



REPUBLIC OF THE PHILIPPINES  
 PROVINCE OF PALAWAN  
 MUNICIPALITY OF ABORLAN

**OFFICE OF THE MUNICIPAL TREASURY  
 CITIZEN'S CHARTER**

**1. RECEIPTS OF REAL PROPERTY TAX SERVICES**

-Issuance of Receipts of Real Property Owners

<b>Office or Division:</b>	Municipal Treasurer's Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C-Government to Citizen, G2G- Government to Government			
<b>Who may Avail:</b>	All, Government Agencies, LGUS, GOCCs and other government office			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None				
<b>Client Steps</b>	<b>Agency Actions</b>	<b>Fees To Be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Approach Treasury Personnel from the Revenue Section	1. Personnel verifies latest payment of taxpayer from RPT record book and compute the amount to be paid	2% of Assessed Value 10% for prompt tax payment	20 minutes	Revenue Collection Clerk / Local Treasury Operation's Officer II
2. Payment of taxes	2. Personnel issued receipt and update the RPT record book	20% for advance payment 2% monthly penalty	15 minutes	Revenue Collection Clerk / Local Treasury Operation's Officer II
	<b>TOTAL</b>		<b>35 Minutes</b>	

## 2. RPT CLEARANCE & LAND TAX VERIFICATION SLIP SERVICES

Issuances of RPT Clearance & Land tax verification Slip (LTVS)

<b>Office or Division:</b>	Municipal Treasurer's Office
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C-Government to Citizen, G2G- Government to Government
<b>Who may Avail:</b>	All, Government Agencies, LGUS, GOCCs and other government office

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Filled out request form		Mun. Treasurer's Office		
Client Steps	Agency Actions	Fees To Be Paid	Processing Time	Person Responsible
1. Present the filled-out request form and pay the required fees	1. Accept payment and issue Official Receipt	RPT Clearance - Php 75.00  LTVS – Php 75.00  Research Fee - Php 50.00	1 minute	Revenue Collection Clerk
2. Hand over the Official Receipt to Municipal Assessor Office	2. Receive Official Receipt for issuance of LTVS		1 minute	Assigned JO MASSO
3. Present LTVS form	3. Fill-out LTVS form 3.1 Preparation of Clearance 3.2 Signing of Clearance & LTVS by Municipal Treasurer & Municipal Assessor		5 minutes	Revenue Collection Clerk / Mun. Treasurer / Mun. Assessor
4. Receive LTVS and RPT Clearance	4. Release LTVS and RPT Clearance		1 minute	Revenue Collection Clerk / Assigned JO
	TOTAL	Php 200.00	8 Minutes	

### 3. ISSUANCE OF COMMUNITY TAX CERTIFICATE- INDIVIDUAL / COMMUNITY TAX CERTIFICATE- CORPORATION SERVICES

Issuance of CTC

<b>Office or Division:</b>	Municipal Treasurer's Office
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C-Government to Citizen
<b>Who may Avail:</b>	All

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Filled out information slip		Mun. Treasurer's Office		
Client Steps	Agency Actions	Fees To Be Paid	Processing Time	Person Responsible
1. Present filled-out information slip	1. Accept information slip	<b>Individual:</b> Basic Tax – 5.00 Gross Receipt of Earning from Business – 1.00 for every 1,000.00 Salaries or Gross Receipt for Earning Derived from exercise of profession – 1.00 for every 1,000.00 Income from RPT- 1.00 for every 1,000.00 <b>Corporation:</b> Basic Tax – 500.00 Assessed Value of RPT owned in the Phils. – 2.00 for every 5,000.00 Gross receipt – 2.00 for every 5,000.00	1 minute	Revenue Collection Clerk
2. Wait for the data to be transferred in the cedula	2. Transfer data in the cedula		2 minutes	Revenue Collection Clerk
3. Taxpayer affix signature, thumb mark & make the corresponding payment	3. Accept payment		1 minute	Revenue Collection Clerk
4. Receive the cedula	4. Release the cedula		1 minute	Revenue Collection Clerk
	TOTAL		5 minutes	

#### 4. REGISTRATION OF BUSINESS ESTABLISHMENT RECEIPTS OF REGULATORY FEES & BUSINESS TAXES SERVICES

-Issuance of Receipts for Regulatory fee and Business Taxes & Registration of Business Establishment

