

# CITY GOVERNMENT OF SAN PABLO



## **Citizen's Charter** **2024 (1st Edition)**



## **City Government of San Pablo**

# City Treasurer's Office



1) Issuance of Community Tax Certificate (Cedula)

Every inhabitant of the Philippines eighteen (18) years of age or over who has been regularly employed on a wage or salary basis or who is engaged in business or occupation or who owns real property are liable to community tax.

Office or Division	City Treasurer's Office				
Classification	G2C - Government to Client				
Type of Transaction	Simple				
Who may avail:	General Public ; Eighteen (18) years of age and above				
CHECKLIST OF REQUIREMENTS				WHERE TO SECURE	
Must be eighteen (18) years of age or above					
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE
(1) Secure and fill-out legibly and correctly Personal Data Sheet and present to the assigned personnel said sheet and pay fees after affixing signature and thumbmark at the certificate.	Issuance of Community Tax Certificate	5.00	Basic Tax of PhP 5.00 plus additional tax not to exceed PhP 5,000.00 (as per Ordinance no. 2012-40).	10 minutes	Administrative Aide III - City Treasurer's Office, Administrative Aide I - City Treasurer's Office
TOTAL		5.00		10 minutes	



2) Payment of Real Property Taxes

There is hereby levied an annual ad valorem tax at the rate of one percent (1%) of the assessed value of real property such as lands, buildings, machinery and other improvements affixed or attached to real property located in this city and an additional levy of one percent (1%) tax on the assessed value of real property for the Special Education Fund (SEF). Realty tax must be paid on or before March 31 yearly to avoid penalty of two percent (2%) interest per month on the unpaid amount or fraction thereof but total amount shall not exceed thirty six (36) months.

Office or Division	City Treasurer's Office				
Classification	G2C - Government to Client				
Type of Transaction	Simple				
Who may avail:	Property owners / Taxpayer				
CHECKLIST OF REQUIREMENTS				WHERE TO SECURE	
(1) Latest real property tax declaration (1 photocopy)				Property owner / City Assessor's Office	
(2) Latest real property tax payment / official receipt (1 original copy)				Property owner / Taxpayer	
(3) Notice of tax delinquencies issued by the CTO-Land Tax Division (1 original copy)				Window no. 5, Land Tax Division	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE

<b>(1) Presents the requirements for verification, computation and issuance of Tax Bill or Real Property Tax Order of Payments (RPTOP) per tax declaration.</b>	<b>Issue Real Property Tax Order of Payment if all required documents are verified.</b>	<b>None</b>		<b>20 minutes</b>	<b><i>Administrative Aide III - City Treasurer's Office, Administrative Aide I - City Treasurer's Office, Administrative Assistant II - City Treasurer's Office, Revenue Collection Clerk II - City Treasurer's Office</i></b>
<b>(2) Presents the Real Property Tax Order of Payment and receive official receipt upon payment</b>	<b>Issue official receipt after payment is made.</b>	<b>None</b>	<b>As per Real Property Tax Order of Payment (As per Ordinance no. 2012-40).</b>	<b>10 minutes</b>	<b><i>Local Revenue Collection Officer II - City Treasurer's Office, Local Revenue Collection Officer I - City Treasurer's Office, Revenue Collection Clerk II - City Treasurer's Office</i></b>
<b>TOTAL</b>		<b>0.00</b>		<b>30 minutes</b>	



3) Issuance of Certificate of Payment of Real Property

Real property tax clearances are issued by the City Treasurer upon full payment of the real property taxes due on subject properties

Office or Division	City Treasurer's Office				
Classification	G2C - Government to Client				
Type of Transaction	Simple				
Who may avail:	General Public				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
(1) Latest real property tax declaration (1 original copy)			General public / City Assessor's Office		
(2) Latest real property tax payment (1 original copy)			General public		
(3) Documentary stamp to affix at the certificate			Bureau of Internal Revenue		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE
(1.1) Present the requirements to the Officer-of -the-Day and inform the purpose of the certification to be issued.	Ask taxpayer the purpose of securing the certificate.	None		5 minutes	Local Treasury Operations Officer IV - City Treasurer's Office

