

**Republic of the Philippines
Province of Surigao del Sur
CITY OF BISLIG**

CITY TREASURER'S OFFICE

LIST OF FRONTLINE SERVICES

1. PAYING OF REAL PROPERTY TAX
2. PAYING OF TRANSFERTAX
3. SECURING CERTIFICATION/TAX CLEARANCE OF REAL PROPERTY PAYMENT
4. SECURING CORPORATE TAX CERTIFICATE
5. SECURING COMMUNITY TAX CERTIFICATE
6. AVAILING SERVICES FOR REGISTRATION OF LARGE CATTLES OR TRANSFER OF OWNERSHIP
7. REQUESTING/PURCHASING OF OFFICIAL RECEIPTS
8. SECURING PROFESSIONAL TAX RECEIPT (PTR)
9. INQUIRING AUCTIONED & TO BE AUCTIONED PROPERTY/IES

VISION STATEMENT

The Bureau of Local Government Finance shall aggressively assist in the transformation of the Local Government Unit into economically, progressively, financially sound and fiscally responsible institution operating within the framework of national government policies, rules and regulations.

MISSION STATEMENT

The Bureau of Local Government Finance shall actively contribute to economic development through provision of relevant and timely assistance for the professionalization of the treasury and assessment services in the Local Government Units and for attainment of their financial stability and fiscal maturity within the bounds of national government accounting and auditing rules and in accordance with the central government policy direction.

PERFORMANCE PLEDGE

We, the Personnel of the City Treasurer's Office of the City Government of Bislig, do hereby pledge to perform our functions and responsibilities in order to deliver the best services to our clientele with highest degree of professionalism and customers satisfaction.

CITIZEN'S CHARTER

CITY TREASURER'S OFFICE

TYPE OF FRONTLINE SERVICE : **PAYING OF REAL PROPERTY TAX**
 SCHEDULE OF AVAILABILITY OF SERVICE : **MONDAY TO FRIDAY**
 8:00 AM – 5:00 PM,
 NO LUNCH BREAK
 WHO MAY AVAIL OF THE SERVICES? : **ALL TAXPAYERS OF BISLIG CITY**
 DURATION OF TRANSACTION : **20 MINUTES**
 WHAT ARE THE REQUIREMENTS? : **ORIGINAL COPY OF THE FOLLOWING DOCUMENTS:**
 1. LATEST TAX DECLARATION
 2. LATEST REAL PROPERTY TAX PAYMENT OR OFFICIAL RECEIPT
 3. NOTICE OF BILLING OR RPT ORDER OF PAYMENT
 FEE/S : **TAX DUE IS BASED ON THE ASSESSED VALUE MULTIPLIED BY TWO (2) PERCENT (%)**
DISCOUNT:
 ✓ **TAXPAYER IS ENTITLED OF THE FF:**
 ➤ **10% DISCOUNT IF PAID ON OR BEFORE THE END OF THE QUARTER**
 ➤ **15% DISCOUNT IF TAXES ARE PAID IN FULL BEFORE JANUARY 01**

HOW TO AVAIL OF THE SERVICE

Step	Applicant	Service Provider	Fee/s	Form/s	Duration of Activity	Responsible Person
1	Proceeds to the Real Property Tax Collection Section Presents the required documents	Verifies & computes the desired TDN requested by the taxpayer and generate RPTOP & have it signed by the verifier, reviewed by the reviewer and signed by the head of office or the assistant head.	None	RPTOP	10 mins per declaration	Anita B. Besagas Admin. Officer II
2	Presents the RPTOP tax bill to the assigned collectors at the payment counter and pay the tax due	Issues Official Receipt	Refer to the above-stated computation of fee/s	AF No. 56	10 mins. Per declaration	Agnes Mildred Q. Esturas Admin. Asst. I Anna Mae A. Ellazo Admin. Aide VI
3	Receives the Official Receipt					
END OF TRANSACTION						

