

**CITY PLANNING AND DEVELOPMENT OFFICE  
CITIZENS' CHARTER**

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**NEW BUSINESS REGISTRATION FOR CERTIFICATE OF CONFORMANCE (COC)**

This initial Business Registration is given to a newly established business as a prerequisite for actual operation.

<b>Office or Division</b>	<b>City Planning and Development Office (CPDO) - Zoning Administration Division</b>
<b>Classification</b>	<b>Simple</b>
<b>Type of Transaction</b>	<b>Certificate of Conformance (New Business)</b>
<b>Who May Avail:</b>	Businesses within Pasig City with the following conditions: A.) <b>OFFICE</b> in R-2 to R-3 zones 1. Not more than 30% of Total Floor Area of the building. 2. Not more than 15 employees/staff including the owner 3. Type of business/products specified 4. Pictures of establishment (facade and office space) B.) <b>ALL OTHER BUSINESSES</b> 1. Refer to Section 47 of Zoning Ordinance No. 14 S. 2015 for all other businesses (download copy from the following link) <a href="#">2015 Zoning Ordinance</a>

<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
<b>New Business (For All Zone Classifications - R-1, R-2, R-3, R-4, R-5, C-1, C-2, C-3, MUD, I-1, SHZ)</b>	UNIFIED BUSINESS APPLICATION FORM - (BPLO) Downloadable Form from the Pasig City website ( <a href="http://www.pasigcity.gov.ph/downloadable-forms">www.pasigcity.gov.ph/downloadable-forms</a> )
1. Land Title (photocopy)	Provided by applicant
2. Lease Contract (for Lease Property)	Provided by applicant
3. Tax Declaration of Land (photocopy)	Provided by the applicant or City Assesors Office
4. Location Map / Google Map	Provided by applicant
5. Wide Capture of picture of the Car inside the Parking Area for Grab, Courier, Delivery, etc.,	Provided by applicant
6. Picture of Establishment	Provided by applicant
7. Homeowners Certification (as Bona fide member)	Provided by Homeowners' Association
8. Certificate of No Objection (ie. LPG, Fire Extinguisher, etc.)	Provided by Homeowners' Association
9. Barangay Clearance for Bussiness Permit	Barangay Hall
10. Affidavit of Undertaking	Provided by applicant
<b>* pls bring clear photo copies</b>	

<b>CLIENT STEPS (SINGLE TRANSACTION)</b>	<b>CPDO-ZONING DIVISION ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Secure and accomplish application form	Issue application form (download form from this link:  <a href="#">Application Form for Certificate of Conformance</a> )		1 minute	Sasna Miguel, John Carlo Fajardo, Jayson Dela Peña, Vernadith Cruz, Marjorie Pederal, Vicente Benson Santos,

2. Submit accomplished application form and required documents	Check completeness and appropriateness of submitted documents  Check and evaluate application if business conforms and/or is permitted or allowed according to Zoning Ordinance No. 14-2015		2 minutes  3-5 minutes	Sasna Miguel, John Carlo Fajardo, Jayson Dela Peña, Vernadith Cruz, Marjorie Pedernal, Vicente Benson Santos, Engr. Romelo S. Palermo, Engr. Nestor Delos Reyes, Jayson P. Dela Peña, John Carlo Fajardo
3. Review and approve the COC application	Check if the documents conform to the ZO		3-5 minutes	Priscella Mejillano
3. Claim order of payment for new business application	Issue order of payment	725.00 for new businesses	1 minute	Sasna Miguel, John Carlo Fajardo, Jayson Dela Peña, Vernadith Cruz, Marjorie Pedernal, Vicente Benson Santos,
4. Pay the corresponding fee	Process Payment and Issue Official Receipt (OR)		Treasury/Cashier 5th floor, Pasig City Hall	Cashier
5. Present the Official Receipt	Record the Official Receipt number		1 minute	Sasna Miguel, John Carlo Fajardo, Jayson Dela Peña, Vernadith Cruz, Marjorie Pedernal, Vicente Benson Santos,
6. Receive the document requested	Released the requested documents to the client		1 minute	Sasna Miguel, John Carlo Fajardo, Jayson Dela Peña, Vernadith Cruz, Marjorie Pedernal, Vicente Benson Santos,
7. Receive the Certificate of Conformance for New Business applicant	Issue the Certificate of Conformance		2 minutes per applicant (depends on the number of applicants)	Sasna Miguel, John Carlo Fajardo, Jayson Dela Peña, Vernadith Cruz, Marjorie Pedernal, Vicente Benson Santos,
8. Proceed to Office of the Building Official for Occupancy permit. Note:	None			
9. BPLO will not process business permit application if COC is not presented.	None			

### FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	<b>Fill out provided form and drop in suggestion box</b>
How feedback is processed	<b>Feedback is collected and collated by the office of the City Administrator.</b>
How to file a complaint	<b>Can be filed through the following channels:</b> - walk-in/CPDO - CPDO Tel. No. 8643-1111 local 279 <b>Email address: cpdopasigcity@gmail.com</b>
How complaints are processed	<b>CPDO Admin records the complaint and will forward to concerned CPDO officer who shall act on the complaint and provide feedback to the client on the action/s taken.</b>
Contact Information	<b>Trunk line: 8 643 - 1111 local 279</b> <b>Email Address: cpdopasigcity@gmail.com</b>

**B. RENEWAL FOR CERTIFICATE OF CONFORMANCE**

This initial Business Registration is given to a newly established business as a prerequisite for actual operation.

<b>Office or Division</b>	<b>City Planning Development Office (CPDO) - Zoning Administration Division (Categories and Annexes)</b>
<b>Classification</b>	<b>Simple</b>
<b>Type of Transaction</b>	<b>Certificate of Conformance (Renewal Business)</b>
<b>Who May Avail:</b>	<b>Existing Businesses within Pasig City.</b>
	<p><b>For Existing Businesses with no Certificate of Conformance</b>            Businesses within Pasig City with the following conditions:            A.) <b>OFFICE</b> in R-2 to R-3 zones</p> <ol style="list-style-type: none"> <li>1. Not more than 30% of Total Floor Area of the building.</li> <li>2. Not more than 15 employees/staff including the owner</li> <li>3. Type of business/products specified</li> <li>4. Pictures of establishment (facade and office space)</li> </ol> <p><b>B.) ALL OTHER BUSINESSES</b></p> <ol style="list-style-type: none"> <li>1. Refer to Section 47 of Zoning Ordinance No. 14 S. 2015 for all other businesses (download copy from this link): <a href="#">2015 Zoning Ordinance</a></li> </ol>

<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
<b>Renewal of Business</b>	
1. Old Certificate of Conformance	Provided by applicant
2. Latest Tax Order of Payment	Provided by applicant
3. Official Receipt	Provided by applicant
<b>* pls bring clear photo copies</b>	

<b>CLIENT STEPS (SINGLE TRANSACTION)</b>	<b>CPDO - ZONING DIVISION ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the Old Certificate of Conformance, Latest Tax Order of Payment and Official Receipt	Check completeness and appropriateness of submitted documents.	600.00 for renewal of Conformance	2 - 5 minutes	Sasna Miguel, John Carlo Fajardo, Jayson Dela Peña, Vernadith Cruz, Marjorie Pederal, Vicente Benson Santos,
2. Receiving the Certificate of Conformance	Releasing the Certificate of Conformance		2 - 3 minutes	Sasna Miguel, John Carlo Fajardo, Jayson Dela Peña, Vernadith Cruz, Marjorie Pederal, Vicente Benson Santos,
3. Approval			5 minutes	Engr. Romelo Palermo

<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send feedback	<b>Fill out provided form and drop in suggestion box</b>
How feedback is processed	<b>Feedback is collected and collated by the office of the PACD AND UGNAYAN.</b>
How to file a complaint	<b>Can be filed through the following channels: - walk-in/ CITY PLANNING DEVELOPMENT OFFICE</b>

	- CPDO Tel. No. 8643-1111 local 279 Email address: cpdopasigcity@gmail.com
How complaints are processed	CITY PLANNING DEVELOPMENT OFFICE (CPDO) records the complaint and shall act on the complaint and provide feedback to the client on the action taken.
Contact Information	Trunk line: 8 643 - 1111 local 279 Email Address: cpdopasigcity@gmail.com

### C. LOCATION CLEARANCE [SIMPLE]

This initial Building Permit Application is given to a newly established business as a prerequisite for actual operation.

