



CITY PLANNING AND DEVELOPMENT OFFICE

CITIZEN'S CHARTER
2019 (1st Edition)



I. Mandate:

The City Planning and Development Office (CPDO) serves a key consolidating role in the urban development of the City of Manila in collaboration with other city departments and offices, national government agencies, and other partner stakeholders. The CPDO is tasked to help fulfill collective aspirations for the City and contribute in sustaining goals and objectives of elevating the quality of life of its citizenry. Pursuant to the provisions of the Local Government Code of 1991 (R.A. 7160), its mandated functions are (1) formulate economic, social, physical and other development plans and policies for consideration of the local government development council; (2) conduct continuing studies, researchers, and training programs necessary to evolve plans and programs for implementation; (3) integrate and coordinate all sectoral plans and studies undertaken by different functional groups of agencies; (4) monitor and evaluate the implementation of different development programs, projects and activities in the local government units concerned and accordance with the approved development plan; (5) prepare comprehensive plans and other development planning documents for consideration of the local development council; (6) analyze the income and expenditure patterns and formulate and recommend fiscal plans and policies for consideration of the finance committee of the Local government unit concerned; (7) promote people participation in development planning within the local government unit; (8) exercise supervision and control over the secretariat of the local development council; and (9) exercise such powers and perform such others functions and duties as maybe prescribed by the law or ordinance, among which is the administration and enforcement of the zoning regulation in the City of Manila.

II. Vision:

To be the Urban Renewal Authority of Manila that synthesizes, synchronizes and synergizes the urban aspirations and function of the City of Manila as the country's capital city with Competence, Passion, Diligence and Optimism in achieving the best Urban Development for the City.

III. Mission:

We are committed Planning Professionals and Personnel dedicated to work in collaboration with partner stakeholders in formulating integrated multi-sectoral policies, plans and programs towards a Magnificent Manila: Green, Resilient, Inclusive, Smart and Sustainable.

IV. Service Pledge:

The CPDO pledge to help fulfill the collective aspirations for the city and contribute in sustaining the goals and objectives of elevating the quality of life of its citizenry and to adhere to the provisions and mandates under the Local Government Code of 1991 and to render government services within the prescribed time in any application or request.



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PROCESSING & APPROVAL OF ZONING PERMIT APPLICATIONS FOR BUSINESS

FOR NEW APPLICANT (*simple*)

Office or Division	Zoning Division			
Classification	Complex			
Type of Transaction	G2C - Government to Citizen			
Who may avail	General Public			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Application Form (Business)			To be filled-up by the Applicant	
2. Photocopy of Barangay Permit (specifically for business permit application)			From the Barangay concerned	
3. Lease Agreement w/ area in sq.m. (if applicable) / Certification from the Owner			To be provided by the applicant	
4. Photocopy of Latest Tax Declaration (Land & Building)			To be provided by the applicant	
5. DTI RegistrationF (Single Proprietor)			To be provided by the applicant	
6. SEC Registration (Corp.)			To be provided by the applicant	
7. Clear & Detailed Vicinity Map			To be provided by the applicant	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
DAY 1				
Submit the complete sets of Requirements	Receive the complete sets of requirements		2 minutes	Administrative Assistant II / Planning Officer IV
	Evaluation of documents		2 minutes	Administrative Assistant II / Planning Officer IV
	Return the documents to the applicant if it violates the provision of City Ordinance 8119 (Zoning Ordinance)		1 minute	Administrative Assistant II / Planning Officer IV
	Issuance of Order of Payment (go to the next step)	Application Fee : Php 200.00	2 minutes	Administrative Assistant II / Planning Officer IV
		Zoning Fees:		
		1. Residential (R-3/MXD) Php 3.00/sq.m. of TFA		
		2. Commercial (C-3/MXD / C-2/MXD) Php 10.00/sq.m. of TFA		



