

**Office
of the
City
Treasurer**

Citizens' Charter

AVAILABLE SERVICES:

RECEIVING OF CORRESPONDENCES

Office or Division	Office of the City Treasurer – Administrative Division
Classification	Simple Transaction
Type of Transaction	G2C – Government to Citizens G2B – Government to Business G2G – Government to Government
Who may avail the service	<ul style="list-style-type: none"> • City Government Employees • Private Individuals • Corporation or Authorized Representative • Local/National Government Agencies

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Original and Duplicate Copy <ul style="list-style-type: none"> • Letter of Request <ul style="list-style-type: none"> • When requiring certain information, permission, favor, service, or anything else. • Letter of Protest <ul style="list-style-type: none"> • When intended to convey and record discontent about billing and payment • Letter of Complaint <ul style="list-style-type: none"> • When there is a need for action to resolve a complaint • Memoranda/Circular/Guidelines <ul style="list-style-type: none"> • For information that need to be disseminated to ensure that the staff's knowledge is appropriate and timely 	<ul style="list-style-type: none"> • From the Requesting Party • From the protester/taxpayer • From the complainant • From government agencies issuing the correspondence
2. Any substantiating documents that will serve as the basis for action, including but not limited to the following:	
<ul style="list-style-type: none"> • Billing Statement 	<ul style="list-style-type: none"> • RPT: <ul style="list-style-type: none"> • Real Property Tax Division • Business Tax: <ul style="list-style-type: none"> • Business Permit & Licensing Office • Treasury & Operations & Review Division • Business Tax & Miscellaneous Division
<ul style="list-style-type: none"> • Legal Bases 	<ul style="list-style-type: none"> • Local Government Code • Pasig Revenue Code • City Ordinances • Court Decisions • Memorandum Circulars from National Agencies
<ul style="list-style-type: none"> • Incident Report 	<ul style="list-style-type: none"> • Composition of involved parties

CLIENT STEPS (SINGLE TRANSACTION)	ADMINISTRATIVE DIVISION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the original and duplicate copy of the documents, with the name, address, contact number for perusal and feedback	1. Acknowledge the submitted documents with the date & name of receiver stamped	None	1 min	Window 8: MA. CHERR ENRIQUEZ Staff Records Mgmt. Section
2. Receive the duplicate copy to be use as a reference during the follow-up	2. Provide contact details & date for their follow up	None	1 min	Window 8: MA. CHERR ENRIQUEZ Admin Staff Administrative Division

AVAILABLE SERVICES:

FIDELITY BOND APPLICATION

Office or Division	Office of the City Treasurer – Administrative Division
Classification	Complex Transaction
Type of Transaction	G2G – Government to Government
Who may avail the service	Pasig City Government Accountable Officers and Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Accomplished Form 57-A	City Treasurer's Office-Administrative Section
2. City Mayor's Office Order for New Special Disbursing Officer indicating approved maximum amount of accountability	City Mayor's Office
3. City Mayor's Office Order for Renewal Application with increase in maximum accountability for SDO	City Mayor's Office
4. 2pcs Passport Size Picture	Personal

CLIENT STEPS (SINGLE TRANSACTION)	ADMINISTRATIVE DIVISION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out the Application Form GF 57A <i>Type of Application</i> Items 1-15 Items 18-21 Signature of the Applicant 2. Signed the system generated form and have it notarized and	1. Receive fully accomplished General Form 57(A) Request for Bonding of Accountable Officer from clients/applicants for Fidelity Bonding together with the requirements	In accordance with the prescribed Premium Rates set forth by Bureau of Treasury	2 mins	Treasury-Admin Section Focal Person: Ivy E. Tobias
	2. Check completeness of data		1-3 days depends upon the availability of the signatory	City Administrator: Atty. Jeronimo Manzanero
	3. Approval of GF# 57(A) (Manual Form)		3 mins per GF# 57	Treasury Admin Section Focal Person: Ivy E. Tobias
	4. Encoding of all the applicant's information to the Bureau of Treasury Online Fidelity Bonding System (OFBS)		2 mins	City Treasurer: Marita A. Calaje
	5. Online Approval of all applicants Form 57(A) System Generated		1 day depends upon the applicant's work station location & number of applicants	Treasury Admin Section Focal Person: Ivy E. Tobias
	6. Give the system generated Form 57A to the applicant for signature & notarization.			

CLIENT STEPS (SINGLE TRANSACTION)	ADMINISTRATIVE DIVISION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
submit to Admin Focal Person	7. Approval of printed notarized system generated form.		1 day	City Treasurer: Marita A. Calaje
	8. Printing of system generated list report with premium total to be paid		2 mins	Treasury Admin Section Focal Person: Ivy E. Tobias
	9. Signed, Reviewed and Approved system generated list report hard copy indicating no pending administrative & criminal case.		3-4 days depends upon the availability of signatories	City Legal Officer: Atty. Josephine Lati-Bagaoisan City Treasurer: Marita A. Calaje
	10. Transmittal of signed system generated list to Budget Office for issuance OBR, DV, and Check Preparation		1 week	Treasury-Admin Office' processor: Ivy E. Tobias
	11. Sending of all scanned documents thru email to Bureau of Treasury for issuance of Authority to Accept Payment (ATAP)		1 hr depends upon the quantity of application forms	
	12. Proceed payment of Fidelity Bond to Landbank of the Philippines.		1 hr depends upon the bank's queue	
	13. Sending thru email scanned copy of validated deposit slip and ATAP duly stamped received by LBP to Bureau of Treasury		5 mins	
	14. Printing of Fidelity Bond Confirmation Letter sent by Bureau of Treasury thru email			
3. Receive the Copy of Confirmation Letter from the Bureau of Treasury for your file copy.	15. Give a copy of Confirmation Letter to the Applicant.		2 mins	Treasury-Admin Office' processor: Ivy E. Tobias

AVAILABLE SERVICES:

ISSUANCE OF ACCOUNTABLE FORMS:

Office or Division	Office of the City Treasurer – Administrative Division
Classification	Simple Transaction
Type of Transaction	G2G – Government to Government
Who may avail the service	<ul style="list-style-type: none"> • Liquidating Officers • Barangay Treasurers

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Requisition Issue Slip	Accountable Forms Section
Valid Identification Card (for representative)	Personal
Authorization letter from Barangay Treasurer requesting for release of Accountable Forms	Barangay Treasurer

CLIENT STEPS (SINGLE TRANSACTION)	ADMINISTRATIVE DIVISION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the Requisition Issue Slip (RIS):	1. Provide a Requisition Issue Slip (RIS)	None	2 minutes	MARIVIC BERAQUIT RIZALEA M. CABASE DIANA S. RAYRAY Staff Acct. Forms & Property Mgmt. Section
2. Submit duly accomplished RIS	2. Ensure the completeness of details in the RIS. Submit the form to the Supervising Officer for approval of its release	None	1 min	
	3. Approve the release of Accountable Forms (AF)	None	10 secs	MILA NIMFA S. DORILAG Supervising Administrative Officer IV

CLIENT STEPS (SINGLE TRANSACTION)	ADMINISTRATIVE DIVISION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	4. Prepare and account accountable form in accordance with the approved number for release	None	5 mins	MARIVIC BERAQUIT RIZALEA M. CABASE DIANA S. RAYRAY Staff Acct. Forms & Property Mgmt. Section
3. Countercheck the quantity and control numbers of stubs of accountable forms that are being used	5. Released the Accountable Forms	None	1 min	MARIVIC BERAQUIT RIZALEA M. CABASE DIANA S. RAYRAY Staff Acct. Forms & Property Mgmt. Section
4. Acknowledge receipt of complete accountable forms in the receiving log book	6. Encode the stubs serial numbers of received booklet in the system		2 mins	RIZALEA M. CABASE DIANA S. RAYRAY Staff Acct. Forms & Property Mgmt. Section

AVAILABLE SERVICES:

NOTICE SERVING TO TAXPAYERS:

Office or Division	Office of the City Treasurer – Administrative Division
Classification	Simple Transaction
Type of Transaction	G2C – Government to Citizen G2B – Government to Business G2B – Government to Government
Who may avail the service	<ul style="list-style-type: none"> • Real Property Owners/Administrators • Interested Parties (banks, buyers, mortgagee) • Business Owners • Government Entities

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Valid ID of recipient	<ul style="list-style-type: none"> • Personal/Company's File/Record

CLIENT STEPS (SINGLE TRANSACTION)	ADMINISTRATIVE DIVISION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Acknowledge receipt of the Notice of Delinquency	1. Locate the subject business/property owner to the registered address or known address or wherever they may be found	None	10 mins.	NOTICE SERVERS: JOCELYN AQUINO OIC, Service Unit
2. Proceed to respective offices from which the Notice was received and settle tax obligations				GARY D. BALTAZAR MICHAEL JORGE C. FERNANDEZ JOVEN BUENCONCIJO RODRIGO ANDAYA TERRY EDMA MEDZEL MACALDO RODELIO TATCO DAVE QUINAN GARY BALTAZAR

CLIENT STEPS (SINGLE TRANSACTION)	ADMINISTRATIVE DIVISION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				QUIRINO G. JIMENEZ ROQUE CRUZ RODOLFO AGUADO NELSON RECREO

AVAILABLE SERVICES

OCULAR INSPECTION:

Office or Division	Office of the City Treasurer – Administrative Division
Classification	Simple Transaction
Type of Transaction	G2C – Government to Citizen G2B – Government to Business G2B – Government to Government
Who may avail	<ul style="list-style-type: none"> • Real Property Owners/Administrators • Interested Parties (banks, buyers, mortgagee) • Business Owners • Government Entities

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Indorsement of taxpayer's file/documents	<ul style="list-style-type: none"> • Tax Clearance Unit

CLIENT STEPS (SINGLE TRANSACTION)	ADMINISTRATIVE DIVISION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Wait for the schedule of ocular inspection	1. Locate the subject business/property owner to the registered address or known address or wherever they may be found 2. Compare and analyze actual status of the property vis-à-vis existing property records 3. Prepare Ocular Inspection Report with corresponding recommendation	None	8 hours	INSPECTORS: JOCELYN AQUINO OIC, Service Unit ARNOLD M. ANSING FERNANDO ORLEANS JR.
2. Proceed to Tax Clearance Section for advice/next procedure	4. Indorse the Ocular Inspection Report to Tax Clearance Unit for appropriate action		5 mins.	

AVAILABLE SERVICES

REVENUE EXAMINATION

Office or Division	Office of the City Treasurer - Treasury Operations and Review Division
Classification	Complex Transaction
Type of Transaction	G2B – Government to Business
Who may avail the service	<ul style="list-style-type: none"> All businesses with going concerns, including sole proprietors, corporations, and partners subject to audit All retiring businesses

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Business Permit	Business Permit and License Department
2. Business Tax Receipts	Taxpayer's record/file Office of the City Treasurer
3. Latest Letter of Authority and Letter of Confirmation (<i>proof of Examination</i>) that were received	Taxpayer's record/file
4. Audited Financial Statement	Taxpayer's record/file Securities and Exchange Commission
5. Books of Accounts	Taxpayer's record/file
6. Purchases, Sales and Delivery Invoices, Official Receipts	Taxpayer's record/file
7. Summary of Official Receipts issued	Taxpayer's record/file
8. Certificate of Registration (BIR FORM 2303)	Taxpayer's record/file Bureau of Internal Revenue
9. Value Added Tax (VAT), Percentage Excise or Quarterly Payments	Company's record/file Bureau of Internal Revenue
10. Business Permit and Proof of Taxes paid in other Cities or Municipalities if the establishment/Company has Head Office/ branches outside Pasig City	Company's record/file Office of the City Treasurer of the LGU/s where the business Head Office/Branches are located
11. Schedule of Gross Sales/Receipts for every branch duly certified by an authorized official or representative of the establishment/company	Taxpayer's record/file
12. Articles of Incorporation/Partnership	Taxpayer's record/file

13. Certificate/Proof of Exemption	Taxpayer's record/file Issuing Agency (e.g: PEZA, BOI, etc.)
14. Contract of Lease	Taxpayer's record/file
15. List of Employees submitted to Social Security System	Taxpayer's record/file
16. Letter of Credit/Bill of Lading <i>(for importers and exporters)</i>	Taxpayer's record/file Bureau of Customs
17. POEA License, Deployment Reports <i>(for manpower agencies)</i>	Taxpayer's record/file Philippine Overseas Employment Administration
18. DOT Accreditation <i>(for tourist oriented and related businesses)</i>	Taxpayer's record/file Department of Tourism
19. Contract of Agreement on Projects <i>(for general building and engineering contractors)</i>	Taxpayer's record/file
20. Community Tax Certificate	Taxpayer's record/file Office of the City Treasurer

