

## **CITIZENS CHARTER**

2020 (1<sup>ST</sup> Edition)



#### **Mandate**

- a. Ordinance No 9110, S-71. Ordinance creating the QC Planning Commission and Development Board to coordinate all aspects of economic planning and development of QC particularly its physical and human resources and to enhance its potentials 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 LGU's 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 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. LOCATIONAL CLEARANCE FOR BUSINESS PERMIT: NEW (AT BUSINESS ONE-STOP SHOP)

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.

Office or Division:	Zoning Administration	Zoning Administration Unit (ZAU)			
Classification:	Simple				
Type of Transaction:	G2B				
Who may avail:	Business Owners				
CHECKLIST OF R			WHERE TO S		
Application for Busines		Business P	ermit & Licensin	g Department	
Supplemental Docume applicable)	nts (Whichever is				
<ul> <li>Certificate of No Ob</li> </ul>	jection from HOA	HOA			
or Neighbors Conse	ent (1 photocopy)				
Bgy. Council Resolu	ution (1 photocopy)	Concerned	Barangay		
Building Permit (1)		DBO/ZAU			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Submit the required documents for initial assessment and verification at the Business Permit & Licensing Department (BPLD)	1. Receive the required documents and evaluate the business activity and location based on the QC Zoning Ordinance	None	5 minutes	From BPLD Receiving Clerk to Zoning Evaluator	
	1.1 If the business activity and location are permitted, encode and print the Locational Clearance (LC) with e-sign; but if the application needs supplemental		5 minutes	Zoning Evaluator	
	documents or disapproved, a Notice of Action (NOA) is issued with eSign  1.2 Return/release the application with LC/NOA to BPLD		1 minute	Zoning Evaluator	



## 2. LOCATIONAL CLEARANCE FOR BUSINESS PERMIT: RENEWAL/COMPLIANCE

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.

Office or Division:	Zoning Administration Unit (ZAU)				
Classification:	Simple				
Type of Transaction:	G2B				
Who may avail:	Business Owners				
CHECKLIST OF RI			WHERE TO S		
Business Permit (1 pho			ermit & Licensin	g Department	
Previous Locational Cle	earance (1	ZAU			
photocopy)					
Supplemental Docume	nts (Whichever is				
applicable)					
<ul> <li>Certificate of No Ob</li> </ul>	jection from HOA	HOA			
or Neighbors Conse	ent (1 photocopy)				
Bgy. Council Resolu	ution (1 photocopy)	Concerned	Barangay		
Building Permit (1 p					
Representative	1 7 /				
Duly notarized A	uthorization	Business ov	wner		
1	ower of Attorney (1				
original)	( ·				
<b>5</b> /	ued Identification	BIR. Postal	ID. DFA.PSA.S	SS,GSIS, Pag-Ibig	
Card of the pers		2,	,,,.	ee,ee.e, : ag :e.g	
represented (1 p	<u> </u>				
	ued Identification	BIR, Postal ID, DFA,PSA,SSS,GSIS, Pag-Ibig			
	tive (1 photocopy)	Birt, i ootai	10, 017,1 07,0	00,0010, 1 ag 1big	
•	AGENCY	FEES TO	PROCESSING	PERSON	
CLIENT STEPS	ACTIONS	BE PAID	TIME	RESPONSIBLE	
1. Submit the required	1. Receive the	None	5 minutes	Receiving Clerk	
documents for initial	required documents				
assessment and	and check				
verification	completeness of				
	requirements				
	4.4\/a=ifith=========		C mains stand	Frakration Oner	
	1.1Verify the record in data base to		5 minutes	Evaluation Group	
	check authenticity				
	of the LC; if record				
	is found, print the				
	LC with eSign				
	- ······				
	1.2Review the		10 minutes	Asst, CPDO (OCM	
	printed LC			Memo dated Dec. 5,	
	•			2019)	
2.Receive the LC	2.Issue the LC to		5 minutes	Releasing Clerk	
	the Client				



# 3. 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 Building Permit to guarantee that the building and its design components are in compliance with the Zoning Ordinance and the Local Building Code.