CITIZEN'S CHARTER

CITY TREASURER'S OFFICE

TYPE OF FRONTLINE SERVICE : **PAYING OF TRANSFER TAX**
 SCHEDULE OF AVAILABILITY OF SERVICE : MONDAY TO FRIDAY
 8:00 AM – 5:00 PM,
 NO LUNCH BREAK
 WHO MAY AVAIL OF THE SERVICES? : ALL TAXPAYERS OF BISLIG CITY
 DURATION OF TRANSACTION : 20 MINUTES
 WHAT ARE THE REQUIREMENTS? : ORIGINAL/XEROX COPY OF THE FOLLOWING DOCUMENTS:
 1. DEED OF SALE
 2. DEED OF DONATION
 3. LATEST TAX DECLARATION
 FEE/S : 75% OF 1% OF THE TOTAL CONSIDERATION (BUYING PRICE) OR THE MV OF THE PROPERTY WHICHEVER IS HIGHER

HOW TO AVAIL OF THE SERVICE?

Step	Applicant	Service Provider	Fee/s	Form/s	Duration of Activity	Responsible Person
1	Proceeds to the Real Property Tax Collection Section Present the required documents	Computes based on the data prescribed on the documents presented & apply the rates based on the approved tax ordinance.	None	None	10 mins per transaction	Agnes Mildred Q. Esturas Admin. Asst. I Anna Mae A. Ellazo Admin. Aide VI
2	Pays the computed tax due	Issues Official Receipt	Refer to the above-stated computation of fee/s	AF No. 51	10 mins. Per transaction	Evelyn A. Layno Admin. Officer II Agnes Mildred Q. Esturas Admin. Asst. I Anna Mae A. Ellazo Admin. Aide VI
3	Receives the Official Receipt					
END OF TRANSACTION						

CITIZEN'S CHARTER

CITY TREASURER'S OFFICE

TYPE OF FRONTLINE SERVICE	:	SECURING CERTIFICATION/TAX CLEARANCE OF REAL PROPERTY PAYMENT
SCHEDULE OF AVAILABILITY OF SERVICE	:	MONDAY TO FRIDAY 8:00 AM – 5:00 PM, NO LUNCH BREAK
WHO MAY AVAIL OF THE SERVICES?	:	ALL TAXPAYERS OF BISLIG CITY
DURATION OF TRANSACTION	:	40 MINUTES
WHAT ARE THE REQUIREMENTS?	:	ORIGINAL COPY OF OFFICIAL RECEIPT OF THE CURRENT YEAR TAXES.
FEE/S	:	<ul style="list-style-type: none"> ➤ TAX CERTIFICATION – P52.50 ➤ BIR DOCUMENTARY STAMP TAX – P15.00

HOW TO AVAIL OF THE SERVICE?

Step	Applicant	Service Provider	Fee/s	Form/s	Duration of Activity	Responsible Person
1	Proceeds to the Real Property Tax Collection Section for payment of the certification fee	Issues Official Receipt	P67.50	AF # 51	10 mins. Per certification	Evelyn A. Layno Admin. Officer II Agnes Mildred Q. Esturas Admin. Asst. I Anna Mae A. Ellazo Admin. Aide VI
2		Locates individual property card, checks record and prints certification	None	Certification form	20 mins. Per certification	Anita B. Besagas Admin. Officer II Ma. Nora N. Amban COS Clerk Joel Bayonla COS Clerk
3		The certification with the Individual Property Card will be signed by the verifier after verifying the certification. The Official Receipt will be attached	None	None	5 mins. Per certification	Anita B. Besagas Admin. Officer II Agnes Mildred Q. Esturas Admin. Asst. I
4		The RPT Section Chief will reviews & initials the certification & will be forwarded to the City Treasurer for signature.	None	None	5 mins. Per transaction	Norminda B. Revil Admin. Officer V Rebecca M. Aleta Asst. City Treasurer Roberto V. Viduya, MBA City Treasurer
5	Receives the certification					
END OF TRANSACTION						

CITIZEN'S CHARTER

CITY TREASURER'S OFFICE

TYPE OF FRONTLINE SERVICE : **SECURING CORPORATE TAX CERTIFICATE**
 SCHEDULE OF AVAILABILITY OF SERVICE : **MONDAY TO FRIDAY**
 8:00 AM – 5:00 PM
 NO LUNCH BREAK
 WHO MAY AVAIL OF THE SERVICES? : **ALL CORPORATION IN BISLIG CITY**
 DURATION OF TRANSACTION : **15 MINUTES**
 WHAT ARE THE REQUIREMENTS? : **SECURITY EXCHANGE COMMISSION (SEC) REGISTRATION**
 FEE/S : **TAX IS BASED ON THE GROSS SALES**
P500,000.00 (BASIC TAX) PLUS GROSS SALES/
P5,000.00 X P2.00

HOW TO AVAIL OF THE SERVICE?

