



DEPARTMENT OF HUMAN SETTLEMENTS AND URBAN DEVELOPMENT

***Building Adequate, Liveable, Affordable and Inclusive
Filipino Communities***



CITIZEN'S CHARTER

TABLE OF CONTENTS

- I. Mandate
- II. Vision
- III. Mission
- IV. Service/Performance Pledge
- V. DHSUD Values
- VI. List of Services
 - VI.1 Assistance to Clients with Housing Related Concerns
 - VI.2 Issuance of Certificate of Registration (CR) and License to Sell (LS) for Subdivision/Condominium Projects and other Real Estate Projects
 - VI.3 Registration of Real Estate Broker, Salesperson, Business Firms and Dealers
 - VI.4 Registration of HOA (Merger/Federation/Consolidation
 - VI.5 Assistance to LGUs in the Formulation of Local Shelter Plan (LSP)
 - VI.6 Technical Assistance in the formulation of Comprehensive Land Use Plan/Provincial Physical Framework Review
 - VI.7 Application for Reclassification
 - VI.8 Issuance of Zoning Certificate
 - VI.9 Assistance in the Proclamation of Lands for Socialized Housing
 - Pre-Proclamation
 - Post Proclamation
 - VI.10 Legal Assistance
- VII. Schedule of Fees
- VIII. Feedback and Complaints Mechanism
- IX. List of Officers

VISION STATEMENT

- To promulgate and enforce enabling policies, plans and regulations on land use, housing and urban development and homeowners associations towards sustainable and resilient communities
- To empower stakeholders in the formulation and implementation of plans and programs

MISSION STATEMENT

An institution of highly dedicated and accountable Public servants committed in improving the quality of life of the Filipino people by building well-planned, climate resilient, vibrant, inclusive and sustainable communities and human settlements

PERFORMANCE PLEDGE

We, the civil servants of the Department of Human Settlements and Urban Development shall pursue excellence in governance in promoting sustainable, healthy, productive and safe human settlements through housing and urban development.

Values

- Professionalism
- Integrity
- Accountability
- Competence
- Commitment

LIST OF DHSUD FRONTLINE SERVICES

FRONTLINE SERVICE	FEES	FORMS	PROCESS CYCLE TIME	RESPONSIBLE PERSON/OFFICE/ LOCATION
1. Assistance to clients with housing related concerns a. Real Estate/ Developer b. HOA concerns c. Squatting syndicates/ professional squatters d. Other housing related concerns	No fees collected	Referral form	30 minutes for walk-in clients and 3 days for written requests	Public Assistance Division staff; PAD, Ground Floor DHSUD Building <u>Central Office</u> HOACDB, HREDRB, PHSS <u>Regional Office</u> HOACD/HRERDD/ PHSD
2. Technical assistance to LGUs: a. LSP Formulation b. CLUP Formulation	No fees collected	Letter request for Technical Assistance		<u>Central Office</u> PHSS, ELUUPDB <u>Regional Office</u> PHSD/ELUPDD
3. Assistance on the Proclamation of government lands for socialized housing	No fees collected	Letter request for assistance in the Proclamation of Government Lands		<u>Central Office</u> PHSS <u>Regional Office</u> PHSD
4. Legal Assistance	No fees collected	Letter request for assistance	3 days for written requests	<u>Central Office</u> Legal Service <u>Regional Office</u> Atty. IV/ Office of the RD

VI.1 ASSISTANCE TO CLIENTS WITH HOUSING RELATED CONCERNS

FRONTLINE SERVICE	
Office/Location (DTS and PAD)	DHSUD lobby located at the Ground Floor DHSUD Building, Kalayaan Avenue corner Mayaman St., Diliman, Quezon City (Regional Office Address)
Clients/Customers	Homeowners Associations, homebuyers, and others with housing concerns (walk-ins, phone, letters)
Documentary Requirements	Letter of complaint/query, Referral Form/Letter
Fees	None
Procedures for Client Assistance	
Step 1	Clients submit letter complaint/query to DHSUD thru the Document Tracking System (DTS) and/or Clients directly transact with PAD staff for their concerns.
Step 2	DTS Officer stamps received to the letter complaint/query and endorses the same to the Office of the Secretary (Regional Director in case of Regional Offices) or directly to the concerned bureau, service or division.
Step 3	Office of the Secretary transmits the letter complaint/query to the concerned DHSUD Bureaus/Services/Division for appropriate action. Regional Director routes the complaint document to concerned staff.
Step 4	Bureaus/Services/ Division forwards action documents to the Office of the Secretary (Regional Director in case of Regional Offices) for his/her signature and returns the same to the Bureaus/Services/Division for release to DTS.
Step 5	DTS dispatches the action document to the complainant/letter sender.

VI.2 ISSUANCE OF A CERTIFICATE OF REGISTRATION (CR) AND LICENSE TO SELL (LS) SUBDIVISION/ CONDOMINIUM PROJECTS AND OTHER REAL ESTATE PROJECTS

DOCUMENTARY REQUIREMENTS:

- A. Sworn Registration Statement.
- B. Certified True copy of TCT or Original Certificate of Title (OCT) duly stamped with original marking "Certified True Copy" by the proper Register of Deeds and bearing its seal or security marker.
- C. Duly audited Balance Sheet
- D. Articles of Incorporation, By-laws and latest annual corporate report to SEC
- E. A copy of any circular, prospectus, brochures, advertisement or communication used/ to be used for public offering of subject project and for circulation upon approval by the Department.
- F. Sample copy of Contract to Sell
- G. Certified true copy of Environmental Compliance Certificate (ECC)/ Certificate of Non – Coverage (CNC)
- H. Zoning Certificate from Department.
- I. Certified true copy of DAR Conversion Order/ Exemption Clearance
- J. Electrical Plan and Specifications
- K. Permit to operate a deepwell/ water potability test results
- L. Project Study
- M. Program of development (bar chart with S-curve, Gantt chart/ PERT-CPM, etc.) signed and sealed by licensed engineer or architect indicating work activities, duration and costing.
- N. Affidavit of Understanding to submit titles to the Department.

