



QUEZON CITY GOVERNMENT CITY TREASURER'S OFFICE

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;

Complement 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



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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:	on: Taxes and Fees Division			
Classification:	Simple			
Type of Transaction:	G2C- Governmer	nt to Citizen		
Who may avail:			jing in Business, p	
		er, Buyer, Heirs,	Donor and Donee	e of Real
	Property)			
		\\	WHERE TO SECU	JRE
1.Transferred property/ie	es Information		Counter 5	
slip	d of Colo			
2.Legal Instrument (Dee			Legal Counsel	
/Donation/ Conveyance/	-			
settlement of estate of p			City Assessor's Of	fico
3.Tax Declaration of Pro 4.Certification of Real P		`	Real Estate Divisi	
Payment	openy lak	10	City Treasurer's Of	
5.Title		((Register of Deed	
6. Certification Authorizi	na Registration		BIR	15
(C.A.R) or payment of C			Dire	
Documentary stamp tax,				
7.Representative: Specia		Owner	or client being re	oresented
Attorney (SPA), authoriz		• • • • • • • • • • • • • • • • • • • •	51 511511 2 511.9 1 9 1 9	
photocopy of governmer				
CLIENT STEPS	AGENCY	FEES TO	PROCESSING	PERSON
	ACTION	BE PAID	TIME	RESPONSIBLE
1.Present the duly			<u></u>	
	1. Evaluate the	Assessment	2 hours	Assessment
accomplished form	completeness	of Transfer	2 hours	Officer
accomplished form (Transferred	completeness of filled-up form	of Transfer tax based on	2 hours	Officer Taxes and Fees
accomplished form (Transferred Property/ies	completeness of filled-up form and the	of Transfer tax based on the ff:	2 hours	Officer
accomplished form (Transferred Property/ies Information slip) and	completeness of filled-up form and the submitted	of Transfer tax based on the ff: -the locality	2 hours	Officer Taxes and Fees
accomplished form (Transferred Property/ies Information slip) and the required	completeness of filled-up form and the submitted documents	of Transfer tax based on the ff: -the locality of the	2 hours	Officer Taxes and Fees
accomplished form (Transferred Property/ies Information slip) and the required documents to Counter	completeness of filled-up form and the submitted documents 1.1 Compute	of Transfer tax based on the ff: -the locality of the property to	2 hours	Officer Taxes and Fees
accomplished form (Transferred Property/ies Information slip) and the required documents to Counter 1, 2, 9-14 for	completeness of filled-up form and the submitted documents 1.1 Compute and issues tax	of Transfer tax based on the ff: -the locality of the property to be	2 hours	Officer Taxes and Fees
accomplished form (Transferred Property/ies Information slip) and the required documents to Counter 1, 2, 9-14 for assessment and	completeness of filled-up form and the submitted documents 1.1 Compute	of Transfer tax based on the ff: -the locality of the property to be transferred	2 hours	Officer Taxes and Fees
accomplished form (Transferred Property/ies Information slip) and the required documents to Counter 1, 2, 9-14 for assessment and verification	completeness of filled-up form and the submitted documents 1.1 Compute and issues tax bill	of Transfer tax based on the ff: -the locality of the property to be transferred -Area of the		Officer Taxes and Fees Division
accomplished form (Transferred Property/ies Information slip) and the required documents to Counter 1, 2, 9-14 for assessment and verification 2. Receive tax bill and	completeness of filled-up form and the submitted documents 1.1 Compute and issues tax bill 2. Validate tax	of Transfer tax based on the ff: -the locality of the property to be transferred -Area of the property	2 hours 5 minutes	Officer Taxes and Fees Division Local Revenue
accomplished form (Transferred Property/ies Information slip) and the required documents to Counter 1, 2, 9-14 for assessment and verification 2. Receive tax bill and pay the required	completeness of filled-up form and the submitted documents 1.1 Compute and issues tax bill 2. Validate tax bill and issue	of Transfer tax based on the ff: -the locality of the property to be transferred -Area of the property -Zonal /Fair		Officer Taxes and Fees Division Local Revenue Collection
accomplished form (Transferred Property/ies Information slip) and the required documents to Counter 1, 2, 9-14 for assessment and verification 2. Receive tax bill and pay the required amount at Counter 3 or	completeness of filled-up form and the submitted documents 1.1 Compute and issues tax bill 2. Validate tax	of Transfer tax based on the ff: -the locality of the property to be transferred -Area of the property -Zonal /Fair market		Officer Taxes and Fees Division Local Revenue Collection Officer
accomplished form (Transferred Property/ies Information slip) and the required documents to Counter 1, 2, 9-14 for assessment and verification 2. Receive tax bill and pay the required	completeness of filled-up form and the submitted documents 1.1 Compute and issues tax bill 2. Validate tax bill and issue	of Transfer tax based on the ff: -the locality of the property to be transferred -Area of the property -Zonal /Fair		Officer Taxes and Fees Division Local Revenue Collection
accomplished form (Transferred Property/ies Information slip) and the required documents to Counter 1, 2, 9-14 for assessment and verification 2. Receive tax bill and pay the required amount at Counter 3 or 4 *Make sure to secure	completeness of filled-up form and the submitted documents 1.1 Compute and issues tax bill 2. Validate tax bill and issue	of Transfer tax based on the ff: -the locality of the property to be transferred -Area of the property -Zonal /Fair market value/		Officer Taxes and Fees Division Local Revenue Collection Officer Taxes and Fees
accomplished form (Transferred Property/ies Information slip) and the required documents to Counter 1, 2, 9-14 for assessment and verification 2. Receive tax bill and pay the required amount at Counter 3 or 4	completeness of filled-up form and the submitted documents 1.1 Compute and issues tax bill 2. Validate tax bill and issue	of Transfer tax based on the ff: -the locality of the property to be transferred -Area of the property -Zonal /Fair market value/ consideration		Officer Taxes and Fees Division Local Revenue Collection Officer Taxes and Fees
accomplished form (Transferred Property/ies Information slip) and the required documents to Counter 1, 2, 9-14 for assessment and verification 2. Receive tax bill and pay the required amount at Counter 3 or 4 *Make sure to secure Official receipts that	completeness of filled-up form and the submitted documents 1.1 Compute and issues tax bill 2. Validate tax bill and issue	of Transfer tax based on the ff: -the locality of the property to be transferred -Area of the property -Zonal /Fair market value/ consideration whichever is		Officer Taxes and Fees Division Local Revenue Collection Officer Taxes and Fees
accomplished form (Transferred Property/ies Information slip) and the required documents to Counter 1, 2, 9-14 for assessment and verification 2. Receive tax bill and pay the required amount at Counter 3 or 4 *Make sure to secure Official receipts that will be issued upon	completeness of filled-up form and the submitted documents 1.1 Compute and issues tax bill 2. Validate tax bill and issue	of Transfer tax based on the ff: -the locality of the property to be transferred -Area of the property -Zonal /Fair market value/ consideration whichever is		Officer Taxes and Fees Division Local Revenue Collection Officer Taxes and Fees
accomplished form (Transferred Property/ies Information slip) and the required documents to Counter 1, 2, 9-14 for assessment and verification 2. Receive tax bill and pay the required amount at Counter 3 or 4 *Make sure to secure Official receipts that will be issued upon payment	completeness of filled-up form and the submitted documents 1.1 Compute and issues tax bill 2. Validate tax bill and issue Official Receipt	of Transfer tax based on the ff: -the locality of the property to be transferred -Area of the property -Zonal /Fair market value/ consideration whichever is higher	5 minutes	Officer Taxes and Fees Division
accomplished form (Transferred Property/ies Information slip) and the required documents to Counter 1, 2, 9-14 for assessment and verification 2. Receive tax bill and pay the required amount at Counter 3 or 4 *Make sure to secure Official receipts that will be issued upon payment 3. Receive claim stub	completeness of filled-up form and the submitted documents 1.1 Compute and issues tax bill 2. Validate tax bill and issue Official Receipt 3. Issue claim	of Transfer tax based on the ff: -the locality of the property to be transferred -Area of the property -Zonal /Fair market value/ consideration whichever is higher	5 minutes	Officer Taxes and Fees Division



Transfer Tax *AM Transaction (8-10 am) Release within the day PM Transaction Release on the following day	certification 3.1 Prepare certification for approval of the City Treasurer or his duly authorized signatory			Asst. Chief Taxes and Fees Division City Treasurer
4. Return to the Taxes and Fees Division. Present the claim stub at Counter 5. Receive the Certificate of Transfer Tax	4. Release the Certificate of Transfer Tax with security seal at Counter 5		5 minutes	Releasing Clerk Taxes and Fees Division
	Total		6 hours and 10	
			minutes	
Certified True Copy/Re	-Printing of Cert	ification of Pay	ment of Transfe	r Tax
1.Accomplish the (Unified request form) at Counter 5 and accept order of payment	1.Accept accomplished form and issue order of payment		5 minutes	Assessment Officer
2.Pay the required fee at Counter 3 or 4	2.Accept payment and issue official receipt		5 minutes	Local Revenue Collection Officer
3. Present Official receipt at Counter 5 and wait for the release of your requested certified true copy	3.Process and release the requested certified true copy		10 minutes	Releasing Clerk Taxes and Fees Division
	Total		20 minutes	
Note: Application with complete documentary requirements filed from 8:00 am to 10:00 am, Certification will be released within the day. However, application filed beyond 10:00 am, certification will be released on the following day. Transfer Tax transaction period depends on the nature or case of transaction provided. For 10-20 transactions, it takes 2 days processing period				



