

CITIZEN'S CHARTER



REAL PROPERTY TAX DIVISION

1. REAL PROPERTY TAX COMPUTATION AND PAYMENT

Office or Division	Real Property Tax Division
Classification	Simple
Type of Transaction	G2B / G2G
Who may avail	Real property owner or representative

Checklist of Requirements	Where to Secure
Previous Official Receipt (OR) of Real Property Tax or Order of Payment (OP) issued by the City Assessor	Real Property Owner or Representative or City Assessor's Office

Client Steps	Agency Action	Fees To be Paid	Processing Time	Person Responsible
1. Get number from queuing machine, to be assisted by Information Officer, and wait for the number to be flashed at the screen			2 minutes	Riza V. Pernitez (Vicente Argana, Jr.)
2. Go to the counter indicated at the screen. Present number & previous Official Receipt (OR) / Order of Payment (OP)	The Accountable Officer attends to the client and examines the documents. For Computation Only: • The Accountable Officers issue computerized computation. (End of	Residential = 2.5% of Assessed Value (AV) Commercial Industrial special = 3.0 % of AV IDLE = 0.5% of AV *No Fees for Issuance of Statement of Account (SOA) / Computation	5 minutes per Tax Declaration Number (TDN)	Rica Templonuevo, Ederlinda Marmeto, Lucy Villanueva, Nikko Angelo Vinalon (reliever) Marvin Guibrito, Vicente Argana, Jr., Jocelyn Castillo, Emma P. Delos Santos, Marissa Argana

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Transaction)	_____		
For Payment The accountable officer computes and advise the client of the total amount to be paid, print OR.	₱30.00 per Tax Declaration (TD)	5 minute / TDN	
TOTAL :		12 minutes	

2. ISSUANCE OF TAX CLEARANCE FOR NON DELINQUENCY

Office or Division	Real Property Tax Division
Classification	Simple
Type of Transaction	G2B / G2G
Who may avail	Real property owner or representative

Checklist of Requirements	Where to Secure
Previous Official Receipt (OR) of Real Property Tax	Real Property Owner or Representative

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
Get number from queuing machine, to be assisted by Information Officer, and wait for the number to be flashed at the screen			2 minutes	Riza V. Pernitez (Vicente Argana, Jr.)
Go to the counter indicated at the screen and present number and latest OR, and	The Revenue Collection Clerk attends to the client and examines the documents,	P30.00 per Tax Declaration (TD)	5 minutes per TDN	Ernesto Espiritu, Rica Templonuevo, Ederlinda Marmeto, Lucy Villanueva,

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pay the corresponding fee	issues OR and Clearance Certificate			Nikko Angelo Vinalon, Marvin Guibrito, Vicente Argana, Jr., Jocelyn Castillo, Emma P. Delos Santos, Marissa Argana
	Total:		7 minutes	

BUSINESS TAX AND MISCELLANEOUS DIVISION

1. Issuance of Community Tax Certificate (CTC)

Office or Division	Business and Tax and Miscellaneous Division
Classification	Simple
Type of Transaction	G2C, G2B
Who may avail	Individual or Corporation

Checklist of Requirements	Where to Secure
Provided form for Community Tax Certificate	Business Tax and Miscellaneous Division

Client Steps	Agency Action	Fees To be Paid	Processing Time	Person Responsible
Present the filled out form for CTC to the assigned counter	The issuing clerk encodes all the data to the system		10 minutes	Ruby Magracia (Catherine Mariñas)
Pay the corresponding fee	The issuing clerk receives payment from Individual or Corporation and issues computerized CTC	Based on Annual earnings: Individual – P5.00 +P1.00 for every P1,000.00 but not to	5 minutes	

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		exceed P5,000.00 Corporation : P500.00 +P2.00 for every P2,000.00 but not to exceed P10,000.00		
	Total:		15 minutes	

2. Business Tax Payment (New and Renewal)

Office or Division	Business and Tax and Miscellaneous Division
Classification	Simple
Type of Transaction	G2B
Who may avail	Business owner or representative

Checklist of Requirements	Where to Secure
Billing Statement from Business Permit and Licensing Office (BPLO)	Business Permit and Licensing Office

Client Steps	Agency Action	Fees To be Paid	Processing Time	Person Responsible
Business owner or Representative shall present billing statement from BPLO	The Accountable Officer receives the billing statement and counterchecks with the information in the systems		10 minutes	Maria Rufina Trozado/ Rosalie Espeleta (Ronaldo Sanchez)
Pay the indicated amount in the billing statement	The Accountable Officer receives payment from the Business owner or	Amount written in the billing statement	5 minutes	

