



# DEPARTMENT OF ENGINEERING AND PUBLIC WORKS

## CITIZEN'S CHARTER

2019 (1<sup>st</sup> Edition)



## **I. Mandate:**

The Department of Engineering and Public Works, Manila, is mandated to deliver/serve the public in the field of engineering services, building permit applications, allied services and enforcement of laws inherent within its frameworks and regular City-wide implementations of infrastructure projects pursuant to the provisions of P.D. 1096, the National Building Code of the Philippines and other applicable laws.

## **II. Vision:**

To become an effective and efficient government agency, improving the life of every Manileños through quality infrastructure.

## **III. Mission:**

To provide and manage quality facilities and services responsive to the needs of Manileños in the pursuit of City development objective.

## **IV. Service Pledge:**

The Department of Engineering and Public Works pledge it's strong commitment to perform on duties and functions with utmost goal to serve Manilans and other stakeholders with respect and proficiency and immediately attended to their requests (i.e. construction, cleaning, clearing, asphaltting, declogging, hauling, stages, tents and tables) for a more clean, conducive and healthy environment for the general welfare and safety of the public.



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## **Drafting & Survey Division**

### **External Services**



## Establishment of Line & Grade and Road Right-of-Way

Line & Grade is determined to observe the necessary road widening of roads and easements of esteros/rivers & creeks, establishment of RROW is also considered to protect ingress/egress of particular lot/s and also a requirement in securing Building Permit.

<b>Office or Division:</b>	Drafting & Survey Division			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	General public with complete documentary requirements			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Clear copy of TCT with Technical Description		Client provided		
2. Updated lot / vicinity plan		Drafting & Survey Division		
3. Approved subdivision plan from LMS / DENR / LRA		Land Management Services (LMS) / Department of Environment & Natural Resources (DENR) / Land Registration Authority (LRA)		
4. Photocopy of Tax Declaration		Client provided		
5. Copy of title/subdivision plan and exact address		Client provided		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit documentary requirements	1. Review documents & issue Order of Payment	A. Sum of perimeter distances of the lot adjacent to streets/ alleys/ callejon x PHP30 of PHP500 whichever is higher B. Remaining sum of perimeter distance of the lot not adjacent to streets/ alleys/ callejon x PHP25 C. The sum of A and B is the final computation for L&G fees	5 minutes	Receiving Clerk of Drafting & Survey Division
2. Pay govt. fee at Taxpayer's Lounge	2. Issue Claim Stub		5 minutes	Receiving Clerk of Drafting & Survey Division
	3. Schedule & conduct field inspection and sketch report		2-3 days	Head party & members of Drafting & Survey Division
	4. Verify report		30 minutes	Verifier / Marker of Drafting & Survey Division
	5. Check report		30 minutes	Checker of Drafting & Survey Division
	6. Final check & Approval of L&G Report		15-20 minutes	Division Chief, Drafting & Survey Division
3. Present Claim Stub	7. Release of Line & Grade		5 minutes	Releasing Clerk of Drafting & Survey Division
<b>Total</b>		varies	3 days, 1 hour & 35 minutes	



## Verification Survey of Private Lots and Border Complaints

Border disputes between land and/or right-of-way/streets/alleys/Callejon are common problems that arises between lot owners or neighbors. To resolve such issue, verification surveys of lots & borders are requested to the Office. Furthermore, lot owners are advised to consult further private surveyors for a more comprehensive and detailed survey.

<b>Office or Division:</b>	Drafting & Survey Division			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	General public with complete documentary requirements			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Letter request of owner to City Engineer		Client provided		
2. Clear copy of TCT		Client provided		
3. Updated lot / vicinity plan		Drafting & Survey Division		
4. Approved subdivision plan from LMS / DENR / LRA		Land Management Services (LMS) / Department of Environment & Natural Resources (DENR) / Land Registration Authority (LRA)		
5. Photocopy of Tax Declaration		Client provided		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit documentary requirements	1. Review submitted documents and issue Order of Payment	N/A	15-20 minutes	Receiving Clerk of Drafting & Survey Division
2. Pay necessary fee/s	N/A	PHP2,000 for every 300 m <sup>2</sup> & additional PHP1,000 for every 300 m <sup>2</sup> thereafter	N/A	Miscellaneous Section, Taxpayers Lounge, City Treasurer's Office
3. Submit copy of Official Receipt	2. Issue claim stub & endorse docs to Head Party	N/A	5 minutes	Receiving Clerk of Drafting & Survey Division
	3. Schedule & conduct field inspection and sketch report	N/A	3-4 days	Head party & members of Drafting & Survey Division
	4. Final check & Approval of L&G Report	N/A	1 day	Division Chief, Drafting & Survey Division
4. Present Claim Stub	5. Release of Line & Grade	N/A	5 minutes	Releasing Clerk of Drafting & Survey Division
<b>Total</b>		PHP2,000 for every 300 m <sup>2</sup> & additional PHP1,000 for every 300 m <sup>2</sup> thereafter	5 days & 30 minutes	



## Verification of Radial & Perimeter distances for Business Permits

Radial & Perimeter Distances are required/indorsed by the Bureau of Permits to measure distances from proposed location of business establishment to the nearest schools/universities, churches or any government institutions.

<b>Office or Division:</b>	Drafting & Survey Division			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	General public with complete documentary requirements			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Duly accomplished application form and indorsement from Bureau of Permits		Drafting & Survey Division, Bureau of Permit		
2. DTI Certificate for single proprietorship & SEC Certificate for Corporation		DTI / SEC		
3. Barangay Business Clearance		Barangay Hall		
4. Contract of Lease (if only renting the business office/space)		Client provided		
5. Sketch of exact location of business establishment		Client provided		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit documentary requirements	1. Review submitted documents and issue Order of Payment	N/A	15-20 minutes	Receiving Clerk of Drafting & Survey Division
2. Pay necessary fee/s	N/A	PHP 500 per business application	N/A	Miscellaneous Section, Taxpayers Lounge, City Treasurer's Office
3. Submit copy of Official Receipt	2. Issue claim stub & endorse documents to Head Party	N/A	5 minutes	Receiving Clerk of Drafting & Survey Division
	3. Schedule & conduct field inspection and sketch report	N/A	2-3 days	Head party & members of Drafting & Survey Division
	4. Type report	N/A	30 minutes	Typist of Drafting & Survey Division
	5. Checking	N/A	30 minutes	Checker of Drafting & Survey Division
	6. Final check	N/A	20 minutes	Division Chief, Drafting & Survey Division
	7. Approval	N/A	20 minutes	City Engineer
4. Present Claim Stub	8. Release of Business Report	N/A	5 minutes	Releasing Clerk of Drafting & Survey Division
<b>Total</b>		PHP 500 per	3 days, 2 hours & 10 minutes	



## Verification of House Numbering

Verification of house numbering is usually requested by the owner for personal reason or whatever purpose.

<b>Office or Division:</b>	Drafting & Survey Division			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	General public with complete documentary requirements			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Letter request from the owner			Client provided	
2. Clear copy of TCT			Client provided	
3. Updated lot / vicinity plan			Client provided	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit documentary requirements	1. Review submitted documents and issue Order of Payment	N/A	15-20 minutes	Receiving Clerk of Drafting & Survey Division
2. Pay necessary fee/s	N/A	PHP 500 per house number application	N/A	Miscellaneous Section, Taxpayers Lounge, City Treasurer's Office
3. Submit copy of Official Receipt	2. Issue claim stub & endorse documents to Head Party	N/A	5 minutes	Receiving Clerk of Drafting & Survey Division
	3. Schedule & conduct field inspection and sketch report	N/A	1-2 days	Head party & members of Drafting & Survey Division
	4. Final check	N/A	20 minutes	Division Chief, Drafting & Survey Division
	5. Approval	N/A	20 minutes	City Engineer
4. Present Claim Stub	6. Release of House Numbering Report	N/A	5 minutes	Releasing Clerk of Drafting & Survey Division
<b>Total</b>		PHP 500 per business application	2 days, 1 hour & 10 minutes	





## Letter Certificate

Issuance of Letter Certificate is usually requested by the owner to establish exact location of the lot and/or verification of street/alley or Callejon for personal reason or whatever legal purpose.

<b>Office or Division:</b>	Drafting & Survey Division			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	General public with complete documentary requirements			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Letter request from the owner		Client provided		
2. Clear copy of TCT		Client provided		
3. Updated lot / vicinity plan		Client provided		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit documentary requirements	1. Review submitted documents and issue Order of Payment	N/A	15-20 minutes	Receiving Clerk of Drafting & Survey Division
2. Pay necessary fee/s	N/A	PHP 500 per Certificate	N/A	Miscellaneous Section, Taxpayers Lounge, City Treasurer's Office
3. Submit copy of Official Receipt	2. Issue claim stub & endorse documents to Head Party	N/A	5 minutes	Receiving Clerk of Drafting & Survey Division
	3. Schedule & conduct field inspection and sketch report	N/A	2-3 days	Head party & members of Drafting & Survey Division
	4. Final check	N/A	1 day	Division Chief, Drafting & Survey Division
	5. Approval	N/A	20 minutes	City Engineer
4. Present Claim Stub	6. Release of Letter Certificate	N/A	5 minutes	Releasing Clerk of Drafting & Survey Division
<b>Total</b>		PHP 500 per Certificate	4 days & 50 minutes	



## Pole Location / Cabinet Verification

Pole/Cabinet provider and contractor (i.e. Meralco, Globe, Converge, etc.) usually request for the said verification report as a requisite on the issuance of Permit from the Public Utilities & Miscellaneous Services (PUMS).