<b>(1.2) Verification of records and issuance of order of payment</b>	<b>Verify records and issue order of payment.</b>	<b>None</b>		<b>30 minutes</b>	<b>Local Treasury Operations Officer IV</b> <b>- City Treasurer's Office,</b> <b>Administrative Aide I</b> <b>- City Treasurer's Office, Revenue Collection Clerk II -</b> <b>City Treasurer's Office</b>
<b>(2) Present order of payment for issuance of official receipt</b>	<b>Issue official receipt after payment is made.</b>	<b>50.00</b>	<b>PhP 50.00 per 100 words (As per Ordinance no. 2012-40).</b>	<b>10 minutes</b>	<b>Administrative Assistant III - City Treasurer's Office,</b> <b>Local Revenue Collection Officer I -</b> <b>City Treasurer's Office</b>
<b>(3) Posting and recording of payments and issuance of certificate of real property tax payment.</b>	<b>Issue certificate to the taxpayer.</b>	<b>None</b>		<b>8 minutes</b>	<b>Local Treasury Operations Officer IV</b> <b>- City Treasurer's Office,</b> <b>Administrative Aide I</b> <b>- City Treasurer's Office,</b> <b>Administrative Assistant III - City Treasurer's Office,</b> <b>Revenue Collection Clerk II - City Treasurer's Office</b>
<b>TOTAL</b>		<b>50.00</b>		<b>53 minutes</b>	





4) Application / Renewal of Business Permit

Business means trade or commercial activity regularly engaged in as a means of livelihood or within view to profit. All business enterprise are required to secure business license and mayor's permit and shall pay business taxes, mayor's permit and other regulatory fees before the business starts to operate and subject to renewal every first twenty (20) days of January every year to avoid additional charges and penalties. During this period, all offices and other government agencies concerned in the application of business permit are available at the One Stop Building, City Hall compound, thus making the application process easier (backroom operation).

Office or Division	City Treasurer's Office	
Classification	G2B - Government to Business	
Type of Transaction	Simple	
Who may avail:	Owner / Representative of a Business Establishment	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
(1) Community Tax Certificate (Cedula) or Corporation Certificate (1 original copy);		Barangay Hall or Infront of window no. 6, One Stop Building, City Hall compound;
(2) Barangay Business Clearance (1 original copy);		Barangay Hall or window no 1, CMO-BPLD, One Stop building, City Hall compound;
(3) Certificate of Attendance;		at the backroom operation;
(4) Zoning Clearance;		at the backroom operation;
(5) Annual Inspection Report;		at the backroom operation
(6) Sanitary Permit;		at the backroom operation;
(7) Market clearance (if business located within the market vicinity (1 original copy);		CTO, Market Division at SPCSMPPM;
(8) Previous year Mayor's / Business Permit (1 original copy);		Owner of business ;
(9) Contract of Lease / Lessor's Permit (if place of business is rented - 1 original copy) ;		Owner of business;

(10) a. Department of Trade and Industry Registration (1 original copy); or b. Securities and Exchange Commission Registration (if partnership or corporation - 1 original copy); or c. Cooperative Development Authority Registration (if Cooperative - 1 original copy);			Department of Trade and Industry; or Securities and Exchange Commission; or Cooperative Development Authority;		
(11) Proof of annual gross receipt for renewal of business which may include the following: a. Audited financial statement (or unaudited financial statement for those who are not required to file by the B.I.R. - 1 original copy); or b. Sworn declaration of gross sales or receipts (1 original copy); or c. Income Tax Return stamped by the B.I.R. for renewal of business (1 photocopy);			Owner of business;		
(12) Certificate of tax exemption if business is claiming exemption (1 original copy);			Agency concerned;		
(13) Other clearances or permit from various offices or agencies depending on the nature of business (1 original copy).			Office or agency concerned.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE
(1) Submit Unified Business Permit Application Form for verification of records.	As part of the end-to-end (backroom operation) business registration system, records are verified.	None		15 minutes	Administrative Aide I - City Treasurer's Office, Administrative Assistant II - City Treasurer's Office

