

CITY TREASURER'S OFFICE

**CITIZEN'S CHARTER
2021**
1ST EDITION

VISION: A COMPETENT, WELL ORGANIZED AND DYNAMIC FINANCIAL REVENUE ARM OF THE CITY GOVERNMENT, MANAGED BY AN ACCOMMODATING AND COURTEOUS EMPLOYEES CONTINUOUSLY INNOVATING TOWARDS GREATER PRODUCTIVITY AND A MORE RESPONSIVE SYSTEM OF SERVICE DELIVERY THAT WILL HELP IMPROVE THE QUALITY LIFE FOR THE CITIZENS OF URDANETA CITY

MISSION: THE CITY TREASURER'S OFFICE COLLECTS REAL PROPERTY TAXES, LICENSES, BUSINESS TAXES AND ALL OTHER REVENUES DUE TO THE CITY AND TAKES CHARGE IN THE DISBURSEMENT OF LOCAL FUNDS AND SUCH OTHER FUNDS. THE CUSTODY OF WHICH MAY BE ENTRUSTED TO OFFICE BY LAW OR OTHER COMPETENT AUTHORITY.

GOALS AND OBJECTIVES: THE CITY TREASURER'S OFFICE GOAL IS TO MAXIMIZE THE COLLECTION AND SAFEKEEPING OF ALL TAXES AND FEES LEVIED BY THE CITY COUNCIL IN A MANNER THAT IS MOST CONVENIENT TO THE CITIZENS OF URDANETA CITY.

SERVICE NAME:

ISSUANCE OF COMMUNITY TAX CERTIFICATE (CEDULA), RECEIPTS, AND DISBURSEMENTS OF FINANCIAL ASSISTANCE

Office or Department	CASHIER'S OFFICE		
Classification	SPECIFIC		
Type of Transaction	G2C- GOVERNMENT TO PUBLIC AND G2G GOVERNMENT TO GOVERNMENT		
Who may Avail	RESIDENTS OF THE REPUBLIC OF THE PHILIPPINES		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
One (1) valid ID		CASHIER'S OFFICE	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME
EXTERNAL SERVICES			

POLICE CLEARANCE	CEDULA AND BRGY. CLEARANCE	Php. 90	1 MIN.	BRENDO G. BALLAO JOHNSON Z. LUCENA JANINE C. BASCO MARIELLE MAE M. SANTOYO
MAYOR'S WORK PERMIT	POLICE CLEARANCE	Php. 80	1 MIN.	JANINE C. BASCO MARIELLE MAE M. SANTOYO
BURIAL PERMIT FEE AND TRANSFER PERMIT FEE	DEATH CERTIFICATE	Php. 60	1 MIN.	BRENDO G. BALLAO JOHNSON Z. LUCENA JANINE C. BASCO MARIELLE MAE M. SANTOYO
BUILDING PERMIT FEE, ELECTRICAL PERMIT FEE, LOCATIONAL PERMIT FEE, OCCUPATIONAL PERMIT FEE, CONTRACTOR'S TAX,	COMPUTATION ISSUED BY ENG'G OFFICE	AMOUNT DEPENDS ON THE COMPUTATION ISSUED BY THE ENG'G OFFICE	1 MIN.	BRENDO G. BALLAO JOHNSON Z. LUCENA JANINE C. BASCO MARIELLE MAE M. SANTOYO
FINANCIAL ASSISTANCE	CERTIFICATE OF ELIGIBILITY ISSUED BY CSWD	AMOUNT DEPENDS ON THE COMPUTATION ISSUED BY THE CSWD OFFICE	1 MIN.	JANINE C. BASCO
OCCUPATIONAL TAX RECEIPT	COMPANY ID OR PROFESSIONAL LICENSE ID	1 ST QUARTER Php 200	1 MIN.	BRENDO G. BALLAO JOHNSON Z. LUCENA
PROFESSIONAL TAX RECEIPT		2 ND , 3 RD , 4 TH , QUARTER Php 275		JANINE C. BASCO MARIELLE MAE M. SANTOYO
INTERNAL SERVICES				
ACCOUNTABLE FORMS AF # 51	ACCOUNTABLE FORM REQUEST DULY SIGNED BY THE BRGY. CAPTAIN	Php.120	1 MIN.	MARIELLE MAE M. SANTOYO BRENDO G. BALLAO JANINE C. BASCO
ACCOUNTABLE FORMS	RECORD OF ACCOUNTABLE FORMS SERIAL NUMBER TOGETHER WITH THE SIGNATURE OF ACCOUNTABLE OFFICER RECORDED IN THE LOGBOOK BY THE ACCOUNTABLE FORMS CUSTODIAN	NONE	1 MIN.	MARIELLE MAE M. SANTOYO BRENDO G. BALLAO JANINE C. BASCO