<b>Office or Division:</b>	Drafting & Survey Division			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2B – Government to Business			
<b>Who may avail:</b>	General public with complete documentary requirements			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Letter request from the owner			Client provided	
2. Clear copy of TCT			Client provided	
3. Updated lot / vicinity plan			Client provided	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit documentary requirements	1. Review submitted documents and issue Order of Payment	N/A	15-20 minutes	Receiving Clerk of Drafting & Survey Division
2. Pay necessary fee/s	N/A	PHP 500 per Pole & PHP 1,000 per Cabinet	N/A	Miscellaneous Section, Taxpayers Lounge
3. Submit copy of Official Receipt	2. Issue claim stub & endorse documents to Head Party	N/A	5 minutes	Receiving Clerk of Drafting & Survey Division
	3. Schedule & conduct field inspection and sketch report	N/A	2-3 days	Head party & members of Drafting & Survey Division
	4. Check	N/A	30 minutes	Checker of Drafting & Survey Division
	5. Final check	N/A	20 minutes	Division Chief, Drafting & Survey Division
	6. Approval	N/A	20 minutes	City Engineer
4. Present Claim Stub	7. Release of Pole/ Cabinet Verification	N/A	5 minutes	Releasing Clerk of Drafting & Survey Division
<b>Total</b>		PHP 500 per Pole & PHP 1,000 per Cabinet	4 days & 50 minutes	



## Request/Obtaining copy of Official Map of City of Manila

Copies of the Official Map of the City of Manila are requested thru this Office.

<b>Office or Division:</b>	Drafting & Survey Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	General public with complete documentary requirements			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
N/A			N/A	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Verbal request	1. Phone Inquiry of availability at Property Division	N/A	5 minutes	Receiving Clerk of Drafting & Survey Division
	2. If map is available, issue Order of Payment	N/A	5 minutes	Receiving Clerk of Drafting & Survey Division
2. Pay necessary fee/s	N/A	PHP 200 black & white copy; PHP 250 colored copy	N/A	Miscellaneous Section, Taxpayers Lounge, City Treasurer's Office
3. Submit copy of Official Receipt	3. Issue claim stub	N/A	5 minutes	Receiving Clerk of Drafting & Survey Division
4. Claim Map	N/A	N/A	N/A	Room 355, Property Division
<b>Total</b>		PHP 200 black & white copy; PHP 250 colored copy	15 minutes	



## Certified True Copy of Cadastral Map, Plan/Map & Office Files

Issuance of Certified true copies of public documents such as Cadastral Maps, Plans/Maps and Office files could be obtained from this Office.

<b>Office or Division:</b>	Drafting & Survey Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	General public with complete documentary requirements			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter request		Client provided		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Verbal request	1. Check & prepare availability of the requested maps/plans of office files	N/A	20-30 minutes	Receiving Clerk of Drafting & Survey Division
	2. If available, issue Order of Payment	N/A	5 minutes	Receiving Clerk of Drafting & Survey Division
2. Pay necessary fee/s	N/A	PHP 500 per copy	N/A	Miscellaneous Section, Taxpayers Lounge, City Treasurer's Office
3. Submit copy of Official Receipt	3. Photocopy requested files and mark/seal as certified true copy	N/A	5 minutes	Filing Clerk of Drafting & Survey Division
	4. Check	N/A	5 minutes	Checker of Drafting & Survey Division
	5. Final check & signature	N/A	5 minutes	Division Chief, Drafting & Survey Division
4. Claim documents	6. Release of certified documents	N/A	5 minutes	Releasing Clerk of Drafting & Survey Division
<b>Total</b>		PHP 500 per copy	55 minutes	



<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send feedback	Send feedbacks at <a href="mailto:dsd342manila@gmail.com">dsd342manila@gmail.com</a>
How feedbacks are processed	<p>Feedbacks are reviewed and validated every Friday by the Asst. Chief.</p> <p>Feedbacks requiring answers are endorsed to the Division Chief before replying thru email.</p>
How to file a complaint	Email complaints at <a href="mailto:dsd342manila@gmail.com">dsd342manila@gmail.com</a>
How complaints are processed	<p>Complaints can also be filed via telephone. Be sure to provide the following information:</p> <ul style="list-style-type: none"> <li>- Name of person being complained</li> <li>- Incident</li> <li>- Evidence</li> </ul> <p>For inquiries and follow-ups, clients may contact (02) 8310-53-22.</p>
Contact Information of CCB, PCC, ARTA	<p>ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a>            : 1-ARTA (2762)            PCC : 8888            CCB : 0908-881-6565 (SMS)</p>



## **Electrical Division**

### **External Services**



## Electrical Wiring Permit

Issuance of Electrical Wiring Permit (WP).

<b>Office or Division:</b>	Electrical Division			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	General public with complete documentary requirements			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Building Permit (for New/Renovation)		Office of the Building Official		
2. Five (5) sets of Electrical Plan duly signed by a licensed & Professional Electrical Engineer		Private Engineer		
3. Meralco Inspection Report Card (yellow card) for: a. New Connection b. Separation c. Reconnection d. Upgrading/Downgrading e. Additional KWHR-Mtr f. Renovation/Remodel g. Temporary Construction Lights h. Perimeter Lights		MERALCO		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Secure list of requirements and application for electrical permit form (DEPWH Form No. 96-002-E)	Provide list and application forms	N/A	1 minute	Clerical section of Electrical Division
2. Fill-up Application for Electrical Permit (DEPWH Form No. 96-002-E): Box 1, Box 2, Box 3, Box 4, Box 5 with duly signed by applicant/ owner and licensed and registered Electrical Engineer/ Master Electrician with PCAB if necessary and submit complete requirements.	2.1 Receive accomplished form & check documents	N/A	10 minutes	Receiving clerk of Electrical Division
	2.2 Electrical plan review and approval		3-15 working days	Electrical plan reviewer of Electrical Division
	2.3 Initial inspection/ verification		1-3 working days	Engineer/Inspector of Electrical Division
	2.4 Assessment and Issuance of Electrical Fees		10 minutes	Engineer/Inspector of Electrical Division
3. Pay the required electrical fees	3.1 Processing of wiring permit	See Annex 1	3-15 working days	3.1 Private Electrical practitioners & Clerk of Electrical Division
	3.2 Approval/ Signature			



	3.3 Release of Wiring Permit			3.2 City Electrician & Building Official  3.3 Clerk of Electrical Division
<b>Total</b>		See Annex 1	33 working days & 21 minutes	

### Certificate of Final Electrical Inspection (CFEI) / Temporary Service Connection

Issuance of Certificate of Final Electrical Inspection (CFEI) / Temporary Service Connection.

<b>Office or Division:</b>	Industrial Safety Division			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	General public with complete documentary requirements			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Building Permit (for New/Renovation)		Office of the Building Official		
2. Five (5) sets of Electrical Plan duly signed by a licensed & Professional Electrical Engineer		Private Engineer		
3. Meralco Inspection Report Card (yellow card) for: a. New Connection b. Separation c. Reconnection d. Upgrading/Downgrading e. Additional KWHR-Mtr f. Renovation/Remodel g. Temporary Construction Lights h. Perimeter Lights		MERALCO		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Secure list of requirements and application for electrical permit form (DEPWH Form No. 96-002-E)	Provide list and application forms	N/A	1 minute	Clerical section of Electrical Division
2. Fill-up Application for Electrical Permit (DEPWH Form No. 96-002-E): Box 1, Box 2, Box 3, Box 4, Box 5 with duly signed by applicant/ owner and licensed and registered Electrical Engineer/ Master Electrician with PCAB if necessary and submit complete requirements.	2.1 Receive accomplished form & check documents	N/A	10 minutes	Receiving clerk of Electrical Division
	2.2 Electrical plan review and approval		3-15 working days	Electrical plan reviewer of Electrical Division
	2.3 Initial inspection/ verification		1-3 working days	
	2.4 Assessment and Issuance of Electrical Fees		10 minutes	Engineer/Inspector of Electrical Division





				Engineer/Inspector of Electrical Division
3. Pay the required electrical fees	3.1 Processing of wiring permit  3.2 Approval/Signature  3.3 Release of Wiring Permit	See Annex 1	3-15 working days	3.1 Private Electrical practitioners & Clerk of Electrical Division  3.2 City Electrician & Building Official  3.3 Clerk of Electrical Division
4. On-Site Installation (New, Repair, Remodel, TSC, etc.)	N/A	N/A	N/A	Owner & Electrical Engineer practitioner
5. Fill-up the Electrical Inspection Form and submit to the City Elec. Div. signed by the Owner and the Electrical Practitioner	5.1 Conduct Final Inspection 5.2 For Approval 5.3 If Disapproved – back to STEP2 No.4 5.4 If Approved – Final assessment	N/A	1-3 working days	Engineer / Inspector of Electrical Division
	Final Assessment and issue Order of Payment (if any)	N/A	10 minutes	Engineer & Clerk of Electrical Division
6. Pay additional fees (if any)	7.1 Process CFEI  7.2 Approval/Signature  7.3 Release of CFEI/ TSC	See Annex 1	3-15 working days	Owner, Electrical private practitioner, Clerk of Electrical Division Engineer/Inspector, Chief Electrical Division, Building Official  Clerk of Electrical Division
<b>Total</b>		See Annex 1	51 working days & 31 minutes	



