



**City Planning and Development  
Office**



## **CITY PLANNING AND DEVELOPMENT OFFICE**

### **I. MANDATE:**

- I.1 Formulate integrated economic, social, physical, and other development plans and policies for consideration of the local government development council;
- I.2 Conduct continuing studies, researches, and training programs necessary to evolve plans and programs for implementation;
- I.3 Integrate and coordinate all sectoral plans and studies undertaken by the different functional groups or agencies;
- I.4 Monitor and evaluate the implementation of the different development programs, projects, and activities in the local government unit concerned in accordance with the approved development plan;
- I.5 Prepare comprehensive plans and other development planning documents for the consideration of the local development council;
- I.6 Analyze the income and expenditure patterns, formulate and recommend fiscal plans and policies for consideration of the finance committee of the local government unit concerned as provided under Title Five, Book II of this Code;
- I.7 Promote People participation in development planning within the local government unit concerned;
- I.8 Exercise supervision and control over the secretariat of the local development council.

### **II. VISON:**

A highly competent, innovative and professionally oriented local planning institution which is development centered and staffed by highly skilled technical personnel who are strongly committed to effectively and efficiently address the challenges of attaining a sustainable-developed and livable Batangas City.

### **III. MISSION:**

To formulate rational holistic, comprehensive and integrated development planning documents and initiate activities that will improve the quality of life of the city residents and will guide the attainment of the overall sustainable development of Batangas City.

### **IV. SERVICE PLEDGE:**

- IV.1 Improve delivery of public services to the clientele.
- IV.2 Enhance provision and accommodate data base to the constituents.
- IV.3 Secure satisfaction among its clientele.



## 1. REQUEST SLIP ISSUED TO CLIENTS

Description of the Service: Issuance of request slip to clients requesting for information/data, maps and plans.

Office or Division:	<b>City Planning and Development Office - Administrative Division</b>			
Classification:	Simple			
Types of Transaction:	Government to Government, Government to Client and Government To Business			
Who may avail:	General Public / Students / Investors /Entrepreneurs / Government Agencies			
<b>Checklist of Requirements</b>		<b>Where to Secure</b>		
Request Slip		CPDO Administrative Division		
<b>Client Steps</b>	<b>Agency Action</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1.Secures and fills-out request slip	Receives the filled-out request slip.	none	1 minute	Administrative Aide III, Administrative Assistant 1 & 2 Administrative Officer I, II, & III
2.Proceed to concerned division	Assists the client to concerned division of CPDO.	None	1 minute	Administrative Aide III, Administrative Assistant 1 & 2 Administrative Officer I, II, & III
Total:			2 minutes	

### *Plans and Programs Division*

## 2. INFORMATIONAL AND ORGANIZATIONAL MEETING OF THE RURAL WATERWORKS AND SANITATION ASSOCIATION (RWSA)

Description of the Service: Conduct of Informational and Organizational Meeting of the Rural Waterworks and Sanitation Association (RWSA)

Office or Division:	<b>City Planning and Development Office - Plans and Programs Division</b>		
Classification:	Complex		
Types of Transaction:	Government to Government and Government to Client		
Who may avail:	Potential beneficiaries of the waterworks system		
<b>Checklist of Requirements</b>		<b>Where to Secure</b>	
Request Letter		Office of the City Mayor thru CPDO and CEO/CHO	



	Agency Action	Fees to be Paid	Processing Time	Person Responsible
Inquiry regarding Info/Organizational Meeting	Briefing/Orientation	none	1 hour	Planning Officer I, II, III, IV, Sociologist, Economist
Request forwarded	Set of schedule of info/orga meeting	none	5 minutes	Planning Officer IV
Attendance / Conduct of Info / Organizational Meeting	Act as a Resource Speaker/Facilitator /Moderator	none	6 hours	Planning Officer I, II, III, IV, Economist, Sociologist
Total:			7 hours and 5 minutes	