Step	Applicant	Service Provider	Fee/s	Form/s	Duration of Activity	Responsible Person
1	Proceeds to CTO Sub-Office and presents the requirements	Reviews the documents presented	None	None	5 mins.	Leonor R. Clar Admin. Officer IV Alan S. Serenado Admin. Officer II
2	Pays the Corporate Tax Certificate	Issues Official Receipt	Refer to the above-stated computation of fee/s	AF No. 907	10 mins.	Leonor R. Clar Admin. Officer IV Alan S. Serenado Admin. Officer II
3	Receives Official Receipt					
END OF TRANSACTION						

CITIZEN'S CHARTER

CITY TREASURER'S OFFICE

TYPE OF FRONTLINE SERVICE : **SECURING COMMUNITY TAX CERTIFICATE**
 SCHEDULE OF AVAILABILITY OF SERVICE : **MONDAY TO FRIDAY**
 8:00 AM – 5:00 PM
 NO LUNCH BREAK
 WHO MAY AVAIL OF THE SERVICES? : **ALL RESIDENTS OF BISLIG CITY (18 YEARS OLD & ABOVE)**
 DURATION OF TRANSACTION : **15 MINUTES**
 WHAT ARE THE REQUIREMENTS? : **BIR FORM W-2 (WITHHOLDING TAX CERTIFICATE)**
 FEE/S : **TAX IS BASED ON THE GROSS SALES INCOME**
P5.00 (BASIC TAX) PLUS GROSS SALES/P1,000.00

HOW TO AVAIL OF THE SERVICE

Step	Applicant	Service Provider	Fee/s	Form/s	Duration of Activity	Responsible Person
1	Proceeds to CTO Collection Section and fill-up an information slip	Interviews the client for the purpose of securing Community Tax Certificate	None	None	5 mins.	Evelyn A. Layno Admin. Officer II Agnes Mildred Q. Esturas Admin. Asst. I Anna Mae A. Ellazo Admin. Aide VI
2		Issues the Community Tax Certificate (Sedula)	Refer to the above-stated computation of fee/s	BIR Form 0016	10 mins.	Evelyn A. Layno Admin. Officer II Agnes Mildred Q. Esturas Admin. Asst. I Anna Mae A. Ellazo Admin. Aide VI
3	Receives the Community Tax Certificate					
END OF TRANSACTION						

CITIZEN'S CHARTER

CITY TREASURER'S OFFICE

TYPE OF FRONTLINE SERVICE	:	AVAILING SERVICES FOR REGISTRATION OF LARGE CATTLES OR TRANSFER OF OWNERSHIP
SCHEDULE OF AVAILABILITY OF SERVICE	:	MONDAY TO FRIDAY 8:00 AM – 5:00 PM NO LUNCH BREAK
WHO MAY AVAIL OF THE SERVICES?	:	ALL OWNERS OF LARGE CATTLES OF BISLIG CITY
DURATION OF TRANSACTION	:	35 MINUTES
WHAT ARE THE REQUIREMENTS?	:	ORIGINAL COPY OR CERTIFIED TRUE MACHINE COPY OF THE FOLLOWING DOCUMENTS: <ul style="list-style-type: none"> ✓ BARANGAY CERTIFICATION ✓ DEED OF SALE FOR TRANSFER OF OWNERSHIP
FEE/S	:	<ul style="list-style-type: none"> ✓ P105.00 – TRANSFER FEE ✓ P52.50 – REGISTRATION FEE

