of the City Council for their decision to deny or approve the resolution.</p> <p><b>1.3.</b> Review the project evaluation report and recommend approval/disapproval of the application.</p>	None	<p><b>3 minutes</b></p> <p><b>4 hours</b></p> <p><b>8 hours*</b></p>	<p>Receiving Staff</p> <p>Evaluation Group</p> <p>OIC-ZAU</p>
2. Attend the public consultations at the City Council for the approval of the City Council Resolution			<b>3 readings</b>	City Council
	<p>5.1 Check and receive the documents.</p> <p><b>3.1.1.</b> Prepare the revised evaluation report &amp;</p>	<u>Residential Processing Fee:</u>	<p><b>1 hour</b></p> <p><b>1 hour</b></p>	<p>Receiving Staff</p> <p>Evaluation Group</p>

3. Submit the approved City Council Resolution & ECC and other documents	recommend the issuance of the Locational Clearance/COE.	<b>₱3.00/m<sup>2</sup> of TFA;</b>		
	<b>3.1.2.</b> Prepare documents and recommend approval of the application.	<i>Verification Fee:</i> <b>₱100.00</b>	<b>45 minutes</b>	PDO IV
	<b>3.1.3.</b> Approved and signed final evaluation.	<i>Commercial Processing Fee:</i> <b>₱10.00/m<sup>2</sup> of TFA;</b>		
	<b>3.1.4.</b> Print the LC/COE with e-sign & Order of Payment.	<i>Verification Fee:</i> <b>₱300.00</b>	<b>30 minutes</b>	OIC-ZAU
	<b>3.2.</b> Sign the Order of Payment.	<b>COE Processing Fee:</b> <b>₱ 150/m<sup>2</sup> of TFA subject to an exemption</b>	<b>10 minutes</b>	Clerk
<b>3.3.</b> Stamp and sign the Architectural Plan.		<b>5 minutes*</b>	PDO IV	
			<b>30 minutes</b>	Clerk and Evaluators
4. Pay the Processing Fee at CTO and submit the photocopy of the Official Receipt	4.1. Check the Official Receipt.		<b>5 minutes</b>	DBO
5. Receive the copy of COE and approved copy of Architectural Plans	5.1. Release the COE and approved copy of Architectural Plans		<b>5 minutes</b>	DBO
<b>Note:</b> * Subject to the completeness of requirements.				

#### **14. LOCATIONAL CLEARANCE FOR BUILDING PERMIT: FOR SPECIAL USE PERMIT (SUP) ON REGULAR PROCESS**

The Locational Clearance is issued to the developers/lot owners as a pre-requisite in the issuance of a Building Permit to guarantee that the building and its design components comply with the Zoning Ordinance and the Local Building Code. The Special Use Permit is issued through a resolution approved by the City Council allowing the project for such use on the lot or property. The uses that require a Special Use Permit are Gasoline/Auto-LPG, Waste Disposal Facility, Radio, and Television Transmitting Stations, Telecommunication Tower (Greenfields); *Temporary*

suspended due to Joint Memorandum Circular-01, Series of 2021), Heliports/Helipads, Abattoir/Slaughterhouse, Cockpits/Race Tracks, Transport Terminals, Transport Garage, Cemeteries, Funeral Parlor/ Memorial Chapel/Mortuary, Crematorium/Columbarium.

<b>Office or Division:</b>	Zoning Administration Unit (ZAU)		
<b>Classification:</b>	<b>Highly Technical</b>		
<b>Type of Transaction:</b>	G2B		
<b>Who may avail:</b>	Developers, Property Lot owners		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
Tax Clearance/Real Property Tax Receipt & Bill (1 original, 1 photocopy of the current year)		City Treasurer's Office (CTO)	
Proof of Lot Ownership (whichever is applicable)			
• Transfer Certificate of Title (1 certified true copy)		Land Registration Authority (LRA)	
• Lease contract (1 photocopy)		Registered Lot Owner	
• Award Notice (1 photocopy)		Registered Lot Owner	
• Deed of Sale (1 photocopy)		Registered Lot Owner	
• Memorandum of Agreement (MOA) (1 photocopy)		Registered Lot Owner	
• Affidavit of Consent to construct/Special Power of Attorney (SPA) (1 photocopy)		Registered Lot Owner	
• Authority to Sign/Corporate Secretary's Affidavit (1 photocopy)		President of the Corporation	
Lot Plan (1 set signed & sealed)		Licensed Geodetic Engineer	
Architectural Plan (2 sets signed & sealed) & PTR		Licensed Architect	
For Representative			
• Duly notarized Authorization Letter/Special Power of Attorney (1 original)		Registered Lot Owner	
• Government-issued Identification Card of the person being represented (1 photocopy)		BIR, Postal ID, DFA, PSA, SSS, GSIS, Pag-Ibig	
• Government-issued Identification Card representative (1 photocopy)		BIR, Postal ID, DFA, PSA, SSS, GSIS, Pag-Ibig	
Long Folder			
Mandatory Requirements for SUP:			
• Description of the project, its nature of the operation or use, location, boundaries, and size or volume of operation;		Project Engineer/Architect	
• Identification of the components which shall be affected by the project		EMB-DENR	
• Environmental Impact Study/Environmental Compliance Certificate (ECC)/Certificate of Non-Coverage (CNC)		Concerned Barangay	
• Barangay Council Resolution			