**3. LEADERSHIP TRAINING for the officers and personnel of RWSA**

Description of the Service: Conduct of Leadership Training for the Officers and Personnel of RWSAs

Office or Division:	<b>City Planning and Development Office - Plans and Programs Division</b>			
Classification:	Complex			
Types of Transaction:	Government to Government and Government to Client			
Who may avail:	Officers and personnel of the waterworks system			
<b>Checklist of Requirements</b>		<b>Where to Secure</b>		
Request Letter		Office of the City Mayor thru CPDO		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
Inquiry	Briefing/Orientation	none	30 minutes	Planning Officer I, II, III, IV, Sociologist, Economist
Request for the conduct of leadership training forwarded	Set schedule for leadership training	none	5 minutes	Planning Officer IV
Attendance to the leadership training	Resource Speaker/Facilitator/ Moderator	Php450 /pax	8 hrs	CPDC, Planning Officer I, II, III, IV, Sociologist, Economist
	Issuance of Certificate of Attendance		15 minutes	



Total:		8 hours and 50 minutes	
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**4. TURN-OVER OF THE WATERWORKS SYSTEM (MANAGEMENT)**

Description of the Service: Turnover of Project (Management) to the officers of waterworks system thru the Barangay Council

Office or Division:		<b>City Planning and Development Office - Plans and Programs Division</b>		
Classification:		Complex		
Types of Transaction:		Government to Government and Government to Client		
Who may avail:		Barangay Council, officers of the waterworks system and potential beneficiaries		
<b>Checklist of Requirements</b>		<b>Where to Secure</b>		
Request Letter		Office of the City Mayor thru CPDO and CEO		
<b>Client Steps</b>	<b>Agency Action</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
Inquiry	Briefing/Orientation	none	15 minutes	Planning Officer I, II, III, IV, Sociologist, Economist
Submission of the proposed By-Law for approval	Review the proposed by-law	none	4 hours	Planning Officer I, II, III, IV, Sociologist, Economist
Request for the schedule of Turnover forwarded	Set schedule for the Turn over	none	5 minutes	Planning Officer IV
Attendance to Turnover Ceremony of project	Facilitator/Moderator	none	4 hours	Planning Officer I, II, III, IV, Sociologist, Economist
Total:			8 hours and 20 minutes	



**5. ANNUAL GENERAL ASSEMBLY MEETING OF THE RURAL WATERWORKS AND SANITATION ASSOCIATION**

Description of the Service: Conduct of the Annual General Assembly Meeting of RWSAs

Office or Division:		<b>City Planning and Development Office - Plans and Programs Division</b>		
Classification:		Complex		
Types of Transaction:		Government to Government and Government to Client		
Who may avail:		Barangay Council, officers of the waterworks system and potential beneficiaries		
<b>Checklist of Requirements</b>		<b>Where to Secure</b>		
Request Letter		Office of the City Mayor thru CPDO and CEO		
<b>Client Steps</b>	<b>Agency Action</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
Inquiry	Briefing/Orientation	none	1 hour	Planning Officer I,II, III, IV, Sociologist, Economist
Submitted copy of the proposed annual budget for approval and financial statements	Review of the proposed budget and financial statements	none	4 hours	Planning Officer I, II, III, IV, Sociologist, Economist
Request for the schedule of General Assembly Meeting forwarded	Set schedule of the General Assembly Meeting	none	5 minutes	Planning Officer IV
	Attendance to the Annual Gen Assembly Meeting	none	4 hours	Planning Officer I, II, III, IV, Sociologist, Economist
Total:			9 hours and 5 minutes	

**6. ANNUAL BARANGAY GENDER AND DEVELOPMENT (GAD) PLAN AND BUDGET**

Description of the Service: Provision of technical assistance in the formulation of Annual Barangay GAD Plan and Budget

Office or Division:	<b>City Planning and Development Office - Plans and Programs Division</b>
Classification:	Complex



