



CITY TREASURER'S OFFICE
External Services



1. Request for Business Tax Quarterly Billing Statement

The quarterly billing statement is issued to business taxpayers as order of payment is needed to pay their quarterly business tax.

Office or Division:	Business Tax Division
Classification:	Simple
Type of Transaction:	G2B Government to Business Entity
Who may avail:	Business Taxpayers
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Business/ Trade/ Owner's Name	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Requests for issuance of Business Tax Billing Statement	1. Prints Business Tax Billing Statement	None	5 minutes	LTOO IV Admin Asst VI
2. Receives Business Tax Billing Statement	2. Issues Business Tax Billing Statement to Client	None	2 minutes	LRCO I Admin Officer I Admin Aide I
		TOTAL	7 MINUTES	

2. Business Tax Assessment of Previous Year's Delinquency

Business Taxpayers who are delinquent in the payment of their business tax need to settle their delinquency before renewing their business permit.

Office or Division:	Business Tax Division
Classification:	Simple
Type of Transaction:	G2B Government to Business Entity
Who may avail:	Business Taxpayers



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Income Tax Return or Sworn Declaration of Gross/Receipts/Sales	Bureau of Internal Revenue

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits ITR for the computation of previous year's delinquency	1. Computes Business Tax Due	None	10 minutes/ line of Business	<i>LTOO IV</i>
2. Receives Tax Assessment and proceeds to the Cashier for payment	2. Issues Tax Assessment and advises client to proceed to the Cashier for payment	None	2 minutes	<i>Admin Asst VI</i> <i>LRCO I</i> <i>Admin Officer I</i>
3. After payment, proceeds to the Business Center for renewal of current year business permit	3. Informs client to proceed to the Business Center for renewal of current year business permit	None	1 minute	<i>Admin Aide I</i>
		TOTAL	13 MINUTES	

3. Retirement Business Operation and Issuance of Business Retirement Certificate.

Businesses that have ceased to operate must file an Application for Retirement of Business. This should be done to update the City Government's Record and avoid accumulation of tax payments and penalties.



Office or Division:	Business Tax Division
Classification:	Simple
Type of Transaction:	G2B Government to Business Entity
Who may avail:	Business Taxpayers
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> - Original copy of Mayor's Permit - Letter of Closure citing the following (Daye/gross Sales/Reason) - Income Tax Return (Monthly / Quarterly / Annual (whichever is available) - Certification from the lessor that the business establishment had been closed (if lessee) or - Certification from the barangay captain (where the business is located) confirming the closure of the business. - Board resolution regarding closure for corporation 	<ul style="list-style-type: none"> - Business Owner - Business Tax Division, City Treasurer's Office - Bureau of Internal Revenue - Property Owner - Barangay Hall where the business is located - Business Owner



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits the requirements for business retirement	1. Checks completeness of form and requirements	Assessment fees as provided under City Ordinance No. 13-2007	3 minutes	LTOO IV
2. Receives order of payment and proceeds to the cashier.	2. Conducts assessment of taxes and fees due, if any and 2.1 Prepares order of payment.		3 minutes	Admin Asst VI LRCO I Admin Officer I
3. Presents Official Receipt to the Business Tax Division Personnel	3. Checks Official Receipt	Php 50.00 in case there is no assessment to be paid	2 minutes	Admin Aide I
4. Receives Business Retirement Certificate	4. Prepares and issues the Business Retirement Certificate		15 minutes	
		TOTAL	23 MINUTES	

4. Business Tax Assessment

The printing and issuance of Tax Order of Payment is being done at Business Permit and Licensing Office (BPLO)

Office or Division:	Business Tax Division
Classification:	Simple
Type of Transaction:	G2B Government to Business Entity
Who may avail:	Business Taxpayers
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Income Tax Return or Sworn Declaration of Gross/Receipts/Sales	Bureau of Internal Revenue



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Waits for the Tax Assessment in the Business Center (BPLO).	1. Computes Tax Assessment for NEW and RENEWAL of Business License application	None	10 minutes/ line of Business	<i>LTOO IV</i> <i>Admin Asst VI</i> <i>LRCO I</i> <i>Admin Officer I</i> <i>Admin Aide I</i>
	2. Assessment Approval	None	10 minutes	<i>City Treasurer</i>
		TOTAL	20 MINUTES	

