

LUNGSOD NG  
**PASIG**  
UMAAGOS ANG PAG-ASA  
**CITIZEN'S CHARTER**  
OFFICE OF THE CITY TREASURER

## ABSTRACT

In compliance with the Republic Act No. 9485 otherwise known as the "ANTI-RED TAPE ACT OF 2007", the Office of the City Treasurer crafted its Citizen's Charter to guide its clientele on how to avail to the key frontline services it offers.

Transactions are defined as:




**SIMPLE TRANSACTIONS** - applications or requests submitted by applicants or requesting parties only require ministerial actions on the part of the public officer or employee, or that which present only inconsequential issues for the resolution by an officer or employee of said government.

**COMPLEX TRANSACTIONS** - applications or

requests  
submitted by  
applicants or  
requesting  
parties  
necessitate  
evaluation in the  
resolution of  
complicated  
issues by an  
officer or  
employee of said  
government  
office, such  
transactions to  
be determined by  
the office  
concerned





**MANDATE, VISION, MISSION & CORE VALUES:**

<b>MANDATE:</b>		To generate revenues thru efficient collection of taxes, fees and charges accruing to the local government in accordance with existing laws and ordinances, and to take custody and exercise proper management of funds of the City in order to sustain and maintain the financial needs of its government and constituents.
<b>VISION:</b>		A fiscally sustainable City Government that sufficiently meet the present and future developmental needs of its constituents
<b>MISSION:</b>		Maximize revenues through tax collection efforts and minimize risks through the exercise of proper management in collaboration with other government offices and custody and disbursement of the City's fund.
<b>CORE VALUES:</b>		<p>People-centered Accountable Good Governance</p> <p>Agile Service Oriented Accessible</p>

**GENERAL INFORMATION:**

HEAD OF OFFICE: VICTOR MA. REGIS N. SOTTO  
City Mayor

DEPARTMENT HEAD: MARITA A. CALAJE  
City Treasurer

LOCATION:				
MAIN OFFICE:	CONTACT INFORMATION			
Pasig City Hall 2 <sup>nd</sup> Floor, Caruncho Ave., San Nicolas, Pasig City	Direct Line: 08-641-8198			
	Trunk Line: 08-643-1111			
	LOCAL NUMBERS			
	ADMIN DIVISION	291	REAL PROPERTY TAX DIVISION	
	BUS TAX & MISC REVENUE DIVISION (BTMRD)	292-293	Area II	353
	CASH DIVISION	294	Area III	354
	Check Releasing Section		Area IV	355
	Community Tax Section	295	Area VI	356
	TREASURY OPER & REVIEW DIVISION (TORD)	351	Idle Land Unit	296
		Tax Clearance Section	350	
EXTENSION OFFICES:	 repository.treasury@gmail.com		 taxclearance@pasigcity.gov.ph	
San Antonio Pasig City Hall Annex Malvar Street, Barangay San Antonio, Pasig City	RPT Area I and Cashier		08-633-8050	
Ugong Pasig City Hall Annex F. Legaspi Street, Barangay Ugong, Pasig City	08-654-6138			
Manggahan Pasig City Hall Annex 3341 Kagihawaan Street, Barangay Manggahan, Pasig City	RPT Division	08-645-6445 Loc 1001	BTMRD	08-645-6445 Loc 1007
Ayala the 30 <sup>th</sup> Business One-Stop-Shop, 3 <sup>rd</sup> Floor, Ayala the 30 <sup>th</sup> Mall, Meralco Ave., Barangay Ugong, Pasig City	<i>Currently, not yet available</i>			



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Local Numbers: ADMIN: 291; LIC: 292; CTC: 295; IDLE: 296; TAX CLEARANCE: 350; RPT: 353-356

# OFFICES AND THEIR FRONTLINE SERVICES

## TREASURY OPERATION & REVIEW DIVISION

### REVENUE EXAMINATION

This task involves inspection, verification and examination of accounting and other pertinent records of businessmen, in order to ascertain that correct taxes, fees and charges are being assessed. Assignments received are initially of limited complexity but may increase in difficulty until they reach the full performance level. Knowledge and proper training of examiners on relevant provisions of the law, and contacts and coordination with taxpayers and their representatives are significant aspects of the work.

Assignments require evaluative thinking and are carried out in accordance with RA7160, Local Treasury Operations Manual, other applicable laws and regulations, and detailed work instructions. Employees have a controlling responsibility for assigned examinations.

OFFICE: Administrative Division, 2<sup>nd</sup> Floor, Main Building

CLASSIFICATION:

TYPE OF TRANSACTION:

- |                            |   |                       |  |
|----------------------------|---|-----------------------|--|
| <p>Complex Transaction</p> | <ul style="list-style-type: none"> <li>Comparative evaluation of declaration of sales against actual sales and pertinent records</li> </ul> | <p>G2B</p> <p>G2C</p> | <ul style="list-style-type: none"> <li>Government to Business Entity</li> <li>Government to Citizen</li> </ul> |
|----------------------------|---|-----------------------|--|

WHO MAY AVAIL THE SERVICE:

- All Business entity duly registered in the City

LIST OF REQUIREMENTS	WHERE TO SECURE
1. Mayor's Permit - <ul style="list-style-type: none"> <li>Head Office</li> <li>Branches (if any)</li> </ul>	<ul style="list-style-type: none"> <li>Business Permit and License Office of LGUs</li> </ul>
2. Business License Receipts/taxes/fees and other relevant charges paid (on Head Office, other offices, branches, plants, and or other taxable operating units, if any and as applicable)	<ul style="list-style-type: none"> <li>Office of the City Treasurer of LGUs</li> </ul>
3. Books of Accounts <ul style="list-style-type: none"> <li>Sales Journals/Registers, Purchase Journals/Registers, Cash Receipts/ Disbursement Journals/ Registers, General Ledgers and Subsidiary Ledgers</li> </ul>	<ul style="list-style-type: none"> <li>Company's/Taxpayer's Record or File</li> </ul>
4. Audited Financial Statements and Annual Income Tax Return	<ul style="list-style-type: none"> <li>Company's/Taxpayer's Record or File</li> <li>Bureau of Internal Revenue</li> <li>Securities and Exchange Commission</li> </ul>
5. Official Receipts, Cash or Charge Sales Receipts/ Invoices, Order Slips, Delivery Receipts, Debit or Credit Memos, Sales Returns and Purchase Receipts/ Invoices	<ul style="list-style-type: none"> <li>Company's/Taxpayer's Record or File</li> </ul>
6. Others such as BIR registration, Monthly or Quarterly VAT returns/ receipts, Community Tax Receipts, and such other reports and documents relevant to the business taxpayer's operations	<ul style="list-style-type: none"> <li>Company's/Taxpayer's Record or File</li> </ul>



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PROCESS FLOW					
PROCESS	CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Assignment	N/A	<ul style="list-style-type: none"> <li>Create the Team of Examiners and issue Office Order pertaining thereof.</li> <li>Assign business entities to be examined per team of examiners</li> </ul>	N/A	1 month prior to issuance of assignment	MARITA CALAJE City Treasurer/ ANA RECY MALPAYA Head Examiner
2. Issuance of LOA (Letter of Authority/ Appointment)	N/A	<ul style="list-style-type: none"> <li>Evaluate LGU existing records vis-à-vis business' submitted records from other agencies</li> <li>Issue a Letter of Appointment/Letter of Authority indicating the following details:               <ol style="list-style-type: none"> <li>Date of Examination</li> <li>Documents to be examined</li> <li>Year to be covered</li> <li>Signatures of deputized examiners</li> </ol> </li> </ul>	N/A	Five (5) to ten (10) working days from receipt of assignment	Examiner MARK RUSSEL SANTOS EDGAR IGNACIO
		<ul style="list-style-type: none"> <li>Approve LOA</li> </ul>			ANA RECY MALPAYA Head Examiner MARITA CALAJE City Treasurer
3. Examination of Books	Acknowledge receipt of LOA	<ul style="list-style-type: none"> <li>Serve the LOA</li> </ul>	N/A	Seven (7) to twenty (20) working days from receipt complete requirements/ documents	Examiner MARK RUSSEL SANTOS EDGAR IGNACIO
	Submit documentary requirements	<ul style="list-style-type: none"> <li>Review the presented and submitted documents</li> <li>Determine correct taxable gross sales or receipts and assess correct taxes/fees/charges</li> </ul>	Applicable penalties on any violation (Non-presentation of Books of Accounts)		
		IF WITH UNDERDECLARED SALES <ul style="list-style-type: none"> <li>Issue Notice of Assessment for accounts found to have tax deficiencies</li> </ul>	Deficiency Taxes, fees and charges inclusive of surcharges and penalties		
4. Issuance of Certificate of Examination	Acknowledge receipt of Confirmation/ Certificate of Examination	IF WITH CORRECT SALES DECLARATIONS: <ul style="list-style-type: none"> <li>Prepare Letter of Confirmation or Certificate of Examination to business to certify the completion of the examination conducted</li> </ul>	N/A	5 mins.	Examiner MARK RUSSEL SANTOS EDGAR IGNACIO
		<ul style="list-style-type: none"> <li>Sign and Approve issuance Certificate of Examination</li> </ul>			ANA RECY MALPAYA Head Examiner MARITA CALAJE City Treasurer



5. Billing Statement	Proceed to Business Tax & Miscellaneous Revenue Division and present the Notice of Assessment for system encoding and actual tax due.	WITH UNDECLARED SALES:	Deficiency Taxes, fees and charges inclusive of surcharges and penalties	5 mins.	Examiner MARK RUSSEL SANTOS EDGAR IGNACIO
		<ul style="list-style-type: none"> <li>• Prepare billing statement</li> </ul>			<ul style="list-style-type: none"> <li>• Approve billing statement for collection</li> </ul>
6. Payment	A. Settle payment	<ol style="list-style-type: none"> <li>1. Accept payment tendered <ul style="list-style-type: none"> <li>• Cash,</li> <li>• Check</li> <li>• Credit Card</li> <li>• Debit Card</li> </ul> </li> <li>2. Issue Official Receipt/s</li> </ol>	Amount indicated in the billing statement	2 mins.	Cashier Windows 1-19 1. ROBILYN CRUZ 2. - 3. MA. LOUVILLET J AVIER 4. ROSEMARIE PACA 5. EIMME BAUTISTA 6. FHERLYN MACACHOR 7. ROMEO NERONA 8. - 9. ELLANDA RACHO 10. CATEHRINE CASIANO 11. EMMA REYES 12. IGUS MAGPANTAY 13. PRECY PONCE 14. NESEL SANTIAGO 15. CAMILLE NARCISO 16. EVELYN VALIENTE 17. MARY GRACE FERNANDEZ 18. CRISelda SILAYA 19. PINKY ALARANA
		<ul style="list-style-type: none"> <li>• Prepare Letter of Confirmation or Certificate of Examination to business to certify the completion of the examination conducted</li> </ul>			N/A
	B. Present Official Receipt/s	<ul style="list-style-type: none"> <li>• Sign and Approve issuance Certificate of Examination</li> </ul>			

## BUSINESS TAX & MISCELLANEOUS REVENUE DIVISION

This office evaluates gross receipts of business establishments and assess the corresponding local business taxes, fees and charges and other duly authorized local impositions, collect and record payments on business taxes, fees and charges and other taxes, issue certificate of payment, calibrate and seal all weights and measures used with the City Government jurisdiction.

### TAX ON TRANSFER OF REAL PROPERTY (*Transfer tax*)

There is hereby imposed a tax rate of seventy-five percent (75%) of one percent (1%) on the sale, donation, barter or any mode of transferring ownership of title of real property within the territorial jurisdiction of Pasig based on the total consideration involved and the acquisition of the property or of the fair market value and/or zonal value of the property in case the monetary consideration involved in the transfer is not substantial, whichever is higher.



