

**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.

This Section Accepts and collect payments for Miscellaneous

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				
Miscellaneous	Treasury Department-San Antonio annex Cash Section				
1. PROFESSIONAL TAX RECEIPTS	PRC CARD/Certificate from IBP Certificate or Result of Exam from Insurances/Commissions/Securities				
<ul style="list-style-type: none"> • Valid Professional License • Latest Official Receipts • Community Tax Certificate 	Taxpayer’s Record /File				
MISCELLANEOUS FEE	Real property tax Office/RPT Cash Section				
<ul style="list-style-type: none"> • Certified true Copy Official Receipts/Documents 					
2. For Non-Appearance:	Applicant				
#	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/Miscellaneous		Simple transaction 2 minutes	CASHIER
				Simple Transaction 3-5 minutes	
2	Tendered Payment	A. Accept Payment Tendered (Cash, Check, Credit Card) B. Issuance of Official Receipts	Amount Indicated in the billing statement	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