5. Inspection, Calibration and Sealing of Weighing Scale of Retailers

Office or Division:	Business Tax Division
Classification:	Simple
Type of Transaction:	G2B Government to Business Entity
Who may avail:	Business Taxpayers
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
None	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Presents weighing scale for testing and calibration	Inspects weighing scale and makes recommendation as to the condition of the instrument presented.	Digital and Analog Php 120 (10-30kgs) Php 70 above 30kgs	5 minutes per device	<i>Admin Officer I</i>



	<p>a. If the device is found to be defective, the application for testing shall be disapproved and the weighing scale is confiscated</p> <p>b. If the device is in good condition, issues order of payment</p>	(except for BASCULA)		<i>Admin Aide I</i>
		TOTAL	5 minutes per device	

6. Inspection, Calibration and Sealing of Gasoline Fuel Dispenser Pumps

Office or Division:	Business Tax Division
Classification:	Simple
Type of Transaction:	G2B Government to Business Entity
Who may avail:	Business Taxpayers
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
None	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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Receives letter for scheduled inspection	Proceed to the gasoline station, as scheduled	* P200.00/ Dispenser Pump (payment included in the renewal of business permit) * P 50.00 Plastic Seal * P 20.00 Sticker	5 minutes per dispenser pump	<i>Admin Officer I</i> <i>Admin Aide I</i>
		TOTAL	5 minutes per dispenser pump	

7. Posting of Pawa Grave Rental Payments

Office or Division:	Business Tax Division
Classification:	Simple
Type of Transaction:	G2B Government to Business Entity
Who may avail:	Business Taxpayers
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> - Official Receipt - Death Certificate 	<ul style="list-style-type: none"> - Cash Receipts Division, City Treasurer's Office - Local Civil Registrar's Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents Official Receipt for posting of payment (grave rental renewal)	1. Posts Payment in the PAWA Cemetery Grave Rental Database	P 1, 500.00 for every 5 years	5 minutes	<i>Admin Officer I</i> <i>Admin Aide I</i>
2. Presents Official Receipt and Death Certificate for recording and posting of payment (new rental)	2. Records and posts payment in the PAWA Cemetery Grave Rental Database		5 minutes	



		TOTAL	10 MINUTES	
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8. Issuance of Order of Payment and Posting of Ibalong and PBN Housing Monthly Amortization Payments

Office or Division:	Business Tax Division
Classification:	Simple
Type of Transaction:	G2B Government to Business Entity
Who may avail:	Business Taxpayers
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
- Official Receipt	- Cash Receipts Division, City Treasurer's Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Requests order of payment	1. Issues order of payment	None	5 minutes	<i>Admin Asst. VI</i>
2. Presents Official Receipt for posting	2. Records and posts payment in the Ibalong and PBN Housing Awardee's Ledgers		5 minutes	<i>Admin Officer I</i> <i>Admin Aide I</i>
		TOTAL	10 MINUTES	

9. Preparation of Pertinent Documents for Transfer of Ownership (Pabahay)

Office or Division:	Business Tax Division
Classification:	Simple
Type of Transaction:	G2B Government to Business Entity
Who may avail:	Business Taxpayers
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
- Official Receipt	- Cash Receipts Division, City Treasurer's Office



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Upon full payment, presents last Official Receipt to the person-in-charge	1. Records and posts payment in the Ibalong and PBN Housing Awardees' Ledgers	None	3 minutes	<p data-bbox="1338 768 1531 800"><i>Admin. Asst. VI</i></p> <p data-bbox="1357 890 1511 921"><i>Admin Aide I</i></p>
2. Requests for pertinent documents for Transfer of Ownership	2. Receives request for pertinent documents for Transfer of Ownership and informs client to wait for availability of Deed of Absolute Sale (DOAS) and Deed of Restrictions (DOR)	None	2 minutes	
	3. Prepares DOAS and DOR, Certificate of Full Payment, letter-request to GSO Head for the original TCT and letter-request to City Assessor for the tax declaration/s.	None	5 hours	
3. Waits for advice from person-in-charge that DOAS and DOR are ready for signature	4. Informs client that DOAS and DOR are now ready for signature by the awardee and spouse, if applicable	None	5 minutes	
	5. Releases DOAS and DOR to client for signature by awardee and spouse, if applicable	None	5 minutes	