Office or Division:	fice or Division: Zoning Administration Unit (ZAU)				
Classification:	Simple	Simple			
Type of	G2B				
Transaction:					
Who may avail:	Developers, Proper				
CHECKLIST OF RI	EQUIREMENTS	WHERE TO SECURE			
		nit), 2 Storey Commercial Bldg. & Warehouse not			
		enovation inside the mall			
Tax Clearance/Real Pro		City Treasurer's Office (CTO)			
& Bill (1 original, 1 phot	cocopy of current				
year)					
Proof of Lot Ownership	(whichever is				
applicable)	Fitte (4 contified tours	Land Designation Authority (LDA)			
Transfer Certificate of T	rille ( i certiffed true	Land Registration Authority (LRA)			
copy) Lease contract (1 photo	ocony)	Pagistared Lot Owner			
Award Notice (1 photo		Registered Lot Owner Registered Lot Owner			
Deed of Sale (1 photoc		Registered Lot Owner			
Memorandum of Agree		Registered Lot Owner			
photocopy)		Registered Lot Owner			
Affidavit of Consent to	construct/Special	Registered Lot Owner			
Power of Attorney (SPA		Trogistorou zot o imor			
Authority to Sign/Corporate Secretary's		President of the Corporation			
Affidavit (1 photocopy)		·			
Lot Plan (1 set signed	& sealed)-not	Licensed Geodetic Engineer			
required for interior ren	ovation	-			
Architectural Plan (2 se	ets signed &	Licensed Architect			
sealed) & PTR					
For Representative					
<ul> <li>Duly notarized A</li> </ul>		Registered Lot Owner			
	ower of Attorney (1				
original)	111 200 2	DID Destel ID DEA DOA COO COIC D			
	ued Identification	BIR, Postal ID, DFA,PSA,SSS,GSIS, Pag-Ibig			
Card of the pers	_				
represented (1 p		DID Dectal ID DEA DOA COO COIC Dog Ibig			
Government issued Identification  Card representative (1 photograph)		BIR, Postal ID, DFA,PSA,SSS,GSIS, Pag-Ibig			
Card representative (1 photocopy)					
Long Folder Supplemental documents:					
Neighbor's firewards		Adjacent neighbor			
original, 1 photo	•	HOA			
HOA Approved p					
blueprint of Arch	•				
Diaprilit of 7 (101)					



 DPWH Clearance if located along national road (1 original, 1 photocopy)

Department of Public Works and Highways

 MMDA Clearance if along river, waterways (1 original, 1 photocopy) Metro Manila Development Authority

Earthquake Hazard Assessment (1 original, 1 photocopy)

Phivolcs

Barangay Council Resolution (1 original, 1 photocopy)

Concerned Barangay

original, i prioto		FFF6 = 6	DDOOFOOL	DEDGG
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSI NG TIME	PERSON RESPONSIBLE
Submit the required documents for initial assessment and verification	1. Receive the required documents and check completeness of requirements  1.1Issue the Order of Payment for Application Fee	None  ₱200.00		Receiving Clerk/Department of Building Official (DBO)
2.Pay the Application Fee at the CTO and submit the photocopy of OR	2.Check the OR and assign a control number  2.1Verify the zoning classification and evaluate the plans based on the QC Zoning Ordinance; Verify compliance to line and grade and other architectural details based on the Local Building Code; recommend the issuance of Locational Clearance (LC)/Notice of Action (NOA)/ For Compliance (FC) or for site inspection  2.2 Conduct a site inspection and prepare the report		1 to 3 storey res'l, 2 storey commercial & warehouse (1 hour) Int. renovation (30 mins.)	Receiving Clerk/Department of Building Official (DBO)  ZAU Evaluation Group  DBO



	<u> </u>			<u> </u>
	2.3 Review the project evaluation report; site inspection report; recommend approval/disappro val of the application		3 minutes	(ZAU) Project Dev't. Officer III
	2.4 Print the Order of Payment	Resd'I. Processing Fee - ₱ 3.00/m² of TFA Verification Fee - ₱100 Comm'I. Processing Fee- ₱ 10.00/m² of TFA Verification Fee- ₱200.00		DBO
	2.5 Sign the Order of Payment & Stamp and sign the Architectural Plan		3 minutes	(ZAU) Project Dev't. Officer III
1. Pay the Processing Fee at CTO and submit photocopy of Official Receipt	3.Check the Official Receipt		1 minute	Releasing Clerk (DBO)
2. Receive the copy of LC/NOA/FC and the approved copy of Architectural Plans	4.Release the LC/NOA/FC and approved copy of Architectural Plans		5 minutes	Releasing Clerk DBO



# 4. LOCATIONAL CLEARANCE FOR BUILDING PERMIT/ NEW (REGULAR APPLICATIONS), RENOVATION, REPAIR AND ADDITIONAL

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

Office or Division:	Office or Division: Zoning Administration Unit (ZAU)					
Classification:	Regular					
Type of	G2B					
Transaction:						
Who may avail:	Developers, Proper	ty Lot owners				
CHECKLIST OF RI		WHERE TO SECURE				
Tax Clearance/Real Pr		City Treasurer's Office (CTO)				
& Bill (1 original, 1 phot	ocopy of current					
year)						
Proof of Lot Ownership	(whichever is					
applicable)						
Transfer Certificate of	fitle (1 certified true	Land Registration Authority (LRA)				
copy)		Building Hard Control				
Lease contract (1 photo		Registered Lot Owner				
Award Notice (1 photoc		Registered Lot Owner				
Deed of Sale (1 photoc		Registered Lot Owner				
Memorandum of Agree	ment (MOA) (1	Registered Lot Owner				
photocopy)		De sistema del et Orone en				
Affidavit of Consent to		Registered Lot Owner				
Power of Attorney (SPA		Procident of the Corneration				
Authority to Sign/Corpo Affidavit (1 photocopy)	rate Secretary S	President of the Corporation				
Previous Building Permit/Previous		Building Owner				
Locational Clearance/A		Building Owner				
Renovation, Repair & A						
Certified True Copy)	iaanionai ( i					
Lot Plan (1 set signed	& sealed)	Licensed Geodetic Engineer				
Architectural Plan ( 2 se		Licensed Architect				
sealed) & PTR	J					
For Representative						
Duly notarized A	uthorization	Registered Lot Owner				
	ower of Attorney (1					
original)						
Government issu	ued Identification	BIR, Postal ID, DFA,PSA,SSS,GSIS, Pag-Ibig				
Card of the person being						
represented (1 photocopy)						
Government issu	ued Identification	BIR, Postal ID, DFA,PSA,SSS,GSIS, Pag-Ibig				
	tive (1 photocopy)					
Long Folder						
Supplemental documer						
<ul> <li>Neighbor's firew</li> </ul>	all consent (1	Adjacent neighbor				
original, 1 photo	copy)					



