

CITIZEN'S CHARTER

ISSUANCE OF TAX CLEARANCE
(At the Office of the Municipal Treasurer)

HOW TO AVAIL OF THE SERVICE

STEP	WHAT THE CLIENT SHOULD DO	WHAT THE OFFICE SHALL DO AND SERVICE TIME	PERSON IN-CHARGE
	The client....	The Office....	
1	...should present his/her Community Tax Certificate, current year Official Receipt and Tax Declaration of the Property.	...shall accept and review the documents presented by the client and fill-up the Tax Clearance form. 2 minutes	Revenue Collectors: Cecilia C. Sanchez Monalisa R. Verzosa
2	pay the required fee to the Revenue collector. Tax Clearance Fee.....100.00 Documentary Stamp..... <u>15.00</u> Total <u>115.00</u>	accept payment and issue corresponding Official Receipt. 30 seconds	
3	wait for the release of the documents.	sign and submit the documents to the Municipal Treasurer for approval then release the documents to the client. 1 minute	Municipal Treasurer, LOIDA M. CANCINO
Total Service Time per Client: 3 minutes & 30 seconds			
END OF TRANSACTION			

CITIZEN'S CHARTER

ISSUANCE OF FRANCHISE TAX for TRYCICLES

(At the Office of the Municipal Treasurer)

HOW TO AVAIL OF THE SERVICE

STEP	WHAT THE CLIENT SHOULD DO	WHAT THE OFFICE SHALL DO AND SERVICE TIME	PERSON IN-CHARGE
1	<p>The client should....</p> <p>present his/her tricycle for inspection of the following as to its road worthiness:</p> <ul style="list-style-type: none"> a. Tail light b. Signal Light c. Brakes d. Horn e. Side Mirrors <p>present also the ff. documents:</p> <ul style="list-style-type: none"> 1. LTO Registration 2. OR/CR 	<p>inspect the tricycle</p> <p align="center">60 seconds</p>	<p>In-Charge in Inspection:</p> <p>William V. Gusto Nicandro M. Palisoc</p>
2	<p>present his/her Community Tax Certificate and inspection slip duly signed by the Assistant Municipal Treasurer and SB representative.</p>	<p>accept the documents and give his order of payment</p> <p align="center">15 Seconds</p>	
3	<p>pay the required amount and wait for the Official Receipt:</p> <p>TRYCICLE FOR HIRE: Mayor's Permit & Franchise</p> <p>Fee.....200.00 Filing Fee.....75.00 Sticker Fee.....<u>50.00</u> Total - - - - - = <u>325.00</u></p>	<p>accept the payment and issue the corresponding Official Receipt.</p> <p>advise the client to submit the O.R to the office of the Sangguniang Bayan Secretary for the approval of the Franchise application.</p> <p align="center">45 seconds</p>	<p>Eugenio C. Custodio Vilma B. Morales Lani C. Liberato Mandy L. De Vera</p>
Total Service Time per Client: 2 minutes			
END OF TRANSACTION			

CITIZEN'S CHARTER

PAYMENT OF REAL PROPERTY TAX

(At the Office of the Municipal Treasurer)

HOW TO AVAIL OF THE SERVICE

STEP	WHAT THE CLIENT SHOULD DO	WHAT THE OFFICE SHALL DO AND SERVICE TIME	PERSON IN-CHARGE
	The Client should...	The Office shall...	
1	present his/her previous Official Receipt representing payment of the real property tax and/or RPTOP from the Municipal Assessor's Office.	accept and review the documents and find the record of the property from the RPTAR files. 2 minutes	Revenue Collectors: Vilma P. Salomon Sheila L. Licuanan Solly D. De Vera Cecilia C. Sanchez Monalisa R. Verzosa
2		compute the tax due of the real property and present it to the client. 2 minutes	
3	pay the computed tax due of the real property and wait for the release of the Official Receipt.	accept the payment and issue the corresponding Official Receipt. 1 minute	
Total Service Time per Client: 5 minutes			
END OF TRANSACTION			

CITIZEN'S CHARTER

ISSUANCE OF COMMUNITY TAX CERTIFICATE/CTC

(At the Office of the Municipal Treasurer)

HOW TO AVAIL OF THE SERVICE

STEP	WHAT THE CLIENT SHOULD DO	WHAT THE OFFICE SHALL DO AND SERVICE TIME	PERSON IN-CHARGE
	The Client should...	The Office shall...	
1	present his/her Identification Card if available.	interview the client and fill-up the information as indicated in the CTC. 1 minute	Revenue Collectors: Araceli L. Palaganas Julie C. Aquino Vilma B. Morales
2	client should affix his/her signature and right thumb mark on the CTC.	sign the CTC in behalf of the Municipal Treasurer. 30 seconds	
3	pay the required amount of the CTC and wait for the release.	release the copy of the client. 15 seconds	
Total Service Time per Client: 1 minute & 45 seconds			
END OF TRANSACTION			

CITIZEN'S CHARTER

COLLECTION OF PERMITS, LICENSES AND OTHER REGULATORY FEES

(At the Office of the Municipal Treasurer)

HOW TO AVAIL OF THE SERVICE

STEP	WHAT THE CLIENT SHOULD DO	WHAT THE OFFICE SHALL DO AND SERVICE TIME	PERSON IN-CHARGE
1	The Client should.... present his/her CTC and assessment or Order of Payment from other departments such as MEO for building permit; MCRO for birth, marriage, death, etc. (if required)	The Office shall.... accept the documents and inform the client the required fees to be paid. 10 seconds	In-Charge in Franchising Leila L. Bandong Carmelita F. Frias Eugenio C. Custodio Araceli L. Palaganas Julie C. Aquino Juvy P. Quilates
2	pay the required fees and wait for the Official Receipt. (Fees and Charges to be paid depends on the needs of the client.)	accept the payment and issue the corresponding Official Receipt. 20 seconds	
Total Service Time per Client: 30 seconds			
END OF TRANSACTION			