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Answer the client feedback form and drop it at the designated drop box at the City Information Office
How Feedbacks are processed	Every Friday, the City Information Office opens the drop box and compiles and records all feedback submitted. Feedback requiring answers are forwarded to the relevant offices and they are required to answer within 3 days.
How to file a complaint	Answer the client complain form and include the name of the person complained, incident and evidence.
How complaints are processed	The complaints officer opens the drop box and evaluate each complaint. The officer shall start the investigation and forward the complaint to the relevant office for the explanation. The officer will create a report and submit it to the Head of Agency for appropriate action. The officer will give feedback to the client.
Contact Information of CCB, PCC, ARTA	<p>It also includes the following hotline:</p> <ul style="list-style-type: none"> > 888-Presidential Complaints Center > 0908-881-6565 CSC Contact Center ng Bayan > 478 5093 Anti-Red Tape Authority

Service Name: 1. Motorized Tricycle Operator's Permit (Franchise) – New Availment	The legalization of MOTORIZED TRICYCLE OPERATOR'S PERMIT(FRANCHISE) is a privilege granted by the City Mayor only to bona fide residents who are registered voters of Urdaneta City having the desire to provide motorized tricycle service to the general public within the jurisdiction of URDANETA CITY.
Office/Division:	Motorized Tricycle Permit Section - Treasury Office
Classification:	Simple
Type of Transaction:	G2C – Government to Public Residents and registered voters of Urdaneta City
Who may avail:	Where to acquire
Checklist of requirements	Land Transportation Office TODA President Barangay Hall POSO Office Police Station Office Treasury Office COMELEC Office Notary Public Attorney Company Seller
AND In case the vehicle was bought from former owner: Notarized Deed of Sale (Proof of Ownership Transfer) – one (1) photocopy	
OR In case the LTO CR and OR are presently being processed by the company seller: Certification of Sale one (1) original copy	



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CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required documents and complete documents to Counter 2 for verification and assessment	1.1 Receive the documents and check for completeness and validity. 1.2 Issue assessment slip if the required documents passed validation. 1.3 Start processing the request.		7mins	Executive Asst IV, Motorized Tricycle Permit Unit, Treasury Office
2. Verify assessment slip and pay the required fees to Counter 1 or Counter 3.	2.1 Accept payment based on assessment Slip. 2.2 Issue the Official Receipt.	Franchise Tax PHP 330 Filing Fee PHP 275	10mins	Executive Asst IV, Motorized Tricycle Permit Unit, Treasury Office
3. Receive the approved original copy of Motorized Tricycle Operator's Permit. Make sure to secure Official Receipt attached.	3.1 Release the approved MTOP with the attached Official Receipt from Counter 2		3mins	Executive Asst IV, Motorized Tricycle Permit Unit, Treasury Office
TOTAL		605	20mins	

Service Name: 2. Motorized Tricycle Operator's Permit (Franchise) – Renewal

Every approved MOTORIZED TRICYCLE OPERATOR'S PERMIT is valid for THREE (3) YEARS from the date of issuance, renewable every THREE (3) years after. It is non-transferable and non-negotiable. Renewal beyond the period specified in MTOP is subject for penalty and interest.

Office/Division:	Motorized Tricycle Permit Section - Treasury Office
Classification:	Simple
Types of Transaction:	G2C - Government to Public
Who may avail:	Residents and registered voters of Urdaneta City
Check list of requirements:	Motor Vehicle's LTO Certificate of Registration one (1) photocopy, Motor Vehicle's LTO Official Receipt of Latest Registration - For Hire Classification one (1) photocopy, Motorized Tricycle Operator's Permit one (1) original copy, Mayor's Permit - Latest one (1) original copy, Endorsement from Tricycle Operators and Drivers Association one (1) original copy, POSO Inspection Report one (1) original copy, Cedula one (1) original copy
Where to acquire	Land Transportation Office Motorized Tricycle Permit Section - Treasury Office TODA President POSO Office Treasury office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required documents and complete documents to counter 2 for verification and assessment	1.1 Receive the documents and check for completeness and validity. 1.2 Issue assessment slip if the required documents passed validation. 1.3 Start processing the request.		7mins	Executive Asst IV, Motorized Tricycle Permit Unit, Treasury Office
2. Verify assessment slip and pay the required fees to Counter 1 or Counter 3.	2.1 Accept payment based on assessment Slip. 2.2 Issue the Official Receipt.	Franchise Tax PHP 330.00 Filing Fee PHP 275.00 Penalty: (25% x 605) Interest: (2% x 605x no. of days delay)	10mins	Executive Asst IV, Motorized Tricycle Permit Unit, Treasury Office
3. Receive the approved original copy of Motorized Tricycle Operator's Permit. Make sure to secure Official Receipt attached	3.1 Release the approved MTOP with the Official Receipt attached		3mins	Executive Asst IV, Motorized Tricycle Permit Unit, Treasury Office
TOTAL		605	20mins	

Service Name: 3. Mayor's Permit of Tricycle for Hire

Tricycle for hire operators/owners with approved MTOP including other towns operating for public service within territorial jurisdiction of Urdaneta City must secure Tricycle for Hire Mayor's Permit to operate. Each operator/owner must avail said permit every January 1 to 20 of the year or within the period extended prescribed by Sangguniang Pangasiad. Newly approved MTOP shall avail the initial Mayor's Permit upon application. Availment of said permit beyond the specified period shall be subject to penalty and interest.