Types of Transaction:		Government to Government and Government to Client		
Who may avail:		Barangay GAD Focal Point System		
<b>Checklist of Requirements</b>		<b>Where to Secure</b>		
Request Letter		CPDO		
<b>Client Steps</b>	<b>Agency Action</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
Inquiry	Briefing/Orientation	none	1 hour	Planning Officer I, II,III, IV, Sociologist, Economist
Request for the schedule	Set schedule for the training-workshop	none	5 minutes	Planning Officer IV
Attendance to the GAD Training-Workshop	Resource speaker/Facilitator	none	8 hours	Planning Officer I, II,III, IV, Sociologist, Economist
Total:			9 hours and 5 minutes	

**7. ANNUAL CITY GENDER AND DEVELOPMENT (GAD) PLAN AND BUDGET**

Description of the Service: Review and Consolidates the Batangas City Annual GAD Plan and Budget

Office or Division:		City Planning and Development Office - Plans and Programs Division		
Classification:		Complex		
Types of Transaction:		Government to Government		
Who may avail:		Batangas City GAD Focal Point System		
<b>Checklist of Requirements</b>		<b>Where to Secure</b>		
Annual GAD Plan and Budget		All members of the City GFPS		
<b>Client Steps</b>	<b>Agency Action</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
Submission of the Annual GAD Plan and Budget of different agencies	Review and Consolidates	none	1 month	Planning Officer III, Planning Officer IV
Total:			1 month	

**8. Implementation of Livelihood Project**



Description of the Service: Implementation of Cattle Fattening Project

Office or Division:	<b>City Planning and Development Office - Plans and Programs Division</b>			
Classification:	Complex			
Types of Transaction:	Government to Government and Government to Client			
Who may avail:	Residents of Batangas City			
<b>Checklist of Requirements</b>		<b>Where to Secure</b>		
Request Letter		Office of the City Mayor thru CPDO		
<b>Client Steps</b>	<b>Agency Action</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
Compliance with the yearly monitoring activities	Monitoring thru visitation	none	15 minutes	Planning Officer IV Planning Officer II Planning Officer I Sociologist I Economist I
Total:			15 minutes	

*Research, Evaluation and Statistics Division*

**9. COPIES OF BATANGAS CITY SOCIO ECONOMIC PHYSICAL AND POLITICAL PROFILE AND/OR BATANGAS CITY MINI PROFILE, COMPREHENSIVE LAND USE PLAN, COMPREHENSIVE DEVELOPMENT PLAN AND OTHER BATANGAS CITY INFORMATION**

Description of the Service: Providing Batangas City data to students, investors, researchers, government and non-government agencies.

Office or Division:	City Planning and Development Office - Research, Evaluation and Statistics Division			
Classification:	Simple			
Types of Transaction:	Government to Government, Government to Client and Government To Business			
Who may avail:	General Public / Students / Investors /Entrepreneurs / Government Agencies			
<b>Checklist of Requirements</b>		<b>Where to Secure</b>		
Request Slip		Administrative Division		
<b>Client Steps</b>	<b>Agency Action</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
Providing Batangas City data to students, investors, researchers, government and	Provides available information / data / statistics / maps	Php5.00	4 minutes	Project Evaluation Officers I,II,III,IV, Statistician, Statistician Aide





non-government agencies.				
Total:			4 minutes	

**10. ISSUANCE OF CERTIFICATION FOR RURAL WATERWORKS SYSTEM ASSOCIATION**

Description of the Service: Issuance of Certification as requested by officers of Rural Waterworks and Sanitation Association/Project.

Office or Division:	City Planning and Development Office - Research, Evaluation and Statistics Division			
Classification:	Simple			
Types of Transaction:	Government To Client			
Who may avail:	Rural Waterworks System Associations			
<b>Checklist of Requirements</b>		<b>Where to Secure</b>		
Request Form		Research, Evaluation and Statistics Division		
<b>Client Steps</b>	<b>Agency Action</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
Written request / Accomplished request slip for needed certification	Prepares the requested certification	Php2.00	2 minutes	Project Evaluation Officers I,II,III,IV, Statistician, Statistician Aide
	Checked and Signed the requested certification		30 seconds	Project Evaluation Officers I,II,III,IV, Statistician, Statistician Aide
	Issue the requested certification		30 seconds	Project Evaluation Officers I,II,III,IV, Statistician, Statistician Aide
Total:			3 minutes	

**11. EVALUATIONS FOR RURAL WATERWORKS SYSTEM ASSOCIATION**



Description of the Service: Conducts monitoring and evaluations of Rural Waterworks and Sanitation Association/Project (RWSA/RWSP).