HOW TO AVAIL OF THE SERVICE

Step	Applicant/Client	Service Provider	Fee/s	Form/s	Duration of Activity	Responsible Person
1	Proceeds to CTO Collection Section and present the required documents	Reviews the presented documents Advises the client to pay the required fee	None	None	10 mins.	Agnes Mildred Q. Esturas Admin. Asst. I Anna Mae A. Ellazo Admin. Aide VI
2	Pays the corresponding fees	Issues the Official Receipt	P105.00 transfer fee P52.50 registration fee	AF No. 28 / AF No. 51 AF No. 51 / AF No. 53	15 mins.	Agnes Mildred Q. Esturas Admin. Asst. I Anna Mae A. Ellazo Admin. Aide VI
3	Identifies the distinctive marks of the large cattle and reflect it at the back of the Official Receipt issued and affix the signature of the owner	Assists the client in identifying distinctive marks Attaches photocopy of the requirements to the duplicate copy of the Official Receipt	None	Official Receipt	10 mins.	Agnes Mildred Q. Esturas Admin. Asst. I Anna Mae A. Ellazo Admin. Aide VI
4	Receives Official Receipt					
END OF TRANSACTION						

CITIZEN'S CHARTER

CITY TREASURER'S OFFICE

TYPE OF FRONTLINE SERVICE	:	REQUESTING/PURCHASING OF OFFICIAL RECEIPTS
SCHEDULE OF AVAILABILITY OF SERVICE	:	MONDAY TO FRIDAY 8:00 AM – 5:00 PM NO LUNCH BREAK
WHO MAY AVAIL OF THE SERVICES?	:	ALL BARANGAY TREASURER'S OF BISLIG CITY
DURATION OF TRANSACTION	:	25 MINUTES
WHAT ARE THE REQUIREMENTS?	:	REQUISITION AND ISSUE VOUCHER
FEE/S	:	<ul style="list-style-type: none"> ✓ P135.00/PAD – FORM NO. 51 ✓ P85.00/PAD – BIR FORM NO. 16 ✓ CASH TICKET: <ul style="list-style-type: none"> ○ P1.00 = P110.00/PAD ○ P2.00 = P110.00/PAD ○ P5.00 = P185.00/PAD

HOW TO AVAIL OF THE SERVICE?

Step	Applicant	Service Provider	Fee/s	Form/s	Duration of Activity	Responsible Person
1	Barangay Treasurer presents Requisition Issue Voucher to CTO Cash Division	CTO staff records accountable forms particular to RIV	None	Requisition Issue Voucher	5 mins.	Juanita C. Villezon Admin. Officer I Adora C. Escartin Admin. Asst. II
2	Signs the record book of accountable form	Releases RIV to Barangay Treasurer for payment.	None		5 mins.	Juanita C. Villezon Admin. Officer I Adora C. Escartin Admin. Asst. II
3	Proceeds to the counter (Collection Division) for payment	Issues Official Receipt and reflect O.R. No. in the RIV	P135/pad P85/pad Cash Tickets: 1.00=100/pad 2.00=110/pad 5.00=185/pad 10=185/Pad	Form No. 51	10 mins.	Agnes Mildred Q. Esturas Admin. Asst. I Anna Mae A. Ellazo Admin. Aide VI
4	Receives O.R. and returns RIV to the cash division for approval	City Treasurer approved & signed the RIV			5 mins.	Roberto V. Viduya, MBA City Treasurer Rebecca M. Aleta Asst. City Treasurer
5	Receives accountable forms and copy of RIV					
END OF TRANSACTION						

CITIZEN'S CHARTER

CITY TREASURER'S OFFICE

TYPE OF FRONTLINE SERVICE	:	INQUIRING AUCTIONED & TO BE AUCTIONED PROPERTY/IES
SCHEDULE OF AVAILABILITY OF SERVICE	:	MONDAY TO FRIDAY 8:00 AM – 5:00 PM NO LUNCH BREAK
WHO MAY AVAIL OF THE SERVICES?	:	ALL RESIDENTS OF BISLIG CITY
DURATION OF TRANSACTION	:	ALL INTERESTED CONSTITUENTS OF LEGAL AGE 30 MIN. OR UNTIL CLIENT IS SATISFIED WITH EXPLANATION
WHAT ARE THE REQUIREMENTS?	:	NONE
FEE/S	:	NONE

HOW TO AVAIL OF THE SERVICE

Step	Applicant/Client	Service Provider	Fee/s	Form/s	Duration of Activity	Responsible Person
1	Proceeds to the Chief/ Auction Officer	Explains the process of auction sale activities	-	-	30 mins Until the client will be satisfied with explanation	Auction Officer / City Treasurer
2	Satisfactorily receives the explanation					
END OF TRANSACTION						