CLIENT STEPS (SINGLE TRANSACTION)	TREASURY OPERATIONS AND REVIEW DIVISION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Acknowledge the receipt of the Letter of Authority and prepare the necessary documents for the specified examination date.	Serve the Letter of Authority with an outlined examination schedule and documents to be prepared	None	30 mins.	MARITA A. CALAJE City Treasurer Issuing Authority REVENUE EXAMINATION TEAMS MARY F. CLAUDIO MILA NIMFA S. DORILAG ELIZABETH Q. FORONDA MARK RUSSEL B. SANTOS MARIA NERISSA M. DELUTE JOHN STEPHEN S. BALDERAMA CAREEN B. CRUZ JERICHO T. BUENAVENTURA JOCELYN B. AQUINO AILEEN B. DELOS REYES RODERICK B. TUAZON MA. CHONA V. CONDUCTO MA. RIZA P. JEREMIAS CELESTE H. DELOS SANTOS EDUARDO O. GADDI JR. SEVERINO ESCALONA S. JR. MA. TERESA B. VILLARUZ
2. Validate the identity of the Examination Team Vis-à-vis the Letter of Authority and Mission Order issued.	Properly identify themselves to the owner or manager of the business establishment by presenting the following: a. Valid Identification Cards b. Mission Order c. Letter of Authority		30 mins.	
3. Assist in the queries of the Examination Team	Conduct the Revenue Examination. Evaluate the Gross Sales/Receipts declared vis-à-vis the Gross Sales/Receipts appearing in the sales documents examined	Applicable penalties on any violation (Non-presentation of Book of Accounts)	1 day	
	Prepare the Working Papers and Tax Data and Assessment Form upon receipt of complete documents.		4 days	
4. Acknowledge the receipt of the Notice of Assessment (to be settled within sixty (60) days upon receipt)	Prepare and issue the Notice of Assessment to the business taxpayer showing the amount of tax deficiency inclusive of penalties (surcharge and interest) resulting from the conduct of the examination.	None	1 day after the completion of the working papers and tax data and assessment	
5. Proceed to the cashier to make payment using of the following options: a. Cash b. Check c. Credit Card d. Debit Card	Accept and transact payments and issue the corresponding official receipt(s) for the amount paid.	Amount stated in the Tax Order of Payment	2 mins.	CASHIERS: EDELIA C. TATCO CATHERINE R. CASIANO ELLANDA D. RACHO JOANNA J. CARPIO ROBILYN V. CRUZ

CLIENT STEPS (SINGLE TRANSACTION)	TREASURY OPERATIONS AND REVIEW DIVISION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				JAMES CARLOS C. JOSE ROLANDO G. DE JESUS MARY ROSE S. LOZENDO ROSE MARIE P. PACA FHERLYN D. MACACHOR MARICEL R. RAMOS MARINEL S. PROVIDO ROMEO C. NERONA MARIA EIMME LOURDES P. BAUTISTA MA. JESUS A. NATIVIDAD EVELYN Q. VALIENTE REGGYNA S. NEPOMUCENO LANI M. MANGAO MA. LOUVILLET L. JAVIER
6. Present the Official Receipt to the assigned Revenue Examination Team	Update the taxpayer's file with the details of payment.		8 mins.	<p style="text-align: center;">REVENUE EXAMINATION TEAMS</p> MARY F. CLAUDIO MILA NIMFA S. DORILAG ELIZABETH Q. FORONDA MARK RUSSEL B. SANTOS MARIA NERISSA M. DELUTE JOHN STEPHEN S. BALDERAMA CAREEN B. CRUZ JERICHO T. BUENAVENTURA JOCELYN B. AQUINO AILEEN B. DELOS REYES

CLIENT STEPS (SINGLE TRANSACTION)	TREASURY OPERATIONS AND REVIEW DIVISION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				RODERICK B. TUAZON MA. CHONA V. CONDUCTO MA. RIZA P. JEREMIAS CELESTE H. DELOS SANTOS EDUARDO O. GADDI JR. SEVERINO ESCALONA S. JR. MA. TERESA B. VILLARUZ
7. Acknowledge the receipt of the Letter of Confirmation or Certificate of Examination.	Prepare and Issue the Letter of Confirmation or Certificate of Examination to certify the completion of the examination.		20 mins	MARITA A. CALAJE City Treasurer Issuing Authority MARY F. CLAUDIO LTOO III

AVAILABLE SERVICES

APPLICATION FOR A DISCOUNT OR WAIVER

Office or Division	Office of the City Treasurer - Treasury Operations and Review Division
Classification	Simple Transaction
Type of Transaction	G2C – Government to Citizen G2B – Government to Business G2B – Government to Government
Who may avail the service	All individuals or corporations, associations, or other similar entities who wish to appeal for a discount on the penalties incurred due to late payment of their tax dues, fees, and charges, based on the grounds provided for in Section 358 (a-g) of the 2017 Revised Pasig Revenue Code.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter of Request for Discount or Waiver of Penalties with complete contact information	1. Requesting Party <i>(Taxpayer, Authorized Representative, Interested Parties)</i>
2. Updated Assessment of Business Tax Deficiency/Real Property Tax	2. Treasury Operations and Review Division 3. Real Property Tax Division
3. Other documents to support the request for discount/waiver of penalties	4. Company/Taxpayer's Record/File
4. City Administrator's Approval (Photocopy and Original)	5. Office of the City Administrator

CLIENT STEPS (SINGLE TRANSACTION)	TREASURY OPERATIONS AND REVIEW DIVISION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Letter of Request for Discount or Waiver of Penalties, along with the attached updated assessment.	Acknowledge the indorsed Letter of Request for discount or waiver of penalties from the Administrative Division.	None	1 min.	MARIA NERISSA M. DELUTE CAREEN B. CRUZ JOHN STEPHEN S. BALDERAMA MELISSA D. PASIG
	Review the validity of taxpayer's claim and prepare the Report of Analysis/Recommendation for the City Treasurer	None	7 mins	MARIA NERISSA M. DELUTE CAREEN B. CRUZ JOHN STEPHEN S. BALDERAMA
	Prepare a Tax Memorandum addressed to the City Administrator indorsing the recommendation for the granting of discount/waiver of penalties.		2 mins	MARY F. CLAUDIO LTOO III MARIA NERISSA M. DELUTE CAREEN B. CRUZ JOHN STEPHEN S. BALDERAMA MELISSA D. PASIG
2. Acknowledge the receipt of the City Administrator's approval for discount/waiver of penalties.	The Office of the City Administrator releases the Letter of Response through an e-mail and/or hard copy.	None	Kindly refer to the City Administrator's Office Citizen's Charter	Office of the City Administrator
3. Proceed to TORD to process the approval in the system.	Process the approved discount/waiver of penalties in the system.	None	3 mins.	MARY F. CLAUDIO LTOO III MARIA NERISSA M. DELUTE CAREEN B. CRUZ JOHN STEPHEN S. BALDERAMA MELISSA D. PASIG

CLIENT STEPS (SINGLE TRANSACTION)	TREASURY OPERATIONS AND REVIEW DIVISION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Proceed to the cashier to make payment using of the following options: a. Cash b. Check c. Credit Card d. Debit Card	Accept and transact payments and issue the corresponding official receipt(s) for the amount paid.	Amount stated in the Tax Order of Payment	2 mins.	CASHIERS: EDELIA TATCO CATHERINE R. CASIANO ELLANDA D. RACHO JOANNA J. CARPIO ROBILYN V. CRUZ JAMES CARLOS C. JOSE ROLANDO G. DE JESUS MARY ROSE LOZENDO ROSE MARIE P. PACA FHERLYN D. MACACHOR MARICEL R. RAMOS MARINEL S. STA. ANA ROMEO C. NERONA MA. JESUSA NATIVIDAD REGGYNA S. NEPOMUCENO MARIA LOURDES D. VISITACION LANI M. MANGAO MA. LOUVILLET L. JAVIER YVETTE R. HERRERA

AVAILABLE SERVICES

PROTEST OF ASSESSMENT

Office or Division	Office of the City Treasurer - Treasury Operations and Review Division
Classification	Complex Transaction
Type of Transaction	G2C – Government to Citizen G2B – Government to Business
Who may avail the service	All individuals or corporations who do not agree and question the validity and correctness of the assessment issued against them under Section 195 of the Local Government Code.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter of Protest	Taxpayer
2. Copy of the Notice of Assessment <i>(with Acknowledgement Receipt)</i>	Taxpayer's record/file
3. Other documents that may support the protest. (eg: Legal Bases, Proof of Gross Declaration from other LGUs)	Laws, Ordinances, Rules and Regulations, etc. Taxpayer's record/file

CLIENT STEPS (SINGLE TRANSACTION)	TREASURY OPERATIONS AND REVIEW DIVISION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. File a written protest within a period of sixty (60) days from the receipt of the Notice of Assessment	Acknowledge the indorsed Letter of Protest from the Administrative Division.	None	1 min.	MARIA NERISSA M. DELUTE CAREEN B. CRUZ JOHN STEPHEN S. BALDERAMA MELISSA D. PASIG
	Review the validity of taxpayer's claim and prepare the Report of Analysis/Recommendation for the City Treasurer	None	5 days	MARY F. CLAUDIO LTOO III

CLIENT STEPS (SINGLE TRANSACTION)	TREASURY OPERATIONS AND REVIEW DIVISION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Decide on the protest. (may Deny the protest wholly or partly)	None	45 days (from the time of filing of the Protest)	MARITA A. CALAJE City Treasurer
2. Acknowledge the receipt of the Notice of Assessment/Denial of Protest	Issue a Notice of Assessment/Denial of Protest.	None	30 mins.	MARITA A. CALAJE City Treasurer Issuing Authority MARY F. CLAUDIO MARIA NERISSA M. DELUTE CAREEN B. CRUZ JOHN STEPHEN S. BALDERAMA MELISSA D. PASIG
3. Proceed to cashier to tender payment in any of the following options: e. Cash f. Check g. Credit Card h. Debit Card	Accept and transact payment tendered.	Amount stated in the Tax Order of Payment	2 mins.	CASHIERS: EDELIA C. TATCO CATHERINE R. CASIANO ELLANDA D. RACHO JOANNA J. CARPIO ROBILYN V. CRUZ JAMES CARLOS C. JOSE ROLANDO G. DE JESUS MARY ROSE S. LOZENDO ROSE MARIE P. PACA FHERLYN D. MACACHOR MARICEL R. RAMOS MARINEL S. PROVIDO ROMEO C. NERONA
4. Verify the accuracy of the information on the Official Receipt/s issued	Issue the Official Receipts issued corresponding to the amount paid.			

CLIENT STEPS (SINGLE TRANSACTION)	TREASURY OPERATIONS AND REVIEW DIVISION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				MARIA EIMME LOURDES P. BAUTISTA MA. JESUS A. NATIVIDAD EVELYN Q. VALIENTE REGGYNA S. NEPOMUCENO LANI M. MANGAO MA. LOUVILLET L. JAVIER

AVAILABLE SERVICES

APPLICATION FOR TAX CREDIT

Office or Division	Office of the City Treasurer - Treasury Operations and Review Division
Classification	Complex Transaction
Type of Transaction	G2C – Government to Citizen G2B – Government to Business
Who may avail	All individuals or corporations who have a claim for an amount collected through an unintended erroneous assessment or overpayment within the prescribed period set by Section 196 of the Local Government Code.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter of Request for Tax Credit	<ul style="list-style-type: none"> • Taxpayer
2. Supporting documents	
a. For excess of checks: <ul style="list-style-type: none"> • Original Copy of Official Receipt 	<ul style="list-style-type: none"> • Taxpayer's record/file
b. For Over Declaration of Gross Sales <ol style="list-style-type: none"> 1. Approved Voluntary Adjustment Form 2. Copy of Financial Statement/Income Tax Return 3. Copy of Breakdown of Sales per Branch 4. Copy of VAT Returns (monthly/quarterly) 5. Proof of Declaration and Business Tax Official Receipt from other LGUs 6. Summary of Receipts 	<ul style="list-style-type: none"> • Business Tax & Miscellaneous Revenue Division • Taxpayer's record/file or Securities & Exchange Commission (SEC) • Taxpayer's record/file • Taxpayer's record/file or Bureau of Internal Revenue • Office of the City Treasurer of the LGU/s where the business Head Office/Branches is/are located • Taxpayer's record/file
c. For Regulatory Fees/PEZA/Community Tax: <ul style="list-style-type: none"> • Indorsement Letter from the Office where erroneous/over payment was collected 	<ul style="list-style-type: none"> • Regulatory Offices (<i>Sanitary, CENRO, FIRE, OBO, CPDO</i>) • PEZA (<i>BTMRD, CTO</i>) • Community Tax (Cash Division, CTO)
d. For Accounting Deduction <ul style="list-style-type: none"> • Certificate of Advance Collection 	<ul style="list-style-type: none"> • City Accounting Office

<p>e. For Business Tax on Transfer Tax</p> <ul style="list-style-type: none"> • Indorsement from the Transfer Tax Unit • Tax Order of Payment of Business Tax on Transfer Tax • Copy of Business Tax on Transfer Tax Official Receipt 	<ul style="list-style-type: none"> • Transfer Tax Unit, Real Property Tax Division, CTO
<p>f. For Cancelled Compromise Agreement</p> <ul style="list-style-type: none"> • Indorsement of Compromise Agreement 	<ul style="list-style-type: none"> • Business Tax and Miscellaneous Revenue Division, CTO

CLIENT STEPS (SINGLE TRANSACTION)	TREASURY OPERATIONS AND REVIEW DIVISION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. File a written claim for tax credit at Window 8, Office of the City Treasurer	Acknowledge the indorsed Letter of Request for tax credit from the Administrative Division	None	1 min.	MARIA NERISSA M. DELUTE CAREEN B. CRUZ JOHN STEPHEN S. BALDERAMA MELISSA D. PASIG
	Review the validity of taxpayer's claim and prepare the Report of Analysis/Recommendation for the City Treasurer	None	5 days	MARY F. CLAUDIO LTOO III
	Approve the tax credit (may approve the request wholly or partly)	None	1 day	MARITA A. CALAJE City Treasurer
	Tax Credit obtained from the payment of the current year, shall be credited/applied directly to the account upon approval. Otherwise, it should be adjusted through processing of a Disbursement Voucher.		3 days	MARIA NERISSA M. DELUTE CAREEN B. CRUZ JOHN STEPHEN S. BALDERAMA MELISSA D. PASIG MARY F. CLAUDIO LTOO III
2. Acknowledge the receipt of Tax Credit Certificate.	Prepare and issue the Approved Tax Credit Certificate.	None	30 mins.	MARITA A. CALAJE City Treasurer Issuing Authority
	Process the approved tax credit in the System.	None		MARY F. CLAUDIO MARIA NERISSA M. DELUTE CAREEN B. CRUZ JOHN STEPHEN S. BALDERAMA MELISSA D. PASIG