Office or Division:	City Planning and Development Office - Research, Evaluation and Statistics Division			
Classification:	Simple			
Types of Transaction:	Government To Client			
Who may avail:	Rural Waterworks System Associations Board of Directors			
<b>Checklist of Requirements</b>		<b>Where to Secure</b>		
Request Form		Research, Evaluation and Statistics Division		
<b>Client Steps</b>	<b>Agency Action</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
Set schedule for monitoring and evaluation / Set schedule for the submission of documents and accomplishment of the google response form for monitoring and evaluation.	Coordinate with Rural Waterworks System officers for monitoring and evaluation schedule.	Php8.00	30 seconds	Project Evaluation Officers I,II,III,IV, Statistician, Statistician Aide
	Conducts monitoring and evaluation of RWSA / RWSP.	Php580.00 / not applicable	4 hours	Project Evaluation Officers I,II,III,IV, Statistician, Statistician Aide
Set schedule for the return of documents used in the monitoring and evaluation.	Prepare report and endorsement for proper action.	Php8.00	2 minutes	Project Evaluation Officers I,II,III,IV, Statistician, Statistician Aide
Total:			4 hours, 2 minutes and 30 seconds	

*Special Projects Division*

**12. APPLICATION FOR BID DOCUMENTS FOR INFRASTRUCTURE PROJECTS**

Description of the Service: To act as the Technical Secretariat of Bids and Awards Committee for Infrastructure Projects as mandated by RA 9184



Office or Division:	City Planning and Development Office - Special Projects Division, BAC Secretariat for Infrastructure and Consultancy			
Classification:	Simple			
Types of Transaction:	Government to Clients			
Who may avail:	Infrastructure Contractors with intent to purchase Bidding Documents			
<b>Checklist of Requirements</b>		<b>Where to Secure</b>		
Receipt of Bidder Fee		City Treasurers Office		
<b>Client Steps</b>	<b>Agency Action</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
Present the Contractors Bidders Fee	Receive Bidders Fee receipt	none	3 minutes	Project Development Officer IV, Project Development Officer III, BAC Secretariat
Claim the Bid Form	Issuance of Bid Form	none	2 minutes	Project Development Officer IV, Project Development Officer III, BAC Secretariat
Total:			5 minutes	

**13. COPIES OF DIFFERENT KIND OF BATANGAS CITY MAPS.**

Description of the Service: To attend/ entertain the need of Batangas City maps as requested by student/s, investors, government and non-government agencies

Office or Division:	City Planning and Development Office – Special Projects Division
Classification:	Simple
Types of Transaction:	Government to Government, Government to Client and Government To Business



Who may avail:	General Public / Students / Investors /Entrepreneurs / Government Agencies			
<b>Checklist of Requirements</b>		<b>Where to Secure</b>		
Request Slip		Administrative Division		
<b>Client Steps</b>	<b>Agency Action</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
Secure and Filled up Request slip form	Issue Request Slip Form	none	1 minute	PDO IV, PDO III, PDO II, PDO I
Present the accomplished request slip form to the Special Projects Division	Received the request slip	none	1 minute	PDO IV, PDO III, PDO II, PDO I
Received the requested Batangas City maps	Issue the requested Batangas City maps	none	3 minutes	PDO IV, PDO III, PDO II, PDO I
Total:			5 minutes	

