



CITIZEN'S CHARTER



I. Mandate

The existence of the City Treasurer's Office in a local government unit is based on the provisions of Book II, Section 470 of Republic Act No. 7160 otherwise known as the Local Government Code of 1991. Its main objective is to oversee the effective conduct of local treasury operations by adopting various procedures relative to the performance of local tax revenue collection, custody and disbursement of local government financial resources. Thus, the three main areas of the treasury management specifically concern revenue intake, financial safe-keeping and releasing of local government funds.

II. Vision

The City Treasurer's Office is committed to effectively meet the target collection yearly thru innovative strategies and methods in Financial Management and continually improve the Quality Management System to ensure taxpayers satisfaction.

III. Mission

In pursuit of the mnemonics, "ADVOCATE" which stands for:

Advance the cause of the Quezon City Government to serve the people;

Develop organizational capacity to improve performance;

Venture into innovative strategies in financial management;

Organize further the Treasury to promote professionalism and specialization; **C**omplement the efforts of the local government to provide infrastructure and

basic services;

Assist other Local Government Units through technical assistance;

Translate the City's plans and programs for economic growth and self- reliance; Empower the Local Treasury through sound fiscal policy and effective financial management.

IV. Service Pledge

We commit to:

- Perform our duties and responsibilities with utmost integrity, competence and dedication in order to serve and to meet taxpayers satisfaction
- Pursue our goals objectively to attain office efficiency and meet the target collection to better serve our constituents
- Attend to all taxpayers or requesting parties who are within the premises of the Office prior to the end of official working hours and during lunch break



LIST OF SERVICES

Central /Main Office	
External Services	FG
Payment of Transfer's Tax Payment of Contractor's Tax	5-6 7
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Awards and Benefits	40
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PAYMENT OF TRANSFER TAX

The Quezon City may impose tax on sale, donation or any mode of transferring ownership or title of real property at the rate of not be more than Seventy-Five percent (75%) of one percent (1%) of the total consideration involved in the acquisition of the property, or of the fair market/zonal valuation value in case the monetary consideration involved in the transfer is not substantial, whichever is higher. (*Sec. 135 (a)LGC*)

Office or Division	Tayon and Face	Division				
Office or Division:	Taxes and Fees Division					
Classification:	Simple	G2C- Government to Citizen				
Type of Transaction:	G2C- Governmer	it to Citizen				
		All Quezon City taxpayers engaging in Business, profession and/or				
Who may avail:	transaction (Solla	axpayers engagi	Donor and Donee c	of Roal Property)		
CHECKLIST OF RE			WHERE TO SECU			
1.Transfer Tax Form			Information Desk			
2.Legal Instrument (De	ed of Sale		Legal Counsel	<u> </u>		
/Donation/ Conveyance			Legal Courisei			
settlement of estate of						
3.Tax Declaration of P			City Assessor's Off	ice		
4.Certification of Real			Real Estate Divisio			
Payment (Tax Clearan		((City Treasurer's Off			
5.Title			Register of Deed			
6. Certification Authoriz	zing Registration		BIR			
(C.A.R) or payment of			2			
Tax, Documentary star						
tax, etc. (Optional)	· ·					
7.Representative: Spe	cial Power of	Owner	r or client being rep	resented		
Attorney (SPA), author	ization letter with		•			
photocopy of governme	ent issued ID w/ 3					
specimen signatures o	f both parties					
CLIENT STEPS	AGENCY	FEES TO	PROCESSING	PERSON		
	ACTION	BE PAID	TIME	RESPONSIBLE		
1.Present the duly	1. Evaluate the	Assessment	Simple	Assessment		
accomplished form	completeness	of Transfer	Transaction:	Officer		
(Transfer Tax Form)	of filled-up form	tax based on	Sound the Energy of	Taxes and		
and the required documents to	and the	the ff:	with 5 and	Fees Division		
Counter 1, 2, 6-14 for	submitted documents	-the locality of the property	below transaction -			
assessment and	1.1 Compute	to be	2 hours			
verification	transfer tax	transferred	∠ nours ✓ with 6-10			
vermeation	1.2 Prepare tax	-Area of the	transactions	Asst. Chief		
	bill for approval	property	- 4 hours	Taxes and		
	of the City	-Zonal / Fair		Fees Division		
	Treasurer or his	market value/	(Time varies for			
	duly authorized	consideration	bulk	City Treasurer		
	signatory	whichever is	transactions)	2		
2. Receive tax bill	2. Validate tax	higher	10 minutes	Local Revenue		
and pay the required	bill and issue			Collection		
amount at Counter 3	Official			Officer		
or 4	Receipt/s			Taxes and		
*Make sure to secure				Fees Division		
Official receipt/s that						
will be issued upon						
payment		B 100 00 far	10 minutes	Dessiving Clark		
3. Provide photocopy	3. Get all the	₱ 100.00 for	10 minutes	Receiving Clerk		
of the receipt, tax bill and all the transfer	photocopies of	certification		Taxes and Fees Division		
	the receipt, the					
tax requirements at	tax bill, and all					
Counter 5	the transfer tax					



3.1 Receive claim stub at Counter 5 specifying the releasing date of the Certification of Transfer Tax 3.1 Issue claim stub and process the requested 2 working days (Release of Certification of Transfer Tax) Certification of Transfer Tax 3.1 Prepare certification for approval of the City Treasurer or his duly authorized signatory 2 working days (Release of Certification of Transfer Tax) 4. Return to Taxes and Fees Division. Submit the claim stub to Counter 5 to obtain the Certification. 4. Release the Certificate of Transfer Tax) 10 minutes Releasing Clerk Taxes and Fees Division 1. Accept accomplished accept order of payment 1. Accept accept order of payment 1. Accept accomplished form and issue order of payment 5 minutes Releasing Clerk Taxes and Fees Division 1. Accept accomplished form and issue order of payment 1. Accept accept order of payment 5 minutes Releasing Clerk Taxes and Fees Division 1. Accept accept order of payment 1. Accept accept order of payment 5 minutes Releasing Clerk Taxes and Fees Division 3.1 Prepare certification. 1. Accept accept order of payment 10 minutes Releasing Clerk Taxes and Fees Division 3.1 Prepare certification or payment 10 minutes Releasing Clerk Taxes and Fees Division 3.1 Prepare certification or payment 10 minutes Releasing Clerk Taxes and Fees Division 3.1 Accept orficial receipt/s a		• •			1
certification for approval of the City Treasurer or his duly authorized signatoryTaxes and Fees Division4. Return to Taxes and Fees Division Submit the claim stub to Counter 5 to obtain the Certificate of Transfer Tax. * Before leaving, be sure to double-check the details typed on your certification.4. Release the Certificate of Transfer Tax with security seal at Counter 510 minutesReleasing Clerk Taxes and Fees Division1.Accomplish the (Unified request form) at Counter 5 and accept order of payment1.Accept payment55Sinutes2.Pay the required fee at Counter 5 and wait for the with secure1.Accept paymentP 50.00 per copy5 minutesReleasing Clerk Taxes and Fees Division2.Pay the required fee at Counter 5 and accept order of payment2.Accept payment and issue official receiptP 20.00 additional – Verification5 minutesLocal Revenue Collection Officier resentation of any copy of the Transfer Taxes and Fee (non- presentation of any copy of the Transfer Taxes and Fees Division3. Present Official requested certified true copy3.1 Accept official receipt and release certified true cortified true cortification10 minutesReleasing Clerk Taxes and Fees Division3. Present Official receipt3.1 Accept official receipt and release certified true 	specifying the releasing date of the Certification of	stub and process the requested certification		(Release of Certification of	Asst. Chief
or his duly authorized signatoryor his duly authorized signatoryLegal Officer In- charge4. Return to Taxes and Fees Division. Submit the claim stub to Counter 5 to obtain the Certificate of Transfer Tax.4. Release the Certificate of Transfer Tax.10 minutesReleasing Clerk Taxes and Fees Division* Before leaving, be sure to double-check the details typed on your certification.1. Accept accept order of 		certification for approval of the			Taxes and
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and Fees Division. Submit the claim stub to Counter 5 to obtain the Certificate of Transfer Tax. * Before leaving, be sure to double-check the details typed on your certification.Certificate of Transfer Tax seal at Counter 5Taxes and Fees Division1. Accomplish the (Unified request form) at Counter 5 and accept order of payment1. Accept accomplished form and issue order of payment55S2. Pay the required fee at Counter 5 and accept order of payment1. Accept accomplished issue official receipt at Counter 5 and wait for the release of your requested certified true copy3.1 Accept official receipt's that with secure of payment5SSReleasing Clerk Taxes and Fees Division3. Present Official requested certified true copy3.1 Accept official receipt official receipt9SNNN3. Present Official requested certified true copy3.1 Accept official receipt9SNNN<					
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your certification.Image: Certification of Payment of Transfer Tax1.Accomplish the (Unified request form) at Counter 5 and accept order of payment1.Accept accomplished form and issue order of payment5 minutesReleasing Clerk Taxes and Fees Division2.Pay the required fee at Counter 3 or 4 *Make sure to secure 	Transfer Tax. * Before leaving, be sure to double-check				
Certified True Copy/Re – Printing of Certification of Payment of Transfer Tax1.Accomplish the (Unified request form) at Counter 5 and accept order of payment1.Accept accomplished form and issue 					
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2.Pay the required fee at Counter 3 or 4 *Make sure to secure Official receipt/s that will be issued upon payment2.Accept payment and issue official receiptcopy5 minutesLocal Revenue Collection Officer0 fficial receipt/s that will be issued upon paymentreceiptadditional - Verification Fee (non- presentation of any copy of the Transfer Tax Payment5 minutesLocal Revenue Collection Officer3. Present Official receipt at Counter 5 and wait for the requested certified true copy3.1 Accept official receipt 3.2 Prepare and release certified true copy with signature of the City Treasurer or his duly authorized signatory3.1 Accept of any copy of the Transfer Tax Payment Certification)10 minutes Fees DivisionReleasing Clerk Taxes and Fees Division10 minutes copy with signature of the City Treasurer or his duly authorized signatoryCertification)Asst. Chief Taxes and Fees Division	Certified True Copy/R	le – Printing of Ce	ertification of Pa	yment of Transfe	r Tax
receipt at Counter 5 and wait for the release of your requested certified true copyofficial receipt 3.2 Prepare and release certified true copy with signature of the City Treasurer or his duly authorized signatoryof any copy of the Transfer Tax Payment Certification)Taxes and Fees Divisionreceipt at Counter 5 and wait for the release of your requested certified true copyofficial receipt 3.2 Prepare and release certified true Certification)of any copy of the Transfer Tax Payment Certification)Taxes and Fees DivisionCopy with signature of the City Treasurer or his duly authorized signatoryCertification)City Treasurer City Treasurer	1.Accomplish the (Unified request form) at Counter 5 and accept order of	1.Accept accomplished form and issue order of		-	Releasing Clerk Taxes and
requested certified true certified true copy with signature of the City Treasurer or his duly authorized signatory Certification Certification) Asst. Chief Taxes and Fees Division City Treasurer	 1.Accomplish the (Unified request form) at Counter 5 and accept order of payment 2.Pay the required fee at Counter 3 or 4 *Make sure to secure Official receipt/s that will be issued upon 	1.Accept accomplished form and issue order of payment 2.Accept payment and issue official	 ₱ 50.00 per copy ₱ 20.00 additional – Verification 	5 minutes	Releasing Clerk Taxes and Fees Division Local Revenue Collection Officer Taxes and
or his duly City Treasurer authorized signatory	 1.Accomplish the (Unified request form) at Counter 5 and accept order of payment 2.Pay the required fee at Counter 3 or 4 *Make sure to secure Official receipt/s that will be issued upon payment 3. Present Official receipt at Counter 5 and wait for the 	 1.Accept accomplished form and issue order of payment 2.Accept payment and issue official receipt 3.1 Accept official receipt 3.2 Prepare 	 ₱ 50.00 per copy ₱ 20.00 additional – Verification Fee (non- presentation of any copy of the Transfer 	5 minutes	Releasing Clerk Taxes and Fees Division Local Revenue Collection Officer Taxes and Fees Division Releasing Clerk Taxes and
	 1.Accomplish the (Unified request form) at Counter 5 and accept order of payment 2.Pay the required fee at Counter 3 or 4 *Make sure to secure Official receipt/s that will be issued upon payment 3. Present Official receipt at Counter 5 and wait for the release of your requested certified 	 1.Accept accomplished form and issue order of payment 2.Accept payment and issue official receipt 3.1 Accept official receipt 3.2 Prepare and release certified true copy with signature of the 	 ₱ 50.00 per copy ₱ 20.00 additional – Verification Fee (non- presentation of any copy of the Transfer Tax Payment 	5 minutes	Releasing Clerk Taxes and Fees Division Local Revenue Collection Officer Taxes and Fees Division Releasing Clerk Taxes and Fees Division Asst. Chief Taxes and
	 1.Accomplish the (Unified request form) at Counter 5 and accept order of payment 2.Pay the required fee at Counter 3 or 4 *Make sure to secure Official receipt/s that will be issued upon payment 3. Present Official receipt at Counter 5 and wait for the release of your requested certified 	 1.Accept accomplished form and issue order of payment 2.Accept payment and issue official receipt 3.1 Accept official receipt 3.2 Prepare and release certified true copy with signature of the City Treasurer or his duly authorized 	 ₱ 50.00 per copy ₱ 20.00 additional – Verification Fee (non- presentation of any copy of the Transfer Tax Payment 	5 minutes	Releasing Clerk Taxes and Fees Division Local Revenue Collection Officer Taxes and Fees Division Releasing Clerk Taxes and Fees Division Asst. Chief Taxes and Fees Division



PAYMENT OF CONTRACTORS TAX

Pre-requisite for release of Building Permit

Taxes and Fees D	ivision				
Simple					
G2C- Government to Citizen					
Project owner (Cor	Project owner (Corporation and Individual)				
		WHERE TO SEC	URE		
		Dept. Building Of	ficial		
ls		Contractor			
neer/Architect)					
		City Planning Depa	rtment		
AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
 Accept and evaluate complete documentary requirements Compute contractor's tax Prepare tax bill for approval of the City Treasurer or his duly authorized 	As stated in the Order of payment	2 hours	Assessment Officer Taxes and Fees Division Asst. Chief Taxes and Fees Division City Treasurer		
2.Validate tax bill and issue official receipt			Local Revenue Collection Officer Taxes and Fees Division		
	Simple G2C- Government Project owner (Cor GUIREMENTS Is neer/Architect) AGENCY ACTION 1. Accept and evaluate complete documentary requirements 1.1 Compute contractor's tax 1.2 Prepare tax bill for approval of the City Treasurer or his duly authorized signatory 2. Validate tax bill and issue official	G2C- Government to Citizen Project owner (Corporation and QUIREMENTS Is neer/Architect) AGENCY FEES TO ACTION BE PAID 1. Accept and evaluate complete documentary requirements 1.1 Compute contractor's tax 1.2 Prepare tax bill for approval of the City Treasurer or his duly authorized signatory 2. Validate tax bill and issue official	Simple G2C- Government to Citizen Project owner (Corporation and Individual) COUREMENTS WHERE TO SEC Dept. Building Off Is Contractor heer/Architect) City Planning Depa AGENCY FEES TO AGENCY FEES TO AGENCY FEES TO AGENCY FEES TO ACTION BE PAID 1. Accept and As stated evaluate in the complete Order of documentary payment requirements 1.1 Compute contractor's tax 1.2 Prepare tax bill for approval of the City Treasurer or his uly authorized signatory 2.Validate tax bill and issue official Image: Superstructure		



ASSESSMENT OF BUSINESS TAX (IN PERSON APPLICATION)

Performing proper computation and billing of Business Tax prior to actual payment

Office or Division:	Taxes and Fees Div	vision			
Classification:	Simple	to Citizon			
Type of Transaction:	G2C- Government				
Who may avail:	All QC taxpayers er				
CHECKLIST OF RE		V	VHERE TO SECU		
1.Sales Declaration and			Evaluator's Area		
2.Current year's Commu			ity Treasurer's Offi	ce/	
issued in QC or other LC	· · · ·		other LGUs	d L in en einen	
3.Preceding year's (May	ors		Business Permit an	•	
Permit/Business permit	and tax hill and		Department (BPLD		
4.Preceding year's busir Official Receipts	r		City Treasurer's Off		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1 st Quarter					
1.Present the filled-out	1. Accept the	Depends on	Simple	Assessment	
Sales Declaration and	filled-out Sales	the ff:	Transaction	Officer	
other required	Declaration and	-line of		Taxes and	
documents	other required	business	> with 1	Fees Division	
1.1Inform your	documents.	-Gross Sales	account		
preferred payment	1.1Encode thru	-Area of	only: 20		
term (e.g. quarterly,	the system all	establishment	minutes		
semi-annual or annual	pertinent				
etc.)	information from		➤ with 2-4		
2. Receive	the business		accounts: 1		
computerized	permit and		hour and 20		
acknowledgement	compute City Tax		minutes		
receipt	and regulatory				
3. Wait for the	fees 1.2 Issue				
approved email from final reviewer & final					
approver	computerized acknowledgement				
approver	receipt				
	1.3 Inform tax				
	payer to wait for				
	the final reviewer				
	& final approver's				
	email approval				
	2. Transmit the		10 minutes		
	documents from				
	Level 1 to Level 2				
	examiners for				
	Final Review				
	2.1 Final Review				
	of documents for				
	possible				
	adjustment of				
	taxes and fees				
	depending on				
	examiner's				
	findings and/or				
	request for				
	additional				
	pertinent				



	documents 2.2 Print out of draft Tax Bill 2.3 Transmit the documents with the draft Tax Bill to Final Approver 3. Final Approval shall approve the draft Tax Bill 3.1 Final Approval may request for a more in-depth review of assessment or request for additional documents	10 minutes	
2 nd -4 th Quarter 1.Present the previous business tax bill and official receipt 1.1Inform your preferred payment term (e.g. quarterly or semi-annual) 1.2Receive computerized acknowledgement receipt 2.Wait for the approved tax bill	1.Accept the previous' business tax bill and check the Mayor's Permit number thru system 1.1 Issue computerized acknowledgement receipt 1.2 Inform tax payer to wait for the approved tax bill	10 minutes	Assessment Officer Taxes and Fees Division

ASSESSMENT OF BUSINESS TAX (ONLINE APPLICATION)

Performing proper computation and billing of Business Tax prior to actual payment

Office or Division:	Taxes and Fees D	ivision		
Classification:	Simple			
Type of Transaction:	G2C- Government	to Citizen		
Who may avail:	All QC taxpayers e	engaging in Busin	ess and professior	nal services
CHECKLIST OF RE	QUIREMENTS	V	VHERE TO SECUI	RE
1.Sales Declaration and	Evaluation Form	qcese	ervices.quezoncity.	gov.ph
2.Current year's Commu	nity Tax Certificate	C	ity Treasurer's Offi	ce/
issued in QC or other LG	Us (If available)		other LGUs	
3.Preceding year's (Mayo	or's	Online - Busines	ss Permit and Lice	nsing Department
Permit/Business permit)			(BPLD)	
4.Preceding year's business tax bill and		C	ity Treasurer's Off	ice
Official Receipts				-
CLIENT STEPS	AGENCY	FEES TO	PROCESSING	PERSON
	ACTION	BE PAID	TIME	RESPONSIBLE
<u>1st Quarter</u>				
1. Log-in to	1. Get an	Depends on	Within the day	Assessment
qceservices.quezoncity.	applicant in	the ff: of the Officer		
gov.ph	queue.	-line of	application	Taxes and Fees
1.2 Once logged in,	1.1 Review all	business	(during office	Division



				A PILIPINAS
click "Pay Business	uploaded	-Gross Sales	hours)	
Tax". You will be	documents.	-Area of		
redirected to Business	1.2 Encode thru	establishment		
Tax Payment Page	the system all			
1.3 Click "Proceed with	pertinent			
Business Tax	information from			
Assessment"	the uploaded			
1.4 Click "Submit	documents and			
Online Sales Declaration"	compute City Tax and			
1.5 Select an	regulatory fees			
application type, either	1.3 Approve the			
"Not Registered in BIR"	tax assessment			
or "Registered in BIR"				
then proceed.	2. Approval of		10 minutes	
1.6 Input your Mayor's	the final reviewer			
Permit Number and	2.1 Final			
SEC/DTI/CDA Number.	Reviewer may			
Then, click "Next"	request for			
1.7Input all the	additional			
necessary details and	documents			
upload all necessary			10 minutes	
documents.	3. Approval of			
Then, click "Continue"	the City			
1.8Success prompt will	Treasurer			
be displayed together	3.1 Final			
with your Tracking	Approver (City			
Number and get an	Treasurer) may			
email notification upon submission of	request for more documents or a			
application.	more in-depth			
2. Wait for the	review of			
approved email from	application			
final reviewer & final	opprovider			
approver				
2nd-4th Quarter				
1. Log-in to	1. Get an	Depends on	Within the day	Assessment
qceservices.quezoncity.	applicant in	the ff:	of the	Officer
gov.ph	queue.	-line of	application	Taxes and Fees
1.10nce logged in; click	1.1Compute the	business	(during office	Division
"Pay Business Tax".	total tax due	-Gross Sales	hours)	
You will be redirected	based on the	-Area of		
to Business Tax	selected	establishment		
Payment Page 1.2 Click "Proceed with	payment term			
Business Tax	(e.g. quarterly or semi-annual) of			
Assessment"	the taxpayer			
1.4 Input all the	then submit for			
necessary details and	approval			
your preferred payment	1.2 Approve the			
term (e.g. quarterly or	tax assessment			
semi-annual)				
Then, click "Continue"				
1.2Success prompt will				
be displayed together				
with your Tracking				
Number and get an				
email notification upon				
submission of				
application.				
2.Wait for the approved tax bill via email				
ial uni via ettiali				



ISSUANCE OF CERTIFIED TRUE COPY, CERTIFICATE OF RECORDS AND VERIFICATION OF PAYMENT RECORDS FOR BUSINESS ANDTRANSFER TAX

Records, tax delinquency and verification section maintains/ safekeeps records of payments of business and transfer taxpayers, verifies and identifies the delinquent taxpayers and monitors the process of determining the tax collectibles. The records include the triplicate copies of official receipts issued by the City Treasurer's Office.