4. Signs and returns signed DOAS and DOR and waits for advice on the availability of complete documents	6. Receives signed DOAS and DOR and informs client to wait for advice on the availability of complete documents	None	5 minutes	
	7. Requests the City Treasurer to sign on the DOAS, DOR and letter-requests	None	2 hours	
	8. Requests the Urban Poor Affairs Office (UPAO) Head to sign on the DOAS and DOR	None	4 hours	
	9. Requests the City Mayor to sign on the DOAS and DOR	None	4 hours	
	10. Submits letter-requests to GSO and CAO and waits for the release of the documents	P50.00 per Tax Declaration	30 minutes	
	11. Waits for the release of the TCTs and Tax Declaration/s		48 hours	
5. Receives advice from person-in-charge that the requested documents are now ready for release.	12. Once all documents are received, informs client of the availability of the documents.	None	5 minutes	
6. Receives all documents from person-in-charge	13. Releases all documents to client.	None	5 minutes	
Total			8 working days and 4 minutes	

10. Issuance of Realty Tax Billing / Statement of Account

The Realty Tax Billing/Statement of Account is issued to individuals who want to update their realty tax delinquencies.

Office or Division:	LandTax Division
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Classification:	Simple
Type of Transaction:	G2C; G2B; G2G Government – transacting public/business entity/other government agency
Who may avail:	Realty Taxpayers
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> - Latest RPT Official Receipt - Latest tax declaration or the complete details of the property 	<ul style="list-style-type: none"> - Real Property owner - City Assessor's Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up the request form	1. Advise client to fill-up request form	The Amount written in the Billing Statement	2 minutes	RCC II
2. For tax billing, present copy of latest RPT Official Receipt or latest tax declaration or the complete details of the property.	2. Verify and prints Realty Tax Billing/ Statement of Account		8 minutes/ Tax declaration	Admin Aide I Admin Aide VI LRCO III
3. Receive RPT Statement of Account	3. Issue RPT Statement of Account			
		TOTAL	10 MINUTES	

11. Realty Property Tax Clearance

The Realty Property Tax Clearance is issued to validate if the payments were updated. It is a requirement for transfer purposes, titling, building permit, business permit, zoning, fencing and other purposes.

Office or Division:	LandTax Division
Classification:	Simple
Type of Transaction:	G2C; G2B; G2G Government – transacting public/business entity/other government agency
Who may avail:	Realty Taxpayers
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
	- Owner of the Property



One (1) Photocopy of the Following:

A. For Transfer Purposes

- Mode of Transfer (Deed of Sale / Donation / Assignment / Extra Judicial Settlement/Affidavit of Consolidation)

- SPA

- ID

B. For Titling Purposes

- Tax Declaration

- ID

C. Transfer of Tax Declaration

- Title

- Mode of transfer

- ID

D. Other Purpose (Permits, Reference)

- ID

- City Assessor's Office



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up the request form	1. Advise client to fill-up request form	The Amount written in the Billing Statement	2 minutes	RCC II Admin Aide I
2. Submit the complete details of the Real Property including its purpose	2. Verify Realty Tax Payment/ Validate if payment is updated		8 minutes/ Tax declaration	Admin Aide VI LRCO III
3. Proceed to the Cashier for Payment	3. Issue Order of Payment			
4. Present Official Receipt for Tax Clearance	4. Prepare Land Tax Clearance		5 minutes	
5. Receive Tax Clearance	5. Issue Tax Clearance			
		TOTAL	15 MINUTES	

12. Transfer Tax Assessment

Transfer of ownership of real property units due to execution of deed of sale / donation, transfer by succession or by any other means of transfer is subject to payment of Transfer Tax.