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	Representative and issues Official Receipt(OR)			
		Total:	15 minutes	

3. Payment of Transfer Tax

Office or Division	Business and Tax and Miscellaneous Division
Classification	Simple
Type of Transaction	G2B , G2C
Who may avail	Real Property owner or representative

Checklist of Requirements	Where to Secure
1. Certificate of Authorizing Registration (CAR) 2. Mode of Transaction: 2.1 Deed of Sale 2.2 Extra Judicial 2.3 Deed of Assignment 3. Tax Declaration 4. Title 5. Tax Clearance from Real Property Tax	Real Property Owner or Representative , BIR, City Treasurer's Office

Client Steps	Agency Action	Fees To be Paid	Processing Time	Person Responsible
Proceed to the counter assigned and submits the requirements	The accountable Officer examines the documents; encode the data to the system and computes the amount to be paid.		5 minutes	Lenie Rose Dormaso/ Lorelyn R. Sayo/ Carlos Heresa III (Mary Ann Cunnif)
	The accountable officer discuss all the information for payment and requirements to the client		10 minutes	

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Pay the corresponding fee	The accountable officer receives the payment, issues Official Receipt and prepares 1st Endorsement for the submission to the Registry of Deeds	75% of 1% of consideration or market value whichever is higher.	10 minutes	
	Total :		25 minutes	

4. Payment of Professional Tax

Office or Division	Business and Tax and Miscellaneous Division
Classification	Simple
Type of Transaction	G2C
Who may avail	Professional Practitioner

Checklist of Requirements	Where to Secure
Profession Regulatory Commission ID or previous Official Receipt	Professional Practitioner

Client Steps	Agency Action	Fees To be Paid	Processing Time	Person Responsible
Proceed to the assigned counter and present ID issued by PRC and previous OR for renewal	The Collecting Clerk receives PRC ID and previous OR for renewal; encodes the data therein		5 minutes	Teresita Canar (Ronaldo Sanchez)
Pay the corresponding fee	The Collecting Clerk receives the payment and issues official receipt	Medical Practitioner, Lawyer, CPA, Dentist, Stock Brokers etc., - P300.00	5 minutes	

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		Actuaries, Opticians, Veterinarian s, Electrician, Pharmacist, Etc. – P200.00	
		Chief Mates, Commercial Steward/de ss, Chemist, Registered Nurse, Midwife, Statistician, etc. P175.00	
	Total :		10 minutes

5. Barangay Micro Business Enterprises Payment

Office or Division	Business and Tax and Miscellaneous Division
Classification	Simple
Type of Transaction	G2B
Who may avail	Business owner or representative

Checklist of Requirements	Where to Secure
<ol style="list-style-type: none"> 1. Application form duly accomplished (3 copies) 2. Mayor's Permit 3. Taxpayer's Identification Number 4. Copy of DTI/SEC & BIR Registration 5. Tax Declaration of Property being used as facilities or Conduct of Lease 6. Sworn Statement of Assets and Liabilities including invoice, official receipt and contract document or deed 7. Financial Statement (for existing business) 8. Income Tax Return (for existing business) 	Business owner or Representative, City Treasurer's Office

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<p>9. Copy of Loan Contracts if any, & duly Notarized Certification of Authorization of Payments of Loan</p> <p>10. Picture of the place of business and its assets, other than cash, receivables %& intangibles</p> <p>11. 2x2 picture (3 pcs)</p>	
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Client Steps	Agency Action	Fees To be Paid	Processing Time	Person Responsible
Proceed to the counter assigned and submits the requirements	The collecting clerk receives the requirements and examines all the data		5 minutes	Aleiza I. Enciso
Pay the corresponding fee	The Collecting Clerk receives the payment and issues official receipt	P1,000.00	5 minutes	Elizabeth Seňar
	The Collecting Clerk will endorse the documents to the City Assessor's Office for Inspection		3 days	c/o Assessor's Office
	The Inspector will forward the documents included in its report			
	Issuance of Certificate of BMBE Authority		10 minutes	Erwin P. Vibora
	Total:		3 days	

6. Franchise Tax Payment

Office or Division	Business and Tax and Miscellaneous Division
Classification	Simple

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Type of Transaction	G2B
Who may avail	Franchise business owner or representative

Checklist of Requirements	Where to Secure
Gross Sales Report	Franchise Business Owner or Representative

Client Steps	Agency Action	Fees To be Paid	Processing Time	Person Responsible
Proceed to the counter assigned and submit the requirements	The Collecting Clerk examines the documents and encode the data to the system		5 minutes	Aleiza I. Enciso
Pay the corresponding fees	Receive the payment and issue official receipt	.0075 from Gross Sales	5 minutes	
	Total:		10 minutes	