Office or Division:	Taxes and Fees	Division			
Classification:	Simple				
Type of	G2C- Governmer	G2C- Government to Citizen			
Transaction:					
Who may avail:			ng in Business, pro		
			Donor and Donee of		
CHECKLIST OF RE		V	VHERE TO SECU		
1. Unified Request For		0	Counter 1, 2 or 3		
2. Representative: Spe		Owner	or client being rep	resented	
Attorney (SPA), author photocopy of governme					
specimen signatures of					
Corporation: Secretary					
with General Information					
CLIENT STEPS	AGENCY	FEES TO	PROCESSING	PERSON	
	ACTION	BE PAID	TIME	RESPONSIBLE	
1.Accomplish the	1.Accept	₱ 50.00 per	10 minutes	Receiving Clerk	
(Unified Request	accomplished	сору	(Certified True	Taxes and	
Form) at Counter 1, 2	form and issue	(Certified	Copy)	Fees Division	
or 3 and accept order	order of	True Copy)		(Records	
of payment	payment	+		Section)	
2.Pay the required	2.Accept	₱ 20.00 additional –		Collector	
fee for CTC (Certified	payment and	Verification		Taxes and	
True Copy) or	issue official	Fee (non-		Fees Division	
Certificate of Records	receipt	presentation			
of Business or		of any copy of			
Transfer Tax		Business or			
Receipts or		Transfer Tax			
Certificate of No		Receipt/s)			
Records of Business					
or Transfer Tax		₱ 100.00 per	3 working days		
Receipts at Counter 4		copy	(Certificate of		
or 5 *Make sure to secure		Certificate of Records of	Records of Business or		
Official receipt/s that		Business or	Transfer Tax		
will be issued upon		Transfer Tax	Receipts		
payment		Receipts	and Certificate		
3.Present Official	3.Process and	+	of No Records	Releasing Clerk	
receipt at Counter 5	release the	₱ 20.00	of Business or	Taxes and	
and wait for the	requested	additional –	Transfer Tax	Fees Division	
release of your	certified true	Verification	Receipts)	(Records	
requested certified	сору	Fee		Section)	
true copy		B 400.00	10 1 1		
4.Proceed to Counter	4.Accept official	₱ 100.00 per	10 minutes	Releasing Clerk	
5 at Assessment	receipt and certified true	copy Certificate of		Taxes and Fees Division	
Section, present official receipt and	copy	No Records		(Assessment	
certified true copy for	4.1Prepare and	of Business		Section)	
approval signature	release certified	or Transfer			
				<u> </u>	



true copy with	Tax Receipts		Asst. Chief
signature of the	+		Taxes and
City Treasurer	₱ 20.00		Fees Division
or his duly	additional –		
authorized	Verification		City Treasurer
signatory	Fee		
Total		20 minutes	
		(Certified True	
		Copy)	
		3 working days	
		& 10 minutes	
		(Certificate of	
		Records of	
		Business or	
		Transfer Tax	
		Receipts	
		and Certificate	
		of No Records	
		of Business or	
		Transfer Tax	
		Receipts)	

ISSUANCE OF COMMUNITY TAX CERTIFICATE (INDIVIDUAL)

Community Tax Certificate shall be issued to every person or corporation upon payment of the Community tax. A community tax shall be paid in place of residence of the individual or in the place where the principal office of the juridical entity is located. *(Art.246 (e) Sec.160, LGC)*

Office or Division:	Community Tax Cer	tificate Section	on-Taxes and Fees I	Division
Classification:	Simple			
Type of Transaction:	G2C- Government t	o Citizen		
Who may avail:	All Quezon City resi	dents, busine		
CHECKLIST OF REC	QUIREMENTS		WHERE TO SEC	URE
1.Community Tax Declarat			CTC Section	
2.Government Issued valid			SSS, GSIS, Comele	
3.New Business: Single P	roprietor	Depart	tment of Trade and I	ndustry (DTI)
Certificate of Registration				
4. Renewal of Business:			City Treasurer's C	Office
(Approved business tax de	claration by an			
evaluator)				
5. Individual : Proof of inco	me, payslip, BIR	Company, BIR		
Form 2316			<u> </u>	
6. Claiming of paid CTC		City Treasurer's Office		
Original tax bill and official	•	Cedula Section		
(Duplicate or pink copy of o				<i>.</i> .
7.For Representative: Authorization Letter			ner or client being re	
with a photocopy of government issued valid		DFA,	SSS, GSIS, Comele	ec, LIO etc.
ID of the person being repr				
of the representative w/ 3 s	specimen			
signatures of both parties	AGENCY	FEES TO	DDOCESSING	PERSON
CLIENT STEPS	AGENCY	BE PAID	PROCESSING TIME	RESPONSIBLE
New Business:				
1.Taxpayer present	1. Search Mayor's	Included	10 minutes	Clerk
original tax bill and	permit no. (MP)	in the		CTC Section
duplicate or pink copy of	thru the system	payment		



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official receipt/s	and print CTC	of		
	based on	Business		
	presented	Tax		
2.Receive the	documents 2.Release			
computerized community	computerized			
tax certificate (CTC)	CTC			
	Total		10 minutes	
Renewal of Business:				
1. Taxpayer accomplish community tax declaration form (CTDF) and present the approved business tax declaration by a evaluator 1.1 Taxpayer proceed to the counter intended for encoding of information	1. Accept the accomplished CTDF and required documents 2.Encode the pertinent information declared on CTDF thru a system which automatically compute tax due based on the declared gross sales on the	Amount to be paid depends on the income of taxpayer	10 minutes	Clerk CTC Section
2.Pay the required amount and receive the computerized community tax certificate (CTC)	CTDF 1.Accept the payment and release the computerized			Collector CTC Section
	CTC Total		10 minutes	
Claiming of paid CTC	Total		TO Minutes	
Single Proprietor 1.Taxpayer present original tax bill and duplicate or pink copy of official receipts 2.Receive the computerized community tax certificate (CTC)	1. Search Mayor's permit no. (MP) thru the system and print CTC based on presented documents 2.Release computerized CTC	Included in the payment of Business Tax	10 minutes	Clerk CTC Section
	Total		10 minutes	
Individual 1.Taxpayer accomplish CTDF and proceed to the counter intended for encoding of information	1. Accept the accomplished CTDF 2.Encode the pertinent information declared on CTDF thru a system which automatically computes tax due based on the declared gross salaries/ compensation on	Amount to be paid depends on the income of taxpayer	10 minutes	Clerk CTC Section



	the CTDF			
2.Pay the required	2.Accept the			Collector
amount and receive the	payment and			CTC Section
computerized community	release the			
tax certificate (CTC)	computerized CTC			
	Total		10 minutes	
ISSUANCE OF CERTIFIE	D TRUE COPY			
1.Taxpayer accomplish unified request form, present to Counter 27 and accept order of payment	1.Accept accomplished form and issue order of payment		10 minutes	Clerk CTC Section
2.Pay the required fee at Miscellaneous Section	2.Accept payment and issue official receipt	₱ 50.00		Collector Miscellaneous Section
3. Present Official receipt at Releasing counter 27 and wait for the release of your requested certified true copy	3.Process and release the requested certified true copy	per copy	10 minutes	Clerk CTC Section
	Total		20 minutes	

ISSUANCE OF COMMUNITY TAX CERTIFICATES (CORPORATION)

Community Tax Certificate shall be issued to every person or corporation upon payment of the Community tax. A community tax shall be paid in place of residence of the individual or in the place where the principal office of the juridical entity is located. (*Art.246* (e) Sec. 160, LGC)

Office or Division:	Community Tax Ce	rtificate Section	on-Taxes and Fees I	Division
Classification:	Simple			
Type of Transaction:	G2C- Government t	o Citizen		
Who may avail:	All Quezon City residents, business owners and taxpayers			ayers
CHECKLIST OF REC	QUIREMENTS		WHERE TO SEC	URE
1.Community Tax Declarat	tion Form (CTDF)		CTC Section	
2.Government Issued valid	ID		SSS, GSIS, Comele	
3.New Business:			rities and Exchange	
Certificate of Registration		Coo	perative Developme	nt Authority
4. Renewal of Business:			City Treasurer's C	Office
(Approved business tax de	claration by an			
evaluator)				
ITR/Financial Statement if	• •			
located outside Quezon Ci				
For Real Property Owner-F				
5. Claiming of paid CTC (City Treasurer's Office		
Original tax bill and official		Cedula Section		
(Duplicate or pink copy of o	•			
For Representative: Authorization Letter with		DFA	,SSS, GSIS, Comele	ec, LTO etc.
a photocopy of governmen				
the person being represent				
the representative w/ 3 spe	ecimen signatures			
of both parties CLIENT STEPS			DDOCESSING	DEDSON
CLIENT STEPS	AGENCY ACTION	FEES TO PROCESSING PERSON BE PAID TIME RESPONSIBLE		
New Business:				
1.Taxpayer present	1. Search Mayor's	Included	10 minutes	Clerk
original tax bill and	permit no. (MP)	in the		CTC Section



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duplicate or pink copy of	thru the system	payment		
official receipt/s	and print CTC	of		
	based on	Business		
	presented	Tax		
	documents			
2.Receive the	2.Release			
computerized community	computerized			
tax certificate (CTC)	CTC			
	Total		10 minutes	
Renewal of Business:				
1.Taxpayer accomplish	1. Accept the	Amount to	10 minutes	Clerk
community tax	accomplished	be paid		CTC Section
declaration form (CTDF)	CTDF and	depends		
and present the	required	on the		
approved business tax	documents	income of		
declaration by an	2.Encode the	taxpayer		
evaluator	pertinent			
1.1 Taxpayer proceed to	information			
the counter intended for	declared on CTDF			
encoding of information	thru a system which			
	automatically			
	compute tax due based on the			
	declared gross			
	sales on the			
	CTDF			
2.Pay the required	1.Accept the			Collector
amount and receive the	payment and			CTC Section
computerized community	release the			
tax certificate (CTC)	computerized			
	CTC			
	Total		10 minutes	
Claiming of paid CTC				
Corporation				
1.Taxpayer present	1. Search Mayor's	Included	10 minutes	Clerk
original tax bill and	permit no. (MP)	in the		CTC Section
duplicate or pink copy of	thru the system	payment		
official receipts	and print CTC	of		
	based on	Business		
	presented	Tax		
	documents			
2.Receive the	2.Release			
computerized community	computerized			
tax certificate (CTC)	CTC			
	Total		10 minutes	
ISSUANCE OF CERTIFIE			10 mains star	Clark
1.Taxpayer accomplish	1.Accept		10 minutes	Clerk
unified request form,	accomplished form and issue			CTC Section
present to Counter 27 and accept order of				
payment	order of payment			
2.Pay the required fee at	2.Accept payment	₱ 50.00		Collector
Miscellaneous Section	and issue official	per copy		Miscellaneous
	receipt	PCI COPY		Section
3. Present Official receipt	3.Process and		10 minutes	Clerk
at Counter 27 and wait	release the			CTC Section
for the release of your	requested certified			
requested certified true	true copy			
copy				
	Total		20 minutes	
	10101		20 111110100	



PAYMENT OF MISCELLANEOUS TAXES & FEES

Collection of regulatory fees and various user/service charges as required by law and imposed by revenue generating departments of the Quezon City.

Office or Division:	Miscellaneous Sec	tion-Taxes and	Fees Division	
Classification:	Simple			
Type of Transaction:	G2C- Government	to Citizen		
Who may avail:			ng in Business, pro	fession and/or
	personal transaction	ns		
CHECKLIST OF REC			WHERE TO SEC	
Original order of payment		Various reve	nue generating offic	es of Quezon City
revenue offices (no alterat	ion)			
				DEDOON
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
PAYMENT OF PROFESSIONAL TAX RECEIPTS (PTR) WALK-IN All <u>PRC and</u> IBPcardholders New: Professionals- previous/currently employed in gov't 1.Submit service record 2.Present original PRC ID 3.Pay the required fee Renewal: Present latest Original PTR and PRC ID	1. Verify from the record of the previous payment 2.Accept payment 3.Issue Professional Tax Receipts	 ₱ 300.00 (plus penalty if not updated; 25% + 2% monthly surcharge) Additional cost Verification fee of ₱ 20.00 Cert. true copy 	10 minutes	Miscellaneous Collector
PTR (LAWYERS) New: Lawyers presents 1. Present original IBP card and original Certification from Supreme Court 2.Pay the required fee 3.Receive Professional Tax receipts Renewal: Lawyers previous/currently employed in gov't present Service Record, original latest PTR and IBP card	1. Verify from the record of the previous payment (if applicable) 2.Accept payment 3.Issue Professional Tax Receipts	 ₱ 50.00 ₱ 300.00 (plus penalty if not updated; 25% + 2% monthly surcharge) Additional cost Verification fee of ₱ 20.00 Cert. true 	10 minutes	Miscellaneous Collector



	Γ			1
For Representative of Professional/Lawyers 1.Present original PRC/IBP card, original and photocopy of authorization letter and original and photocopy of gov't issued ID of authorized person w/ 3 specimen signatures of both parties ONLINE PAYMENT OF		copy ₱ 50.00		
PROFESSIONAL TAX RECEIPTS (PTR) 1.Email the PRC / IBP ID and photo of last Official Receipt (OR)/payment to misctaxpayment.cto@ quezoncity.gov.ph 2.Receive thru email the billing statement / order of payment and bank details 3.Send / transfer payments via QC Landbank account	1.Acknowledge the receive email from taxpayer 2. Send the order of payment and bank details for payment of taxpayer 3.Verify the payment thru Landbank DDA Statement Inquiry	₱ 300.00 (plus penalty if not updated; 25% + 2% monthly surcharge)	5 minutes	Online Clerk
4. Email the proof of payment & tax bill to misctaxpayment.cto@ quezoncity.gov.ph	4.Issue original professional tax receipt 5. Upload the		10 minutes 5 minutes	Online Collection Officer OR Uploader
5.Receive the photo of professional tax receipts 6.Pick-up the original (PTR) at City Treasurer's Office, 3 RD Floor, Online Payment Group (Present valid ID and photo/digital copy of OR/PTR as reference)	photo and send to the taxpayer's email 6. Release the original PTR		5 minutes	Online payment OR Releaser
PAYMENT FOR BUILDING, MECHANICAL FENCING, DEMOLITION PERMIT AND CONTRACTOR'S TAX 1.Taxpayer submit original order of payment (no alterations) 2.Pay the required amount 3.Receive the official receipt	1.Issue Official receipt upon payment and presentation of order of payment (no alterations) issued by the Office of the Building Official 2.Accept payment 3.Issue official receipt	As stated in the order of payment	10 minutes	Miscellaneous Collector
ANNUAL INSPECTION				
	1			I



FEE AND ELECTRICAL PERMIT FEE 1.Taxpayer submit original order of payment (no alterations) 2.Pay the required amount 3.Receive the official receipt	1.Issue Official receipt upon payment and presentation of order of payment (no alterations) issued by the Office of the Building Official 2.Accept payment 3.Issue official receipt	As stated in the order of payment	10 minutes	Miscellaneous Collector
PAYMENT FOR OCCUPANCY PERMIT FEE 1.Taxpayer submit original order of payment (no alterations), photocopy of building permit **Building permit issued on 2010 & prior years, Contractors tax payment will be verified, re- assessed based on the indicated Bill of Materials and Floor area subject to payment of deficiency tax, if any. 2.Pay the required amount and receive official receipt	1.Accept order of payment and payment for occupancy permit fees (no alterations) issued by the Office of the Building Official 2.Issue Official receipt	As stated in the order of payment	10 minutes	Miscellaneous Collector
PAYMENT FOR HEALTH CERTIFICATE, SANITARY PERMIT AND PEST CONTROL FEE 1.Taxpayer submit original order of payment (no alterations) 2. Pay the required amount and receive official receipt	1.Accept payment and order of payment issued by City Health Department and 2.Issue Official receipt	As stated in the order of payment	10 minutes	Miscellaneous Collector
ONLINE PAYMENT FOR HEALTH CERTIFICATE AND OCCUPATIONAL (WORK) PERMIT 1. Apply Health Certificate / Occupational Work Permit, log in to qceservices.quezoncity. gov.ph. and receive order of payment	1.Acknowledge the receive email from taxpayer 2.Send the bank details for taxpayers payment	As stated in the order of payment	10 minutes	Online Clerk



2. Email the order of payment to misctaxpayment.cto@ quezoncity.gov.ph3. Verify the payment thru Landbank DDA Statement Inquiry 4. Issue original receipt10 minutes	s Online Collection Officer
payment topayment thrumisctaxpayment.cto@Landbank DDAquezoncity.gov.phStatement Inquiry3.Send/ transfer4.Issue original	
misctaxpayment.cto@Landbank DDAquezoncity.gov.phStatement Inquiry3.Send/ transfer4.Issue original	
quezoncity.gov.phStatement Inquiry3.Send/ transfer4.Issue original	
3.Send/ transfer 4.Issue original	
•	
Landbank account 5. Upload the	OR Uploader
4.Email the proof of photo and send 10 minutes	
payment and order of to the taxpayers	-
payment to email	
misctaxpayment.cto@ 6.Release the	Online payment
quezoncity.gov.ph original receipt 5 minutes	
5.Receive the photo of	
original receipt (OR)	
6.Pick-up the original	
receipt at City	
Treasurer's Office, 3 rd	
Floor, Online payment	
group	
(Present valid ID and	
photo of OR as	
reference)	
*Please take note that Gcash, PAYMAYA and other Financial Facilities	do not directly
receive payment. You must log-in thru the qceservices.quezoncity.gov	-
PAYMENT FOR	
OCCUPATIONAL	
PERMIT FEE AND	
AMENDMENT FEE	
1.Taxpayer present 1. Accept As stated in 10 minutes	s Miscellaneous
original order of payment payment and the order of	Collector
(no alterations) order of payment payment	
2. Pay the required issued by	
amount and receive Business Permit	
official receipt & Licensing Dept.	
2.Issue Official	
receipt	
PAYMENT FOR	
EPWMD FEES AND	
SMOKE BELCHING	
PENALTY	
1.Taxpayer submit 1.Accept As stated in 10 minutes	
original order of payment payment and the order of	Collector
(no alterations) order of payment payment	
2.Pay the required issued by	
amount and receive EPWMD	
official receipt 2.Issue Official	
receipt	
PAYMENT FOR	
PROSECUTORS	
CLEARANCE	
1.Taxpayer submit 1.Accept As stated in 10 minutes	
original order of payment payment and the order of	Collector
(no alterations) order of payment payment	
2.Pay the required issued by City	
amount and receive Prosecutors	
official receipt Office	
2.Issue Official	
receipt	
PAYMENT FOR	