		* Yards utilized for commercial purposes	
		Php 5.00/sq.m. of TLA	
		3. Light Industrial (I-1)	
		Php 15.00/sq.m. of TFA	
		* Yards utilized for industrial purposes	
		Php 10.00/sq.m. of TLA	
		4. Utility Zone (UTL)	
		Php 10.00/sq.m. of TFA	
		* Yards utilized for Utility purposes	
		Php 8.00/sq.m. of TLA	
		5. Institutional Zone	
		* General Institutional (INS-G)	
		* University Cluster (INS-U)	
		Php 8.00/sq.m. of TFA	
		* Yards utilized for institutional purposes	
		Php 5.00/sq.m. of TLA	
		6. General Public Open Space	
		Php 5.00/ sq.m. of TFA	
		7. Cemetery Zone (POS-CEM)	
		Php 5.00/ sq.m. of TFA	
		8. Advertisements / Business Signboards / Billboards or Street Graphics	
		Php 10.00/sq.m. of TSA	
		9. Water Zone (WTR)	
		Php 8.00/sq.m. of TFA	
		Processing Fee :	
		25% of the corresponding zoning fee shall	
		be applied for every annual renewal	



PROCESSING & APPROVAL OF ZONING PERMIT APPLICATIONS FOR BUSINESS for NEW APPLICANT (Complex)

Office or Division	Zoning Division			
Classification	Complex			
Type of Transaction	G2C - Government to Citizen			
Who may avail	General Public			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Application Form (Business)			To be filled-up by the Applicant	
Photocopy of Barangay Permit (specifically for business permit application)			From the Barangay concerned	
Lease Agreement w/ area in sq.m. (if applicable)			To be provided by the applicant	
Photocopy of Latest Tax Declaration (Land & Building)			To be provided by the applicant	
DTI RegistrationF (Single Proprietor)			To be provided by the applicant	
SEC Registration (Corp.)			To be provided by the applicant	
Clear & Detailed Vicinity Map			To be provided by the applicant	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
DAY 1				
Submit the complete sets of Requirements	Receive the complete sets of requirements		2 minutes	Administrative Assistant II / Proj. Dev't. Officer III / Planning Officer IV
	Evaluation of documents		2 minutes	Administrative Assistant II / Proj. Dev't. Officer III / Planning Officer IV
	Return the documents to the applicant if it violates the provision of City Ordinance 8119 (Zoning Ordinance)		1 minute	Administrative Assistant II / Proj. Dev't. Officer III / Planning Officer IV
	Provide the applicant the official contact number of CPDO for follow-up and/or inquiries regarding the status of application		1 minute	Administrative Assistant II / Proj. Dev't. Officer III / Planning Officer IV
DAY 2				
	Inspect the proposed project Site		8 Hours	Planning Officer III / Proj. Dev't. Officer V
DAY 3				
	Submit a written report of the result of the inspection		5 minutes	Planning Officer III / Proj. Dev't. Officer V
	Denied the application if it violates the provision of City Ordinance 8119		1 minute	Admin.Asst. II / Proj. Dev't. Officer III / Planning Officer IV



	(Zoning Ordinance)			
	If the Proposed Project is allowable as per City Ordinance 8119 (Zoning Ordinance). Order of Payment will be issued. (go to the next step)	Application Fee : Php 200.00	2 minutes	Administrative Assistant II / Proj. Dev't. Officer III / Planning Officer IV
		Zoning Fees:		
		1. Residential (R-3/MXD)		
		Php 3.00/sq.m. of TFA		
		2. Commercial (C-3/MXD / C-2/MXD)		
		Php 10.00/sq.m. of TFA		
		* Yards utilized for commercial purposes		
		Php 5.00/sq.m. of TLA		
		3. Light Industrial (I-1)		
		Php 15.00/sq.m. of TFA		
		* Yards utilized for industrial purposes		
		Php 10.00/sq.m. of TLA		
		4. Utility Zone (UTL)		
		Php 10.00/sq.m. of TFA		
		* Yards utilized for Utility purposes		
		Php 8.00/sq.m. of TLA		
		5. Institutional Zone		
		* General Institutional (INS-G)		
		* University Cluster (INS-U)		
		Php 8.00/sq.m. of TFA		
		* Yards utilized for institutional purposes		
		Php 5.00/sq.m. of TLA		
		6. General Public Open Space		
		Php 5.00/ sq.m. of TFA		
		7. Cemetery Zone (POS-CEM)		
		Php 5.00/ sq.m. of TFA		
		8. Advertisements / Business Signboards / Billboards or Street Graphics		
		Php 10.00/sq.m. of TSA		
		9. Water Zone (WTR)		
		Php 8.00/sq.m. of TFA		
		Processing Fee :		
		25% of the corresponding zoning fee shall be applied for every annual renewal		