•	HOA Approved plan(2 sets,
	blueprint of Architectural Plans)

 DPWH Clearance if located along national road (1 original, 1 photocopy)

 MMDA Clearance if along river, waterways(1 original, 1 photocopy)

 Earthquake Hazard Assessment(1 original, 1 photocopy)

 Barangay Council Resolution(1 original, 1 photocopy) HOA

Department of Public Works and Highways

Metro Manila Development Authority

**Phivolcs** 

**Concerned Barangay** 

original, 1 photo	copy)			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSI NG TIME	PERSON RESPONSIBLE
Submit the required documents for initial assessment and verification	1. Receive the required documents and check completeness of requirements	None	15 minutes	Receiving Clerk
	1.1Issue the Order of Payment for Application Fee	₱200.00	3 minutes	
2.Pay the Application Fee at the CTO and submit the photocopy of OR	2.Check the OR and assign a control number		5 minutes	Receiving Clerk
	2.1 Verify the zoning classification and evaluate the plans based on the QC Zoning Ordinance; Verify compliance to line and grade and other architectural details based on the Local Building Code; recommend the issuance of Locational Clearance (LC)/Notice of Action (NOA)/ For Compliance (FC) or for site inspection		1 ½ hour	Evaluation Group
	2.2 Conduct a site inspection and prepare the		1 day	Inspection Group



	report			
	2.3 Review the project evaluation report; site inspection report; recommend approval/disappro val of the application		1 day*	Asst. City Administrator for Operations (EO No. 49, S-2019)
	2.4 Set the final evaluation and print the LC/NOA/FC with eSign		5 minutes	Encoder/Clerk
	2.5 Sign the Order of Payment	Resd'l. Processing Fee - ₱3.00/m² of TFA Verification Fee - ₱100.00	5 minutes	Asst. City Administrator for Operations (EO No. 49, S-2019)
		Comm'I Processing Fee- ₱10.00/m² of TFA Verification Fee - ₱300.00		
	2.6 Stamp and sign the Architectural Plan		3 minutes	Project Dev't. Officer
3. Pay the Processing Fee at CTO and submit photocopy of Official Receipt	3.Check the Official Receipt		1 minute	Releasing Clerk
4. Receive the copy of LC/NOA/FC and the approved copy of Architectural Plans	4.Release the LC/NOA/FC and approved copy of Architectural Plans		5minutes	Releasing Clerk



# 5. LOCATIONAL CLEARANCE FOR BUILDING PERMIT/ SUBDIVISION FOR COMMUNITY MORTGAGE PROGRAM (CMP)

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

Office or Division:	Zoning Administrati	Zoning Administration Unit (ZAU)			
Classification:	Complex				
Type of	G2B				
Transaction:					
Who may avail:		Developers, Property Lot owners			
CHECKLIST OF R	· · · · · · · · · · · · · · · · · · ·		WHERE TO S		
Transfer Certificate of True Copy)	Title (1 Certified	Land Registr	ation Authority	(LRA)	
Tax Clearance/Real Pr	onarty Tay Receipt	City Treasure	er's Office (CT0	<u>)</u>	
& Bill (1 original, 1 phot		City Treasure	er s Office (CTC	)	
year)	,				
SEC Certificate (1 pho	tocopy)	Securities an	nd Exchange Co	ommission (SEC)	
List of Beneficiaries (1	photocopy of	Homeowner'	s Association (	HOA)	
Master list))					
HLURB Certificate (1 p	1 7		and Use Regula	atory Board(HLURB)	
City Council Resolution		QC Council			
located in R1 & R2 Zor		1.			
Lot Plan/Subdivision Pl	ian (2 sets)	Licensed Ge	odetic Enginee	r	
For Representative	the animation	Desistand	of Owner		
Duly notarized A     Letter/Special B		Registered Lot Owner			
original)	ower of Attorney (1				
* '	ued Identification	BIR, Postal I	D, DFA,PSA,S	SS,GSIS, Pag-Ibig	
Card of the pers	on being				
represented (1 p	_				
Government issued Identification		BIR, Postal I	D, DFA,PSA,S	SS,GSIS, Pag-Ibig	
Card representa	tive (1 photocopy)				
Long Folder	T		,		
CLIENT STEPS	AGENCY	FEES TO	PROCESSI	PERSON	
	ACTIONS	BE PAID	NG TIME	RESPONSIBLE	
1. Submit the	1. Receive the	None	15 minutes	Receiving Clerk	
required documents	required				
for initial assessment and verification	documents and check				
and venilledillin	completeness of				
	requirements				
	- I Squii Sirioi ito				
	1.1Issue the				
	Order of Payment	₱200.00	3 minutes		
	for Application				
	Fee				