7. Amusement Tax Payment

Office or Division	Business and Tax and Miscellaneous Division
Classification	Simple
Type of Transaction	G2B
Who may avail	Proprietor, Lessees or Operators of Theatres, Cinemas, Concert Halls, Circuses , or other places of amusement

Checklist of Requirements	Where to Secure
Gross Sales Report	Proprietor, Lessees or Operators of Theatres, Cinemas, Concert Halls, Circuses , or other places of amusement

Client Steps	Agency Action	Fees To be Paid	Processing Time	Person Responsible
Proceed to the assigned counter and submit the requirement	The Accountable Officer receives the monthly report on gross sales for amusement tax		5 minute	Aleiza I. Enciso

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Pay the corresponding fees	The Accountable Officer receives payment from the Business owner or Representative and issues Official Receipt(OR)	10% of the gross sales	5 minutes	
	Total:		10 minutes	

8. Payment for Fees for Sealing & Licensing of Weights and Measures

Office or Division	Business and Tax and Miscellaneous Division
Classification	Simple
Type of Transaction	G2B
Who may avail	Gasoline Stations, Supermarket, Public Market, etc.

Checklist of Requirements	Where to Secure
Request Letter for Inspection	Business owners of weights and measures equipment

Client Steps	Agency Action	Fees To be Paid	Processing Time	Person Responsible
	The Inspector will test the accuracy of the equipment		5minutes	Teddy Loresca/ Carlos Heresa III/Ronaldo Sanchez (Ced Tobias)
	The Inspector will put seal to the calibrated equipment using sticker and plastic seal		5 minutes	
Pay the corresponding fees	The inspector receives the payment and issue official receipt		5 minutes	
	Total:		15 minutes	

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9. Philippine Economic Zone Authority (PEZA) Payment

Office or Division	Business and Tax and Miscellaneous Division
Classification	Simple
Type of Transaction	G2B
Who may avail	Business owner or representative

Checklist of Requirements	Where to Secure
Registration from PEZA Income Tax Return Gross Sales Report	Business owner or representative

Client Steps	Agency Action	Fees To be Paid	Processing Time	Person Responsible
Proceed to the assigned counter and submit the required documents	The Collecting Clerk examines the documents and encode the data to the system		15 minutes	Aleiza I. Enciso
Pay the corresponding fee	The Collecting Clerk receives payment and issues an official receipt	2% from Gross Sales	5 minutes	
	Total:		20 minutes	

10. Joint Resource Financing Program (Dagdag Puhunan)

Office or Division	Business and Tax and Miscellaneous Division
Classification	Simple
Type of Transaction	G2B
Who may avail	Supervisor from JRF Dagdag Puhunan

Checklist of Requirements	Where to Secure
Remittance Slip	Supervisor from JRF Dagdag Puhunan Office

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Client Steps	Agency Action	Fees To be Paid	Processing Time	Person Responsible
Proceed to the assigned counter and submit the required documents	The Collecting Clerk counterchecks the total collected payment from the supervisor and encode the data therein		5minutes	Aleiza I. Enciso
Pay the corresponding amount if the remittance slip	The Collecting Clerk receives payment and issues an official receipt	Amount written in the remittance slip	5 minutes	
	Total:		10 minutes	

11. Miscellaneous and Other Fees

Office or Division	Business and Tax and Miscellaneous Division
Classification	Simple
Type of Transaction	G2B , G2C
Who may avail	Client or representative

Checklist of Requirements	Where to Secure
Order of Payment from concerned offices	Client or representative

Client Steps	Agency Action	Fees To be Paid	Processing Time	Person Responsible
Proceed to the assigned counter and present the order of payment	The Collecting Clerk receives the order of payment and encodes the data to the system		5 minutes	Teresita Canar (Ronald Sanchez)
Pay the corresponding fee	The Collecting Clerk receives payment and issues an official receipt	The amount written in the order of payment	5 minutes	

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	Total:	10 minutes	
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12. Payment of Zoning Permit

Office or Division	Business and Tax and Miscellaneous Division
Classification	Simple
Type of Transaction	G2B , G2C
Who may avail	Client or representative

Checklist of Requirements	Where to Secure
Order of Payment from concerned office/s	Zoning Department

Client Steps	Agency Action	Fees To be Paid	Processing Time	Person Responsible
Proceed to the assigned counter and submits order of payment	The collecting clerk receives the order of payment and counterchecks with the information in the system		5 minutes	Zita Pelaez
Pay the corresponding fee indicated in the OP	The collecting clerk receives payment and issues OR	Amount written in the OP	5 minutes	
	Total:		10 minutes	