## Annex 1

### Electrical Fees

The following schedule shall be used for computing electrical fees in residential, institutional, commercial, and industrial structures:

a. Total Connected Load (KVA)

		Fee	
i.	5 KVA or less.....	P 200.00	
ii.	Over 5 KVA to 50 KVA.....	P 200.00	+ P 20.00/KVA
iii.	Over 50KVA to 300KVA.....	1,100.00	+ 10.00/KVA
iv.	Over 300KVA to 1,500KVA.....	3,600.00	+ 5.00/KVA
v.	Over 1,500KVA to 6,000KVA.....	9,600.00	+ 2.50/KVA
vi.	Over 6,000KVA.....	20,850.00	+ 1.25/KVA

NOTE: Total Connected Load as shown in the load schedule.

b. Total Transformer/ Uninterrupted Power Supply (UPS)/ Generator Capacity (KVA)

i.	5 KVA or less.....	P 40.00	
ii.	Over 5 KVA to 50 KVA.....	P 40.00	+ P 4.00/KVA
iii.	Over 50KVA to 300KVA.....	220.00	+ 2.00/KVA
iv.	Over 300KVA to 1,500KVA.....	720.00	+ 1.00/KVA
v.	Over 1,500KVA to 6,000KVA.....	1,920.00	+ 0.50/KVA
vi.	Over 6,000KVA.....	4,170.00	+ 0.25/KVA

NOTE: Total Transformer/UPS/Generator Capacity shall include all transformer, UPS and Generators which are owned/installed by the owner/applicant as shown in the electrical plans and specifications.

c. Pole/Attachment Location Plan Permit

i.	Power Supply Pole Location.....	P 30.00/pole	
ii.	Guying Attachment.....	P 30.00/attachment	

This applies to designs/installations within the premises.

d. Miscellaneous Fees: Electrical Meter for union separation, alteration, reconnection, or relocation and issuance of Wiring Permit

Character of Occupancy	Electric Meter	Wiring Permit Issuance
Residential.....	P15.00	P15.00
Commercial.....	60.00	36.00
Institutional.....	30.00	12.00

e. Formula for Computation

The total electrical fees shall be the sum of Sections 4.a to 4.d of this rule.

f. Forfeiture of Fees

If the electrical work or installation is found out in conformity with the minimum safety requirements of the Philippine Electrical Codes and the Electrical Engineering Law (RA 7920), and the owner fails to perform corrective actions within the reasonable time provided by the Building Official, the latter and/or their duly authorize representative shall forthwith cancel the permit and the fees thereon shall be forfeited.



<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send feedback	Send client feedbacks thru email add, letter, telephone, and in-person
How feedbacks are processed	<p>Feedbacks are reviewed and validated every Friday by the Asst. Chief.</p> <p>Feedbacks requiring answers are endorsed to the Division Chief before replying thru email.</p>
How to file a complaint	<p>Email complaints at <a href="mailto:electricaldivision.c@gmail.com">electricaldivision.c@gmail.com</a></p> <p>Complaints treated with confidentiality</p>
How complaints are processed	<p>Complaints can also be filed via telephone. Be sure to provide the following information:</p> <ul style="list-style-type: none"> <li>- Name of person being complained</li> <li>- Incident</li> <li>- Evidence</li> </ul> <p>For inquiries and follow-ups, clients may contact (02) 8310-53-22.</p>
Contact Information of CCB, PCC, ARTA	<p>ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a></p> <p style="padding-left: 20px;">: 1-ARTA (2762)</p> <p>PCC : 8888</p> <p>CCB : 0908-881-6565 (SMS)</p>



# **Industrial Safety Division**

## **External Services**



## Mechanical Permit

Issuance of Mechanical Certificates.

<b>Office or Division:</b>	Industrial Safety Division			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	General public with complete documentary requirements			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>Installation Permit</b>				
1. Five (5) sets of proposed Mechanical Plans: signed & sealed by Professional Mechanical Engineer		Professional Engineer		
2. Two (2) sets of duly filled-up Mechanical Application Form		Industrial Safety Division		
3. Machine validated copy of PRC ID and PTR of Mechanical Engineer		Professional Engineer		
4. Affidavit of Undertaking and Contingency Plan		Notary Public / Contractor		
5. List of Personnel / Project Engineer / Re-installation		Contractor		
6. Structural soundness of foundation (Stand-by generator upper floor installation)		Industrial Safety Division		
7. Applicable affidavits (e.g. DOLE & DENR Certification)		Agencies concern		
<b>Operation Permit</b>				
1. Five (5) sets of As-built Mechanical Plans: signed & sealed by Professional Mechanical Engineer		Professional Engineer		
2. Duly filled-up Certificate of Completion		Industrial Safety Division		
3. Photocopy of Approved Mechanical Installation Permit		Client provided		
4. Photocopy of Mechanical Installation Fees (O.R.)		Client provided		
5. Duly accomplished forms in compliance with City Ordinance No. 3730 / 3731 and RA No. 8495		Industrial Safety Division		
6. Photocopy of Mayor's Permit		Bureau of Permits		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>NEW INSTALLATION</b>				
1. Submit Mechanical Plans with duly accomplished application form	1. Receive documents & indorse to assigned Engineer	N/A	5-10 minutes	Receiving Clerk of Industrial Safety Division
	1.2 Evaluate Plan	N/A	3-4 hours	Inspector / Engineer of Industrial Safety Division
	1.3. Issue Notice / of Payment	N/A	10 minutes	Inspector / Engineer of Industrial Safety Division
	1.4 Issue Order of Payment	As per PD 1096	5 minutes	Clerk of Industrial Safety Division



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Pay Mechanical Fee/s	2. Conduct site inspection	N/A	1 day	Inspector / Engineer of Industrial Safety Division
	3. Approve of Permit to Install	N/A	1 day	Division Chief, Industrial Safety Division
	4. Record & Release Mechanical Permit	N/A	5 minutes	Clerk of Industrial Safety Division
<b>Total</b>		As per PD 1096 (amendable through DPWH Order)	2 days 4 hours & 30 minutes	
<b>OPERATION</b>				
1. Submit as-built Mechanical Plan with approved Installation Permit	1. Receive documents & indorse to assigned Engineer	N/A	5-10 minutes	Receiving Clerk of Industrial Safety Division
	1.2 Conduct final inspection prior to operation	N/A	1 day	Inspector / Engineer of Industrial Safety Division
	1.3. Issue Notice / of Payment for Operational Fees	N/A	5 minutes	Inspector / Engineer of Industrial Safety Division
	1.4 Issue Order of Payment for Mechanical Fees	As per PD 1096 (amendable through DPWH Order)	5 minutes	Clerk of Industrial Safety Division
2. Pay Mechanical Fee/s	2. Check	N/A	4 hours	Asst. Division Chief, Industrial Safety Division
	3. Approval	N/A	4 hours	Division Chief, Industrial Safety Division
	4. Record & Release Mechanical Certificate	N/A	5 minutes	Clerk of Industrial Safety Division
<b>Total</b>		As per PD 1096 (amendable through DPWH Order)	1 day, 8 hours & 25 minutes	



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>RENEWAL</b>				
1. Submit Mechanical Plans with duly accomplished application form	1. Receive documents & indorse to assigned Engineer	N/A	5-10 minutes	Receiving Clerk of Industrial Safety Division
	1.2 Conduct procedural inspection	N/A	1 day	Inspector / Engineer of Industrial Safety Division
	1.3. Issue Notice / of Payment	N/A	10 minutes	Inspector / Engineer of Industrial Safety Division
	1.4 Issue Order of Payment for Mechanical Fees	As per PD 1096 (amendable through DPWH Order)	5 minutes	Clerk of Industrial Safety Division
2. Pay Mechanical Fee/s	2. Check	N/A	1 day	Asst. Division Chief, Industrial Safety Division
	3. Approval	N/A	1 day	Division Chief, Industrial Safety Division
	4. Record & Release Mechanical Certificate	N/A	5 minutes	Clerk of Industrial Safety Division
<b>Total</b>		As per PD 1096 (amendable through DPWH Order)	3 days & 30 minutes	



<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send feedback	Send client feedback at thru email, letter, telephone and in-person.
How feedbacks are processed	<p>Feedbacks are verified, reviewed and validated everyday by the Division Chief.</p> <p>Feedbacks requiring answers are endorsed to the Division Chief before replying thru email.</p>
How to file a complaint	<p>Send complaints thru letter, email, telephone and personally with corresponding attachment/s.</p> <p>Telephone: (02) 5310-2264            Email: <a href="mailto:isdmechanical@gmail.com">isdmechanical@gmail.com</a>            Mailing Address: Rm. 357 3F Manila City Hall, Ermita, Manila</p>
How complaints are processed	<p>Complaints stemming from the use of mechanical units are promptly entertained whether anonymous, by phone or written letter form, provided there is reasonable ground to warrant the allegation and that the authority of the Barangay as primary enforcing unit in resolving matters within the respective locality is not breached.</p> <p>Preliminary investigation shall determine if the Office can outright decide upon the case or if regulatory functions of other agencies are necessary (i.e. MMDA, LLDA, etc.)</p>
Contact Information of CCB, PCC, ARTA	<p>ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a>            : 1-ARTA (2762)            PCC : 8888            CCB : 0908-881-6565 (SMS)</p>





# **Manila Building Office**

## **External Services**



## Processing & Approval of Building Permit

Issuance of Building Permit for New Construction.