PAYMENT OF CONTRACTORS TAX

Pre-requisite for release of Building Permit

Office or Division:	Taxes and Fees D	ivision		
Classification:	Simple			
Type of Transaction:	G2C- Governmen	t to Citizen		
Who may avail:	Project owner (Co		d Individual)	
CHECKLIST OF RE			WHERE TO SEC	URE
1.Order of payment			Dept. Building Of	
2.Original Bill of Material	S		Contractor	
(signed by license Engin				
3.Locational Clearance	,	(City Planning Depa	artment
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submit complete requirements at Counter 1,2, 9-14 for evaluation	1. Accept and evaluate complete documentary requirements 1.1 Compute and issue tax bill	As stated in the Order of payment	20 minutes	Assessment Officer Taxes and Fees Division
 2. Receive tax bill and proceed to Counter 3 or 4 for payment 2.1 Receive official receipt as proof of payment and return to Dept. of Building Official 	2.Validate tax bill and issue official receipt		5 minutes	Local Revenue Collection Officer Taxes and Fees Division
	Total		25 minutes	



PROPERTY TRANSFER APPLICATION PROGRAM (PTAP)

Single Window transaction for processing incoming taxpayers dealing with registering their property in Quezon City

Office or Division:	Taxes and Fees D)ivision		
Classification:	Simple			
Type of Transaction:	G2C- Governmen	t to Citizen		
Who may avail:	All QC Real Prope			
vviio illay avali.	All QC Real Flope			
CHECKLIST OF RE	QUIREMENTS	WHERE TO SECURE		
1.Unified Request Form			City Treasurer's (Office
2.Notarized Transfer doo	cuments/Deed of		Property Own	er
Sale, Deed of Conveyan	ce, Donation			
3.Transfer Certificate of	Title,		Register of Dee	eds
Condominium Certificate	of Title (certified		-	
copy)	·			
4.Latest Real Property T	ax official receipt		City Treasurer's (Office
or photocopy	-		-	
5.Tax Declaration			City Assessor's C	Office
6.For Representative: Au		Own	er or client being r	epresented
and valid Government Is			-	
CLIENT STEPS	AGENCY	FEES TO	PROCESSING	PERSON
	ACTION	BE PAID	TIME	RESPONSIBLE
1.Taxpayer accomplish	1.Check and	As stated	5 minutes	Assessment
Unified request form	evaluate to	in the		Officer
and submit complete	confirm the	order of		City Treasurer's
requirements at	completeness of	payment		Office
Counter 1or 2 and wait	the submitted			
for the issuance of	documents			
order of payment	1.1 Validate the			
	record requested			
	including the			
	Real Property Tax payment, if			
	valid for			
	certification, print			
	application			
	If not, return to			
	client for			
	compliance			
	1.2 Compute for			
	transfer tax			
2.Accept order of	2.Receive order		5 minutes	Collector
payment and pay the	of payment and			
required amount at the	issue official			
Counter 3 or 4	receipt			
3. Upon payment of	3. Issue claim		4 hours	
necessary fees,	stub			
receive claim stub for	3.1 tag			
the release of	application for			
requested forms	processing			
(specified date	City Treasurer's			Assessment
indicated)	Office			Officer



	-Process the			City Treasurer's
	Real Property			Office
	Tax Clearance			
	City Accessor's			
	City Assessor's Office			Clerk
	•			• • • • • • •
	representative			City Assessor's
	-Process the			Office
	certified true			
	copy of tax			
	declaration			
	*processing of			
	certification of			
	"with or without			
	improvement"			
	*process of both			
	offices will be			
	done backroom			
4.Return on the	4. Accept claim		5 minutes	Releasing clerk
specified date, present	stub and issue			City Treasurer's
the claim stub at	the requested			Office
Counter 1 or 2 and	certification			
receive the certification				
	Total			
Note: Application with co	mplete documenta	y requireme	nts filed from 8:00	am to 10:00 am.
	released within the	• •		
	Il be released on the	-		,
		s .s.istining a		



EVALUATION OF BUSINESS TAX

Evaluate business documents presented to determine the correct gross receipts of the business relative to its declaration in their tax payments. It is also way of ensuring the proper collection of tax deficiencies as the case maybe.

Office or Division:	Examination Division			
Classification:	Simple			
Type of Transaction:	G2C- Governmen	t to Citizen		
Who may avail:	All Quezon City B	usiness own	ers or services	
CHECKLIST OF RE	QUIREMENTS		WHERE TO SEC	URE
1.Sales Declaration and (SDEF)	Evaluation Form	City Treasurer's Office		
2.Current Year's Commu Certificate	unity Tax	Qu	ezon City Treasure Other LGUs	
3. Preceding Year's May Permit	or's/Business	Business	Permit and Licens	ing Department
4.Preceding Year's Tax receipts	Bills and Official		City Treasurer's (Office
5 Preceding Year's Tax receipts	Bills and Official		Other LGUs	
6.Preceding Year's Certi Sales, if there are two or business /2 or more brar	more lines of thes		Business own	er
7.Preceding Year's Value Returns, Percentage Tax whichever is applicable	x Returns,	BIR		
8.Preceding Year's Quarterly Income Tax Returns with proof of payment		BIR		
9.Preceding Year's Annu Returns with complete so Financial Statement with	et of Audited		BIR	
10.BIR Certificate of Reg			BIR	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Newly Registered Business: 1.Present the tax bill issued by the Business Permit Licensing Department under BOSS with the accomplish Simplified Business Application Form and other required documents	1.Evaluate the submitted documents and recommend for approval 1.1 Approve the tax bill	10 minutes Evaluato Examinat Divisior		Evaluator Examination Division City Treasurer
2.Present the approved tax bill and pay the required amount2.1Receive the official	2.Accept the approved tax bill, receive the payment and issue official receipt 2.1Advise the	Amount indicated in the Tax Bill	10 minutes	Collector Taxpayer's Payment Lounge



receipt and proceed to BPLD	taxpayer to proceed to BPLD		
	Total	20 minutes	
Business operated for at least 1 year and the current assessment period is for the 1 st Quarter of the current year 1.Present	1.Evaluate the submitted documents and determine the taxable gross sales	5 minutes	Initial Evaluator Examination Division
accomplished Sales Declaration and Evaluation Form (SDEF) with complete documentary requirements	1.1Assess and issue printed tax bill	5 minutes	Business Assessment Clerk
2.Receive the tax bill and submit with SDEF and complete documentary requirements	2.1Review and verify tax bill assessment	5 minutes	Final Evaluator
3.Present the verified tax bill with SDEF and attached other documentary	3.1Recommend the approval of the Tax Bill	5 minutes	City Treasurer Authorized
requirements	3.2Approval of the tax bill for payment	5 minutes	representative from the City Mayor's Office
4.Present the approved tax bill for payment of business tax and pay the required amount	4.Accept approved tax bill and payment for the tax 4.1 Issue official receipt	5 minutes	Collector Taxpayer's Payment Lounge
	Total	30 minutes	



ASSESSMENT OF BUSINESS TAX

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

Office or Division:	Taxes and Fees Division			
Classification:	Simple			
Type of Transaction:	G2C- Governmer	nt to Citizen		
Who may avail:	All QC taxpayers	engaging in Bus	siness and profes	sional services
CHECKLIST OF RE	QUIREMENTS	V	WHERE TO SECU	JRE
1.Sales Declaration and			Evaluator's Are	а
2.Current year's Comm	-	C	ity Treasurer's O	ffice/
Certificate issued in QC	or other LGUs		other LGUs	
(If available)	· ·			
3.Preceding year's (May	yor's	Building Pe	ermit and Licensir	ig Department
Permit/Business permit 4.Preceding year's busi	ness tax hill and	0	(BPLD) City Treasurer's O	ffice
Official Receipts			Sity Treasurer's O	liice
CLIENT STEPS	AGENCY	FEES TO	PROCESSING	PERSON
	ACTION	BE PAID	TIME	RESPONSIBLE
1 st Quarter	1.Accept the	Depends on	10 minutes	Assessment
1.Present the	approved Sales	the ff:		Officer
Approved Sales	Declaration and	-line of		Taxes and Fees
Declaration and	Evaluation	business		Division
Evaluation Form and	Form.	-Gross Sales		
other required	1.1Encode thru	-Area of		
documents	the system all	establishment		
	pertinent			
	information from			
	the business			
	permit and			
	compute City			
	Tax and			
	regulatory fees			-
2.Receive	2.Issue			Assessment
computerized	computerized			Officer
Business tax Bill for	Business Tax			Taxes and Fees
approval of authorized	Bill			Division
signatories	l Total		10 minutes	
2 nd -4 th Quarter	1.Accept the		10 minutes	Assessment
1.Present the previous	previous			Officer
Business tax bill and	business tax bill			Taxes and Fees
official receipts	and check the			Division
1.1Receive the	Mayor's Permit			Division
computerized	number thru			
business tax bill	system			
	1.1Print and			
	issue			
	computerized			
	business tax bill			
	Total		10 minutes	