<b>(2) Declaration of capital or gross sales for the preceding year.</b>	<b>Assess capital and/or gross sales and issue Tax Order of Payment after information has been encoded by the CMO-BPLD personnel.</b>	<b>None</b>		<b>20 minutes</b>	<b><i>Local Treasury Operations Officer IV</i></b> <b>- City Treasurer's Office, <i>Local Treasury Operations Officer III</i> - City Treasurer's Office, <i>Local Revenue Collection Officer III</i></b> <b>- City Treasurer's Office, <i>Local Revenue Collection Officer II</i> - City Treasurer's Office, <i>Local Revenue Collection Officer I</i> - City Treasurer's Office, <i>Revenue Collection Clerk II</i> - City Treasurer's Office</b>
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<b>(3) Pay business taxes, mayor's permit and other regulatory fees.</b>	<b>Issue official receipt after payment is made.</b>	<b>None</b>	<b>As per Tax Order of Payment (As per Ordinance no. 2012-40).</b>	<b>20 minutes</b>	<b>Local Treasury Operations Officer II - City Treasurer's Office, Local Revenue Collection Officer II - City Treasurer's Office, Local Revenue Collection Officer I - City Treasurer's Office, Revenue Collection Clerk II - City Treasurer's Office</b>
<b>TOTAL</b>		<b>0.00</b>		<b>55 minutes</b>	



5) Application for Retirement of Business

Termination shall mean that business operations are stopped completely. A sworn statement of gross sales or receipts for the current year must first be submitted at the Office of the City Treasurer and the corresponding tax due settled before such business is considered officially retired.

Office or Division	City Treasurer's Office				
Classification	G2B - Government to Business				
Type of Transaction	Simple				
Who may avail:	Owner of Business Establishment				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
(1) Copy of Mayor’s Permit (1 original copy)			Owner of business establishment		
(2) Latest Official Receipt of payment of business tax, mayor’s permit and other regulatory fees (1 original copy)			Owner		
(3) Barangay Certification (closure of business, 1 original copy)			Barangay Hall where business is located		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE
1. After verification and inspection of CMO-BPLD, presents the original copy of Mayor's Permit of the business subject for retirement together with the barangay certificate to CTO, Examiner's Division for assessment of tax due.	Issue order of payment if all required documents are verified	None		10 minutes	Local Treasury Operations Officer IV - City Treasurer's Office, Local Treasury Operations Officer III - City Treasurer's Office

2. Pays the amount due for retirement of bussiness	Issue official receipt after payment is made	None	As per Ordinance no. 2012-40.	10 minutes	<i>Administrative Aide III - City Treasurer's Office, Local Revenue Collection Officer I - City Treasurer's Office</i>
3. Presents official receipt to CTO, Business Tax Division to consider the business officially retired and surrender the2 original copy of Mayor's Permit and BIN plate to CMO-BPLD.	Official receipt recorded for business to consider officially retired.	None		5 minutes	<i>Licensing Officer IV - City Mayor's Office - BPLO, Administrative Aide I - City Treasurer's Office</i>
TOTAL		0.00		25 minutes	



6) Issuance of Certificate of Transfer and/or Closure of Business Establishment

Certificate of transfer and/or closure of business establishment are issued by the City Treasurer upon request of the representative or owner of the business. Said certificate are a requirements to several national government offices for record purposes and claims.

Office or Division	City Treasurer's Office				
Classification	G2C - Government to Client				
Type of Transaction	Simple				
Who may avail:	General Public				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
(1) Verbal or written request of certificate ;			Owner of business establishment;		
(2) Proof of settlement of account ;			Owner of business establishment;		
(3) Documentary stamp to affix at the certificate .			Bureau of Internal Revenue.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE
(1) Present the requirements and state the nature of certificate to be requested.	Ask the requesting party of the nature of certificate to be issued.	None		3 minutes	Local Revenue Collection Officer IV - City Treasurer's Office