FOR CONDOMINIUM PROJECT

- O. Duly accomplished and notarized fact sheet.
- P. Master Deed with Declaration of Registration and Declaration of Restrictions evidenced by the proper annotation thereof in the title(s) of the property and the certified true copy of such title(s) from the register of Deeds
- Q. Building Permit

FOR SUBDIVISION PROJECT

- R. Verified Survey Returns (two copies)
- S. Sangguniang Resolution/ Ordinance granting of Development Permit/ Subdivision Development Plan
- T. Certified true copy of resolution conferring authority to Mayor or other local government official to issue development permit
- U. Proof of compliance to Sec. 18 of RA 7279

V. One (1) set of subdivision development plan			
IF PROPERTY IS/ARE CURRENTLY MORTGAGED			
W. Mortgagee Undertaking (DHSUD Form No. _____)			
X. Mortgage or Undertaking (DHSUD Form No. _____)			
WORKFLOW	TIME FRAME	PROCESSOR	APPROVING AUTHORITY
1. Files application with supporting documents	Steps 1-5 1 day	Applicant	
2. Checks completeness of documents a. If complete, acknowledges receipt of application and logs. Accomplished transmittal sheet. Forwards to Regional Director's Office (RDO). b. If incomplete, returns to applicant.		Records Officer Regional Director's Office (RO-RDO)	
3. Receives and logs documents.		Records Officer Regional Director's Office (RO-RDO)	
4. Indorses documents to Housing and Real Estate Development Regulation Division (HREDRD) Head			
5. Receives documents. Assigns documents to processor for evaluation.			Head, Housing and Real Estate Development Regulation Division
6. Evaluates application based on requirements. Determines compliance to standard and guidelines. a. If with deviation from standards and guidelines, issues Notice of Deficiency in Requirements.	Step 6-7 1 – 3 days	Processor	

7. Fills up pro forma Notice to Publish		Processor	
8. Reviews/ evaluates documents and initials. Forwards documents to RDO.	Steps 8-9 1 day	Head, HREDRD	
9. Reviews/ evaluates documents and signs.			
10. Logs out and transmits documents to Records Section (RS).	Steps 10-11 2-3 days	RO-RDO	
11. Mails/ releases Notice to Publish to the applicant.	2- 3 weeks mailing	RO-RS	
12. Receives Notice to Publish.	Steps 12 -13 17 days for PD 957	Applicant	
13. Publishes Notice to Publish			
14. Submits affidavit of Publication. Coordinates with processor/ inspector for the scheduled site inspection.	13 days for BP 220		
15. Receives Affidavit of Publication. After two (2) consecutive weeks from the last day of publication, project is deemed registered	Steps 15-16 1 – 2 days	Processor	
16. Conducts site inspection. Determines extent of development. Computes performance bond and processing fee.	Steps 7 -18 1-2 days	Inspector	
17. Accomplishes pro – forma of letter/ advice on performance bond and fee.			
18. Reviews/ evaluates and initials.			

19. Reviews/ evaluates documents and signs.	Steps 19 – 20 1-2 days	Head, HREDRD	
20. Logs out and transmits the documents and signs.		RO-RDO	
21. Posts performance bond and submits documents certifying performance bond/ guarantee from Financing institution.	Steps 21 – 24 One day	Applicant	
22. Receives documents and prepares Order of Payment (OP).		RO-RS	
23. Pays processing fee.		Applicant	
24. Receives payment. Prepares Official Receipt (OR). Issues OR to applicant.			Cashier
25. Evaluates acceptability of performance bond. Prepares Certificate of Registration (CR)/ License to Sell (LS) and Executive Brief.	Steps 25-29 3- 4 days	Processor	
26. Reviews/ initials CR/ LS. Signs Executive Brief.			Head, HREDRD
27. Reviews and affixes signature on CR/ LS and Executive Brief			Regional Director
28. Logs out documents and transmits to Records Section			
29. Releases CR/ LS to applicant.		RO- RS	

VI.3 Registration of Real Estate Brokers, Salespersons, Business Firms and Dealer

DOCUMENTARY REQUIREMENTS:			
<p>A. Brokers</p> <ol style="list-style-type: none"> 1. Two (2) recent 2 x 2 color photo 2. Photocopy of valid PRC-issued Certificate of Registration and PRC-issued Professional Identification Card (Originals thereof to be presented upon filing for comparison as faithful reproduction) 3. Photocopy of the Cash Bond or Surety Bond (Original copy to be presented upon filing for comparison as faithful reproduction); and 4. Photocopy of the Official Receipt (Filing Fee for Registration) 5. Specimen Signature (for new applicants) <p>B. Salespersons (in addition to the above requirements)</p> <ol style="list-style-type: none"> a. Photocopy Letter of Engagement/ Employment originally signed by an HLURB- registered Dealer or Broker b. Photocopy of proof of Broker's DHSUD updated registration <p>C. For Business Firms</p> <ol style="list-style-type: none"> 6. Secretary's Certificate or Sworn Authorization of the Representative 7. Photocopy of Certificate of Registration with t Security and Exchange Commission (SEC) for Corporation/Partnership, Department of Trade and Industry (DTI) for Single Proprietor, or Cooperative Development Authority (CDA) Card (Original thereof to be presented upon filing for comparison as faithful reproduction) 8. Photocopy of the Articles of Incorporation, Partnership, or Cooperation Card (Original thereof to be presented upon filing for comparison as faithful reproduction) 9. Current list of engaged or employed DHSUD brokers and/or salesperson; <p>D. Dealer: (In addition to Letter A requirements)</p> <ol style="list-style-type: none"> 1. Photocopy of valid NBI Clearance or Court Clearance Card (Original copy to be presented upon filing for comparison as faithful reproduction) 			
WORKFLOW	TIME FRAME	PROCESSOR	APPROVING AUTHORITY
1. Files application for Registration of Real Estate: Broker, Salesperson, Business Firm and Dealer	5 minutes	Applicant	