COLLECTION OF BUSINESS TAX

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

Office or Division:	Cash Division			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	All Quezon City B	usiness own	ers/operators	
CHECKLIST OF RE			WHERE TO SEC	URE
1.Computerized Busines	s Tax Bill	Bu	siness Assessmer	it Lounge
(duly approved/signed by	y City Treasurer			_
or his deputized signator	ту)			
2. Cash/Manager's or Ca			Business Own	
CLIENT STEPS	AGENCY	FEES TO	PROCESSING	PERSON
	ACTION	BE PAID	TIME	RESPONSIBLE
1.Proceed to	1.Accept the	As stated	10 minutes	Local Revenue
Taxpayer's Payment	approved	in the		Collection
Lounge	computerized	Business		Officer
1.1Present the	Business Tax	Tax Bill		Taxpayers
approved	Bill and payment			Payment
Computerized	1.1Verify the			Lounge
Business Tax Bill at the	existence of			
assigned Counter flash	assessment and			
on the queuing screen	encode the			
and pay the required	amount			
amount	tendered			
1.2Receive the	*for check			
computerized Business	payment,			
tax official receipts	encode the			
	bank's name,			
	date, amount			
	and check			
	number			
	1.2Validate			
	payment and			
	issue			
	computerized			
	Business Tax			
	official receipts			
	Total		10 minutes	



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 Divis	sion		
Classification:	Complex			
Type of Transaction:	G2C- Governmer	nt to Citizen		
Who may avail:			o operates busines	S
CHECKLIST OF REC			WHERE TO SEC	
1.Registered Books of A			Business own	
2.Sales invoice			Business own	
3.Audited Financial State	ement		Accountant	
4.Income Tax Return (IT			BIR	
5.VAT Returns/Percenta	1		BIR	
6.Letter of Authority	9		City Treasure	r
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Receive the issued	1.Serve the	Depends	15 minutes	Revenue
Letter of Authority	Letter of	on the tax		Examiner
1.1Taxpayer/authorized		deficiency		Examination
representative present	with the list of	based on		Division
and submit the	required	audited		
complete documentary	documents	documents		
requirements	1.1Set the	presented		
	schedule of			
2.Wait for the call from	examination		10 days	Devenue
the assigned Revenue	2.Evaluate and assess the data		10 days	Revenue Examiner
Examiner	gathered			Examination
Examiner	through audit to			Division
	determine the			Biviolon
	deficiency or			
	tax delinquency			
	(if there is any)			
	2.1 Prepare the			
	Data and			
	Assessment			Supervising
	form and			Revenue
	submit to the			Examiner
	respective			Examination
	Supervising			Division
	Revenue			
	Examiner for			
	review and			
	validation of the			
	examination			
	findings			
	2.2Upon			
	validation of the			
	examination			
	findings,			
	Supervising			
	Revenue			



s a A fo v a t t	Examiner submit the Data and Assessment orm together with the		
a t	vith the		
	attachments to he Chief of the Examination 2.3The Chief of		Chief of Examination Division
E C ti	Examination Division causes he preparation of Notice of		City Treasurer
a () () () ()	Assessment for approval of the City Treasurer 2.4 Revenue Examiner		
ir ta a d	nform the axpayer of the amount of deficiency/tax		Revenue Examiner Examination Division
u o A	delinquency upon approval of the Notice of Assessment by he City		
T * ta	Treasurer In case, axpayer delay he examination		
F E	or no apparent eason, Revenue Examiner shall		
p a	eport the non- compliance for proper legal action		
ta to d	In case, axpayer failed o settle its deficiency/tax delinquency		
ע ק פ	vithin the prescribed period of time, proper legal		
	action will be enforced		
tax bill and pay the taxtaxdelinquency indicatedoin tax billtax	3.Issue printed ax bill based on the indicated ax delinquency 3.1Accept	10 minutes	Assessment Officer



	payment and issue official receipt		Collector
4.Present the original and submit and photocopy of tax bill and official receipt	4.Receive the submitted copy of official receipt	5 minutes	Revenue Examiner City Treasurer
4.1Receive the approved Letter of Confirmation (LOC)	4.1 Prepare the Letter of Confirmation for approval of the City Treasurer upon full payment of any tax deficiency	10 minutes	Releasing Clerk Examination Division
	Total	10 days & 40 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:	Community Tax C	ertificate Se	ction-Taxes and Fe	ees Division
Classification:	Simple			
Type of Transaction:	G2C- Governmen	t to Citizen		
Who may avail:	All Quezon City re	sidents, bus	iness owners and	taxpayers
CHECKLIST OF REC	QUIREMENTS		WHERE TO SEC	URE
1.Community Tax Declar (CTDF)	ration Form		CTC Section	1
2.Government Issued va	lid ID	DFA	A,SSS, GSIS, Com	elec, LTO
3.New Business: Single	Proprietor	Departr	nent of Trade and	Industry (DTI)
Certificate of Registration		_		
4. Renewal of Business	s: Proof of Income		City Treasurer's C	Office
(Approved business tax declaration by an				
evaluator)				
5.Individual: Proof of ind	come, payslip,	Company, BIR		
BIR Form 2316				
6. Claiming of paid CTC	C Single	City Treasurer's Office		
Proprietor		Taxpayer's Payment Lounge		
Original tax bill and offici	•			
(Duplicate or pink copy c				
7.For Representative: Au		Owner or client being represented		
with a photocopy of gove		DFA,SSS, GSIS, Comelec, LTO		
valid ID of the person be	•			
and the ID of the represe				
CLIENT STEPS	AGENCY	FEES TO	PROCESSING	PERSON
	ACTION	BE PAID	TIME	RESPONSIBLE
New Business:	1. Accept the			
1.Taxpayer accomplish	accomplished	Amount	5 minutes	Collector



			2	
community tax declaration form (CTDF) and present date of registration of business	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 1.Accept the	to be paid depends on the income of taxpayer	5 minutes	CTC Section
amount and receive the computerized community tax certificate (CTC)	payment and release the computerized CTC			CTC Section
	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 CTDF	Amount to be paid depends on the income of taxpayer	5 minutes	Collector CTC Section
2.Pay the required amount and receive the computerized community tax certificate (CTC)	1.Accept the payment and release the computerized CTC			
Individual	Total	Amoust	5 minutes	Collector
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	Amount to be paid depends on the income of taxpayer	5 minutes	Collector



				,,
	the declared gross salaries/			
	compensation on the CTDF			
2.Pay the required	2.Accept the			Collector
amount and receive	payment and release the			
the computerized community tax	computerized			
certificate (CTC)	CTC			
	Total		5 minutes	
Claiming of paid CTC Single Proprietor 1.Taxpayer present original tax bill and duplicate or pink copy of official receipts	1.Search Mayor's permit no. (MP) thru the system and print CTC based on presented documents	Included in the payment of Business Tax	5 minutes	Collector
2.Receive the	2.Release			
computerized	computerized CTC			
community tax certificate (CTC)				
	Total			
ISSUANCE OF CERTIF	IED TRUE COPY			
1.Taxpayer accomplish unified request form, present to Counter 24 and accept order of payment	1.Accept accomplished form and issue order of payment		5 minutes	Clerk CTC Section
2.Pay the required fee at Miscellaneous Section	2.Accept payment and issue official receipt			Collector Miscellaneous Section
3. Present Official receipt at Releasing counter 24 and wait for the release of your requested certified true copy	3.Process and release the requested certified true copy		5 minutes	Clerk CTC Section
	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:	Community Tax Certificate Section-Taxes and Fees Division		
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)		CTC Section		
2.Government Issued va	lid ID	DFA,SSS, GSIS, Comelec, LTO		
3.New Business:		Securities and Exchange Commission		
Certificate of Registration	n		erative Developme	
4. Renewal of Business			City Treasurer's (
(Approved business tax	(Approved business tax declaration by an		- ,	_
evaluator)				
ITR/Financial Statement	if principal office			
is located outside Quezo				
For Real Property Owne				
tax bill	,			
5. Claiming of paid CT	C Corporation		City Treasurer's (Office
Original tax bill and offici	al receipt	Ta	axpayer's Payment	t Lounge
(Duplicate or pink copy c				
For Representative: Auth		DFA	A,SSS, GSIS, Com	elec, LTO
with a photocopy of gove				
valid ID of the person be	0			
	and the ID of the representative			
CLIENT STEPS	AGENCY	FEES TO	PROCESSING	PERSON
New Business:	ACTION	BE PAID	TIME	RESPONSIBLE
1.Taxpayer accomplish	1. Accept the accomplished	Amount	5 minutes	Collector
community tax	CTDF and	to be paid	5 minutes	Collector
declaration form	required	depends		
(CTDF) and present	documents	on the		
date of registration of	2.Encode the	income of		
business	pertinent	taxpayer		
	information	anpayor		
	declared on			
	CTDF thru a			
	system which			
	automatically			
	computes tax			
	due based on			
	the declared			
	gross sales on			
	the CTDF			
2.Pay the required	1.Accept the			Collector
amount and receive	payment and			
the computerized	release the			
community tax	computerized			
certificate (CTC)	CTC			
Denouvel of Ducines	Total		5 minutes	Collector
Renewal of Business:	1. Accept the	Amount	5 minutes	Collector
1.Taxpayer accomplish	accomplished CTDF and	Amount	5 minutes	
community tax declaration form	required	to be paid depends		
(CTDF) and present	documents	on the		
the approved business 2.Encode the		income of		
tax declaration by an pertinent		taxpayer		
evaluator	information	lanpayer		
1.1 Taxpayer proceed	declared on			
to the counter intended	CTDF thru a			
for encoding of	system which			
information	automatically			
	- atomationly			I