<b>Office or Division:</b>	Manila Building Office	
<b>Classification:</b>	Complex	
<b>Type of Transaction:</b>	G2C – Government to Citizen	
<b>Who may avail:</b>	General public with complete documentary requirements	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
1. Proof of ownership		
- Certified True Copy of Title/s (TCT)	Client provided	
- Tax Declaration/Real Estate Tax Receipt of Land	Client provided	
- Deed of Sale	Client provided	
- Lease Contract	Client provided	
- Copy of title/subdivision plan and exact address	Client provided	
- Other legal documents that may be required	Client provided	
- If applicant is not the owner: Special Power of Attorney (SPA)	Client provided	
- If applicant is a juridical entity: Secretary's Certificate/Board Resolution	Client provided	
2. Zoning Permit		CPDO
3. Sketch Plan/Line and Grade		DEPW/Drafting & Survey Division
4. Inter-government agency clearances		
- DepEd clearance for school & educational building	DepEd	
- HLURB clearance for subdivision and condominium projects	HLURB	
- ECC-DENR for large scale projects that will affect the environment	DENR	
- DOH/Bureau of Health devices for cell sites and other communication structures	DOH	
- ATO clearance if height exceeds 45 meters	ATO	
- DPWH clearance for road setback and widening projects	DPWH	
- MMDA clearance for easement clearances	MMDA	
- Barangay Clearance	Barangay Hall	
5. Six (6) sets of plans: Architectural, Structural, Sanitary/Plumbing and other plans for special projects duly signed & sealed by a professional Engineer/Architect		Private Engineer/Architect
6. Six (6) sets of Cost estimates: signed and sealed by a professional Engineer/Architect		Private Engineer/Architect
7. Six (6) sets of Specifications and Scope of Work: signed and sealed by a professional Engineer/Architect		Private Engineer/Architect
8. Three (3) sets of Structural Design Computation		Private Engineer
9. Geotechnical/Soil Test Report: for buildings 3-storey or higher		Private Engineer
10. Construction Logbook		Private Engineer
11. Machine validated copy of PRC ID and PTR of Architect/Engineer-in-Charge of construction and records		Private Engineer/Architect
12. Public Liability Insurance		Private Accredited Insurance
13. DOLE approved Construction and Safety Health Program		DOLE



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure list of requirements and application forms	Provide list and application forms	N/A	1 minute	Clerk of Manila Bldg. Office
2. Fill-up Building Permit form and submit complete documents	Receive accomplished form & check documents	N/A	10 minutes	Receiving Clerk of Manila Bldg. Office
	Endorse Contractor's Tax Payment	N/A	10 minutes	Clerk of Manila Bldg. Office
3. Secure Zoning Permit	N/A	N/A	N/A	CPDO
4. Check for Line & Grade at Drafting & Survey Division	N/A	N/A	N/A	Drafting & Survey Division
	Architectural Evaluation	N/A	Simple: 10 min Complex: 8 hrs	Architectural Engineer of Manila Bldg. Office
	Structural Evaluation	N/A	Simple: 10 min Complex: 8 hrs	Structural Engineer of Manila Bldg. Office
	Assess Bldg. Permit fees	N/A	Simple: 10 min Complex: 2 hrs	Engineer of Manila Bldg. Office
	Assess of Plumbing fees	N/A	30 minutes	Sanitary Evaluator of Manila Bldg. Office
	Verify sidewalk usage & impose fees	N/A	3 working days	Sidewalk Evaluator of Manila Bldg. Office
	Verify Site	N/A	3 working days	Area Inspector of Manila Bldg. Office
	Issue Order of Payment	As per P.D. 1096 and City Ordinance	2 minutes	Engineer of Manila Bldg. Office
5. Pay required amount and photocopy receipt	Record Project Resume	N/A	10 minutes	Clerk of Manila Bldg. Office
	Endorse to Mayor's Office	N/A	30 minutes	Clerk of Manila Bldg. Office
	Review	N/A	10 minutes	Chief, Processing Division, MBO
	Encode Building Permit Number	N/A	10 minutes	Clerk of Manila Bldg. Office
	Approval and signature of Building Official	N/A	5 minutes	Building Official
	Release of Building Permit	N/A	10 minutes	Releasing Clerk of Manila Bldg. Office
<b>Total</b>		As per P.D. 1096 and City Ordinance	8 days, 4 hours & 8 minutes	



## Processing & Approval of Building Permit

Issuance of Building Permit for Addition/Extension, Cell Site Towers & Radio Facility Rooms and other Structural & Retrofitting works.

<b>Office or Division:</b>	Manila Building Office	
<b>Classification:</b>	Complex	
<b>Type of Transaction:</b>	G2C – Government to Citizen	
<b>Who may avail:</b>	General public with complete documentary requirements	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
1. Proof of ownership		
- Certified True Copy of Title/s (TCT)	Client provided	
- Tax Declaration/Real Estate Tax Receipt of Land	Client provided	
- Deed of Sale	Client provided	
- Lease Contract	Client provided	
- Secretary Certificate, if Corp.	Client provided	
- Other legal documents that may be required	Client provided	
- If applicant is not the owner: Special Power of Attorney (SPA)	Client provided	
- If applicant is a juridical entity: Secretary's Certificate/Board Resolution	Client provided	
2. Zoning Permit		
		CPDO
3. Sketch Plan/Line and Grade		
		DEPW / Drafting & Survey Division
4. Inter-government agency clearances		
- DepEd clearance for school & educational building	DepEd	
- HLURB clearance for subdivision and condominium projects	HLURB	
- ECC-DENR for large scale projects that will affect the environment	DENR	
- DOH/Bureau of Health devices for cell sites and other communication structures	DOH	
- ATO clearance if height exceeds 45 meters	ATO	
- DPWH clearance for road setback and widening projects	DPWH	
- MMDA clearance for easement clearances	MMDA	
- Barangay Clearance	Barangay Hall	
5. Five (5) sets of plans: Architectural, Structural, Sanitary/Plumbing and other plans for special projects duly signed & sealed by a professional Engineer/Architect		
		Private Engineer/Architect
6. Five (5) sets of Cost estimates: signed and sealed by a professional Engineer/Architect		
		Private Engineer/Architect
7. Five (5) sets of Specifications and Scope of Work: signed and sealed by a professional Engineer/Architect		
		Private Engineer/Architect
8. Three (3) sets of Structural Design Computation		
		Private Engineer
9. Geotechnical/Soil Test Report: for buildings 3-storey or higher		
		Private Engineer
10. Construction Logbook		
		Private Engineer
11. Machine validated copy of PRC ID and PTR of Architect/Engineer-in-Charge of construction and records		
		Private Engineer/Architect
12. Public Liability Insurance		
		Private Accredited Insurance
13. DOLE approved Construction and Safety Health Program		
		DOLE
14. Previous Building Permit		
15. Previous approved plans		



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure list of requirements and application forms	Provide list and application forms	N/A	1 minute	Clerk of Manila Bldg. Office
2. Fill-up Building Permit form and submit complete documents	Receive accomplished form & check documents	N/A	10 minutes	Receiving Clerk of Manila Bldg. Office
	Endorse of Contractor's Tax Payment	N/A	10 minutes	Clerk of Manila Bldg. Office
3. Secure Zoning Permit	N/A	N/A	N/A	CPDO
4. Check for Line & Grade at Drafting & Survey Division	N/A	N/A	N/A	Drafting & Survey Division
	Architectural Evaluation	N/A	Simple: 10 min Complex: 8 hrs	Architectural Engineer of Manila Bldg. Office
	Structural Evaluation	N/A	Simple: 10 min Complex: 8 hrs	Structural Engineer of Manila Bldg. Office
	Assess Bldg. Permit fees	N/A	Simple: 10 min Complex: 2 hrs	Engineer of Manila Bldg. Office
	Assess of Plumbing fees	N/A	30 minutes	Sanitary Evaluator of Manila Bldg. Office
	Verify sidewalk usage & impose fees	N/A	3 working days	Sidewalk Evaluator of Manila Bldg. Office
	Verify Site	N/A	3 working days	Area Inspector of Manila Bldg. Office
	Issue Order of Payment	As per P.D. 1096 and City Ordinance	2 minutes	Engineer of Manila Bldg. Office
5. Pay required amount and photocopy receipt	Record Project Resume	N/A	10 minutes	Clerk of Manila Bldg. Office
	Endorse to Mayor's Office	N/A	30 minutes	Clerk of Manila Bldg. Office
	Review	N/A	10 minutes	Chief, Processing Division. MBO
	Encode Building Permit Number	N/A	10 minutes	Clerk of Manila Bldg. Office
	Approve and signature of Building Official	N/A	2 minutes	Building Official
	Release of Building Permit	N/A	10 minutes	Releasing Clerk of Manila Bldg. Office
	<b>Total</b>	As per P.D. 1096 and City Ordinance	8 days, 4 hours & 5 minutes	



## Processing & Approval of Renovation Permit

Issuance of Renovation Permit for Residential and other Independent Buildings.