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<b>OFFICE:</b>	Business Tax & Miscellaneous Revenue Division, 2 <sup>nd</sup> Floor, Main Building		
<b>CLASSIFICATION:</b>		<b>TYPE OF TRANSACTION:</b>	
Simple Transaction	<ul style="list-style-type: none"> <li>Involves one-five property/ies to be evaluated for billing and payment</li> </ul>	G2B	<ul style="list-style-type: none"> <li>Government to Business Entity</li> </ul>
Complex Transaction	<ul style="list-style-type: none"> <li>Involves transfer of real property thru succession and bulk transactions to be evaluated for billing and payment</li> </ul>	G2C	<ul style="list-style-type: none"> <li>Government to Citizen</li> </ul>

**WHO MAY AVAIL THE SERVICE:**

- Seller, Donor, Transferor, Executor, Administrator or their duly Authorized Representatives thru a Special Power of Attorney or Board Resolution whichever is applicable

LIST OF REQUIREMENTS	WHERE TO SECURE
1. Duly accomplished Transfer Tax Self-Assessment Form	<ul style="list-style-type: none"> <li>Treasury Operation &amp; Review Division</li> </ul>
2. Original and photocopy of Deed of Conveyance: <ol style="list-style-type: none"> <li>Deed of Sale</li> <li>Extrajudicial Settlement of Self Adjudication</li> <li>Deed of Donation</li> <li>Consolidation/Partition Agreement</li> </ol>	<ul style="list-style-type: none"> <li>From contracting parties</li> </ul>
3. Copy of Tax Declaration/s (land, improvements, machineries) and Certificate of No Improvement (for vacant lots)	<ul style="list-style-type: none"> <li>City Assessor's Office</li> </ul>
4. Real Property Tax Clearance	<ul style="list-style-type: none"> <li>Real Property Tax Clearance Section</li> </ul>
5. Certificate Authorizing Registration (CAR)	<ul style="list-style-type: none"> <li>Bureau of Internal Revenue</li> </ul>
6. 2 pieces of Documentary Stamp	
7. Special Power of Attorney (SPA)	<ul style="list-style-type: none"> <li>Any of authorizing contracting party/ies</li> </ul>
8. Original and Photocopy of Certificate of Title (TCT/CCT/OCT)	<ul style="list-style-type: none"> <li>Registry of Deeds</li> </ul>

**PROCESS FLOW**

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE														
1. Submit complete requirements  (NOTE: incomplete requirements shall be a ground for denial of service)	A. Evaluate/Assess Documents  B. Issue billing statement (TOP) for: <ol style="list-style-type: none"> <li>Transfer Tax</li> <li>Business Tax on Sale of Real Property</li> <li>Certification Fee</li> </ol>	N/A	SIMPLE TRANSACTION <ul style="list-style-type: none"> <li>15 minutes</li> </ul> COMPLEX TRANSACTION <ul style="list-style-type: none"> <li>7 workings days</li> <li>For bulk transactions Please refer to schedule</li> </ul> <table border="0"> <tr><td>1-5</td><td>- within the day</td></tr> <tr><td>6-15</td><td>- 2 days</td></tr> <tr><td>16-30</td><td>- 3 days</td></tr> <tr><td>31-50</td><td>- 4 days</td></tr> <tr><td>51-75</td><td>- 5 days</td></tr> <tr><td>76-100</td><td>- 6 days</td></tr> <tr><td>100-150</td><td>- 7 days</td></tr> </table> Additional 1 day in every 50 accounts in excess of 150	1-5	- within the day	6-15	- 2 days	16-30	- 3 days	31-50	- 4 days	51-75	- 5 days	76-100	- 6 days	100-150	- 7 days	Billing Clerk (evaluator/biller)  SANDRA MARIE DEMANO CHERRY ANN REYES
1-5	- within the day																	
6-15	- 2 days																	
16-30	- 3 days																	
31-50	- 4 days																	
51-75	- 5 days																	
76-100	- 6 days																	
100-150	- 7 days																	



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<p>2. Settle payment</p>	<p>A. Accept payment tendered</p> <ul style="list-style-type: none"> <li>• Cash,</li> <li>• Check</li> <li>• Credit Card</li> <li>• Debit Card</li> </ul> <p>B. Issue Official Receipt/s</p>	<p><b>TRANSFER TAX</b></p> <p>75% of 1% of consideration, zonal value or market value whichever is higher</p> <p><b>BUSINESS TAX ON SALE OF REAL PROPERTY</b></p> <p>A. Principal Office in Pasig 3% of consideration except for banks which is 1.65%</p> <p>B. Outside of Pasig 70% of applicable business tax</p> <p><b>CERTIFICATION FEE</b></p> <p>Php 200 per copy</p>	<p>3 mins. per transaction</p>	<p><b>Cashier</b> Windows 1-19</p> <ol style="list-style-type: none"> <li>1. ROBILYN CRUZ</li> <li>2. –</li> <li>3. MA. LOUVILLET J AVIER</li> <li>4. ROSEMARIE PACA</li> <li>5. EIMME BAUTISTA</li> <li>6. FHERLYN MACACHOR</li> <li>7. ROMEO NERONA</li> <li>8. –</li> <li>9. ELLANDA RACHO</li> <li>10. CATEHRINE CASIANO</li> <li>11. EMMA REYES</li> <li>12. IGUS MAGPANTAY</li> <li>13. PRECY PONCE</li> <li>14. NESEIL SANTIAGO</li> <li>15. CAMILLE NARCISO</li> <li>16. EVELYN VALIENTE</li> <li>17. MARY GRACE FERNANDEZ</li> <li>18. CRISELDA SILAYA</li> <li>19. PINKY ALARANA</li> </ol>
<p>3. Present Official Receipt/s</p>	<p>Issue Transfer Tax Certificate</p> <p>Stamp Deed of Conveyance</p>	<p>N/A</p>	<p>10 mins. per transaction</p>	<p><b>Billing Clerk (evaluator/biller)</b></p> <p>SANDRA MARIE DEMANO CHERRY ANN REYES</p>

**PEZA (2% Gross Income Tax)**

Section 24 of RA 7916 provides that 2% of the Gross Income of a PEZA locator shall be directly remitted to the treasurer's office of the municipality or city where the enterprise is located and under the Pasig -PEZA Memorandum of Agreement the remittance of the 2% share shall be in accordance with the Bureau of Internal Revenue Regulation.

<p><b>OFFICE:</b></p>	<p>For all business accounts except that of Manggahan Annex's</p> <p>For all business accounts from San Antonio and Ugong</p> <p>For all business accounts from Dela Paz, Manggahan and Satolan</p>	<p>Business Tax &amp; Miscellaneous Revenue Division, 2<sup>nd</sup> Floor, Main Building</p> <p>Business One Stop Shop, 3<sup>rd</sup> Floor, Ayala the 30<sup>th</sup></p> <p>Business Tax &amp; Miscellaneous Revenue Division, Manggahan Extension Office, Karangalan, Manggahan, Pasig City</p>
<p><b>CLASSIFICATION:</b></p>		<p><b>TYPE OF TRANSACTION:</b></p>
<p>Simple Transaction</p>	<ul style="list-style-type: none"> <li>• Involves evaluation, billing and payment</li> </ul>	<p>G2B • Government to Business Entity</p>
<p><b>WHO MAY AVAIL THE SERVICE:</b></p>		
<ul style="list-style-type: none"> <li>• PEZA Registered Companies</li> </ul>		





LIST OF REQUIREMENTS	WHERE TO SECURE
Quarterly Income Tax Return (1702Q) Annual Income Tax Return (1702)	<ul style="list-style-type: none"> <li>Bureau of Internal Revenue</li> </ul>
Breakdown of Sales per site (if applicable)	<ul style="list-style-type: none"> <li>Company's/Taxpayer's Record or File</li> </ul>

PROCESS FLOW				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete requirements	Prepare billing statement	N/A	10 mins.	<b>Billing Clerk</b> MICHELLE PAREL CHERRYLEN CONDUCTO ALFREDO CRUZ
	Approve billing statement			JOSE GIOVANNI QUITIONGCO <b>Chief of Office</b>
2. Settle payment	A. Accept payment tendered <ul style="list-style-type: none"> <li>Cash,</li> <li>Check</li> <li>Credit Card</li> <li>Debit Card</li> </ul> B. Issue Official Receipt/s	2% of Gross Income Tax	1 min.	<b>Cashier Windows 1-19</b> 1. ROBILYN CRUZ 2. – 3. MA. LOUVILLET J AVIER 4. ROSEMARIE PACA 5. EIMME BAUTISTA 6. FHERLYN MACACHOR 7. ROMEO NERONA 8. – 9. ELLANDA RACHO 10. CATEHRINE CASIANO 11. EMMA REYES 12. IGUS MAGPANTAY 13. PRECY PONCE 14. NESEIL SANTIAGO 15. CAMILLE NARCISO 16. EVELYN VALIENTE 17. MARY GRACE FERNANDEZ 18. CRISELDA SILAYA 19. PINKY ALARANA
3. Submit photocopy of Official Receipt/s	File Official Receipt/s on record	N/A	1 min.	<b>Billing Clerk</b> MICHELLE PAREL CHERRYLEN CONDUCTO ALFREDO CRUZ

### BUSINESS RETIREMENT

All business owners who shall cease or abandon their business operation should within thirty (30) days from such abandonment or cessation should submit a sworn statement to that effect otherwise they shall be presumed in actual operation.

**OFFICE:** Business Tax & Miscellaneous Revenue Division, 2<sup>nd</sup> Floor, Main Building

**CLASSIFICATION:**

**TYPE OF TRANSACTION:**

Complex Transaction

- Involves application, payment and inspection prior approval of request

G2B

- Government to Business Entity

**WHO MAY AVAIL THE SERVICE:**

- Retiring Business Establishment



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LIST OF REQUIREMENTS	WHERE TO SECURE
1. Accomplished Unified Business Application Form (Sections A and C) duly approved by the BPLO Officer-in-Charge with attached Retirement Assessment and/or Official Receipt	<ul style="list-style-type: none"> <li>BPLO Category in charge of the barangay where the establishment is located</li> <li>Cashier, City Treasurer's Office</li> </ul>
2. Photocopies of latest business billing statement and Official Receipt/s 3. Audited Financial Statements/Annual Income Tax Return/Breakdown of Sales (if applicable) 4. Original Copy of latest Mayor's Permit	<ul style="list-style-type: none"> <li>Taxpayer's Record/File</li> </ul>
5. Barangay Certificate	<ul style="list-style-type: none"> <li>Barangay Hall where the establishment is located</li> </ul>
6. 2 pieces Documentary Stamp	<ul style="list-style-type: none"> <li>Bureau of Internal Revenue</li> </ul>

**PROCESS FLOW**

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete requirements	Evaluate documents  Issue billing statement <ul style="list-style-type: none"> <li>Certification</li> <li>Tax Deficiencies (if applicable)</li> </ul>	N/A	5 mins.	Billing Clerk (evaluator/biller)  CHARLES JULIUS FLOR
2. Settle payment	A. Accept payment tendered <ul style="list-style-type: none"> <li>Cash,</li> <li>Check</li> <li>Credit Card</li> <li>Debit Card</li> </ul> B. Issue Official Receipt/s	Certification Fee: P150.00  Tax Deficiency as Assessed	2 mins.	Cashier Windows 1-19  1. ROBILYN CRUZ 2. - 3. MA. LOUVILLET J AVIER 4. ROSEMARIE PACA 5. EIMME BAUTISTA 6. FHERLYN MACACHOR 7. ROMEO NERONA 8. - 9. ELLANDA RACHO 10. CATEHRINE CASIANO 11. EMMA REYES 12. IGUS MAGPANTAY 13. PRECY PONCE 14. NESEIL SANTIAGO 15. CAMILLE NARCISO 16. EVELYN VALIENTE 17. MARY GRACE FERNANDEZ 18. CRISelda SILAYA 19. PINKY ALARANA
3. Present Official Receipt/s	<ul style="list-style-type: none"> <li>Prepare Business Retirement Certificate</li> <li>Approve Business retirement Certificate</li> </ul>	N/A	5 mins.	Clerk  CHARLES JULIUS FLOR  JOSE GIOVANNI QUITIONGCO Chief of Office
4. Submit written request for inspection with latest billing statement and official receipt	<ul style="list-style-type: none"> <li>Conduct ocular inspection of business establishment to check the veracity of application</li> </ul>	N/A	7 working days (notification shall be sent within the period)	Field Inspector  CHARLES JULIUS FLOR



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5. Claim the Certificate	Release Certificate  IF APPROVED: Certificate of Retirement  IF DENIED: Certificate of Denial		3 mins.	Billing Clerk <i>(evaluator/biller)</i>  CHARLES JULIUS FLOR
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**COMPROMISE AGREEMENT**

This is a remedy available to delinquent taxpayers with arrears of prior years, wherein the imposition of additional penalties is held in abeyance during the term of the agreement.

**OFFICE:**

Preparation of Contract: Business Tax & Miscellaneous Revenue Division, 2<sup>nd</sup> Floor, Main Building  
Payments: To respective offices where the billing was made

**CLASSIFICATION:**

**TYPE OF TRANSACTION:**

Complex Transaction

- Involves preparation of tax memo prior to approval, preparation of contract prior routing of signatures

G2B

- Government to Business Entity

**WHO MAY AVAIL THE SERVICE:**

- Retiring Business Establishment with prior year delinquency

LIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter request for Compromise Agreement <i>(include contact information)</i>	<ul style="list-style-type: none"> <li>• Business owner/Authorized Representative</li> </ul>
2. Updated business tax billing statement <i>(current and delinquencies/deficiency tax dues)</i>	<ul style="list-style-type: none"> <li>• BPLO Category Officer-in-Charge of the barangay where the establishment is located</li> </ul>
3. If Representative: <ul style="list-style-type: none"> <li>• Special Power of Attorney (SPA) – individual accounts</li> <li>• Board Resolution – corporate accounts</li> </ul>	<ul style="list-style-type: none"> <li>• From business owner/s</li> <li>• Board Secretary</li> </ul>
4. Photocopy of Valid Identification Cards of business owner and representative	<ul style="list-style-type: none"> <li>• Taxpayer's Record/File</li> </ul>
5. Photocopy of Community Tax Certificate	<ul style="list-style-type: none"> <li>• City Treasurer's Office <i>(Community Tax Section)</i></li> </ul>

**PROCESS FLOW**

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete requirements  (NOTE: <i>incomplete requirements shall be a ground for denial of service</i> )	Evaluate applicability of Compromise Agreement  Prepare contract of Compromise Agreement  Approve contract	N/A	15 mins.	Billing Clerk <i>(evaluator/biller)</i>  MARK J AYSON LAYA  JOSE GIOVANNI QUITIONGCO Chief of Office



2<sup>nd</sup> Floor, Pasig City Hall, Caruncho Ave., Barangay San Nicolas, Pasig City  
repository.treasury@gmail.com  
Trunkline: 643-1111

Local Numbers: ADMIN: 291; LIC: 292; CTC: 295; IDLE: 296; TAX CLEARANCE: 350; RPT: 353-356