<b>(2) Verification of records and issuance of order of payment.</b>	<b>Verify records and issue order of payment</b>	<b>None</b>		<b>20 minutes</b>	<b><i>Administrative Aide I - City Treasurer's Office, Local Revenue Collection Officer IV - City Treasurer's Office</i></b>
<b>(3) Present the order of payment for issuance of official receipt.</b>	<b>Issue official receipt after payment is made.</b>	<b>50.00</b>	<b>PhP 50.00 per certificate (As per Ordinance no. 2012-40).</b>	<b>10 minutes</b>	<b><i>Administrative Aide III - City Treasurer's Office, Local Revenue Collection Officer I - City Treasurer's Office</i></b>
<b>(4) Secure Certificate</b>	<b>Release certificate</b>	<b>None</b>		<b>3 minutes</b>	<b><i>Administrative Aide I - City Treasurer's Office, Local Revenue Collection Officer III - City Treasurer's Office, Local Revenue Collection Officer I - City Treasurer's Office</i></b>
<b>TOTAL</b>		<b>50.00</b>		<b>36 minutes</b>	





7) Payment of Transfer Tax

A tax on the sale, donation, barter or any other mode of transferring ownership or title of real property.

Office or Division	City Treasurer's Office				
Classification	G2C - Government to Client				
Type of Transaction	Simple				
Who may avail:	Property Owner				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
(1) Latest real property tax declaration (1 original copy)			Property Owner / City Assessor's Office		
(2) Deed of Sale, Donation, Exchange, Judicial/Extra Judicial Settlement, Affidavit of Consideration or any applicable document proving transfer of property ownership (1 photocopy)			Notary Public		
(3) Certificate of payment of real property (1 original copy)			Window no. 5, CTO-Land Tax Division		
(4) Community Tax Certificate (Cedula) (1 photocopy)			Property Owner		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE
(1) Presents the requirements / documents for computation of transfer tax and issuance of order of payment.	Issue order of payment if all required documents are verified.	None		10 minutes	Administrative Aide I - City Treasurer's Office, Revenue Collection Clerk II - City Treasurer's Office, Local Revenue Collection Officer IV - City Treasurer's Office

(2) Present order of payment for issuance of official receipt.	Issue official receipt after payment is made.	None	75% of 1% of total consideration, or the Fair Market Value, whichever is higher (As per Ordinance no. 2012-40).	10 minutes	Administrative Aide III - City Treasurer's Office, Local Revenue Collection Officer I - City Treasurer's Office
TOTAL		0.00		20 minutes	



8) Testing and Sealing of Weighing Scales

Any person making a practice of buying or selling goods by weights and/or measures, or of furnishing services the value of which is estimated by weight or measure must first be calibrated and sealed before use. Every person, using such instruments within the city shall first have them sealed and licensed annually and pays therefore to the Office of the City Treasurer.

Office or Division		City Treasurer's Office			
Classification		G2B - Government to Business			
Type of Transaction		Simple			
Who may avail:		Vendors / General Public			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
(1) Proof of purchase of weighing scale (1 original copy);			Vendor / Retail Store ;		
(2) Weighing scale.			Vendor.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE

<b>(1) Present weighing instrument for testing and sealing and issuance of order of payment.</b>	<b>Test and seal weighing scale.</b>	<b>None</b>		<b>12 minutes</b>	<b><i>Administrative Aide I - City Treasurer's Office, Revenue Collection Clerk II - City Treasurer's Office, Local Revenue Collection Officer IV - City Treasurer's Office</i></b>
<b>(2) Present the order of payment for issuance of official receipt.</b>	<b>Issue official receipt after payment is made.</b>	<b>None</b>	<b>As per Ordinance no. 2015-55 and Ordinance no. 2012-40.</b>	<b>10 minutes</b>	<b><i>Administrative Assistant III - City Treasurer's Office, Local Revenue Collection Officer I - City Treasurer's Office</i></b>
<b>TOTAL</b>		<b>0.00</b>		<b>22 minutes</b>	



9) Calibration and Sealing of Fuel Pumps

Each and every fuel pumps furnishing services must first be calibrated and sealed before use.