Supplemental documents:				
<ul style="list-style-type: none"> <li>Neighbor's firewall consent (1 original, 1 photocopy)</li> <li>HOA Approved plan (2 sets, blueprint of Architectural Plans)</li> <li>DPWH Clearance if located along a national road (1 original, 1 photocopy)</li> <li>MMDA Clearance if along the river, waterways (1 original, 1 photocopy)</li> <li>Earthquake Hazard Assessment (1 original, 1 photocopy)</li> </ul>		Adjacent neighbor  HOA  Department of Public Works and Highways  Metro Manila Development Authority  PhiVolcs		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Apply for SUP at the City Council thru the Chairman, Committee on City Planning, Building & Zoning	<b>1.1.</b> Receive the endorsement from the City Council requesting the preparation of the Project Evaluation.	None	3 minutes	Receiving Staff
	<b>1.2.</b> Evaluate the project based on the submitted mandatory requirements and present the findings as to the basis of the City Council for their decision to deny or approve the resolution.		4 hours	Evaluation Group
	<b>1.3.</b> Review the project evaluation report; recommend approval/ disapproval of the application		8 hours*	OIC-ZAU
3. Attend the public consultations at the City Council for the approval of the City Council Resolution			3 readings	City Council
	<b>4.1.</b> Check and receive the documents.		1 hour	Receiving Staff

4. Submit the approved City Council Resolution & ECC	<b>4.2.</b> Prepare the revised evaluation report & recommend the issuance of the Locational Clearance/SUP.	<i>Commercial Processing Fee:</i> ₱10.00 /m <sup>2</sup> of TFA;	1 hour	Evaluation Group
	<b>4.3.</b> Prepare documents and recommend approval of the application.	<i>Verification Fee:</i> ₱ 300.00	2 hours *	PDO IV
	<b>4.4.</b> Approval and sign final evaluation	<i>SUP Processing Fee:</i> ₱150/m <sup>2</sup> of TFA/LA	30 minutes	OIC-ZAU
	<b>4.5.</b> Print the LC/SUP with e-sign & Order of Payment.	<i>subject to SUP</i>	10 minutes	Clerk
	<b>4.6.</b> Sign the Order of Payment.		5 minutes*	PDO IV
	<b>4.7.</b> Stamp and sign the Architectural Plan.		30 minutes	Clerk & Evaluators
5. Pay the Processing Fee at CTO and submit the photocopy of the Official Receipt	<b>5.1.</b> Check the Official Receipt		5 minutes	DBO
6. Receive the copy of SUP and the approved copy of Architectural Plans	<b>6.1</b> Release the SUP and approved copy of Architectural Plans		5 minutes	BDO

**Note:** \* Subject to the completeness of requirements.

## 15. ZONING CERTIFICATE

The Zoning Certificate is secured by real property owners of titled lots to verify zoning classification and structures allowed in the specific area.

<b>Office or Division:</b>	Zoning Administration Unit (ZAU)
<b>Classification:</b>	<b>Simple</b>
<b>Type of Transaction:</b>	G2C

<b>Who may avail:</b>	real property lot owners/developers/students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Transfer Certificate of Title (1 photocopy)		Land Registration Authority		
Sketch of Location (1 original)		City Assessor's Office/Google Map		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill out the up-up application form and submit the required documents at Counter 11	<b>1.1.</b> Check the required documents and completeness of requirements.		<b>5 minutes</b>	Receiving Staff
	1.1.1 Verify the zoning classification based on the QC Zoning Ordinance.	<u>Residential</u> ₱ 100.00;	<b>30 minutes</b>	Evaluation Group
	1.1.2 Print the Zoning Certificate.	<u>Commercial</u> ₱ 300.00;	<b>5 minutes</b>	Clerk
	1.1.3 Review/sign the Zoning Certificate.	<u>Institutional</u> ₱200.00	<b>5 minutes</b>	OIC-ZAU
	1.1.4 Issue /sign Order of Payment		<b>5 minutes</b>	Releasing Staff
2. Pay the verification fee at the City Treasurer's Office and submit the photocopy of the Official Receipt	2.1. Check the Official Receipt		<b>5 minutes</b>	Releasing Staff
3. Receive the Zoning Certificate	3.1. Release the Zoning Certificate		<b>3 minutes</b>	Releasing Staff
<b>Total</b>			<b>58 inutes</b>	

## 16. DEVELOPMENT PERMIT FOR SUBDIVISION APPROVAL

A Development Permit is a pre-requisite for the issuance of Certificate of Registration and License to Sell in compliance with the approved Quezon City Council Ordinance on subdivision plan approval.