**14. GIS GENERATED INFORMATION/DATA/STATISTICS/MAPS AVAILABLE IN THE OFFICE**

Description of the Service: To attend/ entertain the need of GIS generated information/ data/ statistics/ maps available in the office as requested by student/s, investors, government and non-government agencies

Office or Division:	City Planning and Development Office – Special Projects Division			
Classification:	Simple			
Types of Transaction:	Government to Government, Government to Clients and Government To Business			
Who may avail:	General Public / Students / Investors /Entrepreneurs / Government Agencies			
<b>Checklist of Requirements</b>		<b>Where to Secure</b>		
Request Slip		Administrative Division		
<b>Client Steps</b>	<b>Agency Action</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
Secure and Filled up Request slip form	Issue Request Slip Form	none	1 minute	PDO IV, PDO III, PDO II, PDO I
Present the accomplished request slip form to the Special Projects Division	Received the request slip	none	1 minute	PDO IV, PDO III, PDO II, PDO I
Received the requested	Issue the requested information/ data/ maps	none	10 minutes	PDO IV, PDO III, PDO II, PDO I



information/ data/ maps				
Total:			12 minutes	

## Zoning Division

### 1. CERTIFICATE OF ZONING COMPLIANCE FOR BUILDING

Description of the Service: Application for CZC for the construction/ repair/ renovation/ expansion of residential, apartment, pension house, lodging house, hotel etc. / commercial, institutional, recreational, industrial buildings/ structures/ projects

Office or Division:	City Planning and Development Office- Zoning Division
Classification:	Simple Transaction
Types of Transaction:	G2C - Government to Client/ G2B - Government to Business Owners/G2G - Government to Government
Who may avail:	Anybody who will construct/repair/improve/renovate buildings, plants or any structure in a certain area within Batangas City

Checklist of Requirements	Where to Secure
1. CZC Application Form (1 original copy notarized)	One Stop Shop for Construction Permit (OSCP)/ CPDO- Zoning Division
2. Barangay Clearance to Construct (1 photocopy)	Barangay Hall of stated barangay in their Tax Declaration
3. Right Over Land (1 Photocopy) 3.1 Tax Declaration/ Title 3.2 Notarized Consent 3.3 Notarized Lease Contract/Sublease Contract if Lessee 3.4 Notarized Deed of Sale/Deed of Conditional Sale/Extrajudicial Settlement/ Contract To Sell/Transfer of Rights/Usufruct 3.5 Notarized Memorandum of Agreement 3.6 Current Tax Receipt	Client/Land Owner/Lessor



3.7 Notarized SPA/Certification/Authorization				
4. Building/Sanitary/Electrical/Mechanical Permit signed and sealed by licensed Engineer (1 copy each)		OSCP/ Forms can be secured from City Engineers Office (CEO)		
5. Bill of Materials (1 photocopy)		Client		
6. Specifications (1 photocopy)		Client		
7. Two (2) Complete set of plans		Client		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Submits the notarized accomplished application form together with the requirements	1.1 Receives the accomplished application form for CZC, building plans and supporting documents  1.2 Reviews all submitted documents for checking and verification  1.3 Issues claim stub for follow up and issuance of	None	15 minutes	Zoning Officers, Designated Zoning Inspector/ CPDO assigned at OSCP



	Order of Payment			
	1.4 Encode the submitted documents and schedule for inspection the proposed project	None	30 minutes	Zoning Officers I,II,III, Designated Zoning Inspector, /CPDO assigned at OSCP
	1.5 Conducts ocular inspection on the project site of the project being applied  1.6 Prepares evaluation report of the inspected/p roposed project and recommends decision	None	1 day	Zoning Officers I, II, III, Designated Zoning Inspector/ CPDO
2. Follow up and secures order of payment for the project being applied	Issues order of payment for the release of CZC	Depending on the submitted construction cost/bill of materials (Batangas City Tax Code of 2009	15 minutes	Zoning Officers I, II, III, Designated Zoning Inspector, Admin Aide III/ CPDO



