

CITY GOVERNMENT OF EL SALVADOR

CITIZEN’S CHARTER

2020 (1st Edition)

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**I. Mandate:**

1. Exercise proper management of funds of the City Government

 2. Take charge of the disbursement of all the City Government funds and such other funds, the custody of which may be entrusted by law or other competent authority

 3. Generate revenues from local sources to sustain the operation of the Agency

**II. Vision:**

A progressive organization efficient in the collection of local revenues, exercise a sound fiscal management through the competent, dedicated and responsible staff who will support the City Government achieve its financial and development goals.

**III. Mission:**

To accelerate local revenue through efficient collection of taxes, fees and charges, proper disposition and utilization of funds and accountable forms, manned with competent and pro-active staff who are willing to deliver quality treasury services

**IV: Service Pledge:**

1. Accelerate the collection of local revenue sources
2. Efficient and effective delivery of local treasury services
3. Proper disposition of government funds and accountable forms

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**City Treasurer’s Office**

**Collection of Local Taxes on Real Properties, Business and other Taxes, Fees, Charges and Local Economic Enterprises**

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**Proper disposition of Accountable Forms**

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1. **Service Name: Real Property Tax Payment**

**Description of the Service:** There shall be levied an annual “*ad valorem*” tax of the assessed value of real property, such as; lands,, buildings, machinery and other improvement affixed or attached to the real property located in this City. It shall be due and payable on the first day of January each year.

|  |  |
| --- | --- |
| **Office or Division:** | City Treasurer’s Office / Real Property Tax Division  |
| **Classification:** | Simple |
| **Type of Transaction:** | Government to Customer / Government to Business |
| **Who may avail:** | Owners of Real Property |
| **CHECKLIST OF REQUIREMENTS** | **WHERE TO SECURE** |
| 1. Latest Tax Declaration
 | City Assessor’s Office |
|  |
| **CLIENT STEPS** | **AGENCY ACTIONS** | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1.Present the requirements at Window 2 | 1.Verify Payment Record2.Generate and issue Billing Statement |  | 5 Minutes per Tax Declaration | Kent John P. Magpulong*Administrative Aide-II* |
| 2.Present Billing at Window 3And pay | Issue Official Receipt | Basic Tax1% of the Assessed Value, ADD:SEF 1% of Assessed ValueLESS:10% discount for on time and advance paymentAnd ADD:Penalty of Basic Tax and SEF at 2% per month of delinquent taxes either annual or quarterly mode of payment | 5 Minutes per Tax Declaration | Florabel L. Ladoroz*Revenue Collection Clerk-I* |

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1. **Service Name: Real Property Tax Clearance**

**Description of the Service:** Clearance use for the transfer of Real Property ownership, application for Building Permit, loans and for other verification purposes.

|  |  |
| --- | --- |
| **Office or Division:** | City Treasurer’s Office / Real Property Tax Division  |
| **Classification:** | Simple |
| **Type of Transaction:** | Government to Customer / Government to BusinessGovernment to Government |
| **Who may avail:** | Owners of Real Property |
| **CHECKLIST OF REQUIREMENTS** | **WHERE TO SECURE** |
| 1.Latest Tax Declaration | City Assessor’s Office |
|  |
| **CLIENT STEPS** | **AGENCY ACTIONS** | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1.Present the requirements at Window 2 | 1.Verify Payment Record2.Generate Billing  Statement on tax due, if not paid for the current year3.Issue Billing(Note: Skip #2 & #3 if taxes are paid for the current year) |  | 5 Minutes per Tax Declaration | Kent John P. Magpulong*Administrative Aide-II* |
| 1. Present Billing at Window

And pay | 1.Issue Official Receipt2.Issue Tax Clearance | P 130.00 | 5 Minutes per Tax Declaration5 Minutes | Florabel L. Ladoroz*Revenue Collection Clerk-1*Kent John P. Magpulong*Administrative Aide-II* |

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1. **Service Name: Payment of Tax on Transfer**

 **Description of the Service:** Transfer taxes are paid for transactions involving any mode of transfer of ownership of real property. The tax should be paid within sixty (60) days from the date of the execution of the Deed or from the date of the decedent’s death.

|  |  |
| --- | --- |
| **Office or Division:** | City Treasurer’s Office / Cash Division  |
| **Classification:** | Simple |
| **Type of Transaction:** | Government to Customer Government to BusinessGovernment to Government |
| **Who may avail:** | Owners of Real Property |
| **CHECKLIST OF REQUIREMENTS** | **WHERE TO SECURE** |
| 1. Order of Payment
 | City Assessor’s Office |
|  |
| **CLIENT STEPS** | **AGENCY ACTIONS** | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1.Present the Order of Payment either at Windows 1, 3, 4,5, 62.Pay the required fees | Issue Official Receipt |  (75%) of (1%) of the total consideration involved in the acquisition of the property or the fair market value, in case the monetary consideration involved in the transfer is not substantial whichever is higherFor Late Payment:Surcharge @ 25% of the unpaid taxPlus 2% interest per month of the unpaid tax including surcharges, but not to exceed 72% | 5 Minutes per single transaction | Florabel L. Ladoroz RCC-1Denand Lou B. BacasmotRCC-1Catheryn E. Magdale*RCC-1*Chariza C. Pates*Admin Aide-II**Revenue CollectorDesignate* |

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1. **Service Name: Payment of Professional Tax**

**Description of the Service:** Persons engaged in the exercise of his profession requiring board examinations conducted by the Professional Regulation Commission (PRC) shall pay the professional tax annually before such profession can be lawfully pursued.

|  |  |
| --- | --- |
| **Office or Division:** | City Treasurer’s Office / Cash Division  |
| **Classification:** | Simple |
| **Type of Transaction:** | Government to Customer |
| **Who may avail:** | Professionals except those employed in the government |
| **CHECKLIST OF REQUIREMENTS** | **WHERE TO SECURE** |
| 1. Valid Professional License
 | Professional Regulation Commission |
|  |
| **CLIENT STEPS** | **AGENCY ACTIONS** | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1.Present the requirement either at Windows 1, 3, 4,5,62.Pay the required fees | Issue Official Receipt | P 300.00/ year**For Late Payment**After January 31 each yearSurcharge 25%ADD:Interest at2% per month | 5 Minutes per  | Florabel L. Ladoroz RCC-1Denand Lou B. BacasmotRCC-1Catheryn E. Magdale*RCC-1**Revenue CollectorDesignate:*Chariza C. Pates*Admin Aide-I*Kent John P. Magpulong*Admin Aide-II* |

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1. **Service Name: Payment on Amusement Tax on**

 **Admission**

**Description of the Service:** The proprietors, lessees, operators of theaters, cinemas, concert halls, circuses, boxing stadia and other places of amusement are hereby levied an amusement tax on admission.