<b>Office or Division:</b>	Subdivision Administration Unit (SAU)
<b>Classification:</b>	Complex

<b>Type of Transaction:</b>	G2B			
<b>Who may avail:</b>	HOA and Private Developers			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
• Subdivision Plans, Eng'g. Plans and Topo Plan (4 sets original plans)		Private Developer		
• Certified True Copy of TCT(1 original, 1 photocopy)		Registry of Deeds - LRA		
• Locational Clearance (4 photocopies)		Zoning Administration Unit (ZAU)		
• Certificate of Registration (CMP - BP 220) (4 photocopies)		HLURB		
• SEC Registration (Open Market - PD 957) (4 photocopies)		Security and Exchange Commission		
• MOA w/ Land Owner, Developer, or Originator (1 original, 3 photocopies)		Registered Land Ownership		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill up and submit the application Form for CMP or PD 957	1.1 Check completeness of documents	None	15 minutes	SAU Technical Personnel
	1.1.1 Evaluate pertinent documents including Subdivision Plans and Engineering Plans		1 day	Evaluation Group
	1.1.2 Conduct a site inspection and verify the conformity of plans in the project area		1-day	SAU Technical Personnel
	1.1.3 Prepare the evaluation report and recommendation report		2 hours	PDO IV
	1.1.4 Endorse the application with evaluation report and recommendation to the City Administration Office for legislation to the QC Council		15 minutes	SAU Head
	1.1.5 Schedule on first reading followed by Committee hearing, agenda for the second			Quezon City Council



	<p>reading, and third/final reading</p> <p>1.1.6 Finalization of the Proposed Ordinance (PO No.)</p> <p>1.1.7 Approved Ordinance</p> <p>1.1.8 Prepares Order of Payment upon receipt of Approved Ordinance</p>			<p>City Secretary's Office</p> <p>Office of the City Mayor PDO IV</p>
2. Pay at CTO and submit the photocopy of Official Receipt	2.1 Check the Official Receipt		3 minutes	PDO IV
3. Receives Development Permit	3.1 Release the Development Permit and Approved Subd. Plan		5 minutes	Releasing Clerk

<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send feedback	The client may fill up the Customer Service Survey Form found at the Receiving Area and drop it in the designated Suggestion Box. (Transparent Box)
How feedback is processed	<p>Every Friday, the assigned personnel will open the dropbox and consolidate the survey feedback form. Feedbacks requiring response is forwarded to the Administrative Division to specify the proper division/personnel to take appropriate action.</p> <p>For inquiries and follow-ups, the Client may contact Tel. No. 8988-4242 loc. 1013</p>
How to file a complaint	<p>Complaints can be filed through walk-in or e-mail. Email Address: ZAU@quezoncity.gov.ph/CPDO@quezoncity.gov.ph</p>
How complaints are processed	<p>Receiving staff will open emails daily and forward printed copies of the complaint/sto the Office Head; upon evaluation, the Office Head will forward the complaint to the proper division/staff for appropriate action.</p> <p>The complainant shall be informed of the action through a letter which may be sent through the</p>

	contact information given/sent by the complainant.
Contact Information of ARTA, PCC, CCB	ARTA: complaints@arta.gov.ph 8478 5093 PCC: 8888 CCB: 0908-881-6565 (SMS)

### LIST OF DIVISIONS

DIVISION	ADDRESS	CONTACT INFORMATION
Institutional Development Planning Division	4 <sup>th</sup> Floor, Bldg. D Quezon City Hall, Elliptical Road, Quezon City	8988-4242 Local 1008 idpd.cpdd@quezoncity.gov.ph
Economic Development Planning Division	4 <sup>th</sup> Floor, Bldg. D Quezon City Hall, Elliptical Road, Quezon City	8988-4242 Local 1009 edpd.cpdd@quezoncity.gov.ph
Social Development Planning Division	4 <sup>th</sup> Floor, Bldg. D Quezon City Hall, Elliptical Road, Quezon City	8988-4242 Local 1010 sdpd.cpdd@quezoncity.gov.ph
Land Use And Infrastructure Development Division	4 <sup>th</sup> Floor, Bldg. D Quezon City Hall, Elliptical Road, Quezon City	8988-4242 Local 1008 luid.cpdd@quezoncity.gov.ph
Special Projects Division	4 <sup>th</sup> Floor, Bldg. D Quezon City Hall, Elliptical Road, Quezon City	8988-4242 Local 1011 spd.cpdd@quezoncity.gov.ph
Zoning Administration Unit	5 <sup>th</sup> Floor Quezon City Hall High Rise Building, Elliptical Road, Quezon City	8988-4242 Local 1005/1014 ZAU@quezoncity.gov.ph
Subdivision Administration Division	4 <sup>th</sup> Floor, Bldg. D Quezon City Hall, Elliptical Road, Quezon City	8988-4242 Local 1015 sard@quezoncity.gov.ph
Administrative Division	4 <sup>th</sup> Floor, Bldg. D Quezon City Hall, Elliptical Road, Quezon City	8988-4242 Local 1006 cpdd@quezoncity.gov.ph/ admin.cpdd@quezoncity.gov.ph