PROCESSING & APPROVAL OF ZONING APPLICATION FOR BUILDING CONSTRUCTION FOR SPECIAL USE PERMIT (Conforming)

Office or Division	Zoning Division	
Classification	Complex	
Type of Transaction	G2C - Government to Citizen	
Who may avail	General Public	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1	Long Expanding Envelope (for filing)	To be provided by the applicant
2	Notarized Application Form for Zoning Permit	To be filled-up by the applicant
3	Notarized Affidavit of Undertaking (owner's commitment to abide by the submitted application form and Arch'l. Plans)	To be filled-up by the applicant
4	FOR REPRESENTATIVE: Special Power of Attorney (SPA) & Photocopy of Representative's Valid ID	To be accomplished by the applicant and his assigned Attorney-in-fact
5	Photocopy of Owner's Valid ID with signature	To be provided by the applicant
6	Photocopy of Barangay Permit (specifically for zoning/building permit application)	From the Barangay concerned
7	Lot Plan w/ Clear & Detailed Vicinity Map signed & sealed by a (application) registered Geodetic Engineer (if applicable)	From a Licensed Private Geodetic Engineer
8	Architectural Plans (5 sets signed & sealed by a REGISTERED ARCHITECT)	From a Licensed Private Architect
9	ALL Architectural Plans must be signed by the owner	To be filled-up by the applicant
10	FOR CORP: Secretary's Certificate specifically for zoning & building permit application	To be provided by the applicant
11	FOR CORP: Photocopy of Corporate Secretary's Valid ID and Representative's Valid ID	To be provided by the applicant
12	Lease Agreement w/ area in square meters	To be provided by the applicant
13	Letter of Intent	To be provided by the applicant
14	Affidavit No Objection executed by the owners and residents of the adjacent surrounding properties	To be provided by the applicant
15	Barangay Resolution interposing No Objection and rendering Official Statement which allows the construction of the proposed Project	To be provided by the applicant
16	Commitment of Support to Barangay DRMM Projects	To be provided by the applicant
17	Disaster Risk Reduction & Management Plan (DRRMP)	To be provided by the applicant
18	Traffic Impact Assessment / Traffic Impact Study & Traffic Management Plan	To be provided by the applicant
19	Radial Distance	To be provided by the applicant
20	DOH (CTR. For Device Regulation, Radiation Health and Research)	To be provided by the applicant
21	Height Clearance Permit (Civil Aviation of the Philippines)	To be provided by the applicant
22	Onwards. Additional Documents	To be provided by the applicant



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Secure an Application & Affidavit of Undertaking Form	Provide the applicant the Application & Affidavit of Undertaking Form		2 minutes	Planning Officer IV
DAY 1				
Submit the complete sets of Requirements in a Long Expanding Envelope	Receive the complete sets of requirements and provide the applicant the official contact number of CPDO for follow-up and/or inquiries regarding the status of application		15 minutes	Planning Officer IV
	Recording the received application in the Office logbook and assign a control number for such application		5 minutes	Planning Officer IV
	Encoding on the computer database the received application		5 minutes	Planning Officer III
	Evaluation of the Architectural Plans		simple: 15 mins complex: 4 hours	Proj. Dev't. Officer III
DAY 2				
	Final Review of Evaluation Sheets, Architectural Plans and all submitted documents		simple: 15 mins. complex: 2 hrs.	Proj. Dev't. Officer III
	Prepare the Indorsement of the Architectural Plans & Evaluation Sheet for Inspection		10 minutes	Planning Officer III
DAY 3				
	Inspect the proposed project Site		8 Hours	Planning Officer III / Proj. Dev't. Officer V
DAY 4				
	Submit a written report of the result of the inspection		5 minutes	Planning Officer III / Proj. Dev't. Officer V