2. Sign contract	Route contract for signature and notary	Notarial Fee	15 mins.	<p>CAT 1: ATTY. CHRISTIAN VILLAR          CAT 2: MELANIE DE MESA          CAT 3: CAESAR MENDOZA          CAT 4: LILIBETH LARRACAS          MANGGAHAN: MAGDALENA MEJIA  <b>BPLO-OIC</b>  <i>(in-charge of barangay)</i>          JOSE GIOVANNI QUITIONGCO  <b>Chief of Office</b>  <i>BTMR Division</i>    <b>MARITA CALAJE</b>  <b>City Treasurer</b></p>
3. Submit duly notarized Compromise Agreement	Prepare billing statement <i>(1<sup>st</sup> Partial Payment)</i>	N/A	3 mins.	<p><b>Billing Clerk</b>          MARK JAYSON LAYA</p>
4. Settle payment	<p>A. Accept payment tendered</p> <ul style="list-style-type: none"> <li>• Cash,</li> <li>• Check</li> <li>• Credit Card</li> <li>• Debit Card</li> </ul> <p>B. Issue Official Receipt/s</p>	<p><b>DOWNPAYMENT</b>          Amount not lower than  <b>25% of the total amount</b>          compromised</p>	2 mins.	<p><b>Cashier</b>  <b>Windows 1-19</b></p> <ol style="list-style-type: none"> <li>1. ROBILYN CRUZ</li> <li>2. -</li> <li>3. MA. LOUVILLET J AVIER</li> <li>4. ROSEMARIE PACA</li> <li>5. EIMME BAUTISTA</li> <li>6. FHERLYN MACACHOR</li> <li>7. ROMEO NERONA</li> <li>8. -</li> <li>9. ELLANDA RACHO</li> <li>10. CATEHRINE CASIANO</li> <li>11. EMMA REYES</li> <li>12. IGUS MAGPANTAY</li> <li>13. PRECY PONCE</li> <li>14. NESEIL SANTIAGO</li> <li>15. CAMILLE NARCISO</li> <li>16. EVELYN VALIENTE</li> <li>17. MARY GRACE FERNANDEZ</li> <li>18. CRISELDA SILAYA</li> <li>19. PINKY ALARANA</li> </ol>
<b>SUBSEQUENT PAYMENTS</b>				
1. Present notarized copy of Compromise Agreement	Prepare billing statement <i>(Subsequent Payment)</i>	N/A	3 mins.	<p><b>Billing Clerk</b>          MICHELLE PAREL          CHERRYLEN CONDUCTO          ALFREDO CRUZ</p>
2. Settle payment	<p>A. Accept payment tendered</p> <ul style="list-style-type: none"> <li>• Cash,</li> <li>• Check</li> <li>• Credit Card</li> <li>• Debit Card</li> </ul> <p>B. Issue Official Receipt/s</p>	<p>Amount indicated as          per compromise          agreement schedule</p>	2 mins.	<p><b>Cashier</b>  <b>Windows 1-19</b></p> <ol style="list-style-type: none"> <li>1. ROBILYN CRUZ</li> <li>2. -</li> <li>3. MA. LOUVILLET J AVIER</li> <li>4. ROSEMARIE PACA</li> <li>5. EIMME BAUTISTA</li> <li>6. FHERLYN MACACHOR</li> <li>7. ROMEO NERONA</li> <li>8. -</li> <li>9. ELLANDA RACHO</li> <li>10. CATEHRINE CASIANO</li> <li>11. EMMA REYES</li> <li>12. IGUS MAGPANTAY</li> <li>13. PRECY PONCE</li> <li>14. NESEIL SANTIAGO</li> <li>15. CAMILLE NARCISO</li> <li>16. EVELYN VALIENTE</li> <li>17. MARY GRACE FERNANDEZ</li> <li>18. CRISELDA SILAYA</li> <li>19. PINKY ALARANA</li> </ol>



**BUSINESS CERTIFICATION**

This is a service provided to certify the status of business or the absence thereof. Usually required by social welfare agencies to avail government or private subsidies.

<b>OFFICE</b>	Business Tax & Miscellaneous Revenue Division, 2 <sup>nd</sup> Floor, Main Building		
<b>CLASSIFICATION:</b>			<b>TYPE OF TRANSACTION:</b>
Simple Transaction	<ul style="list-style-type: none"> <li>Involves checking of existing records and encoding of business details</li> </ul>	G2B G2C G2G	<ul style="list-style-type: none"> <li>Government to Business Entity</li> <li>Government to Citizen</li> <li>Government to Government</li> </ul>
<b>WHO MAY AVAIL THE SERVICE:</b>			
<ul style="list-style-type: none"> <li>Business Entities, Citizen and Government Agencies</li> </ul>			

LIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter request/Accomplished Request Form	<ul style="list-style-type: none"> <li>Business Owner/Authorized Representative</li> <li>BTMR Division</li> </ul>
2. 2 Pieces Documentary Stamp	<ul style="list-style-type: none"> <li>Bureau of Internal Revenue</li> </ul>

**PROCESS FLOW**

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements	Prepare billing statement		2 mins.	<b>Billing Clerk</b> CHARLES JULIUS FLOR
2. Settle payment	A. Accept payment tendered <ul style="list-style-type: none"> <li>Cash,</li> <li>Check</li> <li>Credit Card</li> <li>Debit Card</li> </ul> B. Issue Official Receipt/s	Certification Fee P150 per copy	2 mins.	<b>Cashier</b> Windows 1-19 1. ROBILYN CRUZ 2. – 3. MA. LOUVILLET J AVIER 4. ROSEMARIE PACA 5. EIMME BAUTISTA 6. FHERLYN MACACHOR 7. ROMEO NERONA 8. – 9. ELLANDA RACHO 10. CATEHRINE CASIANO 11. EMMA REYES 12. IGUS MAGPANTAY 13. PRECY PONCE 14. NESEIL SANTIAGO 15. CAMILLE NARCISO 16. EVELYN VALIENTE 17. MARY GRACE FERNANDEZ 18. CRISELDA SILAYA 19. PINKY ALARANA
3. Present Receipt/s	Prepare Business Certificate	N/A	5mins.	<b>Clerk</b> CHARLES JULIUS FLOR
	Approve Business Certificate			<b>JOSE GIOVANNI QUITIONGCO</b> Chief of Office



**AMUSEMENT TAX INSPECTION (*Events and Assessment*)**

Amusement Tax is an imposition on amusement operators for events conducted within the City's jurisdiction.

**OFFICE:** Business Tax & Miscellaneous Revenue Division, 2<sup>nd</sup> Floor, Main Building

**CLASSIFICATION:**

**TYPE OF TRANSACTION:**

Complex Transaction • Involves ocular inspection

G2B • Government to Business Entity

**WHO MAY AVAIL THE SERVICE:**

- Amusement Operators

LIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter request addressed to the Honorable City Mayor	• Taxpayer
2. Registration of Admission Tickets to the City Treasurer (Ordinance No. 51 Series of 2017 "2017 Revised Pasig Revenue Code Sec 91-97)	• Taxpayer's Record/File

**PROCESS FLOW**

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>PRIOR TO THE EVENT</b>				
1. Submit requirements	Prepare billing statement a. Mayor's Permit	N/A	5 mins.	Billing Clerk City Administrator's Office
	b. Performance Bond (if applicable)			Billing Clerk BTMR Division  MICHELLE PAREL
2. Settle payment	A. Accept payment tendered • Cash, • Check • Credit Card • Debit Card  B. Issue Official Receipt/s	MAYOR'S PERMIT • Based on the schedule of fees (City Admin)  PERFORMANCE BOND • 10% of the total registered tickets	2 mins.	Cashier Windows 1-19  1. ROBILYN CRUZ 2. - 3. MA. LOUVILLET J AVIER 4. ROSEMARIE PACA 5. EIMME BAUTISTA 6. FHERLYN MACACHOR 7. ROMEO NERONA 8. - 9. ELLANDA RACHO 10. CATEHRINE CASIANO 11. EMMA REYES 12. IGUS MAGPANTAY 13. PRECY PONCE 14. NESEIL SANTIAGO 15. CAMILLE NARCISO 16. EVELYN VALIENTE 17. MARY GRACE FERNANDEZ 18. CRISelda SILAYA 19. PINKY ALARANA



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Local Numbers: ADMIN: 291; LIC: 292; CTC: 295; IDLE: 296; TAX CLEARANCE: 350; RPT: 353-356

3. Present proof of payment to the Office of the City Administrator	Issue Mayor's Permit	N/A	N/A	City Administrator's Office
<b>DURING THE EVENT</b>				
1. Present torn ticket stubs for inspection	Prepare inspection report	N/A		Field Inspector JOSE RHENAN SANDOVAL
<b>AFTER THE EVENT</b>				
1. Submit requirements	1. Evaluate documents 2. Prepare billing statement for Amusement Tax	N/A	5 mins	Billing Clerk (evaluator/biller) MICHELLE PAREL
2. Settle payment	A. Accept payment tendered <ul style="list-style-type: none"> <li>Cash,</li> <li>Check</li> <li>Credit Card</li> <li>Debit Card</li> </ul> B. Issue Official Receipt/s	10% Gross Revenue based on Sworn Statement of Sales or Inspection Report (whichever is higher)	2 mins.	Cashier Windows 1-19 1. ROBILYN CRUZ 2. - 3. MA. LOUVILLET J AVIER 4. ROSEMARIE PACA 5. EIMME BAUTISTA 6. FHERLYN MACACHOR 7. ROMEO NERONA 8. - 9. ELLANDA RACHO 10. CATEHRINE CASIANO 11. EMMA REYES 12. IGUS MAGPANTAY 13. PRECY PONCE 14. NESEIL SANTIAGO 15. CAMILLE NARCISO 16. EVELYN VALIENTE 17. MARY GRACE FERNANDEZ 18. CRISELDA SILAYA 19. PINKY ALARANA
3. Submit photocopies of Inspection Report and Ticket Sales Report	Indorse request for refund of Performance Bond to Accounting Department for disbursement process.	N/A	1 month from the date of approval of the City Mayor	JOSE GIOVANNI QUITIONGCO Chief of Office Accounting Department

## REAL PROPERTY TAX DIVISION

This Office computes and collect payments on real property taxes and issue certificate of payments/tax clearance upon request. Further, this ensures an updated record of RPT payments. Otherwise, institute administrative thru levy on real property or judicial action after posting and publication of tax dues remain unpaid after the end of the year.

### REAL PROPERTY TAX BILLING

The Real Property Tax for any year shall accrue on the first (1<sup>st</sup>) day of January and from the date it shall constitute a lien on the property which shall be superior to any other lien, mortgage, or encumbrance of any kind whatsoever, and shall be extinguished only upon the payment of the delinquent tax.



**OFFICE:**

AREA	BARANGAY		LOCATION
I	San Antonio	Capitolyo	San Antonio Extension Office
II	Bagong Ilog Capasigan Malinao	Oranbo Sagad Ugong	2 <sup>nd</sup> Flr., RPT Division, Main Office Ugong Extension Office
III	Buting Caniogan Pinagbuhatan	San Joaquin San Miguel Sta Cruz	2 <sup>nd</sup> Flr., RPT Division, Main Office
IV	Bagong Katipunan Maybunga Rosario	San Jose Sta Lucia Sta. Rosa Sto. Tomas	2 <sup>nd</sup> Flr., RPT Division, Main Office
VI	Bambang, Calawaan Palatiw	Pineda San Nicolas Sumilang	2 <sup>nd</sup> Flr., RPT Division, Main Office
VII	Dela Paz Manggahan	Santolan	Manggahan Extension Office

**CLASSIFICATION:**

Single Transaction  
Complex Transaction

- Involves billing and collection for one-ten accounts
- Involves billing and collection in bulk or multiple accounts

**TYPE OF TRANSACTION:**

- G2B • Government to Business Entity  
G2C • Government to Citizen  
G2G • Government to Government

**WHO MAY AVAIL THE SERVICE:**

- Property Owner, Administrator, Interested Parties (*Heirs, Buyers, Banks, etc.*)

LIST OF REQUIREMENTS	WHERE TO SECURE
1. Copy of Tax Declaration or Latest Official Receipt/s	<ul style="list-style-type: none"> <li>• City Assessor's Office</li> <li>or</li> <li>• Taxpayer's Record/File</li> </ul>





PROCESS FLOW							
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE			
1. Present Tax Declaration and/or latest proof of payment	A. Verify RPT payment records and monitoring system	N/A	<b>SIMPLE TRANSACTION</b> • 2 minutes  <b>COMPLEX TRANSACTION</b> • Refer to schedule  <b>20-50</b> - 2 days <b>51-100</b> - 3 days <b>101-150</b> - 4 days <b>151-200</b> - 5 days <b>201-250</b> - 6 days <b>251-300</b> - 7 days  <i>Additional 1 day in every 50 accounts in excess of 300</i>	<b>Tax Biller</b> <i>(Area of RPT)</i>  AREA 1: JEANETH ANDAYA JULIET TOLENTINO MICHELLE LOZANO MARIA REINELSA PEPITO MA. ELOISA ESTRELLA MICHAEL BIGTAS  AREA 2: ROLIELYN BAUTISTA JENNIFER SANCHEZ ARMIDA J IMENEZ ROBERTO BALTAZAR SEVERINO ESCALONA  AREA 3: ELLEN TANDEZ MA. TERESA BANTULA FLORENCE MARTIN GARY BALTAZAR JEFF MARIANO EDWIN SALANDANAN  AREA 4: GIRLIE ARABIT MARIVIC BARAQUIT MIELYN REFUELA JULIAN JOSEPH STA. ANA NATANAEL VILLARUZ  AREA 6: JESSIBELLA BACOR CELESTE DELOS SANTOS CAMILLE FRANCESCA STA. ANA DOUGLAS PUNTOD GLENDYL VELASCO EDUARDO GADDI JR.  AREA 7: IRENE MISAGAL NELSON ELAI NADAL CHRISTINE GARCIA ROBERT ARCEO CHESTER URO JEMIL TULIAO			
	<b>CONDITIONS THAT MAY AFFECT BILLING PROCESS</b>						
	<b>IDLE LAND</b> • Indorse to Idle land Unit for evaluation of Additional Ad Valorem Tax			N/A	<b>2 mins per Tax Declaration</b> <i>(under normal circumstance)</i>	<b>Tax Biller</b> <i>(Idle Land Unit)</i>  MELISSA PASIG MARICRIS FERRANCULLO NELIA TERCICIO	
<b>TAX ADJUSTMENTS</b> <i>(due to re-assessment/reclassification)</i> • Compute tax deficiency based on existing payment records vis-à-vis newly assigned assessed value	N/A	<b>5 mins per Tax Declaration</b>	<b>Tax Biller</b> <i>(Area of RPT)</i>  AREA 1 ROMMEL SALVADOR <i>(Section Chief)</i>  AREA 2 EMELITA BISCOCHO ROLIELYN BAUTISTA SEVERINO ESCALONA JR.  AREA 3 CECILIA RIVERA ELLEN TANDEZ FLORENCE MARTIN EDWIN SALANDANAN JEFF MARIANO MA. TERESA BANTULA				