	1			
	compute tax due			
	based on the			
	declared gross			
	sales on the			
	CTDF			
2.Pay the required	1.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
Corporation	Mayor's permit	in the		
1.Taxpayer present	no. (MP) thru the	payment		
original tax bill and	system and print	of		
duplicate or pink copy	CTC based on	Business		
of official receipts	presented	Tax		
	documents			
2.Receive the	2.Release			
computerized	computerized			
community tax	стс			
certificate (CTC)				
	Total		5 minutes	
ISSUANCE OF CERTIF	IED TRUE COPY			
1.Taxpayer accomplish	1.Accept		5 minutes	Clerk
unified request form,	accomplished			CTC Section
present to Counter 24	form and issue			
and accept order of	order of			
payment	payment			
2.Pay the required fee	2.Accept			Collector
at Miscellaneous	payment and			Miscellaneous
Section	issue official			Section
	receipt			
3. Present Official	3.Process and			Clerk
receipt at Counter 24	release the			CTC Section
and wait for the release	requested			
of your requested	certified true			
certified true copy	сору			
	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:	Miscellaneous Se	ction Taxes	and Eggs Division	
Classification:	Simple		and rees Division	
Type of Transaction:	G2C- Governmer	t to Citizen		
Who may avail:			aging in Business,	profession
witho may avair.	and/or transaction		aying in Dusiness,	profession
CHECKLIST OF REC		1	WHERE TO SEC	
	•	Various rove		
Original order of paymer revenue offices (no alter	0		enue generating of	
revenue onices (no alter	allon)	City		
CLIENT STEPS	AGENCY	FEES TO	PROCESSING	PERSON
CEIENT STEFS				RESPONSIBLE
PAYMENT OF	ACTION		1 1141 🗠	
PROFESSIONAL TAX	1. Verify from	₱ 300.00		
RECEIPTS (PTR)	the record of the	(plus	5 minutes	Collector
All <u>PRC and IBP</u> card	previous	penalty if	0 minutes	Concolor
holders	payment	not		
	2.Accept	updated;		
New:	payment	25% + 2%		
Professionals-	3.lssue	monthly		
previous/currently	Professional	surcharge)		
employed in gov't	Tax Receipts	earenaige)		
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		copy		
PTR and photocopy of		₱ 50.00		
latest PTR				
PTR (LAWYERS)				
New:				
Lawyers presents	1. Verify from	₱ 300.00	5 minutes	Collector
1. Present original IBP	the record of the	(plus		
card and original	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.lssue	surcharge)		
	Professional			
L .	Tax Receipts			
Renewal:				
Lawyers				
previous/currently				
employed in gov't				
present Service				
Record, original latest				



			_	
PTR and photocopy of latest PTR and IBP card For Representative of Professional/Lawyers 1.Present original (PRC/IBP card), original & photocopy of authorization letter and original and photocopy of gov't issued ID, photocopy of ID of authorized person		Additional cost Verification fee of ₱ 20.00 Cert. true copy ₱ 50.00		
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	5 minutes	Collector
PAYMENT FOR OCCUPANCY PERMIT FEES 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	5 minutes	Collector
PAYMENT FOR HEALTH CERTIFICATE, SANITARY PERMIT	1.Accept payment and order of	As stated in the order of	5 minutes	Collector



			2	
and PEST CONTROL Fees 1.Taxpayer submit original order of payment (no alterations) 2. Pay the required amount and receive official receipt PAYMENT FOR	payment issued by City Health Department and 2.Issue Official receipt 1. Accept	payment As stated	5 minutes	Collector
OCCUPATIONAL PERMIT FEE, AMENDMENT FEE 1.Taxpayer present original order of payment (no alterations) 2. Pay the required amount and receive official receipt	payment and order of payment issued by Business Permit & Licensing Dept. 2.Issue Official receipt	in the order of payment	Jinnutes	Conector
PAYMENT FOR EPWMD FEES and SMOKE BELCHING 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 EPWMD 2.Issue Official receipt	As stated in the order of payment	5 minutes	Collector
PAYMENT FOR PROSECUTORS 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 City Prosecutors Office 2.Issue Official receipt	As stated in the order of payment	5 minutes	Collector
PAYMENT FOR ANIMAL SHIPPING 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 City Veterinarian Office 2.Issue Official receipt	As stated in the order of payment	5 minutes	Collector
PAYMENT FOR CIVIL REGISTRY FEES 1.Taxpayer submit	1.Accept payment and order of	As stated in the	5 minutes	Collector



			Z	🌣 PILIPINAS 🖗
original order of	payment issued	order of		
payment (no	by Civil Registry	payment		
alterations)	Department			
2.Pay the required	2. Issue Official			
amount and receive	receipt			
official receipt	•			
PAYMENT FOR	1.Accept			
CLEARANCE,	payment and	As stated	5 minutes	Collector
CERTIFICATION,	order of	in the		
AUTHENTICATION	payment issued	order of		
1.Taxpayer submit	by PLEB	payment		
original order of	2.Issue Official			
payment (no	receipt			
alterations)				
2.Pay the required				
amount and receive				
official receipt				
PAYMENT FOR OVR	1.Accept			
and TERMINAL FEE	payment and	As stated	5 minutes	Collector
1.Taxpayer submit	order of	in the		
original order of	payment issued	order of		
payment (no	by Dept. of	payment		
alterations)	Public Order			
2.Pay the required	and Safety			
amount and receive	2.Issue Official			
official receipt	receipt			
PAYMENT FOR	1. Accept			
POLICE CLEARANCE	payment and	As stated	5 minutes	Collector
FEES	order of	in the		
1.Taxpayer submit	payment issued	order of		
original order of	by QC Police	payment		
payment (no	Dept.			
alterations)	2.Issue Official			
2.Pay the required	receipt			
amount and receive				
official receipt	4			
PAYMENT FOR	1.Accept		Eminutes	Collector
MAYOR'S	payment and order of	As stated	5 minutes	Collector
		in the order of		
1.Taxpayer submit	payment issued			
original order of	by Administrative	payment		
payment (no				
alterations) 2.Pay the required	Management 2. Issue Official			
amount and receive	receipt			
official receipt	leceihr			
PAYMENT FOR TAX	1.Accept			
CERT. OF PAYMENT,	payment and	As stated	5 minutes	Collector
CTC OF RECEIPTS/	order of	in the		CONCOLOR
RECORDS	payment issued	order of		
1.Taxpayer submit	by City	payment		
original order of	Treasurer's	Paymon		
payment (no	Office			
alterations)	2.Issue Official			
2.Pay the required	receipt			
amount and receive				
	1			



				· · · · · · · · · · · · · · · · · · ·
official receipt				
PAYMENT FOR TAX	1.Accept			
DECLARATION, TAX	payment and	As stated	5 minutes	Collector
MAP, CERT. OF NO	order of	in the	o minatoo	Concotor
TITLE, PENALTY	payment issued	order of		
FOR LATE				
-	by City	payment		
TRANSFER OF TAX	Assessor's			
DECLARATION	Office			
1.Taxpayer submit	2.Issue Official			
original order of	receipt			
payment (no				
alterations)				
2.Pay the required				
amount and receive				
official receipt				
PAYMENT FOR	1.Accept			
CERTIFICATION OF	payment and	As stated	5 minutes	Collector
	order of		Jinnules	COllector
RECORDS		in the		
1.Taxpayer submit	payment issued	order of		
original order of	by Office of the	payment		
payment (no	City Secretary			
alterations)	2.Issue Official			
2.Pay the required	receipt			
amount and receive				
official receipt				
PAYMENT FOR	1.Accept			
RECON, RENEWAL,	payment and	As stated	5 minutes	Collector
CHANGE OF UNIT,	order of	in the	•	••••••
NEW FRANCHISE,	payment issued	order of		
PENALTY	by Tricycle	payment		
1.Taxpayer submit	Regulatory Unit	payment		
	2.Issue Official			
original order of				
payment (no	receipt			
alterations)				
2.Pay the required				
amount and receive				
official receipt				
PAYMENT FOR	1.Accept			
LOCATIONAL	payment and	As stated	5 minutes	Collector
CLEARANCE FEE	order of	in the		
.Taxpayer submit	payment issued	order of		
original order of	by City Planning	payment		
payment (no	& Devt. Dept.	, ,		
alterations)	2.Issue Official			
2.Pay the required	receipt			
amount and receive	receipt			
official receipt	4			
PAYMENT FOR	1.Accept		_	
ELECTRICAL FEE &	payment and	As stated	5 minutes	Collector
LIBRARY FEES	order of	in the		
1.Taxpayer submit	payment issued	order of		
original order of	by City Library	payment		
payment (no	Dept.			
alterations)	2.Issue Official			
2.Pay the required	receipt			
amount and receive				
amount und roborro				