13. Payment of Building Permit

Office or Division	Business and Tax and Miscellaneous Division
Classification	Simple
Type of Transaction	G2B , G2C
Who may avail	Client or representative

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Checklist of Requirements	Where to Secure
Order of Payment from concerned office/s	Office of the Building Official

Client Steps	Agency Action	Fees To be Paid	Processing Time	Person Responsible
Proceed to the assigned counter and submits order of payment	The collecting clerk receives the order of payment and counterchecks with the information in the system		5 minutes	Zita Pelaez
Pay the corresponding fee indicated in the OP	The collecting clerk receives payment and issues OR	Amount written in the OP	5 minutes	
	Total:		10 minutes	

14. Certificate of Electrical Inspection and Wiring permit

Office or Division	Business and Tax and Miscellaneous Division
Classification	Simple
Type of Transaction	G2B , G2C
Who may avail	Client or representative

Checklist of Requirements	Where to Secure
Order of Payment from concerned office/s	Office of the Building Official

Client Steps	Agency Action	Fees To be Paid	Processing Time	Person Responsible
Proceed to the assigned counter and submits order of payment	The collecting clerk receives the order of payment and counterchecks with the		5 minutes	Zita Pelaez

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	information in the system			
Pay the corresponding fee indicated in the OP	The collecting clerk receives payment and issues OR	Amount written in the OP	5 minutes	
		Total:	10 minutes	

15. Local Payment for Philippine Statistics Authority

Office or Division	Business and Tax and Miscellaneous Division
Classification	Simple
Type of Transaction	G2C
Who may avail	Client or representative

Checklist of Requirements	Where to Secure
Filled-out Application Form	Philippine Statistics Authority

Client Steps	Agency Action	Fees To be Paid	Processing Time	Person Responsible
Presents filled-out application form for PSA (birth certificate, Marriage, CENOMAR, Death Certificate)	The collecting clerk examines all information and encode name of payor to the system		5 minutes	Mark Juliano (Ed Argamacilla)
Pay the corresponding fee	The collecting clerk receives payment and issues OR	Amount written in the OP	5 minutes	
		Total:	10 minutes	

16. Payment of Occupational/Working Permit

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Office or Division	Business and Tax and Miscellaneous Division
Classification	Simple
Type of Transaction	G2C
Who may avail	Employee/s of Private Sector

Checklist of Requirements	Where to Secure
Filled-out Application Form	Business Permit and Licensing Office (BPLO)

Client Steps	Agency Action	Fees To be Paid	Processing Time	Person Responsible
Presents filled-out application form (BPLO)	The collecting clerk examines all information and encode name of payor to the system		5 minutes	Joyce Capili (Ed Argamacilla)
Pay the corresponding fee	The collecting clerk receives payment and issues OR	Amount written in the OP	5 minutes	
	Total:		10 minutes	

17. Payment of Rentals

Office or Division	Business and Tax and Miscellaneous Division
Classification	Simple
Type of Transaction	G2B/G2C
Who may avail	Lessee of the LGU

Checklist of Requirements	Where to Secure
Contract of Lease	Client or representative

Client Steps	Agency Action	Fees To be Paid	Processing Time	Person Responsible
Proceed to the assigned counter and submit the voucher with	The collecting clerk receives payment and issues OR	Based on Lease Contract	15 minutes	Aleiza I. Enciso

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check base on contract				
		Total:	15 minutes	

18. Payment of Local Civil Registry Fee

Office or Division	Business and Tax and Miscellaneous Division
Classification	Simple
Type of Transaction	G2C
Who may avail	Client of representative

Checklist of Requirements	Where to Secure
Order of Payment from concerned office/s	Local Civil Registry

Client Steps	Agency Action	Fees To be Paid	Processing Time	Person Responsible
Presents Order of Payment from Local Civil Registry	The collecting clerk examines all information and encode name of payor to the system		5 minutes	Mark Juliano
Pay the corresponding fee	The collecting clerk receives payment and issues OR	Amount written in the OP	5 minutes	Ed Argamacilla
	Total:		10 minutes	

19. Burial Payment

Office or Division	Business and Tax and Miscellaneous Division
Classification	Simple
Type of Transaction	G2C
Who may avail	Client of representative

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Checklist of Requirements	Where to Secure
Order of Payment from concerned office/s	Local Civil Registry

Client Steps	Agency Action	Fees To be Paid	Processing Time	Person Responsible
Presents Order of Payment from Local Civil Registry	The collecting clerk examines all information and encode name of payor to the system		5 minutes	Ed Argamacilla
Pay the corresponding fee	The collecting clerk receives payment and issues OR	Amount written in the OP	5 minutes	
	Total:		10 minutes	