O Davidha Application	O Charletta OD		F main vita a	Descipios Clark
2.Pay the Application Fee at the CTO and	2.Check the OR		5 minutes	Receiving Clerk
submit the photocopy	and assign a control number			
of OR	Control Humber			
	2.1Verify the		1 ½ hour	Evaluation Group
	zoning		1 /2 11001	L valuation Group
	classification and			
	evaluate the			
	plans based on			
	the QC Zoning			
	Ordinance; Verify			
	compliance to line			
	and grade and			
	other architectural			
	details based on			
	the Local Building			
	Code;			
	recommend the			
	issuance of Locational			
	Clearance			
	(LC)/Notice of			
	Action (NOA)/ For			
	Compliance (FC)			
	or for site			
	inspection			
	_			_
	2.2 Conduct a site		1 day	Inspection Group
	inspection and			
	prepare a report			
	2.3 Review the			
	project evaluation		1 day*	Asst. City
	report; site			Administrator for
	inspection report;			Operations
	recommend			
	approval/disappro			
	val of the			
	application			
	2.4 Set the final		5 minutes	Encoder/Clerk
	evaluation and		5 minutes	Encoder/Clerk
	print the			
	LC/NOA/FC with			
	eSign			
	2.5 Print the Order	Resd'l.	3 minutes	Encoder/Clerk
	of Payment	Processing		
		Fee-		
		₱3.00/m² of		
		TFA Verification		
		Fee -		
		₱100.00		



	2.6 Sign the Order of Payment	5 minutes	Asst. City Administrator for Operations
	2.7 Stamp and sign the Architectural Plan	10 minutes	Proj. Devt. Officer III
6. Pay the Processing Fee at CTO and submit photocopy of Official Receipt	3.Check the Official Receipt	1 minute	Releasing Clerk
7. Receive the copy of LC/NOA/FC and the approved copy of Architectural Plans	4.Release the LC/NOA/FC and approved copy of Architectural Plans	5 minutes	Releasing Clerk



# 6. LOCATIONAL CLEARANCE FOR BUILDING PERMIT: FOR CERTIFICATE OF EXCEPTION (COE)

The Locational Clearance is issued to the developers/lot owners as a pre-requisite in the issuance of Building Permit to guarantee that the building and its design components are in compliance 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.

Office or Division:	Zoning Administration Unit (ZAU)					
Classification:	Highly Technical					
Type of	G2B	G2B				
Transaction:						
Who may avail:	Developers, Proper	erty Lot owners				
CHECKLIST OF R		WHERE TO SECURE				
Tax Clearance/Real Pro		City Treasurer's Office (CTO)				
& Bill (1 original, 1 phot	ocopy of current					
year)	(which over in					
Proof of Lot Ownership applicable)	(whichever is					
Transfer Certificate of	F Title (1 certified	Land Registration Authority (LRA)				
true copy)	i ilile (i certined	Land Registration Admonty (LIVA)				
• Lease contract (1 pho	otocopy)	Registered Lot Owner				
Award Notice (1 photo	• • • • • • • • • • • • • • • • • • • •	Registered Lot Owner				
Deed of Sale (1 photo		Registered Lot Owner				
Memorandum of Agree		Registered Lot Owner				
photocopy)	, , , , ,					
Affidavit of Consent to	construct/Special	Registered Lot Owner				
Power of Attorney (SI	PA)(1 photocopy)					
Authority to Sign/Corpo	rate Secretary's	President of the Corporation				
Affidavit (1 photocopy)						
Lot Plan (1 set signed		Licensed Geodetic Engineer				
Architectural Plan (2 so	ets signed &	Licensed Architect				
sealed) & PTR For Representative						
D 1 4 1 1 A	uthorization	Registered Lot Owner				
	ower of Attorney (1	Tregistered Lot Owner				
original)	ower of Attorney (1					
	ued Identification	BIR, Postal ID, DFA,PSA,SSS,GSIS, Pag-Ibig				
Card of the pers		, , , , , , , , , , , , , , , , , , , ,				
represented (1 p	<del>-</del>					
Government issu	ued Identification	BIR, Postal ID, DFA,PSA,SSS,GSIS, Pag-Ibig				
Card representa	tive (1 photocopy)					
Long Folder						
Mandatory Requiremen						
Project Description		Project Engineer/Architect				
nature of operation	•					
objectives to be	-					
project; stateme						
under the Zoning	Ilfill its objectives					
(1original, 1 pho						
(Toriginal, Tpilo	. ооору <i>)</i>					