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1.Taxpayer submit original order of payment (no alterations) 2.Pay the required amount and receive official receipt	1.Accept payment and order of payment issued by City Veterinarian Office 2.Issue Official receipt	As stated in the order of payment	10 minutes	Miscellaneous Collector
PAYMENT FOR CIVIL REGISTRY FEES 1.Taxpayer submit original order of payment (no alterations) 2.Pay the required amount and receive official receipt	1.Accept payment and order of payment issued by Civil Registry Department 2.Issue Official receipt	As stated in the order of payment	10 minutes	Miscellaneous Collector
PAYMENT FOR CLEARANCE, CERTIFICATION AND AUTHENTICATION 1.Taxpayer submit original order of payment (no alterations) 2.Pay the required amount and receive official receipt	1.Accept payment and order of payment issued by PLEB 2.Issue Official receipt	As stated in the order of payment	10 minutes	Miscellaneous Collector
PAYMENT FOR OVR AND TERMINAL FEE 1.Taxpayer submit original order of payment (no alterations) 2.Pay the required amount and receive official receipt	1.Accept payment and order of payment issued by Dept. of Public Order and Safety 2.Issue Official receipt	As stated in the order of payment	10 minutes	Miscellaneous Collector
PAYMENT FOR POLICE CLEARANCE FEES AND POLICE REPORT CERTIFICATIONS 1.Taxpayer submit original order of payment (no alterations) 2.Pay the required amount and receive official receipt	1. Accept payment and order of payment issued by QC Police Dept. 2.Issue Official receipt	As stated in the order of payment	10 minutes	Miscellaneous Collector
PAYMENT FOR MAYOR'S CLEARANCE 1.Taxpayer submit original order of payment (no alterations) 2.Pay the required amount and receive official receipt	1.Accept payment and order of payment issued by Administrative Management 2. Issue Official receipt	As stated in the order of payment	10 minutes	Miscellaneous Collector



PAYMENT FOR TAX CERT. OF PAYMENT, CTC OF RECEIPTS AND RECORDS 1.Taxpayer submit original order of payment (no alterations) 2.Pay the required amount and receive official receipt	1.Accept payment and order of payment issued by City Treasurer's Office 2.Issue Official receipt	As stated in the order of payment	10 minutes	Miscellaneous Collector
PAYMENT FOR TAX DECLARATION, TAX MAP, CERT. OF NO TITLE AND PENALTY FOR LATE TRANSFER OF TAX DECLARATION 1.Taxpayer submit original order of payment (no alterations) 2.Pay the required amount and receive official receipt	1.Accept payment and order of payment issued by City Assessor's Office 2.Issue Official receipt	As stated in the order of payment	10 minutes	Miscellaneous Collector
PAYMENT FOR CERTIFICATION OF RECORDS 1.Taxpayer submit original order of payment (no alterations) 2.Pay the required amount and receive official receipt	1.Accept payment and order of payment issued by Office of the City Secretary 2.Issue Official receipt	As stated in the order of payment	10 minutes	Miscellaneous Collector
PAYMENT FOR RECON, RENEWAL, CHANGE OF UNIT, NEW FRANCHISE AND PENALTY 1.Taxpayer submit original order of payment (no alterations) 2.Pay the required amount and receive official receipt	1.Accept payment and order of payment issued by Tricycle Regulatory Unit 2.Issue Official receipt	As stated in the order of payment	10 minutes	Miscellaneous Collector
PAYMENT FOR LOCATIONAL CLEARANCE FEE 1.Taxpayer submit original order of payment (no alterations) 2.Pay the required amount and receive official receipt	1. Accept payment and order of payment issued by City Planning &Devt. Dept. 2.Issue Official receipt	As stated in the order of payment	10 minutes	Miscellaneous Collector
PAYMENT FOR LIBRARY FEES 1.Taxpayer submit				



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original order of payment (no alterations) 2.Pay the required amount and receive official receipt	1. Accept payment and order of payment issued by City Library Dept. 2.Issue Official receipt	As stated in the order of payment	10 minutes	Miscellaneous Collector
PAYMENT FOR ELECTRICAL FEE 1.Taxpayer submit original order of payment (no alterations) 2.Pay the required amount and receive official receipt	 Accept payment and order of payment issued by City General Services Dept. Issue Official receipt 	As stated in the order of payment	10 minutes	Miscellaneous Collector
ISSUANCE OF CERTIFIED TRUE COPY 1.Taxpayer accomplish and submit Unified request form, authorization letter with photocopy of gov't issued ID of representative and taxpayer w/ 3 specimen signatures of both parties 2.Pay the required amount and receive official receipt 3. Wait and receive the requested certified true copy	 Accept the submitted duly accomplished Unified request form with complete requirements Issue official receipt Process and release the requested certified true copy 	 ₱ 20.00 Verification fee ₱50.00 Certified true copy fee 	10 minutes	Miscellaneous Collector
PAYMENT FOR FRANCHISE REGISTRATION FEE (New/Renewal) Tricycle drivers/operators 1.Taxpayer submit original order of payment (no alterations) 2.Pay the required amount and receive official receipt PAYMENT FOR RENTAL FEE	1.Accept payment and order of payment issued by TRU 2.Issue official receipt	As stated in the order of payment	10 minutes	Miscellaneous Collector
Facility Renters/Users 1.Taxpayer submit original order of payment (no alterations) 2.Pay the required amount and receive official receipt PAYMENT FOR	1.Accept payment and order of payment issued by Amoranto Complex / QMC / Bernardo park 2. Issue official receipt	As stated in the order of payment	10 minutes	Miscellaneous Collector



PARKING FEE				
 Taxpayer submit original order of payment (no alterations) Pay the required amount and receive official receipt 	1.Accept payment and order of payment issued by GSD personnel 2.Issue official receipt	 ₱ 30.00 for the first 3 hours; ₱ 10.00 for every succeeding hours 	10 minutes	Miscellaneous Collector
		₱ 20.00 fixed rate for motorcycle		
		FREE 3 hours parking fee for QC Senior Citizens; ₱ 10.00 for every succeeding hours		
		Additional ₱150.00 to current billing for overnight parking		

COLLECTION OF MARKET BUSINESS TAX AND OTHER FEES

Collecting fees from Public and Private Markets and slaughterhouses as per order of payments issued by other revenue generating departments

Office or Division:	Market Section - Ta	axes and Fees D	ivision	
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:			et Business (Private	and Public) street
	vendors, meat vendors, market stallholders			
CHECKLIST OF RE	QUIREMENTS		WHERE TO SECU	RE
Market Stallholders:				
1 st Quarter				
Sales Declaration Form			City Treasurer's Of	fice
Business Permit		Busir	ness Permit Licensi	ng Office
Latest tax bill and official	receipt	City Treasurer's Office		
2 nd to 4 th Quarter				
Previous tax bill and offic	ial receipt		City Treasurer's Of	fice
Liquor Permit Fee				
Original order of paymen	t	Busi	ness Permit Licensi	ng Dept.
Sealing Fee				
Original order of paymen	t		City Treasurer's Of	fice
CLIENT STEPS	AGENCY	FEES TO	PROCESSING	PERSON
	ACTION	BE PAID	TIME	RESPONSIBLE
Market Stallholders	1. Accept the	Based on the	10 minutes	Assessment
(Private and Public	filled-out Sales	amount		Clerk / Officer
Markets)	Declaration and	indicated in		Market Section



<u>1st Quarter (In-person</u>	other required	the Order of		
Application)	documents.	payment		
1. Present the filled-out	1.1Encode thru			
Sales Declaration and	the system all			
other required	pertinent			
documents	information from			
1.1Inform your	the business			
preferred payment term	permit and			
(e.g. quarterly, semi-	compute City Tax			
annual or annual etc.)	and regulatory			
2. Receive	fees			
computerized	1.2 Issue			
acknowledgement	computerized			
receipt	acknowledgement			
3. Wait for the	receipt			
approved email from	1.3 Inform tax			
final reviewer & signed	payer to wait for			
tax bill from final	the final reviewer			
approver	& final approver's			
	email approval			
	2. Transmit the		10 minutes	
	documents from			
	Level 1 to Level 2			
	examiners for			
	Final Review			
	2.1 Final Review			
	of documents for			
	possible			
	adjustment of			
	taxes and fees			
	depending on			
	examiner's			
	findings and/or			
	request for			
	additional			
	pertinent			
	documents			
	2.2 Print out of			
	draft Tax Bill			
	2.3 Transmit the			
	documents with			
	the draft Tax Bill			
	to Final Approver			
			10 minutes	
	3. Final Approval			
	shall approve the			
	draft Tax Bill			
	3.1 Final Approval			
	may request for a			
	more in-depth			
	review of			
	assessment or			
	request for			
	additional			
	documents			
2 nd -4 th Quarter (In-				
person Application)				
1.Present the previous	1.Accept the		10 minutes	Assessment
business tax bill and	previous'			Clerk / Officer
official receipts	business tax bill			Market Section
•	ουσιποσό ταλ υπ			
	and check the			
1.1Inform your preferred payment term	and check the Mayor's Permit			Taxes and Fees



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(e.g. quarterly or semi-	number thru			Division
annual)	system			
1.2Receive	1.1 Issue			
computerized	computerized			
acknowledgement	acknowledgement			
receipt	receipt			
2.Wait for the approved	1.2 Inform tax			
tax bill	payer to wait for			
	the approved tax			
	bill			
1 st Quarter (Online				
Application)				
1. Log-in to	1. Get an	Depends on	Within the day of	Assessment
qceservices.quezoncity.	applicant in	the ff:	the application	Clerk / Officer
gov.ph	queue.	-line of	(during office	Market Section
1.2 Once logged in,	1.1 Review all	business	hours)	
click "Pay Business	uploaded	-Gross Sales		
Tax". You will be	documents.	-Area of		
redirected to Business	1.2 Encode thru	establishment		
Tax Payment Page 1.3 Click "Proceed with	the system all pertinent			
Business Tax	information from			
Assessment"	the uploaded			
1.4 Click "Submit	documents and			
Online Sales	compute City Tax			
Declaration"	and regulatory			
1.5 Select an	fees			
application type, either	1.3 Approve the			
"Not Registered in BIR"	tax assessment			
or "Registered in BIR"	2. Approval of the		10 minutes	
then proceed.	final reviewer			
1.6 Input your Mayor's	2.1 Final			
Permit Number and	Reviewer may			
SEC/DTI/CDA Number.	request for			
Then, click "Next"	additional			
1.7 Input all the	documents		10 minutes	
necessary details and	3. Approval of the			
upload all necessary	City Treasurer			
documents.	3.1 Final			
Then, click "Continue"	Approver (City			
1.8 Success prompt will	Treasurer) may			
be displayed together	request for more			
with your Tracking	documents or a			
Number and get an	more in-depth			
email notification upon	review of			
submission of	application			
application.				
2. Wait for the				
approved email from				
final reviewer & final				
approver and 4th Quarter				
2nd-4th Quarter	1 Coton	Donondo co	Mithin the deviat	Accordent
(Online Application)	1. Get an	Depends on the ff:	Within the day of	Assessment
1. Log-in to	applicant in		the application	Clerk / Officer Market Section
qceservices.quezoncity.	queue.	-line of	(during office	Market Section
gov.ph 1.1Once logged in; click	1.1Compute the total tax due	business -Gross Sales	hours)	
"Pay Business Tax".	based on the	-Gross Sales -Area of		
You will be redirected	selected payment	establishment		
to Business Tax	term (e.g.	Garanianinen		
Payment Page	quarterly or semi-			
1.2 Click "Proceed with	annual) of the			



				
Business Tax Assessment" 1.4 Input all the necessary details and your preferred payment term (e.g. quarterly or semi-annual) Then, click "Continue" 1.2Success prompt will be displayed together with your Tracking Number and get an email notification upon submission of application. 2.Wait for the approved tax bill via email	taxpayer then submit for approval 1.2 Approve the tax assessment			
Payment for Slaughter and permit fees, ante mortem, post mortem, entry fee Meat Handlers, Market meat vendors others 1.Submit original order of payment 2.Pay the required amount and receive official receipt	1.Accept order of payment issued by the City Veterinary Office 2. Accept payment and issue official receipt	Based on the amount indicated in the order of payment	10 minutes	Collector Market Section
Liquor Permit Fees (Beer, wine, serving/ special permit) Corporation & Single Proprietor (restaurants/retailer /wholesaler, bar, cocktail lounge, carinderia) 1.Taxpayer submit original order of payment 2. Pay the required amount and receive official receipt	1.Accept order of payment issued by the LLRB 2. Accept payment and issue official receipt	Based on the amount indicated in the order of payment	10 minutes	Collector Market Section
Sealing Fee 1.Taxpayer submit original order of payment 2.Pay the required amount and receive official receipt	1.Accept order of payment issued by the City Treasurer's Office 2. Accept payment and issue official receipt	Based on the amount indicated in the order of payment	10 minutes	Collector Market Section



SEALING OF WEIGHTS & MEASURES

Quezon City is empowered to levy fees for sealing weights and measures at such reasonable rates. (Sec. 151 LGC). Every person before using instruments of weights and measures for business, service, commercial, or other transactions with the public within Quezon City shall first have them sealed and pay the corresponding fee, fixed under an ordinance, to the City Treasurer's Office.

Office or Division:	Weights and Measu	ure Unit-Taxes a	and Fees Division	
Classification:	Simple			
Type of Transaction:	G2C- Government	to Citizen		
Who may avail:	All Quezon City tax of weights and mea	payers engagir	ng in business that u	uses instruments
CHECKLIST OF REC	QUIREMENTS		WHERE TO SECU	JRE
1.Application form for Tes	ting/ sealing of	V	Veights and Measur	e Unit
weights and measure (AT	SWM)		City Treasurer's Of	ffice
2.Copy of Business permi	t /Hawkers permit	E	Business operator/o	wner
3.Weighing scale/instrume	ent for sealing	E	Business operator/o	wner
4.Latest official receipt		E	Business operator/o	wner
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Taxpayer accomplish the application form for sealing of weighing scale and present copy of business permit/ Hawkers permit, latest copy of official receipt and present the weights and measure instrument for sealing	1. Accept the request letter and evaluate if the business permit is valid and the latest tax obligation is settled. 1.1 If the apparatus is found to be defective, the ATSWM shall be disapproved. 1.2 Apparatus is in good condition, issue order of payment	Sealing and registration <u>Mechanical</u> ₱100.00 for 300kgs below and ₱150.00 for 301kgs and above <u>Digital</u> <u>Weighing</u> <u>scale</u> ₱500.00 fixed	20 minutes	Clerk Weights and Measures Unit
 Accept the order of payment and pay the required amount. Receive an official receipt 	2.Receive the order of payment and issue an official receipt		5 minutes	Collector
3. Present the official receipt and the weighing instrument for sealing	3. Check the official receipt is presented and permit is fully completed. Initiate the testing of the measuring apparatus. All findings shall be indicated in the application form		10 minutes depends on the bulk of the transaction	Clerk Weights and Measures Unit
Walk-In Taxpayer				
 Taxpayers or vendors present the application form, the 	1.Accept the application form Check if the	Sealing and registration	15 minutes for every weighing scale	Clerk Weights and Measures Unit



weighing scale, and other required documents for verification	weighing scale is in order and determine the business permit (for now) and latest official receipt for renewal and retirement and determine the expiration date 1.1 Issue order of payment	Mechanical ₱100.00 for 300kgs below and ₱150.00 for 301kgs and above		
2. Accept the order of payment and pay the required amount	2.Receive the order of payment and issue an official receipt		5 minutes	Collector
3.Present the official receipt and wait while the instrument is for sealing 3.1 Receive the sealed weighing scale/instrument	3.Check the official receipt and perform the sealing of the weighing scale/instrument 3.1 Return the sealed instrument		10 minutes	Clerk Weights and Measures Unit
For Mobile one-stop				
Shop 1. Taxpayers or vendors present the application form, the weighing scale, and other required documents for verification	1. Accept the application form, other required documents, and the weighing scale. Commences with the testing of the apparatus. All findings shall be indicated in the application form. 1.1 Issue order of payment upon checking the weighing scale is in good condition	Sealing and registration <u>Mechanical</u> ₱100.00 for 300kgs below And ₱150.00 for 301kgs and above <u>Digital</u> <u>Weighing</u> <u>scale</u> ₱500.00 fixed ₱50.00 Additional service charge for each instrument	6 hours normal duration for 100 instruments (average market) For big markets (Farmers, Balintawak, Mega Q-mart, Suki, Susano& Commonwealth) 200 instruments for 2 days	Clerk Weights and Measures Unit
2. Accept the order of payment and pay the required amount	2.Receive the order of payment and issue an official receipt			Collector
 3.Present the official receipt and wait while the instrument is for sealing 3.1 Receive the sealed weighing scale/instrument 	3.Check the official receipt and perform the sealing of the weighing scale/instrument 3.1 Return the			Clerk Weights and Measures Unit



	sealed instrument				
CALIBRATION OF GASOLINE PUMPS					
1.Taxpayer or gasoline	1.Conduct a	₱ 50.00	2 hours	Clerk	
dealer/gasoline station	physical	(calibration	(depends on the	Weights and	
operator sends request	inspection of the	fee)	area/location of	Measures Unit	
letter for calibration of	gasoline station	B 400.00	the gasoline		
gasoline pumps.	every quarter for	₱ 100.00	station)		
2. Random calibration	monitoring and	(Re-testing/			
	checking of gasoline pumps	re-sealing fee)			
on every gasoline station each quarter.	gasoline pumps	per nozzle			
station each quarter.					
		₱100.00			
		(Renewal of			
		seal) per			
		nozzle			
		₱500.00			
		(Registration			
	<u> </u>	per nozzle)			
	Total		2 hours		

MARKET RAID

Market Raid is an external service of the City Treasurer's Office conducted to check weighing scales/instruments it is properly sealed or used for illegal purposes by the market vendors.

