CITIZEN'S CHARTER

Office of the City Treasurer

Monday to Frdiay excluding Holidays
8:00 a.m. to 5:00 p.m. (No Noon Break)

PAYMENT OF REAL PROPERTY TRANSFER TAX

Who May Avail of the Service:
Taxpayers or their authorized representative

Requirements:
1. Deed of Sale/Extra Judicial or Deed of Donation
2. Tax Declaration (House & Lot)
3. Tax Clearance (Current Year)

Procedures:

Step	Applicant/Client	Service Provider	Duration of Activity (under normal circumstances)	Person in Charge	Fees	Form
1	Proceed to Revenue Collection Clerk and present the entire requirements, original and xerox copy.	Receive and get a Xerox Copy of all the requirements for record purposes.	2 minutes	Revenue Collection Clerk		
2	Wait for the computation of taxes and fees.	Compute the Transfer Tax as well as the surcharge.	4 minutes	Revenue Collection Clerk	.005 of Market Value or Deed of Sale (whichever is higher)	
3	Pay the corresponding amount and wait for the issuance of Official Receipt	Collect payment and issue Official Receipt.	4 minutes	Revenue Collection Clerk	•penalty, if applicable •2% of Transfer Fee •plus 25% surcharge	Official Receipt
END OF TRANSACTION						

ISSUANCE OF COMMUNITY TAX CERTIFICATE FOR CORPORATION

Who May Avail of the Service:
Taxpayers or their authorized representative

Requirements:
1. Approved Business Permit Application Form/ Business Permit Renewal Form
2. Articles of Incorporation and SEC Registration for new applicant

Procedures:

Step	Applicant/Client	Service Provider	Duration of Activity (under normal circumstances)	Person in Charge	Fees	Form
1	Proceed to Revenue Collection Clerk and present the Approved Business Permit Application Form/Renewal Form, and Articles of Incorporation & SEC Registration.	Review the Gross Sales/ Receipts of Business Permit Application Form for New /Renewal Form for the computation of tax.	2 minutes	Revenue Collection Clerk		
2	Wait for the issuance of the (CTC) Community Tax Certificate.	Compute the amount to be collected based on gross sales/ receipt derived from business and fill-up the CTC.	3 minutes	Revenue Collection Clerk		
3	Sign and affix a thumb mark on the CTC on the space provided, and pay the corresponding amount.	Collect the corresponding fees and issue CTC.	3 minutes	Revenue Collection Clerk	•P500. 00 Basic for new community tax •P2.00 for every P5,000.00 gross sales/receipt •Plus penalties, if applicable	Community Tax Certificate (CTC)
END OF TRANSACTION						

ISSUANCE OF PROFESSIONAL TAX RECEIPT

Who May Avail of the Service:
Taxpayers or their authorized representative

Requirements:
1. Professional Registration Commission (PRC) I.D.
2. Personal Data Slip

Procedures:

Step	Applicant/Client	Service Provider	Duration of Activity (under normal circumstances)	Person in Charge	Fees	Form
1	Proceed to Revenue Collection Clerk and present the PRC ID and Personal Data Slip.	Receive and review the PRC ID and Personal Data Slip and prepare for issuance of official receipt.	3 minutes	Revenue Collection Clerk		
2	Pay the corresponding amount of fees and wait for the issuance of Official Receipt	Collect payment and issue Official Receipt.	3 minutes	Revenue Collection Clerk	•P300. 00 •plus 25% surcharge, if applicable	Official Receipt
END OF TRANSACTION						

PAYMENT OF REAL PROPERTY TAX

Who May Avail of the Service:
Land/Lot Owners or their authorized representative

Requirements:
1. P.I.N. (Property Identification Number)
2. Old Tax Receipt/Copy of Tax Declaration

Procedures:

Step	Applicant/Client	Service Provider	Duration of Activity (under normal circumstances)	Person in Charge	Fees	Form
1	Proceed to SOA (Statement of Account) counter and present the necessary requirements to the teller. In the absence of the documents, secure a Notice of Assessment from the Assessor's Office.	Verify previous payments and compute detailed billing statement for the said account.	2 minutes	Revenue Collection Clerk		
2	Proceed to RPT Payment Window, pay the corresponding amount and wait for the issuance of Official Receipt.	Process payment and issue Official Receipt.	3 minutes	Revenue Collection Clerk	Depending on the assess value of the property.	Official Receipt
END OF TRANSACTION						

PAYMENT OF BUSINESS TAX

Who May Avail of the Service:
Taxpayers or their authorized representative

Requirements:
1. Business Permit Application Form/Renewal Form
2. Duly Accomplished Assessment Form

Procedures:

Step	Applicant/Client	Service Provider	Duration of Activity (under normal circumstances)	Person in Charge	Fees	Form
1	Proceed to the Revenue Collection Clerk and present the duly accomplished assessment form and application/renewal form, completely signed by different department head and person in charge stated in the form.	Verify if the assessment form and application/ renewal form presented is completed.	5 minutes	Revenue Collection Clerk		
2	Pay the corresponding amount of fees stated in the assessment form and wait for the issuance of Official Receipt.	Process payment and issue Official Receipt.	5 minutes	Revenue Collection Clerk	Amount of fees depending on the assessment	Official Receipt
END OF TRANSACTION						

CERTIFICATION OF TAX CLEARANCE

Who May Avail of the Service:
Land/Lot and Property Owners or their authorized representative

Requirements:
1. Official Receipt of Real Property Tax Payment

Procedures:

Step	Applicant/Client	Service Provider	Duration of Activity (under normal circumstances)	Person in Charge	Fees	Form
1	Pay the certification fee to the designated collection clerk. Wait for the issuance of Official Receipt.	Collect payment and issue Official Receipt.	2 minutes	Revenue Collection Clerk	P 50. 00	Official Receipt
2	Present the Official Receipt and Pertinent documents to the teller at the Tax Clearance Window.	Print the Tax Clearance after thorough verification of the documents presented.	5 minutes	Revenue Collection Clerk		Tax Clearance
3	Wait for the issuance of Tax Clearance.	Present the Tax Clearance to the approving officer for further review and verification.	5 minutes	Treasurer /Local Treasury Operations Officer / Adminis-trative Assistant		
END OF TRANSACTION						

PAYMENT OF BURIAL PERMIT, INTERNMENT, SOCIALIZE NICHE LAWN LOT, BONE VAULT, CEMETERY FEES

Who May Avail of the Service:
Taxpayers or their authorized representative

Requirements:
1. Death Certificate
2. Order of Payment

Procedures:

Step	Applicant/Client	Service Provider	Duration of Activity (under normal circumstances)	Person in Charge	Fees	Form
1	Present to Revenue Collection Clerk the Death Certificate together with the Order of Payment secured from Biñan City Public Cemetery Office.	Receive the Documents and get a Xerox Copy of each for record purposes.	3 minutes	Revenue Collection Clerk		
2	Pay the corresponding amount and wait for the issuance of Official Receipt	Collect payment and issue Official Receipt.	3 minutes	Revenue Collection Clerk	As stated in the order of payment.	Official Receipt
END OF TRANSACTION						

PAYMENT OF BUILDING PERMIT/ELECTRICAL CERTIFICATE OF OCCUPANCY, ZONING PERMIT FEES

Who May Avail of the Service:
Taxpayers or their authorized representative

Requirements:
1. Assessment Form/Order of Payment

Procedures:

Step	Applicant/Client	Service Provider	Duration of Activity (under normal circumstances)	Person in Charge	Fees	Form
1	Proceed to Revenue Collection Clerk and present the Assessment Form/ Order of Payment.	Receive the Assessment Form/ Order of Payment and check if signed by the signatories.	1 minute	Revenue Collection Clerk		
2	Pay the corresponding amount and wait for the issuance of Official Receipt	Collect payment and issue Official Receipt.	4 minutes	Revenue Collection Clerk	As stated in the assessment form/ order of payment.	Official Receipt
END OF TRANSACTION						

PAYMENT OF POLICE CLEARANCE, MAYOR'S CLEARANCE, HEALTH CLEARANCE, BIRTH/MARRIAGE/ DEATH CERTIFICATE, AND OTHER CERTIFICATES

Who May Avail of the Service:
Taxpayer/Applicant

Requirements:
1. For Police Clearance - Community Tax Certificate (CTC)
   For Mayor's Clearance - Mayor's Clearance Slip
   For Health Clearance - Name of the Applicant or any I.D.
   For Birth/Marriage/Death and other certificates - Certificate itself

Procedures:

Step	Applicant/Client	Service Provider	Duration of Activity (under normal circumstances)	Person in Charge	Fees	Form
1	Proceed to Revenue Collection Clerk and present the needed requirements.	Receive the requirements presented by taxpayer. For Police Clearance, verify the CTC if valid.	10 seconds	Revenue Collection Clerk		
2	Pay the corresponding amount and wait for the issuance of Official Receipt.	Collect payment and issue Official Receipt.	3 minutes	Revenue Collection Clerk	•P50. 00 •For Police Clearance, depending where the documents is to be used	Official Receipt
END OF TRANSACTION						

PAYMENT OF CIVIL REGISTRATION FEES

Who May Avail of the Service:
Taxpayers or their authorized representative

Requirements:
1. Application form
2. Payment Slip

Procedures:

Step	Applicant/Client	Service Provider	Duration of Activity (under normal circumstances)	Person in Charge	Fees	Form
1	Proceed to Revenue Collection Clerk and present the Application Form and Payment Slip secured from City Civil Registrar Office.	For Marriage License, ask the applicant if Church or Civil Wedding for the amount to be paid. For other Civil Registration, just check the payment slip.	1 minute	Revenue Collection Clerk		
2	Pay the corresponding amount and wait for the issuance of Official Receipt	Collect payment and issue Official Receipt.	4 minutes	Revenue Collection Clerk	•Church Wedding - P248. 00 •Civil Wedding - P398. 00 *•Other Civil Registration-* As stated on the payment slip	Official Receipt
END OF TRANSACTION						

PAYMENT OF TRAFFIC VIOLATION FEES

Who May Avail of the Service:
Taxpayers or their authorized representative

Requirements:
1. Ordinance Infraction Ticket
2. Order of Payment

Procedures:

Step	Applicant/Client	Service Provider	Duration of Activity (under normal circumstances)	Person in Charge	Fees	Form
1	Proceed to Revenue Collection Clerk and present the documents needed.	Receive the documents and prepare for issuance of Official Receipt.	1 minute	Revenue Collection Clerk		
2	Pay the corresponding amount and wait for the issuance of Official Receipt	Collect payment and issue Official Receipt.	3 minutes	Revenue Collection Clerk	Depending on the number and kind of violations or as stated in the order of payment.	Official Receipt
END OF TRANSACTION						

ISSUANCE OF COMMUNITY TAX CERTIFICATE FOR INDIVIDUAL

Who May Avail of the Service:
Taxpayers: Class A / Class B

Requirements:
1. Accomplished Personal Data Slip or old CTC - For Personal Use
2. Business Permit Application Form Renewal Form - For Business Permit Use

Procedures:

Step	Applicant/Client	Service Provider	Duration of Activity (under normal circumstances)	Person in Charge	Fees	Form
1	•For personal use, present to revenue collection clerk the old CTC or accomplish the personal data slip which you can get from the Treasurer's Office. •For business permit purposes, present the Business Permit Application Form/Renewal Form which you can get from BPLO.	Verify the Personal Data Slip or Business Permit Application Form/Renewal Form for computation of tax.	1 minute	Revenue Collection Clerk		Personal Data Slip
2	Wait for the issuance of the (CTC) Community Tax Certificate.	Fill-up the CTC, compute the amount to be collected and print the CTC for issuance.	2 minutes	Revenue Collection Clerk	•P 5.00 - Basic community tax •P 1.00 for every P1,000.00 gross income/receipt •Plus penalties, if applicable	Commu-nity Tax Certificate (CTC)
3	Sign and affix a thumb mark on the CTC on the space provided, and pay the corresponding amount.	Collect payment and issue CTC.	2 minutes	Revenue Collection Clerk		
END OF TRANSACTION						

PAYMENT OF WEIGHT AND MEASURE LICENSE FEES

Who May Avail of the Service:
Taxpayers or their authorized representative

Requirements:
1. Payment Stub

Procedures:

Step	Applicant/Client	Service Provider	Duration of Activity (under normal circumstances)	Person in Charge	Fees	Form
1	Proceed to Revenue Collection Clerk and present the Payment Stub secured from the Public Market Department.	Verify the payment stub if duly signed by authorized inspector.	1 minute	Revenue Collection Clerk		
2	Pay the corresponding amount of fees and wait for the issuance of Official Receipt and Paper Seal Sticker.	Collect payment and issue Official Receipt and Paper Seal Sticker to be attached on weighing scale by market inspector.	2 minutes	Revenue Collection Clerk	•10-20kgs New- P25.00 Old- P225.00 •30-60kgs. New- P37. 50 Old- P237. 50	Official Receipt
END OF TRANSACTION						

PAYMENT OF MARKET STALL AND ELECTRICAL FEES

Who May Avail of the Service:
Taxpayers or their authorized representative

Requirements:
1. Latest Old/Previous Official Receipt

Procedures:

Step	Applicant/Client	Service Provider	Duration of Activity (under normal circumstances)	Person in Charge	Fees	Form
1	Proceed to Revenue Collection Clerk and present the latest previous/old official receipt, in case of no official receipt to be presented, inform the revenue collector the name of the registered stallholder, stall section, and stall number for verification purposes.	Verify on records of the last payment the presented Official Receipt or the name of the stallholder.	2 minutes	Revenue Collection Clerk		
2	Get the statement of account for market stall and electrical fees from revenue collection clerk.	Issue statement of account for market stall and electrical fees.	3 minutes	Revenue Collection Clerk		State-ment of Account
3	Pay the corresponding amount of fees and wait for the issuance of Official Receipt.	Collect the corresponding fees and issue CTC.	5 minutes	Revenue Collection Clerk	•Depending on the amount of fees of each stall and the meter reading of electrical stall. •plus penalty, if applicable.	Official Receipt
END OF TRANSACTION						