AVAILABLE SERVICES

APPLICATION FOR TAX REFUND

Office or Division	Office of the City Treasurer – Treasury Operations and Review Division
Classification	Complex Transaction
Type of Transaction	G2C – Government to Citizen G2B – Government to Business
Who may avail the service	All individuals or corporations who have a claim for an amount collected through an unintended erroneous assessment or overpayment but do not have any more existing business or real property tax registrations to which it can be applied.
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter of Request for Tax Refund	<ul style="list-style-type: none"> • Taxpayer
2. Supporting documents for verification:	
<ul style="list-style-type: none"> • City Administrator’s approval for Tax Refund a. BUSINESS TAX <ul style="list-style-type: none"> • Original Assessment • Original Official Receipt/s • Certificate of Retirement • Payment History 	<ul style="list-style-type: none"> • Office of the City Administrator • Taxpayer’s file/record • Taxpayer’s file/record • Business Tax and Miscellaneous Revenue Division • Treasury Operations and Review Division
b. REAL PROPERTY TAX <ul style="list-style-type: none"> • Tax Declaration • Proof of Authority to the Property • Original Official Receipt/s • Recommendation for Tax Credit 	<ul style="list-style-type: none"> • Office of the City Assessor • Taxpayer’s record/file • Taxpayer’s record/file • Real Property Tax Division
c. For Other Taxes, Fees and Charges <ul style="list-style-type: none"> • Indorsement Letter from the Office where erroneous payment was collected. 	<ul style="list-style-type: none"> • Regulatory Office (Sanitary, CENRO, Fire, OBO, CPDO) • PEZA (Business Tax & Misc. Revenue Division, CTO) • Community Tax (Cash Division, CTO)

CLIENT STEPS (SINGLE TRANSACTION)	TREASURY OPERATIONS AND REVIEW DIVISION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. File a written claim for tax refund at Window 8, Office of the City Treasurer	Acknowledge the indorsed Letter of Request for tax refund from the Administrative Division	None	1 min.	MARIA NERISSA M. DELUTE CAREEN B. CRUZ JOHN STEPHEN S. BALDERAMA MELISSA D. PASIG
	Review the validity of taxpayer's claim and prepare the Report of Analysis/Recommendation for the City Treasurer	None	3 days	MARY F. CLAUDIO LTOO III
	Prepare a Tax Memorandum addressed to the City Administrator indorsing the recommendation for the approval of tax refund.	None	1 day	MARY F. CLAUDIO LTOO III MARITA A. CALAJE City Treasurer Recommending Authority
	Indorse the approved tax refund and necessary documents as required in the list of requirements to the concerned Offices (City Accounting Office, City Budget Office, City Treasurer's Office and City Administrator's Office) for the processing of Disbursement Voucher.	None	Kindly refer to respective Office's Citizen's Charter	MARIA NERISSA M. DELUTE CAREEN B. CRUZ JOHN STEPHEN S. BALDERAMA MELISSA D. PASIG
2. Acknowledge the release of Check.	Prepare, process and release checks. (Cash Division)	None	1 day	CASH DIVISION RAQUEL E. COROS AILEEN B. DELOS REYES

AVAILABLE SERVICES

BILLING OF REAL PROPERTY TAX ADJUSTMENTS

Office or Division	Office of the City Treasurer – Treasury Operations and Review Division
Classification	Simple Transaction
Type of Transaction	G2C – Government to Citizen G2B – Government to Business
Who may avail the service	All individuals or corporations who have payables resulting from short collections, tax adjustments due to re-assessment or re-classification of properties, or attributed payment of common areas.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ol style="list-style-type: none"> 1. Indorsement for Tax Adjustment 2. Manual Computation of Tax Adjustment 3. Real Property Tax Payment History 4. Copy of New Tax Declaration 	<ul style="list-style-type: none"> • Real Property Tax Division • Office of the City Assessor

CLIENT STEPS (SINGLE TRANSACTION)	TREASURY OPERATIONS AND REVIEW DIVISION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Acknowledge the receipt of the Tax Adjustment billing statement.	Receive the indorsement of Tax Adjustment from the Real Property Tax Division	None	1 min.	MARIA NERISSA M. DELUTE CAREEN B. CRUZ JOHN STEPHEN S. BALDERAMA MELISSA D. PASIG
	Review the forwarded Tax Adjustment Computation	None	27 mins.	
	Process and issue the billing statement.	None	2 mins.	MARY F. CLAUDIO LTOO III MARIA NERISSA M. DELUTE CAREEN B. CRUZ JOHN STEPHEN S. BALDERAMA MELISSA D. PASIG
1. Proceed to the cashier to make payment using of the following options: a. Cash b. Check c. Credit Card d. Debit Card	Accept and transact payments and issue the corresponding official receipt(s) for the amount paid.	Amount stated in the Tax Order of Payment	2 mins.	CASHIERS: EDELIA C. TATCO CATHERINE R. CASIANO ELLANDA D. RACHO JOANNA J. CARPIO ROBILYN V. CRUZ JAMES CARLOS C. JOSE ROLANDO G. DE JESUS MARY ROSE S. LOZENDO ROSE MARIE P. PACA FHERLYN D. MACACHOR MARICEL R. RAMOS MARINEL S. PROVIDO ROMEO C. NERONA

CLIENT STEPS (SINGLE TRANSACTION)	TREASURY OPERATIONS AND REVIEW DIVISION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				MARIA EIMME LOURDES P. BAUTISTA MA. JESUS A. NATIVIDAD EVELYN Q. VALIENTE REGGYNA S. NEPOMUCENO LANI M. MANGAO MA. LOUVILLET L. JAVIER

AVAILABLE SERVICES

PEZA (2% GROSS INCOME TAX)

Office or Division	Office of the City Treasurer - Business Tax & Miscellaneous Revenue Division
Classification	Simple Transaction
Type of Transaction	G2B – Government to Business
Who may avail the service	PEZA Registered Companies located in the territorial jurisdiction of Pasig City

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Quarterly Income Tax Return (1702Q) or Annual Income Tax Return (1702)	<ul style="list-style-type: none"> • Taxpayers Return using the Bureau of Internal (BIR) Form 1702Q or BIR Form 1702MX
PEZA ERD Form 03-01 (Certificate of Incentive)	<ul style="list-style-type: none"> • Philippine Economic Zone Authority (PEZA)
Breakdown of Sales per site	<ul style="list-style-type: none"> • Company's/Taxpayers Record or File

CLIENT STEPS (SINGLE TRANSACTION)	BUSINESS TAX & MISCELLANEOUS REVENUE DIVISION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete requirements	1. Check completeness and appropriateness of submitted documents	None	5 minutes	Cherry Anne Reyes Joice Vea Pagkalinawan Rosemarie Santos
2. Evaluate and prepare the tax order of payment	2. Evaluate the submitted documents and prepare the Tax Order of Payment	None	10 minutes	Mark Jayson B. Laya Michelle B. Parel
3. Review and Approve the Tax Order of Payment	3. Review the correctness of assessment	None	5 minutes	Jose Giovanni G. Quitiongco
4. Claim the Tax Order of Payment	4. Issue the Tax Order of Payment	2% of Gross Income Tax	5 minutes	Mark Jayson B. Laya, Michelle B. Parel
5. Pay the corresponding tax	5. Process payment and issue Official Receipt (OR)		Treasury Cashier/ 2nd Floor, Pasig City Hall	Cashier
6. Present the Original and submit a Photocopy of the Receipt	6. File the Photocopy of the Official Receipt to the Taxpayers File	none	5 minutes	Mark Jayson B. Laya, Michelle B. Parel

CLIENT STEPS (SINGLE TRANSACTION)	BUSINESS TAX & MISCELLANEOUS REVENUE DIVISION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
7. Release the duly received copy of Taxpayers Return	7. Issue the Tax Return duly stamped RECEIVED by Treasury Department	none	5 minutes	Cherry Anne S. Reyes, Vea Pagkalinawan, Rosemarie B. Santos

AVAILABLE SERVICES

BUSINESS RETIREMENT INSPECTION

Office or Division	Office of the City Treasurer - Business Tax & Miscellaneous Revenue Division
Classification	Complex Transaction
Type of Transaction	G2B – Government to Business
Who may avail the service	Retiring Business Establishment located in the territorial jurisdiction of Pasig City

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Accomplished Unified Business Application Form duly approved by the BPLD Officer-in-Charge and cleared by the Treasury Operations Review Division for any monetary accountabilities	<ul style="list-style-type: none"> Appropriate Business Permit and License Department then Window 8 Treasury Department at Pasig City Main for Treasury Operations Review Division Clearance
2. Retirement Assessment and/or Official Receipt	<ul style="list-style-type: none"> Business Permit and License Department and/or Treasury Department Cashier
3. Barangay Certification for Closure of Business	<ul style="list-style-type: none"> Barangay where the establishment is located

CLIENT STEPS (SINGLE TRANSACTION)	BUSINESS TAX & MISCELLANEOUS REVENUE DIVISION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete requirements	1. Check completeness and appropriateness of submitted documents	None	5 minutes	Joice Vea Pagkalinawan Rosemarie B. Santos
2. Evaluate and prepare the tax order of payment	2. Evaluate the submitted documents and prepare the Tax Order of Payment	None	5 minutes	Cherry Anne S. Reyes, Mark Jayson B. Laya, Michelle B. Parel
3. Review and Approve the Tax Order of Payment	3. Review the correctness of assessment	None	5 minutes	Jose Giovanni G. Quitiongco
4. Claim the Tax Order of Payment	4. Issue the Tax Order of Payment	150 certification fee	5 minutes	Joice Vea Pagkalinawan Rosemarie B. Santos
5. Pay the corresponding tax	5. Process payment and issue Official Receipt (OR)		Treasury Cashier/ 2nd Floor, Pasig City Hall	Cashier

CLIENT STEPS (SINGLE TRANSACTION)	BUSINESS TAX & MISCELLANEOUS REVENUE DIVISION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
6. Submit the Original the Receipt	6. File the Official Receipt to the Retirement File for Inspection	none	5 minutes	Joice Vea Pagkalinawan Rosemarie B. Santos
7. Release the Copy of Claim Stub	7. Issue the Claim Stub for Certificate of Retirement to be released within seven working (7) days provided the business passed the retirement inspection	None	5 minutes	Joice Vea Pagkalinawan Rosemarie B. Santos
8. Inspection Proper	8. Conduct ocular inspection	None	7 working days	Robert Arceo Allen Cruz Mauro Castillo Jr Charles Julius Flor Alfredo Cruz Jr
9. Submit Claim Stub	9. Verify result of Retirement Inspection	None	5 minutes	Joice Vea Pagkalinawan Rosemarie B. Santos
If PASSED: 10. Release of Certificate of Retirement	10. Release of Certificate of Retirement	None	5 minutes	Joice Vea Pagkalinawan Rosemarie B. Santos
If FAILED: 1. Submit Letter for Re-Inspection	1. Issue the Claim Stub for Certificate of Retirement to be released within seven working (7) days provided the business passed the retirement inspection	None	5 minutes	Joice Vea Pagkalinawan Rosemarie B. Santos
2. Inspection Proper	2. Conduct ocular inspection	None	7 working days	Robert Arceo Allen Cruz Mauro Castillo Jr Charles Julius Flor Alfredo Cruz Jr
3. Submit Claim Stub	3. Verify result of Retirement Inspection	None	5 minutes	Joice Vea Pagkalinawan Rosemarie B. Santos
If PASSED: 4. Release of Certificate of Retirement	4. Release of Certificate of Retirement	None	5 minutes	Joice Vea Pagkalinawan Rosemarie B. Santos

CLIENT STEPS (SINGLE TRANSACTION)	BUSINESS TAX & MISCELLANEOUS REVENUE DIVISION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>If FAILED: Payment for Certification for Retirement is forfeited in favor of the City Government of Pasig</p>	<p>An endorsement letter to BPLD shall be issued to taxpayer for assistance</p>	<p>None</p>	<p>15 minutes</p>	<p>Joice Vea Pagkalinawan Rosemarie B. Santos</p>

AVAILABLE SERVICES

COMPROMISE AGREEMENT

Office or Division	Office of the City Treasurer - Business Tax & Miscellaneous Revenue Division
Classification	Complex Transaction
Type of Transaction	G2B – Government to Business
Who may avail the service	<p>Delinquent Business Establishments</p> <ul style="list-style-type: none"> • Undeclared/Under declared Gross Receipts resulting to unpaid taxes, fees and other charges • Other delinquent accounts with unpaid taxes, fees and other charges <p>Other Collectibles by the City</p> <ul style="list-style-type: none"> • Those subject of pending collection cases in court for delinquencies

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter Request for Compromise Agreement	<ul style="list-style-type: none"> • Taxpayer/Authorized Representative
Duly approved request for Compromise Agreement	<ul style="list-style-type: none"> • City Administrators Office
Updated Business Tax Billing Assessment	<ul style="list-style-type: none"> • Business Permit and License Department where the establishment is located
If Representative <ul style="list-style-type: none"> • Special Power of Attorney (SPA) – individual accounts • Board Resolution – corporate accounts 	<ul style="list-style-type: none"> • Taxpayer (SPA) • Board Secretary (Board Resolution)
Photocopy of Valid Identification Cards of business owner and representative	<ul style="list-style-type: none"> • Taxpayer
Photocopy of Community Tax Certificate	<ul style="list-style-type: none"> • City Treasurer’s Office (Community Tax Section)
Post Dated Checks	<ul style="list-style-type: none"> • Taxpayer