<b>Office or Division:</b>	Manila Building Office			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	General public with complete documentary requirements			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Proof of ownership				
- Certified True Copy of Title/s (TCT)		Client provided		
- Tax Declaration/Real Estate Tax Receipt of Land		Client provided		
- Deed of Sale		Client provided		
- Lease Contract		Client provided		
- Copy of title/subdivision plan and exact address		Client provided		
- Other legal documents that may be required		Client provided		
- If applicant is not the owner: Special Power of Attorney (SPA)		Client provided		
- If applicant is a juridical entity: Secretary's Certificate/Board Resolution		Client provided		
2. Zoning Permit		CPDO		
3. Occupancy Permit		Previously issued		
4. Previous approved plans		Client provided		
5. As-built plans		Client provided		
6. Five (5) sets of plans: Architectural, Structural, Sanitary/Plumbing and other plans for special projects duly signed & sealed by a professional Engineer/Architect		Private Engineer		
7. Five (5) sets of Cost estimates: signed and sealed by a professional Engineer/Architect		Private Engineer		
8. Five (5) sets of Specifications and Scope of Work: signed and sealed by a professional Engineer/Architect		Private Engineer		
9. Three (3) sets of Structural Design Computation		Private Engineer		
10. Construction Logbook		Private Engineer		
11. Machine validated copy of PRC ID and PTR of Architect/Engineer-in-Charge of construction and records		Private Engineer/Architect		
12. Public Liability Insurance		Private Accredited Insurance		
13. DOLE approved Construction and Safety Health Program		DOLE		
14. Barangay Clearance		Barangay Hall		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Secure list of requirements and application forms	Provide list and application forms	N/A	1 minute	Clerk of Manila Bldg. Office
2. Fill-up Building Permit form and submit complete documents	Receive accomplished form & check documents	N/A	10 minutes	Receiving Clerk of Manila Bldg. Office
	Endorse Contractor's Tax Payment	N/A	10 minutes	Clerk of Manila Bldg. Office



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Secure Zoning Permit	N/A	N/A	N/A	CPDO
4. Check for Line & Grade at Drafting & Survey Division	N/A	N/A	N/A	Drafting & Survey Division
	Architectural Evaluation	N/A	Simple: 10 min Complex: 8 hrs	Architectural Engineer of Manila Bldg. Office
	Structural Evaluation	N/A	Simple: 10 min Complex: 8 hrs	Structural Engineer of Manila Bldg. Office
	Assess Bldg. Permit fees	N/A	Simple: 10 min Complex: 2 hrs	Engineer of Manila Bldg. Office
	Assess Plumbing Fees	N/A	30 minutes	Sanitary Evaluator of Manila Bldg. Office
	Verify sidewalk usage & impose fees	N/A	3 working days	Sidewalk Evaluator of Manila Bldg. Office
	Verify Site	N/A	3 working days	Area Inspector of Manila Bldg. Office
	Issue Order of Payment	As per P.D. 1096 and City Ordinance	2 minutes	Engineer of Manila Bldg. Office
5. Pay required amount and photocopy receipt	Record Project Resume	N/A	10 minutes	Clerk of Manila Bldg. Office
	Endorse to Mayor's Office	N/A	30 minutes	Clerk of Manila Bldg. Office
	Review	N/A	10 minutes	Chief, Processing Division, MBO
	Encode Renovation Permit Number	N/A	10 minutes	Clerk of Manila Bldg. Office
	Approve and signature of Building Official	N/A		Building Official
	Release of Renovation Permit	N/A	10 minutes	Releasing Clerk of Manila Bldg. Office
	<b>Total</b>	As per P.D. 1096 and City Ordinance	8 days, 3 hours & 53 minutes	



## Processing & Approval of Renovation Permit

Issuance of Renovation Permit for Condominium Unit, Mall Tenants, Bank Tenants & other Commercial Establishments leasing space on an existing building.

<b>Office or Division:</b>	Manila Building Office			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	General public with complete documentary requirements			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Proof of ownership				
- Certified True Copy of Title/s (TCT)		Client provided		
- Tax Declaration/Real Estate Tax Receipt of Land		Client provided		
- Deed of Sale		Client provided		
- Lease Contract		Client provided		
- Copy of title/subdivision plan and exact address		Client provided		
- Other legal documents that may be required		Client provided		
- If applicant is not the owner: Special Power of Attorney (SPA)		Client provided		
- If applicant is a juridical entity: Secretary's Certificate/Board Resolution		Client provided		
2. Zoning Permit		CPDO		
3. Previous Building Permit		Previously issued		
4. Previous approved plans		Client provided		
5. Five (5) sets of plans: Architectural, Structural, Sanitary/Plumbing and other plans for special projects duly signed & sealed by a professional Engineer/Architect		Private Engineer		
6. Five (5) sets of Cost estimates: signed and sealed by a professional Engineer/Architect		Private Engineer		
7. Five (5) sets of Specifications and Scope of Work: signed and sealed by a professional Engineer/Architect		Private Engineer		
8. Three (3) sets of Structural Design Computation		Private Engineer		
9. Construction Logbook		Private Engineer		
10. Machine validated copy of PRC ID and PTR of Architect/Engineer-in-Charge of construction and records		Private Engineer/Architect		
11. Public Liability Insurance		Private Accredited Insurance		
12. DOLE approved Construction and Safety Health Program		DOLE		
13. Barangay Clearance		Barangay Hall		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Secure list of requirements and application forms	Provide list and application forms	N/A	1 minute	Clerk of Manila Bldg. Office
2. Fill-up Building Permit form and submit complete documents	Receive accomplished form & check documents	N/A	10 minutes	Receiving Clerk of Manila Bldg. Office
	Endorse Contractor's Tax Payment	N/A	10 minutes	Clerk of Manila Bldg. Office
3. Secure Zoning Permit	N/A	N/A	N/A	CPDO





CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Check for Line & Grade at Drafting & Survey Division	N/A	N/A	N/A	Drafting & Survey Division
	Architectural Evaluation	N/A	Simple: 10 min Complex: 8 hrs	Architectural Engineer of Manila Bldg. Office
	Structural Evaluation	N/A	Simple: 10 min Complex: 8 hrs	Structural Engineer of Manila Bldg. Office
	Assess Bldg. Permit fees	N/A	Simple: 10 min Complex: 2 hrs	Engineer of Manila Bldg. Office
	Assess of Plumbing Fees	N/A	30 minutes	Sanitary Evaluator of Manila Bldg. Office
	Verify sidewalk usage & impose fees	N/A	3 working days	Sidewalk Evaluator of Manila Bldg. Office
	Verify Site	N/A	3 working days	Area Inspector of Manila Bldg. Office
	Issue Order of Payment	As per P.D. 1096 and City Ordinance	2 minutes	Engineer of Manila Bldg. Office
5. Pay required amount and photocopy receipt	Record Project Resume	N/A	10 minutes	Clerk of Manila Bldg. Office
	Endorse to Mayor's Office	N/A	30 minutes	Clerk of Manila Bldg. Office
	Review	N/A	10 minutes	Chief, Processing Division, MBO
	Encode Renovation Permit Number	N/A	10 minutes	Clerk of Manila Bldg. Office
	Approve and signature of Building Official	N/A	5 minutes	Building Official
	Release of Renovation Permit	N/A	10 minutes	Releasing Clerk of Manila Bldg. Office
<b>Total</b>		As per P.D. 1096 and City Ordinance	8 days, 4 hours & 8 minutes	



## Processing & Approval of Repair Permit

Issuance of Repair Permit for existing structures/buildings.