2. Receives/checks completeness of documents. If incomplete, returns to applicant. If complete, computes processing fee and prepares OP	40 minutes	Records Officer	
3. Pays processing fee		Applicant	
4. Issues OR		Cashier	
5. Submits OR to the Records Officer		Applicant	
6. Evaluates documents submitted. Notes down additional requirements if any, prepare notice of deficiency of requirements for signature of the Head-HREDRD. If complete, proceed to Step 13	1 day 10 minutes	Evaluator Head, HREDRD	
7. Reviews and signs Notice of Deficiency			
8. Logs out Notice of Deficiency	10 minutes	Secretary of the Regional Director	
9. Releases Notice of Deficiency	5 minutes	Records Officer	
10. Receives Notice of Deficiency		Applicant	
11. Submits Additional Requirements		Applicant	
12. Receives the additional requirements		Applicant	
13. Prepares Certificate of Registration and ID	30 minutes	Evaluator/ Processor	
14. Reviews/ evaluates, initials the Certificate of Registration and ID	5 minutes	Head, HREDRD	

15. Reviews and affix signature on the CR and ID			
16. Logs out signed CR and ID to the Records Officer	10 minutes	Secretary	Regional Director
17. Releases CR and ID	10 minutes	Records Officer	
18. Receives Certificate of Registration and ID	15 minutes	Applicant	

VI.4 REGISTRATION OF HOMEOWNERS' ASSOCIATION (MERGER/FEDERATION/CONDOLIDATION)

DOCUMENTARY REQUIREMENTS:

- A. Notarized Articles of Incorporation signed on each and every page thereof by all the incorporators consisting of not less than five (5) or more than fifteen (15) natural persons.
- B. Notarized bylaws signed on each and every page thereof by all members of the Board of Directors or Trustees consisting of not less than five (5) nor more than fifteen (15) natural persons;
- C. Notarized Certificate issued by the interim president or secretary of applicant-association attesting that the Articles of Incorporation and bylaws of applicant-association were ratified by the majority vote of all members of the association, stating therein the date of the members' meeting, and the fact of quorum and approval of the proposed amendments.
- D. Notarized General Information Sheet;
- E. List of the members of applicant-association with the members' corresponding signatures and addresses certified by the association secretary and attested to by the association president.
- F. Certification issued by the association president as to the existence or absence of any other association in the subdivision/village or community; and the name and address of the nearest association, if any;
- G. Code of Ethics signed on every page by the Board of Directors/ Trustees and officers of the association;
- H. Notarized undertaking by the association president to change the name of the association in the event that another person, firm or entity within the same barangay, city or municipality has acquired a prior right to the use of the name or one similar thereto; and, to comply with the rules and regulations; and
- I. Authorization by the association president for the representative of the association to transact/follow-up its registration application with the DHSUD Regional Office.

Additional requirements:

- For subdivision projects, approved subdivision/ development plan indicating the area covered by the association.
- For Community Mortgage Program (CMP) projects, or other similar land tenurial assistance programs:
 - 1. Location plan and vicinity map of the project duly signed and certified by a geodetic engineer;
 - 2. Notarized list of officers and members-beneficiaries stating the nature of their occupancy, whether as owner, tenant or usufructuary;
 - 3. Duplicate original copy of the notarized letter of intent to sell/buy, deed of absolute sale, or memorandum of agreement between the landowner and association;
 - 4. Certified true copy of the original or transfer certificate of title of the lot occupied by the members of applicant-association

issued not later than sixty (60) days before the date of application;

5. List of members-beneficiaries as certified by the proper settlements office of the LGU, or the UPAO; and
6. Certification that it is the only proposed association seeking to apply for a CMP loan in order to acquire the lot they are occupying.

For NHA housing projects, NHA certification that the association is the only association recognized and/or accredited by the NHA.

For government housing or resettlement programs, certification issued by the Municipal or City government attesting:

- A. The name and principal address of the association;
- B. The association is the only association recognized and/or accredited in the community or area and there is no other associations existing in the same or proposed project, or community.
- C. The territorial jurisdiction or area of operation of the association;
- D. The directors or trustees of the association are recognized by the City or Municipal government.

WORKFLOW	TIME FRAME	PROCESSOR	APPROVING AUTHORITY
1. Presents application and requirements for registration, and requests for verification of proposed HOA name and if there is already a registered HOA in the same location..		Applicant	
2. Verify proposed HOA name	15 mins	Records staff	Registration Officer
3. Checks the completeness of the documents submitted by the applicant and conducts preliminary evaluation. <ul style="list-style-type: none"> • If complete, acknowledges receipt of application and documents, records in the logbook the name of the applicant-association, prepares the order of payment, and advises applicant to pay the registration fee. • Forwards the application and documents to the Evaluator. • If incomplete, returns the documents to the applicant. 	1 day	Officer of the day/Receiving staff	