|  |  |
| --- | --- |
| **Office or Division:** | City Treasurer’s Office / Cash Division  |
| **Classification:** | Complex |
| **Type of Transaction:** | Government to Customer Government to Business |
| **Who may avail:** | Proprietors, lessees, operators of theaters, cinemas, concert halls, circuses, boxing stadia and other places of amusement |
| **CHECKLIST OF REQUIREMENTS** | **WHERE TO SECURE** |
| 1.Tickets2.Complete Sworn return showing the  Gross Receipts from admission | City Treasurer’s OfficeOperator |
|  |
| **CLIENT STEPS** | **AGENCY ACTIONS** | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1.Present the requirement No. 1 either at Window 7 | 1.Verify validity of the documents2.Register Tickets |  | 15 Minutes1 hour  | Licensing officers- Designate:Mardalane D. MendozaLTOO-IIFe DecenillaLTOO-1Edna SaguingData Controller-II |
| 2.Submit Requirements 1 and 2 | 1.Validate and review sold tickets2.Issue Order of Payment | 10% of the Gross ReceiptsLate PaymentSurcharge25%ADD:Interest at2% per month | 1 hour  | Licensing officers- Designate:Mardalane D. MendozaLTOO-IIFe DecenillaLTOO-1Edna SaguingData Controller-II |
| 3. Pay the fee required | Issue Official Receipt |  | 5 Minutes | Denand Lou B. Bacasmot /*RCC-I*Catheryn E. Magdale*RCC-I* |

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1. **Service Name: Special Permit Fee for Cockfighting**

**Description of the Service:** Cockfighting as a sport of pitting or evenly matching gamecocks to actual fight be in the form of cockfighting derby either local or international, *pintakasi* or *tupada.* This shall be allowed in this City in licensed cockpit only during Sundays and legal holidays

|  |  |
| --- | --- |
| **Office or Division:** | City Treasurer’s Office / Cash Division  |
| **Classification:** | Simple |
| **Type of Transaction:** | Government to Business |
| **Who may avail:** | Cockpit Operators |
| **CHECKLIST OF REQUIREMENTS** | **WHERE TO SECURE** |
| 1.Approved Resolution issued by the SangguniangPanlungsod | Office of the City Secretary |
|  |
| **CLIENT STEPS** | **AGENCY ACTIONS** | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1.Present the requirement either at Windows 1, 4, 5 62.Pay the required fees | Issue Official Receipt | PintakasiP 1,000.002-Cock DerbyP1,000.003-Cock DerbyP1,500.004-Cock DerbyP2,000.005-Cock DerbyP2,500.00Per SultadaP30.00 | 5 Minutes  | Denand Lou B. Bacasmot /RCC-1Catheryn E. Magdale*RCC-1**Revenue Collectors Designate:*Chariza C. Pates *Admin Aide-1*Kent John P. Magpulong*Admin Aide-II* |

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1. **Service Name: Permit Fee on Tricycle Operation**

**Description of the Service:** Before any tricycle operators may engage business on Public Utility Vehicle, shall first secure a Motorized Tricycle Operator’s Permit (MTOP) from the Sangguniang Panlungsod once every two years.

|  |  |
| --- | --- |
| **Office or Division:** | City Treasurer’s Office / Cash Division  |
| **Classification:** | Complex |
| **Type of Transaction:** | Government to Customer |
| **Who may avail:** | Tricycle Operators |
| **CHECKLIST OF REQUIREMENTS** | **WHERE TO SECURE** |
| 1.Accomplished Application forms, submit 2 copies | Office of the City Treasurer |
| 2. TEMU Clearance, submit 2 copies | Office of the Traffic Enforcement &Mgt Unit |
| 3. Official Receipt, Certificate of  Registration, Valid Driver’s LicensePresent Original copy, submit 1 photocopy each document | LTO |
| 4.Health Card, Present the Original copy & submit 1 photocopy | City Health Office |
| 5.Barangay Clearance, submit original copy | Barangay Captain where you reside |
| 6.Police Clearance, submit original copy | PNP Station |
| 7. Notarized Proof of Ownership, if OR  and CR is not yet transferred to the  current owner, Present the original copy and submit 1 photocopy | Company / Seller |
| **CLIENT STEPS** | **AGENCY ACTIONS** | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1.Present the requirement either at Windows 1 to 6 | Verify the completeness of the documents |  | 15 Minutes  | LeteciaLabisRCC-II |
| 2.Pay the required fees | Issue Official Receipt | Per Unit& every 2 years thereafterFiling FeeP200.00Mayor’s Permit P200.00Clearance Fee P100.00FranchiseSticker P100.00Fare Adjustment Fee P100.00Driver’s IDP100.00Registration Fee P500.00 (once only) Franchise Fee P500.00Occupational Fee P100.00Fines/Penalties for late renewal: Less than1 month but not more than 3 months delayedP200.00More than3 months but not less than 6 months delayedP400.00More than6 months but not less than 9 months delayedP600.00More than9 months but not less than 12 months delayedP800.00Expired franchise of more than 1 year, per unitP1,000.00 | 10 Minutes  | Catheryn E. Magdale*Revenue Collection Clerk-I* |
| 2.Present Official  Receipt | New applicants:Issue Provisional Authority andConfirmation*(For approval at LTO)* |  | One day | MarilouBonayog*Admin Aide-1**CESTFRB Clerk Designate**Hon. Agripino R. Estrada**City Vice mayor**Chairman- CESTFRB* |
| 3..Submit approved Provisional Authority and Confirmation from LTO, OR/CR is for hire | Issue MTOP, Franchise Sticker |  | One day | MarilouBonayog*Admin Aide-1**CESTFRB Clerk Designate*Hon. Agripino R. Estrada*City Vice Mayor**Chairman- CESTFRB* |

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1. **Service Name: Impounding Fee of Stray Animals**

**Description of the Service:** Stray animals such as dogs, cats, large animals, small ruminants and swine which are set loose unrestrained, and not under the complete control of its owner, or the incharge or in possession thereof, found roaming at-large in public or private places whether fettered or not, are subject for impounding. This Service facilitates the payment of the required fees.

|  |  |
| --- | --- |
| **Office or Division:** | City Treasurer’s Office / Cash Division  |
| **Classification:** | Simple |
| **Type of Transaction:** | Government to Customer |
| **Who may avail:** | Owners of stray animals |
| **CHECKLIST OF REQUIREMENTS** | **WHERE TO SECURE** |
| 1.Order of Payment | Office of the City Veterinarian |
|  |
| **CLIENT STEPS** | **AGENCY ACTIONS** | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1.Present the requirement either at Windows 1, 3, 4,5,62.Pay the required fees | Issue Official Receipt | First OffenseP100.00 per daySecond OffenseP500.00 per dayThird Offense and each subsequent offenseP1,000.00 per day | 5 Minutes  | Florabel L. LadorozRCC-1Denand Lou B. Bacasmot*RCC-1*Catheryn E. Magdale*RCC-1**Revenue Collector Designate:*Chariza C. Pates *Admin Aide -1*Kent John P. Magpulong*Admin Aide-II* |

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1. **Service Name: Permit Fee for Temporary Use of Roads,**

 **Streets, Sidewalks, Patios, Plazas and**

 **Playgrounds**

**Description of the Service:** Any person who shall temporarily use and/or occupy a street, sidewalk or alley or portion thereof in this city in connection with their construction works and other purposes, shall first secure a permit from the City Mayor upon authorization of the Sangguniang Panlungsod

|  |  |
| --- | --- |
| **Office or Division:** | City Treasurer’s Office / Cash Division  |
| **Classification:** | Simple |
| **Type of Transaction:** | Government to Customer/ Government to Business |
| **Who may avail:** | Any person or business entity |
| **CHECKLIST OF REQUIREMENTS** | **WHERE TO SECURE** |
| 1.Order of Payment | Office of the City Engineer |
|  |
| **CLIENT STEPS** | **AGENCY ACTIONS** | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1.Present the requirement either at Windows 1, 3, 4,5,62.Pay the required fees | Issue Official Receipt | For constructionP2,000.00/sq.m. per week or fraction thereofOther PurposeP1,000.00/sq.m. per day or fraction thereof | 5 Minutes  | Florabel L. LadorozRCC-1Denand Lou B. Bacasmot*RCC-1*Catheryn E. Magdale*RCC-1*Chariza C. Pates *Admin Aide -1**Revenue Collector Designate* |