		I		
Environmental II		EMB-DENR		
	Study/Environmental Compliance			
	)/Certificate of Non-			
	Coverage (CNC)		Parangay	
Barangay Council  Traffic Iron act Co		Concerned Barangay		
• Trailic impact Si	tudy for high rise	Project Engli	neer/Architect	
Supplemental documer	nte:	i rojoot Erigii	1001/7 11 01 1110 01	
Neighbor's firew		Adjacent nei	ahhor	
original, 1 photo		Adjacent nei	gribor	
HOA Approved		НОА		
blueprint of Arch				
-	ce if located along	Department	of Public Works	s and Highways
national road (1	•			0 ,
photocopy)	original, i			
MMDA Clearance	e if along river			
	ginal, 1 photocopy)	Metro Manila	a Development	Authority
, ,	ard Assessment (1	D		
original, 1 photo	,	Phivolcs		
	AGENCY	FEES TO	PROCESSI	PERSON
CLIENT STEPS	ACTIONS	BE PAID	NG TIME	RESPONSIBLE
1.Apply for COE at	1.Receive the	None	3 minutes	Receiving Clerk
the City Council thru	endorsement			_
the Chairman,	from the City			
Committee on City	Council			
Planning, Building &	requesting for			
Zoning	the preparation			
	of the Project Evaluation			
	Evaluation			
	1.1 Evaluate the		4 hours	Evaluation Group
	project based on		+ 110u13	Evaluation Group
	the submitted			
	mandatory			
	requirements			
	and present the			
	findings as the			
	basis of the City			
	Council for their			
	decision to deny			
	or approve the			
	resolution			
	4.0.0-1: 4			
	1.2 Review the		1 45*	A cot City
	project evaluation		1 day*	Asst. City Administrator for
	report; recommend			Operations
	approval/disappro			
	val of the			
	application			



2. Attend the public			3 readings	City Council
consultations at the			o roadingo	only countries
City Council for the				
approval of the City Council Resolution				
3. Submit the	3. Check and		5 minutes	Receiving Clerk
approved City Council Resolution & ECC				
Resolution & ECC	documents			
	3.1Prepare the		10 minutes	Evaluation Group
	revised evaluation report &			
	recommend the			
	issuance of the			
	Locational Clearance/COE			
	3.2 Review the project evaluation		1 day*	Asst. City Administrator for
	report;			Operations
	recommend			
	approval of the application			
	3.3 Set the final evaluation and	Resd'I Processing	5 minutes	Encoder/Clerk
	print the LC/COE	Fee -		
	with e-sign &	₱3.00/m² of		
	Order of Payment	TFA Verification		
		Fee -		
		₱100.00 <b>Comm'l</b>		
		Processing		
		Fee –		
		₱10.00/m² of TFA		
		Verification		
		Fee – ₱300.00		
		<u>COE</u>		
		Processing		
		Fee- ₱ 150/m² of		
		TFA		
		subject for		
		exemption		
	3.4 Sign the Order		5 minutes	Asst. City
	of Payment			Administrator



	3.5 Stamp and sign the Architectural Plan	3 minutes	Project Dev't Officer
4. Pay the Processing Fee at CTO and submit photocopy of Official Receipt	4.Check the Official Receipt	1 minute	Releasing Clerk
5.Receive the copy of COE and approved copy of Architectural Plans	5.Release the COE and approved copy of Architectural Plans	5 minutes	Releasing Clerk



## 7. LOCATIONAL CLEARANCE FOR BUILDING PERMIT: FOR SPECIAL USE PERMIT (SUP)

The Locational Clearance is issued to the developers/lot owners as a pre-requisite in the issuance of Building Permit to guarantee that the building and its design components are in compliance 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), Heliports/Helipads, Abattoir/Slaughterhouse, Cockpits/Race Tracks, Transport Terminals, Transport Garage, Cemeteries, Funeral Parlor/ Memorial Chapel/Mortuary, Crematorium/Columbarium.

Office or Division:	Zoning Administrati	on Unit (ZAU)				
Classification:	Highly Technical					
Type of	G2B					
Transaction:						
Who may avail:	Developers, Proper					
CHECKLIST OF R		WHERE TO SECURE				
Tax Clearance/Real Proceeds & Bill (1 original, 1 photographyear)	ocopy of current	City Treasurer's Office (CTO)				
Proof of Lot Ownership applicable)	(whichever is					
<ul> <li>Transfer Certificate of true copy)</li> </ul>	f Title (1 certified	Land Registration Authority (LRA)				
• Lease contract (1 pho	otocopy)	Registered Lot Owner				
Award Notice (1 photo	ocopy)	Registered Lot Owner				
Deed of Sale (1 photo	осору)	Registered Lot Owner				
<ul> <li>Memorandum of Agre photocopy)</li> </ul>	eement (MOA) (1	Registered Lot Owner				
<ul> <li>Affidavit of Consent to Power of Attorney (SI</li> </ul>	•	Registered Lot Owner				
<ul> <li>Authority to Sign/Corp Affidavit (1 photocopy</li> </ul>		President of the Corporation				
Lot Plan (1 set signed		Licensed Geodetic Engineer				
Architectural Plan (2 se sealed) & PTR	ets signed &	Licensed Architect				
For Representative						
<ul> <li>Duly notarized Author Letter/Special Power original)</li> </ul>		Registered Lot Owner				
<ul> <li>Government issued of the person being in photocopy)</li> </ul>		BIR, Postal ID, DFA,PSA,SSS,GSIS, Pag-Ibig				
Government issued representative (1 pherosecular)		BIR, Postal ID, DFA,PSA,SSS,GSIS, Pag-Ibig				
Long Folder						