<p>4. Presents order of payment and pays fee to the Cashier.</p> <ul style="list-style-type: none"> • Submit photo copy of the Official Receipt (OR) to the Officer of the Day 	30 minutes	Applicant	
<p>5. Upon receipt of the OR, secure clearance from Regional Adjudication Branch of the HSAC simultaneously reviews and evaluates the application and documents submitted.</p>	1-3 days	Evaluator	
<p>6. Verify if there is a case filed by or against the HOA/BOD/officers, or if there is an opposition to the application for registration filed before the Regional Adjudication Branch; and issue clearance.</p>	1-10 days	RAB-HSAC	
<p>7. If necessary, conducts site inspection, and thereafter submit inspection report.</p>	1-3 days	Evaluator	
<p>8. If documents are complete and compliant with the law and the IRR, recommends the approval of the application to the HOACDD Chief, and signs the evaluation form.</p> <ul style="list-style-type: none"> • If incomplete, defective or not in accordance with law and the rules, recommends the issuance of the Notice of Deficiency. 	1 hour	Evaluator	<p>Registration Unit</p> <p>HOACDD Chief</p>
<p>9. Reviews and evaluates the application and documents submitted, and inspection report, if any.</p> <ul style="list-style-type: none"> • If approved, signs and returns the evaluation form together with the 	1-3 days		HOACDD Chief

application and supporting documents to the Evaluator for preparation of the corporate folder and Certificate of Incorporation (COI)			
10. Forwards the application and supporting documents to the Records staff for preparation of the corporate folder and COI.	30 minutes	Evaluator	
11. Prepares the corporate folder, enters the details of the association in the Registry Book, and prepares and affixes initials on the COI. <ul style="list-style-type: none"> Forwards the corporate records and (COI) to the Evaluator for his/her initials 	1 hour	Records staff	Registration Unit
12. Affixes initials on the COI, forwards the application and supporting documents together with the COI to the HOACDD Chief for initials.	30 minutes	Evaluator	Registration Unit
13. Affixes initials on the COI and submits the application and supporting documents to the Regional Director for consideration.	30 minutes		HOACDD Head
14. Reviews and evaluates application and supporting documents. <ul style="list-style-type: none"> If approved, signs the COI and returns the COI and documents to the Evaluator or Registration Officer for the release of the COI. 	1-2 days		Regional Director

15. Receives and acknowledges the Certificate of Incorporation	10 minutes	Applicant	
16. Submits the certified true copy of the BIR Certificate of Registration and TIN of the HOA within thirty (30) days from the receipt of the COI; and present the original COI to the Evaluator.	10 minutes	Applicant	
17. Files/attaches the BIR CR to the HOA corporate docket, enters the TIN of the HOA in the Registry book and in the COI. <ul style="list-style-type: none"> Releases the original COI to the applicant. 	30 minutes	Records staff	.
18. Receives the COI		Applicant	
19. If the application is disapproved, drafts order denying the application for registration.	1 day	Evaluator	
20. Review and finalize the draft order denying application for registration. Affixes initials on the order.	1-2 days	HOACDD Head	
21. Reviews and signs the order.	1-2 days		Regional Director
22. Release for mailing the Order.	1 day	Admin staff	

VI.5 ASSISTANCE TO LGUs ON THE FORMULATION OF LOCAL SHELTER PLAN (LSP)

FRONTLINE SERVICE	
Office/Location	DHSUD lobby located at the Ground Floor DHSUD Building, Kalayaan Avenue corner Mayaman St., Diliman, Quezon City (DHSUD Regional Office Address)
Clients/Customers	Local Government Units
Documentary Requirements	Letter request for technical assistance
Fees	None
Procedures for Client Assistance	
Step 1	LGUs submit letter request to DHSUD thru the Document Tracking System (DTS)
Step 2	DTS Officer stamps received the letter request and endorses the same to the Office of the Secretary and/or Regional Director DTS refers letters to PHSS/RDs for coordination with the requesting LGU RO-PHSD conducts orientation to the LGUs on the LSP Formulation Process
Step 3	PHSS/RO-PHSD coordinates with the LGU for the conduct of LSP orientation/workshop
Step 4	RO-PHSD conducts training on LSP Formulation to the LGU
Step 5	RO-PHSD conducts review of the LSP outputs by the participating LGUs
Step 6	RO-PHSD continuously coordinates with the LGUs up to its approval to the SB/SP

VI.6 TECHNICAL ASSISTANCE IN THE FORMULATION OF COMPREHENSIVE LAND USE PLAN/PROVINCIAL PHYSICAL FRAMEWORK REVIEW (CLUP/PPFP)

DOCUMENTARY REQUIREMENTS:			
<p>A. One (1 set) of presentation maps B. Three (3) copies of final draft of CLUP and ZO C. Executive Summary of the CLUP; D. Sangguniang Panglunsod (SB) Secretary's Certificate of Public Hearing Conducted; E. Minutes of Public Hearing; F. List of invitees and sector represented G. Copy of issued invitation letter/Notice of Public Hearing; H. Copy of Attendance Sheet</p>			
WORKFLOW	TIME FRAME	PROCESSOR	APPROVING AUTHORITY
1. Transmit Draft CLUP/PPFP for Review		LGU	
2. Checks completeness of documents a. If complete, acknowledge as receipt of application and logs. Accomplished transmittal sheet. Forwards to Regional Director's Office (RDO) b. If incomplete, returns to LGU	Steps 1-4 20 days	Records Officer-Records Section (RO-RS)	
3. Reviews CLUP and Zoning Ordinance based on the CLUP Guidelines;		Reviewer	Regional Director

<ul style="list-style-type: none"> a. Prepares Evaluation Report (Review Parameters) b. Initials Evaluation Report c. RD signs Review Evaluation Report d. Prepares Transmittal Letter 			
<ul style="list-style-type: none"> 4. Transmit Evaluation Report to Sangguniang Panlalawigan and Provincial Land Use Committee <ul style="list-style-type: none"> a. Attends PLUC Deliberation Meeting 			