CLIENT STEPS (SINGLE TRANSACTION)	BUSINESS TAX & MISCELLANEOUS REVENUE DIVISION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete requirements	1. Check completeness and appropriateness of submitted documents	None	5 minutes	Cherry Anne S. Reyes Joice Vea Pagkalinawan, Rosemarie B. Santos
2. Evaluate and prepare the tax order of payment	2. Evaluate the submitted documents and prepare the Contract	None	10 minutes	Mark Jayson B. Laya Michelle B. Parel
3. Review and Approve the Tax Order of Payment	3. Review the Contract and submit for Approval	None		
4. Signing of Compromise Agreement Contract	4. Routing of Compromise Agreement Contract	None	10 minutes	Jose Giovanni G. Quitiongco
5. Notarization of Contract	5. Contract is submitted for Notarial at the Notary Public	Php 200 due to Notary Public	15 minutes	Mark Jayson B. Laya
6. Claim the Tax Order of Payment	6. Issue the Tax Order of Payment	1st Partial payment which is at least 25% of the total compromised amount in the Contract	15 minutes	Cherry Ann S. Reyes Joice Vea Pagkalinawan, Rosemarie B. Santos
7. Pay the corresponding tax	7. Process payment and issue Official Receipt (OR)		5 minutes	Cherry Anne S. Reyes Joice Vea Pagkalinawan, Rosemarie B. Santos
8. Present the Original Receipt	8. Update the payment details in the Compromise Agreement	None	Treasury Cashier/ 2nd Floor, Pasig City Hall	Cashier
9. Release the Copy of Compromise Agreement	9. Issue the Taxpayers Copy of Compromise Agreement	None	5 minutes	Mark Jayson B. Laya
Subsequent Payments (Without Post Dated Checks)				
1. Present Compromise Agreement	1. Check completeness and appropriateness of submitted documents	None	5 minutes	Cherry Anne S. Reyes Joice Vea Pagkalinawan Rosemarie B. Santos

2. Evaluate and prepare the tax order of payment	2. Evaluate the submitted documents and issue the corresponding assessment	Amount as stated in the Compromise Agreement	5 minutes	Mark Jayson B. Laya, Michelle B. Parel
3. Pay the corresponding tax	3. Process payment and issue Official Receipt (OR)		Treasury Cashier/ 2 nd Floor, Pasig City Hall	Cashier
4. Present the Original Receipt	4. Update the payment details in the Compromise Agreement	None	5 minutes	Mark Jayson B. Laya
5. Present Compromise Agreement	5. Check completeness and appropriateness of submitted documents	None	5 minutes	Cherry Anne S. Reyes, Vea Pagkalinawan, Rosemarie B. Santos
Subsequent Payments (with Post Dated Checks)				
Releasing of Original Receipt	Update the payment details in the Compromise Agreement	None	5 minutes	Mark Jayson B. Laya

AVAILABLE SERVICES

BUSINESS CERTIFICATION

Office or Division	Office of the City Treasurer - Business Tax & Miscellaneous Revenue Division
Classification	Simple Transaction
Type of Transaction	G2C – Government to Citizens G2B – Government to Business G2G – Government to Government
Who may avail the service	Business Entities, Citizen and Government Agencies

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter request/Accomplished Request Form	<ul style="list-style-type: none"> • Business Owner/Authorized Representative • BTMRD
If Representative <ul style="list-style-type: none"> • Special Power of Attorney 	<ul style="list-style-type: none"> • Taxpayer (Individual)
Documentary Stamp	<ul style="list-style-type: none"> • Bureau of Internal Revenue

CLIENT STEPS (SINGLE TRANSACTION)	BUSINESS TAX & MISCELLANEOUS REVENUE DIVISION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete requirements	1. Check completeness and appropriateness of submitted documents then issue Tax Order of Payment	150 certification fee	5 minutes	Mark Jayson B. Laya Cherry Anne S. Reyes Joice Vea Pagkalinawan Rosemarie B. Santos
2. Pay the corresponding tax	2. Process payment and issue Official Receipt (OR)		Treasury Cashier/ 2nd Floor, Pasig City Hall	Cashier
3. Submit the Original the Receipt	3. Prepare the Business Certificate	None	10 minutes	Mark Jayson B. Laya Cherry Anne S. Reyes Joice Vea Pagkalinawan Rosemarie B. Santos
4. Release the Copy of Business Certificate	4. Issue the Business Certificate for Signature of the City Administrator	None	5 minutes	Mark Jayson B. Laya Cherry Anne S. Reyes Joice Vea Pagkalinawan

CLIENT STEPS (SINGLE TRANSACTION)	BUSINESS TAX & MISCELLANEOUS REVENUE DIVISION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				Rosemarie B. Santos
5. Submit the Business Certificate for Signature	5. For Signature of the City Administrator	None	City Administrator's Office/ 8th Floor, Pasig City Hall	Atty. Jeronimo U. Manzanero, City Administrator
6. Submit the Duplicate Copy of Business Certificate	6. File the Business Certificate	None	5 minutes	Mark Jayson B. Laya Cherry Anne S. Reyes Joice Vea Pagkalinawan Rosemarie B. Santos

AVAILABLE SERVICES

AMUSEMENT TAX INSPECTION (EVENTS AND ASSESSMENT)

Office or Division	Office of the City Treasurer - Business Tax & Miscellaneous Revenue Division
Classification	Complex Transaction
Type of Transaction	G2B – Government to Business
Who may avail the service	Amusement Operators and Event Organizers

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter Request addressed to the Honorable City Mayor	<ul style="list-style-type: none"> Taxpayer
Advice for Payment of Special Permit	<ul style="list-style-type: none"> Office of the City Administrator
Registration of Admission Tickets to the City Treasurer (Ordinance No. 51 Series of 2017 “2017 Revised Pasig Revenue Code Sec 91-97)	<ul style="list-style-type: none"> Taxpayer

CLIENT STEPS (SINGLE TRANSACTION)	BUSINESS TAX & MISCELLANEOUS REVENUE DIVISION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
PRIOR TO THE EVENT				
1. Submit complete requirements	1. Check completeness and appropriateness of submitted documents	None	5 minutes	Vea Pagkalinawan, Mark Jayson B. Laya, Rosemarie B. Santos
2. Evaluate and prepare the tax order of payment	2. Evaluate the submitted documents for applicability of Performance Bond and prepare the Tax Order of Payment	None	10 minutes	Cherry Anne S. Reyes Alfredo Cruz Jr
3. Review and Approve the Tax Order of Payment	3. Review the correctness of assessment	None	5 minutes	Jose Giovanni G. Quitiongco
4. Claim the Tax Order of Payment	4. Issue the Tax Order of Payment	Amount stated in the Special Permit	5 minutes	Vea Pagkalinawan, Mark Jayson B. Laya,

CLIENT STEPS (SINGLE TRANSACTION)	BUSINESS TAX & MISCELLANEOUS REVENUE DIVISION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				Rosemarie B. Santos
5. Pay the corresponding tax	5. Process payment and issue Official Receipt (OR)		Treasury Cashier/ 2nd Floor, Pasig City Hall	Cashier
6. Submit the Photocopy of Receipt	6. File the Photocopy of Official Receipt to Amusement File for Inspection	none	5 minutes	Cherry Anne S. Reyes
DURING THE EVENT				
1. Inspection Proper	1. Conduct ocular inspection	None		Robert Arceo Allen Cruz Mauro Castillo Jr Charles Julius Flor Alfredo Cruz Jr
2. Present torn ticket stubs for inspection	2. Prepare Inspection Report	None		Robert Arceo Allen Cruz Mauro Castillo Jr Charles Julius Flor Alfredo Cruz Jr
3. Signing of Inspection Report	3. Have the authorized personnel signed the Inspection Report	None		Robert Arceo Allen Cruz Mauro Castillo Jr Charles Julius Flor Alfredo Cruz Jr
AFTER THE EVENT				
Submit Ticket Sales Report	Check completeness and appropriateness of submitted documents	None	5 minutes	Vea Pagkalinawan, Mark Jayson B. Laya, Rosemarie B. Santos
Evaluate and prepare the tax order of payment	Evaluate the submitted documents for applicability of Performance Bond and prepare the Tax Order of Payment	None	10 minutes	Cherry Anne S. Reyes Alfredo Cruz Jr
Review and Approve the Tax Order of Payment	Review the correctness of assessment	None	5 minutes	Jose Giovanni G. Quitiongco
Claim the Tax Order of Payment	Issue the Tax Order of Payment	Amount stated in the Tax Order of Payment which is	5 minutes	Vea Pagkalinawan,

CLIENT STEPS (SINGLE TRANSACTION)	BUSINESS TAX & MISCELLANEOUS REVENUE DIVISION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		10% of Total Ticket Sales		Mark Jayson B. Laya, Rosemarie B. Santos
Pay the corresponding tax	Process payment and issue Official Receipt (OR)		Treasury Cashier/ 2nd Floor, Pasig City Hall	Cashier
Submit photocopy of Amusement Tax Payment and Original Receipt of Performance Bond	Indorse request for refund of Performance Bond to Accounting Department for disbursement process.			Jose Giovanni G. Quitiongco
Disbursement for Refund of Performance Bond	Voucher Preparation		Accounting Office	Juvy Cuenco
Release of Check	Check Preparation		Treasury Disbursement Section	Aileen Delos Reyes Raquel Coros

AVAILABLE SERVICES

MISCELLANEOUS REVENUES

Office or Division	BUSINESS TAX & MISCELLANEOUS REVENUE DIVISION
Classification	Simple Transaction
Type of Transaction	G2C – Government to Citizens G2B – Government to Business G2G – Government to Government
Who may avail the service	Individuals who are issued a Payment Advice from the appropriate office

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Payment Advice	<ul style="list-style-type: none"> Appropriate Office such as but not limited to <ol style="list-style-type: none"> Cultural Affairs and Tourism Office Tanghalang Pasigueño Office of the City Administrator Office of the General Services City Treasurer's Office

CLIENT STEPS (SINGLE TRANSACTION)	BUSINESS TAX & MISCELLANEOUS REVENUE DIVISION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete requirements	1. Check completeness and appropriateness of submitted documents	None	5 minutes	Mark Jayson B. Laya Vea Pagkalinawan Rosemarie B. Santos
2. Evaluate and prepare the tax order of payment	2. Evaluate the submitted documents and prepare the Order of Payment	None	10 minutes	Michelle B. Parel, Cecilia D. Rivera
3. Review and Approve the Tax Order of Payment	3. Review the correctness of assessment	None	5 minutes	Jose Giovanni G. Quitiongco
4. Claim the Tax Order of Payment	4. Issue the Order of Payment	Dependent on the Payment Advise Notice	5 minutes	Mark Jayson B. Laya, Vea Pagkalinawan , Rosemarie B. Santos
5. Pay the corresponding tax	5. Process payment and issue Official Receipt (OR)		Treasury Cashier/ 2nd Floor, Pasig City Hall	Cashier
6. Present the Original and submit a Photocopy of the Receipt	6. For processing of client's request	None	Appropriate Office	Officer in Charge of Appropriate Office

AVAILABLE SERVICES

CALIBRATION, SEALING AND INSPECTION

Office or Division	Office of the City Treasurer - Business Tax & Miscellaneous Revenue Division
Classification	Complex Transaction
Type of Transaction	G2B – Government to Business G2G – Government to Government
Who may avail the service	Establishment with instrument of Weights and Measure and Gasoline Stations on the territorial jurisdiction of Pasig City

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Original Tax Order of Payment and Official Receipt	<ul style="list-style-type: none"> Business Permit and License Department and/or Treasury Department Cashier
Weighing Scale (for walk in clients)	<ul style="list-style-type: none"> Taxpayer
Letter Request (for field calibration)	<ul style="list-style-type: none"> Taxpayer

CLIENT STEPS (SINGLE TRANSACTION)	BUSINESS TAX & MISCELLANEOUS REVENUE DIVISION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit complete requirements	Check completeness and appropriateness of submitted documents	None	5 minutes	Vea Pagkalinawan Rosemarie B. Santos
Submit weighing scale for inspection	Inspection of Weighing scale	None	15 minutes	Mark Jayson B. Laya Alfredo Cruz Jr. Edgar Ignacio
Sealing of Weighing Scale	Sealing of Weighing Scale and placing of Inspection Sticker	None	5 minutes	Mark Jayson B. Laya Alfredo Cruz Jr Edgar Ignacio
Claiming of Weighing Scale and Duly Stamped Official Receipt	Releasing of Weighing Scale and Stamping of Inspection details on the dorsal side of the receipt	None	5 minutes	Mark Jayson B. Laya Alfredo Cruz Jr Edgar Ignacio
FIELD CALIBRATION – GASOLINE STATION				
Present Order of Payment and Official Receipt	Check completeness and appropriateness of submitted documents	None	5 minutes	Robert Arceo Allen Cruz Mauro Castillo Jr

CLIENT STEPS (SINGLE TRANSACTION)	BUSINESS TAX & MISCELLANEOUS REVENUE DIVISION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				Charles Julius Flor Alfredo Cruz Jr
Dispensing of Liquid Fuel	Check dispensed liquid fuel using slow, medium and fast flow	None	15 minutes per Nozzle	Robert Arceo Allen Cruz Mauro Castillo Jr Charles Julius Flor Alfredo Cruz Jr
If PASSED:	Seal the pumps and place inspection sticker	None	5 minutes per pump	Robert Arceo Allen Cruz Mauro Castillo Jr Charles Julius Flor Alfredo Cruz Jr
If FAILED: The pumps will be sealed	The pumps shall be marked as "OUT OF ORDER"	None	5 minutes per pump	Robert Arceo Allen Cruz Mauro Castillo Jr Charles Julius Flor Alfredo Cruz Jr
Obtain a copy of Inspection Report	Prepare Inspection Report	None	5 minutes	Robert Arceo Allen Cruz Mauro Castillo Jr Charles Julius Flor Alfredo Cruz Jr