Office or Division:	Taxes and Fees Div	Taxes and Fees Division		
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	All Quezon City market vendors or market sellers that use weighing			t use weighing
	scales or instrumen	ts in their bus		
CHECKLIST OF REC	QUIREMENTS		WHERE TO SEC	
1.Mission Order			City Treasure	r
2.Calibrated Test Weights			DOST	
3.Letter of information add	ressed to		PNP, MDAD	
Concerned Department				
4.Confiscation Weighing S			Taxes and Fees Di	
CLIENT STEPS	AGENCY	FEES TO	PROCESSING	PERSON
	ACTION	BE PAID	TIME	RESPONSIBLE
1. The market vendor or owner of the weighing scale must present the instrument for immediate testing	1.Check the weighing scale or instruments presented by using test weights and if it is sealed or not *illegal weighing scales will be confiscated immediately	 ₱ 500.00 for every instrument seized. Additional penalties may apply based on the nature of the violation and the amount of arrears 	The actual raid lasted 1 hour	Personnel Examination Division Weights and Measures Unit
2.Receive the confiscated weighing	2.Issue confiscation			Inspectors Weights and



scale form indicatingthe type of instrument and owner's name	weighing scale form Original copy- Owner A duplicate attached to the confiscated instrument Triplicate copy- Examination Division			Measures Unit/ Examination Division
3.Proceed to the City Hall for payment of penalty 3.1Pay the required amount and receive an official receipt 3.2Present the official receipt	3.Check the record of the confiscated weighing scale 3.1 Issue order of payment for penalty 3.2Accept the official receipt	Additional penalties may apply based on the nature of the violation and the amount of arrears		Clerk Weights and Measures Unit Collector
4 Receive the weighing scale sealed	4.Release the confiscated weighing scale sealed to the owner upon presentation of the official receipt Total		1 hour	Clerk Weights and Measures Unit



EXAMINATION OF BOOKS OF ACCOUNTS

Examining books of accounts of business operators in Quezon City to determine the correct gross receipts of the business relative to its declaration in their tax payments

Office or Division:	Examination Divisio	on		
Classification:	Highly Technical			
Type of Transaction:	G2C- Government	to Citizen		
Who may avail:			c. 222, SP 91 S-199	3
CHECKLIST OF REC			WHERE TO SEC	
1.Registered Books of Acc	ounts		Business owne	er
2.Sales invoice			Business owne	er
3.Audited Financial Statem	ent		Accountant	
4.Income Tax Return (ITR)			BIR	
5.VAT Returns/Percentage	Tax Return		BIR	
6.Letter of Authority			City Treasure	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Receive the issued Letter of Authority 1.1Taxpayer/authorized representative present and submit the complete documentary requirements	1.Serve the Letter of Authority (LOA) with the list of required documents 1.1Set the schedule of examination	Depends on the tax deficiency based on audited documents presented	Serving of LOA depends on the area -Submission of documents to Examiner is 5 days	Revenue Examiner Examination Division
2. Request for a schedule of appointment to assigned Revenue Examiner	2.Evaluate and assess the data gathered through audit to determine the deficiency or tax delinquency (if there is any) 2.1 Prepare the Data and Assessment form and submit to the respective Supervising Revenue Examiner for review and validation of the examination findings 2.2Upon validation of the examination findings, Supervising Revenue Examiner submit the Data and Assessment form together with the attachments to the Chief of the Examination 2.3The Chief of Examination		21 days	Revenue Examination Division Supervising Revenue Examiner Examination Division



		2	PILIPINAS
	Division causes the preparation of		Chief of Examination
	Notice of Assessment for		Division
	approval of the		
	City Treasurer 2.4 Revenue		City Treasurer
	Examiner inform		
	the taxpayer of		
	the amount of deficiency/tax		
	delinquency upon		
	approval of the Notice of		Revenue
	Assessment by		Examiner
	the City Treasurer *In case, taxpayer		Examination Division
	delay the		
	examination for no apparent		
	reason, Revenue		
	Examiner shall report the non-		
	compliance for		
	proper legal action		
	*In case, taxpayer		
	failed to settle its deficiency/tax		
	delinquency		
	within the prescribed period		
	of time (60 days),		
	proper legal action will be		
	enforced	10 minutes	A
3.Receive the printed Tax Bill and pay the tax	3.Issue printed tax bill based on	10 minutes	Assessment Officer
delinquency indicated in Tax Bill	the indicated tax		
	delinquency 3.1Accept		
	payment and issue official		Collector
	receipt		
4.Present the original and submit and photocopy of	4.Receive the submitted copy of	5 minutes	Revenue Examiner
Tax Bill and Official	official receipt		
Receipt 4.1Receive the approved	4.1 Prepare the Letter of	10 minutes	City Treasurer
Letter of Confirmation	Confirmation for		
(LOC)	approval of the City Treasurer		Releasing Clerk
	upon full payment		Examination
	of any tax deficiency		Division
	Total	21 days and 25	
		minutes	



APPLICATION OF BUSINESS RETIREMENT CERTIFICATE

Business Retirement Certification is issue to business operators that voluntarily or involuntarily discontinue or close its business operation

Office or Division:	Business Retiremer	ess Retirement Unit-Examination Division			
Classification:	Highly Technical				
Type of Transaction:	G2C- Government t	o Citizen			
Who may avail:	All Quezon City Bus		operators closing th	eir business	
CHECKLIST OF REG			WHERE TO SECU		
1.Business Retirement Ap		F	Business Retiremen		
•	location map originally signed by the owner				
2.Original(latest) tax bill, o		Business	Permit and Licensi	ng Department	
yrs) and Original Business		Duoinicoo	(Business Perm		
3.Single Proprietorship:		F	Business Owner/op	/	
closure with exact effective		-			
Partnership: Original Par	5				
with exact effectivity date	-				
signed by all partners)					
Corporation: Original Sec	cretary's Certificate				
or Board Resolution on clo					
business with exact effect					
4.Government issued ID		E	Business Owner/op	erator	
Single Proprietorship: Orig	ginal to be		•		
presented and photocopy	to be submitted)				
Partnership: all ID of partn	ers are required				
Corporation: ID of the pres	sident and				
signatories to the Board of					
(original to be presented a	and photocopy to				
be submitted)					
*Authorization letter from t					
ID of the authorized repres					
5. Original Barangay Certif			Barangay Hall		
effectivity date of closure a	and Official receipt				
paid from Barangay					
6.BIR Certificate of Regist			BIR		
be presented and photoco	ру то ре				
submitted)	lower of Coloo if				
7.Original Certified Breako there are two or more line					
branches & if AFS is cons					
8.Proof of business tax pa			Other LGU's		
permit issued by other LG			Other LOUS		
operations are situated (or					
presented and photocopy					
9.Latest ITR with AFS on			BIR		
from the last payment of b					
(original to be presented a	•				
be submitted)	· · · · · · · · · · · · · · · · · · ·				
10.Latest VAT or Percenta	age Tax Returns		BIR		
(original to be presented a					
be submitted)					
11.Books of Accounts (pre	11.Books of Accounts (present upon		BIR		
	evaluation/actual inspection and				
examination)					
12. Special Power of Attor	ney (SPA)	Own	er or client being re	presented	
CLIENT STEPS	AGENCY	FEES TO PROCESSING PERSON		PERSON	
	ACTION	BE PAID	TIME	RESPONSIBLE	
SUBMISSION OF					
APPLICATION					



1.Submit accomplished business retirement form with location map with complete documentary requirements *To avoid penalty, application shall be made within 20 days upon closure of business 1.1Receive the releasing form and wait for the set appointment with the Revenue Examiner	1.Receive the submitted accomplished form with complete documentary requirements 1.1Issue releasing form with tentative date		10 minutes	Receiving Clerk, Business Examination and Retirement Division
		Total	10 minutes	
EVALUATION/ CONSULTATION 2.Return to the office on scheduled appointment with Revenue Examiner, if applicable 2.1 Request for the issuance of the Tax Bill	 2. Discuss with Business Retirement Applicant issues or concerns, if any 2.1 Receive the docket for issuance of the Tax Bill 2.2 Inform the applicant to return within 3 days for the Tax Bill 		20 minutes	Examiner, Examination and Retirement Division Assessment Clerk, Examination and Retirement Division
		Total	20 minutes	
ISSUANCE OF TAX BILL FOR PAYMENT 3.Return to the office to receive the approved tax bill and order of certification fee 3.1 Pay the amount due and certification fee 3.2 Submit the original and photocopy of the tax bill, official receipt for taxes paid, and official receipt for certification fee to Clerk	 3. Issue printed tax bill with approval from City Treasurer 3.1 Accept payment and issue the official receipt 3.2 Receive the documents and prepare the business retirement certificate 3.3 Inform the applicant to return within 3 days for the issuance of the signed certification 	Depends on the ff: -Line of business -Gross sales -Area of business delinquency and/or deficiency taxes -date of closure Certification Fee: P200.00	5 minutes 5 minutes 5 minutes	Assessment Clerk Examination and Retirement Division Cashier, Payment Lounge Examination and Retirement Division
		Total	15 minutes	
RELEASE OF CERTIFICATION 4. Receive the Business Retirement Certificate	4. Release the Business Retirement		5 minutes	Releasing Clerk, Examination and Retirement



Certificate			Division
	Total	5 minutes	

ISSUANCE OF REAL PROPERTY TAX CLEARANCE (WALK-IN)

Real Property Tax Clearance is issued to the property owner as proof of complete Real Property tax payment in the Quezon City which provided to a lending company, bank or personal use.

Office or Division:	Real Estate Division	n		
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	All Quezon City Real Property owners			
CHECKLIST OF RE	QUIREMENTS		WHERE TO SECU	JRE
1.Real Property Tax Clearance Unified		Tax Clearance Section		
Application form				
2. Latest Official receipt of Real Property tax		Real Property owner		
(1 photocopy)				
3. Updated Tax Declaration		City Assessor's Office		
4. S.P.A/ Authorization letter, Secretary		Real Property owner		
· ·	Certificate (Corporation/Company) if not			
declared as Real Property	/ owner			
(1 photocopy)				
• If owner, one (1) g				
issued ID (1 photo				
	as, SPA is required			
If property has bee				
Tax Declaration is				
previous owner, s				
Deed of Sale and				
issued ID of the bu	•			
(1 photocopy each	•			
If the owner is dec	,			
Extrajudicial Settle government issue				
u				
party (1 photocopy each) 5.Previous copy of Tax Clearance acquired		Real Property owner		
(if available) 1 photocopy	•	Real Floperty owner		
CLIENT STEPS	AGENCY	FEES TO	PROCESSING	PERSON
	ACTION	BE PAID	TIME	RESPONSIBLE
1.Submit the	1.Receive the	₱100.00 per	10 minutes	Receiving clerk
accomplished unified	accomplished	Tax		Tax Clearance
application form and	form and evaluate	Declaration		Section
other documentary	the completeness			
requirements at the 2 nd	of the submitted			
Floor Treasurer's Office,	requirements and			
Real Estate Division,	determine if			
Tax Clearance Section	declared owner or			
	authorized person			
	1.1 Check and			
	inform the			
	taxpayer of their			
	latest payment			
	made on the			
	property (if			
	property is not yet			
	paid for the			



	current year) 1.2 Print the history of payment of the property 1.3 Issue order of payment			
2.Accept the order of payment and pay the required amount	 2. Receive the payment and order of payment 2.1 Issue official receipt 2.2 Issue claim stub specified the releasing date 		5 minutes	Collector Tax Clearance Section Receiving Clerk
3.Accept the claim stub and return on the specified releasing date	3.Check the status of the real property tax payment records and determine if there are any deficiency taxes and notify the taxpayer thru SMS-contact number stated in the application form 3.1 Printing of Tax Clearance 3.2 Approval of the designated officer		3 days	Receiving clerk Tax Clearance Section
4.Proceed to the releasing counter on the day of release and present the claim stub	4. Release Tax Clearance with security seal and official receipt of the tax clearance fee		5 minutes	Releasing clerk Tax Clearance Section
	Total		3 Days and 20 minutes	
beyond 12:00 nooNew application of	bmitted <u>Previous Ta</u> Clearance will be re n, Real Property Tax no attached previou ce applications – 5 w	leased within the clearance will s tax clearance will	d from 8:00 am to 1 ne day. However, ap be released on the	oplication filed

•

10- 30 tax clearance applications – 5 working days 31 and more tax clearance applications – 10 working days •



ONLINE APPLICATION OF REAL PROPERTY TAX CLEARANCE

Office or Division:	Real Estate Divisio	n		
Classification:	Simple	лт 		
Type of Transaction:	G2C- Government	to Citizen		
Who may avail:	All Quezon City Re		vners	
CHECKLIST OF REQ			WHERE TO SECU	RE
(READABLE SCANN				
1.Real Property Tax Clearar	nce Online		Tax Clearance Sec	tion
Application (copy, paste and	• /			
APPLICATION REQUES	ST:			
TAX CLEARANCE				
Name of Applicant				
Email Address of app				
Name of Real Proper	rty Owner			
Address				
Contact Nos	.			
• No. of copies of Tax	Clearance			
Tax Year A Latest Tax Declaration (reference)	adable			G
2. Latest Tax Declaration (re	eadable scanned		City Assessor's Of	lice
/picture image / photo)	al Property tax		Real Property owr	or
3. Latest Official receipt of Real Property tax (Readable scanned image/photo)			Real Flopelly OW	
4. S.P.A/ Authorization letter			Real Property owr	her
Certificate (Corporation/Company) if not				
declared as Real Property owner				
If owner, 1 government issued ID				
 If owner is overseas, SPA is required 				
 If property has been bought but the 				
	Tax Declaration is declared under			
previous owner, subr	mit a copy of Deed			
of Sale and provide of	one (1)			
government issued II	•			
 If the owner is decea 	· · ·			
Settlement and provi				
government issued II	D of requesting			
party 5.Previous copy of Tax Clea	rance equired /if		Pool Droporty our	or
available)	rance acquired (II		Real Property owr	
CLIENT STEPS	AGENCY	FEES TO	PROCESSING	PERSON
	ACTION	BE PAID	TIME	RESPONSIBLE
1.Fill –out online	1.Receive the	₱ 100.00	10 minutes or	Receiving clerk
application form attached	accomplished	per Tax	depends on the	Tax Clearance
with scanned image with	form and	Declaration	number of email	Section
complete requirements	evaluate the		receive and	
and send it thru	completeness of		respond	
email address:	the submitted		(first come-first	
realestate.cto@quezoncity.	requirements		serve basis)	
<u>gov.ph</u>	and determine if			
	declared owner			
	or authorized			
	person 1.1 Issue order			
	of payment with			
	details on how			
	and where to pay			
2.Accept the order of				Taxpayer
payment and pay the				. anpayor
required amount				
I		•		



3.Send the copy of payment (scanned photo/ image) with the order of payment, email address: misctaxpayment.cto@ quezoncity.gov.ph cc: realestate.cto@quezoncity. gov.ph	3. Receive the copy of payment and order of payment 3.1Issue official receipt 3.2 check the status of the real property tax payment records and determine if there are any deficiency taxes and will notify the taxpayer thru phonecall, SMS or email address stated in the application form 3.3Printing of Tax Clearance 3.4 Signature/ approval of designated officer 3.5 Send the claim stub with confirmation email		3 days (after payment) Acknowledgement email from Miscellaneous Section	Designated online cashier clerk Receiving clerk Tax Clearance Section
4.Receive the confirmation email and claim stub with specified release date 4.1 Print the confirmation email and claim stub				
5. Proceed to 2 nd Floor, Annex Building Real Estate Division, Tax Clearance Section. Present the printed copy of confirmation email with claim stub, photocopy ID of	5. Receive the copy of confirmation email with claim stub together with the releasing		5 minutes	Receiving clerk Tax Clearance Section
the owner, photocopy ID of the authorized representative and SPA or Authorization letter on the specified releasing date	requirements 5.1 Release Tax Clearance with security seal and official receipt of tax clearance fee			Releasing Clerk Tax Clearance Section
	Total		3 days and 15 minutes	
*Note: Three (3) working d	ays after payment	acknowledge	ment email from Mi	scellaneous
Section For Ten (10) or more	e Tax Clearance app	lication- apply	directly to the Tax C	learance Office



ASSESSMENT AND BILLING OF REAL PROPERTY TAX

Performing proper computation and billing of Real Property Taxes prior to its actual payment

Office on Division	Deal Estate Division			
Office or Division:	Real Estate Division			
Classification:	Simple			
Type of Transaction:	G2C- Government to			
Who may avail:	All Quezon City Real	Property Owi		
CHECKLIST OF RI			WHERE TO SEC	
1.Tax Declaration		_	City Assesso	
2.Real Property Tax (RPT) official receipts		Taxpayers Payment	Lounge
(Latest)			Desister of Des	, de
3.Title	it application form		Register of Dee	
4.Real Property Tax Cred			Real Estate Divi	
5.Real Property Tax Cred			Taxpayer/Requestir	ig party
original Official Receipts, (Latest) and S.P.A with g				
(if not the declared owner				
CLIENT STEPS		FEES TO	PROCESSING	PERSON
	AGENCI ACTION	BE PAID	TIME	RESPONSIBLE
Current Real Property				Assessment
Tax (RPT) payment	1.Verify the RPT	As stated	10 minutes	Officer
1.Present latest official	payment	in the		Real Property
receipt, tax declaration	1.2Assess and bill	RPT Bill		Assessment
or title	the Real property tax due			Lounge
1.1Receive printed RPT bill	1.1.Issue printed			
1.2Proceed to	RPT bill			
Taxpayer's Payment				
Lounge for payment				
	Total		10 minutes	
Real Property Tax				
Delinguent				
(Not included in the	1.Verify the RPT		20 minutes	Assessment
Real Properties for	payment			Officer
Auction)	1.2Assess and bill			
1.Proceed to the 2 nd	the Real property			
Floor Real Estate	tax due or as			
Division	indicated in the			Supervisor
1.1 Present latest	agreement			Delinquency
official receipt/tax	1.3Countersign the			Section
declaration, Statement/	printed RPT Bill by			
Notice of Delinquency and other requirements	the supervisor			
*For staggered				
payment, Proceed to	1.4 Accept the RPT			
Delinquency Section for	bill and payment	As stated		
installment payment	1.5 Issue RPT	in the	20 minutes	Collector
undertaking	official receipts	RPT Bill		Delinquency
1.2Receive the RPT Bill				Section
and pay the required				
amount				
	Total		40 minutes	
Real Property Tax	1.Verify the notice		10 minutes	Assessment
Delinquent (included in the list of properties to	presented and			Officer
the list of properties to be auctioned in the next	check for RPT			
public auction)	arrears including the publication cost			
1.Present the	1.2Assess and bill	As stated		
	1.2733533 and Dill	no sialeu		l



Statement/ Notice of Delinquency, Final Notice of Delinquency or Warrant of Levy 1.2 Receive the RPT Bill and pay the required amount	the RPT due 1.3Countersign the printed RPT bill 1.4 Accept the RPT bill and payment 1.5 Issue RPT official receipts	in the RPT Bill	10 minutes	Supervisor Delinquency Section Collector Delinquency Section
	Total		20 minutes	
Real Property Tax Delinquent (included in the list of properties that were already auctioned and within the Redemption Period) 1.Present the Notice of Delinquency, Final Notice of Delinquency or warrant of levy (if any)	1.Verify if the property is within the redemption period and check for RPT arrears, cost of publication and corresponding interest on bid price (if any) 1.2Assess and bill the RPT due	As stated in the RPT Bill	10 minutes	Assessment Officer
1.2Receive the RPT Bill and pay the required amount	1.3Countersign the printed RPT bill 1.4 Accept the RPT bill and Payment 1.5Issue RPT official receipts		20 minutes	Supervisor Delinquency Section Collector Delinquency Section
	Total		30 minutes	
Pool Property Tox	Total		30 111110165	
Real Property Tax Credit (Double payment, erroneous payment, idle land tax, value reversion, property reclassification) 1. Prepare request letter for claim of tax credit specifying the detailed information and submit	1.Accept the request letter and submitted documentary requirements 1.1Forward to Real Estate Division the		5 minutes	Receiving Clerk Records Section
photocopy of documentary requirements (official receipts, copy of tax declaration, title and SPA with valid	submitted documentary requirements 1.2Evaluate the real estate tax payment and the submitted		20 minutes	Receiving Clerk Real Estate Division
government ID, if not declared owner) 1.1Proceed to 3 rd floor, Records Section, Administrative Division to submit the documentary requirements 1.2Wait for the processing of the submitted documents	documentary requirements *if prescriptive period on tax credit has set in, Inform the taxpayer that the request has been denied pursuant to Chapter 9 Sec. 229 of Quezon City Revenue Code as amended		7 working days upon receipt	Clerk Real Estate Division



				- · ·
2.Receive a letter or	2.Prepare the Tax			Clerk
phone call informing the	Credit Application of			Real Estate
credited tax claim or not	payment form			Division
	specifying the			
	detailed tax credit			
	claim information			Chief
	2.1Recommending			Real Estate
	Approval of the			Division
	assessment form			DIVISION
	2.2Approval of the			City Treasurer
	tax credit claim			City Heasurer
				Accessment
	2.3Encode the			Assessment
	credited tax claim			Clerk
	on the Real			Real Estate
	Property Tax			Division
	Module			
	Total		7 days and 25	
			minutes	
 Processing period of Real Property Tax Credit depends on the nature of claim 				
01	saction provided	1		

COLLECTION OF BUSINESS TAX (WALK-IN)

Business tax payments are collected and validated through issuance of Computerized Official Receipts