	Review of the Architectural Plans & Approval of the Evaluation Sheet & Report of the Inspector		10 minutes	Officer-in-Charge
	Indorse to the Sangguniang Panglungsod Secretariat		30 minutes	Planning Officer III
DAY 5				
	The Sangguniang Panglungsod on a regular session day, will discuss and decide on the council's action on the indorsed Zoning Board Resolution, if the said Resolution has been agendaed on that day as per the Sanggunian's Secretariat		Not Applicable / Varies	City Council
DAY 6				
	Prepare the Zoning Permit Application Disapproval if the City Council's resolution is not favorable to the application		10 minutes	Planning Officer III
	Issuance of the Order of Payment (if the City Council's resolutions is favorable to the Application	A. Filing Fee	5 minutes	Planning Officer IV
		1. Application : Php 200.00		
		B. Zoning Fees		
		1. Below Php 2m Capital: Php 6,000.00		
		2. Over Php 2m Capital: Php 6,000.00 +		
		1/10 of 1% of cost in excess of Php 2M)		
		C. Processing Fee		
		25% of the corresponding zoning fee shall be applied for every annual renewal		
	Printing & Processing of the Zoning Permit (only upon payment of the order of payment & presentation of payment receipt)		5 minutes	Planning Officer III
	Approval & Signature of the Architectural Plans, Zoning Permit & CNC		10 minutes	Officer-in-Charge
Day 7	Release of the Zoning Permit		5 minutes	Planning Officer IV



PROCESSING & APPROVAL OF ZONING APPLICATION FOR BUILDING CONSTRUCTION FOR VARIANCE & EXCEPTION

Office or Division	Zoning Division	
Classification	Complex	
Type of Transaction	G2C - Government to Citizen	
Who may avail	General Public	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1	Long Expanding Envelope (for filing)	To be provided by the applicant
2	Notarized Application Form for Zoning Permit	To be filled-up by the applicant
3	Notarized Affidavit of Undertaking (owner's commitment to abide by the submitted application form and Arch'l. Plans)	To be filled-up by the applicant
4	FOR REPRESENTATIVE: Special Power of Attorney (SPA) & Photocopy of Representative's Valid ID	To be accomplished by the applicant and his assigned Attorney-in-fact
5	Photocopy of Owner's Valid ID with signature	To be provided by the applicant
6	Photocopy of Barangay Permit (for zoning/building permit application)	From the Barangay concerned
7	Lot Plan w/ Clear & Detailed Vicinity Map signed & sealed by a application) registered Geodetic Engineer (if applicable)	From a Licensed Private Geodetic Engineer
8	Architectural Plans (5 sets signed & sealed by a Registered Architect)	From Licensed Private Architect
9	ALL Architectural Plans must be signed by the owner	To be filled-up by the applicant
10	FOR CORP: Secretary's Certificate for zoning & building permit application	To be provided by the applicant
11	FOR CORP: Photocopy of Corporate Secretary & Representative's Valid ID	To be provided by the applicant
12	Lease Agreement w/ area in square meters	To be provided by the applicant
13	Letter of Intent	To be provided by the applicant
14	Affidavit No Objection executed by the owners and residents of the adjacent surrounding properties	To be provided by the applicant
15	Barangay Resolution interposing No Objection and rendering Official Statement which allows the construction of the proposed Project	To be provided by the applicant
16	Company Profiles highlighting Track Records in Design, Construction & Operations of Mixed-Use High-Rise Building	To be provided by the applicant
17	Commitment of Support to Barangay DRMM Projects	To be provided by the applicant
18	Affidavit of Safety	To be provided by the applicant
19	Commitment of Support to Local Economy	To be provided by the applicant
20	Commitment of Bearing the Negative Impact	To be provided by the applicant
21	Certification from the Utility Companies	To be provided by the applicant
22	Berde Registration & Certification	To be provided by the applicant
23	Disaster Risk Reduction & Management Plan (DRRMP)	To be provided by the applicant
24	Traffic Impact Assessment /Impact Study & Traffic Management Plan	To be provided by the applicant
25	Community Master Plan	To be provided by the applicant
26	Letter / Certification from Appropriate Historical and Cultural Agencies	To be provided by the applicant
27	Archeological Impact Assessment & Management (AIAM)	To be provided by the applicant
28	Radial Distance	To be provided by the applicant
29	DOH (CTR. For Device Regulation, Radiation Health and Research)	To be provided by the applicant
30	Height Clearance Permit (Civil Aviation of the Philippines)	To be provided by the applicant
31	Onwards. Additional Documents	To be provided by the applicant