<b>Office or Division:</b>	Manila Building Office			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	General public with complete documentary requirements			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Proof of ownership				
- Certified True Copy of Title/s (TCT)	Client provided			
- Tax Declaration/Real Estate Tax Receipt of Land	Client provided			
- Deed of Sale	Client provided			
- Lease Contract	Client provided			
- Copy of title/subdivision plan and exact address	Client provided			
- Other legal documents that may be required	Client provided			
- If applicant is not the owner: Special Power of Attorney (SPA)	Client provided			
- If applicant is a juridical entity: Secretary's Certificate/Board Resolution	Client provided			
2. Public Liability Insurance - for project costing more than P100,000.00		Private Accredited Insurance		
3. Barangay Clearance		Barangay Hall		
4. Occupancy Permit		Client provided		
5. Previous Building Permit		DepEd		
6. DOLE approved Construction and Safety Health Program		DOLE		
7. Machine validated copy of PRC ID and PTR of Architect/Engineer-in-Charge of construction and records		Private Engineer/Architect		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Secure list of requirements and application forms	Provide list and application forms	N/A	1 minute	Clerk of Manila Bldg. Office
2. Fill-up Building Permit form and submit complete documents	Receive accomplished form & check documents	N/A	10 minutes	Receiving Clerk of Manila Bldg. Office
	Architectural Evaluation	N/A	Simple: 10 min Complex: 8 hrs	Architectural Engineer of Manila Bldg. Office
	Structural Evaluation	N/A	Simple: 10 min Complex: 8 hrs	Structural Engineer of Manila Bldg. Office
	Assess Plumbing Fees	N/A	30 minutes	Sanitary Evaluator of Manila Bldg. Office
	Verify Site	N/A	3 working days	Area Inspector of Manila Bldg. Office



	Assess Bldg. Permit fees	N/A	Simple: 10 min Complex: 2 hrs	Engineer of Manila Bldg. Office
5. Pay required amount and photocopy receipt	Record Project Resume	As per P.D. 1096 and City Ordinance	10 minutes	Clerk of Manila Bldg. Office
	Review	N/A	10 minutes	Chief, Processing Division. MBO
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
	Encode Repair Permit Number	N/A	10 minutes	Clerk of Manila Bldg. Office
	Approve and signature of Building Official	N/A	5 minutes	Building Official
	Release of Repair Permit	N/A	10 minutes	Releasing Clerk of Manila Bldg. Office
<b>Total</b>		As per P.D. 1096 and City Ordinance	5 days, 3 hours & 26 minutes	



## Processing & Approval of Excavation Permit

Issuance of Excavation Permit and preparation of foundation prior to application of New Building Permit (New Construction).

<b>Office or Division:</b>	Manila Building Office			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	General public with complete documentary requirements			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Proof of ownership				
- Certified True Copy of Title/s (TCT)		Client provided		
- Tax Declaration/Real Estate Tax Receipt of Land		Client provided		
- Deed of Sale		Client provided		
- Lease Contract		Client provided		
- Affidavit of Undertaking		Client provided		
- Other legal documents that may be required		Client provided		
- If applicant is not the owner: Special Power of Attorney (SPA)		Client provided		
- If applicant is a juridical entity: Secretary's Certificate/Board Resolution		Client provided		
2. Public Liability Insurance		Private Accredited Insurance		
3. Barangay Clearance		Barangay Hall		
4. Three (3) sets of Architectural & Structural Plans		Private Engineer		
5. Machine validated copy of PRC ID and PTR of Architect/Engineer-in-Charge of construction and records		Private Engineer/Architect		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Secure list of requirements and application forms	Provide list and application forms	N/A	1 minute	Clerk of Manila Bldg. Office
2. Fill-up Building Permit form and submit complete documents	Receive accomplished form & check documents	N/A	10 minutes	Receiving Clerk of Manila Bldg. Office
	Verify Site	N/A	3 working days	Area Inspector of Manila Bldg. Office
	Assess fees	N/A	Simple: 10 min Complex: 2 hrs	Engineer of Manila Bldg. Office
3. Pay required amount and photocopy receipt	Record Project Resume	N/A	10 minutes	Clerk of Manila Bldg. Office
4. Pay Contractor's Tax	N/A	As per P.D. 1096 and City Ordinance	N/A	City Treasurer's Office
	Review	N/A	10 minutes	Chief, Processing Division, MBO
	Encode Repair Permit Number	N/A	10 minutes	Clerk of Manila Bldg. Office
	Approve and signature of Building Official	N/A	5 minutes	Building Official



	Release of Repair Permit	N/A	10 minutes	Releasing Clerk of Manila Bldg. Office
<b>Total</b>		As per P.D. 1096 and City Ordinance	3 days, 1 hour & 6 minutes	

## Processing & Approval of Sidewalk Permit

Issuance of Sidewalk Permit.

<b>Office or Division:</b>	Manila Building Office			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	General public with complete documentary requirements			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Photocopy of Repair Permit, Demolition Permit or Approved Building Permit		Client provided		
2. Sketch of Location		Client provided		
3. Sketch of Sidewalk, Length and Width of Enclosure		Client provided		
4. Copy of Street Line and Grade		Client provided		
5. MMDA-Traffic Enforcement (if applying for Road Closure)		Client provided		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Secure list of requirements and application forms	Provide list and application forms	N/A	1 minute	Clerk of Manila Bldg. Office
2. Fill-up Sidewalk Enclosure form and submit complete documents	Receive accomplished form & check documents	N/A	10 minutes	Receiving Clerk of Manila Bldg. Office
	For clearance to MMDA-Traffic Enforcement Section	N/A	3 working days	Area Inspector of Manila Bldg. Office
	Verify Site	N/A	3 working days	Area Inspector of Manila Bldg. Office
	Assess fees	N/A	10 minutes	Engineer of Manila Bldg. Office
3. Pay required amount and photocopy receipt	Record Project Resume	As per P.D. 1096 and City Ordinance	N/A	City Treasurer's Office
	Record Project Resume	N/A	10 minutes	Clerk of Manila Bldg. Office, MBO
	Review	N/A	10 minutes	Chief, Processing Division
	Encode Sidewalk Permit Number	N/A	10 minutes	Clerk of Manila Bldg. Office



	Approve and signature of Building Official	N/A	5 minutes	Building Official
	Release of Sidewalk Permit	N/A	10 minutes	Releasing Clerk of Manila Bldg. Office
<b>Total</b>		As per P.D. 1096 and City Ordinance	3 days, 1 hour & 6 minutes	

## Processing & Approval of Scaffolding Permit

Issuance of Scaffolding Permit.

<b>Office or Division:</b>	Manila Building Office			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	General public with complete documentary requirements			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Photocopy of Repair Permit, Demolition Permit or Approved Building Permit		Client provided		
2. Sketch of Location		Client provided		
3. Length of Scaffolding to be installed (in Linear Meters)		Client provided		
6. DOLE approved Construction and Safety Health Program		DOLE		
<b>CLIENT STEPS</b>				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Secure list of requirements and application forms	Provide list and application forms	N/A	1 minute	Clerk of Manila Bldg. Office
2. Fill-up Sidewalk Enclosure form and submit complete documents	Receive accomplished form & check documents	N/A	10 minutes	Receiving Clerk of Manila Bldg. Office
	Verify Site	N/A	3 working days	Area Inspector of Manila Bldg. Office
	Assess fees	N/A	10 minutes	Engineer of Manila Bldg. Office
3. Pay required amount and photocopy receipt	N/A	As per P.D. 1096 and City Ordinance	N/A	City Treasurer's Office
	Record of Project Resume	N/A	10 minutes	Clerk of Manila Bldg. Office
	Review	N/A	10 minutes	Chief, Processing Division, MBO



	Encode Sidewalk Permit Number	N/A	10 minutes	Clerk of Manila Bldg. Office
	Approve and signature of Building Official	N/A	5 minutes	Building Official
	Release of Scaffolding Permit	N/A	10 minutes	Releasing Clerk of Manila Bldg. Office
<b>Total</b>		As per P.D. 1096 and City Ordinance	3 days, 1 hour & 6 minutes	

## Processing & Approval of Fencing Permit

Issuance of Fencing Permit.

<b>Office or Division:</b>	Manila Building Office		
<b>Classification:</b>	Complex		
<b>Type of Transaction:</b>	G2C – Government to Citizen		
<b>Who may avail:</b>	General public with complete documentary requirements		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
1. Proof of ownership			
- Certified True Copy of Title/s (TCT)	Client provided		
- Tax Declaration/Real Estate Tax Receipt of Land	Client provided		
- Deed of Sale	Client provided		
- Lease Contract	Client provided		
- Copy of title/subdivision plan and exact address	Client provided		
- Other legal documents that may be required	Client provided		
- If applicant is not the owner: Special Power of Attorney (SPA)	Client provided		
- If applicant is a juridical entity: Secretary's Certificate/Board Resolution	Client provided		
2. Inter-government agency clearances			
- DPWH Clearance for road setbacks and widening projects	DPWH		
3. Barangay Clearance			
Barangay Hall			
4. Five (5) sets of plans: Architectural, Structural, Sanitary/Plumbing and other plans for special projects duly signed & sealed by a professional Engineer/Architect			
Private Engineer/Architect			
5. Five (5) sets of Cost estimates: signed and sealed by a professional Engineer/Architect			
Private Engineer/Architect			
6. Five (5) sets of Specifications and Scope of Work: signed and sealed by a professional Engineer/Architect			
Private Engineer/Architect			
7. Three (3) sets of Structural Design Computation			
Private Engineer			
8. Construction Logbook			
Private Engineer			
9. Machine validated copy of PRC ID and PTR of Architect/Engineer-in-Charge of construction and records			
Private Engineer/Architect			
10. Public Liability Insurance			
Private Accredited Insurance			