AVAILABLE SERVICES

REAL PROPERTY TAX AND AD VALOREM TAX BILLING

Office or Division	Office of the City Treasurer – Real Property Tax Division
Classification	<p>Single Transaction: Involves billing and collection for real property accounts</p> <p>Complex Transaction: Involves billing and collection of properties with adjustment and compromise agreement</p> <p>Bulk Transactions: Involves billing and collection of bulk or multiple accounts</p>
Type of transaction	<p>G2C – Government to Citizen</p> <p>G2B – Government to Business Entity</p> <p>G2G – Government to Government</p>
Who may avail the service	Property Owner, Administrator, Interested Parties (<i>Heirs, Buyers, Banks, etc.</i>)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Copy of Tax Declaration or Latest Official Receipt/s	<ul style="list-style-type: none"> City Assessor's Office
2. Latest Official Receipt/ s	<ul style="list-style-type: none"> Taxpayer's Record/File
3. Notarized Affidavit of Undertaking, for accounts with pending cases lacking actions	<ul style="list-style-type: none"> Notary Public/ Legal Counsel

CLIENT STEPS (SINGLE TRANSACTION)	REAL PROPERTY TAX DIVISION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Tax Declaration and/or latest proof of payment	<p>1. Verify RPT payment records and monitoring system (TAGGING)</p> <p>2. Prepare Billing Statement</p>	N/A	<p>Simple Transaction 1-3 TDN 1-5minutes</p> <p>Complex Transaction</p> <p>Bulk Transaction 1-2 minutes per TDN</p>	<p>Tax Biller</p> <p>Pasig City Hall Main</p> <p>MAK RUSSEL SANTOS, OIC</p> <p>EDUARDO GADDI, JR. MARICRIS FERRANCULLO LARA NAVO MA. ELOISA ESTRELLA JULIAN JOSEPH STA. ANA</p> <p>San Antonio Annex</p>

				<p>ROMMEL SALVADOR, OIC</p> <p>NATHANIEL VILLARUZ VANNY VALDEZ JEMIL TULIAO MARIA REINELSA PEPITO MICHAEL BIGTAS MICHELLE LOZANO</p> <p>Robinson Metro East Annex</p> <p>SEVERINO ESCALONA, OIC</p> <p>ALLAN GATDULA MA. TERESA VILLRUZ CHESTER ALAN URO JULIET TOLENTINO GIRLIE ARABIT MARIBEL SANTOS EMELITA BISCOCHO</p>
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CONDITIONS THAT MAY AFFECT BILLING PROCESS

	<p>PROPERTIES WITH OUTDATED TAX DECLARATIONS</p> <ul style="list-style-type: none"> Indorse to City Assessor's Office for ocular inspection/appropriate action 	N/A	<i>Please refer to City Assessor's Office's Citizen's Charter</i>	Tax Biller
	<p>IDLE LAND</p> <ul style="list-style-type: none"> Indorse to City Assessor's Office for evaluation of Additional Ad Valorem Tax 	N/A	Please refer to City Assessor's Office's Citizen's Charter	Tax Biller
	<p>TAX ADJUSTMENTS (due to re-assessment /reclassification)</p> <ul style="list-style-type: none"> Compute tax deficiency based on existing payment records vis-à-vis newly assigned assessed value 	N/A	Per tax Declaration 15-20minutes	Tax Biller
	<p>LAND MORE THAN 1.5M AND ABOVE</p> <ul style="list-style-type: none"> Indorse to PHRU for special assessment of Social Housing Tax 	N/A	Please refer to PHRU Citizen's Charter	Tax Biller (PHRU)

<p>2. Settle Payment</p>	<p>3. Accept payment tendered</p> <ul style="list-style-type: none"> • Cash • Check • Credit Card • Debit Card <p>4. Issue Official Receipt/s</p>	<p>Amount indicated in the Billing Statement computed as follows:</p> <p>BASIC TAX AND SPECIAL EDUCATION TAX DUE (RPT)</p> <table border="1" data-bbox="662 521 970 732"> <thead> <tr> <th>ACTUAL USE</th> <th>TAX DUE</th> </tr> </thead> <tbody> <tr> <td><i>Residential</i></td> <td>2.5% ng assessed value</td> </tr> <tr> <td><i>Commercial</i></td> <td>3% ng assessed value</td> </tr> <tr> <td><i>Industrial</i></td> <td>3% ng assessed value</td> </tr> </tbody> </table> <p>ADDITIONAL AD VALOREM TAX (IDLE LAND)</p> <p>PERIOD & TAX DUE</p> <p>1999</p> <table border="1" data-bbox="662 1104 970 1238"> <thead> <tr> <th>Panahon</th> <th>Buwis</th> </tr> </thead> <tbody> <tr> <td>1999-2017</td> <td>5% ng assessed value</td> </tr> <tr> <td>2018-Kasalukuyan</td> <td>3% ng 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>ADJUSTMENTS Based on the computed deficiency tax due</p>	ACTUAL USE	TAX DUE	<i>Residential</i>	2.5% ng assessed value	<i>Commercial</i>	3% ng assessed value	<i>Industrial</i>	3% ng assessed value	Panahon	Buwis	1999-2017	5% ng assessed value	2018-Kasalukuyan	3% ng assessed value	<p>2 minutes per transaction</p>	<p>CASHIER: (Area of RPT)</p> <p>CITY HALL MAIN</p> <p>Rebecca Albert Roberto Baltazar Jeanette Andaya Catherine Cabiles</p> <p>SAN ANTONIO ANNEX</p> <p>Mary Grace Fernandez Emma Reyes Pinky Alaraña Camille Narciso</p> <p>ROBINSON METRO EAST ANNEX:</p> <p>Mercy Pagulayan Rhodora Reyes Maricel Antolin Mary Joy cruz Leda Palacios Joselindo Ocampo Ma. Monica Martin</p>
ACTUAL USE	TAX DUE																	
<i>Residential</i>	2.5% ng assessed value																	
<i>Commercial</i>	3% ng assessed value																	
<i>Industrial</i>	3% ng assessed value																	
Panahon	Buwis																	
1999-2017	5% ng assessed value																	
2018-Kasalukuyan	3% ng assessed value																	

AVAILABLE SERVICES

TAX CLEARANCE

Office or Division	Office of the City Treasurer – Real Property Tax Division
Classification	<p>Simple Transaction:</p> <ul style="list-style-type: none"> Involves application with one-ten accounts <p>Complex Transaction:</p> <ul style="list-style-type: none"> Involves application more than ten accounts Transactions which require inspection/validation of actual status of property against existing records
Type of transaction	<p>G2B - Government to Business Entity G2C - Government to Citizen G2G - Government to Government</p>
Who may avail the service	Property Owner, Administrator, Interested Parties (<i>Heirs, Buyers, Banks, etc.</i>)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
GENERAL:	
1. Copy of Tax Declaration/s (<i>land, improvements, machineries</i>)	<ul style="list-style-type: none"> City Assessor's Office
2. Copy of the current tax due official receipt/s	<ul style="list-style-type: none"> City Treasurer's Office Taxpayer's Record/File
3. Copy of Community Tax Certificate of the current year	
4. Valid Identification Card	<ul style="list-style-type: none"> Owner of the property/ies Duly Authorized Representative
5. Colored photo of the subject property/ies (<i>front, side, rear, and vacant space/s</i>)	<ul style="list-style-type: none"> Actual status of property
6. 2 pieces of Documentary Stamp	<ul style="list-style-type: none"> Bureau of Internal Revenue
ADDITIONAL REQUIREMENTS FOR THE FOLLOWING PURPOSE:	
<p>FOR TRANSFER: Submission of the following:</p> <ul style="list-style-type: none"> Deed of Sale Extrajudicial Settlement of Self Adjudication Deed of Donation Deed of Consolidation/Partition Notarized SPA for Representatives 	<ul style="list-style-type: none"> Contracting Parties
<p>FOR CONDOMINIUM UNITS:</p> <ul style="list-style-type: none"> Certificate of Management 	<ul style="list-style-type: none"> Condominium Admin Office

<ul style="list-style-type: none"> Proof of RPT remittance for common area to the City 	
FOR CORPORATE ACCOUNTS: <ul style="list-style-type: none"> Secretary's Certificate issued within the year 	<ul style="list-style-type: none"> Board Secretary

PROCESS FLOW				
CLIENT STEPS (SINGLE TRANSACTION)	REAL PROPERTY TAX DIVISION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete requirements	1. Verify completeness of requirements	N/A	1 min	Encoder (Tax Clearance Section) JERICHO T. BUENAVENTURA MIELYN REFUELA ROCHELLE TAPEL CAMILLE STA. ANA
	IDLE LAND: <ul style="list-style-type: none"> Indorse to Idle Land Unit for further evaluation 		Refer to Idle Land Citizen's Charter	Billing Clerk (Idle Land Unit) JULIAN JOSEPH STA. ANA
2. Settle Payment	2. Accept Payment tendered <ul style="list-style-type: none"> Cash, Check Credit Card Debit Card 3. Issue Official Receipt/s	TAX CLEARANCE FEE (per copy) Individual: P150.00 Corporate: P200.00	2 mins	Cashier Windows 1-14
3. Present Official Receipt/s	4. Issue Claim Stub <ul style="list-style-type: none"> Reference Number Date and time of Release Contact Number 	N/A	30 secs.	Encoder (Tax Clearance Section) JERICHO T. BUENAVENTURA MIELYN REFUELA ROCHELLE TAPEL CAMILLE STA. ANA
N/A	5. Evaluate payment records WITH SHORT COLLECTIONS: <ul style="list-style-type: none"> Indorse to Area of RPT for 	N/A	SIMPLE TRANSACTION: 3 days COMPLEX TRANSACTION: 20-50 2 days	Evaluator (Tax Clearance Section) JERICHO T. BUENAVENTURA MIELYN REFUELA ROCHELLE TAPEL

	adjustment computation		51-100 – 3 days 101-150 – 4 days 151-200 – 5 days 201-250 – 6 days 251-300 – 7 days	CAMILLE STA. ANA
N/A	<p>6. FIELD INSPECTION Evaluate actual status of properties based on existing records</p> <p>Outdated Record: Indorse to Assessor's Office for appropriate action</p>	N/A		<p>Field Inspector (Tax Clearance Section)</p> <p>SERVICE UNIT</p>
N/A	<p>7. IF CLEARED:</p> <ul style="list-style-type: none"> Encode Details to System Route Signature <p>IF NOT CLEARED:</p> <ul style="list-style-type: none"> Contact/inform taxpayer 	N/A		<p>Encoder (Tax Clearance Section)</p> <p>JERICO T. BUENAVENTURA MIELYN REFUELA ROCHELLE TAPEL CAMILLE STA. ANA</p>
<p>4. IF CLEARED: Present Claim Stub</p>	8. Release Tax Clearance	N/A	30 secs.	JERICO T. BUENAVENTURA MIELYN REFUELA ROCHELLE TAPEL CAMILLE STA. ANA
<p>5. IF NOT CLEARED: Settle discrepancies</p>	<p>9. Indorse to respective offices for appropriate action:</p> <p>OUTDATED TDN/s: Assessor's Office</p> <p>SHORT COLLECTIONS: Area of RPT</p>	N/A	Refer to Assessor's Office/RPT (billing) Citizen's Charter	<p>Assessor's Office or BILLING SECTION</p>

REQUEST FOR HISTORY OF PAYMENTS

Incase the taxpayer will request for a copy of history of payment for whatever purposes it may serve.

