

**CITIZEN CHARTER
SAN ANTONIO ANNEX-CASH SECTION**

GENERAL INFO :

HEAD OFFICE : HON. VICTOR MA. REGIS N. SOTTO

City Mayor

DEPARTMENT HEAD : MARITA A. CALAJE

City Treasurer

Main office : 2nd floor, Pasig City Hall, Caruncho Ave, San Nicolas ,Pasig City

Location : Ground Floor, Pasig Revenue Office 1, San Antonio Pasig City

Contact Number : 8633-8050

Schedule Availability : Monday thru Friday , 8:00 a.m To 5:00 p.m.

1.This Section Accepts and collect payments for Community tax for Individual

Office or Division:	Treasury Department –San Antonio Annex Cash Section
Classification:	Simple Transaction/Multiple Transaction
Type of Transaction:	G2C – Government to Citizens G2B – Government to Business G2G – Government to Government
Who may avail:	Individual /Business Entities
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
COMMUNITY TAX CERTIFICATE	Individual
1.Accomplished CTC-form declaring gross income of the preceding year	Treasury Department-San Antonio annex Cash Section
2. For Non-Appearance: • Authorization Letter • Photocopy of ID	Applicant
ISSUANCE COMMUNITY TAX CERTIFICATE	

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Present and accomplished for/billing statement to cashier	Encode data and print CTC	Community Tax Certificate Individual Basic Community Basic Community Tax-php.5.00	Simple transaction 2 minutes Simple Transaction 3-5 minutes	CASHIER
2	Tendered Payment	A. Accept Payment Tendered (Cash,Check,Credit Card) B. Issuance of Official Receipt	Additional Community Tax-not to exceed php.5,000 Salaries or Gross Receipts or earnings derived from exercise of Profession Php.1.00 for every php. 1,000	Multiple transactions 2 working days	CASHIER
TOTAL:					

Feedback and Complaints

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Accomplish are feedback form available in the office and surrender to the cashier after payment
How feedback is processed	Feedback requiring improvement of service will be resolve immediately by the supervisor
How to file a complaint	Answer the client complaint form at the Ugnayan sa Pasig, 8888 or Facebook
How complaints are processed	Complaints are forwarded to the offices concern and to be answer within 72 hours
Contact Information	Ugnayan@pasigcity.gov.ph Twitter.com/UgnayansaPasig