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1. **Service Name: Permit Fee for the Storage of Flammable**

 **And Combustible Materials**

 **Description of the Service:** Any person who shall keep or store at his place of business any flammable, combustible or explosive substances shall first secure a permit from the City Mayor.

|  |  |
| --- | --- |
| **Office or Division:** | City Treasurer’s Office / Cash Division  |
| **Classification:** | Simple |
| **Type of Transaction:** | Government to Customer/ Government to Business |
| **Who may avail:** | Any person or business entity |
| **CHECKLIST OF REQUIREMENTS** | **WHERE TO SECURE** |
| 1.Inspection Report and assessment or Order of Payment | Office of the City Treasurer/Licensing Officers |
| **CLIENT STEPS** | **AGENCY ACTIONS** | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1.Present the requirement either at Windows 1, 3, 4,5,62.Pay the required fees | Issue Official Receipt | Annual Fee1)For storage ofGasoline, diesel, fuel, kerosene and similar products1.1)500 to 2000 liters –P1,000.001.2)2001 to 5000 liters P1,500.001.3)5001 to 20,000 liters P2,500.001.4)20,001 to 50,000 liters P3,500.001.6)50,000 to 100,000 liters P4,500.001.7)Over 100,000 liters P5,500.002)Storage of Cinematographic film P1,500.003)Storage of celluloidP1,500.004)Storage of Calcium Carbide4.1)Less than 50 cases P1,500.004.2)50 to 99 cases P3,500.004.3)100 cases or more P5,500.005)Storage of tar, raisin and similar materials5.1)Less than 1,000 kls P2,500.005.2)1,000 to 2,500 kls P3,500.005.3)2,501 to 5,000 kls P4,500.005.4) Over 5,000 kls P5,500.006) Storage of coal deposits6.1) Below 100 tons P3,500.006.2) 100 tons or above P5,500.007) Storage of combustible, flammable or explosive substance not mention aboveP5,500.00 | 5 Minutes  | Florabel L. LadorozRCC-1Denand Lou B. Bacasmot*RCC-1*Catheryn E. Magdale*RCC-1*Chariza C. Pates *Admin Aide -1**Revenue Collector Designate* |

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1. **Service Name: Permit and Inspection Fee on Machineries**

 **And Engines**

**Description of the Service:** No engine or machine as mentioned below shall be installed or operated within the limits of this city, without the permit of the City Mayor and corresponding inspection fee

|  |  |
| --- | --- |
| **Office or Division:** | City Treasurer’s Office / Cash Division  |
| **Classification:** | Simple |
| **Type of Transaction:** | Government to Customer Government to Business |
| **Who may avail:** | Owners of Machineries and engines |
| **CHECKLIST OF REQUIREMENTS** | **WHERE TO SECURE** |
| 1.Inspection Report and assessment or Order of Payment | Office of the City Building Official |
|  |
| **CLIENT STEPS** | **AGENCY ACTIONS** | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1.Present the requirement either at Windows 1, 3, 4,5,62.Pay the required fees | Issue Official Receipt | Annual Fee:Hand Tractors P300.00Light Tractors P450.00Heavy Tractors P1,500.00Bulldozer P1,500.00Forklift P750.00Heavy Graders P1,500.00Light Graders P750.00Mechanized Threshers P750.00Manual Threshers P300.00Cargo truck P750.00Dump Truck P750.00Road Rollers P750.00Payloader P750.00Primemovers/Flatbeds P750.00Backhoe P750.00Rockcrusher P1,500.00Batching Plant P1,500.00Transit/Mixer P750.00Bagger mixer P300.00Crane P750.00Corn sheller P300.00Other agricultural machinery or heavy equipment not enumerate above P750.00 | 5 Minutes  | Florabel L. LadorozRCC-1Denand Lou B. Bacasmot*RCC-1*Catheryn E. Magdale*RCC-1*Chariza C. Pates *Admin Aide -1**Revenue Collector Designate* |

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1. **Service Name: Permit Fee on Circus and other**

 **Parades**

**Description of the Service:** Any person or group of person or business entity who shall hold a circus or parade including motorcades using banners, floats, or carried musical instruments shall first obtain a permit from the City Mayor before the conduct of the activity.

|  |  |
| --- | --- |
| **Office or Division:** | City Treasurer’s Office / Cash Division  |
| **Classification:** | Simple |
| **Type of Transaction:** | Government to Customer/ Government to Business |
| **Who may avail:** | Any person, organization or private entity |
| **CHECKLIST OF REQUIREMENTS** | **WHERE TO SECURE** |
| 1.Approved Letter of Intent by the City  Mayor | Office of the City Mayor |
|  |
| **CLIENT STEPS** | **AGENCY ACTIONS** | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1.Present the requirement either at Windows 1, 3, 4,5,6 | 1.Conduct assessment2.Issue Order of Payment |  | 5 Minutes  | Licensing Officers Designate:Mardalane D. MendozaLTOO-IIFe DecenillaLTOO-IEdna SaguingData Controller-II |
| 2.Present Order of Payment and Pay the required fees | Issue Official Receipt | P500.00/  day | 5 Minutes  | Florabel L. LadorozRCC-1Denand Lou B. Bacasmot*RCC-1*Catheryn E. Magdale*RCC-1*Chariza C. Pates *Admin Aide -1**Revenue Collector Designate* |

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1. **Service Name: Permit Fee For Sealing and**

 **Licensing of Weight and**

 **Measure**

 All instruments for determining weights and measures in all consumer and consumer-related transactions shall be tested, calibrated and sealed before it is used and every six (6) months thereafter by the official sealer, the City Treasurer or his authorized representative

|  |  |
| --- | --- |
| **Office or Division:** | City Treasurer’s Office / Licensing Officer & Cash Division  |
| **Classification:** | Simple |
| **Type of Transaction:** | Government to Customer/ Government to Business |
| **Who may avail:** | Any person, organization or private entity who engaged business in this city |
| **CHECKLIST OF REQUIREMENTS** | **WHERE TO SECURE** |
| 1.Order of payment issued by the  Licensing Officer upon inspection | Office of the City Treasurer/Licensing Officer |
|  |
| **CLIENT STEPS** | **AGENCY ACTIONS** | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1.Present the instrument for inspection | Inspect the instrument, if found in good conditionIssue Order of payment |  | 5 Minutes  | Licensing Officers Designate:Mardalane D. MendozaLTOO-IIFe DecenillaLTOO-IEdna SaguingData Controller-II |
| 2.Present the Order of Payment  either at Windows 1, 3, 4, 5, 63..Pay the required fees | Issue Official ReceiptSeal the Weight and measure | Annual Fee:1)For sealing linear metric measures:1.1)Not over one (1) meter P 50.001.2) Over one (1) meter P 80.002)For sealing metric measures with capacity of;2.1)Not over 10 liters P50.002.2) Over 10 liters P100.003) For sealing metric measures of weights;3.1) with capacity of not more than 30 kg P100.003.2) with capacity of more than 3o kg but not more than 300 kg P150.003.3) with capacity of more than 300 kg but not more than 3,000 kg P200.003.4) with capacity of more than 3,000 kg P300.004) For sealing apothecary balances of precision P150.005) For sealing scale or balance with complete set of weights:5.1) For each scale or balances or other balances with complete sets of weights P200.005.2) For each extra weight P250.006) For each and every re-testing and re-sealing of weights and measures intruments on gasoline pumps an additional service charge of P200.00 once in every quarter7) For each and every re-testing and re-sealing of other types of weights and measures intruments an additional service charge of P100.00 for each instrument shall be collectedSurcharge Of 25% of the prescribed fee | 5 Minutes  | Florabel L. LadorozRCC-1Denand Lou B. Bacasmot*RCC-1*Catheryn E. Magdale*RCC-1**Revenue Collector Designate*:Chariza C. Pates *Admin Aide -1*Kent John Magpulong*Admin Aide -II* |