				<p>AREA 4 J ERICHO BUENAVENTURA NATANAEL VILLARUZ</p> <p>AREA 6 REX OPERIO CAMILLE FRANCESCA STA. ANA</p> <p>AREA 7 JUDITH ARADA CHESTER ALAN URO</p>														
	<p>LAND MORE THAN 1.5M AND ABOVE</p> <ul style="list-style-type: none"> <li>Indorse to PHRU for special assessment of Social Housing Tax</li> </ul>	N/A	Please refer to PHRU Citizen's Charter	Tax Biller (PHRU)														
	<p>PROPERTIES WITH OUTDATED TAX DECLARATIONS</p> <ul style="list-style-type: none"> <li>Indorse to City Assessor's Office for ocular inspection/appropriate action</li> </ul>	N/A	Please refer to City Assessor's Office's Citizen's Charter	Assessor														
2. Settle payment	<p>A. Accept payment tendered</p> <ul style="list-style-type: none"> <li>Cash,</li> <li>Check</li> <li>Credit Card</li> <li>Debit Card</li> </ul> <p>B. Issue Official Receipt/s</p>	<p>Amount indicated in the Billing Statement computed as follows:</p> <p><b>BASIC TAX AND SPECIAL EDUCATION TAX DUE (RPT)</b></p> <table border="0"> <thead> <tr> <th>ACTUAL USE</th> <th>TAX DUE</th> </tr> </thead> <tbody> <tr> <td>Residential</td> <td>2.5% of assessed value</td> </tr> <tr> <td>Commercial</td> <td>3% of assessed value</td> </tr> <tr> <td>Industrial</td> <td>3% of assessed value</td> </tr> </tbody> </table> <p><b>ADDITIONAL AD VALOREM TAX (IDLE LAND)</b></p> <table border="0"> <thead> <tr> <th>PERIOD</th> <th>TAX DUE</th> </tr> </thead> <tbody> <tr> <td>1999-2017</td> <td>5% of assessed value</td> </tr> <tr> <td>2018-Current</td> <td>3% of assessed value</td> </tr> </tbody> </table> <p>Late payments shall be subject to an interest at the rate of two-percent (2%) per month of unpaid amount to a maximum of seventy-two percent (72%) or thirty-six (36) months.</p> <p><b>ADJUSTMENTS</b></p> <p>Based on the computed deficiency tax due</p> <p><b>SOCIALIZED HOUSING TAX</b></p> <p>One-half (0.5%) on the assessed value of all lands in excess of One Million Five Hundred Thousand Pesos (P1,500,000.00) in addition to the basic Real Property tax due</p>	ACTUAL USE	TAX DUE	Residential	2.5% of assessed value	Commercial	3% of assessed value	Industrial	3% of assessed value	PERIOD	TAX DUE	1999-2017	5% of assessed value	2018-Current	3% of assessed value	3 mins. per transaction	<p><b>Cashier</b> (Area of RPT)</p> <p>SAN ANTONIO: MARINEL STA. ANA MA. MONICA MARTIN ALLAN GATDULA ROLANDO DE JESUS</p> <p>AREA 2: ROCHELLE SORIANO SEVERINO ESCALONA ROLIELYN BAUTISTA JENNIFER SANCHEZ ROBERTO BALTAZAR</p> <p>AREA 3: FLORENCE MARTIN ELLEN TANDEZ MA. TERESA BANTULA GARY BALTAZAR JEFF MARIANO EDWIN SALANDANAN</p> <p>AREA 4: RAMIL LONTOC MARIVIC BARAQUIT MIELYN REFUELA JULIAN JOSEPH STA. ANA NATHANIEL VILLARUZ</p> <p>AREA 6: EDUARDO GADDI J.R. CELESTE DELOS SANTOS CAMILLE FRANCESCA STA. ANA DOUGLAS PUNTOD</p> <p>AREA 7: MERCY PAGULAYAN MARLY GALVAN RHODORA REYES MARIBEL SANTOS MARICEL ANTOLIN MARY JOY CRUZ JOSELINDO OCAMPO</p>
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1999-2017	5% of assessed value																	
2018-Current	3% of assessed value																	



## ADDITIONAL AD VALOREM TAX ON IDLE LAND

It is a land regulatory measure that discourages the proliferation of undeveloped real properties. It ensures that the utilization of the same is according to its highest and best use. Thus, serves as a disincentive to excessive land speculation.

**OFFICE:** 2<sup>nd</sup> Floor, Idle Land Unit, Main Building

CLASSIFICATION:		TYPE OF TRANSACTION:
Single Transaction	<ul style="list-style-type: none"> <li>Involves billing and collection for one-ten accounts</li> </ul>	G2B • Government to Business Entity
Complex Transaction	<ul style="list-style-type: none"> <li>Involves billing and collection in bulk or multiple accounts</li> </ul>	G2C • Government to Citizen

**WHO MAY AVAIL THE SERVICE:**

- Property Owner, Administrator, Interested Parties (*Heirs, Buyers, Banks, etc.*)

LIST OF REQUIREMENTS	WHERE TO SECURE
1. Copy of Tax Declaration or Latest Official Receipt/s	<ul style="list-style-type: none"> <li>City Assessor's Office</li> <li>or</li> <li>Taxpayer's Record/File</li> </ul>

**PROCESS FLOW**

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
INCLUDED IN THE LIST/DETERMINED AS IDLE LAND				
1. Present Tax Declaration and/or latest proof of payment	A. Evaluate payment records  B. Prepare billing statement	N/A	<b>SIMPLE TRANSACTION</b> • 2 minutes  <b>COMPLEX TRANSACTION</b> • 1 working day	<b>Tax Biller</b> <i>(Idle Land Unit)</i>  MELISSA PASIG MARICRIS FERRANCULLO NELIA TERCENIO



<p>2. Settle payment</p>	<p>A. Accept payment tendered</p> <ul style="list-style-type: none"> <li>• Cash,</li> <li>• Check</li> <li>• Credit Card</li> <li>• Debit Card</li> </ul> <p>B. Issuance of Official Receipt/s</p>	<table border="0"> <thead> <tr> <th>PERIOD</th> <th>TAX DUE</th> </tr> </thead> <tbody> <tr> <td>1999-2017</td> <td>5% of assessed value</td> </tr> <tr> <td>2018-Current</td> <td>3% of assessed value</td> </tr> </tbody> </table> <p><i>If not paid within the time prescribed above there shall be added to the payment of interest at the rate of two percent (2%) per month on the unpaid amount or a fraction thereof, until the delinquent tax shall have been fully paid.</i></p>	PERIOD	TAX DUE	1999-2017	5% of assessed value	2018-Current	3% of assessed value	<p>2 mins. per transaction</p>	<p><b>Cashier</b> <i>(Area of RPT)</i></p> <p>SAN ANTONIO: MARINEL STA. ANA MA. MONICA MARTIN ALLAN GATDULA ROLANDO DE JESUS</p> <p>AREA 2: ROCHELLE SORIANO SEVERINO ESCALONA ROLIELYN BAUTISTA JENNIFER SANCHEZ ROBERTO BALTAZAR</p> <p>AREA 3: FLORENCE MARTIN ELLEN TANDEZ MA. TERESA BANTULA GARY BALTAZAR JEFF MARIANO EDWIN SALANDANAN</p> <p>AREA 4: RAMIL LONTOC MARIVIC BARAQUIT MIELYN REFUELA JULIAN JOSEPH STA. ANA NATHANIEL VILLARUZ</p> <p>AREA 6: EDUARDO GADDI J.R. CELESTE DELOS SANTOS CAMILLE FRANCESCA STA. ANA DOUGLAS PUNTOD</p> <p>AREA 7: MERCY PAGULAYAN MARLY GALVAN RHODORA REYES MARIBEL SANTOS MARICEL ANTOLIN MARY JOY CRUZ JOSELINDO OCAMPO</p>
PERIOD	TAX DUE									
1999-2017	5% of assessed value									
2018-Current	3% of assessed value									
<p>3. Present Official Receipt</p>	<p>Update ledger posting</p> <hr/> <p>Untag property <i>Delisting of properties which back taxes has already been settled</i></p>	<p>N/A</p>	<p>1 min per transaction</p>	<p><b>Tax Biller</b> <i>(Idle Land Unit)</i></p> <p>MELISSA PASIG MARICRIS FERRANCULLO NELIA TERENCIO</p>						

**NOT IN THE LIST/DETERMINED AS IDLE LAND**

<p>1. Present Tax Declaration and/or latest proof of payment</p>	<p>A. Evaluate if qualified idle based on ordinance</p> <hr/> <p>B. Indorse to the City Assessor's Office for ocular inspection and determination</p> <p>NOTE:</p>	<p>N/A</p>	<p><b>SIMPLE TRANSACTION</b></p> <ul style="list-style-type: none"> <li>• 2 minutes</li> </ul> <p><b>COMPLEX TRANSACTION</b></p> <ul style="list-style-type: none"> <li>• 1 working day</li> </ul>	<p><b>Tax Biller</b> <i>(Idle Land Unit)</i></p> <p>MELISSA PASIG MARICRIS FERRANCULLO NELIA TERENCIO</p>
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	<p><b>OCULAR INSPECTION</b> <i>(Please refer to City Assessor's Office's Citizen Charter)</i></p> <p><b>IF DETERMINED IDLE</b></p> <ul style="list-style-type: none"> <li>• Prepare Notice of Assessment</li> </ul> <p><b>IF NOT IDLE</b></p> <ul style="list-style-type: none"> <li>• Remark property/ies</li> </ul>			
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### TAXPAYER'S REMEDY

This system of request is a procedure to protect taxpayer's rights and interest to settle delinquencies with ease. This may be classified generally into two:

#### COMPROMISE AGREEMENT

- Payment scheme as approved by the City Mayor or his duly authorized representative in a monthly basis.

#### DISCOUNTING

- Reduced penalties as approved by the City Mayor or his duly authorized representative but must be paid in full.

OFFICE:

AREA	BARANGAY		LOCATION
I	San Antonio	Capitolyo	San Antonio Extension Office
II	Bagong Ilog Capasigan Malinao	Oranbo Sagad Ugong	2 <sup>nd</sup> Flr., RPT Division, Main Office Ugong Extension Office
III	Buting Caniogan Pinagbuhatan	San Joaquin San Miguel Sta Cruz	2 <sup>nd</sup> Flr., RPT Division, Main Office
IV	Bagong Katipunan Maybunga Rosario	San Jose Sta Lucia Sta. Rosa Sto. Tomas	2 <sup>nd</sup> Flr., RPT Division, Main Office
VI	Bambang, Calawaan Palatiw	Pineda San Nicolas Sumilang	2 <sup>nd</sup> Flr., RPT Division, Main Office
VII	Dela Paz Manggahan	Santolan	Manggahan Extension Office

CLASSIFICATION:

Single Transaction

- Involves billing and collection for one-ten accounts

Complex Transaction

- Involves billing and collection in bulk or multiple accounts

TYPE OF TRANSACTION:

G2B

- Government to Business Entity

G2C

- Government to Citizen

G2G

- Government to Government

WHO MAY AVAIL THE SERVICE:

- Property Owner, Administrator, Interested Parties (*Heirs, Buyers, Banks, etc.*)



2<sup>nd</sup> Floor, Pasig City Hall, Caruncho Ave., Barangay San Nicolas, Pasig City  
repository.treasury@gmail.com

Trunkline: 643-1111

Local Numbers: ADMIN: 291; LIC: 292; CTC: 295; IDLE: 296; TAX CLEARANCE: 350; RPT: 353-356

REQUEST FOR DISCOUNT

LIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter request for discount (include contact information)	<ul style="list-style-type: none"> <li>Declared Owner/Authorized Representative</li> </ul>
2. Updated real property tax/additional ad valorem billing statement (current and delinquencies/adjustments)	<ul style="list-style-type: none"> <li>RPT Area of the barangay where the establishment is located</li> </ul>