11. DOLE approved Construction and Safety Health Program		DOLE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure list of requirements and application forms	Provide list and application forms	N/A	1 minute	Clerk of Manila Bldg. Office
2. Fill-up Building Permit form and submit complete documents	Receive accomplished form & check documents	N/A	10 minutes	Receiving Clerk of Manila Bldg. Office
	Endorsement of Contractor's Tax Payment	N/A	10 minutes	Clerk of Manila Bldg. Office
4. Check for Line & Grade at Drafting & Survey Division	N/A	N/A	N/A	Drafting & Survey Division
	Architectural Evaluation	N/A	Simple: 10 min Complex: 8 hrs	Architectural Engineer of Manila Bldg. Office
	Structural Evaluation	N/A	Simple: 10 min Complex: 8 hrs	Structural Engineer of Manila Bldg. Office
	Verify Site	N/A	3 working days	Area Inspector of Manila Bldg. Office
	Assess fees & Issue of Order of Payment	N/A	10 minutes	Engineer of Manila Bldg. Office
5. Pay required amount and photocopy receipt	N/A	As per P.D. 1096 and City Ordinance	N/A	City Treasurer's Office
	Record Project Resume	N/A	10 minutes	Clerk of Manila Bldg. Office
	Review	N/A	10 minutes	Chief, Processing Division, MBO
	Encode Fencing Permit No.	N/A	10 minutes	Clerk of Manila Bldg. Office
	Approve and signature of Building Official	N/A	5 minutes	Building Official
	Release of Building Permit	N/A	10 minutes	Releasing Clerk of Manila Bldg. Office
<b>Total</b>		As per P.D. 1096 and City Ordinance	5 days, 1 hour & 16 minutes	





## Processing & Approval of Demolition Permit

Issuance of Demolition Permit.

<b>Office or Division:</b>	Manila Building Office			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	General public with complete documentary requirements			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Proof of ownership				
- Certified True Copy of Title/s (TCT)	Client provided			
- Tax Declaration/Real Estate Tax Receipt of Land	Client provided			
- Deed of Sale	Client provided			
- Lease Contract	Client provided			
- Copy of title/subdivision plan and exact address	Client provided			
- Other legal documents that may be required	Client provided			
- If applicant is not the owner: Special Power of Attorney (SPA)	Client provided			
- If applicant is a juridical entity: Secretary's Certificate/Board Resolution	Client provided			
2. Barangay Clearance	Barangay Hall			
3. Demolition Order for condemned bldg. with Certification of No Appeal from DPWH and Office of the President	DPWH and Office of the President			
4. Clearances from National Historical Commission of the Philippines for buildings 50 years old or with historical significance	NHC			
5. DOLE approved Construction and Safety Health Program Five (5) sets of Specifications and Scope of Work: signed and sealed by a professional Engineer/Architect	DOLE			
6. Location Sketch of proposed site for Demolition	Client provided			
7. Approved Scaffolding Permit	MBO			
8. approved Sidewalk Enclosure Permit	MBO			
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Secure list of requirements and application forms	Provide list and application forms	N/A	1 minute	Clerk of Manila Bldg. Office
2. Fill-up Building Permit form and submit complete documents	Receive accomplished form & check documents	N/A	10 minutes	Receiving Clerk of Manila Bldg. Office
3. Check for Line & Grade at Drafting & Survey Division	N/A	N/A	N/A	Drafting & Survey Division
	Architectural Evaluation	N/A	Simple: 10 min Complex: 8 hrs	Architectural Engineer of Manila Bldg. Office
	Structural Evaluation	N/A	Simple: 10 min Complex: 8 hrs	Structural Engineer of Manila Bldg. Office



	Verify Site	N/A	3 working days	Area Inspector of Manila Bldg. Office
	Assess fees & Issue Order of Payment	As per P.D. 1096 and City Ordinance	10 minutes	Engineer of Manila Bldg. Office
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
4. Pay required amount and photocopy receipt	N/A	As per P.D. 1096 and City Ordinance	N/A	City Treasurer's Office
	Record Project Resume	N/A	10 minutes	Clerk of Manila Bldg. Office
	Review	N/A	10 minutes	Chief, Processing Section, MBO
	Encode Demolition Permit No.	N/A	10 minutes	Clerk of Manila Bldg. Office
	Approve and signature of Building Official	N/A	5 minutes	Building Official
	Release of Demolition Permit	N/A	10 minutes	Releasing Clerk of Manila Bldg. Office
<b>Total</b>		As per P.D. 1096 and City Ordinance	5 days, 1 hour & 6 minutes	



## Enforcement of Building Laws

Implementation of Presidential Decree No. 1096 otherwise known as the National Building Code of the Philippines and other applicable laws.

<b>Office or Division:</b>	Manila Building Office / Enforcement Section			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	General public with complete documentary requirements			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Certificate of Occupancy		MBO		
2. Referral/Indorsement to Offices/Divisions concerned		MBO		
3. Certificate of Completion		MBO		
4. Logbook		Private Engineer		
5. Material Test Result		Private Engineer		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Secure list of requirements and application forms	Provide list and application forms	N/A	1 minute	Clerk of Manila Bldg. Office
2. Fill-up application form and submit complete documents	Receive accomplished form & check documents	N/A	10 minutes	Receiving Clerk of Manila Bldg. Office
3. Secure clearances from different Offices/ Divisions concerned	N/A	N/A	N/A	N/A
	Assess fees & Issue Order of Payment	N/A	10 minutes	Engineer of Manila Bldg. Office
4. Pay required amount and photocopy receipt	N/A	As per P.D. 1096 and City Ordinance	N/A	City Treasurer's Office
	Record Project Resume	N/A	10 minutes	Clerk of Manila Bldg. Office
	Review.	N/A	10 minutes	Assistant Chief, Enforcement Section
	Review	N/A	10 minutes	Chief, Enforcement Section, MBO
	Approve and signature of Building Official	N/A	5 minutes	Building Official
	Release of Permit	N/A	10 minutes	Releasing Clerk of Manila Bldg. Office
<b>Total</b>		As per P.D. 1096 and City Ordinance	1 hour & 6 minutes	



## Inspection & Issuance of Signboard Permit

Issuance of Signboard Permit to Business & Commercial Establishments.

<b>Office or Division:</b>	Manila Building Office / Signboard Section			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	General public with complete documentary requirements			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
For New Application:				
1. Business				
- Brgy. Clearance / Business Permit		Barangay Hall / Bureau of Permits		
2. Advertisement				
- DPWH Clearance		DPWH		
- Structural Plan & Design, Cost Estimate and Specifications; duly signed and sealed by a Professional Engineer		Private Engineer		
- Lease Contract		Client provided		
For Renewal: Previous Permit		MBO		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Secure list of requirements and application forms	Provide list and application forms	N/A	1 minute	Clerk of Manila Bldg. Office
2. Fill-up application form and submit complete documents	Receive accomplished form & check documents	N/A	10 minutes	Receiving Clerk of Manila Bldg. Office
	Site Verification	N/A	2-4 hours	Annual Bldg. Inspector of Manila Bldg. Office
	Review.	N/A	10 minutes	Asst. Chief, Bldg. Inspection Section, MBO
	Review	N/A	10 minutes	Chief, Annual Inspection Section, MBO
	Assess fees & Issue Order of Payment	N/A	10 minutes	Engineer of Manila Bldg. Office
3. Pay required amount and photocopy receipt	N/A	As per P.D. 1096 and City Ordinance	N/A	City Treasurer's Office
	Record of Project Resume	N/A	10 minutes	Clerk of Manila Bldg. Office
	Approve and signature of Building Official	N/A	5 minutes	Building Official
	Release of Signboard Permit	N/A	10 minutes	Releasing Clerk of Manila Bldg. Office
<b>Total</b>		As per P.D. 1096 and City Ordinance	5 hours & 6 minutes	



## Issuance of Certificate of Annual Building Inspection

Implementation of Presidential Decree No. 1096 otherwise known as the National Building Code of the Philippines and other applicable laws.

<b>Office or Division:</b>	Manila Building Office / Annual Bldg. Inspection Section			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	General public with complete documentary requirements			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
New Application:				
1. Previous Bldg. Permit and/or Certificate of Occupancy	MBO			
2. Certificate of Structural Soundness/ Stability from a Civil Engineer	Private Engineer			
3. Certificate of Sanitary/Plumbing Use from a Sanitary Engineer	Private Engineer			
4. Business Permit	Bureau of Permits			
5. Certificate of Electrical Inspection	Electrical Division			
6. Fire Safety Inspection Certificate	BFP			
Renewal:				
1. Previous Certificate of Annual Inspection	MBO			
2. Business Permit	Bureau of Permits			
3. Certificate of Electrical Inspection	Electrical Division			
4. Fire Safety Inspection Certificate	BFP			
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit complete requirements	Check documentary requirements	N/A	10 minutes	Signboard Inspector of Manila Bldg. Office
	Prepare Notice of Inspection	N/A	10 minutes	Signboard Inspector of Manila Bldg. Office
	Prepare schedule & serve Notice of Inspection	N/A	10 minutes	Signboard Inspector of Manila Bldg. Office
	Conduct annual inspection/s and issue report assessment of fees for the bldg..	N/A	2-4 hours	Signboard Inspector of Manila Bldg. Office
	Issue Order of Payment	N/A	10 minutes	Clerk of Manila Bldg. Office
2. Pay required amount and photocopy receipt	N/A	As per P.D. 1096 and City Ordinance	N/A	City Treasurer's Office
	Record Project Resume	N/A	10 minutes	Clerk of Manila Bldg. Office
	Review.	N/A	10 minutes	Assistant Chief, Signboard Section, MBO