			-	
official receipt				
PAYMENT FOR	1.Accept			
ELECTRICAL FEE	payment and	As stated	5 minutes	Collector
1.Taxpayer submit	order of	in the	• • • • • • • • • • • • • • • • • • • •	••••••
original order of	payment issued	order of		
payment (no	by City	payment		
	Engineering	payment		
alterations)	0 0			
2.Pay the required	Dept.			
amount and receive	2.Issue Official			
official receipt	receipt			
PAYMENT FOR	1. Accept			
ELECTRICAL FEE	payment and	As stated	5 minutes	Collector
1.Taxpayer submit	order of	in the		
original order of	payment issued	order of		
payment (no	by City General	payment		
alterations)	Services Dept.			
2.Pay the required	2.Issue Official			
amount and receive	receipt			
official receipt				
ISSUANCE OF	1.Accept the			
CERTIFIED TRUE	submitted duly	As stated	5 minutes	Collector
COPY	accomplished	in the	0 111110103	Concetor
1.Taxpayer accomplish		order of		
	Unified request			
and submit Unified	form with	payment		
request form,	complete			
authorization letter with	requirements			
photocopy of gov't	2.Issue official			
issued ID of	receipt			
representative and				
taxpayer				
2.Pay the required				
amount and receive				
official receipt				
FRANCHISE	1.Accept			
REGISTRATION FEE	payment and	As stated	5 minutes	Collector
(New/Renewal)	order of	in the		
Tricycle	payment issued	order of		
drivers/operators	by TRU	payment		
1.Taxpayer submit	2.Issue official	P J		
original order of	receipt			
payment (no				
alterations)				
2.Pay the required				
amount and receive				
official receipt	1			
	1.Accept			
Facility Renters/Users	payment and	As stated	5 minutes	Collector
1.Taxpayer submit	order of	in the		
original order of	payment issued	order of		
payment (no	by Amoranto	payment		
alterations)	Complex			
2.Pay the required	2. Issue official			
amount and receive	receipt			
official receipt				
PARKING FEE	1.Accept			
As per Ordinance No.	payment and	As stated	5 minutes	Collector



SP 2676, S-2018 dated Mar. 14, 2018 Use of QC Hall Parking 1.Taxpayer submit original order of payment (no alterations) 2.Pay the required amount and receive official receipt	order of payment issued by GSD personnel 2.Issue official receipt	in the order of payment		
	Total		5 minutes	

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-Taxes and Fees Division			
Classification:	Simple			
Type of Transaction:	G2C- Governmer	nt to Citizen		
Who may avail:	All QC taxpayers	engaging in Ma	arket Business (Pr	rivate and Public)
		neat vendors, m	arket stallholders	
CHECKLIST OF RE	QUIREMENTS		WHERE TO SECL	JRE
Market Stallholders:				
1 st Quarter				
Sales Declaration and I	Evaluation Form		City Treasurer's O	
Business Permit			ess Permit Licens	0
Latest tax bill and officia	al receipt	(City Treasurer's O	ffice
2 nd to 4 th Quarter				rr.
Previous tax bill and off		(City Treasurer's O	ffice
Hawkers, street vendors, transient			City / The second w e w's O	<i>ff</i> :
vendors/others			City Treasurer's O	пісе
Latest official receipt				
Liquor Permit Fee Original order of payme	nt	Business Permit Licensing Dept.		
Sealing Fee		Dusin		ing Dept.
Original order of payme	nt		City Treasurer's O	ffice
CLIENT STEPS		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 Assess the			Assessment
Declaration &	Business taxes			Clerk
Evaluation form,	and regulatory	Taxes and F		
present business	fees			Division
permit, latest tax bill	2. Accept			
and official receipt	payment and			Local Revenue
2.Pay the required	Issue			Collection
amount and receive	Computerized			Officer



			2	
official receipt 2.1Proceed to MDAD	Official receipt (COR)			Taxpayers Payment Lounge
2 nd Quarter to 4 th Quarter 1.Present the previous tax bill and official receipt 2.Pay the required amount and receive official receipt	<u>City Tax &</u> <u>Garbage fee</u> 1.Assess the City Tax & garbage fee 2.Accept payment and issue Computerized Official Receipt (COR)		5 minutes	Collector Market Section Local Revenue Collection Officer Taxpayers Payment Lounge
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 original order of payment 2. Pay the required amount and receive official receipt	 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



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

SEALING OF WEIGHTS & MEASURES

The Quezon City empowered to levy fees for sealing of 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 the 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 Mea	sure Unit-Taxe	es and Fees Divisi	ion
Classification:	Simple			
Type of Transaction:	G2C- Governmen	t to Citizen		
Who may avail:	All Quezon City t	axpayers enga	aging in business	that uses
	instruments of we	ights and mea	sures	
CHECKLIST OF RE	QUIREMENTS		WHERE TO SEC	URE
1.Application for Testing	g/ sealing of	W	eights and Measu	re Unit
weights and measure (A	ATSWM)		City Treasurer's C	Office
2.Request Letter		В	usiness operator/	owner
3.Weighing scale/instru	ment for sealing	В	usiness operator/	owner
4.Latest official receipt		В	usiness operator/	
CLIENT STEPS	AGENCY	FEES TO	PROCESSING	PERSON
	ACTION	BE PAID	TIME	RESPONSIBLE
1.Taxpayer submit request letter 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	Sealing and registration <u>Mechanical</u> ₱30.00 for 30kgs and below ₱40.00 for 31kgs. and above <u>Digital</u> ₱500.00 fixed	20 minutes	Clerk Weights and Measures Unit
2. Accept order of	payment 2.Receive order		5 minutes	Collector



			<u> </u>	PILIPINAS
payment and pay the required amount. 2.1 Receive official receipt	of payment and issue official receipt			
3. Present the official receipt and the weighing instrument for sealing	3.Check the official receipt presented and permit is fully completed. Initiate the testing of the measuring apparatus. All findings shall be indicated in the application form		30 minutes	Clerk Weights and Measures Unit
Walk-In Taxpayer				
1.Taxpayer or vendors present the application form, the weighing scale and other required documents for verification	1.Accept application form Check if the weighing scale is in order and determine the business permit (for new) and latest official receipt for renewal and retirement and determine the expiration date 1.1 Issue order of payment	Sealing and registration <u>Mechanical</u> ₱30.00 for 30kgs and below ₱40.00 for 31kgs. and above <u>Digital</u> ₱500.00 fixed	15 minutes for every weighing scale	Clerk Weights and Measures Unit
2. Accept order of payment and pay the required amount	2.Receive order of payment and issue 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 weighing scale / instrument 3.1 Return the sealed instrument		15 minutes	Clerk Weights and Measures Unit
For Mobile One Stop Shop				
1.Taxpayer 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	₱50.00 Additional service fee	5 hours normal duration for 20 instruments 120 instruments requires	Clerk Weights and Measures Unit



	with the testing of the apparatus. All findings shall be indicated in the application form.		2 days	
	1.1 Issue order			
	of payment			
	upon checking the weighing			
	scale is in good			
	condition			
2. Accept order of	2.Receive order			Collector
payment and pay the	of payment and			
required amount	issue official			
	receipt			
3.Present the official	3.Check the			Clerk
receipt and wait while	official receipt			Weights and
the instrument is for	and perform the			Measures Unit
sealing	sealing of			
3.1 Receive the	weighing scale /			
sealed weighing	instrument			
scale/instrument	3.1 Return the			
	sealed			
	instrument			
CALIBRATION OF GA	Total			
1.Taxpayer or	1.Conduct	₱ 50.00	2 hours	Clerk
gasoline dealer /	physical	(calibration	(depends on	Weights and
gasoline station	inspection of the	fee)	the area /	Measures Unit
operator send request	gasoline station	,	location of the	
letter for calibration of	on quarterly	₱ 100.00	gasoline	
gasoline pumps	basis for	(Re-testing/	station)	
	monitoring and	re-sealing	,	
	checking of	fee)		
	gasoline pumps	per		
		dispenser		
	Total		2 hours	
	rolar		2 110013	