PROCESS FLOW				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements	<ul style="list-style-type: none"> <li>Check completeness of documents submitted</li> </ul>	N/A	1 min	<p><b>Tax Biller</b> (Area of RPT)</p> <p>AREA 1: JEANETH ANDAYA JULIET TOLENTINO MICHELLE LOZANO MARIA REINELSA PEPITO MA. ELOISA ESTRELLA MICHAEL BIGTAS</p> <p>AREA 2: ROLIELYN BAUTISTA JENNIFER SANCHEZ ARMIDA JIMENEZ ROBERTO BALTAZAR SEVERINO ESCALONA</p> <p>AREA 3: ELLEN TANDEZ MA. TERESA BANTULA FLORENCE MARTIN GARY BALTAZAR JEFF MARIANO EDWIN SALANDANAN</p> <p>AREA 4: GIRLIE ARABIT MARIVIC BARAQUIT MIELYN REFUELA JULIAN JOSEPH STA. ANA NATANAEL VILLARUZ</p> <p>AREA 6: JESSIBELLA BACOR CELESTE DELOS SANTOS CAMILLE FRANCESCA STA. ANA DOUGLAS PUNTO GLENDYL VELASCO EDUARDO GADDI J.R.</p> <p>AREA 7: IRENE MISAGAL NELSON ELAI NADAL CHRISTINE GARCIA ROBERT ARCEO CHESTER URO JEMIL TULIAO</p>
	<ul style="list-style-type: none"> <li>Prepare Tax Memorandum for approval of the City Mayor/his duly authorized representative</li> </ul>	N/A	3 days	<p><b>Section Chief</b> (Area of RPT)</p> <p>AREA 1: ROMMEL SALVADOR AREA 2: EMELITA BISCOCHO AREA 3: CECILIA RIVERA AREA 4: JERICHO BUENAVENTURA AREA 6:</p>



				<p>REX OPERIO AREA 7: JUDITH ARADA IDLE LAND UNIT: MARY CLAUDIO</p>
<p>2. Present the City Administrator's approval to the Area handling the property/ies RPT the</p>	<ul style="list-style-type: none"> <li>Prepare billing statement as approved</li> </ul>	N/A	1 min	<p><b>MAIN OFFICE:</b> <b>Tax Biller</b> <i>(Treasury Operation and Review Division)</i></p> <p>MARK RUSSEL SANTOS EDGAR IGNACIO</p> <p><b>EXTENSION OFFICES:</b> <b>Section Chief</b> <i>(Area of RPT)</i></p> <p>AREA 1: ROMMEL SALVADOR</p> <p>AREA 7: JUDITH ARADA</p>
<p>3. Settle payment</p>	<p>A. Accept payment tendered</p> <ul style="list-style-type: none"> <li>Cash,</li> <li>Check</li> <li>Credit Card</li> <li>Debit Card</li> </ul> <p>B. Issue Official Receipt/s</p>	<p>Amount indicated in the tax order of Payment</p>	<p>2 mins. per transaction</p>	<p><b>Cashier</b> <i>(Area of RPT)</i></p> <p>SAN ANTONIO: MARINEL STA. ANA MA. MONICA MARTIN ALLAN GATDULA ROLANDO DE JESUS</p> <p>AREA 2: ROCHELLE SORIANO SEVERINO ESCALONA ROLIELYN BAUTISTA JENNIFER SANCHEZ ROBERTO BALTAZAR</p> <p>AREA 3: FLORENCE MARTIN ELLEN TANDEZ MA. TERESA BANTULA GARY BALTAZAR JEFF MARIANO EDWIN SALANDANAN</p> <p>AREA 4: RAMIL LONTOC MARIVIC BARAQUIT MIELYN REFUELA JULIAN JOSEPH STA. ANA NATHANIEL VILLARUZ</p> <p>AREA 6: EDUARDO GADDI J.R. CELESTE DELOS SANTOS CAMILLE FRANCESCA STA. ANA DOUGLAS PUNTOD</p> <p>AREA 7: MERCY PAGULAYAN MARLY GALVAN RHODORA REYES MARIBEL SANTOS MARICEL ANTOLIN MARY JOY CRUZ JOSELINDO OCAMPO</p>



<p>4. Present Official Receipt</p>	<p>A. Prepare Contract of Compromise Agreement</p> <p>B. Routine Signature</p> <ul style="list-style-type: none"> <li>• Declared Owner/Authorized Representative</li> <li>• Section Chief</li> <li>• City Treasurer</li> </ul>	<p>N/A</p>	<p>5 min per transaction</p>	<p>Tax Biller <i>(Idle Land Unit)</i></p> <p>MELISSA PASIG MARICRIS FERRANCULLO NELIA TERENCIO</p>
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### REQUEST FOR COMPROMISE AGREEMENT

“Section 359. Authority to Enter into Compromise Agreement. – The City Mayor or the City Treasurer, or their duly-authorized representative in line with Section 192 of Republic Act No. 7160 is authorized to enter into a Compromise Agreement with delinquent taxpayer or authorized representative provided at least twenty-five percent (25%) of the total delinquency including interest, surcharges, and penalties are to be paid on the date of the execution of the Compromise Agreement. The unpaid balance thereof shall be paid in accordance with a specific schedule to be agreed by both parties which shall be paid in installments without any further interest for a period not exceeding six (6) months. No discount shall be given on assessments under Compromise Agreement.”

– 2017 Pasig City Revised Revenue Code

LIST OF REQUIREMENTS	WHERE TO SECURE
<p>1. Letter request for Compromise Agreement <i>(include contact information)</i></p>	<ul style="list-style-type: none"> <li>• Declared Owner/Authorized Representative</li> </ul>
<p>2. Updated real property tax/additional ad valorem billing statement <i>(current and delinquencies/adjustments)</i></p>	<ul style="list-style-type: none"> <li>• RPT Area of the barangay where the establishment is located</li> </ul>
<p>3. If Representative:</p> <ul style="list-style-type: none"> <li>• Special Power of Attorney (SPA) – individual accounts</li> <li>• Board Resolution – corporate accounts</li> </ul>	<ul style="list-style-type: none"> <li>• From Declared Owner</li> <li>• Board Secretary</li> </ul>
<p>4. Photocopy of Valid Identification Cards of declared owner and representative</p>	<ul style="list-style-type: none"> <li>• Taxpayer's Record/File</li> </ul>
<p>5. Photocopy of Community Tax Certificate</p>	<ul style="list-style-type: none"> <li>• City Treasurer's Office <i>(Community Tax Section)</i></li> </ul>

### PROCESS FLOW

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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1. Submit requirements	<ul style="list-style-type: none"> <li>• Check completeness of documents submitted</li> </ul>	N/A	1 min	<p><b>Tax Biller</b> <i>(Area of RPT)</i></p> <p>AREA 1: JULIET TOLENTINO MARIA REINELSA PEPITO</p> <p>AREA 2: EMELITA BISCOCHO ROLIELYN BAUTISTA SEVERINO ESCALONA J.R.</p> <p>AREA 3: CECILIA RIVERA ELLEN TANDEZ MA. TERESA BANTULA FLORENCE MARTIN EDWIN SALANDANAN</p> <p>AREA 4: GIRLIE ARABIT</p> <p>AREA 6: REX OPERIO DOUGLAS PUNTOD CELESTE DELOS SANTOS CAMILLE FRANCESCA STA. ANA</p> <p>AREA 7: IRENE MISAGAL NELSON ELAI NADAL CHRISTINE GARCIA ROBERT ARCEO CHESTER URO JEMIL TULIAO</p>
	<ul style="list-style-type: none"> <li>• Prepare billing statement as approved</li> </ul>	N/A	1 min	
2. Settle Payment	<p><b>A. Accept payment tendered</b></p> <ul style="list-style-type: none"> <li>• Cash,</li> <li>• Check</li> <li>• Credit Card</li> <li>• Debit Card</li> </ul> <p><b>B. Issue Official Receipt/s</b></p>	DOWNPAYMENT Amount not lower than 25% of the total amount compromised	2 mins. per transaction	<p><b>Cashier</b></p> <p>SAN ANTONIO: MARINEL STA. ANA MA. MONICA MARTIN ALLAN GATDULA ROLANDO DE JESUS</p> <p>AREA 2: ROCHELLE SORIANO SEVERINO ESCALONA ROLIELYN BAUTISTA JENNIFER SANCHEZ ROBERTO BALTAZAR</p> <p>AREA 3: FLORENCE MARTIN ELLEN TANDEZ MA. TERESA BANTULA GARY BALTAZAR JEFF MARIANO EDWIN SALANDANAN</p> <p>AREA 4: RAMIL LONTOC MARIVIC BARAQUIT MIELYN REFUELA JULIAN JOSEPH STA. ANA NATHANIEL VILLARUZ</p> <p>AREA 6: EDUARDO GADDI J.R. CELESTE DELOS SANTOS CAMILLE FRANCESCA STA. ANA DOUGLAS PUNTOD</p> <p>AREA 7: MERCY PAGULAYAN MARLY GALVAN RHODORA REYES MARIBEL SANTOS</p>



				MARICEL ANTOLIN MARY JOY CRUZ JOSELINDO OCAMPO
3. Present Official Receipt	<p>A. Prepare Contract of Compromise Agreement</p> <p>B. Route Signature</p> <ul style="list-style-type: none"> <li>• Declared Owner/Authorized Representative</li> <li>• Section Chief</li> <li>• City Treasurer</li> </ul> <p>C. Notarize Contract</p>	N/A	5 min per transaction	<p><b>Tax Biller</b> (Area of RPT)</p> <p>AREA 1: JULIET TOLENTINO MARIA REINELSA PEPITO</p> <p>AREA 2: EMELITA BISCOCHO ROLIELYN BAUTISTA SEVERINO ESCALONA JR.</p> <p>AREA 3: CECILIA RIVERA ELLEN TANDEZ MA. TERESA BANTULA FLORENCE MARTIN EDWIN SALANDANAN</p> <p>AREA 4: GIRLIE ARABIT</p> <p>AREA 6: REX OPERIO DOUGLAS PUNTOD CELESTE DELOS SANTOS CAMILLE FRANCESCA STA. ANA</p> <p>AREA 7: JEMIL TULIAO</p>
<b>SUBSEQUENT PAYMENTS</b>				
1. Present notarized copy of Compromise Agreement	Prepare billing statement (Subsequent Payment)	N/A	3 mins.	<p><b>Tax Biller</b> (Area of RPT)</p> <p>AREA 1: JULIET TOLENTINO MARIA REINELSA PEPITO</p> <p>AREA 2: EMELITA BISCOCHO ROLIELYN BAUTISTA SEVERINO ESCALONA JR.</p> <p>AREA 3: CECILIA RIVERA ELLEN TANDEZ MA. TERESA BANTULA FLORENCE MARTIN EDWIN SALANDANAN</p> <p>AREA 4: GIRLIE ARABIT</p> <p>AREA 6: REX OPERIO DOUGLAS PUNTOD CELESTE DELOS SANTOS CAMILLE FRANCESCA STA. ANA</p> <p>AREA 7: IRENE MISAGAL NELSON ELAI NADAL CHRISTINE GARCIA ROBERT ARCEO CHESTER URO JEMIL TULIAO</p>



2. Settle payment	<p>A. Accept payment tendered</p> <ul style="list-style-type: none"> <li>• Cash,</li> <li>• Check</li> <li>• Credit Card</li> <li>• Debit Card</li> </ul> <p>B. Issue Official Receipt/s</p>	Amount indicated as per compromise agreement schedule	2 mins.	<p><b>Cashier</b> (Area of RPT)</p> <p>SAN ANTONIO: MARINEL STA. ANA MA. MONICA MARTIN ALLAN GATDULA ROLANDO DE JESUS</p> <p>AREA 2: ROCHELLE SORIANO SEVERINO ESCALONA ROLIELYN BAUTISTA JENNIFER SANCHEZ ROBERTO BALTAZAR</p> <p>AREA 3: FLORENCE MARTIN ELLEN TANDEZ MA. TERESA BANTULA GARY BALTAZAR JEFF MARIANO EDWIN SALANDANAN</p> <p>AREA 4: RAMIL LONTOC MARIVIC BARAQUIT MIELYN REFUELA JULIAN JOSEPH STA. ANA NATHANIEL VILLARUZ</p> <p>AREA 6: EDUARDO GADDI J.R. CELESTE DELOS SANTOS CAMILLE FRANCESCA STA. ANA DOUGLAS PUNTOD</p> <p>AREA 7: MERCY PAGULAYAN MARLY GALVAN RHODORA REYES MARIBEL SANTOS MARICEL ANTOLIN MARY JOY CRUZ JOSELINDO OCAMPO</p>

## REQUEST FOR TAX CREDIT/REFUND

SEC. 196. Claim for Refund of Tax Credit. — No case or proceeding shall be maintained in any court for the recovery of any tax, fee, or charge erroneously or illegally collected until a written claim for refund or credit has been filed with the local treasurer. No case or proceeding shall be entertained in any court after the expiration of two (2) years from the date of the payment of such tax, fee, or charge, or from the date the taxpayer is entitled to a refund or credit.