3. Proceeds to City Treasurer's Office for payment	3.1 City Treasurers Office accepts payments and issue official receipts.	Depending on the submitted construction cost/bill of materials (Batangas City Tax Code of 2009	15 minutes	Revenue Collection Clerk/ City Treasurer's Office Staff
	3.2 Prepares the CZC upon payment for project being applied  3.3 Affixes initials and signature on CZC and building plans by recommending officers	None	30 minutes	Admin Aide III, Zoning Division/ CPDO  Zoning Officers I, II, III,IV/ CPDO
	3.4 Approves and affixes signature of the approving officer on CZC and building plans	None	30 minutes	City Planning &Devt. Coordinator (CPDC)
4. Presents the claim stub on the date and time indicated for the issuance of CZC	Issues/Release CZC and building plans	None	15 minutes	Admin Aide III/ CPDO
Total:		Depending on the submitted construction cost/bill of materials (Batangas City Tax Code of 2009	1 day 2 hours 30 minutes	





## 2. ZONING PERMIT FOR OCCUPANCY

Description of the Service: Application for CZC for Zoning Permit for Occupancy of residential, apartment, pension house, lodging house, hotel etc/ commercial, institutional, recreational, industrial buildings/ structures/ projects

Office or Division:	City Planning and Development Office- Zoning Division	
Classification:	Simple Transaction	
Types of Transaction:	G2C - Government to Client/ G2B - Government to Business Owners/ G2G - Government to Government	
Who may avail:	Anybody who have been issued building permits	
<b>Checklist of Requirements</b>	<b>Where to Secure</b>	
1. ZPO Application Form (1 original copy notarized)	BPOSS/ CPDO- Zoning Division	
2. Certificate of Completion (1 photocopy)	Forms can be secured from City Engineers Office at BPOSS	
3. Approved Building/Sanitary/Electrical/Mechanical permits (1 photocopy)	Client	

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Submits CEO endorsement and secures application form	1.1 Receives CEO endorsement  1.2 Issues application form and claim stub, advises the client to have the form notarized and explains to the client how to	None	15 minutes	Zoning Officers, Designated Zoning Inspector/ CPDO assigned at OSCP



	accomplish the form			
	1.3 Retrieves building plan on file	None	20 minutes	Admin Aide I, III, Zoning Division/ CPDO
	1.4 Encode the submitted documents and schedule for inspection	None	30 minutes	Admin Aide I, III, Zoning Division/ CPDO
	1.5 Conducts ocular inspection on the project site of the project being applied  1.6 Prepares evaluation report of the inspected/ applied project and recommends decision	None	1 day	Zoning Officers I, II, III, Designated Zoning Inspector/ CPDO  Admin Aide I, III, Zoning Division/ CPDO
2.	Secures order of payment for the project being applied	Depending on the submitted construction cost/bill of materials (Batangas City Tax Code of 2009)	15 minutes	Zoning Officers I, II, III, Designated Zoning Inspector, Admin Aide III/ CPDO



3. Proceeds to City Treasurer's Office for payment	3.1 City Treasurers Office accepts payments and issue official receipts.	Depending on the submitted construction cost/bill of materials (Batangas City Tax Code of 2009	15 minutes	Revenue Collection Clerk/ City Treasurer's Office Staff
	3.2 Prepares the ZPO upon payment for project being applied  3.3 Affixes initials and signature on ZPO by recommending officers	None	30 minutes	Zoning Officers I, II, III, Designated Zoning Inspector, Admin Aide III/ CPDO  Zoning Officers I, II, III,IV
	3.4 Approves and affixes signature of the approving officer on ZPO	None	30 minutes	City Planning &Dev't Coordinator (CPDC)
4. Presents the claim stub on the date and time indicated for the issuance of ZPO	Issues/Releases ZPO	None	15 minutes	Admin Aide I, III, Zoning Division/ CPDO
Total:	Depending on the submitted construction cost/bill of materials (Batangas City Tax Code of 2009	1 day 2 hours 50 minutes		