	Review	N/A	10 minutes	Chief, Signboard Section
	Approve and signature of Building Official	N/A	5 minutes	Building Official
	Release of Permit	N/A	10 minutes	Releasing Clerk of Manila Bldg. Office
<b>Total</b>		As per P.D. 1096 and City Ordinance	5 hours & 15 minutes	

<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send feedback	Send feedbacks at <a href="mailto:mbomanila@gmail.com">mbomanila@gmail.com</a>
How feedbacks are processed	<p>Feedbacks are reviewed and validated every Friday by the Asst. Chief.</p> <p>Feedbacks requiring answers are endorsed to the Division Chief before replying thru email.</p>
How to file a complaint	<p>Email complaints at <a href="mailto:mbomanila@gmail.com">mbomanila@gmail.com</a></p> <p>Mailing Address: Rm. 334 3F Manila City Hall, Ermita, Manila</p>
How complaints are processed	<p>Complaints can also be filed via telephone. Be sure to provide the following information:</p> <ul style="list-style-type: none"> <li>- Name of person being complained</li> <li>- Incident</li> <li>- Evidence</li> </ul> <p>For inquiries and follow-ups, clients may contact (02) 8527-4924.</p>



## **Public Utilities & Miscellaneous Services**

### **External Services**



### Issuance of Excavation Permit for house service connection (water, sewer and drainage).

<b>Office or Division:</b>	Public Utilities & Miscellaneous Services			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	General public with complete documentary requirements			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Letter request from applicant and house sketch	Owner			
2. Letter request from utility company	Utility company			
3. Barangay Clearance	Barangay Hall			
4. Traffic Clearance	Manila Police District - Traffic Division			
5. DPWH Clearance (if affected street is National Road)	DPWH			
6. Affidavit of Undertaking	Notary Public			
7. District Office (monitoring report only)	DEPW District Office concerned			
8. Excavation Permit Form	PUMS			
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit complete documentary requirements	1. Check requirements	N/A	10 minutes	Clerk of Public Utilities & Miscellaneous Services
	2. Indorse to agencies concerned for Clearance	N/A	10 minutes	Officer of the day of Public Utilities & Miscellaneous Services
	3. Verify & Inspect location	N/A	1day	Inspector of Public Utilities & Miscellaneous Services
	4. Issue Order of Payment	N/A	5 minutes	Inspector of Public Utilities & Miscellaneous Services
2. Pay corresponding fee/s	N/A	See Annex 2	N/A	City Treasurer's Office
3. Photocopy receipt & present original receipt	5. Process documents & permit including sketch	N/A	2 hours	Inspector of Public Utilities & Miscellaneous Services
	6. Approval	N/A	10 minutes	Division Chief, Public Utilities & Miscellaneous Services
	7. Release of Excavation Permit	N/A	5 minutes	Clerk of Public Utilities & Miscellaneous Services
<b>Total</b>		See Annex 2	1 day, 2 hours & 40 minutes	





## Excavation Permit (for major excavation works/projects)

Issuance of Excavation Permit for major excavation works/projects.

<b>Office or Division:</b>	Public Utilities & Miscellaneous Services			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2B – Government to Business			
<b>Who may avail:</b>	General public with complete documentary requirements			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Letter request from the contractor	Contractor			
2. Detailed Plan	Contractor			
3. Contracts / Job Order	Contractor			
4. Barangay Clearance	Barangay Hall			
5. Traffic Clearance	Manila Police District - Traffic Division			
6. DPWH Clearance (for National Road)	DPWH			
7. Surety Bond	Private Accredited Insurance			
8. Affidavit of Undertaking	Notary Public			
9. District Office (monitoring report only)	DEPW District Office concerned			
10. Excavation Permit Form	PUMS			
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit complete documentary requirements	1. Check requirements	N/A	10 minutes	Clerk of Public Utilities & Miscellaneous Services
	2. Estimate fees	N/A	10 minutes	Inspector of Public Utilities & Miscellaneous Services
	3. Indorse for assessment of Contractor's Tax	N/A	10 minutes	Officer of the day of Public Utilities & Miscellaneous Services
2. Pay Contractor's Tax & Government Fees	N/A	See Annex 2	N/A	City Treasurer's Office
3. Photocopy receipt & present original receipt	4. Process documents & permit including sketch	N/A	2 hours	Inspector of Public Utilities & Miscellaneous Services
	5. Approval	N/A	10 minutes	Division Chief, Public Utilities & Miscellaneous Services
	6. Release of Excavation Permit	N/A	5 minutes	Clerk of Public Utilities & Miscellaneous Services
<b>Total</b>		See Annex 2	2 hours & 45 minutes	



## Excavation Permit

Issuance of Excavation Permit.

<b>Office or Division:</b>	Public Utilities & Miscellaneous Services			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	General public with complete documentary requirements			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Letter request from concerned utility company		Utility company		
2. Barangay Clearance		Barangay Hall		
3. Traffic Clearance		Manila Police District - Traffic Division		
4. DPWH Clearance (if affected street is National Road)		DPWH		
5. Affidavit of Undertaking		Notary Public		
6. District Office (monitoring report only)		DEPW District Office concerned		
7. Excavation Permit Form		PUMS		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit complete requirements	1. Check documentary requirements	N/A	10 minutes	Clerk of Public Utilities & Miscellaneous Services
	2. Indorse to agencies concerned for Clearance	N/A	10 minutes	Officer of the day of Public Utilities & Miscellaneous Services
	3. Verify & Inspect location and estimate cost	N/A	1 day	Inspector of Public Utilities & Miscellaneous Services
	4. Issue Order of Payment	N/A	5 minutes	Inspector of Public Utilities & Miscellaneous Services
2. Pay corresponding fee/s	N/A	See Annex 2	N/A	City Treasurer's Office
3. Photocopy receipt & present original receipt	5. Process documents & permit including sketch	N/A	2 hours	Inspector of Public Utilities & Miscellaneous Services
	6. Approval	N/A	10 minutes	Division Chief, Public Utilities & Miscellaneous Services
	7. Release of Excavation Permit	N/A	5 minutes	Clerk of Public Utilities & Miscellaneous Services
<b>Total</b>		See Annex 2	1 day, 2 hours & 40 minutes	



## Annex 2

<b>Fees to be Paid</b>	
<b>Processing Fee</b>	
- For poles and house connections	<b>PHP 500.00</b>
- For Digging water connections or drilling wells	<b>PHP 300.00</b>
- For soil testing operations per bore hole	<b>PHP300.00</b>
- For All Excavation	<b>PHP 1,000.00</b>
<b>Permit Fee</b>	
	<b>PHP 500.00</b> for single applicant
	<b>PHP 1000.00</b> for major project
<b>Restoration Fee</b> per sq.m or fraction thereof	
100mm thk.	PHP 800.00
150mm thk .	900.00
200mm thk .	1,000.00
250mm thk.	1,200.00
300mm thk.	1,500.00
Macadam Pavement	200.00
Asphalt Pavement	600.00
Concrete Sidewalk	700.00
Curb and gutter per linear meter	400.00
<b>Supervision Fee</b>	
	30% of the Restoration Fee
<b>Inspection / Supervision Fee</b>	
	30% of the Restoration Fee
<b>Aerial Fee</b>	
	<b>PHP 20.00</b> / Linear meters
	Cabinet = <b>PHP 1,000.00</b> per cabinet



<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send feedback	Send feedbacks thru <a href="mailto:pums.depwmia@gmail.com">pums.depwmia@gmail.com</a>
How feedbacks are processed	Feedbacks are reviewed and validated every Friday by the Asst. Chief.  Feedbacks requiring answers are endorsed to the Division Chief before replying thru email.
How to file a complaint	Email complaints thru <a href="mailto:pums.depwmia@gmail.com">pums.depwmia@gmail.com</a>  Telephone: (02) 8527-5006  Email: <a href="mailto:pums.depwmia@gmail.com">pums.depwmia@gmail.com</a> Mailing Address: Rm. 341 3F Manila City Hall, Ermita, Manila
How complaints are processed	Complaints can also be filed via telephone. Be sure to provide the following information: - Name of person being complained - Incident - Evidence  For inquiries and follow-ups, clients may contact (02) 8527-5006.
Contact Information of CCB, PCC, ARTA	ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> : 1-ARTA (2762) PCC : 8888 CCB : 0908-881-6565 (SMS)

Office	Address	Contact Information
Drafting & Survey Division	Room 342 3F Manila City Hall, Ermita, Mla.	(02) 8310-2268
Electrical Division	GF Manila City Hall, Ermita, Mla.	(02) 8310-5322
Industrial Safety Division	Room 357 3F Manila City Hall, Ermita, Mla.	(02) 5310-2264
Manila Building Office	Room 334 3F Manila City Hall, Ermita, Mla.	(02) 8527-4924
Public Utilities & Miscellaneous Services	Room 341 3F Manila City Hall, Ermita, Mla.	(02) 8527-5006