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1. **Service Name: Registration and Transfer Fees**

 **On Large Cattles**

**Description of the Service:** Large cattle shall be registered upon reaching the age of six (6) months. The ownership of large cattle or its sale or transfer of ownership to another person shall be registered. All branded and counter-branded large cattle presented to the City Treasurer shall be registered in abook showing among others the name, and residence of the owner, the consideration or purchase price of the animal in cases of sale or transfer, and the class, color, sex, brand and other identification marks of the cattle. These data shall be stated in the Certificate of Ownership issued to the owner of the large cattle. No entries of transfer shall be made or certificate of transfer be issued except upon the production of the original certificate of ownership and certificate of transfer and such other documents to show title to the owner.

|  |  |
| --- | --- |
| **Office or Division:** | City Treasurer’s Office / Cash Division  |
| **Classification:** | Simple |
| **Type of Transaction:** | Government to Customer Government to Business |
| **Who may avail:** | Owners of Large Cattle |
| **CHECKLIST OF REQUIREMENTS** | **WHERE TO SECURE** |
| 1. Original Certificate of Ownership or

Certificate of Transfer of Ownership | Office of the City Treasurer from the place of origin of the owner |
| **CLIENT STEPS** | **AGENCY ACTIONS** | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1.Present the  requirement either at Windows 4, 5 62.Pay the required fees | Issue Official ReceiptCertificate of Ownership /Certificate of Transfer of Ownership |  50.00/head Service FeeP100.00/  HeadP100.00/  Head | 5 Minutes  | Denand Lou B.Bacasmot*RCC-1*Catheryn E. Magdale *RCC-1**Revenue Collectors**Designate:*LGynn Paolo Jampit *Admin Aide-1*Marvel Nuñez*Admin Aide-1* |

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1. **Service Name: Registration on Private Brands of**

**LargeCattles**

**Description of the Service:** The branding of large cattle indicates the distinct identification marks of the cattle as proof of ownership and this shall be registered. The private brand markershall be presented to the City Treasurer and entered in the registry book showing among others the name, and residence of the owner.

|  |  |
| --- | --- |
| **Office or Division:** | City Treasurer’s Office / Cash Division  |
| **Classification:** | Simple |
| **Type of Transaction:** | Government to CustomerGovernment to Business |
| **Who may avail:** | Owners of Private Brand on Large Cattle |
| **CHECKLIST OF REQUIREMENTS** | **WHERE TO SECURE** |
| 1.Private Brand marker | Owner/ fabricator |
|  |
| **CLIENT STEPS** | **AGENCY ACTIONS** | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1.Present the  requirement either at Windows 4, 5, 62.Pay the required fees | Entry in the Registry BookIssue Official Receipt | P100.00 | 10 Minutes 5 Minutes  | Denand Lou B.Bacasmot*RCC-1*Catheryn E. Magdale *RCC-1* |

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1. **Service Name: Permit Fee on Film Making**

**Description of the Service:** The person in-charge of the location filming shall secure a Mayor’s Permit before the conduct of the activity whether the film is intended for commercial or for other purposes.

|  |  |
| --- | --- |
| **Office or Division:** | City Treasurer’s Office / Cash Division  |
| **Classification:** | Simple |
| **Type of Transaction:** | Government to CustomerGovernment to Business |
| **Who may avail:** | Any person, or private entity |
| **CHECKLIST OF REQUIREMENTS** | **WHERE TO SECURE** |
| 1. Approved Letter of Intent by the City Mayor
 | Office of the City Mayor |
| **CLIENT STEPS** | **AGENCY ACTIONS** | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1.Present the  requirement either  at Windows 1, 3,  4, 5, 6  | Review document and conduct assessmentIssue Order of Payment |  | 5 Minutes  | Licensing Officers Designate:Mardalane D. MendozaLTOO-IIFe DecenillaLTOO-IEdna SaguingData Controller-II |
| 1.Present the Order of Payment Windows 1, 3, 4, 5, 6 2.Pay the required fees | Issue Official Receipt | Rate of Fee per filming;1)Commercial Movies P5,000.002)Commercial Advertisement P1,000.003)Documentary Film P2,000.004)Videotape coverage P1,000.00/coverage | 5 Minutes  | Florabel L. LadorozRCC-1Denand Lou B. Bacasmot*RCC-1*Catheryn E. Magdale*RCC-1*Revenue Collector Designate:Chariza C. Pates *Admin Aide -1*Kent John Magpulong*Admin Aide -II* |

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1. **Service Name: Permit Fee on Occupation or**

 **Calling Not Requiring Government**

 **Examination**

**Description of the Service:** Any person who shall engage in the practice of the occupation or calling not requiring government examination in this city shall be issued a Mayor’s Permit with a fee annually.

|  |  |
| --- | --- |
| **Office or Division:** | City Treasurer’s Office / Cash Division  |
| **Classification:** | Simple |
| **Type of Transaction:** | Government to CustomerGovernment to Business |
| **Who may avail:** | Any person 18 years to 65 years old |
| **CHECKLIST OF REQUIREMENTS** | **WHERE TO SECURE** |
| 1. Valid Identification Card
 | Applicant |
| 1. Community Tax Certificate
 | Office of the City Treasurer |
|  |
| **CLIENT STEPS** | **AGENCY ACTIONS** | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1.Present the  requirement either  at Windows 1, 3,  4, 5, 6 2.Pay the required fees | Verify documents and assess feesIssue Official Receipt | P100.00/ year | 5 Minutes 5 Minutes  | Florabel L. LadorozRCC-1Denand Lou B. Bacasmot*RCC-1*Catheryn E. Magdale*RCC-1*Revenue Collector Designate:Chariza C. Pates *Admin Aide -1*Kent John Magpulong*Admin Aide -II* |

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1. **Service Name: Permit Fee for the Conduct of**