Office or Division:	Cash Division – Pa	yment Loung	e Section	
Classification:	Simple	<u> </u>		
Type of Transaction:	G2C- Government	to Citizen		
Who may avail:	All Quezon City Bus	siness Owne	rs/Operators	
CHECKLIST OF REC	QUIREMENTS		WHERE TO SECU	JRE
1.Computerized Business	Tax Bill	E	Business Assessment	Lounge
(duly approved/signed by	City Treasurer			
or his deputized signatory				
2. Cash/Manager, Cashie			Business Owne	r
Personal/Company Check				
CLIENT STEPS	AGENCY	FEES TO	PROCESSING	PERSON
	ACTION	BE PAID	TIME	RESPONSIBLE
1.Proceed to Taxpayer's	1. Accept the	As stated	One tax bill takes	Local Revenue
Payment Lounge.	approved	in the	10 minutes to	Collection Officer
	computerized	Business	process and it	and
1.1Present the approved	Business Tax Bill	Tax Bill	constantly	Taxpayers
Computerized Business	and payment.		increases	In the Payment
Tax Bill at the assigned	1 1)/01:51 150		depending on the bulk of the tax bills	Lounge
Counter flashed on the	1.1Verify the existence of			
queuing screen and pay the required amount.	assessment and		presented by the business	
the required amount.	encode the		owner/authorized	
1.2Receive the	amount tendered		representative of	
computerized Business	*for check		the owner	
tax official receipts.	payment, encode			
	the amount, bank			
	name, check			
	number and date.			
	1.2Validate			
	payment and			
	issue			
	computerized			



Business Tax official receipts.		
Total	10 minutes	

Note: The processing time per tax bill depends on the number / bulk of tax bill presented to the assigned collector

- Payment of taxes made through <u>Personal/Company Checks</u> will be released after ten (10) working days clearing period upon presentation of Acknowledgment Receipt by the taxpayers to the assigned guard at the Taxpayers Payment Lounge
- Business Tax Computerized Official Receipts validated can be cancelled on a valid reason within the day it was issued

COLLECTION OF REAL PROPERTY TAX (WALK-IN)

Real Property tax payments are collected and validated through issuance of Computerized Official Receipts

Office or Division:	Cash Division – Pa	vment Louna	e Section	
Classification:	Simple	<u> </u>		
Type of Transaction:	G2C- Government	to Citizen		
Who may avail:	All Quezon City Rea		wners /Developers	
CHECKLIST OF RE	QUIREMENTS	WHERE TO SECURE		JRE
1. Computerized Real Pro	perty Tax Bill	Rea	al Property Assessme	ent Lounge
2. Cash/Manager, Cashie	r and/or		Real Property Ow	ner
Personal/Company Check				
CLIENT STEPS	AGENCY	FEES TO	PROCESSING	PERSON
	ACTION	BE PAID	TIME	RESPONSIBLE
1. Proceed to	1. Accept the	As stated	One tax bill takes	Local Revenue
Taxpayer's Payment	approved	in the	10 minutes to	Collection Officer
Lounge.	computerized	Real	process and it	and
_	Real Property Tax	Property	constantly	Taxpayers
1.1Present the	Bill and payment.	Tax Bill	increases	In the Payment
Computerized Real	depending on the Lounge			
Property Tax Bill at the	1.1Verify the		bulk of the tax bills	
assigned Counter	existence of		presented by the	
flashed on the queuing	assessment and		real property	
screen and pays the	encode the		owner	
required amount.	amount tendered			
	*for check			
1.2Receive the	payment, encode			
computerized Real	the amount,			
Property tax official	bank's name,			
receipts.	check number			
	and date.			
	4.0)/-1-1-1-			
	1.2Validate			
	payment and			
	issue			
	computerized			
	Real Property Tax			
	official receipts. Total		10 minutos	
Note: The proceeding time			10 minutes	
Note: The processing time	e per tax bill depends	on the numb	per / bulk of tax bill pre	esented to the

Note: The processing time per tax bill depends on the number / bulk of tax bill presented to the assigned collector

• Payment of taxes made through <u>Personal/Company Checks</u> will be released after Ten (10) working days clearing period upon presentation of Acknowledgment Receipt by the taxpayers to the assigned guard at the Taxpayers Payment Lounge

Real Property Tax Computerized Official Receipts validated can be cancelled on a valid reason within the day it was issued



CANCELLATION OF BUSINESS AND REAL PROPERTY TAX PAYMENT

Business and Real Property tax payments are collected and validated through issuance of Computerized Official Receipts. Computerized official receipts (COR) issued within the day can be cancelled on a valid reason.

Classification: Simple Type of Transaction: G2C - Government to Citizen Who may avait: All Quezon City Business Owners / Operators CHECKLIST OF REQUIREMENTS WHERE TO SECURE I.Computerized Business and Real Property Tax Bill. Business Assessment Lounge and Real Property Owner Callent STEPS AGENCY ACTION Business Owner and Real Property Owner Company Check. FEES TO ACTION PROCESSING BE PAID PERSON RESPONSIBLE 1.Proceed to Taxpayer's Payment Lounge. 1.Accept the approved computerized Tax Bill and payment. None or whatever stated in the Tax Bill One tax bill takes to constantly increases Local Revenue Collection Officer, Taxpayers In the Payment Lounge and the Head of the payment, encode the amount from the cancelled it the Taxpayer and the collector collectively validated tax bills shall be cancelled if the Taxpayer and the collector collectively observed that there were discrepancies such a double payment, properties paid were not theirs or insufficient funds by the taxpayer to settle the whole payment. 10 minutes / bulk	Office or Division:	Cash Division – Pay	/ment Loung	e Section	
Type of Transaction: G2C - Government to Citizen Who may avail: All Quezon City Business Owners / Operators CHECKLIST OF REQUIREMENTS WHERE TO SECURE 1.Computerized Business and Real Property Tax Bill. (duly approved/signed by City Treasurer or his deputized signatory) Business Assessment Lounge and Real Property Owner 2. Cash / Manager, Cashier and / or Personal / Computerized Tax Bill at the assigned Counter flashed on the queuing screen and pay the required amount from the cancelled tax bill. AGENCY ACTION FEES TO BE PAID Time PROCESSING RESPONSIBLE to the tax bill takes to minutes to whatever stated in the Tax Bill Local Revenue Computerized Tax Bill at the assigned Counter flashed on the queuing screen and pay the required amount from the cancelled tax bill. I.1Verify the existence of assessment and amount from the cancelled the amount hendred for check payment, encode the amount hendred the abuils provided by validated tax bills shall be cancelled if the Taxpayer and the collector collectively observed that there were discrepancies such as double payment, properties paid were not theirs or insufficient funds by the taxpayer to settle the whole payment. 10 minutes / bulk	Classification:				
Who may avail: All Quezon City Business Owners / Operators CHECKLIST OF REQUIREMENTS WHERE TO SECURE 1.Computerized Business and Real Property Tax Bill. Business Assessment Lounge and Real Property Assessment Lounge 2. Cash / Manager, Cashier and / or Personal / Company Check. Business Owner and Real Property Owner 2. Cash / Manager, Cashier and / or Personal / Company Check. FEES TO ACTION PROCESSING BE PAID PERSON RESPONSIBLE 1. Proceed to Taxpayer's Payment Lounge. 1. Accrept the approved computerized Tax Bill and payment. None or whatever stated in the tassigned Counter fashed on the queuing screen and pay the required amount or roceive the amount from the cancelled tax bill. 1.1 Verify the existence of assessment and encode the amount trom the cancelled tax bill. Local Revenue Collection Officer, Taxpayers 1.1 2Already validated tax bills shall be cancelled if the Taxpayer and the collector collectively observed that there were discrepancies such as double payment, properties paid were not theirs or insufficient funds by the taxpayer to settle the whole payment. 10 minutes / bulk			to Citizen		
CHECKLIST OF REQUIREMENTS WHERE TO SECURE 1. Computerized Business and Real Property Tax Bill. (duly approved/signed by City Treasurer or his deputized signatory) Business Assessment Lounge and Real Property Owner 2. Cash / Manager, Cashier and / or Personal / Company Check. Sector Business Owner and Real Property Owner CLIENT STEPS AGENCY ACTION FEES TO BE PAID PROCESSING TIME PERSON RESPONSIBLE 1. Proceed to Taxpayer's Payment Lounge. 1.Accept the approved computerized Tax Bill and payment. None or whatever One tax bill takes the assigned Counter flashed on the queuing screen and pay the required amount from the cancelled tax bill. 1.1 Verify the existence of assessment and encode the amount tendered the amount, bank name, check number and date. None or whatever None or bulk of the tax bills provided by the owner Payment Lounge Collection Officer, Taxpayers In the Payment Lounge and the existence of assessment and encode the amount tendered tha amount, bank name, check number and date. Section 1.2Already validated tax bills shall be cancelled if the Taxpayer and the collector collectively observed that there were discrepancies such as double payment. 10 minutes / bulk				s / Operators	
1.Computerized Business and Real Property Tax Bill. (duly approved/signed by City Treasurer or his deputized signatory) Business Assessment Lounge and Real Property Assessment Lounge 2. Cash / Manager, Cashier and / or Personal / Company Check. Business Owner and Real Property Owner CLIENT STEPS AGENCY ACTION FEES TO BE PAID PROCESSING TIME PERSON RESPONSIBLE 1.Proceed to Taxpayer's Payment Lounge. 1.Accept the approved computerized Tax Bill the assigned Counter 1.Accept the approved computerized Tax Bill and payment. None or whatever stated in the Tax Bill One tax bill takes the assigned Counter Local Revenue Collection Officer, Taxpayers 1.1 Verify the existence of assessment and encode the amount from the cancelled tax bill. 1.1 Verify the existence of assessment and encode the amount there and date. Bill <					CURE
Company Check.AGENCY ACTIONFEES TO BE PAIDPROCESSING TIMEPERSON RESPONSIBLE1.Proceed to Taxpayer's Payment Lounge.1.Accept the approved computerized Tax Bill Bill and payment.None or whatever stated in the Tax Bill and payment.One tax bill takes to constantly increases depending on the bulk of the tax bills provided by the ownerLocal Revenue Collection Officer, Taxpayers In the Payment Lounge and the Payment, encode the amount or receive the amount from the cancelled tax bill.I.1/Verify the existence of assessment and encode the amount tendered 'for check payment, encode the amount, bank name, check number and date.PERSON Taxpayer and the collector collectively validated tax bills shall be cancelled if the Taxpayer and the collector collectively observed that there were discrepancies such as double payment, properties paid were not theirs or insufficient funds by the taxpayer to settle the whole payment,10 minutes / bulk	1.Computerized Business and Real Property Tax Bill. (duly approved/signed by City Treasurer or his deputized signatory)			Assessment Lo	unge
ACTIONBE PAIDTIMERESPONSIBLE1.Proceed to Taxpayer's Payment Lounge.1.Accept the approved computerized Tax bill at the assigned Counter flashed on the queuing screen and pay the required amount from the cancelled tax bill.1.Accept the approved computerized Tax Bill and payment.None or whatever stated in the Tax BillOne tax bill takes to minutes to process and it constantly increases bills provided by the ownerLocal Revenue Collection Officer, Taxpayers In the Payment Lounge and the Head of the Payment Lounge section1.1Verify the existence of amount from the cancelled tax bill.1.1Verify the existence of assessment and encode the amount trom the cancelled tfor check payment, encode the amount, bank name, check number and date.None or whatever BillOne tax bills process and it constantly bills provided by the ownerLocal Revenue Collection to minutes to process and it constantly bills provided by the ownerLocal Revenue Collection Officer, Taxpayers bills provided by the owner1.2Already validated tax bills shall be cancelled if the Taxpayer and the collector collectively observed that there were discrepancies such as double payment, properties paid were not theirs or insufficient funds by the taxpayer to settle the whole payment.10 minutes / bulk	3	ind / or Personal /	Busine	ess Owner and Real	Property Owner
Payment Lounge.approved computerized Tax Bill and payment.whatever stated in the Tax Bill10 minutes to process and it constantly increases depending on the bulk of the tax bills provided by the ownerCollection Officer, Taxpayers In the Payment Lounge and the Head of the Payment Lounge Section2000approved computerized Tax Bill at the assigned Counter flashed on the queuing screen and pay the required amount or receive the amount from the cancelled tax bill.1.1Verify the existence of assessment and encode the amount tendered "for check payment, encode the amount, bank name, check number and date.10 minutes to process and it constantly increases depending on the bulk of the tax bills provided by the ownerCollection Officer, Taxpayers In the Payment Lounge and the Head of the Payment Lounge Section10mount from the cancelled tif the Taxpayer and the collector collectively observed that there were discrepancies such as double payment, properties paid were not theirs or insufficient funds by the taxpayer to settle the whole payment.10 minutes / bulk	CLIENT STEPS				
	 1.Proceed to Taxpayer's Payment Lounge. 1.1Present the approved Computerized Tax Bill at the assigned Counter flashed on the queuing screen and pay the required amount or receive the amount from the cancelled tax bill. 	 1.Accept the approved computerized Tax Bill and payment. 1.1Verify the existence of assessment and encode the amount tendered *for check payment, encode the amount, bank name, check number and date. 1.2Already validated tax bills shall be cancelled if the Taxpayer and the collector collectively observed that there were discrepancies such as double payment, properties paid were not theirs or insufficient funds by the taxpayer to settle the whole 	None or whatever stated in the Tax	One tax bill takes 10 minutes to process and it constantly increases depending on the bulk of the tax bills provided by	Local Revenue Collection Officer, Taxpayers In the Payment Lounge and the Head of the Payment Lounge
		Total		10 minutes / bulk dependent	



COLLECTION OF BID DOCS

Bid Docs payments are collected through manually issued Accountable Form No.51 (AF51) as official receipts

Office or Division:	Cash Division – Pay	/ment Lounge	e Section	
Classification:	Simple	0		
Type of Transaction:	G2C - Government	to Citizen		
Who may avail:	All Interested Bidde	rs		
CHECKLIST OF REQ	EQUIREMENTS WHERE TO SECURE			CURE
1.Computerized Bid Docume	nts.		Bids and Awards Co	ommittee
2. Cash/ Manager and / or Ca			Interested Bido	lers
CLIENT STEPS	AGENCY ACTION.	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
 1.Proceed to Taxpayer's Payment Lounge. 1.1Present the approved Computerized Bid Docs order of payment and pay the required amount. 1.2Receive the manually issued Accountable Form No.51 (AF51) official receipts. 	 Accept the approved computerized Bid Docs order of payment. 1.1Verify the existence of assessment and encode the amount tendered *for check payment, encode the amount, bank name, check number and date. 2 Manually issued Accountable Form No.51 (AF51) official receipts. 		1.One tax bill takes 10 minutes to process and it constantly increases depending on the bulk of the tax bills provided by the business owner	Local Revenue Collection Officer Contractor/ Bidders in the Payment Lounge
	Total		10 minutes /bulk dependent	

REMITTANCE OF CASH COLLECTION

Bonded Collectors shall prepare the Report of Collection and Deposits (RCD) in 5 copies and remit / turn-over intact all collections (cash, checks and tax credit memos) to the liquidating officers at the Cash Division.

Office or Division:	Cash Division				
Classification:	Simple				
Type of Transaction:	G2G- Government to Government				
Who may avail:	All Quezon City Bor	nded Collecto	rs and Barangay Tre	easurer	
CHECKLIST OF REQU	JIREMENTS WHERE TO SECURE				
1.Report of Collection and Depo	sits (RCD) Accountable Officer			icer	
2.Issued or duplicate copy of Of	fficial receipt Accountable Officer			icer	
3.Order of payment		F	Revenue Generating	Offices	
CLIENT STEPS	AGENCY	FEES TO	PROCESSING	PERSON	
	ACTION	BE PAID TIME RESPONSIBLE			
1.For AF51 users, submit a	1.Verify the	30 minutes to Collection Officer			
duplicate copy of issued	accuracy of the				
official receipt with attached	amount collected		constantly	the Fiscal	



order of payment and present	based on the	increases	Verification
the Report of Collection and	submitted	depending on the	Section
Deposits (RCD).	duplicate issued	bulk of the	
	Official Receipts	receipts and	
	and order of	order of payment	
	payment.	provided by the	
		Collection Officer	
2. Receive the RCD with the	2. Sign the RCD	5 minutes	Verifier
initial signature of the verifier.	of the accountable		Fiscal
C C	officer upon		Verification
	checking the		Section
	completeness and		
	accuracy of the		
	declared		
	collection.		
3.Proceed to the Cashier for	3.Receive and	10 minutes	Collection Officer
the remittance of collection	count the		and Cashier from
3.1 Receive the signed RCD	cash/check		Cash Division
as proof of remittance.	remitted.		
• • • • • • • • •			
	3.1Release the		
	signed RCD.		
	Total	45 minutes	

RECORDING OF DAILY TRANSACTIONS IN CASH BOOKS

The Treasurer shall maintain this record to monitor the cash in bank balance as of specific date. All transactions for the day shall be recorded immediately.

Office or	Division:	Cash Division						
Classific		Simple	Simple					
Type of T	Fransaction:	G2C- Government to	Citizen					
Who may		Cash Bookkeeper/Cashier/Accountant						
CHE	CKLIST OF R	EQUIREMENTS		WHERE T	O SECURE			
1.Cash be	ooks of differer	nt fund account (e .g		Cash Bo	ok Locker			
		nd and other special						
accounts).							
CLIEN	NT STEPS	AGENCY ACTION	FEESPROCESSINGPERSONTOTIMERESPONSIBLEBE PAID					
prepare be reco books amoun date of corresp	he checks are red, It should orded in cash stating its nt, payee, the f checks and ponding nce or T.V er.	 Validate first the series of check number if its correspond with the previous checks that had prepared At the end of the day, prepare summary of all checks issued for the day. 		10 minutes	Cashier/Accountable officer/Accountant			
2. Record RCD's.		2. Record the summary report that prepared		20 minutes	Cashier/Accountable officer/Accountant			



	indicating the total amount of collections that are deposited in the different bank accounts.		
3. Recordings of Fund transfer made, Banks request to debits, and other Journal Vouchers that needs adjustments.	3. Examine the validity of the transactions that needed some adjustments or corrections.	10 minutes	Cashier/Accountable officer/Accountant
 Recordings of accounts that are terminated or Interest that needs to be rolled over. 	4. Validate the summary of bank accounts, notice to terminates and period contracts, decision are being made whether to terminate of roll- over the interest earned for a particular period.	10 minutes	Cashier/Accountable officer/Accountant
	Total	50 minutes	

RELEASING OF CHECKS PREPARED

Checks approved and signed by the different signatories are being released. Official Receipts from different contractors or suppliers by the City Government are strictly required.

Office or Division:	Cash Division				
Classification:	Simple				
Type of Transaction:	G2C- Government to Citizen				
Who may avail:	All Quezon City Co	ntractors and	d Suppliers		
CHECKLIST OF REQ	UIREMENTS		WHERE TO SE	CURE	
1.Official receipt.		1	Their respective office	ce premises	
CLIENT STEPS	AGENCY	FEES TO	PROCESSING	PERSON	
	ACTION	BE PAID	TIME	RESPONSIBLE	
1.Proceed to Cash	1.Verify the		10 minutes	Cashier/Accountable	
Division's accountable	particulars			officer	
officers.	indicated in the				
	official receipt.				
1.1Present and write in the					
official receipt the details of	1.1Verify the date				
the checks, received from	of the check if it is				
what agency, the date and	still not yet staled.				
other important details					
required.	1.2 Secure the				
	representative's				
	signature on the				
	cashier's book				
	indicating the				
	date the check				



are released and claimed.		
Total	10 minutes	

RELEASING OF FINANCIAL ASSISTANCE FOR THE BEREAVED FAMILY OF DECEASED SENIOR CITIZEN

The QC Death Benefits Welfare Assistance is a financial assistance program of the city government for the bereaved family of the senior citizens of the city in accordance with the City Ordinance SP-2544, series of 2016. The application for this financial assistance should be within three (3) months AFTER the death of the QC-resident Senior Citizen.

