

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

AVAILABLE SERVICES:

RENEWAL OF CERTIFICATE OF CONFORMANCE (CoC) FOR BUSINESSES

Office or Division	City Planning Development Office (CPDO) - Zoning & Land Use Division
Classification	Simple
Type of Transaction	Certificate of Conformance (for Business Renewal)
Who May Avail:	Existing Businesses within Pasig City
	<p>*This is for Businesses with NO Certificate of Conformance, 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
Renewal of Business	
1. Old Certificate of Conformance	Provided by applicant
* for Businesses with no Certificate of Conformance please submit requirements enumerated in the new application for CoC	Provided by applicant
2. Latest Tax Order of Payment	Provided by applicant
3. Official Receipt of Business Permit	Provided by applicant
4. Tax declaration (needed only when the tax dec. indicated on the Old CoC is for Building and property cannot be located in RPT-GIS)	Provided by applicant or Assessors office
* Please bring clear photo copies of the documents	

CLIENT STEPS (SINGLE TRANSACTION)	CPDO - ZONING DIVISION ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Old Certificate of Conformance, Latest Tax Order of Payment and Official Receipt	Check completeness and appropriateness of submitted documents.	Payment of P600.00 for renewal of Conformance prior to submission	15 minutes	Sasna Miguel, Marjorie Pedernal, Vernadith Cruz, John Carlo Fajardo, Vicente Benson Santos
2. If there is NO OLD conformance, check the other submitted requirement for evaluation stated in no. 1 For MISSING OLD CONFORMANCE Submit affidavit of loss with other requirements in no. 1	Check completeness of the submitted documents, verify the property using RPT-GIS and Zoning Map, and identify its Zoning Classification to know if business is allowed.	none	15 minutes	Sasna Miguel, Marjorie Pedernal, Vernadith Cruz, John Carlo Fajardo, Vicente Benson Santos
3. Approval	Verify if the business is allowable based on the zone.	none	15 minutes	Arch. EnP. Beryl Baybay, Engr. Yvan Pagdonsolan, Engr. Romelo Palermo
4. Receiving the Certificate of Conformance	Releasing the Certificate of Conformance	none	5 minutes	Authorized Staff

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