<b>Office or Division:</b>	Municipal Treasurer' Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C-Government to Citizen			
<b>Who may Avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None				
<b>Client Steps</b>	<b>Agency Actions</b>	<b>Fees To Be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Payment of clearance & other fees as requirement for the application of Mayors Permit	1. Accept Payment 1.1 Assessment and computation of Business Permit Fees & Business Taxes as per attached Business Permit Application Form from Licensing Office	Mayors Permit Fee – Based on type of business  Business Tax- Based on Gross Receipts and type of business  25% Surcharge (for late renewal) – 25% of total amount due of permit	20 Minutes per Business Permit	Local Treasury Operations Officer III/ Revenue Collection Clerk II  Municipal Treasurer
	1.2 Review Assessment of Fees and Taxes		10 minutes	
2. Receive Official Receipt	2. Issuance of Official Receipt	Other Fees- Based on type of business	1 minute	Revenue Collection Clerk
	TOTAL		31 minutes	

## 5. CALIBRATION AND REGISTRATION OF WEIGHING SCALE SERVICES

Issuance of Receipts for calibration and registration of weighing scale

<b>Office or Division:</b>	Municipal Treasurer's Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C-Government to Citizen			
<b>Who may Avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None				
<b>Client Steps</b>	<b>Agency Actions</b>	<b>Fees To Be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Inspection of Weighing Scale	1. Conducts inspection and testing of weighing scales by using calibrated test weights	Metric Weight 30 kgs. or less – 100.00	5 Minutes	Revenue Collection Clerks
2. Calibration of Weighing Scale	2. If weighing scale is found in good condition & accurately balanced, the unit is sealed with Municipal sticker indicating the date of calibration and duly signed by inspector.	Over 30 but not more than 300 kilos – 120.00 Over 300 but not more than 3,000 kilos – 140.00 Over 3,000 kilos – 160	10 minutes	Revenue Collection Clerks
	<b>TOTAL</b>	Per case	15 Minutes	

## 6. OTHER FEES AND CHARGES SERVICES

Issuance of receipts for other fees and charges

<b>Office or Division:</b>	Municipal Treasurer's Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C-Government to Citizen			
<b>Who may Avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None				
<b>Client Steps</b>	<b>Agency Actions</b>	<b>Fees To Be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Present the application/assessment form/order of payment	1. Accept the application/assessment form/order of payment	Respective Offices shall determine the computation	5 Minutes	Revenue Collection Clerks
2. Payment of fees	2. Hand over the official receipt		5 Minutes	Revenue Collection Clerks
	TOTAL		10 minutes	

## 7. REGISTRATION & BRANDING OF LARGE CATTLE SERVICES

Issuance of receipts for registration and branding of large cattle

<b>Office or Division:</b>	Municipal Treasurer's Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C-Government to Citizen			
<b>Who may Avail:</b>	All cattle owners			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None				
<b>Client Steps</b>	<b>Agency Actions</b>	<b>Fees To Be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Request for the schedule of branding	1. Approval of Request Branding	LSDF – 2.00 COLC – 5.00 Additional Payment on COLC – 15.00 Service Branding Fee – 60.00 Late Registration of COLC – 110.00 CTLC – 10.00 Additional Payment on CTLC – 20.00	5 minutes	Revenue Collection Clerks
2. Preparation of COLC and fill-up description of large cattle.	2. Heating the Municipal Brand		5 minutes	Acting MT / Revenue Collection Clerks
	2.1 Brand the cattle on the left upper hip.		15 minutes	
3. Sign the certificate	3. Issuance of COLC / CTCL		5 minutes	Revenue Collection Clerks
4. Pay the corresponding amount	4. Accept the payment 4.1 Hand over the Official Receipt	5 minutes	Revenue Collection Clerks	
	<b>TOTAL</b>	None	35 minutes	

## 8. DISBURSEMENT OF ALL GOVERNMENT FUNDS SERVICES

Check disbursement (General Funds, Trust, SEF and other Special Funds)

<b>Office or Division:</b>	Municipal Treasurer's Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C-Government to Citizen, G2G- Government to Government			
<b>Who may Avail:</b>	All, Government Agencies, LGUS, GOCCs and other government office			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Community Tax Certificate (CTC) / Valid ID		Mun. Treasurer's Office / Claimant		
Approved Disbursement Vouchers and Payroll				
<b>Client Steps</b>	<b>Agency Actions</b>	<b>Fees To Be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Present CTC or valid ID and claim payment  <i>For Suppliers:</i> 1. Issuance of receipt/s and signing of BIR forms 2. Claim payment	1. Release payment to claimant	None	5 minutes	Cashier
	TOTAL	None	5 minutes	