 **Group Activities**

**Description of the Service:** Any person who shall conduct or hold any program, or activity involving the group of people within the territorial jurisdiction of this city shall obtain a Mayor’s Permit for every occasion of not more than 24 hours

|  |  |
| --- | --- |
| **Office or Division:** | City Treasurer’s Office / Cash Division  |
| **Classification:** | Simple |
| **Type of Transaction:** | Government to Customer/Government to BusinessGovernment to Government |
| **Who may avail:** | Any person or private entity except educational, religious, charitable and government agencies |
| **CHECKLIST OF REQUIREMENTS** | **WHERE TO SECURE** |
| 1.Approved Letter of Intent by the City Mayor | Office of the City Mayor |
|  |
| **CLIENT STEPS** | **AGENCY ACTIONS** | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1.Present the  requirement either  at Windows 1, 3,  4, 5, 6 2.Pay the required fees | Verify the document and assess feesIssue Official Receipt | Fee:1)Conferences, meetings, rallies, and demonstrations in outdoor, in parks, plazas, roads/streets P1,000.002) Dances P1,000.003)Coronation and ballP1000.004) Disco, Benefit Dance sponsored by Barangay council P200.005)Other Group Activities P1,000.00 | 5 Minutes5 minutes | Florabel L. LadorozRCC-1Denand Lou B. Bacasmot*RCC-1*Catheryn E. Magdale*RCC-1*Revenue Collector Designate:Chariza C. Pates *Admin Aide -1*Kent John Magpulong*Admin Aide -II* |

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1. **Service Name: Permit Fee on Signs, Signboards**

 **Neon Signs or Other Outdoor**

 **Advertisement**

**Description of the Service:** There is hereby imposed a fee on commercial and /or promotional advertising on signs, signboards, billboards or other kinds of outdoor advertisements

|  |  |
| --- | --- |
| **Office or Division:** | City Treasurer’s Office / Cash Division  |
| **Classification:** | Simple |
| **Type of Transaction:** | Government to Customer Government to Business |
| **Who may avail:** | Any person or business entity |
| **CHECKLIST OF REQUIREMENTS** | **WHERE TO SECURE** |
| 1. Order of Payment
 | Office of the City Building Official |
|  |
| **CLIENT STEPS** | **AGENCY ACTIONS** | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1.Present the  requirement either  at Window 7 | Verify the documentsIssue Order of Payment |  | 4 hours | Licensing Officers Designate:Mardalane D. MendozaLTOO-IIFe DecenillaLTOO-IEdna SaguingData Controller-II |
| 1.Present Order of Payment at Window 1,3,4,5,6 and pay the required fees | Issue Official Receipt | Fee Per Year:1.Billboards or signboards for advertisement of businessPer square meter or fraction thereof;SingleFaced-P50.00Double faced-P80.002.Billboards or signboards of professionals, per square meter or fraction thereof;Single Faced- P50.00Double Faced- P70.003.Billboards or signs on advertisement for business and profession painted on any building or structure or otherwise separated or detached therefrom: Per square meter or fraction thereof –P100.004.For the use of electric or neon light in billboards or signeboards, per square meter or fraction thereof:Aditonal Fee of P30.00 per sq.m or fraction thereofFee Per Quarter:5.Mass Display of signs;5.1.From 10 to 100 display signs-P600.005.2. From 101 to 250 display signs-P1,200.005.3.From251 to 500 display signs- P1,500.005.4.From 502 to 750 display of signs-P1,700.005.5.From 751 to 1,000 display signs-P3,700.00More than 1,000 display signs-P4,000.00Fee Per Year:6. Advertisement by means of promotional sales (house to house)- per day P1,000.007.Advertisement by means of promotional activities (recorida and product display /sampling) per day- P1,000.00 | 5 Minutes  | Florabel L. LadorozRCC-1Denand Lou B. Bacasmot*RCC-1*Catheryn E. Magdale*RCC-1*Chariza C. Pates *Admin Aide -1*Revenue Collector Designate |

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1. **Service Name: Police Clearance Fee**

**Description of the Service:** A Police Clearance Certificate shall be obtained at the Philippine National Police, El Salvador PNP Station for transactions involving employment, school, business and for other legal purposes.

|  |  |
| --- | --- |
| **Office or Division:** | City Treasurer’s Office / Cash Division  |
| **Classification:** | Simple |
| **Type of Transaction:** | Government to Customer |
| **Who may avail:** | Any person who is a bonafide resident of this city |
| **CHECKLIST OF REQUIREMENTS** | **WHERE TO SECURE** |
| 1. Barangay Clearance
 | Office of the Barangay Captain from your place of residence |
| 1. Community Tax Certificate
 | Office of the City Treasurer /Revenue Collector |
|  |
| **CLIENT STEPS** | **AGENCY ACTIONS** | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1.Present the  requirement either  at Windows 1, 3,  4, 5, 6 2.Pay the required fees | Verify the documents presented and assess feesIssue Official Receipt | 1)For Employment 1.1)Local P100.001.2)Abroad P200.002)Scholarship P100.003) Change NameP200.004)Application for Filipino Citizenship P600.005)Passport Application P100.006) Firearms Permit application P300.007)PLEB Clearance P100.008) Police Blotter Copy of Extract P100.009)Traffic Accident Investigation ReportMotorcycle P100.00Trucks P200.00Articulate Vehicle P300.0010)Other purpose not specified P100.00 | 5 Minutes 5 Minutes | Florabel L. LadorozRCC-1Denand Lou B. Bacasmot*RCC-1*Catheryn E. Magdale*RCC-1*Revenue Collector Designate:Chariza C. Pates *Admin Aide -1*Kent John Magpulong*Admin Aide -II* |

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1. **Service Name:** Rentals of Personal and Real Properties

Owned by the City

**Description of the Service:** There is hereby imposed a fee on City Government-owned Real Properties and Personal Properties

|  |  |
| --- | --- |
| **Office or Division:** | City Treasurer’s Office / Cash Division  |
| **Classification:** | Simple |
| **Type of Transaction:** | Government to CustomerGovernment to BusinessGovernment to Government |
| **Who may avail:** | Any person of legal interest |
| **CHECKLIST OF REQUIREMENTS** | **WHERE TO SECURE** |
| 1.Approved Letter of Intent by the City Mayor | Office of the City Mayor |
| 2.Contract of Lease duly notarized, if Required3.Order of Payment | Office of the City MayorOffice concerned |
|  |
| **CLIENT STEPS** | **AGENCY ACTIONS** | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1.Submit the requirements2.Pay the fees | 1.Verify the validity of the documentsAssess Fees2.Issue Official Receipt | **a. Land** (Per square meter)1.Pasalubong Center AreaP 200.002.Located in the Commercial/industrial/institutional areaP 200.00 3. Located in residential areaP 50.004.AgricultureP 30.005.Other Rentable Areas of The CityP 200.00**b.Building** (per sq.m of floor area)1.On banks and other financial institutions Pawnshop,Dealer of light vehicles and heavy equipment sapreparts,Drugstores medical/Dental Clinic, Veterinary Clinic Project Offices Of General Engineering Construction Manpower Agency, Law Office and Accounting FirmsP 400.002.Pasalubong CenterP 200.003.Along the National Highway and Provicial RoadP 200.005.Grandstand (above ground floor)P 250.006.Other Rentable Buildings of the City(above the ground floor)P 250.00**Use of Government Facilities**Rental Fee for a minimum of 8 Hours1.GymnasiumP50,0002.GrandstandP 10,000.003.Negosyo Center Function Room(inclusive all facilities)P 2,000.004.Covered Court(night time)P 2,500.005.Covered Court (day time)P 1,500.00In excess thereof, a less shall pay **FIVE HUNDRED PESOS(500.00) per hour.****c.Sports Facilities**1.Basketball Court at GymnasiumP 500.002.Tennis Court(night time)P 200.003.Tennis Court(day time)P 100.004.Badminton CourtP 100.005.Entrance Fee at Sports ComplexP 10.00/person**d. Other Equipment**(rental fee not to exceed 24 hours)1.Lights and Sound SystemP 3,000.002.Band SetP 3,000.003.Generator Set 6 kva excluding fuelP 1,000.004.Lawn Mower/Bush Clutter excluding FuelP 500.005.Tables(per piece)P 100.006.Chairs(per piece)P 10.00**e. Heavy Equipment**(fuel not included)1.D6,Bulldozer D6D, 140 HPP 3,200.002.Pay LoaderP 2,800.003.Road RollerP 2,800.004.BackhoeP 2,500.005.Road Grader LG2H P 2,200.006.Dump Trucks10-wheelerP1,800.006-wheelerP 1,600.007.Self-loading truck with craneP 1,600.00**f. Other Government Machinery**(rental fee per hour fuel not included)1.Drilling MachineP 3,850.00Mechanical RotaryP 3,850.002.Welding Machine300 Amp transformer AC OutputP 600.00300 Amp Gas Diesel DriverP 600.003.Concrete Mixer 1 baggerP 200.00**Comfort Rooms**1.BathP 15.002.DefecateP 5.003.UrinateP 2.00 | 5 Minutes | Revenue Collectors Designate:Chariza C. Pates*Admin Aide-1*Kent John Magpulong*Admin Aide-II* |