MARKET RAID

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

Office or Division:	Taxes and Fees D)ivision		
Classification:	Simple			
Type of Transaction:	G2C- Governmen	t to Citizen		
Who may avail:	All Quezon City m		rs or market seller	s that uses
	weighing scale or			
CHECKLIST OF RE	<u> </u>		WHERE TO SEC	URE
1.Mission Order			City Treasure	
2.Calibrated Test Weigh	ts		DOST	
3.Letter of information a			PNP, MDAD)
Concerned Department			,	
4.Confiscation Weighing	Scale Slip		Taxes and Fees D	vision
CLIENT STEPS	AGENCY	FEES TO	PROCESSING	PERSON
	ACTION	BE PAID	TIME	RESPONSIBLE
1.Market vendor or	1.Check		Actual raid	Personnel
owner of weighing	weighing scale		lasted 1 hour	Examination
scale must present the	or instruments			Division
instrument for	presented by			
immediate testing	using test			Weights and
	weights and if it			Measures Unit
	is seal or not			
	*illegal weighing			
	scale will be			
	confiscated			
	immediately			
2.Receive confiscated	2.lssue			Inspectors
weighing scale form	confiscation			Weights and
indicated type of	weighing scale			Measures Unit/
instrument and owners	form			Examination
name	Original copy- Owner			Division
	Duplicate copy-			
	attached on the			
	confiscated			
	instrument			
	Triplicate copy-			
	Examination			
	Division			
3.Proceed to the City	3.Check record			Clerk
Hall for payment of	of confiscated			Weights and
penalty	weighing scale			Measures Unit
3.1Pay the required	3.1 Issue order			
amount and received	of payment for			
official receipt	penalty			
3.2Present the official	3.2Accept the			Collector
receipt	official receipt			Miscellaneous
				Section
4 Receive the weighing	4.Release the			
scale sealed	confiscated			Weights and



weighing scale sealed to the owner upon presentation of official receipt	Measures Unit
Total	1 hour

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 Tax I	Evaluation, As	sessment & Monit	oring (TEAM)
	Unit			
Classification:	Simple			
Type of Transaction:	G2C- Governmen	t to Citizen		
Who may avail:	-	•	tors/ Proprietor of	Amusement
	establishments or			
CHECKLIST OF RE			WHERE TO SECU	
1.Amusement Registrat		/	Amusement TEAM	l Unit
2.Special Business Per	mit/Current		BPLD	
Business Permit				
3.Printers invoice ticket	and sample	Amı	usement operators	s/owners
tickets				
4.SEC Registration (Co		Securiti	es and Exchange	
5.Secretary's Certificate			Company owne	
6.DTI Registration (Sing			rtment of Trade an	
CLIENT STEPS	AGENCY	FEES TO	PROCESSING	PERSON
	ACTION	BE PAID	TIME	RESPONSIBLE
REGISTRATION OF		Local Artist	10 minutes	Amusement
TICKETS	1.Evaluate the	(concert)		TEAM Unit
Concerts and	submitted	5%		personnel
Theaters	documentary	Local Films		
1.Present	requirements	(exempted)		
accomplished	with accuracy of	Foreign		
registration form with	the specified no.	Artist		
photocopy of special	of registered	(concert)		
business permits,	tickets sold and	10%		
official receipts(OR),	total gross sales	Foreign Films 10%		
photocopy of cash	amount 1.1 Issue	-		
bond receipts, printers invoice ticket and	printed tax bill	Cockfight 10%		
sample ticket		Other		
2.Receive tax bill and	2.Accept tax bill	amusement	5 minutes	Collector
pay the required	and payment	places/		CONECION
amount	2.1Issue official	activities		
2.1 Receive the	receipt	10%		
official receipt and				
registered tickets				
	Total		15 minutes	
REGISTRATION OF	1.Evaluate the		10 minutes	Amusement
TICKETS for regular	completeness of			TEAM Unit
Amusement	the submitted			personnel



		E	
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	10 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	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
organization	Tatal	0 davia	
AMUSEMENT TAX RETURN *If special screening (one time transaction) Unsold tickets shall be surrendered to Amusement TEAM Unit	Total 1.Assessment of amusement tax Compute and prepare tax bill for approval and for payment of amusement tax	<u>3 days</u> 10 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	5 minutes	Collector
· · · · · ·	Total	15 minutes	
INSPECTION OF AMUSEMENT PLACES 1.Present the latest business permit , official receipt and receipt of paid monthly amusement tax	1.Present notice of inspection and mission order 1.1Check the presented business permit and official receipts	Depends on the area/location of establishment to be inspected and availability of the documents to be presented	Inspectors Amusement TEAM Unit



APPLICATION OF BUSINESS RETIREMENT CERTIFICATE

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

e or Division: Business Retirement Unit	220	Busine	vision:	ice or Divi	Offic	
ification: Complex						
of Transaction: G2C- Government to Citizen						
may avail: All Quezon City Business owners/operators closing their busines						
	CHECKLIST OF REQUIREMENTS					
	1.Business Retirement Application form					
	with location map originally signed by the					
	owner					
	2. Original(latest) tax bill, official receipts					
	(3 yrs) and Original Business Permit					
	(latest)					
gle Proprietorship: Original Business Owner/operator	nal	p : Oriai	oprietorshi	- /	1	
vit of closure with exact effectivity			-			
				e of closure		
	Partnership: Original Partnership					
	Dissolution with exact effectivity date of					
e (original signed by all partners)	closure (original signed by all partners)					
oration: Original Secretary's	Corporation: Original Secretary's					
	Certificate or Board Resolution on					
e or transfer of business with exact	closure or transfer of business with exact					
	effectivity date of closure					
	4.Government issued ID					
	Single Proprietorship: Original to be					
	presented and photocopy to be					
,	submitted)					
	Partnership: all ID of partners are					
	required					
	Corporation: ID of the president and					
	signatories to the Board of Resolution					
	(original to be presented and photocopy					
,	to be submitted)					
	*Authorization letter from the owner and					
	valid ID of the authorized representative					
jinal Barangay Certificate with exact Barangay Hall			•••	•		
bt paid from Barangay	mo					
Certificate of Registration (original BIR						
presented and photocopy to be	•					
	.0	лосору		mitted)		
	7.Original Certified Breakdown of Sales,					
	if there are two or more line of business,					
	branches & if AFS is consolidated					
of of business tax payment, tax bill, Other LGU's						
	permit issued by other LGUs where other					
•	operations are situated (original to be					
	presented and photocopy to be					
	submitted)					
	ore	9.Latest ITR with AFS on or before				



closure from the last pay	yment of				
business operation (orig	jinal to be				
presented and photocor					
submitted)	-				
10.Latest VAT or Perce	ntage Tax	BIR			
Returns (original to be p	-				
photocopy to be submit					
11.Books of Accounts (p			BIR		
evaluation/actual inspec	-		DIX		
examination)					
,	tornov (SDA)	Owner or client being represented			
12. Special Power of Att CLIENT STEPS	AGENCY	Owner or client being represented FEES TO PROCESSING PERSON			
CLIENT STEPS	-				
4 Outback		BE PAID	TIME	RESPONSIBLE	
1.Submit	1.Receive the	Depends	5 minutes	Receiving Clerk	
accomplished	submitted	on the ff:		Business	
business retirement	accomplished	-Line of		Retirement Unit	
form with location map	form with	business			
with complete	complete	-Gross			
documentary	documentary	sales			
requirements	requirements	-Area of			
*To avoid penalty,	1.1Issue	business			
application shall be	releasing form	delinquency			
made within 20 days	with tentative	and/or			
upon closure of	date	deficiency			
business		taxes			
1.1Receive the					
releasing form and					
wait for the set					
appointment with the					
Revenue Examiner					
	2. Assign to			Acting Head	
	Revenue			Business	
	Examiners the			Retirement Unit	
	taxpayers				
	applying for				
	business				
	retirement				
	3.Evaluate and		7 days	Revenue	
	review the			Examiner	
	submitted		(except	Business	
			January)		
	document			Retirement Unit	
	3.1 Set an				
	appointment to				
	the taxpayer to				
	conduct actual				
	inspection if the				
	business is still				
	operational or				
	already closed				
	3.2Conduct				
	examination of				
	books of				
	account				
	3.3Prepare the				
	Business				
	Retirement Data				
L		I	1		



		· · ·		· · · · · · · · · · · · · · · · · · ·
	and Assessment			
	form 4.Evaluate and review the business retirement data and assessment report 4.1 Prepare the order of payment and certification fee 5.Recommend for tax bill 5.1 Inform the taxpayer the			Acting Head Business Retirement Unit (BRU) Acting Head BRU Clerk BRU
	needed tax/ deficiency for payment			
2.Return to the office to receive the tax bill and pay the required amount	6.Bill the total amount due for retirement 6.1 Issue printed tax bill 6.2 Approve the		20 minutes	Assessment clerk (rebilling counter)
	tax bill 6.3 Release the approved tax bill			City Treasurer Assessment clerk
3.Receive the approved tax bill and order of payment for certification fee 3.1 Pay the amount due before actual retirement and certification fee 3.2 Submit the original	7.Accept payment and issue official receipt 7.1Receive the submitted documents and prepare the business		30 minutes	Cashier Taxes and Fees Division Receiving Clerk BRU
and photocopy of tax bill, official receipt of the taxes paid and official receipt for the certification fee	retirement certificate 7.2Approve the Business Retirement Certificate			City Treasurer
4.Receive the Business Retirement Certificate	8.Release the Business Retirement Certificate		5 minutes	Releasing Clerk BRU
	Total		7 days and 1 hour	