Office or Division:	Cash Division			
Classification:	Simple			
Type of Transaction:	G2C- Government	to Citizen		
Who may avail:	All Quezon City's b	ereaved fami	ly of deceased senio	or citizen
CHECKLIST OF RE	QUIREMENTS		WHERE TO SEC	CURE
 Duly-accomplished claim stub from Office of the Senior citizen affair <u>OSCA.</u> Original OSCA ID of the deceased senior citizen and the I.D of the person processing the application 		0	office of the senior ci	tizen affair
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
 Proceed to Cash Division's window number 1 to 5. Presents claim stub from the OSCA after they submitted those documents required by the said department. 	 Accept the approved claim stub and verify the validity of the documents. Verify if the name of the beneficiary is indicated in the payroll register. Release the 		10 minutes	Cashier/Paymaster
	cash to the authorized representative. Total		10 minutes	

RELEASING OF QUEZON CITY LIVING CENTENARIAN RECOGNITION AWARDS AND BENEFITS

Those legitimate city residents aged 100- years and older will received benefits of ₱ 100,000.00 (one time), monthly allowance of ₱1,000.00, annual birthday gift of ₱1,000.00 from the paymasters at the cash division's windows.

Office or Division:	Cash Division
Classification:	Simple
Type of Transaction:	G2C- Government to Citizen
Who may avail:	All Quezon City resident aged 100-year-old and above



CHECKLIST OF RE	WHERE TO SECURE			
1. Duly-accomplished claim stub from Office of the Senior citizen affair OSCA		Off	fice of the Senior Ci	tizens Affair
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
 Proceed to Cash Division's window number 1 to 5. Presents claim stub from the OSCA after they submitted those documents required by the said department. 	 Accept the approved claim stub and verify the validity of the documents. Verify if the name of the beneficiary is indicated in the payroll register. Release the cash to the authorized representative. 		10 minutes	Cashier/Paymaster
	Total		10 minutes	

RELEASING OF SALARIES OF CONTRACTUAL AND/OR JOB ORDER EMPLOYEES THAT HAS NO ATM CARDS

Those new employees of certain department of the Quezon City hall that has no issued ATM cards should proceed to the Cash Division's paymasters to get their salaries.

Office or Division:	Cash Division				
Classification:	Simple				
Type of Transaction:	G2C- Government to Citizen				
Who may avail:	All Quezon City Hall employees that has no ATM card yet				
	CHECKLIST OF REQUIREMENTS WHERE TO SECURE				
1. Present Quezon C		-	Their respective dep		
CLIENT STEPS	AGENCY	FEES TO	PROCESSING	PERSON	
	ACTION	BE PAID	TIME	RESPONSIBLE	
1.Proceed to Cash	1.Accept the		10 minutes	Cashier/Paymaster	
Division's window	required				
number 1 to 5.	documents (e.g				
	Government				
2.Presents their	issued I.D).				
government issued I.D					
	2. Verify if the				
	name of the				
	beneficiary is				
	indicated in the				
	payroll register.				
	3. Release the				
	cash to the				
	employee				
	himself.				
	Total		10 minutes		



RELEASING OF CHECK AS FINANCIAL ASSISTANCE TO THE DECEASED GOVERNMENT OFFICIALS

This program provides immediate intervention to individuals and/or families who are in crisis situation/ economic difficulties brought about by the illness/ hospitalization thru the procurement of medicines not readily available at the Pharmacy of the QC Health Department, and/or death of a family members thru the extension of Guarantee Letters to funeral parlors within the City to defray the cost of funeral service.

Office or Division:	Cash Division			
Classification:	Simple			
Type of Transaction:	G2C- Government	to Citizen		
Who may avail:	All Quezon City gov	/ernment offi	cial's families or rep	resentative
CHECKLIST OF RE	QUIREMENTS		WHERE TO SEC	CURE
 Certified true copy of Death Certificate reflecting Quezon City address. Duly notarized original copy of Funeral Contract. Certificate of Indigency from the barangay. Valid Government I.D. of Representative. Valid Government I.D. of Deceased 		Social	Services Developm	ent Department
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
 Proceed to Cash Division's paymaster or cashier. Presents valid I.D of the deceased official. Presentgovernment I.D of the representative 	 Accept the approved claim stub and verify the validity of thel.D's presented. Verify if the name of the beneficiary is indicated in check and voucher. Release the checkto the 	N/A	10 minutes	Cashier/Paymaster



RELEASING OF FINANCIAL BURIAL ASSISTANCE

This program provides immediate intervention to individuals, and/or death of a family members thru the extension of Guarantee Letters to funeral parlors within the City to defray the cost of funeral service.

Classification:					
	Simple				
Type of Transaction:	G2C- Government	to Citizen			
Who may avail:	All Quezon City Citi	izen			
CHECKLIST OF RE			WHERE TO SEC	CURE	
 Certified true copy Certificate reflecti address. Duly notarized ori Funeral Contract. Certificate of Indig barangay. Valid Governmen Representative. Valid Governmen 	y of Death ng Quezon City ginal copy of gency from the t I.D. of	Social	Services Developm		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
 Proceed to Cash Division's window number 1 to 5. Presents claim stub from the SSDD after they submitted those documents required by the said department. 	 1.Accept the approved claim stub and verify the validity of the documents. 2. Verify if the name of the beneficiary is indicated in the payroll register. 3. Release the cash to the authorized representative. 	N/A	10 minutes	Cashier/Paymaster	

RELEASING OF BARANGAY SHARES FROM REAL PROPERT TAX (RPT) AND COMMUNITY TAX COLLECTIONS (CTC)

All Barangay are entitled to receive their share from CTC and RPT on a quarterly basis as one of their source of income.

Office or Division:	Cash Division			
Classification:	Simple			
Type of Transaction:	G2G- Government to Government			
Who may avail:	Barangay Treasurers or other officials			
	REQUIREMENTS WHERE TO SECURE			
	KEQUIREMIEN 15	WHERE TO SECURE		



	r		1	
CLIENT STEPS	AGENCY ACTION	FEES TO	PROCESSING	PERSON
		BE PAID	TIME	RESPONSIBLE
 The Barangay treasurer or representative should proceed to Cash division on a scheduled date per district to claim their checks and bring their official receipt. The official should indicate in the O.R those details stated in the check and vouchers (e.gPayor, date of check, amount to receive and others), 	 The paymaster should verify if the barangay is entitled and listed in the payroll prepared by the City Accounting Department. Make sure to advise the recipient to put his/her signature sign in the payroll and voucher for documentation. 		10 minutes	Paymaster/Cashier
	Total		10 minutes	

COLLECTION OF PAYMENT FROM BENEFICIARIES OF SOCIALIZE HOUSING PROJECT

The Account management and Monitoring section issues order of payment to beneficiaries of Socialize Housing Program who will pay their monthly amortizations.

Office or Division:	Cash Division			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	Beneficiaries of So	cialize Housi	ng Program	
CHECKLIST OF RE	QUIREMENTS		WHERE TO SE	CURE
1.Order of payment.		Housing Co	mmunity Developm	ent and Resettlement
		_	Departmer	nt
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Proceed to Cash Division Window 1 or inside the office premise.	 Accept the approved order of payment. 1.1Verify the date of issuance and the existence of assessment made. 1.2 Issue an official receipt indicating proper particulars on the said transactions. 	As stated in the Order of payment	10 minutes	Cashier/Accountable officer
	Total		10 minutes	



ONLINE PAYMENT PROCESSING OF NEW BUSINESS

Office or Division:	Online Payment G	Group (FMU)		
Classification:	Simple	• • •		
Type of Transaction:	G2B- Governmen	t to Business		
Who may avail:	· · ·	tend to set up a	a business in Quezo	on City
CHECKLIST OF REQ	UIREMENTS	WHERE TO SECURE		
1. Proof of Business Regist	ration	DTI for Sole Proprietorship		
		SEC TO	r Corporation and F CDA for Cooperati	
2. Contract of Lease (if leas	ed) or Tax	Business	Owner or City Ass	
Declarations (if owned)	-			
3.Gcash, Maya, Pesonet Ac Debit/Credit card	count, or	Ta	axpayer / Business	Owner
CLIENT STEPS	AGENCY	FEES TO	PROCESSING	PERSON
	ACTION	BE PAID	TIME	RESPONSIBLE
1. Register and log in to				
qceservices.quezoncity.				
gov.ph.Create an account			3 minutes	Taxpayer
using gmail, facebook ID				
or email address				
2.Login to your				
QCeservices account 2.1Click the Business One			20 minutes	Taypayar
			20 minutes	Taxpayer
Stop Shop 2.2Click the Submit				
application online				
2.3Click New then				
proceed				
2.4Fill up the online				
application and upload				
the necessary				
requirements				
2.5Click save				
2.6Click submit				
3. Receive email/text	Evaluation of		30 minutes or	BPLD Evaluator
confirmation or access	application		more depending	ZAU Approver
QCeservices account for	Approve the		on the	
the order of payment /	location		evaluations of	
assessment availability			ancillary	
Login to OCoconticoc		Ac stated in	clearances	
Login to QCeservices		As stated in the online		
4.Click QC Pay Easy Choose payment method		Billing		Taxpayer
4.1Gcash E-wallet		statement		i anpayei
a.Login to your account		inclusive of		
and transfer payment		convenience	10 minutes	
4.2Maya E-wallet		fee, if any		
a.Login to your account		,		
and transfer payment				
4.3Credit/Debit Card				
a.Fill up card details and				
transfer payment				
4.4Paygate (Pesonet				
Banks)				
a.Select and login to your				
bank account and transfer				
payment				
4.5 or Landbank				



a.Transfer / deposit payment to Landbank QCG Settlement Mother Account (Account No. 1722102300) b. Email the photo of proof of payment and tax assessment / reference slip (received thru email or QC eservices) to businesstaxpayment.cto@ quezoncity.gov.ph			
5.Receive the new business permit, certificates / clearances and official receipts to be delivered to your business address	Verify the payment, validate tax bill, issue official receipts (OR) and transmit OR to Business Permit and Licensing Dept. (BPLD) Deliver the items to business owner	3 days or more depending on the number of days payment remittance was received	Payment Verifier Collection Officer OR Transmitter Delivery Agent
	Total	3 days, 1 hour and 3 minutes	

ONLINE PAYMENT PROCESSING OF ANNUAL BUSINESS TAX (RENEWAL)

Office or Division:	Online Payment (Froup (EMU)		
Classification:	Online Payment G			
	Simple			
Type of Transaction:	G2B- Government to Business			
Who may avail:	QC Business /Cooperative owners			
CHECKLIST OF REQ			WHERE TO SECU	JRE
1. Audited Financial Statem			BIR	
2.Gcash, Maya, Pesonet Ac	count, or	Ta Ta	axpayer / Business	Owner
Debit/Credit card				
CLIENT STEPS	AGENCY	FEES TO	PROCESSING	PERSON
	ACTION	BE PAID	TIME	RESPONSIBLE
1. Register to				
qceservices.quezoncity.				
gov.ph.Create an account			3 minutes	Taxpayer
using Gmail, facebook ID				
or email address				
2.Login to your				
QCeservices account				
2.1Click Pay Business			20 minutes	Taxpayer
Tax				
2.2Click proceed with				
Business Tax				
Assessment				
2.3Click Submit Online				
Sales Declaration				
2.4Fill up the online				
application and upload				
the necessary				
requirements				



2.5Click save				
2.6Click submit				
3. Receive email/text confirmation or access QCeservices account for tax assessment availability	Evaluation of application Assessment of Business Tax Approval of assessment		30 minutes or more depending on the evaluations of ancillary clearances	Evaluator Assessment Clerk Final Evaluator Treasurer
Login to QCeServices 4.Click QC Pay Easy Choose payment method 4.1Gcash E-wallet a.Login to your account and transfer payment 4.2Maya E-wallet a.Login to your account and transfer payment 4.3Credit/Debit Card a.Fill up card details and transfer payment 4.4Paygate (Pesonet Banks) a.Select and login to your bank account and transfer payment 4.5 Applicable to Landbank Transfer payment only a.Transfer / deposit payment to Landbank QCG Settlement Mother Account (Account No. 1722102300) b. Email the photo of proof of payment and tax assessment / reference slip (received thru email or QC eservices) to businesstaxpayment.cto@ quezoncity.gov.ph		As stated in the online Billing statement inclusive of convenience fee, if any	10 minutes	Taxpayer
5.Receive the business permit, certificates / clearances and official receipts to be delivered to your business address	Verify the payment, validate tax bill, issue official receipts (OR) and transmit OR to Business Permit and Licensing Dept. (BPLD) Deliver the items to business owner		3 days or more depending on the number of days payment remittance was received	Payment Verifier Collection Officer OR Transmitter Delivery Agent
	Total		3 days, 1 hour and 3 minutes	



ONLINE PAYMENT PROCESSING OF OCCUPATIONAL PERMIT

Office or Division:	Online Payment Group (FMU)			
Classification:	Simple	· · · · · · · · · · · · · · · · · · ·		
Type of Transaction:	G2C- Governmen	t to Citizen		
Who may avail:	Quezon City Emp	loyees or first-ti	me job seeker	
CHÉCKLIST OF REQ		WHERE TO SECURE		
1.NBI / Police Clearance		NBI Clearance- National Bureau of Investigation Official website (<u>https://clearance.nbi.gov.ph/</u>)		
			arance – Philippines vebsite (<u>https://pnpc</u>	learance.ph/)
2.Health receipt or Health c			QC Health Departm	nent
3. Gcash, Maya, Pesonet A Debit/Credit card	ccount, or		Taxpayer	
CLIENT STEPS	AGENCY	FEES TO	PROCESSING	PERSON
	ACTION	BE PAID	TIME	RESPONSIBLE
1. Register to				
qceservices.quezoncity. gov.ph.Create an account using Gmail, facebook ID or email address			3 minutes	Taxpayer
 Login to your QCeServices account Click the Occupational (Work) Permit Click the Submit 			10 minutes	Taxpayer
2.2Click the SubmitOnline application2.3Click Proceed2.4Fill up the onlineapplication and uploadthe necessary				
requirements 2.5Click continue / save 2.6Click submit				
3. Receive email/text confirmation or access QCeServices account for the order of payment/ assessment availability	Evaluation of application		10 minutes or more depending on the evaluations of receive per day	BPLD Evaluator
Login to QCeServices 4.Click QC Pay Easy Choose payment method 4.1Gcash E-wallet a.Login to your account and transfer payment 4.2 Maya E-wallet a.Login to your account and transfer payment 4.3 Credit/Debit Card a.Fill up card details and transfer payment 4.4Paygate (Pesonet Banks) a.Select and login to your bank account and transfer payment 4.5 Applicable to Landbank Transfer		As stated in the online Billing statement inclusive of convenience fee, if any	10 minutes	Taxpayer



payment only a.Transfer / deposit payment to Landbank QCG Settlement Mother Account (Account No. 1722102300) b. Email the photo of proof of payment and tax assessment / reference slip (received thru email or QC eServices) to misctaxpayment.cto@ quezoncity.gov.ph			
5.Pick-up the original Official Receipt (OR) at Business Permit and Licensing Dept. (BPLD)	Verify the payment, validate tax bill, issue official receipts (OR) and transmit OR to Business Permit and Licensing Dept. (BPLD)	3 days or more depending on the number of days payment remittance was received	Payment Verifier Collection Officer OR Transmitter
	Total	3 days and 33 minutes	

ONLINE PAYMENT PROCESSING OF LIQUOR PERMIT

Office or Division:	Online Payment G			
Classification:	Simple			
		tto Ducinoga /		Citizen
Type of Transaction:			G2C-Government to	o Cilizen
Who may avail:	Quezon City Business owners			
CHECKLIST OF REQ			WHERE TO SECU	
1.Barangay Clearance for L	iquor	Respective	Barangay where Bu	isiness is located
2. Gcash, Maya, Pesonet A	ccount, or		Taxpayer	
Debit/Credit card				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register to qceservices.quezoncity. gov.ph. Create an account using Gmail, facebook ID or email address			3 minutes	Taxpayer
 Login to your QCeServices account Click Business One Stop Shop (BOSS) Click Menu then Liquor Permit application 			10 minutes	Taxpayer
 2.3 Click apply for Liquor Permit 2.4 Fill up the online application and upload the necessary requirements 				



2.5 Click continue / save 2.6 Click submit				
3. Receive email/text confirmation or access QCeServices account for the order of payment/ assessment availability	Evaluation of application		10 minutes or more depending on the number of evaluations receive per day	BPLD Evaluator
Login to QCeServices 4.Click QC Pay Easy Choose payment method 4.1 Gcash E-wallet a. Login to your account and transfer payment 4.2 Maya E-wallet a. Login to your account and transfer payment 4.3 Credit/Debit Card a. Fill up card details and transfer payment 4.4Paygate (Pesonet Banks) a.Select and login to your bank account and transfer payment 4.5 Applicable to Landbank Transfer payment only a.Transfer / deposit payment to Landbank QCG Settlement Mother Account (Account No. 1722102300) b. Email the photo of proof of payment and tax		As stated in the online Billing statement inclusive of convenience fee, if any	10 minutes	Taxpayer
assessment / reference slip (received thru email or QC eServices) to businesstaxpayment.cto@ quezoncity.gov.ph				
5.Pick-up the original Official Receipt (OR) at Business Permit and Licensing Dept. (BPLD)	Verify the payment, validate tax bill, issue official receipts (OR) and transmit OR to Business Permit and Licensing Dept. (BPLD)		3 days or more depending on the number of days payment remittance was received	Payment Verifier Collection Officer OR Transmitter
	Total		3 days and 33 minutes	



ONLINE PAYMENT PROCESSING OF REAL PROPERTY TAX

Office or Division:	Online Payment	Group (FMU)		
Classification:	Simple			
Type of Transaction:	G2C-Governmer	nt to Citizen		
Who may avail:	Quezon City Rea	al Property owne	rs / Developers	
CHECKLIST OF REQ	UIREMENTS	WHERE TO SECURE		
1.Tax Declaration			City Assessor's O	ffice
2. Previous Official Receipt	S		Taxpayer / own	er
 Gcash, Maya, Pesonet A Debit/Credit card 	ccount, or		Taxpayer	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register to				
qceservices.quezoncity.				
gov.ph. Create an account			3 minutes	Taxpayer
using Gmail, facebook ID				
or email address				
2. Login to your				
QCeServices account				
2.1 Click the RPT			5 minutes	Taxpayer
Payment (Amilyar)				
2.2 Read and Follow				
instruction				
2.3 Search the Tax				
Declaration No. (TDN)				
2.4 Verify owner's name				
2.5 If multiple TDNs entry,				
a. Click the Add to Cart				
then repeat 2.3 to 2.5				
b. Click My Cart 2.6 Click Proceed to				
Payment 2.7 Click Yes to verify				
total amount to be paid				
Choose payment method				
3. Gcash E-wallet				
a. Login to your account		As stated in		
and transfer payment		the online		
3.2 Maya E-wallet		Billing		
a. Login to your account		statement	10 minutes	Taxpayer
and transfer payment		inclusive of		
3.3 Credit/Debit Card		convenience		
a. Fill up card details and		fee, if any		
transfer payment		, ,		
3.4Paygate (Pesonet				
Banks)				
a.Select and login to your				
bank account and transfer				
payment				
3.5 Applicable to				
Landbank Transfer				
payment only				
a.Transfer / deposit				
payment to Landbank				
QCG Settlement Mother				
Account (Account No.				
1722102300)				
b. Email the photo of proof				
of payment and reference				



slip (received thru email) to rptpayment@quezon city.gov.ph			
4.Receive the photo of Computerized Official Receipt (COR) thru email	Verify the payment thru Landbank Statement Inquiry Validate tax bill and issue Official Receipt Upload photo of Official Receipt	2 days or more depending on the number of days payment remittance was received	Payment Verifier Collection Officer OR Transmitter
5.Pick-up the original Official Receipt (OR) at the City Treasurer's Office, 3 rd Floor, Online Payment Group (present the valid ID and photo / digital copy of OR as reference. If pick-up by representative, present valid ID and authorization letter or email the name of representative	Release the original Computerized Official Receipt	10 minutes	OR Releaser
	Total	2 days and 28 minutes	