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1. **Service Name: Environmental Fee**

**Description of the Service:** There shall be collected a fee from every residential, commercial, agro-industrial and institutional establishments located within the City for the maintenance of environmental sanitation.

|  |  |
| --- | --- |
| **Office or Division:** | City Treasurer’s Office / Cash Division  |
| **Classification:** | Simple |
| **Type of Transaction:** | Government to CustomerGovernment to Business |
| **Who may avail:** | Any person who is a bonafide resident of this city/business entity engaged business within this city |
| **CHECKLIST OF REQUIREMENTS** | **WHERE TO SECURE** |
| 1.Order of Payment | Office of the City Health |
|  |
| **CLIENT STEPS** | **AGENCY ACTIONS** | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1.Present the requirement either  at Windows 1, 3,  4, 5, 6 2.Pay the required fees | Issue Official Receipt | a.Residential(annual fee)P 500.00b.Industrial and Manufacturing Firm:1. Large industries such as sugar central metal smelting plant,bleaching/stone wash,bottlingcompany,food processing plantP 10,000.002.Medium and light industries such as; shoe,batchingplant,concrete and asphalt mixing plants,tire recapping plants,LPG recharging plants.P 3,000.003.Small scale industries rice,corn and feed mills,manufacturer of bricks tiles ceramic pipes and concrete products,bihon,miswa,noodles manufacturingP 1,500.00c.Commercial Establishment1. MallsP 5,000.002.Super MarketsP 2,500.003.Fast Food Chain StoresP 2,500.004.RestaurantP 1,000.005.Hotels,motels,inns,lodgeP 1,000.006.Resorts with entrance feeP 1,000.007.Gasoline and service stationP 1,000.008.Lumberyard and hardwareP 1,000.009.Motor Vehicle dealersP 500.0010.Appliance DealersP 500.0011.GroceriesP 1,000.0012.Dry Goods StoresP 500.0013.Fish,meat,chicken vendorsP 500.0014.Vegetable and Fruits VendorsP 500.0015. Carenderias and eateriesP 500.0016.Glassware StoresP 500.0017.Bakery and Bakeshop storeP 500.0018.Shoe storeP 500.0019.Barber And Beauty shopP 500.0020.Dress and Tailoring shopsP 500.0021.Flower shopP 500.0022.Music and Record shopsP 500.0023.Copying machines,wood frames and Photography shopsP 50024.Pet shopsP 500.0025.LPG StoresP 500.0026.Auto SuppliesP 500.0027.Physical Fitness GymP 500.00d.Medical Institutions1.HospitalsP 5,000.002.Medical clinics With Patient confinement FacilitiesP 2,000.003.Medical and Dental Clinic X-ray,ultrasound and CT ScanP 1,000.004.Drug StoresP 1,000.005.Optometrist ShopsP 500.00e. Financial Institutions1.BanksP 1,000.002.Financial and Credit LoanP 500.003.Pawn shops and jewelry shopsP 500.004.Insurance and Bonding CompaniesP 500.00d.Educational Institutions1.UniversitiesP 2,500.002.ColllegesP 2,000.003.High School and vocational SchoolsP 500.004.Physical Fitness SchoolsP 500.005.Elementary,Kinder,Nursery schoolsP 500.006.Bookstores and School SuppliesP 500.00e.Energy,Transformation And Communication Firm1.Bus companies with terminalsP 3,000.002.Electric CompaniesP 2,000.003.Telephone and CommunicationP 2,000.004.Water Service CompaniesP 1,000.005.TV and Radio StationP 1,000.00h. Entertainment Firms1.CinemasP 2,000.002.Cockpit ArenasP 3,000.003.Night Clubs and Videoke barsP 1,000.004. Billiards and Pool RoomsP 500.005.Video game shops/internet CaféP 500.006.Bowling AlleysP 500.00i.Offices1.Accounting,Lawyers,realestate,advertising offices,insurance agencies etc.P 500.00j.Poultry and Livestock1.Large scale piggery with 2 sow and more than 20 heads poultry with more than 10,000 heads above and cattle farms 50-200 heads.P 10,000.002.Medium scale piggery with 2 sow and and 11-20 heads poultry with over 5,000 less than 10,000 heads and cattle farm 50-200 heads.P 5,000.003.Small scale poultry with 500-5,000 heads and cattle farms 10-49 headsP 3,000.004.Backyard raisers piggery with 1 sow and 10 headsPoultry 500 headsAnd cattle farms less than 10 headsP 500.005.Nursery orchids and flower growersP 500.006.Poultry,agricultural farm storesP 500.007.Fighting Cocks more than 10 heads but less than 50 P500.008.Fighting Cocks more than 50 headsP1,000.00k. Repair Shops1. Motor Vehicles Repair ShopsP1,000.002. Battery and Electrical ShopsP1,000.003.Appliance and other Repair ShopsP500.00l. Wholesale and Dealers1. Chicken dressing plantsP10,000.002. Coconut and Buko wholesalerP500.003.Beer and Softdrink dealerP500.004. Meat DealersP500.005. Fruit and Vegetable dealersP500.00m. Others1. Machine ShopsP500.002. Brake & Clutch Bonding shopsP500.003. VulcanizingP500.004. Junk ShopsP2,000.005. Gravel & SandP1,000.006. Iron & Metal CraftP500.007. Sash & Wood CraftP1,000.008. Coffin/Casket MakerP1,000.009. Memorial ParksP5,000.0010. Funeral ParlorsWith mortuary and/or embalming facilitiesP5,000.0011. CrematoryP10,000.0012. Funeral Parlor ServiceP2,000.0013. Parking lots with parking feesP1,000.0014. Furniture StoresP500.0015. Small sari-sari storeP300.00 | 5 minutes | Florabel L. LadorozRCC-1Denand Lou B. Bacasmot*RCC-1*Catheryn E. Magdale*RCC-1*Chariza C. Pates *Admin Aide -1*Revenue Collector Designate |

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1. **Service Name: Pay Parking**

**Description of the Service:** There shall be collected a fee for the use of city-owned parking area/ designated streets for pay parking.