Office/Division:	Motorized Tricycle Permit Section - Treasury Office
Classification:	Simple
Types of Transaction:	G2C - Government to Public
Who may avail:	Motorized Tricycle Operators/owners with approved MTOP
Check list of requirements:	Motor Vehicle's LTO Certificate of Registration one (1) photocopy, Motor Vehicle's LTO Official Receipt of Latest Registration - For Hire Classification one (1) photocopy, Motorized Tricycle Operator's Permit one (1) original copy, Mayor's Permit - Latest one (1) original copy, Endorsement from Tricycle Operators and Drivers Association one (1) original copy, POSO Inspection Report one (1) original copy, Cedula one (1) original copy
Where to acquire	Land Transportation Office Motorized Tricycle Permit Section - Treasury Office TODA President POSO Office Treasury office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required documents and check for completeness and validity.	1.1 Receive the documents and check for completeness and validity.		7mins	Executive Asst IV, Motorized Tricycle Permit Unit, Treasury Office
2. Verify assessment slip if the required documents passed validation.	1.2 Issue assessment slip if the required documents passed validation.		10mins	Executive Asst IV, Motorized Tricycle Permit Unit, Treasury Office
3. Receive the approved original copy of Motorized Tricycle Operator's Permit. Make sure to secure Official Receipt attached	3.1 Release the approved MTOP with the Official Receipt attached		3mins	Executive Asst IV, Motorized Tricycle Permit Unit, Treasury Office
TOTAL		375	20mins	



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Service Name: 4. Cancellation of Motorized Tricycle Operator's Permit The approved franchise can be revoked, cancelled or withdrawn by the City Mayor at any time upon reasonable grounds or cancellation can be applied by the operator/owner upon his request if he desired to stop his service operation, then order of dropping is necessary.				
Office/Division:		Motorized Tricycle Permit Section - Treasury Office		
Classification:		Simple		
Types of Transaction:		G2C - Government to Public		
Who may avail:		Owners of Motorized Tricycle Operator's Permit		
Check list of requirements:		Where to acquire		
Motorized Tricycle Operator's Permit one (1) original copy, Mayor's Permit one (1) original copy, Identification Card one (1) photocopy		Owner of franchise		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required complete documents to counter 2 for verification and assessment	1.1 Receive the documents and check for completeness and validity. 1.2 Issue assessment slip if the required documents passed validation. 1.3 Start processing the request.		5mins	Executive Asst IV, Motorized Tricycle Permit Unit, Treasury Office
2. Verify assessment slip and pay the required fees to Counter 1 or Counter 3.	2.1 Accept payment based on assessment Slip. 2.2 Issue the Official Receipt.	Order of Dropping Php 110	10mins	Executive Asst IV, Motorized Tricycle Permit Unit
3. Receive original copy of Order of Dropping. Make sure to secure Official Receipt attached.	3.1 Release the Order of Dropping with attached Official Receipt		3mins	Executive Asst IV, Motorized Tricycle Permit Unit, Treasury Office
Total Fees: Fixed Total Fees Case to Case Total Fees		Php 375 25% x 605 2% x 605 no. of Days Sticker Php 50	18mins	

Service Name: 5. Motorized Tricycle Cart Permit Every owner of motorized cart used as transport service of goods or as mobile cart business, either residents or non-residents of Urdaneta City by which each operates and/or trades within the territorial of the city must stringently secure Motorized Cart Permit every year.				
Office/Division:		Motorized Tricycle Permit Section - Treasury Office		
Classification:		Simple		
Types of Transaction:		G2C - Government to Public		
Who may avail:		Residents or Non-Residents of Urdaneta City		
Check list of requirements:		Where to acquire		
Motor Vehicle's LTO Certificate of Registration one (1) photocopy, Motor Vehicle's LTO Official Receipt of Latest Registration one (1) photocopy, Certification from Agri-Pinoy Trading Center one (1) original, Barangay Clearance one (1) photocopy, POSO Inspection Report (1 original copy), Business Permit one (1) photocopy, Cedula one (1) original, Driver's		Land Transportation Office PAPTC Office Barangay Hall POSO Office LGU/Barangay Hall Treasury office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required complete documents to counter 2 for verification and assessment	1.1 Receive the documents and check for completeness and validity. 1.2 Issue assessment slip if the required documents passed validation. 1.3 Start processing the request.		7mins	Executive Asst IV, Motorized Tricycle Permit Unit, Treasury Office
2. Verify assessment slip and pay the required fees to Counter 1 or Counter 3.	2.1 Accept payment based on assessment Slip. 2.2 Issue the Official Receipt.	Filing Fee Php 275.00 Mayor's Permit Php 165.00 Parking Fee Php 110.00 Plate 100.00	10mins	Executive Asst IV, Motorized Tricycle Permit Unit
3. Receive the approved original copy of Motorized Tricycle Cart Permit with attached Official Receipt	3.1 Release the approved Motorized Tricycle Cart Permit with attached Official Receipt		3mins	Executive Asst IV, Motorized Tricycle Permit Unit, Treasury Office
Total Fees: Fixed Total Fees Case to Case Total Fees		605	20mins	