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Secure an Application & Affidavit of Undertaking Form	Provide the applicant the Application & Affidavit of Undertaking Form		2 minutes	Planning Officer IV
DAY 1				
Submit the complete sets of Requirements in a Long Expanding Envelope	Receive the complete sets of requirements and provide the applicant the official contact number of CPDO for follow-up and/or inquiries regarding the status of application		15 minutes	Planning Officer IV
	Recording the received application in the Office logbook and assign a control number for such application		5 minutes	Planning Officer IV
	Encoding on the computer database the received application		5 minutes	Planning Officer III
	Evaluation of the Architectural Plans		simple: 15 mins complex: 4 hrs	Proj. Dev't. Officer III
DAY 2	Final Review of Evaluation Sheets, Architectural Plans and all submitted documents		simple: 15 minutes complex: 2 hours	Proj. Dev't. Officer III
	Prepare the Indorsement of the Architectural Plans & Evaluation Sheet for Inspection		10 minutes	Planning Officer III
DAY 3	Inspect the proposed project Site		8 Hours	Planning Officer III
DAY 4	Submit a written report of the result of the inspection		5 minutes	Planning Officer III
	Review of the Architectural Plans & Approval of the Evaluation Sheet & Report of the Inspector		10 minutes	Officer-in-Charge
	Set the date of the Zoning Board Hearing		5 minutes	Officer-in-Charge
	Notify the Applicant about the hearing		5 minutes	Planning Officer III



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
DAY 5				
Zoning Board Hearing	To be scheduled not less than one day after setting the date for the zoning board hearing and depending on the availability of all majority of the members of the board		not applicable / varies	Zoning Board Members
DAY 6				
	Preparation of Zoning Board Recommendatory Resolution and Affixing of Signatures by Zoning Board Members		4-6 hours	Zoning Board Secretariat
DAY 7				
	Indorse the Completed Zoning Resolution (w/ affixed signatures) to the Sangguniang Panglungsod Secretariat		30 minutes	Planning Officer III
DAY 8				
	The Sangguniang Panglungsod on a regular session day, will discuss and decide on the council's action on the indorsed Zoning Board Resolution, if the said Resolution has been agendaed on that day as per the Sanggunian's Secretariat		Not Applicable / Varies	City Council
DAY 9				
	Issuance of the Order of Payment (if the City Council's resolution is favorable to the Application)	A. Filing Fees	5 minutes	Planning Officer IV
		1. Application : Php 200.00		
		2. Motion for Appeals : Php 2,000.00		
		3. Zoning Certification : Php 400.00		
		B. Zoning Fees (Building & Business)		
		1. Exception, varainces, non-conforming		
		use and special use TFA	* Php 150.00 of	
	Printing & Processing of the Zoning Permit and CNC (only upon payment of the order of payment & presentation of payment receipt)		5 minutes	Planning Officer III