ONLINE PAYMENT PROCESSING OF BUILDING PERMIT

Office or Division:	Online Payment Group (FMU)			
Classification:	Simple	,		
Type of Transaction:	G2C-Government	to Citizen / G2	B-Government to B	usiness
Who may avail:	Any person, firm o	r corporation w	/ho wants to constru	uct, build, alter,
	move or demolish	building / struc	ture within the territ	orial jurisdiction of
	Quezon City			
CHECKLIST OF REQ	UIREMENTS		WHERE TO SECU	
1.Proof of ownership and/or	right to build on	Land Regist	ration Authority for t	he Certified True
property			сору	
(Certified True Copy of Trar	nsfer Certificate of	Т	ransfer Certificate o	of Title
Title)				
2. Real Property Tax Declar	ation on Land		City Assessor's Of	fice
3. Pesonet Account			Taxpayer	
CLIENT STEPS	AGENCY	FEES TO	PROCESSING	PERSON
	ACTION	BE PAID	TIME	RESPONSIBLE
1. Register to				
qceservices.quezoncity.				_
gov.ph. Create an account			5 minutes	Taxpayer
using Gmail, facebook ID				
or email address				
2. Login to your				
QCeServices account				_
2.1 Click Building Permit:			15 minutes	Taxpayer
One-Stop-Shop				
2.2 Click Permit				
Applications				
2.3 Fill-up the application				
details				
2.4 Complete the				



application details until you receive an Order of payment				
3.Transfer/ Deposit payment toLandbank of the Phils. Account: Account name:QCG Settlement Mother Account Account No. 1722102300 Bank Address: LBP Quezon CityHall Account Type: Corporate		As stated in the online order of payment	10 minutes	Taxpayer
4.Email the photo of Order of payment and the confirm proof of payment to misctaxpayment.cto@ quezoncity.gov.ph			5 minutes	Taxpayer
5.Receive the photo of Official Receipt (OR) thru email	Verify the payment Issue Official Receipt Upload photo of Official Receipt		2 days or more depending on the number of days payment remittance was received	Payment Verifier Collection Officer OR Uploader
6.Pick-up the original Official Receipt (OR) at the City Treasurer's Office, 3 rd Floor, Online Payment Group (present the valid ID and photo / digital copy of OR as reference. If pick-up by representative, present valid ID and authorization letter or email the name of representative	Release the original Official Receipt		5 minutes	OR Releaser
	Total		2 days and 40 minutes	

ONLINE PAYMENT PROCESSING OF PROFESSIONAL TAX RECEIPT (PTR)

Office or Division:	Online Payment G	Group (FMU)			
Classification:	Simple				
Type of Transaction:	G2C-Government to Citizen				
Who may avail:	Professionals and	Lawyers of the	e Philippines		
CHECKLIST OF REQ	UIREMENTS		WHERE TO SECU	JRE	
1.PRC / IBP ID			fessional Regulator		
		IBP ID-Integrated Bar of the Philippines			
2. Latest Official Receipt (O	R)	Тахр		er / QC Treasurer's Office	
			Miscellaneous Sec	tion	
3. Pesonet Account			Taxpayer		
CLIENT STEPS	AGENCY	FEES TO	PROCESSING	PERSON	
	ACTION	BE PAID	TIME	RESPONSIBLE	
1.Email the photo of PRC/					
IBP ID and last payment					
to misctaxpayment.cto@		5 minutes Taxpayer			
Quezoncity.gov.ph					
2. Receive an email reply	Email the	₱300.00	10 minutes		



with the amount to be paid and instruction on how to pay online	amount due and the Quezon City Landbank account details	annual tax Plus 75 (surcharge fee) and plus 2% penalty each month after January 31	Or more depending on the number of emails received per day	Email sender
3.Transfer/ Deposit payment to Landbank ofthe Phils. Account: Account name: QCG Settlement Mother Account Account No. 1722102300 Bank Address: LBP Quezon CityHall Account Type: Corporate		As stated in the online order of payment	10 minutes	Taxpayer
4.Email the photo of confirm proof of payment to misctaxpayment.cto@ quezoncity.gov.ph			3 minutes	Taxpayer
5.Receive the photo of Official Receipt (OR) thru email	Verify the payment Issue Official Receipt Upload photo of Official Receipt		2 days or more depending on the number of days payment remittance was received	Payment Verifier Collection Officer OR Uploader
6.Pick-up the original Official Receipt (OR) at the City Treasurer's Office, 3 rd Floor, Online Payment Group (present the valid ID and photo / digital copy of OR as reference. If pick-up by representative, present valid ID and authorization letter or email the name of representative	Release the original Official Receipt		5 minutes	OR Releaser
	Total		2 days and 33 minutes	

ONLINE PAYMENT PROCESSING OF HEALTH CERTIFICATE

Office or Division:	Online Payment Group (FMU)			
Classification:	Simple			
Type of Transaction:	G2C-Government	to Citizen		
Who may avail:	All persons involve	ed in the opera	tion and manageme	ent of an
-	establishment			
CHECKLIST OF REQ	QUIREMENTS WHERE TO SECURE			
1.HIV Seminar, sputum and	stool exam result	Que	ezon City Health De	partment
CLIENT STEPS	AGENCY	FEES TO	PROCESSING	PERSON
	ACTION	BE PAID	TIME	RESPONSIBLE
1. Register to				
qceservices.quezoncity.				
gov.ph. Create an account			5 minutes	Taxpayer
using Gmail, Facebook ID				



or email address				
				Taynaayyan
2. Login to your			15 minutes	Taxpayer
QCeServices account				
2.1 Click Health				
Certificate & Sanitary				
Permit				
2.2 Click Health				
Certificate				
2.3 Fill-up the application				
details				
2.4 Click apply for Health				
Certificate				
2.5 Complete the				
application details until				
you receive an Order of				
payment				
3.Transfer/ Deposit				
payment to Landbank				
of the Phils. Account:		As stated in	10 minutes	Taxpayer
Account name: QCG		the online		
Settlement Mother		order of		
Account		payment		
Account No. 1722102300				
Bank Address: LBP				
Quezon CityHall				
Account Type: Corporate				
4.Email the photo of order			5 minutes	Taxpayer
of payment and the				i anpayor
confirm proof of payment				
to misctaxpayment.cto@				
quezoncity.gov.ph				
5.Receive the photo of	Verify the		2 days or more	Payment Verifier
Official Receipt (OR) thru	payment		depending on	Collection Officer
email	Issue Official		the number of	OR Uploader
ernan	Receipt			
	Upload photo of		days payment remittance was	
	Official Receipt		received	
6.Pick-up the original				
Official Receipt (OR) at				
the City Treasurer's				
	Release the		5 minutes	OR Releaser
Office, 3 rd Floor, Online			5 minutes	
Payment Group (present	original Official			
the valid ID and photo /	Receipt			
digital copy of OR as				
reference. If pick-up by				
representative, present				
valid ID and authorization				
letter or email the name of				
representative	<u> </u>			
	Total		2 days and 40	
			minutes	

ONLINE PAYMENT PROCESSING OF SANITARY PERMIT

Office or Division:	Online Payment Group (FMU)
Classification:	Simple
Type of Transaction:	G2B-Government to Business
Who may avail:	All new establishments doing business within Quezon City



CHECKLIST OF REQ	UIREMENTS		WHERE TO SECU	JRE
1.Locational Clearance		Busi	ness One Stop Sho	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING	PERSON RESPONSIBLE
1. Register to			=	
qceservices.quezoncity.				
gov.ph. Create an account			5 minutes	Taxpayer
using Gmail, Facebook ID				
or email address			45	T
2. Login to your QCeServices account			15 minutes	Taxpayer
2.1 Click Health				
Certificate & Sanitary				
Permit				
2.2 Click Sanitary Permit				
2.3 Fill-up the application				
details				
2.4 Click apply for				
Sanitary Permit 2.5 Complete the				
application details until				
you receive an Order of				
payment				
3.Transfer/ Deposit				
payment to Landbank		A A A B		-
ofthe Phils. Account:		As stated in	10 minutes	Taxpayer
Account name: QCG Settlement Mother		the online order of		
Account		payment		
Account No. 1722102300		F		
Bank Address: LBP				
Quezon CityHall				
Account Type: Corporate			_ · · ·	
4.Email the photo of order			5 minutes	Taxpayer
of payment and the confirm proof of payment				
to misctaxpayment.cto@				
quezoncity.gov.ph				
5.Receive the photo of	Verify the		2 days or more	Payment Verifier
Official Receipt (OR) thru	payment		depending on	Collection Officer
email	Issue Official		the number of	OR Uploader
	Receipt		days payment remittance was	
	Upload photo of Official Receipt		received	
6.Pick-up the original			10001100	
Official Receipt (OR) at				
the City Treasurer's				
Office, 3 rd Floor, Online	Release the		5 minutes	OR Releaser
Payment Group (present	original Official			
the valid ID and photo / digital copy of OR as	Receipt			
reference. If pick-up by				
representative, present				
valid ID and authorization				
letter or email the name of				
representative	<u> </u>			
	Total		2 days and 40	
			minutes	<u> </u>



COLLECTION OF AMUSEMENT TAX

The Quezon City may levy an amusement tax to be collected from the proprietors, lessees or operators of theatres, cinemas, concert halls, circuses, boxing stadia and other places of amusement. (Sec.140 (a), LGC)

Office or Division:		Amusement ⁻ Monitoring (T	Tax Evaluation, Ass EAM) Unit	essment &	
Classification:		Simple			
Type of Transaction			ment to Citizen		
Who may avail:		All Quezon City Business operators/ Proprietor of			
			establishments or pl		
CHECKLIST OF RE	EQUIREMENTS		WHERE TO SECU	JRE	
1.Amusement Registr			Amusement TEAM	Unit	
2.Special Business Pe	ermit/Current		BPLD		
Business Permit					
3.Printers invoice tick	et and sample	Am	usement operators	/owners	
tickets	· · · ·				
4.SEC Registration (C		Securit	ies and Exchange (
5.Secretary's Certifica			Company owne		
6.DTI Registration (Si			rtment of Trade and		
CLIENT STEPS		FEES TO BE PAID	PROCESSING TIME		
REGISTRATION	ACTION	Local Artist	20 minutes	RESPONSIBLE Amusement	
OF TICKETS	1.Evaluate the	(concert)		TEAM Unit	
Concerts and	submitted	5%		personnel	
Theaters	documentary	Local Films		perconner	
1.Present	requirements	(exempted)			
accomplished	with accuracy of	Foreign			
registration form	the specified no.	Artist			
with photocopy of	of registered	(concert)			
special business	tickets sold and	10%			
permits, official	total gross sales	Foreign			
receipts(OR),	amount	Films 10%			
photocopy of cash	1.1 Issue printed	Cockfight			
bond receipts,	tax bill	10%			
printers invoice		Other			
ticket and sample ticket		amusement places/			
2.Receive tax bill	2.Accept tax bill	activities	30 minutes	Collector	
and pay the	and payment	10%	50 minutes	Concetor	
required amount	2.11ssue official	1070			
2.1 Receive the	receipt				
official receipt and					
registered tickets					
	Total		50 minutes		
ISSUANCE OF	1 Evaluate the		15 minutes	Amusement	
CASHBOND for	documents			TEAM Unit	
new				personnel	
promoters/new					
production agency					
1. Secure Special Permit from BPLD					
for the	2. pay the			Octor	
event/concerts	required amount and issue official		30 minutes	Collector	
2. Issue Order of	receipts				
Payment	receipto				
REGISTRATION	1.Evaluate the		1 day	Amusement	
OF TICKETS	completeness of		. aay	TEAM Unit	
for regular	the submitted			personnel	



			A PILIPINAS
Amusement establishment (cinema, night clubs) 1.Present accomplished registration form, current business permit and official receipts (OR) sample tickets and printers invoice ticket	documentary requirements with accuracy of the accomplished registration form		
	Total	1 day and 45 minutes	
ISSUANCE OF AMUSEMENT TAX EXEMPTION 1.Submit endorsement letter from Mayor's Office, request letter indicating the purpose and beneficiary For Corporation: -Secretary's Certificate -SEC Registration For Single Proprietorship -DTI Registration -Proof of existence, programs and activities of the organization	1.Prepare tax exemption letter for approval of the City Mayor (subject for evaluation and completeness of the submitted requirements) 1.1Evaluate the authenticity of declared beneficiaries and the purpose for which the proceeds should be utilized	3 days	Amusement TEAM Unit personnel
	Total	3 days	-
AMUSEMENT TAX RETURN *If special screening (one time transaction) Unsold tickets shall be surrendered to Amusement TEAM Unit	1.Assessment of amusement tax Compute and prepare tax bill for approval and for payment of amusement tax	20 minutes	Amusement TEAM Unit personnel
2.Receive tax bill and pay the required amount 2.1 Receive the official receipt	2.Accept tax bill and payment 2.1Issue official receipt	30 minutes	Collector
INSPECTION OF AMUSEMENT PLACES 1.Present the latest business permit, official receipt and receipt of paid monthly amusement tax	Total 1.Present notice of inspection and mission order 1.1Check the presented business permit and official receipts	50 minutes Depends on the area/location of establishment to be inspected and availability of the documents to be presented	Inspectors Amusement TEAM Unit



ISSUANCE OF ACCOUNTABLE FORMS

Every accountable officer of the local government unit whose duties permit or require the custody of funds, property/ accountable forms shall be covered by a fidelity bond and such officer shall be accountable and responsible for said funds and property/ accountable forms and for the safekeeping thereof in conformity with the provisions of law. (*Sec.305 (f), LGC; Sec.101, PD No. 1445*)

Office or Division: Accountable Forms Unit-Administrative Division				
Classification:	Simple			
Type of Transaction:	G2G- Government t	o Governmer	nt	
Who may avail:	All Quezon City Bor			nted Barangay
-	Treasurers and SK			0,
CHECKLIST OF REQUIREMENTS			WHERE TO SEC	URE
1.Requisition and Issuance	e Slip (RIS)	Verificat	tion Section-City Tre	easurer's Office
2.Confirmation letter or app			Bureau of Treas	
Bond				•
3.Memorandum designate	d as Collecting		City Treasurer's C	Office
officer (City Collectors)	-		-	
4.Brgy./SK Resolution and	Appointment letter		Barangay Hal	I
designated as Brgy./SK Tr				
5.Authorization letter from			Barangay Hal	
requesting for accountable	form (AF#51 &			
CTC-Individual)				
6.Authorization letter desig			City Treasurer's C	Office
Collector to acquire CTC-I	ndividual (Brgy.			
Treasurer)				
CLIENT STEPS	AGENCY	FEES TO	PROCESSING	PERSON
	ACTION	BE PAID	TIME	RESPONSIBLE
Barangay /SK	1.Accept		5 minutes	Head,
Treasurer	approved RIS and			Accountable
1.Present duly approved	evaluate the			Forms Unit
RIS and submit complete	completeness of			City Treasurer's
documentary	the submitted			Office
requirements	documents			
	1.1Check the			
	fidelity bond effectivity date of			
	the accountable			
	officer			
2.Pay the cost of	2.Accept payment	Depends	10 minutes	Collector
accountable form	and issue official	on the	To minutes	Verification
requested and receive	receipt	prevailing		Section
official receipt	2.1 Provide the	price		Coolion
2.1 Photocopy of official	approved RIS to	indicated		
receipt (1 copy) to be	the releasing	in the	5minutes	Releasing clerk
submitted to the	custodian to	Purchase		Accountable
releasing area	prepare and	Order		Forms Unit
3	process the			
	requested			
	accountable form			
3.Proceed to releasing	3.Release the		20 minutes	Releasing Clerk
area of AF and sign the	requested			Accountable
receiving log-book of	Accountable form	Forms Unit		
accountable forms	3.1Consolidate			
3.1 Check the quantity	the RIS with			
and serial number of	attached			
booklet/pad purchase	photocopy of			
and received copy of	Official Receipt			
approved RIS				



	Total	40 minutes	
Bonded Accountable Officers/City Collectors 1.Submit duly approved RIS which indicated the quantity of un-issued Accountable Form	1.Accept the approved RIS and check the fidelity bond effectivity date of the accountable officer	10 minutes	Releasing Clerk Accountable Forms Unit
2.Wait for the preparation of the requested accountable form	2.Prepare and process the requested accountable form	10 minutes	Releasing Clerk Accountable Forms Unit
3.Receive the accountable forms upon checking the quantity and serial numbers of booklet/pad 3.1Sign the receiving log- book, portion of RIS and receive copy of the approved RIS	3.Release the requested accountable form and require to sign the receiving log-book and portion of the RIS 3.1 Encode the serial numbers of received booklet by the accountable officer thru the existing system	20 minutes	Releasing Clerk Accountable Forms Unit
	Total	40 minutes	

RECEIVING INCOMING CORRESPONDENCE

The receiving and/or dissemination of the official documents such as memoranda, letters or correspondence from other Offices/ Agency addressed to the City Treasurer's Office for information, compliance or claim of the requesting party

Office or Division:	Records Section-Ac	Iministrative [Division		
Classification:	Simple				
Type of Transaction:	G2C- Government to Citizen				
Who may avail:	All company, business establishments and/or government offices,				
	taxpayers, employe	e with a comr	munication letter, for	information or	
	compliance address	sed to this Off	ice		
CHECKLIST OF REC	QUIREMENTS		WHERE TO SEC	URE	
1.letter/ memoranda		Ager	ncy/Taxpayer / Requ	esting party	
CLIENT STEPS	AGENCY	FEES TO	PROCESSING	PERSON	
	ACTION	BE PAID	TIME	RESPONSIBLE	
WALK-IN	1.Accept and	None	5 minutes	Receiving clerk	
1.Present the letter at the	stamp the			Records Section	
Records Section,	receiving copy				
receiving area with other	and other				
attached documents to	attached				
prove your claim or	documents by the				
request	Records Section				
1.1Receive the stamped	(provided with				
copy (with date and	,	Control number)			
control number) as prove	1.1Provide the				
of received of the	received copy				
Records Section	(stamped) to the				
(*For follow-up, receive	taxpayer /or				
a stub indicated the	requesting party				



telephone number of this	(if applicable, the			
Office with name of	stub indicated the			
personnel)	name of person			
	and telephone			
	number)			
	2.Register in the		10 minutes	Receiving clerk
	log-book and thru		To minutes	Records Section
	existing system,			
	the received letter/			
	memoranda and			
	attach routing slip			
	2.1 Evaluate the			
	letter to whom it			Chief
	will be assigned			Records Section
	2.2Release the		5 minutes	
	letter to		5 minutes	
	appropriate			Releasing Clerk
	personnel for			Records Section
	proper action or			
	for dissemination			
ONLINE				
1. Send the request letter	1.Print the			
to official email	emailed letter	None	5 minutes	Receiving Clerk
address of City	1.1.Acknowledge	Tione	e minatee	ricecenting cleric
Treasurer's Office	the email letter			
admin.cto@quezoncity.	from taxpayer and			
gov.ph	provide control			
<u></u>	number of the			
	request letter			
	2.Register in the		10 minutes	Receiving clerk
	logbook and thru			, in the second s
	the existing			
	system and attach			
	routing slip			
	2.1 Evaluate the			Chief
	letter to whom it			Records Section
	will be assigned		5 minutes	
	2.2 Release the			
	letter to			
	appropriate			Releasing Clerk
	personnel for			Records Section
	proper action or			
	for dissemination			
	Total		20 minutes	



ONLINE APPLICATION/RENEWAL OF FIDELITY BOND

The application/renewal of fidelity bond is being processed online.