Office or Division	City Planning Development Office (CPDO) - Zoning Administration Division
Classification	Simple
Type of Transaction	LOCATIONAL CLEARANCE (FOR BUILDING PERMIT)
Who May Avail:	Any person, company, corporation residing in Pasig City or outside Pasig City.

CHECKLIST OF REQUIREMENTS	WHERE TO GET
<b>1. Accomplished Locational Clearance Form</b>	
2. Notarized Application Form	Downloadable Form from this link: <a href="#">Requirements for Locational Clearance</a>
3. Homeowners Certificate (only if the property is inside subdivision)	Duly Registered HOA
4. Barangay Clearance (for Building Permit Purpose)	Barangay having jurisdiction over the place of proposed project
5. Site Development Plan/ Building Plan (6 sets key Plan)	Provided by applicant
a) 6 sets – Architectural Plan ( <b>SIGNED &amp; SEALED BY LICENSED ARCHITECT</b> ) b) 6 sets – Structural Plan ( <b>SIGNED &amp; SEALED BY LICENSED CIVIL/ STRUCTURAL ENGINEER</b> ) c) 6 sets – Electrical Plan ( <b>SIGNED &amp; SEALED BY LICENSED ELECTRICAL ENGINEER</b> ) d) 6 sets – Sanitary Plan ( <b>SIGNED &amp; SEALED BY LICENSED MASTER PLUMBER OR SANITARY ENGINEER</b> ) e) 6 sets – Mechanical Plan ( <b>SIGNED &amp; SEALED BY LICENSED MECHANICAL ENGINEER</b> ) f) 6 sets – Electronic Plan ( <b>SIGNED &amp; SEALED BY LICENSED ELECTRONICS AND COMMUNICATIONS ENGINEER</b> )	Provided by applicant
6. Authority to Construct/ Consent from Co-owner/ SPA	Provided by applicant
7. Lease Contract (for Lease Property)	Provided by applicant
<b>8. Certified True Copy of TCT (photocopy)</b>	Provided by applicant (Register of Deeds) *REQUIRED
<b>9. Certified True Copy of Tax Declaration (Land &amp; Bldg) (photocopy)</b>	Provided by applicant (City Assessor) *REQUIRED
10. Latest Tax Clearance or Tax Receipt (photocopy)	Provided by applicant (Land Tax)

11. Location Plan/ Lot Plan	Provided by applicant (Duly signed and sealed by Geodetic Engineer)
12. Valid PTR & PRC ID of SIGNATORY of A to F (photocopy)	Provided by applicant (Duly signed and sealed by Architect)
13. Notarized Authorization Letter & Valid ID (photocopy)	Provided by applicant

CLIENT STEPS (SINGLE TRANSACTION)	CPDO - ZONING DIVISION ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure and accomplish application form	Issue application form (downloadable forms from following link:) <a href="#">Requirements for Locational Clearance</a>			Applicant or Representative
2. Submit notarized accomplished application form and required documents	Receive the application form and check the completeness and appropriateness of submitted documents		5 minutes	Sasna Miguel, John Carlo Fajardo, Jayson Dela Peña, Vernadith Cruz,
	Record in the logbook the applicant information (contact number), proposed project and address.		2 - 3 minutes	Sasna Miguel, John Carlo Fajardo, Jayson Dela Peña, Vernadith Cruz,
3. Claim the acknowledgement receipt	Issue acknowledgement receipt		2 - 3 minutes	Sasna Miguel, John Carlo Fajardo, Jayson Dela Peña, Vernadith Cruz,
	Record schedule of inspection			
NONE	Forward to the Head of Office for review			Priscella B. Mejillano, MGM, ENP.
	The assigned evaluator evaluates the proposal for compliance to 2015 Zoning Ordinance.		1 - 2 days	Engr. Romelo S. Palermo, Engr. Nestor Delos Reyes, Arch. Alfredo Saman,
If not compliant, receive the return slip and comply with the recommendations	<i>*If not compliant, prepare the action and recommendation and return to client.</i>		1 - 3 days	Engr. Romelo S. Palermo, Engr. Nestor Delos Reyes, Arch. Alfredo Saman,
if compliant,	*If compliant, prepare the order of payment and locational clearance. Return all CPDO - stamped plans except Architectural Plan .			