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter request for a copy of history of payment		Declared Owner/Authorized Representative		
If Representative: - Authorization Letter – individual accounts - Board Resolution – corporate accounts		From Declared Owner Board Secretary		
Photocopy of Valid Identification Cards of declared owner and representative		Declared Owner/Authorized Representative		
If buyer, photocopy of Notarized Deed of Sale		New Owner as per Deed of Sale / Authorized Representative		
CLIENT STEPS (SINGLE TRANSACTION)	REAL PROPERTY TAX DIVISION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter request to the Records Unit	1. Acknowledge Letter of Request		5 mins	Receiving Staff (Records Unit)
	2. Check completeness of documents submitted		5 mins	
	3. Approved release of verified history of payments		2 mins	(Area of RPT) SAN ANTONIO ANNEX: ROMMEL SALVADOR MAIN: JEFF MARIANO MANGGAHAN ANNEX: SEVERINO ESCALONA JR. (Area of RPT)

AVAILABLE SERVICES

TAX ON TRANSFER OF REAL PROPERTY (TRANSFER TAX)

Office or Division:	Office of the City Treasurer – Real Property Tax Division
Classification:	Simple – Involves one-five property/ies to be evaluated for billing and payment Complex - Involves transfer of real property thru succession and bulk transactions to be evaluated for billing and payment
Type of Transaction:	G2C –Government to Citizen G2B – Government to Business
Who may avail the service:	Seller, Buyer, Donor, Transferor, Executor, Administrator or their duly Authorized Representatives thru a Special Power of Attorney or Board Resolution whichever is applicable

CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Original and Photocopy of Deed of Conveyance with BIR Stamp at the back a. <i>Deed of Sale</i> b. <i>Extrajudicial Settlement ng Self Adjudication</i> c. <i>Deed of Donation</i> d. <i>Consolidation / Partition Agreement</i>			<ul style="list-style-type: none"> Contracting Parties/Legal Counsel 	
2. Copy of Tax Declaration/s (Land, Improvement and Machineries) and Certificate of no Improvement (for vacant lot)			<ul style="list-style-type: none"> City Assessor's Office, 3rd Floor City Hall Building 	
3. Real Property Tax Clearance			<ul style="list-style-type: none"> Treasury Real Property Tax Clearance Section, 2nd Floor City Hall Building 	
4. Certificate Authorizing Registration (CAR)			<ul style="list-style-type: none"> Bureau of Internal Revenue (BIR) 	
5. 1 Documentary Stamp				
6. Special Power of Attorney with photocopy of government issued ID of owner & representative			<ul style="list-style-type: none"> Owner/ client being represented or any of authorizing contracting Party/ies 	
7. Original and Photocopy of Certificate of Title (TCT, CCT, OCT)			<ul style="list-style-type: none"> Registry of Deeds 	
CLIENT STEPS (SINGLE TRANSACTION)	REAL PROPERTY TAX DIVISION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete requirements for	1. Evaluate/Assess Documents	TRANSFER TAX 75% of 1% of:	SIMPLE TRANSACTION <ul style="list-style-type: none"> 15 minutes 	Billing Clerk (evaluator/biller)

CLIENT STEPS (SINGLE TRANSACTION)	REAL PROPERTY TAX DIVISION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
verification and assessment (NOTE: <i>incomplete requirements shall be a ground for denial of service</i>)	2. Issue billing statement (TOP) for: a. Transfer Tax b. Business Tax on Sale of Real Property c. Certification Fee	<ul style="list-style-type: none"> consideration Zonal value or market value whichever is higher <p>BUSINESS TAX ON SALE OF REAL PROPERTY</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>CERTIFICATION FEE</p> <p>Php 200 per copy</p>	<p>COMPLEX TRANSACTION</p> <ul style="list-style-type: none"> 7 workings days For bulk transactions 	CELESTE DELOS SANTOS SANDRA MARIE DEMANO VILMA REYES
2. Settle payment	3. Accept payment tendered <ul style="list-style-type: none"> Cash, Check Credit Card Debit Card 4. Issue Official Receipt/s		2 mins. per transaction	<p>CASHIERS: 1-19</p> <p>EDELIA TATCO CATHERINE R. CASIANO ELLANDA D. RACHO JOANNA J. CARPIO ROBILYN V. CRUZ JAMES CARLOS C. JOSE ROLANDO G. DE JESUS MARY ROSE LOZENDO ROSE MARIE P. PACA FHERLYN D. MACACHOR MARICEL R. RAMOS MARINEL S. STA. ANA ROMEO C. NERONA MA. JESUSA NATIVIDAD REGGYNA S. NEPOMUCENO</p>

CLIENT STEPS (SINGLE TRANSACTION)	REAL PROPERTY TAX DIVISION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				MARIA LOURDES D. VISITACION LANI M. MANGAO MA. LOUVILLET L. JAVIER YVETTE R. HERRERA
3. Present Official Receipt/s	5. Issue Transfer Tax Certificate 6. Stamp Deed of Conveyance	N/A	10 mins. per transaction	Billing Clerk (evaluator/biller) CELESTE DELOS SANTOS SANDRA MARIE DEMANO VILMA REYES
TOTAL NUMBER OF TIME SPENT ON TRANSACTIONS			Simple – 30 mins. Complex – max. of 7 days	

AVAILABLE SERVICES

ACCEPT PAYMENT –MAIN OFFICE

Office or Division	Office of the City Treasurer – Cash Division
Classification	Simple Transaction Complex Transaction
Type of Transaction	G2C – Government to Citizens G2B – Government to Business G2G – Government to Government
Who may avail	Individual Corporation

COMMUNITY TAX CERTIFICATE:

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
INDIVIDUAL 1. Accomplished CTC-Form declaring Gross Income of the Preceding Year	City Treasurer's Office
FOR NON-APPEARANCE 1. Preceding Year Income Tax Return / 2316 / Payslip 2. Authorization Letter 3. Special Power of Attorney (for property purposes) 4. Photocopy of issued valid government ID (owner and representative)	Applicant/Client
BUSINESS ENTITIES 1. Accomplished CTC-form declaring Gross Income of the preceding	City Treasurer's Office
2. Statement of Account for the current year	Business Permit and License Office
3. Financial Statement 4. List of employees with their Community Tax Certificate	Company
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<u>BUSINESS TAX</u>	
1. Approved Statement of Account	Business Permit and License Office
2. Audited Financial Statement and Breakdown of Sales (if applicable) 3. Corporate Community Tax Certificate of Head Office (if applicable)	Company
<u>BUSINESS TAX- ONLINE PAYMENT:</u>	
<ul style="list-style-type: none"> ▪ Approved Merchant Settlement Report <ul style="list-style-type: none"> • via email from DBP/Treasury Online Payment • via epayment from LBP portal link 	City Treasurer's Office-Admin

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
FOR RELEASING OF OFFICIAL RECEIPT <ol style="list-style-type: none"> 1. Printout of payment confirmation/proof payment 2. Photocopy of Valid Government issued I.D 	Client
FOR NON- APPEARANCE <ol style="list-style-type: none"> 1. Printout of payment confirmation/proof of payment 2. Authorization Letter 3. Photocopy of valid Government issued I.D (owner and representative) 	Client

MISCELLANEOUS:

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> Professional Tax Receipts 1. Valid Professional License 	PRC Card/Certificate for IBP/Certificate or Result of Exam from Insurance Commission/Securities and Exchange Commission (SEC)/Other professions which File/Record
<ol style="list-style-type: none"> 2. Last year Professional Tax Receipt 3. Present Cedula 	Applicant
<ul style="list-style-type: none"> Certified True Copy of Official Receipts FOR NON-APPEARANCE <ol style="list-style-type: none"> 1. Special Power of Attorney (SPA) 2. Photocopy of issued valid Govt. ID (owner & representative with 3 original sign) 	Office of the City Treasurer – Accountable Forms Section Client/Taxpayer
<ul style="list-style-type: none"> Mayor’s Occupational Permit History Payment Certified True Copy of Document 	Business Permit and License Office
<ul style="list-style-type: none"> Processing Fee (Tax Declaration) Certification Fee 	Assessor’s Office
<ul style="list-style-type: none"> OSCA Identification Card Privilege Card 	Office of the Senior Citizens
<ul style="list-style-type: none"> Rental Fee Amusement Fee Special Permit Fee Calibration Fee Fidelity Bond 	Office of the City Treasurer - License Division
<ul style="list-style-type: none"> Transfer Tax 	Office of the City Treasurer – RPT Division - Transfer Tax Section
<ul style="list-style-type: none"> Tax Clearance Fee Publication Cost Registration Fee (Auction Sale) 	Office of the City Treasurer - Real Property Tax Division
<ul style="list-style-type: none"> Registration Fee (birth, marriage, death) Certification Fee (birth, marriage, death) Correction Fee (birth and marriage) 	Local Civil Registry Office
<ul style="list-style-type: none"> Mayor’s Clearance Traffic Clearance 	City Administrator’s Office

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> Violation of City Ordinance (Ordinance Violation Receipt)(OVR) 	Law Enforcement/ Regulatory Office

CLIENT STEPS (SINGLE TRANSACTION)	CASH DIVISION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present accomplished form / billing statement to cashier	1. Accept payment tendered (cash, check, debit / credit card) 2. Issuance of Official Receipt/s	Amount indicated in the billing statement	Under normal circumstance: 2-5minutes Multiple Tax Order of Payment: 5minutes or more	CASHIERS: EDELIA TATCO CATHERINE R. CASIANO ELLANDA D. RACHO JOANNA J. CARPIO ROBILYN V. CRUZ JAMES CARLOS C. JOSE ROLANDO G. DE JESUS MARY ROSE LOZENDO ROSE MARIE P. PACA FHERLYN D. MACACHOR MARICEL R. RAMOS MARINEL S. STA. ANA ROMEO C. NERONA MA. JESUSA NATIVIDAD REGGYNA S. NEPOMUCENO MARIA LOURDES D. VISITACION LANI M. MANGAO MA. LOUVILLET L. JAVIER YVETTE R. HERRERA
FOR ONLINE PAYMENT 1. Settlement Report	1. Posting of Payment 2. Printing of Statement of Account 3. Issuance of Official Receipt	Amount indicated in statement of account	3 working days	MIS
FOR RELEASING OF OFFICIAL RECEIPT 2. Present printed bank payment confirmation/proof of payment	4. Releasing of Official Receipt			CASHIERS:1-18 EDELIA TATCO CATHERINE R. CASIANO ELLANDA D. RACHO JOANNA J. CARPIO ROBILYN V. CRUZ

CLIENT STEPS (SINGLE TRANSACTION)	CASH DIVISION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				JAMES CARLOS C. JOSE ROLANDO G. DE JESUS MARY ROSE LOZENDO ROSE MARIE P. PACA FHERLYN D. MACACHOR MARICEL R. RAMOS MARINEL S. STA. ANA ROMEO C. NERONA MA. JESUSA NATIVIDAD REGGYNA S. NEPOMUCENO MARIA LOURDES D. VISITACION LANI M. MANGAO MA. LOUVILLET L. JAVIER YVETTE R. HERRERA

AVAILABLE SERVICES

ACCEPT PAYMENT – NON-INCOME

Office or Division	Office of the City Treasurer – Cash Division
Classification	Simple Transaction Complex Transaction
Type of Transaction	G2C – Government to Citizens G2B – Government to Business G2G – Government to Government
Who may avail the service	Individual Single Proprietor Corporation

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Phil - Health Excavation Fees Bid Docs Performance Security Bond Housing Liquidation of Cash Advance Performance Bond Damage to Property T.A.P.A.T. / E.P.P. Loans Barangay Business Tax	Champ, PCCH, PCGH & Health Offices Building Office Bids & Awards Office Pasig Urban Settlement Office (PUSO) Payroll Section & various offices BTRMD Office of General Services Office of the Mayor Various Barangays

CLIENT STEPS (SINGLE TRANSACTION)	CASH DIVISION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Accomplished form/billing statement to cashier	1. Accept payment tendered (Cash, Check) 2. Issuance of Official Receipt/s	Amount indicated in the billing statement	5 minutes	Cashier 19 (Yvette Herrera)

AVAILABLE SERVICES

ACCEPT PAYMENT - PSA

Office or Division	Office of the City Treasurer – Cash Division
Classification	Simple Transaction
Type of Transaction	G2C – Government to Citizens
Who may avail the service	Individual Single Proprietor Corporation

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
LGU – Philippine Statistic Fee for Authentication	City Treasurer’s Office - PSA

CLIENT STEPS (SINGLE TRANSACTION)	CASH DIVISION	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Accomplished Form	1. Accept payment tendered (Cash) 2. Issuance of Official Receipt/s	Amount indicated in the Tax order of Payment	2 minutes	Cashier 1-3 Rosemarie Guevarra, Jonathan Cruz Evelyn Valiente

AVAILABLE SERVICES

ACCEPT PAYMENT-CHAMP

Office or Division	Office of the City Treasurer – Cash Division
Classification	Simple Transaction
Type of Transaction	G2C – Government to Citizens
Who may avail the service	Patients – Pasig Residence and Non-Residence of Pasig

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Doctor’s prescription with valid signature	Government or Non-Government Doctors, Clinic, Health Centers, Lying-in and Hospitals

CLIENT STEPS (SINGLE TRANSACTION)	CASH DIVISION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Tax Order of Payment	1. Determine fees to be paid 2. Accept payment tendered (Cash) 3. Issue Official Receipt/s	Pre-Natal, Check Up, Ultrasound, New Born Screening, Laboratory Fees, Wellness Check-up, Dialysis procedure and others	Simple Transaction 2 minutes per transaction	Maria Revie C. Peralta

AVAILABLE SERVICES

ACCEPT PAYMENT-RAVE

Office or Division:	Office of the City Treasurer – Cash Division
Classification:	Simple Transaction
Type of Transaction:	G2C – Government to Citizens
Who may avail the service:	Pasig Residence and Non-Residence Pasig

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Order of Payment	Reception Area

CLIENT STEPS (SINGLE TRANSACTION)	CASH DIVISION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Tax Order of Payment	1. Accept payment tendered (Cash) 2. Issue Official Receipt/s	<p>FOR GYM CARDIO (ZUMBA) Membership Fee, Renewal, Weights</p> <p>FOR AMENITIES Flower Garden, Amaze Garden, Butterfly House, Boating Lagoon</p> <p>FOR WATER PARK Swimming, Cottages, Tables with umbrella, Table with chairs</p> <p>FOR SHOOTING FLYERS / BROCHURES For venue for weddings and occasions</p>	2 minutes per transaction	Ricelda Victoria Jenina Perez Jonel Segoron

AVAILABLE SERVICES

ACCEPT PAYMENT-PAMANTASAN NG LUNGSOD NG PASIG

Office or Division:	Office of the City Treasurer – Cash Division
Classification:	Simple Transaction
Type of Transaction:	G2C – Government to Citizens
Who may avail the service:	Pasig Residence

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Statement of Account	Admin Office

CLIENT STEPS (SINGLE TRANSACTION)	CASH DIVISION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Tax Order of Payment from Admin Office	1. Accept payment tendered (Cash) 2. Issue Official Receipt/s	Various Miscellaneous Fees, Enrollment Fees	2 minutes per transaction	Jenky Estayani

AVAILABLE SERVICES

ACCEPT PAYMENT-PASIG CITY GENERAL HOSPITAL

Office or Division:	Office of the City Treasurer – Cash Division
Classification:	Simple Transaction
Type of Transaction:	G2C – Government to Citizens
Who may avail the service:	Pasig Residence and Non-Residence of Pasig