Office or Division:	Land Tax Division
Classification:	Simple
Type of Transaction:	G2C; G2B; G2G Government – transacting public/business entity/other government agency
Who may avail:	Realty Taxpayers
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
One (1) Photocopy of the following	



<ul style="list-style-type: none"> - Deed of Sale / Donation / Assignment / Conveyance/ Extra Judicial Settlement/ Affidavit of Consolidation - Latest Tax Declaration - Tax Clearance - Realty taxes paid up to current year - Certification of No Improvement (If No Building) 	<ul style="list-style-type: none"> - Owner of the Property - City Assessor's Office - Land Tax Division, City Treasurer's Office - City Assessor's Office
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CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up the request form	1. Advise client to fill-up request form	None	2 minutes	RCC II Admin Aide I Admin Aide VI LRCO III
2. Submit the photocopy of all the required documents	2. Check the completeness of the requirements	None	5 minutes	LRCO IV
	2.1 Compute Amount of Transfer tax to be paid	Assessment fees as provided under City Ordinance No. 13-2007	6 minutes	Admin Officer V
3. Proceed to the Cashier for Payment	3. Issue Transfer Tax Assessment	None	2 minutes	RCC II Admin Aide I Admin Aide VI LRCO III
		TOTAL	15 MINUTES	

13. Payment for Wages, Honorarium, Financial Assistance, Cash for Work, Senior Citizen, Brgy. Tanod, Eco-Aide Etc.



Disbursement by cash shall be made from cash advance drawn and maintained in accordance with COA rules and regulation. Cash payments shall be made only on duly approved payrolls /disbursement voucher.

Office or Division:	Cash Disbursement Division
Classification:	Simple
Type of Transaction:	G2G Government- Government Officials and Employees Government Agency
Who may avail:	LGU-Legazpi Employees, and Other Concer Individual
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> - 1 Valid ID - SPA / Authorization 	<ul style="list-style-type: none"> - Government Agency/ School/Bus Est. - Claimant

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Verify at the posted listing the name of the payee, payroll number & CT number	1. Advise client to verify his/her name at the posted listing	None	2 minutes	<i>LRCO II</i> <i>Admin Asst. II</i> <i>Admin Aide I</i>
2. Proceed at the designated Windows and ask for the payroll	2. Checked the name of the payee in the approved payroll	None	2 minutes	
3. Present a valid ID, SPA/ Authorization and Claimants affix signature or thumbmark to acknowledge receipt of payments	3. Issue cash payment	None	5 minutes	
TOTAL			9 MINUTES	

14. Issues/prepares checks to creditors as payment for various operational expenses of the different departments of the City of Legazpi.



Payments by checks shall be drawn only on duly approved disbursement voucher signed by the City Treasurer and countersigned by the City Administrator / Vice Mayor. Checks shall be release only to the payee or his duly authorized representative and is required to acknowledged receipt thereof.

Office or Division:	Cash Disbursement Division
Classification:	Simple
Type of Transaction:	G2B G2G ; G2C Government to transacting public/business entity/other government agency
Who may avail:	LGU-Legazpi Employees/ Officials, Creditors
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> - Valid ID - SPA / Authorization - Official Receipt/ Sales Invoice 	<ul style="list-style-type: none"> - Government Agency - Claimant - Claimant

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire at the Cash Disbursement personnel if check id available for release	1. Verify the name of the concern office or individual in the list of prepared checks			SAO Admin Asst. VI
2. Present valid ID and Issue Official Receipt/ Sales Invoice	2. Release Check	None	5 minutes	RCC III
3. Sign voucher and check register				
4. Receive check				
TOTAL			5 MINUTES	

15. Issuance of Community Tax Certificate or CTC.

A Community Tax Certificate (CTC) is proof that an individual is a resident of the city and that she/he has paid the necessary dues arising from the income derived from business, exercise of profession and/or ownership of real properties in the area. Profit and non-profit organizations and other entities operating in the city must also secure a CTC.