ISSUANCE OF REAL PROPERTY TAX CLEARANCE

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			
Classification:	Simple			
Type of Transaction:	G2C- Governmen	t to Citizen		
Who may avail:	All Quezon City R	eal Property o	owners	
CHECKLIST OF RE	QUIREMENTS		WHERE TO SEC	URE
1.Real Property Tax Cle	earance form		Tax Clearance Se	ction
2. Latest Official receipt	t of Real Property		City Treasurer's C	Office
tax				
3. S.P.A/ Authorization	· · ·		Real Property ow	ner
Certificate (Corporation	/Company) if not			
declared as owner				
4.Title (photocopy)			Registry of Dee	
5.Latest copy of Tax Cle available)	earance (Ir		Real Estate Divis	SION
CLIENT STEPS	AGENCY	FEES TO	PROCESSING	PERSON
	ACTION	BE PAID	TIME	RESPONSIBLE
1.Submit the	1.Receive the	₱ 50.00 	15 minutes	Receiving clerk
accomplished form	accomplished	per Tax		Tax Clearance
and other	form and	Declaration		Section
documentary requirements	evaluate the completeness of			
requirements	the submitted			
	requirements			
	and determine if			
	declared owner			
	or authorized			
	person			
	1.1 Verify the			
	status of the			
	real property tax			
	payment			
	records and determine if			
	there are any			
	outstanding real			
	property tax			
	arrears / RPT			
	adjustments and			
	other charges &			
	fees			
	1.2Issue order			
	of payment			
2.Accept the order of	2. Receive the		5 minutes	Collector
payment and pay the	payment and order of			Tax Clearance Section
required amount 2.1Receive official	payment			Section
receipt	2.1 Issue official receipt			



	2.2Issue claim stub specified the releasing date			Receiving Clerk		
3.Return to the	3.Release tax		1 day	Releasing clerk		
Releasing counter and	clearance with			Tax Clearance		
present the claim stub	the security seal			Section		
	Total					
*Note: Submit the previo	*Note: Submit the previous tax clearance - 1 day					
New application or no attached previous tax clearance – 3 days						
10 or more tax clearance application- 5 days						
		-				

ASSESSMENT AND BILLING OF REAL PROPERTY TAX

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

Office or Division:	Real Estate Division			
Classification:	Simple			
Type of Transaction:	G2C- Government to	o Citizen		
Who may avail:	All Quezon City Rea	al Property C	Owners/Developer	S
CHECKLIST OF R	EQUIREMENTS		WHERE TO SEC	CURE
1.Tax Declaration			City Assesso	or
2.Real Property Tax (R	PT) official receipts	Ta	axpayers Payment	t Lounge
(Latest)				
3.Title			Register of De	eds
4.Real Property Tax Cr	edit application form		Real Estate Div	ision
5.Real Property Tax Cr	edit: Request	Т	axpayer/Requesti	ng party
Letter, original Official F	Receipts, Tax			
Declaration (Latest) and				
government issued ID (if not the declared			
owner)				
CLIENT STEPS	AGENCY ACTION	FEES	PROCESSING	PERSON
		то	TIME	RESPONSIBLE
		BE PAID		
Current Real				Assessment
Property Tax (RPT)	1.Verify the RPT	As stated	10 minutes	Officer
payment	payment	in the		Real Property
1.Present latest	1.2Assess and bill	RPT Bill		Assessment
official receipt, tax	the Real property			Lounge
declaration or title	tax due			
1.1Receive printed	1.1.Issue printed			
RPT bill	RPT bill			
1.2Proceed to				
Taxpayer's Payment				
Lounge for payment				
	Total		10 minutes	
Real Property Tax				
Delinquent			00	A
(Not included in the	1.Verify the RPT		20 minutes	Assessment
Real Properties for	payment			Officer



Auction) 1.Proceed to the 2 nd Floor Real Estate Division 1.1 Present latest official receipt/tax declaration, Statement/ Notice of Delinquency and	1.2Assess and bill the Real property tax due or as indicated in the agreement 1.3Countersign the printed RPT Bill by the supervisor			Supervisor Delinquency Section
other requirements *For staggered payment, Proceed to Delinquency Section for instalment payment undertaking 1.2Receive the RPT Bill and pay the required amount	1.4 Accept the RPT bill and Payment 1.5Issue RPT official receipts	As stated in the RPT Bill	20 minutes	Collector Delinquency Section
	Total		40 minutes	
Real Property Tax Delinquent (included in the list of properties to be auctioned in the next public auction) 1.Present the	1.Verify the notice presented and check for RPT arrears including the publication cost	As stated	10 minutes	Assessment Officer
Statement/ Notice of Delinquency, Final Notice of Delinquency or Warrant of Levy 1.2Receive the RPT Bill and pay the required amount	1.2Assess and bill the RPT due 1.3Countersign the printed RPT bill 1.4 Accept the RPT bill and Payment 1.5Issue 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	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
(if any) 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	0 minutes	
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	1.Accept the request letter and submitted documentary requirements 1.1Forward to		5 minutes	Receiving Clerk Records Section
detailed information and submit photocopy of documentary requirements (official receipts, copy of tax declaration, title and SPA with valid	Real Estate Division the submitted documentary requirements 1.2Evaluate the real estate tax	5	ō 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	payment and the submitted 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 days	Clerk Real Estate Division
2.Receive a letter or phone call informing the credited tax claim or not	2.Prepare the Tax Credit Application of payment form specifying the detailed tax credit claim information 2.1Recommending Approval of the assessment form 2.2Approval of the tax credit claim 2.3Encode the credited tax claim on the Real Property Tax Module			Clerk Real Estate Division Chief Real Estate Division City Treasurer Assessment Clerk Real Estate Division
	Total		ays and 10 minutes	
•	period of Real Propert			nature of claim
or case of the	ansaction provided			



COLLECTION OF REAL PROPERTY TAX

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

Office or Division:	Cash Division				
Classification:	Simple				
Type of Transaction:		G2C- Government to Citizen			
Who may avail:		eal Property	owners /develope		
CHECKLIST OF RE	QUIREMENTS		WHERE TO SEC	URE	
1.Computerized Real Pro		Real	Property Assessm	0	
2. Cash/ Managers, Cas			RPT Owner		
CLIENT STEPS	AGENCY	FEES TO	PROCESSING	PERSON	
	ACTION	BE PAID	TIME	RESPONSIBLE	
1.Proceed to	1.Accept the	As stated	10 minutes	Local Revenue	
Taxpayer's Payment	Real Property	in the		Collection	
Lounge	Tax Bill and	Real		Officer	
1.1Present the	payment	Property		Taxpayers	
Computerized Real	1.1Verify the	Tax Bill		Payment	
Property Tax Bill at the	existence of			Lounge	
assigned Counter flash	assessment and				
on the queuing screen	encode the				
and pay the required	amount				
amount	tendered				
1.2Receive the	*for check				
computerized Real	payment,				
Property tax official	encode the				
receipts	bank's name,				
	date, amount				
	and check				
	number				
	1.2Validate				
	payment and				
	issue				
	computerized				
	Real Property				
	Tax official				
	receipts				
	Total		10 minutes		



ISSUANCE OF ACCOUNTABLE FORMS

Every 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- Governmen	t to Governn	nent		
Who may avail:	All Quezon City B			ppointed	
	Barangay Treasur			pponnou	
CHECKLIST OF RE			WHERE TO SEC	URE	
1.Requisition and Issuar	nce Slip (RIS)	Verificatio	on Section-City Tre	easurer's Office	
2.Confirmation letter or a			Bureau of Treas		
Bond				2	
3.Memorandum designa	ted as Collecting		City Treasurer's (Office	
officer (City Collectors)	C C		-		
4.Brgy./SK Resolution a	and Appointment		Barangay Ha		
letter designated as Brg	y./SK Treasurer				
5.Authorization letter fro			Barangay Ha		
requesting for accountat	ble form (AF#51 &				
CTC-Individual)					
6.Authorization letter des	signated as		City Treasurer's (Office	
Deputized Collector to a	cquire CTC-				
Individual (Brgy. Treasu	rer)				
CLIENT STEPS	AGENCY	FEES TO	PROCESSING	PERSON	
	ACTION	BE PAID	TIME	RESPONSIBLE	
Barangay /SK	1.Accept		5 minutes	In-Charge	
Treasurer	approved RIS			Accountable	
1.Present duly	and evaluate the			Forms Unit	
approved RIS and	completeness of			City Treasurer's	
submit complete	the submitted			Office	
documentary	documents				
requirements	1.1Check the				
	fidelity bond				
	effectivity date of				
	the accountable				
	officer				
2.Pay the cost of	2.Accept	Depends	5 minutes	In-Charge	
accountable form	payment and	on the		Accountable	
requested and receive	issue official	prevailing		Forms Unit	
official receipt	receipt	price		City Treasurer's	
2.1 Photocopy of	2.1 Provide the	indicated		Office	
official receipt (1 copy)	approved RIS to	in the			
to be submitted to the	the releasing	Purchase			
releasing area	custodian to	Order			
	prepare and	0.001			
	process the				
	process the requested				
	requested				
	-				



3.Proceed to releasing	3.Release the		5 minutes	Releasing Clerk
area of AF and sign the	requested			Accountable
receiving log-book of	Accountable			Forms Unit
accountable forms	form			
3.1 Check the quantity	3.1Consolidate			
and serial number of	the RIS with			
booklet/pad purchase	attached			
And received copy of	photocopy of			
approved RIS	Official Receipt			
	Total	1	5 minutes	
Bonded Accountable		I	5 minutes	
	1 Accort the		5 minutes	Polooping Clark
Officers/City Collectors	1.Accept the		5 minutes	Releasing Clerk Accountable
	approved RIS			
1.Submit duly	and check the			Forms Unit
approved RIS which	fidelity bond			
indicated the quantity	effectivity date of			
of un-issued	the accountable			
Accountable Form	officer			
2.Wait for the	2.Prepare and	Ę	5 minutes	Releasing Clerk
preparation of the	process the			Accountable
requested accountable	requested			Forms Unit
form	accountable			
	form			
3.Receive the	3.Release the		5 minutes	Releasing Clerk
accountable forms	requested			Accountable
upon checking the	accountable			Forms Unit
quantity and serial	form and require			
numbers of	to sign the			
booklet/pad	receiving log-			
3.1Sign the receiving	book and portion			
log-book, portion of	of the RIS			
RIS and receive copy	3.1 Encode the			
of the approved RIS	serial numbers			
	of received			
	booklet by the			
	accountable			
	officer thru the			
	existing system		Eminutes	
	Total	1	5 minutes	



REMITTANCE OF CASH COLLECTION

Bonded Collectors at the end of business hours, shall prepare the Report of Collection and Deposits (RCD) and remits the collection to the authorized Cashier at the Cash Division.