VI.7 APPLICATION FOR RECLASSIFICATION

DOCUMENTARY REQUIREMENTS:			
<p>A. Application/Request for Reclassification (4 copies);</p> <p>B. Maps indicating the proposed lands to be reclassified (4 copies) and the following information: (1:20,000 or below clearly reflecting the area, location and proposed utilization);</p> <p>C. Brief textual report on specific changes (4 copies);</p> <ul style="list-style-type: none"> – Justification for the proposed reclassification – Proposed land use allocation and utilization of lands to be reclassified; – Total land area of proposed reclassification – Specific portions of the land use plan which will be amended/revised due to reclassification proposal. <p>D. Draft SB/SP ordinance citing the proposed reclassification and certifying that the locality requires lands for urban expansion to accommodate the increase in population and socio-economic activities that the land shall have substantially greater economic value for residential, commercial or industrial purposes.</p> <p>E. Certification that the LGU has conducted public hearings with list of attendance;</p> <p>F. Copy of letter(s) notifying the DTI and DOT that _____hectares are proposed reclassifications either for tourism or industrial purposes;</p> <p>G. Copy of revised Comprehensive Land Use Plan/Zoning Ordinance incorporating reclassification proposal.</p> <p>H. Certifications from DA & DAR as follows:</p> <ul style="list-style-type: none"> h.1 Department of Agriculture’s Regional Office (Reclassification Form B): h.2 Department of Agrarian’s Reform Regional Office (Reclassification Form B); 			
WORKFLOW	TIME FRAME	PROCESSOR	APPROVING AUTHORITY
1. Transmit Application for Agricultural Land Reclassification		LGU	
2. Checks completeness of documents a. If complete, acknowledge as receipt of application and logs. Accomplished transmittal sheet. Forwards to Regional Director’s Office (RDO)	Steps 1-4 20 days	Records Officer- Records Section (RO- RS)	

b. If incomplete, returns to LGU.			
3. Reviews Reclassification Application based on the MC 54 Guidelines; <ul style="list-style-type: none"> a. Prepares Evaluation Report (Review Parameters) and Endorsement Letter; b. Initials Evaluation Report and Endorsement Letter; c. RD signs Review Evaluation Report and Endorsement Letter; d. Prepares Transmittal Letter to Sangguniang Panlalawigan. 		Reviewer	
4. Transmit Endorsement Letter to Sangguniang Panlalawigan. <ul style="list-style-type: none"> a. Attends PLUC Deliberation Meeting 		Reviewer	

VI.8 ISSUANCE OF ZONING CERTIFICATE

DOCUMENTARY REQUIREMENTS:			
A. Duly Notarized Application Form; B. Vicinity Map C. Lot Plan; D. Photocopy of TXT, Tax declaration as proof of right over property E. Zoning Certificate from CPDC/MPDO			
WORKFLOW	TIME FRAME	PROCESSOR	APPROVING AUTHORITY
1. Files application with supporting documents.	Steps 1-5 one day	Applicant	
2. Checks completeness of documents a. If complete, acknowledge as receipt of application and logs. Accomplished transmittal sheet. Forwards to Regional Director's Office (RDO). b. If incomplete, returns to applicant.		Records Officer-Records Section (RO-RS)	
3. Prepares Order of Payment		Evaluator	
4. Pays Zoning Certification		Applicant	Cashier
5. Receives documents to processor for evaluation.			
6. Evaluates application based on requirements. a. Prepares Evaluation Report	Steps 6-7 2 days	Processor	Regional Director

<ul style="list-style-type: none"> b. Prepares and Initials Zoning Certificate c. Reviews and Affixes signature Zoning Certificate d. Logs out documents and transmits to Records Section 			
7. Releases Zoning Certificate		RO-RS	

VI.9 ASSISTANCE IN THE PROCLAMATION OF SITES FOR SOCIALIZED HOUSING

FRONTLINE SERVICE	
Office/Location	DHSUD lobby located at the Ground Floor DHSUD Building, Kalayaan Avenue corner Mayaman St., Diliman, Quezon City DHSUD Regional Office Address
Clients/Customers	National Government Agencies (NGAs)/Local Government Units (LGUs) /Registered Homeowners Associations (HOAs)
Documentary Requirements	Letter request for technical assistance
Fees	None

➤ Procedures for Client Assistance - Pre Proclamation

Step 1	NGA's/HOAs/LGUs submit letter request together with the list of actual occupants or target beneficiaries and sketch map and boundary description to DHSUD through Document Tracking System (DTS)
Step 2	DTS Officer stamps received the letter request and endorses the same to the Office of the Secretary/Office of the Regional Director
Step 3	Office of the Secretary/Regional Director transmits the letter request to the PHSS/PHSD
Step 4	PHSS/PHSD shall conduct preliminary screening of request. It shall coordinate with the proponent, landowner/administrator and LGU to evaluate the feasibility of the proposal within 15 days
Step 5	PHSS/PHSD coordinates with the DENR (CENRO, PENRO and RO Survey and Mapping Division) for the conduct of land status verification. If the proposed site is found suitable for housing, RO-PHSD convenes the Pre-Proclamation Committee (PPC) and conducts evaluation of the request.