Office or Division:	Cash Receipts Division
Classification:	Simple
Type of Transaction:	G2B G2G; G2C Government to transacting public/business entity/other government agency
Who may avail:	LGU-Legazpi Employees/ Officials, Creditors
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> - Valid ID - SPA / Authorization - Official Receipt/ Sales Invoice 	<ul style="list-style-type: none"> - Government Agency - Claimant - Claimant

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<i>Individual or Corporation</i>				
1. Proceed to the Queuing Personnel, get a transaction number and fill-up the Personal Data Form (Individual) 2. Wait for your number to be flashed on the Queuing Monitor and Submit Accomplished Personal Data Form for individual; Present ITR for Corporations	1. Give a Transaction number to Client 2. Receive the Accomplished Personal Data Form for Individual and ITR for Corporations	Assessment fees as provided under City ordinance No. 13-2007	2 minutes	Rafael Briones <i>Admin Aide I</i> Senior Admin Asst. II Senior Admin Asst. II RCC II RCC II
3. Pay the amount due, then affix signature and thumb mark	3. Receive payment and request the client to affix his/her signature and thumb mark on the original, duplicate and triplicate copies of the CTC		3 minutes	Admin Aide I Admin Aide VI



4. Receive the CTC	4. Issue the original copy of CTC		
TOTAL 5 MINUTES			

16. Issuance of Official Receipt for Professional Tax Payment.

Professional taxes are imposed upon any and all individual engaged in the practice of their professions. Professionals employed in the government are exempted in the payment of the professional tax.

The professional tax shall be payable annually, on or before the thirty-first (31st) of January of every year.

Office or Division:	Cash Receipts Division
Classification:	Simple
Type of Transaction:	G2C Government to transacting public
Who may avail:	Professionals engaged in the practice of their profession
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
- Filled-up PTR Form	- Cash Receipts Division, City Treasurer's Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Queuing Personnel, get a transaction number and accomplish the PTR Form	1. Give a Transaction number and PTR Form	None	2 minutes	Rafael Briones <i>Admin Aide I</i>
2. Wait for your number to be flashed on the Queuing Monitor and Present your ITR	2. Receive the PTR Form and ITR		2 minutes	Constancia Ate <i>Admin Asst. III</i> Reggie Parinas <i>RCC II</i> Verna Serrano <i>RCC II</i>



3. Pay the amount due	3. Issue Official Receipt	Assessment fees as provided under City Ordinance No. 13-2007	2 minutes	<i>Gina Austero</i> <i>RCC II</i> Luzviminda Montealegre <i>Admin Aide I</i> Jeric Bueza <i>Admin Aide I</i>
TOTAL			6 MINUTES	

17. Issuance of Official Receipt for Burial / Transfer of Cadaver / Exhumation

Office or Division:	Cash Receipts Division
Classification:	Simple
Type of Transaction:	G2C Government to transacting public
Who may avail:	All
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
For Burial- Death Certificate	- Cash Receipts Division, City T
For Exhumation/ Transfer of Cadaver- order of Payment	



18. Issuance of Official Receipt for payment of Business Tax and

Office or Division:		Cash Receipts Division		
Classification:		Simple		
Type of Transaction:		G2C Government to transacting public		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
- Tax order of Payment for Business, Other Fees and Charges		- Business Permit and Licensing Office/ Other concern office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Queuing Personnel, get a transaction number and Wait for your number to be flashed on the Queuing Monitor	1. Give a Transaction number to the client	Assessment fees as provided under City Ordinance No. 13-2007	5 minutes	<i>Admin Aide I</i>
2. Present the Order of Payment/ Death Certificate	2. Receive the Order of Payment/ Death Certificate			<i>Admin Asst. III</i>
3. Pay the amount due	3. Issue Official Receipt			<i>RCC II</i> <i>Admin Aide I</i>
TOTAL		5 MINUTES		

other fees and charges.



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Queuing Personnel, get a transaction number and Wait for your number to be flashed on the Queuing Monitor	1. Give a Transaction number to the client	Assessment fees as provided under City Ordinance No. 13-2007	5 minutes	<i>Admin Aide I</i>
2. Submit the Order of Payment	2. Receive the Order of Payment			<i>Senior Admin Asst. II</i>
3. Pay the amount due	3. Issue Official Receipt			<i>Admin Asst. III</i>
TOTAL				<i>RCC II</i>
			5 MINUTES	<i>Admin Aide I</i>

19. Issuance of Official Receipt for payment of Real Property Tax.

Office or Division:	Cash Receipts Division
Classification:	Simple
Type of Transaction:	G2C G2B G2G ; Government to transacting public/business entity/other government agency
Who may avail:	Real Property Tax Owners
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
- Real Property Tax Statement of Account	- Realty Tax Division, City Treasurer's Office