- RA 7160 The Local Government Code

LIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter of Request for Tax Credit (include contact information)	• Declared Owner/Authorized Representative
2. Original/Certified True Copy of Official Receipt/s	• Taxpayer's File/Record



2<sup>nd</sup> Floor, Pasig City Hall, Caruncho Ave., Barangay San Nicolas, Pasig City  
repository.treasury@gmail.com

Trunkline: 643-1111

Local Numbers: ADMIN: 291; LIC: 292; CTC: 295; IDLE: 296; TAX CLEARANCE: 350; RPT: 353-356

PROCESS FLOW				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter of Request for Tax Credit	Receive Letter of Request	N/A	30 sec.	Receiving Staff (Admin Division)  CHONA CONDUCTO
	A. Evaluate claim for refund  B. Prepare recommendation for the City Treasurer	N/A	3 days	Section Chief (Area of RPT)  AREA 1: ROMMEL SALVADOR AREA 2: EMELITA BISCOCHO AREA 3: CECILIA RIVERA AREA 4: JERICHO BUENAVENTURA AREA 6: REX OPERIO AREA 7: JUDITH ARADA IDLE LAND UNIT: MARY CLAUDIO
	Send Letter of Response  A. Letter of Denial B. Letter of Approval			MARITA CALAJE City Treasurer
2 Present letter of approval to the RPT Area where the record of property is monitored	<ul style="list-style-type: none"> <li>Validate if the approved tax credit is already applied</li> </ul>	N/A	30 sec.	Tax Biller (Area of RPT)  AREA 1: JEANETH ANDAYA JULIET TOLENTINO MICHELLE LOZANO MARIA REINELSA PEPITO MA. ELOISA ESTRELLA MICHAEL BIGTAS  AREA 2: ROLIELYN BAUTISTA JENNIFER SANCHEZ ARMIDA JIMENEZ ROBERTO BALTAZAR SEVERINO ESCALONA  AREA 3: ELLEN TANDEZ MA. TERESA BANTULA FLORENCE MARTIN GARY BALTAZAR JEFF MARIANO EDWIN SALANDANAN  AREA 4: GIRLIE ARABIT MARIVIC BARAQUIT MIELYN REFUELA JULIAN JOSEPH STA. ANA NATANAEL VILLARUZ  AREA 6: JESSIBELLA BACOR CELESTE DELOS SANTOS CAMILLE FRANCESCA STA. ANA DOUGLAS PUNTOD GLEN DY L VELASCO EDUARDO GADDI J.R.



				AREA 7: IRENE MISAGAL NELSON ELAI NADAL CHRISTINE GARCIA ROBERT ARCEO CHESTER URO JEMIL TULLIAO
	<ul style="list-style-type: none"> <li>Issue payment history or advice taxpayer to request for tax clearance for taxpayer's record</li> </ul>		Payment History: 30 secs Tax Clearance: Single Transaction: 3 days Complex Transaction: based on Schedule	<b>Payment History:</b> <b>Tax Biller</b> <i>(Area of RPT)</i> <b>Tax Clearance:</b> <b>Encoder</b> <i>(Tax Clearance Section)</i> MA. CHERR J AVIER JOICE ANN VEA PAGKALINAWAN CAREEN CRUZ ROCHELLE TAPEL

### IN CASE OF PROTEST

**SEC. 252. Payment Under Protest.** – (a) No protest shall be entertained unless the taxpayer first pays the tax. There shall be annotated on the tax receipts the words “paid under protest”. The protest in writing must be filed within thirty (30) days from payment of the tax to the provincial, city treasurer, or municipal treasurer, in the case of a municipality within Metropolitan Area, who shall decide the protest within sixty (60) days from receipt.

– RA 7160 The Local Government Code

LIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter of Protest <i>(include contact information)</i>	<ul style="list-style-type: none"> <li>Declared Owner/Authorized Representative</li> </ul>
2. Official receipt annotated with “PAID UNDER PROTEST”	<ul style="list-style-type: none"> <li>Office of the City Treasurer</li> </ul>

### PROCESS FLOW

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter of Protest with OR stamped with “PAYMENT UNDER PROTEST” to the City Treasurer Admin Office	Acknowledge Letter of Protest	N/A	3 days	<b>Receiving Staff</b> <i>(Admin Division)</i>  CHONA CONDUCTO
	Evaluate protest/contention of taxpayer		7 days	<b>Section Chief</b> <i>(Area of RPT)</i>  AREA 1: ROMMEL SALVADOR AREA 2: EMELITA BISCOCHO AREA 3: CECILIA RIVERA AREA 4: JERICHO BUENAVENTURA AREA 6: REX OPERIO AREA 7: JUDITH ARADA IDLE LAND UNIT: MARYCLAUDIO



	<p>Send Letter of Response</p> <p>A. Letter of Denial/Automatic Denial after the lapse of 60-day period</p> <p>B. Letter of Approval</p>		<p>Within 60 days</p>	<p>MARITA CALAJE City Treasurer</p>
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## TAX CLEARANCE

Is a written confirmation that the subject property applied for certification is free from any real property tax liability.

### OFFICE POLICY:

1. Notwithstanding of whoever owns the property, the real property tax on improvement/s must be settled first before the real property tax on land except those properties occupied by informal settlers with existing court litigation. No Tax Clearance Certificate shall be issued if these two have not been fully paid.
2. Properties under Homeowners Association, Social Housing Finance Corporation and Community Mortgage Programs with existing delinquencies and undeclared improvements may be issued a Tax Clearance Certificate once for the purpose of Segregation after submission of Affidavit of Undertaking wherein taxpayers of the subject property/ies through their duly authorized representative are submitting themselves in the condition that they are only given until the validity date of the Certificate issued to complete the said process. Otherwise, all delinquencies and undeclared improvements are must be settled before the issuance of another tax clearance.
3. No Tax Clearance Certificate shall be issued to the property/ies registered under the name of the developer unless all delinquencies including its improvements under the developer's name have already been settled.

### OFFICE:

Tax Clearance Section, 2<sup>nd</sup> Floor, Main Building

Manggahan Pasig City Hall Annex  
For Manggahan Accounts (Dela Paz, Manggahan, Santolan)  
3341 Kagihawaan Street, Barangay Manggahan, Pasig City

### CLASSIFICATION:

### TYPE OF TRANSACTION:

Simple Transaction	<ul style="list-style-type: none"> <li>Involves application with one-ten accounts</li> </ul>	G2B	<ul style="list-style-type: none"> <li>Government to Business Entity</li> </ul>
		G2C	<ul style="list-style-type: none"> <li>Government to Citizen</li> </ul>
Complex Transaction	<ul style="list-style-type: none"> <li>Involves application more than ten accounts</li> <li>Transactions which require inspection/validation of actual status of property against existing records</li> </ul>	G2G	<ul style="list-style-type: none"> <li>Government to Government</li> </ul>

### WHO MAY AVAIL THE SERVICE:

- Property Owner, Administrator, Interested Parties (*Heirs, Buyers, Banks, etc.*)

### LIST OF REQUIREMENTS

### WHERE TO SECURE

#### GENERAL:

1. Copy of Tax Declaration/s ( <i>land, improvements, machineries</i> )	<ul style="list-style-type: none"> <li>City Assessor's Office</li> </ul>
2. Copy of the current tax due official receipt/s	<ul style="list-style-type: none"> <li>City Treasurer's Office</li> <li>Taxpayer's Record/File</li> </ul>
3. Copy of Community Tax Certificate of the current year	



2<sup>nd</sup> Floor, Pasig City Hall, Caruncho Ave., Barangay San Nicolas, Pasig City  
repository.treasury@gmail.com

Trunkline: 643-1111

Local Numbers: ADMIN: 291; LIC: 292; CTC: 295; IDLE: 296; TAX CLEARANCE: 350; RPT: 353-356

4. Valid Identification Card	<ul style="list-style-type: none"> <li>Owner of the property/ies</li> <li>Duly Authorized Representative</li> </ul>
5. Colored photo of the subject property/ies (front, side, rear, and vacant space/s)	<ul style="list-style-type: none"> <li>Actual status of property</li> </ul>
6. 2 pieces of Documentary Stamp	<ul style="list-style-type: none"> <li>Bureau of Internal Revenue</li> </ul>
<b>ADDITIONAL REQUIREMENTS FOR THE FOLLOWING PURPOSE:</b>	
<b>FOR TRANSFER:</b> <b>Deed of Conveyance:</b> <ul style="list-style-type: none"> <li>Deed of Sale</li> <li>Extrajudicial Settlement of Self Adjudication</li> <li>Deed of Donation</li> <li>Deed of Consolidation/Partition</li> </ul>	<ul style="list-style-type: none"> <li>Contracting Parties</li> </ul>
<b>FOR CONDOMINIUM UNITS:</b> <ul style="list-style-type: none"> <li>Certificate of Management</li> <li>Proof of RPT remittance for common area to the City</li> </ul>	<ul style="list-style-type: none"> <li>Condominium Admin Office</li> </ul>
<b>FOR CORPORATE ACCOUNTS:</b> <ul style="list-style-type: none"> <li>Secretary's Certificate issued within the year</li> </ul>	<ul style="list-style-type: none"> <li>Board Secretary</li> </ul>

**PROCESS FLOW**

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete requirements	Verify completeness of requirements	N/A	1 min	<b>Encoder</b> <i>(Tax Clearance Section)</i>  MA CHERR J AVIER JOICE ANN VEA PAGKALINAWAN
	<b>IDLE LAND:</b> <ul style="list-style-type: none"> <li>Indorse to Idle Land Unit for further evaluation</li> </ul>		<i>Refer to Idle Land Citizen's Charter</i>	<b>Billing Clerk</b> <i>(Idle Land Unit)</i>  MELISSA PASIG MARICRIS FERRANCULLO NELIA TERENCIO
2. Settle Payment	<b>A. Accept Payment tendered</b> <ul style="list-style-type: none"> <li>Cash,</li> <li>Check</li> <li>Credit Card</li> <li>Debit Card</li> </ul> <b>B. Issue Official Receipt/s</b>	<b>TAX CLEARANCE FEE</b> <i>(per copy)</i> <b>Individual: P150.00</b>  <b>Corporate: P200.00</b>	2 mins	<b>Cashier</b> <b>Windows 1-19</b>  1. ROBILYN CRUZ 2. – 3. MA. LOUVILLET J AVIER 4. ROSEMARIE PACA 5. EIMME BAUTISTA 6. FHERLYN MACACHOR 7. ROMEO NERONA 8. – 9. ELLANDA RACHO 10. CATEHRINE CASIANO 11. EMMA REYES 12. IGUS MAGPANTAY 13. PRECY PONCE 14. NESEIL SANTIAGO 15. CAMILLE NARCISO 16. EVELYN VALIENTE 17. MARY GRACE FERNANDEZ 18. CRISelda SILAYA 19. PINKY ALARANA



<p>3. Present Official Receipt/s</p>	<p>Issue Claim Stub</p> <ul style="list-style-type: none"> <li>Reference Number</li> <li>Date and time of Release</li> <li>Contact Number</li> </ul>	<p>N/A</p>	<p>30 secs.</p>	<p><b>Encoder</b> (Tax Clearance Section) MA CHERR J AVIER JOICE ANN VEA PAGKALINAWAN</p>
<p>N/A</p>	<p>A. Evaluate payment records</p> <p>WITH SHORT COLLECTIONS:</p> <ul style="list-style-type: none"> <li>Indorse to Area of RPT for adjustment computation</li> </ul>	<p>N/A</p>	<p><b>SIMPLE TRANSACTION:</b> 3 days</p> <p><b>COMPLEX TRANSACTION:</b></p>	<p><b>Evaluator</b> (Tax Clearance Section) CAREEN CRUZ ROCHELLE TAPEL</p>
<p>N/A</p>	<p>B. FIELD INSPECTION</p> <p>Evaluate actual status of properties based on existing records</p> <p><i>Outdated Record:</i></p> <p>Indorse to Assessor's Office for appropriate action</p>	<p>N/A</p>	<p>20-50 - 2 days 51-100 - 3 days 101-150 - 4 days 151-200 - 5 days 201-250 - 6 days 251-300 - 7 days</p>	<p><b>Field Inspector</b> (Tax Clearance Section) RAFAEL CANDELARIA III FERNANDO ORLEANS JR.</p>
<p>N/A</p>	<p>C. IF CLEARED:</p> <ul style="list-style-type: none"> <li>Encode Details to System</li> <li>Route Signature</li> </ul> <p>IF NOT CLEARED:</p> <ul style="list-style-type: none"> <li>Contact/inform taxpayer</li> </ul>	<p>N/A</p>		<p><b>Encoder</b> (Tax Clearance Section) MA CHERR J AVIER JOICE ANN VEA PAGKALINAWAN</p>
<p>4. IF CLEARED: Present Claim Stub</p>	<p>Release Tax Clearance</p>	<p>N/A</p>	<p>30 secs.</p>	<p><b>Encoder</b> (Tax Clearance Section) MA CHERR J AVIER JOICE ANN VEA PAGKALINAWAN</p>
<p>IF NOT CLEARED: Settle discrepancies</p>	<p>Indorse to respective offices for appropriate action:</p> <p>OUTDATED TDN/s: Assessor's Office</p> <p>SHORT COLLECTION/S: Area of RPT</p>	<p>N/A</p>	<p>Refer to Assessor's Office/RPT (billing) Citizen's Charter</p>	<p><b>Assessor's Office</b> or <b>Billor</b> (Area of RPT)</p> <p>AREA 1: JEANETH ANDAYA JULIET TOLENTINO MICHELLE LOZANO MARIA REINELSA PEPITO MA. ELOISA ESTRELLA MICHAEL BIGTAS</p> <p>AREA 2: ROLIELYN BAUTISTA JENNIFER SANCHEZ ARMIDA J IMENEZ ROBERTO BALTAZAR SEVERINO ESCALONA</p>





				<p>AREA 3: MA. TERESA BANTULA FLORENCE MARTIN GARY BALTAZAR JEFF MARIANO EDWIN SALANDANAN</p> <p>AREA 4: MARIVIC BARAQUIT MIELYN REFUELA JULIAN JOSEPH STA. ANA NATHANIEL VILLARUZ</p> <p>AREA 6: JESSIBELLA BACOR CELESTE DELOS SANTOS CAMILLE FRANCESCA STA. ANA DOUGLAS PUNTOD GLENDYL VELASCO EDUARDO GADDI JR.</p> <p>AREA 7: NELSON ELAI NADAL CHRISTINE GARCIA ROBERT ARCEO CHESTER URO JEMIL TULLAO</p>
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## CASH DIVISION