Step 6	The PHSD shall convene the Pre-Proclamation Committee (PPC) and conduct site inspection and investigation.
Step 7	The PPC shall meets after the conduct of the inspection to resolve issues, if there are any; and to prepare and finalize the Investigation Report. RO-PHSD prepares and submits complete staff work report to DENR for review.
Step 8	The PPC submits the Investigation Report to DHSUD-RO and DHSUD-CO; and, to members' respective Regional Offices and Central Offices. DENR Regional Office reviews the feasibility of the proposed proclamation and endorses its recommendation to DENR Central Office.
Step 9	If the proposed site is feasible for proclamation as housing site, the PPC member shall facilitate the issuance of clearance and/or endorsement from their respective regional and central offices within 15 days from the receipt of the Investigation Report. DENR Central office reviews the recommendation of DENR Regional Office and if the recommendation is acceptable, endorses the proposed proclamation to the Office of the President for approval.
Step 10	The DHSUD-CO shall facilitate the submission of clearance and/ or endorsement from the central offices of concerned agencies within 15 days from the receipt of the Investigation Report of the PPC
Step 11	The DHSUD-CO shall prepare a complete staff work (CSW) and submit the same to DENR-RO within 15 days

➤ **Post Proclamation**

Step 1	DHSUD-CO transmits to DHSUD-RO copies of the Proclamation and orders for creation of the LIAC within 15 days from receipt of the Proclamation documents
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	Post Proclamation Group/RO-PHSD conveys proclamation to the LGU concerned and initiates the creation/convening of Provincial Inter-Agency Committee (PIAC)/Local Inter-Agency Committee (LIAC) (15 days)
Step 2	DHSUD enters into a Memorandum of Agreement with the Local Government Units for the transfer of funds for the conduct of survey of proclaimed sites and creation of Local Housing Board (30 days)
Step 3	Proclamation Administrator prepares community development plan. (90 days)
Step 4	DHSUD-RO shall monitor the implementation of the project until conveyance of homelots to the beneficiaries.

VI.10 LEGAL ASSISTANCE

Office/Location	DHSUD lobby located at the Ground Floor DHSUD Building, Kalayaan Avenue corner Mayaman St., Diliman, Quezon City
Clients/Customers	Complainants and legal queries (walk-ins, phone-in, letters),
Documentary Requirements	Letter complaint/query
Fees	None
Procedures for Client Assistance	
Step 1	Clients submits letter complaint/query through the Document Tracking System (DTS)
Step 2	DTS stamps received the letter complaint and endorses the same to the Office of the Secretary/Legal Services
Step 3	LS studies and determines the necessary action/reply and prepares response letter to the proponent for signature/approval of the appropriate Officer.
Step 4	DTS dispatches the action document to the complainant/proponent

SCHEDULE OF FEES
(As of 30 September 2020)

1. ZONING/ LOCATIONAL CLEARANCE	
A. Single residential structure attached or detached	P288
1. P100,000 and below	P576
2. Over 100,000 to 200,000	P720 + (1/10 of 1% in excess of P200,000)
3. Over 200,000	
B. Apartment/ Townhouses	
1. P500,000 and below	P1,440
2. Over P500,000 to 2 Million	P2,160
3. Over 2 Million	P3,600 + (1/10 of 1% of cost in excess of P2.M regardless of the number of floors)
C. Dormitories	
1. P2 Million and below	P3,600
2. Over 2 Million	P3,600 + (1/10 of 1% of cost in excess of P2.M regardless of the number of floors)
D. Institutional	
Project cost of which is:	
1. Below P2 Million	P2,880
2. Over 2 Million	P2,880 + (1/10 of cost in excess of P2.M)
E. Commercial, Industrial and Agro-Industrial Project Cost of which is:	
1. Below P100,000	P1,440
2. Over P100,000- P500,000	P2,160
3. Over P500,000	P2,880
4. Over P1 Million – P2 Million	P4,320
5. Over P2 Million	P7,200 + (1/10 of 1% of cost in excess of P2.M)
F. Special Uses/ Special Projects (Cockpit, Gasoline Station, Cell Sites, Slaughter House, Treatment Plants, etc.)	
1. Below P2 Million	P7,200 + (1/10 of 1% of cost in excess of P2.M)
2. Over P2 Million	P7,200 + (1/10 of 1% of cost in excess of P2.M)
G. Alteration/ Expansion (affected areas/ cost only)	Same as the original application

2. SUBDIVISION AND CONDIMINIUM PROJECTS (UNDER P.D. 957)	
A. Subdivision Projects	
1. Approval of Subdivision Plans (including townhouses)	
a. Preliminary Approval and Location Clearance (PALC)	
b. Preliminary Subdivision Development Plan (PSDP)	
• Processing Fee	P360/ha. Or a fraction thereof
• Inspection Fee*	P1,500/ ha. regardless of density
1. Final Approval and Development Permit	
• Processing Fee	P2,880/ha. regardless of density
Additional Fee on Floor Area of housing component	P3.00/ sq.m.
• Inspection Fee*	P1,500/ ha. regardless of density
2. Alteration of Plan (affected areas only)	Same as Final Approval and Development Permit
2. Certificate of Registration Processing Fee	
• Processing Fee	P2,880
3. License to Sell	
• Processing Fee	P216/ saleable lot
• Additional Fee on Floor Area of housing components	P14.4/ sq.m.
• Inspection Fee*	P1,500/ha. Regardless of density
4. Certification of Completion	
• Certification Fee	P216
• Processing Fee	
• Inspection Fee*	P1,500/ ha. Regardless of density
5. Additional Time to Complete Development	
• Processing Fee	P504
6. Additional Fee (unfinished area for development)	P14.40 sq.m.
• Inspection Fee*	P1,500/ ha. Regardless of density
* Application for CR/ LS with DP issued by LGU shall be charge inspection fee	