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Queuing Personnel, get a transaction number and Wait for your number to be flashed on the Queuing Monitor	1. Give a Transaction number to the client	Assessment fees as provided under City Ordinance No. 13-2007	5 minutes	<i>Admin Aide I</i>
2. Submit the Statement of Account	2. Receive the Statement of Account			<i>Senior Admin Asst. II</i>
3. Pay the amount due	3. Issue Official Receipt			<i>Admin Asst. III</i> <i>RCC II</i> <i>Admin Aide I</i>
TOTAL			5 MINUTES	

20. Issuance of Official Receipt for payment of Transfer Tax.

Payment of Transfer tax shall be made within sixty 60 days from the date of notary services.

Office or Division:	Cash Receipts Division
Classification:	Simple
Type of Transaction:	G2C G2B G2G ; Government to transacting public/business entity/other government agency
Who may avail:	Real Property Tax Owners
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
- Transfer Tax Assessment	- Land Tax Division, City Treasurer's Office



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Queuing Personnel, get a transaction number and Wait for your number to be flashed on the Queuing Monitor	1. Give a Transaction number to the client	Assessment fees as provided under City Ordinance No. 13-2007	5 minutes	<i>Admin Aide I</i>
2. Submit the Transfer Tax Assessment	2. Receive and Check the date of the Assessment			<i>Senior Admin Asst. II</i>
3. Pay the amount due	3. Issue Official Receipt			<i>Admin Asst. III</i>
TOTAL				5 MINUTES

21. Issuance of Official Receipt for Certifications, Clearances, and Other Miscellaneous and Violation fees

Office or Division:	Cash Receipts Division
Classification:	Simple
Type of Transaction:	G2C G2B G2G ; Government to transacting public/business entity/other government agency
Who may avail:	Real Property Tax Owners
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
- Order of Payment	



	- City Assessor's Office, City Health Office /Other Office Concern
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CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Queuing Personnel, get a transaction number and Wait for your number to be flashed on the Queuing Monitor	1. Give a Transaction number to the client	Assessment fees as provided under City Ordinance No. 13-2007	5 minutes	<i>Admin Aide I</i>
2. Submit the Order of Payment	2. Receive the Order of Payment			<i>Senior Admin Asst. II</i>
3. Pay the amount due	3. Issue Official Receipt			<i>Admin Asst. III</i> <i>RCC II</i>
		TOTAL	5 MINUTES	<i>Admin Aide I</i>

22. Requisition of Accountable Forms

Office or Division:	Administrative Division
Classification:	Simple
Type of Transaction:	G2G Government to Government Agency, Government Official, Employee
Who may avail:	Brgy Treasurers, SK Treasurers, City Treasurer's Office Collectors, PNP-Legazpi City Central Police Station, Public Safety Officers
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE



<ul style="list-style-type: none"> - 4 copies Duly accomplished Requisition and Voucher Form - 4 copies Duly accomplished Invoice and Receipt of Accountable Form 	<ul style="list-style-type: none"> - Administrative Division, City Treasurer's
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CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Ask for forms to be filled-up and proceed to City Accountant's Office for Certification of Remittances of previous requisition	1. Issue Forms	None	2 minutes	Information Systems Analyst III <i>Admin Aide I</i>
2. From Accounting Office, return to City Treasurer's for approval of requisition	2. Check/ Verify and Approve application and advise client to proceed to the cashier	Php 110.00/ pad (with surcharge)	5 minutes	Information Systems Analyst III <i>Admin Aide I</i> <i>City Treasurer</i> <i>Acting Asst. City Treasurer/SAO</i>
3. After payment, return to the issuing officer, present the Official Receipt and accomplished form then Proceed to the City Auditor's Office	3. Record the Official Receipt/ Serial Numbers of Accountable Form in the Invoice and RIV.	None	5 minutes	Information Systems Analyst III <i>Admin Aide I</i>



4. From City Auditor's Office, return to the City Treasurer's Office for the release of Official Receipt and a copy of Requisition and Invoice	4. Release Official Receipts and copy of Requisition Issue Voucher and Invoice.	None	2 minutes	
TOTAL			14 MINUTES	