	* If client is compliant to the recommendations, prepare Order of Payment and Locational Clearance.		1 day	Engr. Romelo S. Palermo, Engr. Nestor Delos Reyes, Arch. Alfredo Saman
	Review the evaluated LC for recommendation to the ZA (assumption: application is compliant)		less than hour per application	Priscella Mejillano
	*Forward the locational clearance and order of payment to the City Administrator for signature.		1 -2 days	Atty. Jeronimo Manzanero
4. Upon receipt of notice of approval of application, claim Order of Payment at Zoning Administration Office	Contact the client through text and advise the client to bring 4 sets of plans as listed in the Checklist of Requirements Number 4 Items A to F.		1 day	Elvira Songco, Jayson Dela Peña
5. Pay processing and clearance fee	NONE		Depends on the no. of client at cashier	Treasury / Cashier
6. Return to CPDO, present OR and claim Locational Clearance	Release the Locational Clearance (stamped by the CPDO) *Furnish the Records Section of the released Locational Clearance. Return all CPDO - stamped plans except Architectural Plan		5 minutes	Sasna Miguel, Jayson Dela Peña, Vernadith Cruz, Elvira Songco,
7. Proceed to Office of the Building Official				

<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send feedback	<b>Fill out provided form and drop in suggestion box</b>
How feedback is processed	<b>Feedback is collected and collated by the office of the PACD AND UGNAYAN.</b>
How to file a complaint	<b>Can be filed through the following channels:</b>
	<b>- walk-in/ CITY PLANNING DEVELOPMENT OFFICE</b>
	<b>- CPDO Tel. No. 8643-1111 local 279</b>
	<b>Email address: cpdopasigcity@gmail.com</b>
How complaints are processed	<b>CITY PLANNING DEVELOPMENT OFFICE records the complaint and shall act on the complaint and provide feedback to the client on the action taken.</b>
Contact Information	<b>Trunk line: 8 643-1111 local 279</b>

#### D. LOCATIONAL CLEARANCE [COMPLEX]

This initial Building Permit Application is given to a newly established business as a prerequisite for actual operation.

<b>Office or Division</b>	<b>City Planning Development Office (CPDO) - Zoning Administration Division</b>
<b>Classification</b>	<b>Simple</b>
<b>Type of Transaction</b>	<b>LOCATIONAL CLEARANCE (FOR BUILDING PERMIT)</b>
<b>Who May Avail:</b>	<b>Business within Pasig City with the following conditions:</b> <b>a). For R-2 and R-3</b> <b>1. Not more than 30% of Total Floor Area of the building.</b> <b>2. Not more than 15 employee/staff including the owner</b> <b>3. Type of business/products specified</b> <b>4. Site the sections in the ZO.15 for the allowable uses.</b> <b>5. Pictures of establishment (facade and office space)</b>