**PROCESSING & APPROVAL OF ZONING PERMIT APPLICATIONS FOR BUILDING CONSTRUCTION
FOR NEW / ADDITION / EXTENSION**

Office or Division	Zoning Division	
Classification	Complex	
Type of Transaction	G2C - Government to Citizen	
Who may avail	General Public	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Long Expanding Envelope (for filing)	To be provided by the applicant	
Notarized Application Form for Zoning Permit	To be filled-up by the applicant	
Notarized Affidavit of Undertaking (liability of the owner for excessive construction)	To be filled-up by the applicant	
FOR REPRESENTATIVE: Special Power of Attorney (SPA) & Photocopy of Representative's Valid ID	To be accomplished by the applicant and his assigned Attorney-in-fact	
Photocopy of Owner's Valid ID with signature	To be filled-up by the applicant	
Photocopy of Barangay Permit (specifically for zoning/building permit application)	To be provided by the applicant from the Barangay concerned	
Certified True Copy of Transfer Certificate of Title (TCT)	From the City Registry of Deeds	
Photocopy of Latest Tax Declaration (Land and Building)	From the City Assessor's Office	
Updated Official Receipt of Real Estate Tax	From the City Treasurer's Office	
Lot Plan w/ Clear & Detailed Vicinity Map (signed & sealed by a registered Geodetic Engineer)	From a Licensed Private Geodetic Engineer	
Architectural Plans (5 sets signed & sealed by a REGISTERED ARCHITECT)	From a Licensed Private Architect / Engineer	
w/ Structural Sheets (5 sets signed & sealed by a REGISTERED ENGINEER)		
ALL Architectural Plans must be signed by the owner	To be filled-up by the applicant	
FOR CORP: Secretary's Certificate specifically for zoning & building permit application (if applicable)	To be provided by the applicant	
FOR CORP: Photocopy of Corporate Secretary's Valid ID and Representative's Valid ID (if applicable)	To be provided by the applicant	
Lease Agreement w/ area in sq.m. (if applicable)	To be provided by the applicant	
Deed of Absolute Sale (if applicable)	To be provided by the applicant	
Extrajudicial Settlement (if applicable)	To be provided by the applicant	



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Secure an Application & Affidavit of Undertaking Form	Provide the applicant the Application & Affidavit of Undertaking Form		2 minutes	Planning Officer IV
DAY 1				
Submit the complete sets of Requirements in a Long Expanding Envelope	Receive the complete sets of requirements and provide the applicant the official contact number of CPDO for follow-up and/or inquiries regarding the status of application		15 minutes	Planning Officer IV
	Recording the received application in the Office logbook and assign a control number for such application		5 minutes	Planning Officer IV
	Evaluation of the Architectural Plans		simple: 15 minutes	Proj. Dev't. Officer III
			complex: 4 hours	
DAY 2				
	Final Review of Evaluation Sheets, Architectural		simple: 15 minutes	Proj. Dev't. Officer III
	Plans and all submitted documents		complex: 2 hours	
	Encoding on the computer database the received application		5 minutes	Planning Officer III
	Prepare the Notice of Denial if the application violates the Land Use Intensity Control provision of City Ordinance 8119		5 minutes	Planning Officer III
	Prepare the Indorsement of the Architectural Plans & Evaluation Sheet for Inspection		10 minutes	Planning Officer IV
DAY 3				



	Inspect the proposed project Site		8 Hours	Planning Officer III / Proj. Dev't. Officer V
DAY 4				
	Submit a written report of the result of the inspection		5 minutes	Planning Officer III / Proj. Dev't. Officer V
	Prepare the Zoning Permit Application Disapproval if the submitted Architectural Plan is inconsistent with the on-going actual construction		10 minutes	Planning Officer III
	If the Proposed Project was found to have no violation after inspection, submit the Evaluation Sheet & Inspector's report to the Department Head for approval		2 minutes	Planning Officer III / Proj. Dev't. Officer V
	Review of the Architectural Plans & Approval of the Evaluation Sheet & Report of the Inspector		10 minutes	Officer-in-Charge
	Issuance of Order of Payment	Application Fee : Php 200.00	5 minutes	Planning Officer IV
		Zoning Fees:		
		1. Residential (R-3/MXD)		
		Php 3.00/sq.m. of TFA		
		2. Commercial (C-3/MXD / C-2/MXD)		
		Php 10.00/sq.m. of TFA		
		* Yards utilized for commercial purposes		
		Php 5.00/sq.m. of TLA		
		3. Light Industrial (I-1)		
		Php 15.00/sq.m. of TFA		
		* Yards utilized for industrial purposes		
		Php 10.00/sq.m. of TLA		
		4. Utility Zone (UTL)		
		Php 10.00/sq.m. of TFA		
		* Yards utilized for Utility purposes		
		Php 8.00/sq.m. of TLA		