Mandatory Requiremen				
<ul> <li>Description of the p</li> </ul>	-	Project Engineer/Architect		
operation or use, lo				
and size or volume	of operation;			
<ul> <li>Identification of the</li> </ul>	components which			
shall be affected by the project		EMB-DENR		
Study/Environmenta	•			
Certificate (ECC)/C	ertificate of Non-			
Coverage (CNC)		0		
<ul> <li>Barangay Council F</li> </ul>		Concerned E	sarangay	
Supplemental documer				
<ul> <li>Neighbor's firewall of</li> </ul>	consent(1 original, 1	Adjacent nei	ghbor	
photocopy)				
<ul> <li>HOA Approved plan</li> </ul>	n(2 sets, blueprint of	HOA		
Architectural Plans)	•		(5.1	110.7
DPWH Clearance	if located along	pepartment	of Public Works	s and Highways
national road(1 orig	_			
MMDA Clearance	if along river,	Matua Manila	Davalannant	A41a a wi4
waterways(1 origin	al, 1 photocopy)	Metro Maniia	Development	Authority
<ul> <li>Earthquake Hazard</li> </ul>	d Assessment(1	Dhiyoloo		
original, 1 photoco		Phivolcs		
CLIENT STEPS	AGENCY	FEES TO	PROCESSI	PERSON
	ACTIONS	BE PAID	NG TIME	RESPONSIBLE
1.Apply for SUP at the City Council thru	1.Receive the	None	3 minutes	Receiving Clerk
Tine City Council thru	endorsement			
	from the City			
the Chairman,	from the City			
the Chairman, Committee on City	Council			
the Chairman, Committee on City Planning, Building &	Council requesting for			
the Chairman, Committee on City	Council requesting for the preparation			
the Chairman, Committee on City Planning, Building &	Council requesting for the preparation of the Project			
the Chairman, Committee on City Planning, Building &	Council requesting for the preparation			
the Chairman, Committee on City Planning, Building &	Council requesting for the preparation of the Project Evaluation		4 hours	Evaluation Group
the Chairman, Committee on City Planning, Building &	Council requesting for the preparation of the Project Evaluation  1.1 Evaluate the		4 hours	Evaluation Group
the Chairman, Committee on City Planning, Building &	Council requesting for the preparation of the Project Evaluation		4 hours	Evaluation Group
the Chairman, Committee on City Planning, Building &	Council requesting for the preparation of the Project Evaluation  1.1 Evaluate the project based on the submitted		4 hours	Evaluation Group
the Chairman, Committee on City Planning, Building &	Council requesting for the preparation of the Project Evaluation  1.1 Evaluate the project based on the submitted mandatory		4 hours	Evaluation Group
the Chairman, Committee on City Planning, Building &	Council requesting for the preparation of the Project Evaluation  1.1 Evaluate the project based on the submitted		4 hours	Evaluation Group
the Chairman, Committee on City Planning, Building &	Council requesting for the preparation of the Project Evaluation  1.1 Evaluate the project based on the submitted mandatory requirements		4 hours	Evaluation Group
the Chairman, Committee on City Planning, Building &	Council requesting for the preparation of the Project Evaluation  1.1 Evaluate the project based on the submitted mandatory requirements and present the		4 hours	Evaluation Group
the Chairman, Committee on City Planning, Building &	Council requesting for the preparation of the Project Evaluation  1.1 Evaluate the project based on the submitted mandatory requirements and present the findings as the		4 hours	Evaluation Group
the Chairman, Committee on City Planning, Building &	Council requesting for the preparation of the Project Evaluation  1.1 Evaluate the project based on the submitted mandatory requirements and present the findings as the basis of the City		4 hours	Evaluation Group
the Chairman, Committee on City Planning, Building &	Council requesting for the preparation of the Project Evaluation  1.1 Evaluate the project based on the submitted mandatory requirements and present the findings as the basis of the City Council for their		4 hours	Evaluation Group
the Chairman, Committee on City Planning, Building &	requesting for the preparation of the Project Evaluation  1.1 Evaluate the project based on the submitted mandatory requirements and present the findings as the basis of the City Council for their decision to deny		4 hours	Evaluation Group
the Chairman, Committee on City Planning, Building &	requesting for the preparation of the Project Evaluation  1.1 Evaluate the project based on the submitted mandatory requirements and present the findings as the basis of the City Council for their decision to deny or approve the resolution			Evaluation Group
the Chairman, Committee on City Planning, Building &	requesting for the preparation of the Project Evaluation  1.1 Evaluate the project based on the submitted mandatory requirements and present the findings as the basis of the City Council for their decision to deny or approve the		4 hours 1 day*	Asst. City
the Chairman, Committee on City Planning, Building &	requesting for the preparation of the Project Evaluation  1.1 Evaluate the project based on the submitted mandatory requirements and present the findings as the basis of the City Council for their decision to deny or approve the resolution			
the Chairman, Committee on City Planning, Building &	Council requesting for the preparation of the Project Evaluation  1.1 Evaluate the project based on the submitted mandatory requirements and present the findings as the basis of the City Council for their decision to deny or approve the resolution  1.2 Review the project evaluation report;			Asst. City
the Chairman, Committee on City Planning, Building &	Council requesting for the preparation of the Project Evaluation  1.1 Evaluate the project based on the submitted mandatory requirements and present the findings as the basis of the City Council for their decision to deny or approve the resolution  1.2 Review the project evaluation report; recommend			Asst. City Administrator for
the Chairman, Committee on City Planning, Building &	Council requesting for the preparation of the Project Evaluation  1.1 Evaluate the project based on the submitted mandatory requirements and present the findings as the basis of the City Council for their decision to deny or approve the resolution  1.2 Review the project evaluation report; recommend approval/disappro			Asst. City Administrator for
the Chairman, Committee on City Planning, Building &	Council requesting for the preparation of the Project Evaluation  1.1 Evaluate the project based on the submitted mandatory requirements and present the findings as the basis of the City Council for their decision to deny or approve the resolution  1.2 Review the project evaluation report; recommend approval/disappro val of the			Asst. City Administrator for
the Chairman, Committee on City Planning, Building &	Council requesting for the preparation of the Project Evaluation  1.1 Evaluate the project based on the submitted mandatory requirements and present the findings as the basis of the City Council for their decision to deny or approve the resolution  1.2 Review the project evaluation report; recommend approval/disappro			Asst. City Administrator for