|  |  |
| --- | --- |
| **Office or Division:** | City Treasurer’s Office / Cash Division  |
| **Classification:** | Simple |
| **Type of Transaction:** | Government to CustomerGovernment to BusinessGovernment to Government |
| **Who may avail:** | Owners of vehicles |
| **CHECKLIST OF REQUIREMENTS** | **WHERE TO SECURE** |
| 1.Valid Driver’s License | Applicant |
|  |
| **CLIENT STEPS** | **AGENCY ACTIONS** | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1.Present the  requirement and pay the fees | Issue Cash Ticket | 1.Ten-Wheeler and Above(occasional)P 100.00(overnight)P 200.002.Six-Wheelers and above(occasional)P 50.00(overnight)P 100.00 | 2-3 Minutes  | Detailed Revenue Collectors |

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1. **Service Name: Waterworks Service Fees**

**Description of the Service:** There shall be collected fees and charges for every service rendered by the City Waterworks System.

|  |  |
| --- | --- |
| **Office or Division:** | City Treasurer’s Office / Cash Division  |
| **Classification:** | Simple |
| **Type of Transaction:** | Government to CustomerGovernment to BusinessGovernment to Government |
| **Who may avail:** | Legitimate Water Consumers of the City-owned Waterworks System |
| **CHECKLIST OF REQUIREMENTS** | **WHERE TO SECURE** |
| Order of Payment | City Waterworks Office |
|  |
| **CLIENT STEPS** | **AGENCY ACTIONS** | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1.Submit the  requirement and pay the fees  | Issue Official Receipt | a. Application Fee for ConnectionP 100.00b.Guarantee deposit for every applicationP 450.00c.Installation fee for the first 6 linear meter of pipeP 200.00For every additional pipe of every year linearmeter or fraction thereof will be chargedP 100.001. Minimum Fee of not more than 10 cu. m. per montha. Residential Service P200.00b. Commercial Service P300.00c. Industrial Service P500.002. For every cubic meter a.Residential serviceP 25.00b.CommercialSeviceP 50.00c.Industrial ServiceP 75.003.Reconnection feeP 500.00 | 5 Minutes  | Florabel L. Ladoroz*Revenue Collection Clerk -I* |

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1. **Service Name: Market Fees**

**Description of the Service:** There shall be collected a fee for the use of city-owned parking area/ designated streets for pay parking.

|  |  |
| --- | --- |
| **Office or Division:** | City Treasurer’s Office / Cash Division  |
| **Classification:** | Simple |
| **Type of Transaction:** | Government to Customer |
| **Who may avail:** | Stall Holders of the City Public Market |
| **CHECKLIST OF REQUIREMENTS** | **WHERE TO SECURE** |
| 1.Permit to Operate business inside the  City Public Market2.Order of Payment | Market Administrator |
|  |
| **CLIENT STEPS** | **AGENCY ACTIONS** | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1.Submit the  requirement and pay the fees  | Issue Cash TicketIssue Official Receipt | Occupancy Privilage Fee and Rental Feea.Meat StallsOccupancy Privilage Fee:P 10,000.Rental FeePhp 12.00/sq.meter/dayb.Fish StallsOccupancy Privilage Fee:P 10,000.Rental Fee 12.00/sq.meter/dayc.Eggs and CondimentsOccupancy Privilage Fee:P 3,000.00Rental Fee 12.00/sq.meter/dayd.Fruits and VegatablesOccupancy Privilage Fee:P 3,000.00Rental Fee 12.00/sq.meter/daye.Roll-ups doors(stalls-front,sides and back)Occupancy Privilage Fee:P 10,000Rental Fee 12.00/sq.meter/dayf.2nd floor area (3700 sq.m)Shall be determined by the El Salvador Public Market Committee and by SangguniangPanlungsod Ordinance.b.**Vacant stalls and other designated stalls for bidding**.Stalls vacated after issurance of the Certificate of Award to a stallholder shall be submitted to an open bidding,in full cash basis and the starting bid price shall as follows:1.Wet Section(starting Price)a.Meat StallP 8,000.00b.Fish BallP 5,000.00c.Dried/Salted Fish And Vegetable StallsP 4,000.002.Roll-up doors(starting price)a.Stalls Facing FrontP 20,000b.BackP 15,000c.Both SidesP 15,000 | 5 Minutes 5 Minutes  | Detailed Revenue Collectors |

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**Service Name: Terminal Fee**

**Description of the Service:** There shall be collected a fee for the use of city-owned Transport Terminal.

|  |  |
| --- | --- |
| **Office or Division:** | City Treasurer’s Office / Cash Division  |
| **Classification:** | Simple |
| **Type of Transaction:** | Government to CustomerGovernment to BusinessGovernment to Government |
| **Who may avail:** | Owners of vehicles |
| **CHECKLIST OF REQUIREMENTS** | **WHERE TO SECURE** |
| 1.Valid Driver’s License | Applicant |
|  |
| **CLIENT STEPS** | **AGENCY ACTIONS** | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1.Present the  requirement and pay the fees required | Issue Cash Ticket | 1.Public Utility Bus(PUB)P 15.002.Public Utility Van(PUV)P 10.003.Public Utility Jeep(PUJ)P 5.00 | 2-3 Minutes  | Detailed Revenue Collectors |

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1. **Service Name: Pay Ready Vouchers**

**Description of the Service:** It shall be the duty of the City Treasurer to certify the cash availability to pay ready vouchers from the three accounts; SEF, Trust Fund and General Fund

|  |  |
| --- | --- |
| **Office or Division:** | City Treasurer’s Office / Cash Division  |
| **Classification:** | Complex |
| **Type of Transaction:** | Government to Customer/ Government to Business/ Government to Government |
| **Who may avail:** | Individual Clients, Business Establishments, Government Agencies |
| **CHECKLIST OF REQUIREMENTS** | **WHERE TO SECURE** |
| 1.Vouchers duly certified by the City Accountant as to the completeness of the supporting documents | Office of the City Accountant |
| 2.Identification Card | Claimant /Payee |
| 3.Notarized Authorization of the ClaimantOr Special Power of Attorney | Representative of the Claimant /Payee |
|  |
| **CLIENT STEPS** | **AGENCY ACTIONS** | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1.Submit vouchers to the Receiving Officer | 1 Receive vouchers and record in the logbook |  | 5 Minutes/ voucher | Marvel Nunez*Admin Aide-1* |
|  | 2.Review and affix signature to certify that cash is available |  | 1. Minutes/ voucher
 | Elisa R. Tan*City Treasurer* |
|  | 3.Prepare Check  |  | 5 Minutes/ voucher | Irene Saburao*Data Controller-1* |
|  | 4. Record Check issued for data banking of expenditures in the SRE  |  | 5 Minutes/ voucher | Lou Honey Llaban*LTOO-1* |
|  | 5.Record in the logbook the vouchers signed by the City Treasurer duly certified as to the availability of funds |  | 5 Minutes/ | Glenda Balamad *Admin Aide-1* |
|  | 6.Submit vouchers with check issued to the City Mayor’s Office for approval  |  | 5 Minutes/ voucher | LGynne Paolo Jampit *Admin Aide-1* |
| 3.Submit voucher/s with Accountant’s Advise  | 7. Receive and record all vouchers |  | 5 Minutes/ voucher | Marvel Nunez *Admin Aide-1* |
|  | 8.Facilitate verification of Check/s to the bank |  | 5 -6 hours | Flora Queruela*Admin Aide-III* |
| 4.Present Valid ID or Notarized authorization Affix signature in the voucher and Logbook of Checks IssuedReceive Check | 9.Release the Check |  | 10 Minutes | CastoraJaudian *Admin Aide-1* |