Office or Division	City Treasurer's Office				
Classification	G2B - Government to Business				
Type of Transaction	Simple				
Who may avail:	Owner of Gasoline Stations				
CHECKLIST OF REQUIREMENTS				WHERE TO SECURE	
Verbal or written request (1 original copy)				Owner of gasoline station	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE
(1) Testing of fuel pumps for calibration.	Test fuel pumps	None		8 minutes	Administrative Aide IV - City Treasurer's Office, Administrative Aide I - City Treasurer's Office

(2) Sealing of pump and issuance of official receipt upon payment.	Seal fuel pumps and issue official receipt after payment is made.	50.00	PhP 30.00 per nozzle plus PhP 20.00 service charge (As per Ordinance no. 2012-40).	10 minutes	<i>Administrative Aide IV - City Treasurer's Office, Administrative Aide I - City Treasurer's Office, Administrative Assistant III - City Treasurer's Office</i>
TOTAL		50.00		18 minutes	



10) Issuance of Delivery Van / Truck Sticker

An annual fixed tax on all trucks, vans or any motor vehicle used by manufacturers, producers, wholesalers, dealers or retailers entering the City of San Pablo to deliver, distribute and/or procure products.

Office or Division	City Treasurer's Office				
Classification	G2B - Government to Business				
Type of Transaction	Simple				
Who may avail:	Truck Operator / Driver				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
(1) Plate number of vehicle (1 photocopy)			Delivery vehicle		
(2) Delivery receipt (1 original copy)			Truck Operator or Driver		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE
(1) Present requirement for verification and issuance of order of payment.	Issue order of payment if all documents are verified.	None		15 minutes	Administrative Aide I - City Treasurer's Office, Administrative Aide VI - City Treasurer's Office

<b>(2) Payment of corresponding fee.</b>	<b>Issue official receipt after payment is made</b>	<b>520.00</b>	<b>License Fee PhP 500.00 and Mayor's Permit Fee PhP 20.00 (As per Ordinance no. 2012-40).</b>	<b>10 minutes</b>	<b><i>Administrative Assistant III - City Treasurer's Office, Local Revenue Collection Officer I - City Treasurer's Office</i></b>
<b>(3) Present official receipt for issuance of corresponding sticker.</b>	<b>Issue delivery van/truck sticker.</b>	<b>None</b>		<b>3 minutes</b>	<b><i>Administrative Aide I - City Treasurer's Office</i></b>
<b>TOTAL</b>		<b>520.00</b>		<b>28 minutes</b>	





11) Issuance of Professional Tax Receipt (PTR) and Occupational Tax Receipt (OTR)

An annual professional tax on each person engaged in the exercise or practice of their profession requiring government examination and an annual fee for the issuance of mayor’s permit to every person engaged in the practice of occupation or calling not requiring government examination.

Office or Division	City Treasurer's Office				
Classification	G2C - Government to Client				
Type of Transaction	Simple				
Who may avail:	General Public				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
(1) P.R.C. I.D. or any I.D. in relation to payment of P.T.R. / O.T.R. (1 photocopy)			General Public / P.R.C.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE
(1) Present P.R.C. I.D. or any I.D. in relation to payment of P.T.R. / O.T.R.	Issue order of payment if all required documents are verified.	None		5 minutes	Administrative Aide I - City Treasurer's Office
(2) Payment of corresponding fee (penalty of 25% of total if not paid on or before January 31, for renewal only).	Issue official receipt after payment is made.	300.00	For P.T.R. PhP 300.00 ; for O.T.R. PhP 50.00 (As per Ordinance no. 2012-40).	10 minutes	Administrative Aide III - City Treasurer's Office, Local Revenue Collection Officer I - City Treasurer's Office

(3) Present official receipt for record purposes.	Record official receipt number and date of payment.	None		3 minutes	Administrative Aide I - City Treasurer's Office
TOTAL		300.00		18 minutes	



12) Payment of Franchise Tax for Tricycle-for-Hire

Any operator and owner of tricycle/s engaged in transporting passenger/s, merchandise, or livestock in the City of San Pablo must apply for tricycle franchise. The operator of tricycle/s shall secure from the San Pablo City Traffic Management Office (SPCTMO) the necessary franchise or Motorized Tricycle Operator’s Permit (MTO) before being granted a Mayor’s Permit and being engaged in the conduct and operation of tricycle in the city.