0. Attach the collision			0 !'	0:100
3. Attend the public consultations at the			3 readings	City Council
City Council for the				
approval of the City				
Council Resolution				
4. Submit the	4. Check the		5 minutes	Receiving Clerk
approved City Council Resolution	documents and receive			
& ECC	receive			
	4.1 Prepare the		10 minutes	Evaluation Group
	revised evaluation			
	report & recommend the			
	issuance of the			
	Locational			
	Clearance/SUP			
	4.2 Review the		1 day*	Asst. City
	project evaluation		1 day	Administrator for
	report;			Operations
	recommend			
	approval of the application			
	application			
	4.3 Set the final	Comm'l.	5 minutes	Encoder/Clerk
	evaluation and print the LC/SUP	Processing Fee -		
	with e-sign &	₱10.00		
	Order of Payment	/m² of		
		TFA		
		Verification Fee -		
		₱300		
		SUP		
		Processing		
		Fee - ₱150/m² of		
		TFA		
		subject for		
		SUP		
	4.4 Sign the Order		5 minutes	Asst. City
	of Payment		o minates	Administrator for
				Operations



	4.5 Stamp and	3 minutes	Project Dev't Officer
	sign the		III
	Architectural Plan		
5. Pay the Processing	5.Check the	1 minute	Releasing Clerk
Fee at CTO and	Official Receipt		_
submit photocopy			
of Official Receipt			
6. Receive the copy	6.Release the	5 minutes	Releasing Clerk
of SUP and the	SUP and		
approved copy of	approved copy of		
Architectural Plans	Architectural		
	Plans		

**Note**: Subject to time availability of the signatory due to prior meeting/s schedules and/or due to immediate notice by the City Mayor.



### **8. 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.

Office or Division:	Zoning Administration Unit (ZAU)			
Classification:	Simple	,		
Type of	G2C			
Transaction:				
Who may avail:	real property lot ow	ners/develop		
CHECKLIST OF RI			WHERE TO S	
Transfer Certificate of			tration Authority	
Sketch of Location (1 o		•	or's Office/Goog	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSIN G TIME	PERSON RESPONSIBLE
Fill-up application form and submit the required documents at Counter 11	1.Receive the required documents and check completeness of requirements  1.1 Verify the zoning classification based on the QC	None	5 minutes 10 minutes	Receiving Clerk  Evaluation Group
	Zoning Ordinance  1.2 Print the Zoning Certificate  1.3 Review/sign the Zoning		3 minutes 3 minutes	Clerk Asst. City
	Certificate		3 minutes	Administrator for Operations
	1.4 Issue /sign Order of Payment	Res'I ₱ 100.00 Comm'I ₱ 300.00 Inst. ₱200.00	1 minute	Releasing Clerk
2.Pay the verification fee at the City Treasurer's Office and submit the photocopy of the Official Receipt	2.Check the Official Receipt		1 minute	Releasing Clerk
3. Receive the Zoning Certificate	3. Release the Zoning Certificate		3 minutes	Releasing Clerk