<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
<b>1. Accomplished Locational Clearance Form</b>	
2. Notarized Application Form	Downloadable Form from the Pasig City website ( <a href="http://www.pasigcity.gov.ph/downloadable-forms">www.pasigcity.gov.ph/downloadable-forms</a> )
3. Homeowners Certificate (if inside subdivision)	Duly Registered HOA
4. Barangay Clearance (Bldg Permit Purpose)	Barangay having jurisdiction over the place of proposed project
5. Site Development Plan/ Building Plan (6 sets key Plan)	Provided by applicant
a) 6 sets – Architectural Plan	Provided by applicant
b) 6 sets – Structural Plan	Provided by applicant
c) 6 sets – Electrical Plan	Provided by applicant
d) 6 sets – Sanitary Plan	Provided by applicant
e) 6 sets – Mechanical Plan	Provided by applicant
f) 6 sets – Electronic Plan	Provided by applicant
6. Authority to Construct/ Consent from Co-owner/ SPA	Provided by applicant
7. Lease Contract (for Lease Property)	Provided by applicant
<b>8. Certified True Copy of TCT (xerox)</b>	Provided by applicant (Register of Deeds)
<b>9. Certified True Copy of Tax Declaration (Land &amp; Bldg) (xerox)</b>	Provided by applicant (City Assessor)
10. Latest Tax Clearance or Tax Receipt (xerox)	Provided by applicant (Land Tax)
11. Location Plan/ Lot Plan	Provided by applicant (Duly signed and sealed by Geodetic Engineer)
12. Valid PTR & PRC ID (xerox)	Provided by applicant
13. Authorization Letter & Valid ID (xerox)	Provided by applicant

CLIENT STEPS (SINGLE TRANSACTION)	CPDO - ZONING DIVISION ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure and accomplish application form	Issue application form (downloadable forms) <a href="#">Requirements for Locational Clearance</a>			Applicant or Representative
2. Submit notarized accomplished application form and required documents	Receive the application form and check the completeness and appropriateness of submitted documents		5 minutes	Sasna Miguel, John Carlo Fajardo, Jayson Dela Peña, Vernadith Cruz
	Record to the logbook the applicant information, proposed project and address and forward to the Head of Office for review.		2 - 3 minutes	Sasna Miguel, John Carlo Fajardo, Jayson Dela Peña, Vernadith Cruz,
	After the review will forward the application to the assigned evaluator.			Priscella B. Mejillano, MGM, ENP.
3. Claim the acknowledgment receipt	Issue acknowledgement receipt. Record schedule of inspection.		2 - 3 minutes	Sasna Miguel, John Carlo Fajardo, Jayson Dela Peña, Vernadith Cruz,
	Inspect site/establishment.		1 day	Engr. Romelo S. Palermo, Engr. Nestor Delos Reyes, Arch. Alfredo Saman
	The assigned evaluator evaluate the proposal as to compliance to zoning ordinance.		1 - 2 days	Engr. Romelo S. Palermo, Engr. Nestor Delos Reyes, Arch. Alfredo Saman
	Inform client of result of evaluation. If compliant, advise client of schedule of release of clearance. If not compliant, call the client, ask to comply.		3 - 5 days	Elvira Songco, Jayson Dela Peña
	Prepare the clearance and order of payment and forward to Head of Office for signing.		1 day	Engr. Romelo S. Palermo, Engr. Nestor Delos Reyes, Arch. Alfredo Saman
	Review the evaluated LC for recommendation to the ZA (assumption:		less than hour per application	Priscella B. Mejillano, MGM, ENP.



	application is compliant)			
	After the signing will forward the clearance and order of payment to the City Admin for signing.		1 - 2 days	Atty. Jeronimo Manzanero
4. Upon receipt of notice of approval of application, claim Order of Payment at Zoning Administration	Issue of Order of Payment		1 day	Elvira Songco, Jayson Dela Peña
5. Pay processing and clearance fee	NONE		Depends on number of clients at cashier	Treasury / Cashier
6. Return to CPDO, present OR and claim Locational Clearance	Release the Locational Clearance		5 minutes	Sasna Miguel, Jayson Dela Peña, Vernadith Cruz, Elvira Songco,

<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send feedback	<b>Fill out provided form and drop in suggestion box</b>
How feedback is processed	<b>Feedback is collected and collated by the office of the PACD AND UGNAYAN.</b>
How to file a complaint	<b>Can be filed through the following channels:</b>
	<b>- walk-in/ CITY PLANNING DEVELOPMENT OFFICE</b>
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Contact Information	<b>Trunk line: 8 643-1111 local 279</b>
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**CA's Notes:**

**Ok with me.**