Office or Division	City Treasurer's Office				
Classification	G2B - Government to Business				
Type of Transaction	Simple				
Who may avail:	Tricycle Operator / Driver				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
(1) Previous Mayor’s Permit (1 original copy)			Tricycle Operator		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE
(1) Present the requirements / documents for verification of records and issuance of order of payment.	Verify requirements and issue order of payment.	None		15 minutes	Licensing Officer IV - City Mayor's Office - BPLO

(2) Presents the order of payment for issuance of official receipt.	Issue official receipt after payment is made.	None	As per Ordinance no. 2011-01	10 minutes	<i>Local Treasury Operations Officer II - City Treasurer's Office, Administrative Assistant III - City Treasurer's Office, Local Revenue Collection Officer II - City Treasurer's Office</i>
TOTAL		0.00		25 minutes	



13) Payment of Service Fees, Fines and Charges

There shall be collected fees from every person requesting for copies of official records, documents, registration and payments of violations, fines and charges from various offices of the City Government of San Pablo ; there shall be payment for each police clearance certificate obtain from the Station Commander of the Philippine National Police of the City of San Pablo.

Office or Division	City Treasurer's Office				
Classification	G2C - Government to Client				
Type of Transaction	Simple				
Who may avail:	General Public				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
Requirements of different services offered, to wit: (1.1) Order of payment (1 original copy) or			Concerned offices or		
(1.2) Legal documents (1 original copy) or			General Public or		
(1.3) Business Application Form (1 original copy) or			General Public / One Stop Building or		
(1.4) Branding of large cattle or registration of private brand or			Owner of large cattle and brand or		
(1.5) Confiscated weight and measures or			Owner or		
(1.6) Apprehension / Citation ticket (1 original copy) or			Concerned department or		
(1.7) Verbal or written request for sealing of gasoline pumps.			Owner of gasoline stations.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE

<b>(1) Present the requirement / order of payment or apprehension /citation ticket for payment of corresponding fees for issuance of official receipt and/or</b>	<b>Issue official receipt after payment is made.</b>	<b>None</b>	<b>As per Ordinance no. 2012-40</b>	<b>15 minutes</b>	<b><i>Administrative Aide III - City Treasurer's Office, Local Revenue Collection Officer I - City Treasurer's Office</i></b>
<b>(2) Seal confiscated weights and measure</b>	<b>Seal weighing scale after payment is made.</b>	<b>None</b>		<b>10 minutes</b>	<b><i>Administrative Aide I - City Treasurer's Office, Revenue Collection Clerk II - City Treasurer's Office, Local Revenue Collection Officer IV - City Treasurer's Office</i></b>
<b>TOTAL</b>		<b>0.00</b>		<b>25 minutes</b>	



14) Issuance of Checks and Payment of Salaries and Wages

Issuance of checks to owner of business and/or the general public. Payment of salaries and wages to regular employees and job order for their services rendered.

Office or Division	City Treasurer's Office				
Classification	G2C - Government to Client, G2E - Government to Employee				
Type of Transaction	Simple				
Who may avail:	Business Owner / General Public / Employees				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
(1) Processed vouchers and payrolls			From various government offices		
(2) Identification Card			Employees / General Public		
(3) Official Receipt			Business Owner		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE

<b>(1) Present I.D. and place signature on the space provided on the voucher or payroll (for salaries and wages).</b>	<b>Check I.D. and give the corresponding amount from the voucher or payroll.</b>	<b>None</b>	<b>As per Local Treasury Operations Manuel, 2nd edition 2019</b>	<b>2 minutes</b>	<b><i>Administrative Officer II - City Treasurer's Office, Administrative Assistant III - City Treasurer's Office, Administrative Assistant II - City Treasurer's Office, Administrative Officer I - City Treasurer's Office</i></b>
<b>(2) Present I.D. and issue official receipt (for business owner/general public).</b>	<b>Check I.D. and release checks in exchange of official receipt and signature of the recipient on the space provided on the voucher.</b>	<b>None</b>		<b>3 minutes</b>	<b><i>Administrative Officer V - City Treasurer's Office</i></b>
<b>TOTAL</b>		<b>0.00</b>		<b>5 minutes</b>	





15) Record and Review of Disbursement Vouchers and Purchase Request

All Purchase Request and Disbursement Vouchers are subject for record and review by the City Treasurer for the issuance of Certification on the Availability of Funds and preparation of check by the Cash Disbursement Division.