B. Condominium Project	
1. Approval of Condominium Plans/ Final Approval and Development Permit	
1. Preliminary Approval and Locational Clearance	
2. Final Approval/ Development Permit	
• Processing Fee	P720
a. Land Area	P7.20/ sq.m.
b. No. of Floors	P288/ floor
c. Building Areas	P23.05/sq.m. of GFA
• Inspection Fee	P1,500/ ha
3. Alteration of Plan (affected areas only)	Same as Final Approval and Development Permit
4. Conversion (affected areas only)	-do-
2. Certificate of Registration	
• Processing Fee	P2,880
3. License to Sell	
a. Residential	P17.30/sq.m. of saleable area
b. Commercial	P36/ sq.m. of saleable area
c. Inspection	P1,500/ ha
4. Additional Time to Complete Development	
• Processing Fee	P504
• Additional Fee (unfinished floor area for development	P17.30/ sq.m.
• Inspection Fee	P1,500/ ha
5. Certificate of Completion	
• Certificate Fee	P216
• Processing Fee	
• Inspection Fee	P1,500/ floor
3. SUBDIVISION AND CONDOMINIUM PROJECTS (under B.P.220)	
A. Subdivision Projects	
1. Approval of Subdivision Projects	
1. Preliminary Approval and Locational Clearance	
• Processing Fee	

a. Socialized Housing	P90/ ha
b. Economic Housing	P216/ ha
• Inspection Fee	
a. Socialized Housing	P1,500/ ha
b. Economic Housing	P1,500/ ha
2. Final Approval and Development Permit	
• Processing Fee	
a. Socialized Housing	P600/ ha
b. Economic Housing	P1,440/ ha
• Inspection Fee	
c. Socialized Housing	P1,500/ha
d. Economic Housing	P1,500/ ha
(Projects already inspected for PALC application may not be charged inspection fee)	
3. Alteration of Plan (affected areas only)	Same as Final Approval and Development Permit
4. Building Permit (floor area of housing unit)	P7.20/ sq.m.
2. Certificate of Registration	
• Processing Fee	
a. Socialized Housing	P420
b. Economic Housing	P720
3. License to Sell (per saleable lot)	
• Processing Fee	
a. Socialized Housing	P24/ saleable lot
b. Economic Housing	P72/ saleable lot
• Additional Fee on floor area of housing component	P3.00/ sq.m
• Inspection Fee*	
a. Socialized Housing	P1,500/ ha
b. Economic Housing	P1,500/ ha
4. Additional Time to Complete Development	
• Processing Fee	
a. Socialized Housing	P420

b. Economic Housing	P504
• Additional Fee (unfinished area for development)	P2.88/ sq.m.
• Inspection Fee	
a. Socialized Housing	P1,500/ ha
b. Economic Housing	P1,500/ ha
B. Condominium Projects	
1. Approval of Condominium Plans	
1. Preliminary Approval and Locational Clearance	P720
2. Final Approval and Development Permit	
• Processing Fee	
a. Total Land Area	P7.20/sq.m.
b. No. of Floors	P144/ floor
c. Building Areas	P5.80/ sq.m. of GFA
• Inspection Fee	P1,500/ ha
3. Alteration of Plan (affected areas only)	Same as Final Approval and Development Permit
2. Certificate of Registration	P720
3. License to Sell	
a. Residential	P7.20/ sq.m. of saleable area
b. Commercial	P10.65/ sq.m. of saleable area
c. Inspection Fee	P1,500/ floor
4. Additional Time to Complete Development	
• Processing Fee	P3.00/ sq.m.
• Inspection Fee (unfinished area for development)	P1,500/ floor
5. Certificate of Completion	
• Certificate Fee	P216
• Processing Fee	
• Inspection Fee	P1,500/ floor
4. INDUSTRIAL/ COMMERCIAL SUBDIVISION	
1. Approval of Industrial/ Commercial Subdivision	
1. Preliminary Approval and Locational Clearance	
a. Processing Fee	P432/ ha
b. Inspection Fee	P1,500/ ha

2. Final Approval and Development Permit	
• Processing Fee	P720/ ha
• Inspection Fee	P1,500/ ha
(Projects already inspected for PALC application may not be charged inspection fee)	
3. Alteration plan (affected areas only)	Same as Final Approval and Development Permit
2. Certificate of Registration	P2,880
3. License to Sell	
• Processing Fee	P3.00/ sq.m. of land area
• Inspection Fee	P1,500/ ha
4. Additional Time to Complete Development	
• Processing Fee	P504
• Additional Fee (unfinished area for development)	P14.40/ sq.m.
• Inspection Fee	P1,500/ ha
5. Certificate of Completion	
• Certificate Fee	P216
• Processing Fee	
a. Industrial	P504
b. Commercial	P720
• Inspection Fee*	P1,500/ ha
5. FARMLOT SUBDIVISION	
1. Approval of Farmland Subdivision	
1. Preliminary Approval and Locational Clearance	
• Processing Fee	P288/ ha
• Inspection Fee	P1,500/ ha
2. Final Approval and Development Permit	
• Processing Fee	P1,440/ ha
• Inspection Fee	P1,500/ ha
(Projects already inspected for PALC application may not be charged inspection fee)	
3. Alteration of Plan (affected areas only)	

2. Certificate of Registration	
3. License to Sell	
• Processing Fee	P720/ lot
• Inspection Fee*	P1,500/ ha
4. Additional Time to Complete Development	
• Processing Fee	P504
• Additional Fee on Floor Area of Housing component and other development	P14.40/ sq.m.
• Inspection Fee	P1,500/ ha
5. Certificate of Completion	
• Certificate Fee	P216
• Processing Fee	
• Inspection Fee	P1,500/ ha
6. Memorial Park/ Cemetery Project/ Columbarium	
1. Approval of Memorial Park/ Cemetery Project/ Columbarium	
1. Preliminary Approval and Locational Clearance	
a. Memorial Project	P720/ ha
b. Cemeteries	P288/ ha
c. Columbarium	P3,600/ ha
• Inspection Fee	
a. Memorial Project	P1,500/ ha
b. Cemeteries	P1,500/ ha
c. Columbarium	P1,500/ ha
2. Final Approval and Development Permit	
a. Memorial Project	P3.00/ sq.m.
b. Cemeteries	P1.50/ sq.m.
c. Columbarium	P7.20/ sq.m. of land area
	P3.00/ floor
	P23.05/ sq.m. of GFA
• Inspection Fee	
(Projects already inspected for PALC application may not be charged)	

