

CITY PLANNING AND DEVELOPMENT OFFICE CITIZENS' CHARTER

AVAILABLE SERVICES:

NEW BUSINESS REGISTRATION FOR CERTIFICATE OF CONFORMANCE (CoC)

Ito ay unang bahagi ng Business Registration na ibinibigay sa magsisimula ng negosyo. Ito ay kailangan (pre-requisite) bago ng aktwal na operasyon.

Office or Division	City Planning Development Office (CPDO) - Zoning & Land Use Division
Classification	Simple
Type of Transaction	Certificate of Conformance (for NEW Businesses)
Who May Avail:	Individuals or Corporations Applying for New Businesses within Pasig City
	<p>*Please get the requirements enumerated in the new application for CoC using the link below: https://www.pasigcity.gov.ph/downloadable-forms</p> <p>Businesses within Pasig City with the following conditions:</p> <p>A.) OFFICE or BUSINESS in Residential 1</p> <ol style="list-style-type: none"> 1. For practice of profession and small home business not exceeding a space of 6.0sqm 2. Measurement of floor area of business space and Total Floor Area of the building. 3. Not more than 5 employees/staff including the owner 4. HOA clearance allowing the establishment & operation of business (for subdivisions) 5. Type of business/products specified 6. Pictures of establishment (facade and interior space) <p>B.) OFFICE in Residential-2 to Residential-3 zones</p> <ol style="list-style-type: none"> 7. For practice of profession & small home business not more than 30% of Total Floor Area of the building. 8. Floor area of business space and Total Floor Area of the building. 9. Not more than 15 employees/staff including the owner 10. Type of business/products specified 11. HOA clearance allowing the establishment & operation of business (when in subdivisions) 12. Pictures of establishment (facade and interior space) <p>C.) For Gas Stations and LPG stores In compliance to Pasig City Ordinance no. 23 S. 2017, Section 1, additional requirements are to be conducted and documents to be submitted:</p> <ol style="list-style-type: none"> 13. Public Hearing conducted with Barangay and owners of the establishments surrounding the proposed establishments 14. Attendance of the attendees of the public hearing with their signature, addresses, office/group represented 15. Photograph of public hearing 16. Agenda of the meeting and minutes of the meeting signed by Barangay Secretary 17. Barangay Resolution (only for Gasoline Stations) 18. Certificate of No Objection from the Barangay <p>C.) ALL OTHER BUSINESSES</p> <ol style="list-style-type: none"> 1. Refer to Section 47 of Zoning Ordinance No. 14 S. 2015 for all other businesses (download copy from this link) https://www.pasigcity.gov.ph/downloadable-forms <p>2015 Zoning Ordinance</p>

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
New Business (For All Zone Classifications – R-1, R-2, R-3, R-4, R-5, C-1, C-2, C-3, MUD, I-1, SHZ)	City Planning and Development Office Downloadable Form from Pasig City Website www.pasigcity.gov.ph/downloadable-forms
1. Land Title (photocopy)	Provided by applicant
2. Notarized Lease agreement (for Lessee)	Provided by applicant
3. Tax Declaration of Land (photocopy)	Provided by the applicant or City Assessor's Office (3rd flr Pasig City Hall)
4. For multiple ownership/If Lessor is not the owner. (i.e Extra Judicial Settlement, S.P.A., Notarized Authority to enter into contract, Notarized consent of owner/s)	Provided by applicant
5. For business inside subdivision/condominium: a. Submit certificate of No Objection from HOA/Bldg. Admin	Provided by applicant, HOA or Building Admin
6. For business under CMP or awarded lots without tax declaration or Title. a. HOA Certification of membership and permit to conduct the business b. Pasig Urban Settlement Office Clearance (PUSO Office)	Provided by applicant, from HOA & Pasig Urban Settlement Office
7. Barangay Clearance	Provided by the Barangay
8. Barangay's Certificate of No Objection, Barangay Resolution and Documents for public hearing for LPG stores/Gas Station. A. Attendance of attendees with their signature, address, photograph of the hearing, agenda of the meeting and Minutes of the meeting	Provided by Barangay and applicant
9. Picture of establishment and business space inside and outside	Provided by applicant
10. Special Power of Attorney or Authorization from the Business owner if the applicant is only the representative.	Provided by applicant
11. Occupancy permit if the location of the business is newly constructed.	Provided by applicant
12. Google map showing the location of business	Provided by applicant

CLIENT STEPS (SINGLE TRANSACTION)	CPDO-ZONING DIVISION ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure and accomplish application form in detail	Issue application form (download form from this link: Application Form for Certificate of Conformance www.pasigcity.gov.ph/downloadable-forms	none	5 minutes	Sasna Miguel, Marjorie Pedernal, Vernadith Cruz, John Carlo Fajardo, Vicente Benson Santos
2. Submit accomplished application form	Check completeness and appropriateness of submitted documents	none	5 minutes	Sasna Miguel, Marjorie Pedernal, Vernadith Cruz, John

CLIENT STEPS (SINGLE TRANSACTION)	CPDO-ZONING DIVISION ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
and required documents	Check and evaluate application if business conforms and/or is permitted or allowed according to Zoning Ordinance No. 14-2015		10 minutes	Carlo Fajardo, Vicente Benson Santos, Engr. Romelo Palermo
3. Review and approve the CoC Application	Review if the business conforms to the Zoning Ordinance	none	15 minutes	Arch. EnP. Beryl Baybay, Engr. Yvan Pagdonsolan, Engr. Romelo Palermo
4. Claim order of payment for new business application	Issue order of payment	725.00 for new business	5 minutes	Sasna Miguel, Marjorie Pedernal, Vernadith Cruz, John Carlo Fajardo, Vicente Benson Santos
5. Pay the corresponding fee	Process Payment and Issue Official Receipt (OR)		Treasury/ Cashier 5th floor, Pasig City Hall	Cashier
6. Present the Official Receipt	Record the Official Receipt number	none	5 minutes	Sasna Miguel, Marjorie Pedernal, Vernadith Cruz, John Carlo Fajardo, Vicente Benson Santos
7. Receive the Certificate of Conformance for New Business applicant	Issue the Certificate of Conformance	none	15 minutes per applicant (depends on the number of applicants)	Sasna Miguel, Marjorie Pedernal, Vernadith Cruz, John Carlo Fajardo, Vicente Benson Santos

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Fill out provided form and drop in suggestion box
How feedback is processed	Feedback is collected and collated by the office of the PACD AND UGNAYAN.
How to file a complaint	Can be filed through the following channels: - walk-in/ CITY PLANNING DEVELOPMENT OFFICE - CPDO Tel. No. 8643-1111 local 1611 Email address: cityplanning@pasigcity.gov.ph
How complaints are processed	CITY PLANNING DEVELOPMENT OFFICE (CPDO) records the complaint and shall act on the complaint and provide feedback to the applicant on the action taken.
Contact Information	Trunk line: 8 643 - 1111 local 1611 Email Address: cityplanning@pasigcity.gov.ph