Office or Division	City Treasurer's Office				
Classification	G2C - Government to Client, G2E - Government to Employee, G2G - Government to Government				
Type of Transaction	Simple				
Who may avail:	Employee / General Public				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
(1) Approved Purchase Request and Obligation Request (original copy)			Concerned offices and Budget Office		
(2) Audited Disbursement Voucher with Obligation Request (in case of General Fund, SEF, and 20% Development Fund) (original copy)			Concerned offices, Budget Office and City Accountant's Office		
(3) Additional requirements depending on the type of transaction.			Depends on the type of transaction		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE
(1) Present Purchase Request and/or Disbursement Vouchers for recording and review.	Release of Purchase Request and/or Disbursement Vouchers to clients after signature is made by the City Treasurer on the Availability of Funds.	None		15 minutes	Accountant IV- City Treasurer's Office
TOTAL		0.00		15 minutes	



16) Check and Verify Report and Receipts of Community Tax Certificate issued by the Barangay

Checking and verification on the accuracy of the total amount on the Report and Receipt of Community Tax Certificate issued by the Barangay Treasurer, for proper remittance to the Cash Receipt Division.

Office or Division	City Treasurer's Office				
Classification	G2G - Government to Government				
Type of Transaction	Simple				
Who may avail:	Barangay Treasurer				
CHECKLIST OF REQUIREMENTS				WHERE TO SECURE	
(1) Duplicate copies of issued Community Tax Certificate (Cedula) (duplicate copy) and Report and Receipts of Community Tax Certificates (original copy).				Community Tax Certificate booklets issued by the Barangay Treasurers to their clients.	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE
(1) Present duplicate copies of issued Community Tax Certificates for verification and review on the correctness and accuracy of the total amount before remitting to the Cash Receipts Division.	Release of audited copies of Community Tax Certificates or remittance to the Cash Receipt Division.	None		30 minutes	Accountant IV - City Treasurer's Office
TOTAL		0.00		30 minutes	



17) Request for Issuance of Accountable Forms

Issuance of accountable forms to all bonded collectors and barangay treasurers.

Office or Division	City Treasurer's Office				
Classification	G2G - Government to Government				
Type of Transaction	Simple				
Who may avail:	All bonded collectors and barangay treasurers				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
For Barangay Treasurer: (1) Requisition and Issue Slip (original copy)			Barangay		
(2) Official Receipt (Proof of purchase of accountable forms) (original copy)			Window no 4, CTO-Cash Receipt Division		
For Bonded Collectors: (1) Requisition and Issue Slip (original copy)			CTO-Cash Receipt Division, CTO-Market, PLSP, SPCGH, OLCR		
(2) Supply Availability			Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE
(1) Submit accomplished Requisition and Issue Slip.	Receive and process requisition and issue slip assigned serial number and corresponding amount of accountable forms to be purchase.	None		10 minutes	Supervising Administrative Officer - City Treasurer's Office

For Barangay: (2) Proceed to One Stop Processing Center, Window no. 4 and present approved RIS and pay for required fees.	Receive payment and issue official receipt	None	As per amount of accountable form requested (As per Local Treasury Operations Manual, 2nd edition 2019).	5 minutes	<i>Local Treasury Operations Officer IV - City Treasurer's Office, Local Revenue Collection Officer III - City Treasurer's Office</i>
(3) Return to CTO-Administrative Division with proof of payment	Check the completeness of the documents. Record official receipt and payment made.	None		10 minutes	<i>Supervising Administrative Officer - City Treasurer's Office</i>
For Barangay / Collectors: (4) Check and receive accountable forms.	Release and issue accountable forms	None		5 minutes	<i>Supervising Administrative Officer - City Treasurer's Office</i>
TOTAL		0.00		30 minutes	