inspection fee)	
a. Memorial Park Project	P1,500/ ha
b. Cemeteries	P1,500/ ha
c. Columbarium	P1,500/ ha
3. Alteration of Fee	
2. Certificate of Registration	
3. License to Sell	
• Processing Fee	
a. Memorial Park Project	P72/ 2.5 sq.m.
b. Apartment Type	P28.80/ unit
c. Cemeteries	P28.80/ tomb
d. Columbarium	P72.00/ vault
• Inspection Fee	
a. Memorial Park Project	P1,500/ ha
b. Cemeteries	P1,500/ ha
c. Columbarium	P1,500/ floor
4. Additional Time to Complete Development	
• Processing Fee	P504
• Additional Fee (unfinished area for development)	
a. Memorial Park Project	P1,440
b. Cemeteries	P720/ ha
c. Columbarium	P5.80/ sq.m. of GFA
• Inspection Fee	
a. Memorial Park Project	P1,500/ ha
b. Cemeteries	P1,500/ ha
c. Columbarium	P1,500/ floor
5. Certificate of Completion	
• Certificate Fee	P216
• Processing Fee	
a. Memorial Park Project	P1,440
b. Cemeteries	P720/ ha

c. Columbarium	P5.80/ sq.m. of GFA
• Processing Fee	
• Inspection Fee	
a. Memorial Park Project	P1,500/ ha
b. Cemeteries	P7,200/ ha
c. Columbarium	P1,500/ floor
Note: Additional Fees for Accreditation for Socialized Housing Project	=====
7. Other Transactions/ Certifications	
A. Application/ Request for	
1. Advertisement Approval	P720
2. Cancellation/ Reduction of Performance Bond	P2,880
3. Lifting of Suspended License to Sell	P2,880
4. Exemption from Cease and Desist Order	P216
5. Clearance to Mortgage	P1,440
6. Lifting of Cease and Desist Order	P2,880
7. Change of Name/ Ownership/ Amendments of CRLS	P1,440
8. Voluntary cancellation of CRLS	P1,440
9. Revalidation/ Renewal of Permit (Condominium)	P60% of current processing fee
B. Other Certifications	
1. Zoning Certifications	P720/ ha
2. Certification of Town Plan/ Zoning Ordinance Approval	P216
3. Certification of New Rights/ Sales	P216
4. Certificate of Registration (form)	P216
5. License to Sell (form)	P216
6. Certificate of Creditable Withholding Tax	P216/ lot or unit
(Maximum of 5 lots per certificate)	
7. Other to include:	
a. Availability of records/ public request	P288
b. Certificate of no record on file	P288
c. Certification of with or without CRLS	P288
d. Certified true copy of documents (report size)	
• Document of five (5) pages or less	P43.20

• Every additional page	P4.40	
e. Photo copy of documents	P3.00	
f. Other not listed above	P216	
8. Registration of Dealer/ Broker/Salespersons/Business Firms		
1. Dealers/ Brokers/Business Firms	P720	
2. Salespersons/ Agent	P288	
9. Homeowners Association		
1. Registration of HOA/ Merger/Federation/Consolidation Examination/ Registration	Regular HOAS	CMP HOAS
• Articles of Incorporation	P940	780
• By- Laws	P940	780
2. Stamping of Books	P50/ book	
3. Amendments		
• Articles of Incorporation	P720	
• By- Laws	P720	
4. Dissolution of Homeowners Association	P720	
5. Certification of the new set of Officers	P504	
6. Other Certification	P216	
• Inspection Fee	P1,500/ ha	
7. Research Fee	P50/ docket	
10. Legal Fees (CMP Project)		
1. Filing Fee	P1,440	
2. Additional Fee for claims (for refund, damages, attorney's fee, etc.)		
1. Not more than P20,000	P173	
2. More than P20,000 but less than P80,000	P576	
3. P80,000 or more but less than P100,000	P864	
4. P100,000 or more but less than P150,000	P1,440	
5. For each P1,000 in excess of P150,000	P720	
3. Motion for reconsideration	P600	
4. Filing of an Appeal from Final Orders of Issuances of RDs/ROs (DHSUD has no adjudicatory functions)	P2880	

5. Prayer for Cease and Desist Order	P1,200
6. Pauper-litigants are exempt from payment of legal fees	
1. Those who gross income is not more than P6,000 per month and residing within M.M.	
2. Those who gross income is not more than P4,000 per month and residing within M.M.	
3. Those who do not own real property	
7. Government agencies and its instrumentalities are exempted from paying Legal fees	
8. Local government and government owned or controlled corporation with or without independent charters are not exempted paying legal fees	
11. UPLC Legal Research Fee	
1. Computation of Legal Research Fee for the University of the Philippines Law Center	
2. (UPLR) remains at One Percent (1%) of every fee charged but shall in No Case Be Lower than P12.00	Covered by MEMORANDUM CIRCULAR NO. 18 Series of 2013 (October 2, 2013)

FEEDBACK AND REDRESS MECHANISM

Please let us know how we have served you by doing any of the following:

- ✓ Accomplish our Customer Satisfaction Survey form and put in the drop boxes located at the DHSUD lobby, Ground Floor DHSUD Main Bldg., Kalayaan corner Mayaman St., Diliman, Quezon City, or any of DHSUD's Regional Offices.

THANK YOU for helping us continuously to improve our services.