		5. Institutional Zone		
		* General Institutional (INS-G)		
		* University Cluster (INS-U)		
		Php 8.00/sq.m. of TFA		
		* Yards utilized for institutional purposes		
		Php 5.00/sq.m. of TLA		
		6. General Public Open Space		
		Php 5.00/ sq.m. of TFA		
		7. Cemetery Zone (POS-CEM)		
		Php 5.00/ sq.m. of TFA		
		8. Advertisements / Business Signboards / Billboards or Street Graphics		
		Php 10.00/sq.m. of TSA		
		9. Water Zone (WTR)		
		Php 8.00/sq.m. of TFA		
		Processing Fee :		
		25% of the corresponding zoning fee shall		
		be applied for every annual renewal		
	Printing & Processing of the Zoning Permit		5 minutes	Planning Officer III
	Approval & Signature of the Architectural Plans & Zoning Permit		10 minutes	Officer-in-Charge
DAY 5				
	Release of the Zoning Permit		5 minutes	Planning Officer IV



**PROCESSING & APPROVAL OF ZONING PERMIT APPLICATIONS FOR BUILDING
CONSTRUCTION
FOR RENOVATION**

Office or Division	Zoning Division	
Classification	Complex	
Type of Transaction	G2C - Government to Citizen	
Who may avail	General Public	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1	Long Expanding Envelope (for filing)	To be provided by the applicant
2	Notarized Application Form for Zoning Permit	To be filled-up by the applicant
3	Notarized Affidavit of Undertaking (liability of the owner for excessive construction)	To be filled-up by the applicant
4	FOR REPRESENTATIVE: Special Power of Attorney (SPA) & Photocopy of Representative's Valid ID	To be accomplished by the applicant and his assigned Attorney-in-fact
5	Photocopy of Owner's Valid ID with signature	To be provided by the applicant
6	Photocopy of Barangay Permit (specifically for zoning/building permit application)	From the Barangay concerned
7	Lot Plan w/ Clear & Detailed Vicinity Map signed & sealed by a registered Geodetic Engineer (if applicable)	From a Licensed Private Geodetic Engineer
8	Architectural Plans (5 sets signed & sealed by a REGISTERED ARCHITECT)	From a Licensed Private Architect / Engineer
9	ALL Architectural Plans must be signed by the owner	To be filled-up by the applicant
10	FOR CORP: Secretary's Certificate specifically for zoning & building permit application	To be provided by the applicant
11	FOR CORP: Photocopy of Corporate Secretary's Valid ID and Representative's Valid ID	To be provided by the applicant
12	FOR SINGLE PROPRIETOR: Photocopy of DTI Certificate	To be provided by the applicant
13	Lease Agreement w/ area in sq.m.	To be provided by the applicant



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Secure an Application & Affidavit of Undertaking Form	Provide the applicant the Application & Affidavit of Undertaking Form		2 minutes	Planning Officer IV
DAY 1				
Submit the complete sets of Requirements in a Long Expanding Envelope	Receive the complete sets of requirements and provide the applicant the official contact number of CPDO for follow-up and/or inquiries regarding the status of application		15 minutes	Planning Officer IV
	Recording the received application in the Office logbook and assign a control number for such application		5 minutes	Planning Officer IV
	Evaluation of the Architectural Plans		simple: 15 minutes	Proj. Dev't. Officer III
			complex: 4 hours	
DAY 2				
	Final Review of Evaluation Sheets, Architectural Plans and all submitted documents		simple: 15 minutes	Proj. Dev't. Officer III
			complex: 2 hours	
	Encoding on the computer database the received application		5 minutes	Planning Officer III
	Prepare the Indorsement of the Architectural Plans & Evaluation Sheet for Inspection		10 minutes	Planning Officer IV
DAY 3				
	Inspect the proposed project Site		8 Hours	Planning Officer III / Proj. Dev't. Officer V
DAY 4				
	Submit a written report of the result of the inspection		5 minutes	Planning Officer III / Proj. Dev't. Officer V