**3. CERTIFICATE OF ZONING COMPLIANCE FOR BUSINESS**

Description of Service : Application for CZC for the establishment and operation of commercial, business, institutional, recreational, industrial and other projects/uses/activities

Office or Division:		City Planning and Development Office- Zoning Division		
Classification:	Simple Transaction			
Types of Transaction:	G2B - Government to Business Owners			
Who may avail:	Anybody who will establish and operate a business in Batangas City			
<b>Checklist of Requirements</b>		<b>Where to Secure</b>		
1. CZC Application Form (1 original copy)		BPOSS/ CPDO- Zoning Division		
2. Barangay Clearance to Operate Business		Barangay Hall of stated barangay in their Tax Declaration		
3. Right Over Land (1 Photocopy) 3.1 Tax Declaration/ Title 3.2 Notarized Consent 3.3 Notarized Lease Contract/Sublease Contract if Lessee 3.4 Notarized Deed of Sale/Deed of Conditional Sale/Extrajudicial Settlement/ Contract To Sell/Transfer of Rights/Usufruct 3.5 Notarized Memorandum of Agreement 3.6 Current Tax Receipt 3.7 Notarized SPA/Certification/Authorization		Client/Land Owner/Lessor		
4. DTI/SEC sealed by licensed Engineer (1 copy each)		DTI or SEC office		
5. Location/ Vicinity Map		Client		
<b>Client Steps</b>	<b>Agency Action</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Submits accomplished application form and complete list of requirements	1.1 Receives the accomplished application form together with the supporting documents  1.2 Checks/Verifies if the requirements are complete and all documents are correct  1.3 Informs applicant of	None	15 minutes	Zoning Officers, Designated Zoning Inspector/ CPDO assigned at OSCP



	inspection schedule and issues claim stub for follow up and issuance of Order of Payment			
	<p>1.4 Evaluates and encodes documents of the project applied for.</p> <p>1.5 Conducts ocular inspection on the project site of the project being applied</p> <p>1.6 Prepares evaluation report of the inspected/proposed project and recommends decision</p>	None	1 day	<p>Zoning Officers I, II, III, Designated Zoning Inspector, Admin Aide III/ CPDO</p> <p>Zoning Officers I, II, III, Designated Zoning Inspector/ CPDO</p> <p>Zoning Officers I, II, III,IV/ CPDO</p>
2. Secures order of payment for the project being applied	Issues order of payment for the release of CZC	Depending on the declared capitalization (Batangas City Tax Code of 2009	15 minutes	Zoning Officers I, II, III, Designated Zoning Inspector, Admin Aide III/ CPDO

3. Proceeds to City Treasurers Office for payment	3.1 City Treasurers Office accepts payments and issue official receipts.	Depending on the declared capitalization (Batangas City Tax Code of 2009	15 minutes	Revenue Collection Clerk/ City Treasurer's Office Staff
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	3.2 Prepares the CZC upon payment for project being applied	None	30 minutes	Zoning Officers I, II, III, Designated Zoning Inspector, Admin Aide III/ CPDO
	3.4 Affixes initials and signature on CZC by recommending officers			Zoning Officers I, II, III,IV/ CPDO
	3.5 Approves and affixes signature of the approving officer on CZC	None	30 minutes	City Planning & Dev't Coordinator (CPDC)
4. Presents the claim stub on the date and time indicated for the issuance of CZC	Issues/Release CZC	None	15 minutes	Zoning Division Staff
	<b>Total:</b> Depending on the submitted construction cost/bill of materials (Batangas City Tax Code of 2009)		1 day and 2 hours	

**4. CERTIFICATION AS TO LAND USE CLASSIFICATION**

Description of Service : Application for Zoning Certification as to Land Use classification