The area is in charge of collecting cash, checks, certificates and bonds for payments of taxes, charges and fees for which it issues official receipts. It regularly remits/deposits collections to the bank. Likewise, it is responsible in preparing checks, releasing salaries, paying for subscription fees and other services availed by the City Government

### RELEASING OF CHECKS

<b>OFFICE:</b>	Check Preparation & Disbursement Section, Cash Division, 2 <sup>nd</sup> Floor, Main Building		
<b>CLASSIFICATION:</b>	<b>TYPE OF TRANSACTION:</b>		
Simple Transaction	<ul style="list-style-type: none"> <li>Releasing of checks which encompasses/covers all settlements of claims pertaining to the City Government's personnel services, maintenance and other operating expenses, capital outlay and debt services</li> </ul>	<p>G2B</p> <p>G2C</p> <p>G2G</p>	<ul style="list-style-type: none"> <li>Government to Business Entity</li> <li>Government to Citizen</li> <li>Government to Government</li> </ul>

#### WHO MAY AVAIL THE SERVICE:

- Individual (*Scholars, City Government and National Employees and others with valid claims*)
- Corporation (*Suppliers, Contractors*)

LIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> <li>Valid Identification Card</li> </ul>	<ul style="list-style-type: none"> <li>Payee</li> <li>Authorized Representative</li> </ul>
<ul style="list-style-type: none"> <li>Special Power of Attorney</li> </ul>	<ul style="list-style-type: none"> <li>Payee</li> </ul>
<ul style="list-style-type: none"> <li>Confirmation Letter</li> </ul>	<ul style="list-style-type: none"> <li>Barangay Chairman</li> <li>Barangay Treasurer</li> <li>SK Chairman</li> <li>SK Treasurer</li> </ul>

### PROCESS FLOW



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Local Numbers: **ADMIN:** 291; **LIC:** 292; **CTC:** 295; **IDLE:** 296; **TAX CLEARANCE:** 350; **RPT:** 353-356

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements	Verify records	N/A	2 mins.	<b>Clerk</b> (Check Releasing Section)  EDELIA TATCO MA. RIZA JEREMIAS
2. IF PAYMENT Issue Official Receipts  IF CLAIMS Acknowledge receipt in voucher and log book	Release check/s  Provide a copy of voucher for client's copy	N/A	2 mins.	<b>Clerk</b> (Check Releasing Section)  EDELIA TATCO MA. RIZA JEREMIAS

## CASH DISBURSEMENT

OFFICE: Payroll Section, Cash Division, Ground Floor, Pasig City Hall

CLASSIFICATION:

TYPE OF TRANSACTION:

Simple Transaction

- Releasing of cash relative to salaries, wages, allowances and financial assistances

G2C

- Government to Citizen

WHO MAY AVAIL THE SERVICE:

- Non-ATM Local Employees (*consultants, casual and job order status, permanent teachers*)
- National Employees (*PNP, BFP, RTC, MTC, PAO, Prosecutor*)
- Barangay Officials (*BSF, SK Kagawads, Secretaries and Treasurers*)
- Senior Citizens
- Local athletes and coaches
- Scholars

LIST OF REQUIREMENTS	WHERE TO SECURE
<p><b>FOR CLAIMANT</b></p> <ul style="list-style-type: none"> <li>Valid ID (Original and Photocopy)</li> </ul> <p><b>FOR REPRESENTATIVE</b></p> <ul style="list-style-type: none"> <li>Authorization Letter/SPA</li> <li>Valid ID of Claimant and Representative (<i>Original and Photocopy</i>)</li> </ul> <p><b>FOR SPECIAL ACCOUNTS:</b></p> <ul style="list-style-type: none"> <li>Authorization Letter/SPA</li> <li>Valid ID of Claimant and Representative (<i>Original and Photocopy</i>)</li> <li>Acknowledgement Receipt of the full amount</li> </ul>	<ul style="list-style-type: none"> <li>Claimant</li> </ul>

## PROCESS FLOW

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements	Verify name in the payroll	N/A	1 min.	<b>Disbursing Officer</b>  PERLA CRUZ ENRIQUE CONCEPCION
	Check completeness and authenticity of documentary requirements			



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2. Acknowledge Receipt of Cash	Release exact amount reflected in the payroll			
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**PAYMENT OF TAXES, FEES AND CHARGES**

LOCATION	CASHIER	PAYMENT ACCEPTED	
		TAXES	FEES AND CHARGES
<b>PASIG CITY HALL-MAIN OFFICE</b>			
<b>OFFICE OF THE CITY TREASURER</b>	<b>Windows 1-19</b>  1. ROBILYN CRUZ 2. - 3. MA. LOUVILLET J AVIER 4. ROSEMARIE PACA 5. EIMME BAUTISTA 6. FHERLYN MACACHOR 7. ROMEO NERONA 8. - 9. ELLANDA RACHO 10. CATEHRINE CASIANO 11. EMMA REYES 12. IGUS MAGPANTAY 13. PRECY PONCE 14. NESEIL SANTIAGO 15. CAMILLE NARCISO 16. EVELYN VALIENTE 17. MARY GRACE FERNANDEZ 18. CRISELDA SILAYA 19. PINKY ALARANA	<b>Community Tax (CEDULA)</b> <b>Business Tax</b> <b>Transfer Tax</b>	Professional Tax Receipts Rental Fee Amusement Fee Special Permit Fee Calibration Fee Fidelity Bond Tax Clearance Fee Publication Cost Registration Fee ( <i>Auction Sale</i> ) Mayor's Occupational Permit Business Permit Payment History Certified Copy of Document/s Processing Fee ( <i>Tax Declaration</i> ) Certification Fee Registration Fee ( <i>birth, marriage, death</i> ) Certification Fee ( <i>birth, marriage, death</i> ) Correction Fee ( <i>birth, and marriage</i> ) OSCA Identification Card Privilege Card Adoption Fee Certification for Employment
	<b>Window 20</b> EVELYN BOLAÑOS		<b>SPECIAL ACCOUNTS:</b> <i>Housing, Bid Documents, Excavation Permit            Liquidation, Damage to Properties, Performance            Bond, Donations Philhealth, Resettlements,            Return of BIR Tax, EPP</i>
	<b>AREAS 2,3,4,6</b>  AREA 2: ROCHELLE SORIANO SEVERINO ESCALONA ROLIELYN BAUTISTA JENNIFER SANCHEZ ROBERTO BALTAZAR  AREA 3: FLORENCE MARTIN ELLEN TANDEZ MA. TERESA BANTULA GARY BALTAZAR J EFF MARIANO EDWIN SALANDANAN  AREA 4: RAMIL LONTOC MARIVIC BARAQUIT MIELYN REFUELA JULIAN JOSEPH STA. ANA NATHANIEL VILLARUZ  AREA 6: EDUARDO GADDI JR.	<b>Real Property Tax</b>	



	CELESTE DELOS SANTOS CAMILLE FRANCESCA STA. ANA DOUGLAS PUNTOD		
<b>5<sup>TH</sup> FLOOR, HEALTH DEPARTMENT</b>	<b>Windows 9-13</b>  VIRGIE ANN MENODIADO J OANA CARPIO J AYBEE TRONO EMELITA DAVID	<b>Community Tax</b>	Mayor's Permit Occupational Permit Environmental Penalties Sanitary Fees City Veterinary Fees <i>(Inspection, Dog Redemption, Penalties-Stray Dogs)</i> Engineering Fees Zoning Fees Registration Fee <i>(birth, marriage, death)</i> Certification Fee <i>(birth, marriage, death)</i> Certified Copy of Document/s Processing Fee <i>(Tax Declaration)</i> Family Planning Burial/Cremation Fee
<b>EXTENSION OFFICES</b>			
<b>SAN ANTONIO</b>	<b>Windows 1-5</b>  MARINEL STA. ANA MA. MONICA MARTIN ALLAN GATDULA ROLANDO DE JESUS	<b>Community Tax (Individual) Real Property Tax</b>	Professional Tax Receipts
<b>UGONG</b>	<b>Window 1</b> GLORIA CRUZ <b>Window 2</b> ANA MAE SIGUA	<b>Community Tax Real Property Tax</b>	Professional Tax Receipts
<b>MANGGAHAN</b>	<b>Windows 1-8</b>  MERCY PAGULAYAN MARLY GALVAN RHODORA REYES MARIBEL SANTOS MARICEL ANTOLIN MARY JOY CRUZ JOSELINDO OCAMPO	<b>Community Tax (CEDULA) Business Tax Real Property Tax</b>	Professional Tax Receipts Tax Clearance Fee Zoning Fee Mayor's Permit Environmental Inspection fee Penalties <i>(Sanitary, Health, Business Cert)</i> Payment History
<b>HOSPITALS &amp; LYING-IN</b>			
<b>Pasig City General Hospital</b>	<b>Windows 1 &amp; 3 (Main)</b>  <b>Window 1 (OPD)</b>  ROSEMARIE FELICIANO Liquidating Officer		Laboratory Fees Maternity Fee Dialysis Fee Hospital Fees
<b>Pasig City Children's Hospital</b>	<b>Windows 6-7</b>		Laboratory Fees Radiology Fee Hospital Fees Rental Fee <i>(Venue: Roof Deck)</i>
<b>CHAMP</b>	MA. LOURDES VISITACION LEDA PALACIOS		Laboratory Fees Maternity Fee Dialysis Fee Lying-in Fees
<b>SUPER HEALTH CENTERS</b>			
<b>Rosario,</b>	EDWIN ENRIQUEZ		Laboratory Fees, Physical Therapy X-Ray, Ultra Sound
<b>Sumilang,</b>	EDILBERTO CANTIL		Laboratory Fees, Physical Therapy



			X-Ray, Ultra Sound
Santolan	Officer-in-Charge Health Department		Laboratory Fees, Physical Therapy X-Ray, Ultra Sound, Maternity Fee
San Joaquin	Officer-in-Charge Health Officers		Laboratory Fees, X-Ray, Ultra Sound, Maternity Fee
Nagpayong	Officer-in-Charge Health Officers		Laboratory Fees, X-Ray, Ultra Sound
Manggahan	Officer-in-Charge Health Officers		Laboratory Fee, Dialysis Fee, X-Ray, Ultra Sound, Maternity Fee
<b>BUSINESS ONE STOP SHOPS (BOSS)</b>			
Ayala 30 <sup>th</sup> Mall	MELANIE SARDEA LARA NAVO	Community Tax Business Tax Realty Property Tax	Health Validation Fee Environmental Penalties Sanitary Permit
Pasig Mega Market (Revolving Tower)	LANIE MANGAO MANUEL SAN ANDRES	Community Tax Business Tax	Utilities Stall Rental Market Toll Booth
Mega Parking II	<b>DURING PEAK SEASON</b> 1. ROBILYN CRUZ 2. – 3. MA. LOUVILLET J AVIER 4. ROSEMARIE PACA 5. EIMME BAUTISTA 6. FHERLYN MACACHOR 7. ROMEO NERONA 8. – 9. ELLANDA RACHO 10. CATEHRINE CASIANO 11. EMMA REYES 12. IGUS MAGPANTAY 13. PRECY PONCE 14. NESEIL SANTIAGO 15. CAMILLE NARCISO 16. EVELYN VALIENTE 17. MARY GRACE FERNANDEZ 18. CRISELDA SILAYA 19. PINKY ALARANA	Community Tax Business Tax	
<b>ECONOMIC ENTERPRISES</b>			
Pamantasan ng Lungsod ng Pasig	Window 1 NOLI UMALI		Tuition Fees Rental Fee (Parking)
RAVE and Waterparks	Windows 1-6 REGGYNA NEPOMUCENO ALEXANDER AQUINO CATHERINE CABILES VILMA REYES	Community Tax	Rental Fee (YDC, RAVE) Park Amenities Fee Shooting/Taping Permit
<b>OTHER CASHIERS</b>			
Pasig City Police Headquarters	JONATHAN CRUZ		Police Clearance
Philippine Statistics Authority	SARAH J ANE JUANSON DIANA RAYRAY GIAN CARLO J UNSAY	Community Tax	Authentication Fee (Birth, Marriage, Death) Certificate of No Marriage
Pasig City Library			Rental Fee (Internet, AVR Function Room) Educational Tour Fee
TORO/TPMO/PARKING	RIYA BAMBINA BERMUDEZ ROSEMARIE CAYETANO MICHELLE MONGOTE JENNIFER GAMARA	Community Tax	Tricycle Operations Fee Violations of City Ordinances Traffic Violation Penalties Parking Fee



EMILENE OPLE ORLINA ABELES ANGELITA DUBLIN MARK JOHN HERRERA MARY ANN MONTAÑEZ MA. RHONALYNE GONZALES RAQUEL DELGADO AMERPINA DACANAY		
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**CLASSIFICATION:**

**TYPE OF TRANSACTION:**

Simple Transaction	• Involves payment with one-ten accounts	G2B	• Government to Business Entity
		G2C	• Government to Citizen
Complex Transaction	• Involves payment in bulk or multiple accounts	G2G	• Government to Government