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Order of Payment for OPD patients 2. Statement of Account (SOA) for ER and In-Patients 3. Clearance for ER / In-Patients	O. P. D. Patients – Medical Record Section E. R Patients – Billing Section In-Patients – Billing Section

CLIENT STEPS (SINGLE TRANSACTION)	CASH DIVISION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Tax Order of Payment for OPD or SOA for ER/In-Patients	1. Encode case # and verification of details and amount to pay 2. Accept Payment tendered (Cash) 3. Issue Official Receipt	Hospital bills et.al	Single Transaction 2-3 minutes Multiple Transaction 5 minutes or more	Cashier
2. For ER and In-Patient Claim Clearance	1. Issuance of Clearance		1 minute	Cashier

AVAILABLE SERVICES

ACCEPT PAYMENT-MARKET

Office or Division:	Office of the City Treasurer – Cash Division
Classification:	Simple Transaction
Type of Transaction:	G2C – Government to Business
Who may avail the service:	Market Stall Owners

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Market Stall Rental Water Consumption Electricity Consumption Weighing Scale Inspection Fee (Yearly) <ul style="list-style-type: none"> • Last month's Receipt of Payment • Updated Statement of Account 	Client Market Administration Staff

CLIENT STEPS (SINGLE TRANSACTION)	CASH DIVISION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Tax Order of Payment or SOA of Payor	1. Accept Payment tendered (Cash) 2. Issue Official Receipt	Market Stall Rent Electric Consumption Water Consumption Weighing Scale Inspection Fee (Annual)	2 minutes	Cashier

AVAILABLE SERVICES

ACCEPT PAYMENT-REAL PROPERTY TAX

Office or Division:	Office of the City Treasurer – Cash Division
Classification:	Simple Transaction Complex Transaction
Type of Transaction:	G2C – Government to Citizens G2B – Government to Business G2G – Government to Government
Who may avail the service:	<ol style="list-style-type: none"> 1. Real Property Owners of Residential, Commercial and Industrial Lands 2. Owners of Residential, Commercial and Industrial Buildings 3. Owners of Residential, Commercial and Industrial Machineries

COMMUNITY TAX CERTIFICATE

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
INDIVIDUAL 1. Accomplished CTC-Form declaring Gross Income of the Preceding Year	City Treasurer's Office
FOR NON-APPEARANCE 1. Preceding Year Income Tax Return / 2316 / Payslip 2. Authorization Letter 3. Special Power of Attorney (for property purposes) 4. Photocopy of issued valid government ID (owner and representative)	Client

REAL PROPERTY

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ol style="list-style-type: none"> 1. Current Statement of Account (SOA) from RPT Billing Unit 2. Presentation of Current Year Community Tax Certificate. 	CLIENT

REAL PROPERTY - ONLINE

CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> Approved Merchant Settlement Report <ul style="list-style-type: none"> Via email from DBP/Treasury Online Payment Via e-payment from LBP portal Link <p>FOR RELEASING OF OFFICIAL RECEIPTS</p> <ol style="list-style-type: none"> Print out of payment confirmation / proof of payment Photocopy of valid Government I.D <p>FOR NON-APPEARANCE</p> <ol style="list-style-type: none"> Print out of payment confirmation/proof of payment Authorization Letter Photocopy of valid Government issued I.D (owner/representative) 			City Treasurer's Office - Admin	
			CLIENT	
			CLIENT	
CLIENT STEPS (SINGLE TRANSACTION)	CASH DIVISION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>RPT</p> <ol style="list-style-type: none"> Present Statement of Account (SOA) from RPT Billing Unit 	<ol style="list-style-type: none"> Verify RPT payment and monitoring system (tagging) 	Based on the presented Statement of Account (SOA)	<p>Simple/Single Transaction 2 mins. /1 TDN</p> <p>Complex/Bulk Transaction 50-100 TDN – 2 days 101-150 TDN – 4 days 151-300 TDN – 7 days</p>	Cashier 20-25 (Rebecca Albert Roberto Baltazar Catherine Cabiles Jenette Andaya)
<ol style="list-style-type: none"> Tender Payment 	<ol style="list-style-type: none"> Accept payment tendered (cash, check, debit / credit card) Issuance of Official Receipt/s 	Based on the indicated amount per TDN presented	2 mins. / TDN	
<p>Community Tax</p> <ol style="list-style-type: none"> Present accomplished form / billing statement to cashier 	<ol style="list-style-type: none"> Accept payment tendered (cash, check, debit / credit card) Issuance of Official Receipt/s 	Amount indicated in the billing statement	<p>Under normal circumstance: 2-5minutes</p> <p>Multiple Tax Order of Payment: 5minutes or more</p>	Cashier 20-25 (Rebecca Albert Roberto Baltazar Catherine Cabiles Jenette Andaya)

RPT – ONLINE PAYMENT

CLIENT STEPS (SINGLE TRANSACTION)	CASH DIVISION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
FOR RELEASING OF OFFICIAL RECEIPT 1. Present printed payment confirmation/proof of payment	1. Printing Statement of Account	Amount indicated in Statement of Account	3 working days	Ma. Christina De Leon
	2. Issuance of Official Receipt			Cashier 20-25 (Rebecca Albert Roberto Baltazar Catherine Cabiles Jenette Andaya)

AVAILABLE SERVICES

ACCEPT PAYMENT – AYALA 30TH ANNEX

Office or Division:	Office of the City Treasurer – Cash Division
Classification:	Simple Transaction Complex Transaction
Type of Transaction:	G2C – Government to Citizens G2B – Government to Business Entity G2G – Government to Government
Who may avail the service:	Citizens Business Entities Government Representatives Property Owner

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. COMMUNITY TAX CERTIFICATE - INDIVIDUAL	
<ul style="list-style-type: none"> Accomplished CTC-Form with declared Annual Gross Income of the preceding year 	<ul style="list-style-type: none"> City Treasurer's Office
FOR NON-APPEARANCE <ul style="list-style-type: none"> Income Tax Return (ITR) 2316 / Payslip Authorization Letter Special Power of Attorney (for property purposes) Photocopy of issued valid Govt. ID (owner and representative) 	<ul style="list-style-type: none"> Client
2. BUSINESS ENTITIES	
<ul style="list-style-type: none"> Accomplished CTC-Form with declared Annual Gross Income/receipts of the preceding year 	<ul style="list-style-type: none"> City Treasurer's Office
<ul style="list-style-type: none"> Business Billing Statement of the current year 	<ul style="list-style-type: none"> Business Permit and License Office
<ul style="list-style-type: none"> Financial Statement List of employees with their Community Tax Certificate 	<ul style="list-style-type: none"> Company's Record
<ul style="list-style-type: none"> Approved Statement of Account 	<ul style="list-style-type: none"> Business Permit and License Office
<ul style="list-style-type: none"> Audited Financial Statement and Breakdown of Sales (if applicable) Corporate Community Tax Certificate of Head Office (if applicable) 	<ul style="list-style-type: none"> Company's Record
3. PROFESSIONAL TAX RECEIPTS (PTR)	

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> Valid Professional License 	<ul style="list-style-type: none"> PRC Card/Certificate from IBP/Certificate or Result of Exam from Insurance Commission/Securities and Exchange Commission (SEC)/Other professions
<ul style="list-style-type: none"> Latest Official Receipt Community Tax Certificate 	<ul style="list-style-type: none"> Taxpayer's Record/File
4. REAL PROPERTY TAX (RPT) BILLING	
<ul style="list-style-type: none"> Copy of Tax Declaration or Most recent Official Receipts 	<ul style="list-style-type: none"> City Assessor's Office or Taxpayer's Record/File
5. REAL PROPERTY TAX (RPT) PAYMENT	
<ul style="list-style-type: none"> Updated Billing Statement (current month) 	<ul style="list-style-type: none"> Tax Biller / Cashier
6. MISCELLANEOUS FEES (OTHER FEES AND CHARGES)	
<ul style="list-style-type: none"> Business Permit History of Payment Certified True Copy of Document 	<ul style="list-style-type: none"> Business Permit and License Office
<ul style="list-style-type: none"> Environmental Penalties Health Validation Fee Sanitary Permit Processing Fee and Zoning Certification 	<ul style="list-style-type: none"> ONE STOP SHOP (CENRO, Sanitary Office and City Planning and Development Office)

CLIENT STEPS (SINGLE TRANSACTION)	CASH DIVISION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
FOR BUSINESS, COMMUNITY TAX CERTIFICATE & MISCELLANEOUS FEES				
1. Present accomplished form/billing statement to cashier	1. Accept payment tendered (cash, check, debit or credit card) 2. Issuance of Official Receipt/s	Amount indicated in Tax Order of Payment	Single Transaction <ul style="list-style-type: none"> 2-5 minutes Multiple Transactions <ul style="list-style-type: none"> 5 minutes or more 	Khristine Santos Melanie Sardea
FOR REAL PROPERTY TAX (BARANGAY BAGONG ILOG, KAPASIGAN, MALINAO, ORANBO, SAGAD & UGONG ONLY)				
1. Present Tax Declaration and/or latest proof of payment	1. Verify RPT payment Records 2. Prepare Billing Statement	N/A	Single Transaction <ul style="list-style-type: none"> 2-5 minutes Multiple Transactions <ul style="list-style-type: none"> 5 minutes or more 	BILLING CLERK San Antonio Annex Pasig City Hall: Billing & Assessment

CLIENT STEPS (SINGLE TRANSACTION)	CASH DIVISION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Settle payment	3. Accept payment tendered (cash or check) 4. Issuance of Official Receipt/s	Amount indicated in the billing statement	Single Transaction • 2-5 minutes Multiple Transactions • 5 minutes or more	CASHIER Khristine Santos Melanie Sardea
FOR RELEASING OF ONLINE PAYMENT RECEIPT				
1. Present printed Bank payment Confirmation / Proof of Payment	1. Releasing of Official Receipt			Criselda Silaya Khristine Santos Melanie Santos

AVAILABLE SERVICES

ACCEPT PAYMENT – (ROBINSON METRO-EAST) ANNEX.

Office or Division	Office of the City Treasurer – Cash Division
Classification	Simple Transaction – payment with one-ten accounts Complex Transaction – payment in bulk or multiple accounts.
Type of Transaction	G2C – Government to Citizens G2B – Government to Business G2G – Government to Government
Who may avail the service	<ul style="list-style-type: none"> • Citizens • Business Entities • Government Representatives • Property Owner

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. CEDULA <ul style="list-style-type: none"> • Accomplished CTC-Form with declared annual gross income of the preceding year FOR NON-APPEARANCE <ul style="list-style-type: none"> • Preceding Year Income Tax Return – 2316 / Payslip • Authorization Letter • Special Power of Attorney (for property purposes) • Photocopy of Govt issued I.D. (Representative and Owner) 	<ul style="list-style-type: none"> • City Treasurer’s Office • Client
2. BUSINESS ENTITIES <ul style="list-style-type: none"> • Accomplished CTC-Form with declared annual gross income/receipt of the preceding year • Business Billing Statement of the current year • Financial Statement • List of employees with their Community Tax certificate • Approved Statement of Account • Audited Financial Statement and breakdown of Sales (if applicable) • Corporate Community Tax Certificate of Head Office (if applicable) 	<ul style="list-style-type: none"> • City Treasurer’s Office • Business Permit and License Department • Company Record • Business Permit and License Department • Company Record
3. PROFESSIONAL TAX RECEIPTS <ul style="list-style-type: none"> • Valid Professional License • Latest Official Receipts • Community Tax Certificate 	<ul style="list-style-type: none"> • PRC Card/Certificate from OBP/Certificate of Result of Exam from insurance Commission/Securities and Exchange Commission (SEC/Other Professions) • Taxpayers Record/File

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>4. REAL PROPERTY TAX BILLING</p> <ul style="list-style-type: none"> • Copy of Tax Declaration or • Most recent Official receipts <p>REAL PROPERTY TAX PAYMENT</p> <ul style="list-style-type: none"> • Updated Billing Statement (current month) 	<ul style="list-style-type: none"> • City Treasurer's Office • Taxpayer's Record/File • Tax Biller / Cashier
<p>5. MISCELLANEOUS OTHER FEES AND CHARGES</p> <ul style="list-style-type: none"> • Business Permit History of Payment • Certified true copy of documents • Environmental penalties • Sanitary Penalties • Processing Fee and Zoning Certificate 	<ul style="list-style-type: none"> • Business Permit and License Department • ONE STOP SHOP (CENRO, Sanitary Office and City Planning and Development Office)
<p>6. RELEASING OF ONLINE RECEIPTS</p> <ul style="list-style-type: none"> • Print out of payment confirmation / proof of payment • Photocopy of valid Government I.D <p>FOR NON – APPEARANCE</p> <ul style="list-style-type: none"> • Print out of payment confirmation / proof payment • Authorization Letter • Photocopy of Valid Government issues I.D (owner and representative) 	<p>Client</p> <p>Client</p>

CLIENT STEPS (SINGLE TRANSACTION)	CASH DIVISION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>FOR BUSINESS, COMMUNITY TAX CERTIFICATE & MISCELLANEOUS FEES</p> <p>1. Present Accomplished form/billing statement to cashier</p>	<p>1. Accept payment tendered (cash or check)</p> <p>2. Issuance of Official Receipt/s</p>	<p>Amount indicated in the billing statement</p>	<p>Simple Transaction</p> <ul style="list-style-type: none"> • 2 minutes <p>Complex Transaction</p> <ul style="list-style-type: none"> • Refer to schedule 20-50 - 2 days 21-100 - 3 days 101-150 - 4 days 151-200 - 5 days 201-250 - 6 days 251-300 - 7 days Additional 1 day in every 50 accounts in excess of 300 	<p>Mercy Pagulayan</p> <p>Leda Palacios</p> <p>Rhodora Reyes</p> <p>Maricel Antolin</p> <p>Mary Joy Cruz</p> <p>Joselindo Ocampo</p>