Office or Division:	City Planning and Development Office- Zoning Division			
Classification:	Simple Transaction			
Types of Transaction:	G2C - Government to Client/ G2G - Government to Government			
Who may avail:	Landowners, investors, realtors, students and researchers in general who want to know the land use classification			
<b>Checklist of Requirements</b>		<b>Where to Secure</b>		
1. Application Form (1 original copy)		CPDO- Zoning Division		
2. Transfer Certificate of Title or Tax Declaration (1 photocopy)		Land owner/ Lessor		
3. Lot Plan/ Survey Plan		Land owner/ Lessor		
4. Vicinity Map		Land owner/ Lessor		
5. Zoning Certificate filing fee		CPDO- Zoning Division		
<b>Client Steps</b>	<b>Agency Action</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>



1. Submits the accomplished application form together with the requirement and official receipt	1.1 Receives the accomplished application form, requirement and records OR No.  1.2 Prepares Zoning Certification as to land use classification  1.3 Affixes initials on Zoning Certification	Php 200.00  (Batangas City Tax Code of 2009)	30 minutes	Zoning Division Staff
	1.4 Approves and affixes signature of the approving officer on Zoning Certificate	None	15 minutes	City Planning & Dev't. Coordinator (CPDC)
2. Claims Zoning Certificate	1.5 Releases Zoning Certification	None	5 minutes	Admin Aide I, III, Zoning Division/ CPDO
Total:		Php200.00 (Batangas City Tax Code of 2009)	50 minutes	

**5. ISSUANCE SIGNAGE PERMIT**

Description of Service : Application for Signage Permit

Office or Division:	City Planning and Development Office- Zoning Division
Classification:	Simple Transaction
Types of Transaction:	G2C - Government to Client/ G2G - Government to Government
Who may avail:	Anybody who will post their streamers/ banners for advertisement and information
<b>Checklist of Requirements</b>	<b>Where to Secure</b>
1. Application Form (1 original copy)	CPDO- Zoning Division
2. Sworn Statement (1 original copy)	Client
3. Consent of private building/structure owners (1 original copy)	Lot Owner/Client
4. Sign Permit Fee	CPDO- Zoning Division



Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Submits the notarized accomplished application form and requirements	1.1 Receives the accomplished application form together with the supporting documents  1.2 Checks/ Verifies if the requirements are complete and all documents are correct  1.3 Issues order of payment	Php 30.00 per tarp/streamer/ banner (Batangas City Tax Code of 2009)	15 minutes	Admin Aide I, III, Zoning Division/ CPDO  Zoning Officers I, II, III,IV/ CPDO  Admin Aide I, III, Zoning Division/ CPDO
2. Proceeds to City Treasurers Office for payment	2.1 City Treasurers Office accepts payments and issue official receipts.	Php 30.00 per tarp/streamer/ banner (Batangas City Tax Code of 2009)	15 minutes	Revenue Collection Clerk/ City Treasurer's Office Staff
	2.2 Prepares the sign permit upon payment of the sign permit fee  2.3 Affixes initials on sign permit by the recommending officer	None	30 minutes	Zoning Officers I, II, III, Designated Zoning Inspector, Admin Aide III/ CPDO  Zoning Officers I, II, III,IV/ CPDO
	2.4 Approves and affixes signature of the approving officer on sign permit	None	30 minutes	City Planing & Dev't. Coordinator (CPDC)
3. Claims Sign Permit	Releases Sign Permits	None	5 minutes	Admin Aide I, III, Zoning Division/ CPDO
Total:		Php 30.00 per tarp/streamer/	1 hour and 35 minutes	





	banner (Batangas City Tax Code of 2009)		
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## V. FEEDBACK AND COMPLAINTS

### The Feedback System of the CPDO

In order to continuously provide and improve the delivery of basic services to the public, the CPDO is committed to hear feedbacks from its client.

- V.1 A Client complaint/ feedback form Drop Box designated at the lobby of the office.
- V.2 Every two (2) weeks, the admin officer opens the drop box and compiles/ records all feedbacks submitted.
- V.3 All feedbacks and complains will be endorsed to the City Planning and Development Coordinator for proper action.
- V.4 Client will be informed of the action that will be undertaken.
- V.5 The inquiries and follow-ups, clients may contact telephone no. **723-4146**.