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1. **Service Name: Pay Payrolls to be paid**

**Description of the Service:** It shall be the duty of the City Treasurer to certify on the cash availability to all payrolls to be paid from the three accounts; SEF, Trust Fund and General Fund.

|  |  |
| --- | --- |
| **Office or Division:** | City Treasurer’s Office / Cash Division  |
| **Classification:** | Complex |
| **Type of Transaction:** | Government to CustomerGovernment to Government |
| **Who may avail:** | Permanent and Job Order Personnel of the LGU and Laborers |
| **CHECKLIST OF REQUIREMENTS** | **WHERE TO SECURE** |
| 1.Approved Payrolls  | Office of the City Accountant |
| 2.Identification Card | Claimant /Payee |
|  |
| **CLIENT STEPS** | **AGENCY ACTIONS** | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1.Submit payrolls to be paid to the Receiving Officer | 1.Receive payrolls to be paid and record in the logbook |  | 5 Minute2/ voucher | Marvel Nunez *Admin Aide-1* |
|  | 2.Prepare summary of payrolls to be paid |  | 15 Minutes | Cheryl Honrada*Data Controller-II* |
|  | 3.Submit summary of payrolls to be paid to Accounting Office |  | 15 Minutes | Cheryl Honrada*Data Controller-II* |
| 2.The Office of the City Accountant submit voucher for the cash advance | 1.Receive voucher for cash advance to pay payrolls to be paid and record in the logbook |  | 5 Minutes/ voucher | Marvel Nunez *Admin Aide-1* |
|  | Certify in the voucher as to the cash availability and sign check |  | 5 Minutes/ voucher | Elisa R. Tan*City Treasurer* |
|  | 3.Prepare Check |  | 5 Minutes/ voucher | Irene Saburao*Data Controller-I* |
|  | 4.Sign the Check |  | 5 Minutes/ voucher | Elisa R. Tan*City Treasurer* |
|  | 5.Record Check issued for data banking of expenditures in the SRE |  | 5 Minutes/ voucher | Lou Honey Llaban*LTOO-1* |
|  | 4.Record in the logbook and submit to the Office of the City Mayor for approval |  | 30 minutes | LGynne Paolo Jampit |
| 3.The Office of the City Accountant submit voucher/s with Accountant’s Advise | 1. Receive voucher and record in the logbook |  | 5 minutes | Marvel Nunez *Admin Aide-1* |
|  | 2.Withdraw cash |  | 5-6 hours | Cheryl Honrada*Data Controller-II* |
| 4. Present valid ID to claim payment Acknowledge the payment in the payroll | 1. Verify the ID2. Verify Payroll for claimant’s signature |  | 5 minutes/ claimant | MelchoraDadang*Admin Aide-III* |
| 5..Receive Payment | Pay Payroll |  | 5 minutes/ claimant | Cheryl Honrada*Data Controller-II* |

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1. **Service Name: Certify Purchase Request**

**Description of the Service:** The City Treasurer shall certify every Purchase Request from various departments to attest that there is cash available for such purpose which may be derived from either of the three Accounts of the City Government; SEF, Trust Fund and General Fund.

|  |  |
| --- | --- |
| **Office or Division:** | City Treasurer’s Office / Cash Division  |
| **Classification:** | Simple |
| **Type of Transaction:** | Government to Government |
| **Who may avail:** | Concerned Departments of this City Government |
| **CHECKLIST OF REQUIREMENTS** | **WHERE TO SECURE** |
| 1.Purchase Request duly certified by the City Budget Officer that there is corresponding budget appropriation | Office of the City Budget Office |
|  |
| **CLIENT STEPS** | **AGENCY ACTIONS** | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1.Submit the  requirements | 1.Receive documents and record in the logbook |  | 5 Minutes  | Marvel Nuñez *Admin Aide-1* |
|  | 2.Review the PR and certify the cash availability |  | 5 Minutes  | Elisa R. Tan*City Treasurer* |
| 2.Release PR to BAC office  | 2. Record the PR in the logbook and submit to BAC  |  | 5 Minutes/PR | LGynne Paolo Jampit *Admin Aide-1* |

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1. **Service Name: Payment of Statutory Obligations**

**Description of the Service:** It shall be the duty of the City Treasurer to pay statutory obligations to our partner service providers

|  |  |
| --- | --- |
| **Office or Division:** | City Treasurer’s Office / Cash Division  |
| **Classification:** | Complex |
| **Type of Transaction:** | Government to BusinessGovernment to Government |
| **Who may avail:** | GSIS, PAG-IBIG FUND, PHILHEALTH, PLDT, MORESCOBureau of Treasury, Barangay Council |
| **CHECKLIST OF REQUIREMENTS** | **WHERE TO SECURE** |
| 1.Statement of Account | GSIS, PAG-IBIG FUND, PHILHEALTH, PLDT, MORESCO, BIR |
|  |
| **CLIENT STEPS** | **AGENCY ACTIONS** | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1.Submit the  requirements | 1.Record in the logbook |  | 5 Minutes /transaction | Marvel Nuñez *Admin Aide-1* |
|  | 2.Facilitate the processing of vouchers |  | 5 days /transaction | Edna Saguing*Data Controller-II*LeteciaLabis*RCC-II*Cheryl Honrada*Data Controller-II*Vivian Gaid*Budgeting Assistant* |
| 1.Acknowledge the payment in the voucher2. Issue Official Receipt | 2.Facilitate the payment |  | 1 day /transaction | Edna Saguing*Data Controller-II*LeteciaLabis*RCC-II*Cheryl Honrada*Data Controller-II*Vivian Gaid*Budgeting Assistant* |

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1. **Service Name: Disposition of Accountable Forms**

**Description of the Service:** It shall be the duty of the City Treasurer to pay statutory obligations to our partner service providers.

|  |  |
| --- | --- |
| **Office or Division:** | City Treasurer’s Office / Cash Division  |
| **Classification:** | Simple |
| **Type of Transaction:** | Government to Government  |
| **Who may avail:** | Revenue Collectors, Barangay Treasurers as deputized collector |
| **CHECKLIST OF REQUIREMENTS** | **WHERE TO SECURE** |
| 1.Request | Collector |
|  |
| **CLIENT STEPS** | **AGENCY ACTIONS** | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1.Submit Request of Accountable Forms | 1.Receive request2.Record in the logbook of Accountable Forms |  | 10 Minutes /transaction | LiezlElicano*RCC-II**Liquidating Officer* |
| 2.Acknowledge the receipt of Accountable Forms in the logbookReceive the Accountable Forms | Issue Accountable Forms |  | 15 minutes | LiezlElicano*RCC-II**Liquidating* *Officer* |

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| **FEEDBACK AND COMPLAINTS MECHANISM** |
| How to send feedback | Establish Feedback and Complaint Box/Suggestion Box |
| How feedbacks are processed | Discuss during Staff Consultative Meetings |
| How to file a complaint | Write a Letter of Complaint to the City Mayor |
| How complaints are processed | Discussed with the Local Chief Executive |
| Contact Information of CCB | CSC – Contact Center ng Bayan – 0908-8816-565 |
| PCC  | Presidential Complaints Center - 8888 |
| ARTA | Anti-Red Tape Authority – 478-5093 |

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| **Office** | **Address** | **Contact Information** |
| Office of the City Treasurer | El Salvador City | (088) 555-03970917 9839 854 |
|  |  |  |