**WHO MAY AVAIL THE SERVICE:**

- Citizens
- Business Entities
- Government Representatives

TAXES, FEES AND CHARGES	LIST OF REQUIREMENTS	WHERE TO SECURE
COMMUNITY TAX CERTIFICATE	<b>INDIVIDUALS</b>	
	• Accomplished CTC-Form with declared annual gross income of the preceding year	• City Treasurer's Office
	• Authorization Letter (For Non-Appearance)	• Requester
	• Photocopy of Valid Identification Card	
	<b>BUSINESS ENTITIES</b>	
	• Accomplished CTC-Form with declared annual gross income/receipts of the preceding year	• City Treasurer's Office a. Pasig City Hall Main Office b. Pasig City Hall Extension Offices (San Antonio, Ugong, Manggahan) c. Business One Stop Shops d. RAVE and Water Park
	• Business Billing Statement of the current year	• Business Permit and License Office
• Financial Statement • List of Employees with their Community Tax Certificate	• Company's Record	
BUSINESS TAX	• Approved Statement of Account	• Business Permit and License Office
	• Audited Financial Statement and Breakdown of Sales (if applicable)	• Company's Record
	• Corporate Community Tax Certificate of Head Office (if applicable)	
MISCELLANEOUS FEES	<b>PROFESSIONAL TAX RECEIPTS</b>	
	• Valid Professional License	• PRC Card/Certificate from IBP/Certificate or Result of Exam from Insurance Commission /Securities and Exchange Commission (SEC)/Other professions
	• Latest Official Receipt • Community Tax Certificate	• Taxpayer's Record/File



<b>POLICE CLEARANCE FEE</b>	
<ul style="list-style-type: none"> <li>Accomplished Form</li> <li>Valid ID</li> <li>Community Tax Certificate</li> </ul>	<ul style="list-style-type: none"> <li>Cashier</li> <li>Taxpayer's Record/File</li> <li>Taxpayer's Record/File</li> </ul>
<b>PHILIPPINE STATISTIC AUTHORITY CERTIFICATE (PSA CERTIFICATE)</b>	
<ul style="list-style-type: none"> <li>Accomplished Form</li> <li>Community Tax Certificate</li> </ul>	<ul style="list-style-type: none"> <li>Cashier</li> <li>Taxpayer's Record/File</li> </ul>
<b>OTHER FEES AND CHARGES</b>	



**Billing Statement from respective Offices**

FEES AND CHARGES		OFFICES
<ul style="list-style-type: none"> <li>Rental Fee</li> <li>Amusement Fee</li> <li>Special Permit Fee</li> <li>Calibration Fee</li> <li>Fidelity Bond</li> <li>Transfer Tax</li> <li>Professional Tax Receipt</li> </ul>		➤ Business Tax & Miscellaneous Revenue Division
<ul style="list-style-type: none"> <li>Tax Clearance Fee</li> <li>Publication Cost</li> <li>Registration Fee (<i>Auction Sale</i>)</li> </ul>		➤ Real Property Tax Division
<ul style="list-style-type: none"> <li>Mayor's Occupational Permit</li> <li>Business Permit Payment History</li> <li>Certified True Copy of Document</li> </ul>		➤ Business Permit and License Office
<ul style="list-style-type: none"> <li>Processing Fee (<i>Tax Declaration</i>)</li> <li>Certification Fee</li> </ul>		➤ City Assessor's Office
<ul style="list-style-type: none"> <li>Registration Fee (<i>birth, marriage, death</i>)</li> <li>Certification Fee (<i>birth, marriage, death</i>)</li> <li>Correction Fee (<i>birth, and marriage</i>)</li> </ul>		➤ Local Civil Registry
<ul style="list-style-type: none"> <li>OSCA Identification Card</li> <li>Privilege Card</li> </ul>		➤ Office of the Senior Citizens' Affairs
<ul style="list-style-type: none"> <li>Adoption Fee</li> <li>Certification for Employment</li> <li>Notarial Fee</li> </ul>		➤ Office of the Prosecutor
<ul style="list-style-type: none"> <li>Laboratory Fee</li> </ul>		➤ CHAMP ➤ Pasig Wellness and Renal Center ➤ Super Health Centers
<ul style="list-style-type: none"> <li>Maternity Fee</li> </ul>		➤ CHAMP ➤ Super Health Centers ➤ Pasig City General Hospital
<ul style="list-style-type: none"> <li>Dialysis Fee</li> </ul>		➤ Pasig City General Hospital ➤ CHAMP ➤ Manggahan Super Health Center
<ul style="list-style-type: none"> <li>Physical Therapy</li> </ul>		➤ Super Health Centers ➤ Pasig City General Hospital
<ul style="list-style-type: none"> <li>Mayor's Clearance</li> <li>Traffic Clearance</li> </ul>		➤ City Administrator's Office
<ul style="list-style-type: none"> <li>Violations of City Ordinance (OVR)</li> </ul>		➤ Law Enforcement/Regulatory Office
<ul style="list-style-type: none"> <li>Penalty for Vehicle Emission</li> </ul>		➤ CENRO
<ul style="list-style-type: none"> <li>Poultry Inspection Fee</li> <li>Dog Redemption</li> <li>Penalty (Stray Dog)</li> </ul>		➤ City Veterinary
<ul style="list-style-type: none"> <li>Rental Fee (internet, AVR Function Room)</li> <li>Educational Tour Fee</li> </ul>		➤ Pasig City Library
<ul style="list-style-type: none"> <li>Utilities</li> <li>Stall Rental</li> <li>Market Toll Booth</li> </ul>		➤ Market Admin
<ul style="list-style-type: none"> <li>Special Accounts</li> </ul>	<ul style="list-style-type: none"> <li>Housing</li> <li>Bid Documents</li> <li>Excavation Permit</li> </ul>	<ul style="list-style-type: none"> <li>➤ PHRU</li> <li>➤ BAC</li> <li>➤ Engineering Office</li> </ul>





<p><b>REAL PROPERTY TAX</b></p>	<ul style="list-style-type: none"> <li>Updated billing statement (<i>current month</i>)</li> </ul>	<ul style="list-style-type: none"> <li>Real Property Tax Division (<i>Area of RPT</i>)</li> </ul>
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**PROCESS FLOW**

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Present accomplished form/billing statement to cashier</p>	<p>A. Accept Payment tendered</p> <ul style="list-style-type: none"> <li>Cash,</li> <li>Check</li> <li>Credit Card</li> <li>Debit Card</li> </ul> <p>B. Issue Official Receipt/s</p>	<p>Amount indicated in the billing statement</p>	<p><b>SIMPLE TRANSACTION</b></p> <ul style="list-style-type: none"> <li>2 minutes</li> </ul> <p><b>COMPLEX TRANSACTION</b></p> <ul style="list-style-type: none"> <li>Refer to schedule</li> </ul> <p><b>20-50</b> - 2 days  <b>51-100</b> - 3 days  <b>101-150</b> - 4 days  <b>151-200</b> - 5 days  <b>201-250</b> - 6 days  <b>251-300</b> - 7 days</p> <p>Additional 1 day in every 50 accounts in excess of 300</p>	<p><b>Cashier</b> (refer to office location)</p>

**PAYMENT OF TRICYCLE OPERATIONS, PARKING FEE AND TRAFFIC VIOLATIONS**

BOOTH	LOCATION
TORO/TPMO Admin Office	Ground Floor, Fire Station Compound, F. Manalo Street, Sto. Tomas, Pasig City
Mega Parking I	Caruncho Ave., Malinao, Pasig City ( <i>in front of Pasig Mega Market</i> )
Mega Parking II	Caruncho Ave., Malinao, Pasig City ( <i>at the back of Pasig City Hall</i> )
Bonifacio Underground Parking	Plaza Bonifacio, Capasigan, Pasig City

**CLASSIFICATION:**

Simple Transaction • Issuance of Official Receipts

**TYPE OF TRANSACTION:**

G2C • Government to Citizen

**WHO MAY AVAIL THE SERVICE:**

- Parking Patrons
- Violators of traffic rules and regulations

**LIST OF REQUIREMENTS**

**WHERE TO SECURE**



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<b>PAY PARKING</b>	
Parking Card/Temporary Card	Traffic and Parking Management Officer (TPMO)
<b>VIOLATIONS</b>	
Official Violation Receipt	Traffic and Parking Management Office (TPMO-OVR Section) Tricycle Operation Regulatory Office (TORO Assessment Section)

<b>PROCESS FLOW</b>				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>PAY PARKING</b>				
1. Present parking card	Verify system record (time-in)	N/A	5 secs	<b>Cashier</b> (TPMO/TORO Section)  RIYA BAMBINA BERMUDEZ ROSEMARIE CAYETANO MICHELLE MONGOTE JENNIFER GAMARA EMILENE OPLE ORLINA ABELES ANGELITA DUBLIN MARK JOHN HERRERA MARY ANN MONTAÑEZ MA. RHONALYNE GONZALES RAQUEL DELGADO
2. Tender Payment	Issue Official Receipt	<b>Light Vehicle: P50.00</b> <i>Additional P20.00 in excess of 3 hrs.</i>  <b>Motorcycle: P20.00</b> <i>Additional P10.00 in excess of 3 hrs.</i>		
<b>VIOLATIONS</b>				
1. Present Official Violation Receipts	Check completeness of signatories	N/A	20 secs	<b>Cashier</b> (TPMO/TORO Section)  AMERPINA DACANAY RACQUEL DELGADO
2. Settle Payment	Issue Official Receipt	<i>Please refer to TORO/TPMO Schedule of Fees and Charges</i>		

### PAYMENT FOR RAINFOREST ADVENTURE EXPERIENCE AND WATERPARK

<b>OFFICE:</b>	Pasig Rainforest Adventure and Waterpark Experience, F. Legaspi Street, Maybunga, Pasig City		
<b>CLASSIFICATION:</b>	<b>TYPE OF TRANSACTION:</b>		
Simple Transaction	• Issuance of Official Receipts	G2B	• Government to Business Entity
		G2C	• Government to Citizen
<b>WHO MAY AVAIL THE SERVICE:</b>			
<ul style="list-style-type: none"> <li>Individual</li> <li>Business Entities</li> </ul>			

LIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> <li>Approved Order of Payment</li> </ul>	<b>FOR YDC VENUE</b> <ul style="list-style-type: none"> <li>Pasig Youth Development Center (YDC) Admin</li> </ul> <b>FOR RAVE VENUES/KIOSKS, PARK AMENITIES/WATERPARK FEES/GYM, PICTORIAL/TAPING PERMIT, SHOOTING PERMIT</b> <ul style="list-style-type: none"> <li>RAVE Admin</li> </ul>
<b>FOR KIOSKS CLIENTS</b> <ul style="list-style-type: none"> <li>Payment of the Previous Month</li> </ul>	<ul style="list-style-type: none"> <li>Taxpayer's File/Record</li> </ul>



PROCESS FLOW				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present billing Statement	Encode data	N/A	2 mins.	<p>Cashier (Windows 1-6)</p> <p>REGGYNA NEPOMUCENO ALEXANDER AQUINO CATHERINE CABILES VILMA REYES</p>
2. Settle Payment	<p>C. Accept payment tendered</p> <ul style="list-style-type: none"> <li>• Cash,</li> <li>• Check</li> <li>• Credit Card</li> <li>• Debit Card</li> </ul> <p>Issue Official Receipt/s</p>	<p>Please refer to YDC/RAVE Schedule of Fees and Charges</p>		

ONLINE ASSESSMENT AND PAYMENT OF BUSINESS TAX AND REAL PROPERTY TAX FACILITY (Phase I)

BARANGAY LOCATIONS OF BUSINESSES AND PROPERTIES WHO MAY AVAIL THE ON-LINE FACILITIES	BUSINESS PERMIT	REAL PROPERTY TAX
		Bagong Ilog Bagong Katipunan Bambang Buting Calawaan Caniogan Capasigan Capitolyo Malinao Maybunga Oranbo Palatiw Pineda Pinagbuhatan Rosario Sagad San Antonio San Joaquin San Jose San Miguel San Nicolas Sta. Cruz Sta. Lucia Sta. Rosa Sto. Tomas Sumilang Ugong

RESTRICTIONS TO ACCESS FACILITY

- Businesses and properties that are "on-hold" or "under compromise agreement" status can't pay online.



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**PROCESS FLOW**

1. Visit <https://payments.pasigcity.gov.ph>
2. Create a user account and verify your e-mail address
3. Sign in to your account and register your business or property
4. Get assessment to determine the amount to be paid
5. Proceed to payment
6. Secure Official Receipt of paid tax due to the Office of the City Treasurer, 2<sup>nd</sup> Floor, Pasig City Hall- Main Office

**FEEDBACK AND REDRESS MECHANISMS**

<b>HOW TO SEND FEEDBACK?</b>	<p><i>Please let us know how we served you by doing of the following:</i></p> <ul style="list-style-type: none"> <li>Write your comment/suggestions on suggestion box in waiting area to be found in front of cashiers</li> <li>Send your feedback through e-mail <i>ugnayan@pasigcity.gov.ph</i> <i>repository.treasury@gmail.com</i></li> <li>Reach through Text or call <i>Ugnayan: 08-643-1111 local 550</i> <i>Treas Admin: 08-641-8198</i></li> <li>Send messages through facebook account: <i>/UgnayanSaPasig</i></li> </ul>
<b>HOW THE FEEDBACK IS BEING PROCESSED?</b>	<ol style="list-style-type: none"> <li>1. Feedbacks requiring immediate attention/answers are indorsed to office/s concerned to be addressed/responded within seventy-two hours (72 hrs) upon its receipt.</li> <li>2. An investigation shall be conducted to validate justification of the concerned office/personnel; and shall be acted upon appropriately.</li> <li>3. Results of investigation shall be known to the complainant</li> </ol>

*Thank you for continuously helping us to improve our services.*

**CA's NOTES:**

**Very good. Ok with me.**



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