### 9. 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.

Office or Division:	Subdivision Adminis	Subdivision Administration Unit (SAU)				
Classification:	Complex	,				
Type of	G2B	G2B				
Transaction:	LIOA and Drivete D					
Who may avail: CHECKLIST OF RI	HOA and Private D	evelopers	WHERE TO S	PECLIBE		
			WHERE IOS	DECURE		
<ul> <li>Subdivision Plans, E</li> <li>Topo Plan (4 sets or</li> </ul>		Private Developer				
Certified True Copy			•			
photocopy)	( )	Registry of	Deeds - LRA			
Locational Clearance	e (4 photocopies)	Zoning Adm	ninistration Unit (	(ZAU)		
<ul> <li>Certificate of Regist</li> </ul>	ration (CMP - BP					
220) (4 photocopies)		HLURB				
<ul> <li>SEC Registration (O 957) (4 photocopies)</li> </ul>	•	Security and	d Exchange Cor	nmission		
MOA w/ Land Owner     Origin at a r (4 a rigin al		Dagistore	Land Own			
Originator (1 original	, 3 photocopies)  AGENCY	FEES TO	Land Ownership PROCESSIN	PERSON		
CLIENT STEPS	ACTIONS	BE PAID	G TIME	RESPONSIBLE		
1. Fill up and submits	1.Check	None	15 minutes	SAU Technical		
application Form for	completeness of			Personnel		
CMP or PD 957	documents					
	1.1 Evaluate		1 do.,	Evaluation Croun		
	pertinent documents		1 day	Evaluation Group		
	including					
	Subdivision Plans					
	and					
	Engineering Plans					
	1.2 Conduct a site					
	1.2 Conduct a site inspection		1-day	SAU Technical		
	and verify the		1-day	Personnel		
	confor-					
	mity of plans in					
	the					
	project area		0 5 5 5 5 5	DDO IV		
	1.3 Prepare the		2 hours	PDO IV		
	evaluation report					
	and					
	recommendation					
	report					
	4.45		45			
	1.4 Endorse the		15 minutes	SAU Head		
	application with evaluation report					
	and					



	recommendation to the City Administration Office for legislation to the QC Council		
	1.5 Schedule on first reading followed by Committee hearing, agenda for the second reading and third/final reading		Quezon City Council
	1.6 Finalization of the Proposed Ordinance (PO No.)		City Secretary's Office
	1.7 Approved Ordinance		Office of the City Mayor
	1.8 Prepares Order of Payment upon receipt of Approved Ordinance		PDO IV
2.Pay at CTO and submit the photocopy of Official Receipt	2.Check the Official Receipt	3 minutes	PDO IV
3.Receives Development Permit	3. Release the Development Permit and Approved Subd. Plan	5 minutes	Releasing Clerk



FEEDBACK AND COMPLAINTS MECHANISM		
How to send feedback	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 feedbacks are processed	Every Friday, the assigned personnel will open the drop box 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.	
	For inquiries and follow-ups, Client may contact Tel. No. 8988-4242 loc. 1013	
How to file a complaint	Complaint can be filed through walk-in or through email.  Email Address: ZAU@quezoncity.gov.ph/CPDO@quezoncity.gov.ph	
How complaints are processed	Receiving staff will open emails on a daily basis and forward printed copy of the complaint/s to the Office Head; upon evaluation, the Office Head will forward the complaint to the proper division/staff for appropriate action.  The complainant shall be informed of the action	
	through a letter which may be sent through 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 DIVISION**

DIVISION	ADDRESS	CONTACT INFORMATION
Institutional Development	4 <sup>th</sup> Floor, Bldg. D	8988-4242
Planning Division	Quezon City Hall,	Local 1008
	Elliptical Road, Quezon	cpdo@quezoncity.gov.ph
	City	
Economic Development	4 <sup>th</sup> Floor, Bldg. D	8988-4242
Planning Division	Quezon City Hall,	Local 1009
	Elliptical Road, Quezon Citv	cpdo@quezoncity.gov.ph
Social Development	4 <sup>th</sup> Floor, Bldg. D	8988-4242
Planning Division	Quezon City Hall,	Local 1010
ag	Elliptical Road, Quezon	cpdo@quezoncity.gov.ph
	City	
Land Use And Infrastructure	4 <sup>th</sup> Floor, Bldg. D	8988-4242
Development Division	Quezon City Hall,	Local 1008
	Elliptical Road, Quezon	cpdo@quezoncity.gov.ph
	City	
Special Projects Division	4 <sup>th</sup> Floor, Bldg. D	8988-4242
	Quezon City Hall,	Local 1011
	Elliptical Road, Quezon City	cpdo@quezoncity.gov.ph
Zoning & Urban Design	4 <sup>th</sup> Floor, Bldg. D	8988-4242
Division	Quezon City Hall,	Local 1005/1014
	Elliptical Road, Quezon	cpdo@quezoncity.gov.ph/
	City	ZAU@quezoncity.gov.ph
Subdivision Administration	4 <sup>th</sup> Floor, Bldg. D	8988-4242
Division	Quezon City Hall,	Local 1015
	Elliptical Road, Quezon	cpdo@quezoncity.gov.ph
	City	
Administrative Division	4 <sup>th</sup> Floor, Bldg. D	8988-4242
	Quezon City Hall,	Local 1006
	Elliptical Road, Quezon	cpdo@quezoncity.gov.ph
	City	