CLIENT STEPS (SINGLE TRANSACTION)	CASH DIVISION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
FOR REAL PROPERTY TAX 1. Present Tax Declaration and/or latest proof of payment	1. Verify RPT payment records 2. Prepare Billing Statements	N/A	Simple Transaction • 2 minutes Complex Transaction • 3-5 minutes	Manggahan Annex (Robinson) SEVERINO ESCALONA, OIC Allan Gatdula Ma. Teresa Villaruz Chester Allan Uro Juliet Tolentino Girlie Arabit Maribel Santos Emelita Biscocho
2. Settle payment	1. Accept payment tendered (cash or check) 2. Issuance of Official Receipt/s	Amount indicated in the billing statement	• 3 minutes per transaction	CASHIER Mercy Pagulayan Leda Palacios Rhodora Reyes Maricel Antolin Mary Joy Cruz Joselindo Ocampo
FOR RELEASING OF ONLINE PAYMENT RECEIPT				
1. Present printed Bank payment confirmation / proof of payment	1. Releasing of Official Receipt			Marly Galvan

AVAILABLE SERVICES

ACCEPT PAYMENT – SAN ANTONIO ANNEX

Office or Division	Office of the City Treasurer – Cash Division
Classification	Simple Transaction Complex Transaction
Type of Transaction	G2C – Government to Citizens G2B – Government to Business G2G – Government to Government
Who may avail the service	Individual/Business Entities

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
REAL PROPERTY TAX <ul style="list-style-type: none"> • Previous official Receipts Real Property Tax • Statement of Account • Latest Community Tax Certificate 	Treasury Department–San Antonio Annex Cash Section
For Non-Appearance: <ul style="list-style-type: none"> • Authorization Letter • Photocopy of ID 	Client
COMMUNITY TAX CERTIFICATE <ul style="list-style-type: none"> • Accomplished CTC-form with declared gross income of the preceding year 	Treasury Department-San Antonio Annex Cash Section
For Non-Appearance: <ul style="list-style-type: none"> • Preceding Year Income Tax Return 2316 / Payslip • Authorization Letter • Special Power of Attorney (SPA) (for property purposes) • Photocopy of Govt. issued ID (owner & representative) 	Client
MISCELLANEOUS FEE PROFESSIONAL TAX RECEIPTS <ul style="list-style-type: none"> • Valid Professional License 	PRC CARD/Certificate from IBP Certificate or Result of Exam from Insurances/Commissions/Securities
<ul style="list-style-type: none"> • Latest Official Receipts • Community Tax Certificate 	Taxpayer’s Record /File
2. Certified True Copy Official Receipts/Documents	Real Property Tax Office/RPT Cash Section

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
RELEASING OF ONLINE RECEIPTS <ul style="list-style-type: none"> Print out of payment confirmation / proof of payment Photocopy of valid Government issued I.D 	Client
FOR NON-APPEARANCE <ul style="list-style-type: none"> Print out of payment confirmation / proof of payment Authorization Letter Photocopy of Government issued I.D 	Client

CLIENT STEPS (SINGLE TRANSACTION)	CASH DIVISION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
FOR RPT PAYMENT 1. Present Assessment Generated by the Real Property Tax	1. Accept payment tendered (Cash or Check) 2. Issuance of Official Receipts	Amount Indicated in the Billing Statement	Simple Transaction 3minutes Per transaction Complex Transaction 2 working days	Camille Narciso Pinky Alaraña Emma Reyes
COMMUNITY TAX / MISCELLANEOUS 1. Present and accomplished for/billing statement to cashier	1. Accept Payment Tendered (Cash, Check, Credit Card) 2. Issuance of Official Receipts	Amount Indicated in the Billing Statement	Simple Transaction 3minutes Per transaction Complex Transaction 2 working days	Camille Narciso Pinky Alaraña Emma Reyes
FOR RELEASING OF ONLINE PAYMENT RECEIPT 1. Present printed Bank Payment confirmation / proof of payment	1. Releasing of Official Receipt			Mary Grace Fernandez Camille Narciso Pinky Alaraña Emma Reyes

AVAILABLE SERVICES

ACCEPT PAYMENT – TORO/TPMO/PARKING

Office or Division	Office of the City Treasurer – Cash Division
Classification	Simple Transaction
Type of Transaction	G2C – Government to Citizens
Who may avail the service	Payments from TORO/TPMO Violators Payments from Tricycle Franchise Renewal Payments from Parking Clients

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Assessment	TPMO (Traffic and Parking Management Office) TORO (Tricycle Operator Regulating Office)
2. Parking Card	TPMO Parking Entrance Personnel

CLIENT STEPS (SINGLE TRANSACTION)	CASH DIVISION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present assessment generated by OVR Section • TPMO	1. Receives assessment and verify if duly signed by authorized signatories / Parking & Temporary Cards 2. Issue Official Receipts	Violations Fee	1 minute	C. Cebricos R. Bermudez M. Mongote M. Herrera R. Gonzales O. Abeles
• TORO		Violations Fee Renewal of Franchise TPMo Special Permit POD City Violations	1 minute	A. Dacanay R. Cayetano E. Ople M. Montanez A. Dublin R. Delgado
• PARKING CARDS/TEMPORARY CARDS		Parking Fees	1 minute	R. Bermudez R. Cayetano M. Mongote O. Abeles R. Delgado M. Herrera A, Dublin M. Montanez E. Ople R. Gonzales

AVAILABLE SERVICES

PAYROLL SECTION

Office or Division:	Office of the City Treasurer – Cash Division
Classification:	Simple Transaction
Type of Transaction:	<p>G2C – Government to Citizens G2B – Government to Business G2G – Government to Government</p>
Who may avail the service:	<ul style="list-style-type: none"> ➤ Non-ATM Consultants ➤ Non-ATM Volunteer/ Job Order/ Casual/ Permanent personnel ➤ Non-ATM permanent teachers of various public schools ➤ PNP, BFP, RTC, MeTC, PAO, COMELEC, Prosecutors personnel assigned in Pasig City ➤ Beneficiaries of Burial/ Cash Gift/ Centenarian and Financial Assistance of qualified members of OSCA and PDAO ➤ Barangay and SK officials ➤ Local athletes and coaches ➤ Qualified Pasig City Scholars ➤ Trainees of PCIST/ TESDA

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. For Individual:	
<ul style="list-style-type: none"> ✓ One (1) valid ID ✓ One (1) photocopy of valid ID 	Claimant
2. For Representative of Claimant:	
<ul style="list-style-type: none"> ✓ Authorization Letter from the individual included in the payroll ✓ One (1) photocopy of valid ID of individual included in payroll ✓ One (1) photocopy of valid ID of authorized person 	Claimant and Authorized person of claimant

3. For Representative of Businesses and Government Offices:	
<ul style="list-style-type: none"> ✓ Authorization Letter or SPA from the head of office ✓ One (1) photocopy of valid ID of individual included in payroll ✓ One (1) photocopy of valid ID of authorized person 	Concerned Office and Authorized personnel of office/ business

<ul style="list-style-type: none"> ✓ Acknowledgement Receipt ✓ Official Receipt (for businesses only) 	
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CLIENT STEPS (SINGLE TRANSACTION)	CASH DIVISION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>For Individual/ Claimant:</p> <p>1. Present the complete requirements to the disbursing officer.</p>	<ul style="list-style-type: none"> ➤ Receive the requirements. ➤ Check the requirements presented. ➤ Locate the payroll where the claimant is included. ➤ Give the payroll to claimant and instruct them to sign it. ➤ Verify the signature if it's the same to the requirements provided. ➤ Release the exact amount base on the amount indicated in payroll. 	N/A	1 minute – 1 minute and 30 seconds	<p>Disbursing Officer:</p> <p>Perla Cruz Enrique Concepcion</p>
<p>For Representatives of Claimant/ Office/ Business:</p> <p>1. Present the complete requirements to the disbursing officer.</p>	<ul style="list-style-type: none"> ➤ Receive the requirements. ➤ Check the requirements presented. ➤ Locate the payroll where the claimant is included. ➤ Give the payroll to representative and instruct them to sign it. ➤ Verify the signature if it's the same to the requirements provided. ➤ Release the exact amount base on the amount indicated in payroll. 	Exact amount base on the amount indicated in payroll.	1 minute – 1 minute and 30 seconds	<p>Disbursing Officer:</p> <p>Perla Cruz Enrique Concepcion</p>

AVAILABLE SERVICES

CHECK PREPARATION

Office or Division	Office of the City Treasurer – Cash Division
Classification	Simple Transaction
Type of Transaction	G2C – Government to Citizens G2B – Government to Business G2G – Government to Government
Who may avail the service	*Business Entity engaged in the purchase of Government supplies such as medicines, office supplies, office equipment and other supplies. *Business Entity engaged in the infrastructure project of the City. *Citizen who is collecting fees such as salaries and wages, refund etc. *Government to Government in paying contribution and other government fee's.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Disbursement Voucher for General Fund, Special Educational Fund (SEF), Trust Fund with complete attached supporting documents	
COMPANY (SUPPLIER) <ul style="list-style-type: none"> Journal Entry Voucher (JEV) Obligation Request Disbursement Voucher Processing Checklist for Purchase of Goods (Public Bidding) with complete documents attached <ul style="list-style-type: none"> * Purchase Order * Delivery Receipt * Certificate of Completion 	Accounting Office
CITIZEN / INDIVIDUAL <ul style="list-style-type: none"> Journal Entry Voucher (JEV) Obligation Request 	Accounting Office

CLIENT STEPS (SINGLE TRANSACTION)	CASH DIVISION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the approved Disbursement Voucher from Mayor's Office.	1. Receive and stamp the disbursement voucher and all the attached documents with date paid	None	5 minutes	Aileen Delos Reyes Raquel Coros
	2. Prepare the check	None	3 minutes	

CLIENT STEPS (SINGLE TRANSACTION)	CASH DIVISION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	3. Get a copy of the DV	None	3 minutes	
	4. Sign & acknowledge by the City Treasurer	None	1 day	City Treasurer Marita A. Calaje
	5. Sign and acknowledge by the City Admin	None	Refer to Citizens' Charter-City Admin	City Administrator Atty. Jeronimo U. Manzanero
	6. City Accountant's bank advice	None	Refer to Citizens' Charter-Accounting Department	City Accountant Juvy A. Cuenco
	7. Ready to release signed check			
TOTAL NUMBER OF TIME SPENT ON TRANSACTIONS				

AVAILABLE SERVICES

ACCEPT PAYMENT – CHECK DISBURSEMENT

Office or Division	Office of the City Treasurer – Cash Division
Classification	Simple Transaction
Type of Transaction	G2C – Government to Citizens G2B – Government to Business G2G – Government to Government
Who may avail the service	*Business Entity engaged in the purchase of Government supplies such as medicines, office supplies, office equipment and other supplies. *Business Entity engaged in the infrastructure project of the City. *Citizen who is collecting fees such as salaries and wages, refund etc. *Government to Government in paying contribution and other government fee's.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. COMPANY (SUPPLIER) -Official Receipt of the Company -Special Power of Attorney (Latest) -Secretary's Certificate -1 Photocopy pf I.D. of Representative -1 Photocopy of I.D. of the one who authorized	Company
2. CITIZEN/INDIVIDUAL *Authorization for immediate relative *Special Power of Attorney (Latest) if not relative *Original & Photocopy of I.D. Claimant and Representative	Person Claiming
3. GOVERNMENT *Authorization Letter address to City Treasurer (Latest) -1 Photocopy pf I.D. of Representative -1 Photocopy of I.D. of the Head of Office	Person Claiming

CLIENT STEPS (SINGLE TRANSACTION)	CASH DIVISION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit applicable documents based on the checklist of requirements.	1. Check the submitted requirements 2. Verify if account to be released has a City Accountant's advice.	None	1 TO 3 MINUTES	Aileen Delos Reyes Raquel Coros
2. Acknowledge receipt of Check.	3. Release the Check.	None		Aileen Delos Reyes Raquel Coros
TOTAL NUMBER OF TIME SPENT ON TRANSACTIONS			1 to 3 minutes	

Feedback and Complaints

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Feedback forms are readily available at each window of our frontline services. These forms are specifically designed to gather your thoughts, comments and /or suggestions regarding the services we provide. Your feedback is highly valued as it helps us improve our services and better meet the needs of our taxpayers.
How feedback is processed	Feedback from taxpayers is carefully documented and categorized based on the nature of the issues or suggestions. The contents are then analyzed to identify patterns, recurring issues, or trends, assess their validity, and determine their potential, impact on the services provided. Following the analysis, action plans are developed, which may involve process improvements, staff training, policy changes, or other necessary measures to enhance the service. After implementing the necessary interventions, monitoring and evaluation are conducted to ensure the continuity and sustainable improvement of the process.
How to file a complaint	To file a complaint, you can submit a written complaint to Window 8, 2 nd floor, Office of the City Treasurer or Ugnayan sa Pasig (UsaP). Alternatively, you can send an email to citytreasurer@pasigcitygov.ph or request an audience to discuss your concerns. It is important to effectively communicate your issues for appropriate resolutions.
How complaints are processed	The Office of the City Treasurer acknowledges the issue presented and will diligently record it for thorough review. We are committed to conducting a comprehensive investigation to validate the concerns raised. Upon completion of the process, we will ensure that appropriate actions are taken to rectify the situation. Following this, the complainant will receive feedback on the matter. We appreciate your patience and undertaking as we work towards a resolution
Contact Information	Trunkline: 8 643-1111 local 1252 Email Address: citytreasurer@pasigcity.gov.ph tord.cto@pasigcity.gov.ph