	Prepare the Zoning Permit Application Disapproval if there is a misrepresentation on the application and submitted Architectural Plans		10 minutes	Planning Officer III
	If the Proposed Project was found to have no violation after inspection, submit the Evaluation Sheet & Inspector's report to the Department Head for approval		2 minutes	Planning Officer III / Proj. Dev't. Officer V
	Review of the Architectural Plans & Approval of the Evaluation Sheet & Report of the Inspector		10 minutes	Officer-in-Charge
	Issuance of Order of Payment	Application Fee : Php 200.00	5 minutes	Planning Officer IV
		Zoning Fees: 75% of the corresponding prescribed fee		
		1. Residential (R-3/MXD)		
		Php 3.00/sq.m. of TFA		
		2. Commercial (C-3/MXD / C-2/MXD)		
		Php 10.00/sq.m. of TFA		
		* Yards utilized for commercial purposes		
		Php 5.00/sq.m. of TLA		
		3. Light Industrial (I-1)		
		Php 15.00/sq.m. of TFA		
		* Yards utilized for industrial purposes		
		Php 10.00/sq.m. of TLA		
		4. Utility Zone (UTL)		
		Php 10.00/sq.m. of TFA		
		* Yards utilized for Utility purposes		
		Php 8.00/sq.m. of TLA		
		5. Institutional Zone		
		* General Institutional (INS-G)		
		* University Cluster (INS-U)		
		Php 8.00/sq.m. of TFA		
		* Yards utilized for institutional purposes		



		Php 5.00/sq.m. of TLA		
		6. General Public Open Space		
		Php 5.00/ sq.m. of TFA		
		7. Cemetery Zone (POS-CEM)		
		Php 5.00/ sq.m. of TFA		
		8. Advertisements / Business Signboards /		
		Billboards or Street Graphics		
		Php 10.00/sq.m. of TSA		
		9. Water Zone (WTR)		
		Php 8.00/sq.m. of TFA		
		Processing Fee :		
		25% of the corresponding zoning fee shall		
		be applied for every annual renewal		
	Printing & Processing of the Zoning Permit		5 minutes	Planning Officer III
	Approval & Signature of the Architectural Plans & Zoning Permit		10 minutes	Officer-in-Charge
DAY 5				
	Release of the Zoning Permit		5 minutes	Planning Officer IV



VI. Feedback and Complaints

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<ol style="list-style-type: none"> 1. Send feedbacks at cpdomla@yahoo.com
How feedbacks are processed	<ol style="list-style-type: none"> 1. Feedbacks are reviewed and validated every Friday by the designated Public Relation Officer and then indorsed to the Officer-in-Charge. 2. Feedback requiring answers are forwarded to the concerned Division Chief for comments within 3 days upon receipt of the feedback 3. The office response will be sent thru email. <p>for Inquiries and follow-ups: cell number: 0945-7264193 (globe)</p>
How to file a complaint	<ol style="list-style-type: none"> 1. Complaints can be filed via telephone, email and letter containing the following information: <ol style="list-style-type: none"> a. Name of person being complained b. Simple Incident Report c. Evidence <p>for inquiries and follow-ups: please see contact information below.</p>
How complaints are processed	<ol style="list-style-type: none"> 1. Complaint/s via phone will be taken down by our personnel and will endorse it to the Public Relation Officer 2. The Public Relation Officer checks the email and letters on a daily basis and evaluated the veracity of each complaint. 3. A letter of acknowledging the receipt of your complaint letter will then be sent to the complainant. 4. Upon evalaution, the Public Relation Officer will indorse all complaints received via email and phone on a particular day to the Department Head for appropriate action. 5. The Department Head will indorse the complaints to the concerned Division Chief for investigation. 6. The Division Chief will submit the necessary Investigative Report and indorse the Explanatory Report submitted by the personnel concerned. 7. The Public Relation Officer will send the Office reply to the client. <p>for inquiries and follow-ups:</p>
Contact Information	<ol style="list-style-type: none"> 1. email address: cpdomla@yahoo.com 2. cell number 0945-7264193 (globe) 3. mailing address: Rm 349 City Planning & Development Office, Arroceros cor. A. Villegas Sts., Ermita, Manila