23. Requisition of Community Tax Certificate (CTC)

Office or Division:	Administrative Division
Classification:	Simple
Type of Transaction:	G2G Government to Government Agency, Government Official, Employee
Who may avail:	Brgy Treasurers, SK Treasurers, City Treasurer's Office Collectors
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> - 4 copies Duly accomplished Requisition and Voucher Form - 4 copies Duly accomplished Invoice and Receipt of Accountable Form 	<ul style="list-style-type: none"> - Administrative Division, City Treasurer's

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Ask for forms to be filled-up and proceed to City Accountant's Office	1. Issue Forms	None	2 minutes	Information Systems Analyst III <i>Admin Aide I</i>



for Certification of Remittances of previous requisition				
2. From Accounting Office, return to City Treasurer's for approval of requisition	2. Check/ Verify and Approve application	Php 110.00/ pad (with surcharge)	5 minutes	Information Systems Analyst III <i>Admin Aide I</i> <i>City Treasurer</i> <i>Acting Asst. City Treasurer/SAO</i>
3. After payment, return to the issuing officer, present the Official Receipt and accomplished form then Proceed to the City Auditor's Office	3. Record the Official Receipt/ Serial Numbers of Accountable Form in the Invoice and RIV. Advise the client to proceed to the City Auditor's Office	None	5 minutes	Information Systems Analyst III <i>Admin Aide I</i>
4. From City Auditor's Office, return to the City Treasurer's Office for the release of Official Receipt and a copy of Requisition and Invoice	4. Release Official Receipts and copy of Requisition Issue Voucher and Invoice.	None	2 minutes	
TOTAL			14 MINUTES	

24. Incoming Communication / Data Request



Office or Division:	Administrative Division
Classification:	Simple
Type of Transaction:	G2C G2B G2G Government to transacting public / business entity Government Agency
Who may avail:	All
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
- Letter / Data request	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a Letter Request	1. Receive the letter and stamp with the date. Give the receiving copy to the client 1.1 Forward the letter to the City Treasurer for appropriate action	None	2 minutes	<i>Admin Asst. I</i> <i>Admin Aide I</i>
2. Secure official receiving copy and wait for the feedback	2. Advise the client to wait for the reply within 2-3 days	None	5 minutes	
TOTAL			7 MINUTES	



FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Accomplish the survey/feedback form and drop in designated drop box
How feedbacks are processed	Every Friday, the assigned personnel opens the drop box and consolidates the feedback forms. The Chief of the Administrative Division verifies the nature of the queries & feedback. The same will be referred to the Division concerned. Upon receiving reply from the concerned Division, the Client will be informed via email or thru phone.
How to file a complaint	Complaints can be filed by forwarding a letter personally or via email with the provided information such as name of personnel being complained, incident and evidence at the Public Complaints Desk (PACD) of the City Treasurer's Office Email address: cto_leg@yahoo.com
How complaints are processed	<ul style="list-style-type: none">- The Chief of the Administrative Division, checks all communications on a daily basis either forwarded directly in the Office or via email, and all complaints were evaluated.- Upon Evaluation, the Chief shall start investigating and report to the City Treasurer for appropriate action.- For inquiries and follow-up, they may contact the number of the office 2019487 or email at @ cto_leg@yahoo.com



Contact Information of CCB, PCC, ARTA	complaints@arta.gov.ph 1-ARTA (2782) PCC:888 CCB:0908-881-6565 (SMS)
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Complaint/s may be filed in writing, addressed to:
Hon. Carmen Geraldine B. Rosal- City Mayor
Ms. Carlita P. De Guzman- City Treasurer

Clients are advised to follow –up the next working day, pending documents due to unusual circumstances beyond the control of the City Treasurer’s Office.

Inquiries, Feedback Mechanism, Suggestions, Recommendations and/or complaints may be sent to:

Carlita P. De Guzman- City Treasurer
Constance S. Oliveros – Acting Asst. City Treasurer / SAO
Cash Disbursement Division

Office Number: (052) 201-94-87
Email: cto_leg@yahoo.com