CITIZEN'S CHARTER

ISSUANCE OF BUSINESS LICENSE FOR NEW BUSINESS

(At the Office of the Municipal Treasurer)

Standard Steps for the Registration of New Businesses

Steps Assuming LGU Support in Assessment and Collection of Fire Safety Inspection Fee

HOW TO AVAIL OF THE SERVICE

Step No.	Client		LGU		Processing Time Including Waiting Time
	Step	Documentary Requirement	Offices and Person/s Responsible	Required Actions	
1	File application for new business application	Filled up Unified Form DTI/SEC/CDA registration Occupancy Permit if required by local laws (ideally, no physical copy) Contract of lease (if lessee)	Frontline – BPLO Leila L. Bandong Carmelita F. Frias Julius Zarate Maricel Ducusin Luna delos Santos	Review and validate submission Assess eligibility for renewal based on record of businesses with Occupancy Permits transmitted previously by C/MEO/OBO Endorse business application	1 hour at most
2	One-time assessment of taxes, fees and charges	All documents from Step 1	BOSS Backroom - C/MTO - BFP Frontline - BPLO	Assess business taxes, charges and fees, and fire safety fees Prepare tax order of payment (TOP) Issues TOP and advise the client to pay at the Pay Counters	1 to 2 hours
3	One-time payment of taxes, fees and charges, receipt of OR and	All documents from Step 2	Frontline- C/MTO, BFP (co-located) BOSS Backroom - C/MTO - BPLO - Other offices (if	Accept payment Print OR and sign Mayor's permit and other clearances	1 to 2 hours

	claim Mayor's Permit and other regulatory permits and clearances		necessary) Frontline- BPLO/C/MTO, BFP	Issue OR, Mayor's permit and other clearances	
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Total Service Time per Client: 2 hours

END OF TRANSACTION

CITIZEN'S CHARTER

ISSUANCE OF BUSINESS LICENSE FOR NEW BUSINESS

(At the Office of the Municipal Treasurer)

Standard Steps for the Registration of New Businesses

Steps Assuming LGU Support in Assessment and Collection of Fire Safety Inspection Fee

HOW TO AVAIL OF THE SERVICE

Step No.	Client		LGU		Processing Time, Including Waiting Time
	Step	Documentary Requirement	Offices and Person/s responsible	Required Actions	
1	File application for new business application	Filled up Unified Form DTI/SEC/CDA registration Occupancy Permit if required by local laws (ideally, no physical copy) Contract of lease (if lessee)	Frontline – BPLO Leila L. Bandong Carmelita F. Frias Julius Zarate Maricel Ducusin Luna delos Santos	Review and validate submission Assess eligibility for renewal based on record of businesses with Occupancy Permits transmitted previously by C/MEO/OBO Endorse business application for assessment in Step 2	1 hour at most
2	One-time assessment of taxes, fees, and charges	All documents from Step 1	BOSS Backroom - C/MTO - BFP Frontline - BPLO	Assess business taxes, charges, fees, and fire safety fees. Issue tax order of payment (TOP) Issue TOP and advise the client to pay at the Pay Counters	1 to 2 hours

3	One-time payment of taxes, fees and charges, receipt of OR and claim Mayor's Permit and other regulatory permits and clearances	All documents from Step 2	Frontline- C/MTO BOSS Backroom - C/MTO - BPLO - Other offices (if necessary) Frontline- BPLO/C/MTO	Accept payment Print OR, Mayor's permit and other clearances Issue OR, Mayor's permit and other clearances	1 to 2 hours
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Total Service Time per Client: 2 hours

END OF TRANSACTION

CITIZEN'S CHARTER

Standard Steps for Renewal of Business Permits

Steps Assuming LGU Support in Assessment and Collection of Fire Safety Inspection Fee

HOW TO AVAIL OF THE SERVICE

Step No.	Client		LGU		Processing Time Including Waiting Time
	Step	Documentary Requirement	Offices and Person/s Responsible	Required Actions	
1	File application for new business application	Filled up Unified Business Application Form Barangay Clearance Income Tax Return for previous year	Frontline – BPLO Leila L. Bandong Carmelita F. Frias Julius Zarate Maricel Ducusin Luna delos Santos	Review and validate submission Assess eligibility for renewal based on consolidated negative list consisting of positive findings Endorse business application for assessment under (Step 2)	5 to 30 minutes
2	One-time assessment of taxes, fees and charges	All documents from Step 1	BOSS Backroom - C/MTO - BPLO - BFP Frontline - BPLO	Assess business taxes, charges and fees and fire safety fees Prepare tax order of payment (TOPs) Issue TOP and advise to pay at the Pay counters	30 minutes

3	One-time payment of taxes, fees and charges, receipt of OR and claim Mayor's Permit and other regulatory permits and clearances	All documents from Step 2	Frontline-C/MTO BOSS Backroom - C/MTO - BPLO - Other offices (if necessary) Frontline-BPLO/C/MTO	Accept payment Print OR, sign Mayor's permit and other clearances Issue OR, Mayor's permit and other clearances	30 minutes
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Total Service Time per Client: 1 hour & 30 minutes

END OF TRANSACTION