Office or Division:		Personne	el Section-Adminis	strative Division	
Classification:		Simple			
Type of Transaction:		G2G-Government to Government			
Who may avail:		All permanent employees of the City Treasurer's Office			
CHECKLIST OF REQ		WHERE	TO SECURE		
 Personal Information 	nation Sheet	City Treasurer's Office			
2. Office Order		Self-prov			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1.Submit all the requirements to the Personnel Section, Administrative Division	1.Encode SDO personal information and upload the same to the Online Fidelity Bonding System for the release of Computerized Form 27A.		5 minutes	Personnel Officer	
2. Sign and notarize Computerized Form 27A and attach 2x2 picture.	2. Send BTr scan copy of the accomplished and notarized Fidelity Bond Application Form (FBAF) and other requirements via BTr email.		5 minutes	Personnel Officer	
	2.1.BTr will send copy of Authority to Accept Payment (ATAP)		1 day	Personnel Officer	
	2.2 SDO will accomplish Landbank On- Collection Receipt and will post payment at the LBP over the counter.		1 day	Personnel Officer	
	2.3Upload copy of LBP On-Collection Receipt via BTR email		5 minutes	Personnel Officer	
	2.4 BTr will issue Letter of Confirmation		1 day	BTR Officer	
	Total		3 days & 15 minutes		



CITY TREASURER'S OFFICE BRANCHES / SATELLITE OFFICES EXTERNAL SERVICES

CITIZEN'S CHARTER



ASSESSMENT OF BUSINESS TAX

Performing proper computation and billing of Business Tax prior to actual payment

City Treasurer's E Simple G2C- Governmer All QC taxpayers QUIREMENTS d Evaluation Form unity Tax or other LGUs yor's iness tax bill and AGENCY ACTION 1.Accept the approved Sales	nt to Citizen engaging in Bus V City 1 Building Pe	VHERE TO SECU Branch Office Treasurer's Branc other LGUs ermit and Licensir (BPLD) City Treasurer's O PROCESSING TIME	URE ch Office/ ng Department
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ACTION 1.Accept the approved Sales	BE PAID	TIME	
1.Accept the approved Sales			
Evaluation Form. 1.1Encode thru the system all pertinent information from the business permit and compute City Tax and	the ff: -line of business -Gross Sales -Area of establishment	10 minutes	Assessment Officer CTO Branch Office
2.Issue computerized Business Tax Bill			Assessment Officer CTO Branch Office
Total		10 minutes	
1.Accept the previous business tax bill and check the Mayor's Permit number thru system 1.1Print and issue computerized business tax bill		10 minutes	Assessment Officer CTO Branch Office
	Declaration and Evaluation Form. 1.1Encode thru the system all pertinent information from the business permit and compute City Tax and regulatory fees 2.Issue computerized Business Tax Bill Total 1.Accept the previous business tax bill and check the Mayor's Permit number thru system 1.1Print and issue computerized	Declaration and Evaluation-line of businessFormGross Sales1.1Encode thru the system all pertinent information from the business permit and compute City Tax and regulatory fees-Area of establishment2.Issue computerized Business Tax Bill-1.Accept the previous business tax bill and check the Mayor's Permit number thru system 1.1Print and issue computerized business tax bill	Declaration and Evaluation-line of businessFormGross Sales1.1Encode thru the system all pertinent information from the business permit and compute City Tax and regulatory fees-Area of establishment2.Issue computerized Business Tax Bill10 minutes1.Accept the previous business tax bill and check the Mayor's Permit number thru system 1.1Print and issue computerized business tax bill10 minutes



COLLECTION OF BUSINESS TAX

Business tax payments are collected and validated through issuance of computerized Official receipts

Office or Division:	City Treasurer's B	ranch Office	•	
Classification:	Simple			
Type of Transaction:	G2C- Governmen	t to Citizen		
Who may avail:	All Quezon City B	usiness own	ers/operators	
CHECKLIST OF RE	QUIREMENTS		WHERE TO SEC	URE
1.Computerized Busines	s Tax Bill	Cit	y Treasurer's Brar	ich Office
(duly approved/signed by	y City Treasurer		-	
or his deputized signator				
2. Cash/Manager's or Ca	ashier's Check		Business Owr	ner
CLIENT STEPS	AGENCY	FEES TO	PROCESSING	PERSON
	ACTION	BE PAID	TIME	RESPONSIBLE
1.Proceed to Payment	1.Accept the	As stated	10 minutes	Local Revenue
counter	approved	in the		Collection
1.1Present the	computerized	Business		Officer
approved	Business Tax	Tax Bill		СТО
Computerized	Bill and payment			Branch Office
Business Tax Bill at the	1.1Verify the			
assigned Counter flash	existence of			
on the queuing screen	assessment and			
and pay the required	encode the			
amount	amount			
1.2Receive the	tendered			
computerized Business	*for check			
tax official receipts	payment,			
	encode the			
	bank's name,			
	date, amount			
	and check			
	number			
	1.2Validate			
	payment and			
	issue			
	computerized			
	Business Tax			
	official receipts			
	Total		10 minutes	

ISSUANCE OF COMMUNITY TAX CERTIFICATE (INDIVIDUAL)

Community Tax Certificate shall be issued to every person or corporation upon payment of the Community tax. A community tax shall be paid in place of residence of the individual or in the place where the principal office of the juridical entity is located. (Art.246 (e) Sec.160, LGC)

Office or Division:	City Treasurer's Branch Office		
Classification:	Simple		
Type of Transaction:	G2C- Government to Citizen		
Who may avail:	All Quezon City residents, business owners and taxpayers		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	



1.Community Tax Declaration Form (CTDF) City Treasurer's Branch Office 2.Government Issued valid ID DFA,SSS, GSIS, Comelec, LTO 3.New Business: Single Proprietor Department of Trade and Industry (DTI) certificate of Registration City Treasurer's Office (Main) 4. Renewal of Business: Proof of Income (Approved business tax declaration by an evaluator) Company, BIR 5. Individual: Proof of income, payslip, BIR Form 2316 Company, BIR 6. Claiming of paid CTC Single Proprietor Company, BIR 0riginal tax bill and official receipt (Duplicate or pink copy of official receipts) Owner or client being represented and the D of the representative: Actiton Owner or client being represented DFA,SSS, GSIS, Comelec, LTO and the D of the representative: AGENCY Actiton FEES TO BE PAID PROCESSING TIME PERSON RESPONSIBLE New Business: 1. Accept the community tax Collector CTO Sinitutes Collector CTO Branch Office (CTDF) and present date of registration of business 2.Encode the eleclared on CTDF thru a system which automatically compute tax due based on the declared gross sales on the community tax 5 minutes Collector CTO Branch Office 2.Pay the required fue conputerized community tax 1.Accept the accomplished CTDF 5 minutes Collector CTO Branch Office 1.Tapayer acco					
3.New Business: Single Proprietor Certificate of Registration (Approved business: Proof of Income (Approved business: Troof of Income, payslip, BIR Form 2316 5.Individual: Proof of income, payslip, BIR Form 2316 6. Claiming of paid CTC Single Proprietor Original tax bill and official receipt (Duplicate or pink copy of official receipt with a photocopy of government issued valid D of the person being represented and the ID of the representative CLIENT STEPS ACTION BE PAID TIME Company, BIR Proprietor Original tax bill and official receipt (Duplicate or pink copy of official receipt and the ID of the representative CLIENT STEPS ACTION BE PAID TIME COllector CTOF and receive declaration form (CTDF) and present declared on CTOF thru a system which automatically compute tax due based on the declared or CTOF the computerized comput			City Treasurer's Branch Office		
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5. Individual: Proof of income, payslip, BIR Form 2316 Company, BIR 6. Claiming of paid CTC Single Proprietor City Treasurer's Branch Office Original tax bill and official receipt Owner or client being represented with a photocopy of official receipts 7. For Representative: Authorization Letter with a photocopy of government issued valid ID of the person being represented and the ID of the representative Owner or client being represented DFA,SSS, GSIS, Comelec, LTO New Business: 1. Accept the accomplished declaration form (CTDF and present date of registration of business 1. Accept the accomplished declared on CTDF fru a system which automatically compute tax due based on the declared gross sales on the CTDF 5 minutes Collector CTO Branch Office 2.Pay the required amount and receive the computerized community tax 1. Accept the payment and release the computerized computerized 5 minutes Collector CTO Branch Office 2.Pay the required amount and receive the computerized community tax 1. Accept the payment and release the computerized 5 minutes Collector CTO Branch Office 7.Total 10 minutes Collector CTO Branch Office Total 5 minutes Collector CTO Branch Office 1. Accept the accomplished community tax 1. Accept the accomplished computerized 5 minutes Collector CTO Branch Office 1. Taxpayer proceed to the counter intended for encoding of 1. Accept	(Approved business tax declaration by an		Ci	ty Treasurer'sOffic	e (Main)
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for encoding of informationsystem which automatically					
information automatically					
	u	•			
		compute tax due			



	based on the			
	declared gross			
	sales on the			
	CTDF			
2.Pay the required	1.Accept the			
amount and receive	payment and			
the computerized	release the			
community tax	computerized			
certificate (CTC)	CTC			
· · · · · ·	Total		5 minutes	
Individual	1. Accept the	Amount	5 minutes	Collector
1.Taxpayer accomplish	accomplished CTDF	to be paid		CTO Dranch Office
CTDF and proceed to the counter intended	2.Encode the	depends on the		Branch Office
		income of		
for encoding of information	pertinent information			
Information	declared on	taxpayer		
	CTDF thru a			
	system which			
	automatically			
	computes tax			
	due based on			
	the declared			
	gross sales on			
	the CTDF			
2.Pay the required	2.Accept the			Collector
amount and receive	payment and			
the computerized	release the			
community tax	computerized			
certificate (CTC)	CTC			
	Total		5 minutes	
Claiming of paid CTC	1.Search	Included	5 minutes	Collector
Single Proprietor	Mayor's permit	in the		
1.Taxpayer present	no. (MP) thru the	payment		
original tax bill and	system and print	of		
duplicate of pink copy	CTC based on	Business		
of official receipts	presented	Тах		
	documents			
2.Receive the	2.Release			
computerized	computerized			
community tax	СТС			
certificate (CTC)	Tatal			
ISSUANCE OF CERTIF			5 minutes	Collector
1.Taxpayer accomplish unified request form	1.Accept		5 minutes	Collector
and accept order of	accomplished form and issue			
payment	order of			
μαγιτιστιί	payment			
2.Pay the required fee	2.Accept			
at the designated	payment and			
Counter	issue official			
	receipt			
3. Present Official	3.Process and		5 minutes	
receipt at Releasing	release the			
counter and wait for	requested			
		1		1



the release of your requested certified true	certified true copy		
сору			
Total		10 minutes	

ISSUANCE OF COMMUNITY TAX CERTIFICATES (CORPORATION)

Community Tax Certificate shall be issued to every person or corporation upon payment of the Community tax. A community tax shall be paid in place of residence of the individual or in the place where the principal office of the juridical entity is located. (Art.246 (e) Sec.160, LGC)

Office or Division:	City Treasurer's B	ranch Office		
Classification:	Simple			
Type of Transaction:	G2C- Governmen			
Who may avail:		esidents, business owners and taxpayers		
CHECKLIST OF RE			WHERE TO SEC	-
1.Community Tax Decla (CTDF)	ration Form	Cit	y Treasurer's Bran	ch Office
2.Government Issued va	llid ID	DFA	A,SSS, GSIS, Com	elec, LTO
3.New Business:		Securit	ties and Exchange	Commission
Certificate of Registratio	n	Coop	erative Developme	ent Authority
4. Renewal of Business (Approved business tax evaluator) ITR/Financial Statement is located outside Quezo For Real Property Owne	declaration by an if principal office on City	City Treasurer's Office Branch Office		
tax bill	r-iveal property			
5. Claiming of paid CTC Original tax bill and offici (Duplicate or pink copy of For Representative: Auth with a photocopy of gove	al receipt of official receipts norization Letter ernment issued	City Treasurer's Office Branch Office DFA,SSS, GSIS, Comelec, LTO		
valid ID of the person be				
and the ID of the represe			DDOOLOOINO	DEDCON
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
New Business: 1.Taxpayer accomplish community tax declaration form (CTDF) and present date of registration of business	1. Accept the accomplished CTDF and required documents 2.Encode the pertinent information declared on CTDF thru a system which automatically computes tax due based on the declared	Amount to be paid depends on the income of taxpayer	5 minutes	Collector



	gross sales on the CTDF			
2.Pay the required amount and receive the computerized community tax certificate (CTC)	1.Accept the payment and release the computerized CTC			Collector
	Total		5 minutes	
Renewal of Business: 1.Taxpayer accomplish community tax declaration form (CTDF) and present the approved business tax declaration by an evaluator 1.1 Taxpayer proceed to the counter intended for encoding of information	1. Accept the accomplished CTDF and required documents 2.Encode the pertinent information declared on CTDF thru a system which automatically compute tax due based on the declared gross sales on the CTDF	Amount to be paid depends on the income of taxpayer	5 minutes	Collector
2.Pay the required amount and receive the computerized community tax certificate (CTC)	1.Accept the payment and release the computerized CTC			Collector
<i></i>	Total		5 minutes	
Claiming of paid CTC Corporation 1.Taxpayer present original tax bill and duplicate of pink copy of official receipts 2.Receive the computerized community tax certificate (CTC)	 1.Search Mayor's permit no. (MP) thru the system and print CTC based on presented documents 2.Release computerized CTC 	Included in the payment of Business Tax	5 minutes	Collector
	Total		5 minutes	
	iotai	I		1
ISSUANCE OF CERTIF	IED TRUE COPY			
1.Taxpayer accomplish unified request form and accept order of payment	1.Accept accomplished form and issue order of payment		5 minutes	Collector
2.Pay the required fee at designated counter	2.Accept payment and issue official receipt			
3. Present Official receipt at the	3.Process and release the			



Counterand wait for the release of your requested certified true copy	requested certified true copy		
	Total	5 minutes	

PAYMENT OF MISCELLANEOUS TAXES& FEES

Collection of regulatory fees and various user/ service charges as required by law and imposed by revenue generating departments of the Quezon City.

Office or Division:	City Treasurer's E	Branch Office		
Classification:	Simple			
Type of Transaction:	G2C- Governmer	nt to Citizen		
Who may avail:			aging in Business,	profession
	and/or transaction			
CHECKLIST OF RE		WHERE TO SECURE		
Original order of paymer		Various reve	enue generating of	
revenue offices (no alter	0	City		
		ORY		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
PAYMENT OF				
PROFESSIONAL TAX	1. Verify from	₱ 300.00		
RECEIPTS (PTR)	the record of the	(plus	5 minutes	Collector
All PRC and	previous	penalty if		
IBP cardholders	payment	not		
	2.Accept	updated;		
New:	payment	25% + 2%		
Professionals-	3.Issue	monthly		
previous/currently	Professional	surcharge)		
employed in gov't	Tax Receipts			
1.Submit service		Additional		
record		cost		
2.Present original PRC		Verification		
ID		fee of		
3.Pay the required fee		₱ 20.00		
Renewal:		Cert. true		
Present latest Original				
PTR and photocopy of		copy ₱ 50.00		
latest PTR		1 30.00		
PTR (LAWYERS)				
New:				
Lawyers presents	1. Verify from	₱ 300.00	5 minutes	Collector
1. Present original IBP	the record of the	(plus	• • • • • • • • • • • • • • • • • • • •	
card andoriginal	previous	penalty if		
Certification from	payment (if	not		
Supreme Court	applicable)	updated;		
2.Pay the required fee	2.Accept	25% + 2%		
3.Receive Professional	payment	monthly		
Tax receipts	3.Issue	surcharge)		
	Professional	<u> </u>		
	Tax Receipts			
Renewal:				



Lawyers previous/currently employed in gov't present Service Record, original latest PTR and photocopy of latest PTR and IBP card	Additional	
For Representative of	Verification	
Professional/Lawyers	fee of	
1.Present original	₱ 20.00	
(PRC/IBP card),	Cert. true	
original &photocopy of	сору	
authorization letter and	₱ 50.00	
original and photocopy		
of gov't issued ID,		
photocopy of ID of		
authorized person		

COLLECTION OF MARKET BUSINESS TAX AND OTHER FEES

Collecting fees from Public and Private Markets and slaughterhouses as per order of payments issued by other revenue generating departments

Office or Division:	City Treasurer's Branch Office				
Classification:	Simple				
Type of Transaction:	G2C- Government to Citizen				
Who may avail:	All QC taxpayers engaging in Market Business (Private and Public)				
			narket stallholders		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE			
Market Stallholders:					
1 st Quarter					
Sales Declaration and Evaluation Form		City Treasurer's Branch Office			
Business Permit		Business Permit Licensing Office			
Latest tax bill and officia	al receipt	City Treasurer's Office			
2 nd to 4 th Quarter					
Previous tax bill and official receipt		City Treasurer's Branch Office			
Hawkers, street vendors, transient					
Latest official receipt	vendors/others		City Treasurer's Office		
Liquor Permit Fee					
Original order of payment		Business Permit Licensing Dept.			
Sealing Fee				5 11	
Original order of payment		City Treasurer's Office			
CLIENT STEPS	AGENCY	FEES TO	PROCESSING	PERSON	
	ACTION	BE PAID	TIME	RESPONSIBLE	
Market Stallholders	City Tax and	Based on	5 minutes	Collector	
(Private and Public	Regulatory fees	the amount		Market Section	
Markets)	1.Evaluate the	indicated in			
1 st Quarter	submitted	the Order of			
1.Taxpayer	requirement	payment			
accomplish the Sales	1.1 Assessthe			Assessment	
Declaration &	Business taxes			Clerk	



			-	
Evaluation form, present business permit, latest tax bill	and regulatory fees 2. Accept			Taxes and Fees Division
and official receipt 2.Pay the required amount and receive official receipt 2.1Proceed to MDAD	payment and Issue Computerized Official receipt (COR)			Local Revenue Collection Officer
2 nd Quarter to 4 th Quarter 1.Present the previous tax bill and	<u>City Tax &</u> <u>Garbage fee</u> 1.Assess the City Tax &		5 minutes	Collector Market Section
official receipt 2.Pay the required amount and receive official receipt	garbage fee 2.Accept payment and issue Computerized Official Receipt (COR)			Local Revenue Collection Officer
Hawkers Vending Fee (Street vendors, transient vendors/others 1.Present latest official receipt 2.Pay the required amount and receive official receipt	 1.Accept order of payment (no alteration) issued by Market Development Administration Dept. 2.Accept payment and issue official receipt 	Based on the market classification and area awarded	5 minutes	Collector
Payment for Slaughter and permit fees, ante mortem, post mortem, entry fee Meat Handlers, Market meat vendors others 1.Submit original order of payment 2.Pay the required amount and receive official receipt	1.Accept order of payment issued by the City Veterinary Office 2. Accept payment and issue official receipt	Based on the amount indicated in the order of payment	5 minutes	Collector
Liquor Permit Fees (Beer, wine, serving/ special permit) Corporation & Single Proprietor (restaurants/retailer /wholesaler, bar, cocktail lounge, carinderia) 1.Taxpayer submit	 Accept order of payment issued by the LLRB Accept payment and issue official receipt 	Based on the amount indicated in the order of payment	5 minutes	Collector



original order of payment 2. Pay the required amount and receive official receipt				
Sealing Fee 1.Taxpayer submit original order of payment 2.Pay the required amount and receive official receipt	 1.Accept order of payment issued by the City Treasurer's Office 2. Accept payment and issue official receipt 	Based on the amount indicated in the order of payment	5 minutes	Collector
	Total		5 minutes	



FEEDBACK AND COMPLAINTS MECHANISM		
Accomplish the survey form/feedback form at the designated drop box (transparent box) in front of the receiving area or desk of the Officer of the Day		
Every Friday, the assigned personnel open the drop box and consolidate the survey or feedback form. Records all feedback/survey form submitted		
Feedback requiring response/answer is forwarded to the Records Section, Administrative Division, attach routing slip and specify the proper personnel/office for appropriate action within (3) days upon receipt of feedback form.		
Forwarded to the specified complainant/client the response of the relevant office/personnel For inquiries and follow-ups, clients may contact the Telephone number 8988-4242 local 8320		
Complaints can be filed via email with the provided information such as name of personnel being complained, incident and evidence Email address: CTO@quezoncity.gov.ph		
The Acting Asst. City Treasurer for Administration opens the email on a daily basis and evaluate each complaint		
Upon evaluation, the Acting Asst. City Treasurer for Administration shall start the investigation and forward the complaint to the relevant office/personnel for their explanation		
The Acting Asst. City Treasurer for Administration shall prepare a report after the investigation and shall submit it to the City Treasurer for appropriate action.		
The Acting Asst. City Treasurer for Administration will provide response to the client/complainant.		
For inquiries and follow-ups, clients may contact the following telephone number: 8988-4242 local 8319		
ARTA: <u>complaints@arta.gov.ph</u> 8478 5093 PCC: 8888 CCB: 0908-881-6565 (SMS)		