Office or Division:	Cash Division				
Classification:	Simple				
Type of Transaction:	G2G- Governmen	t to Governn	nent		
Who may avail:		All Quezon City Bonded Collector and Barangay Treasurer			
CHECKLIST OF RE			WHERE TO SEC		
1.Report of Collection ar	nd Deposits (RCD)		Accountable Of	ficer	
2.Issued or duplicate cor			Accountable Of	ficer	
receipt					
3.Order of payment		Re	evenue Generating	g Offices	
CLIENT STEPS	AGENCY	FEES TO	PROCESSING	PERSON	
	ACTION	BE PAID	TIME	RESPONSIBLE	
1.Submit duplicate	1.Verify the		15 minutes	Verifier	
copy of issued official	accuracy of the			Fiscal	
receipt (duplicate copy)	amount			Verification	
with attached order of	collected based			Section	
payment and present	on the submitted				
the Report of	issued or				
Collection and	duplicate Official				
Deposits (RCD)	Receipts and				
	order of				
2.Receive the RCD	payment 2.Sign the RCD		5 minutes	Verifier	
with the initial of the	of the		5 minutes	Fiscal	
verifier	accountable			Verification	
Vermer	officer upon			Section	
	checking the				
	completeness				
	and accuracy of				
	the declared				
	collection				
3.Proceed to the	3.Receive and		5 minutes	Cashier	
Cashier for the	count the			Cash Division	
remittance of collection	cash/check				
3.1 Receive the signed	remitted				
RCD as proof of	3.1Release the				
remittance	signed RCD				
	Total		25 minutes		



SECURING CERTIFICATE OF EMPLOYMENT

Certificate of Employment is issued to regular plantilla or job order employee needing this document that he/she is employed/ connected to this Office and for whatever legal or personal use of the employee.

Office or Division:	Personnel Sectior	-Administrat	tive Division	
Classification:	Simple			
Type of Transaction:	G2G- Government to Government			
Who may avail:	All Quezon City Treasurer's Office (Permanent or job-order			r job-order
	employee)		,	,
CHECKLIST OF RE	QUIREMENTS		WHERE TO SEC	URE
1.Document Request for	m (DRF)		Personnel Sect	tion
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Employee accomplish Document Request form (DRF) at the Personnel Section and receive the claim stub	1.Accept the application form and encode in the certificate record system the requested certification of employee 1.1Issue claim stub and process the requested certification 1.2 Approve/ sign the certification	None	10 minutes	Receiving Officer Personnel Section Acting Chief, Administrative Division
2. Present the claim stub and receive the requested certification	2.Upon presentation of claim stub, release the requested certification		5 minutes	Releasing Clerk Personnel Section
	Total		15 minutes	



RECEIVING INCOMING AND OUTGOING 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-Administrative Division			
Classification:	Simple			
Type of Transaction:	G2C- Government	t to Citizen		
Who may avail:			shments and/or go	vernment offices.
,	taxpayers, employ			
	or compliance add			, iei internetien
CHECKLIST OF REG			WHERE TO SEC	URE
1.letter/ memoranda	-	Ageno	cy/Taxpayer / Requ	lesting party
CLIENT STEPS	AGENCY	FEES TO	PROCESSING	PERSÓN
	ACTION	BE PAID	TIME	RESPONSIBLE
1.Present the letter at	1.Accept and	None	5 minutes	Receiving clerk
the Records Section,	stamp the			Records
receiving area with	receiving copy			Section
other attached	and other			
documents to prove	attached			
your claim or request	documents by			
1.1Receive the	the Records			
stamped copy (with	Section			
date and control	(provided with			
number) as prove of	Control number)			
received of the	1.1Provide the			
Records Section	received copy			
(*For follow-up, receive	(stamped) to the			
a stub indicated the	taxpayer /or			
telephone number of	requesting party			
this Office with name of	(if applicable,			
personnel)	the stub			
	indicated the			
	name of person			
	and telephone			
	number)			
	2.Register in the		10 minutes	Receiving clerk
	log-book and			Records
	thru existing			Section
	system, the			
	received letter/			
	memoranda and			
	attach routing			
	slip			
	2.1 Evaluate the			Chief
	letter to whom it		5 minutes	Records
	will be assigned			Section
	2.2Release the			
	letter to			
	appropriate			Releasing Clerk
	personnel for			Records
	proper action or			Section
	for			
	dissemination			
	Total		20 minutes	
	roial			



CITY TREASURER'S OFFICE BRANCHES EXTERNAL SERVICES

CITIZEN'S CHARTER



ASSESSMENT OF BUSINESS TAX

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

Office or Division:	City Treasurer's Branch Office			
Classification:	Simple			
Type of Transaction:	G2C- Governmer	nt to Citizen		
Who may avail:	All QC taxpayers	engaging in Bus	siness and profes	sional services
CHECKLIST OF RE	QUIREMENTS	V	WHERE TO SECU	JRE
1.Sales Declaration and	Evaluation Form		Branch Office	
2.Current year's Comm		City 7	Freasurer's Branc	h Office/
Certificate issued in QC (If available)	or other LGUs		other LGUs	
3.Preceding year's (May Permit/Business permit	/or's	Building Pe	ermit and Licensir (BPLD)	ng Department
4.Preceding year's busi Official Receipts	ness tax bill and	C	City Treasurer's O	ffice
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1st Quarter 1.Present the Approved Sales Declaration and Evaluation Form and other required documents	1.Accept the approved Sales Declaration and Evaluation Form. 1.1Encode thru the system all pertinent information from the business permit and compute City Tax and regulatory fees	Depends on the ff: -line of business -Gross Sales -Area of establishment	10 minutes	Assessment Officer CTO Branch Office
2.Receive computerized Business tax Bill for approval of authorized signatories	2.Issue computerized Business Tax Bill			Assessment Officer CTO Branch Office
	Total		10 minutes	
2nd-4th Quarter 1.Present the previous Business tax bill and official receipts 1.1Receive the 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		10 minutes	Assessment Officer CTO Branch Office
	Total		10 minutes	



COLLECTION OF BUSINESS TAX

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

Classification: Simple 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 Tax Bill (duly approved/signed by City Treasurer or his deputized signatory) City Treasurer's Branch Office 2. Cash/Manager's or Cashier's Check Business Owner CLIENT STEPS AGENCY ACTION FEES TO BE PAID PROCESSING TIME PERSON RESPONSIBLE 1.Proceed to Payment counter 1.Accept the approved Business Tax Bill at the assigned Counter flash on the queuing screen and pay the required amount 1.Verify the existence of amount Bill and payment tendered Branch Office 1.2Receive the computerized Business *for check tendered *for check number assessment and and and pay the required amount amount tendered 1.2Validate payment, encode the bank's name, date, amount and check number payment and issue computerized and check number	Office or Division:	City Treasurer's B	ranch Office	1	
Type of Transaction:G2C- Government to CitizenWho may avail:All Quezon City Business owners/operatorsCHECKLIST OF REQUIREMENTSWHERE TO SECURE1.Computerized Business Tax BillCity Treasurer's Branch Office(duly approved/signed by City Treasurer or his deputized signatory)City Treasurer's Branch Office2. Cash/Manager's or Cashier's CheckBusiness OwnerCLIENT STEPSAGENCY ACTIONFEES TO BE PAIDPROCESSING TIMEPERSON RESPONSIBLE1.Proceed to Payment counter1.Accept the approved Business Tax Bill and paymentAs stated Business Tax Bill10 minutes Collection Officer CTO Branch Office1.Proceed to Payment assigned Counter flash on the queuing screen and pay the required amount1.1Verify the existence of assessment and encode the amount tendered *for check payment, encode the bank's name, date, amount and check number 1.2Validate payment and issue computerizedFile All payment and encode the payment and issue computerizedFile All payment and encode the payment and issue computerized					
Who may avail: All Quezon City Business owners/operators CHECKLIST OF REQUIREMENTS WHERE TO SECURE 1.Computerized Business Tax Bill (duly approved/signed by City Treasurer or his deputized signatory) City Treasurer's Branch Office 2. Cash/Manager's or Cashier's Check Business Owner CLIENT STEPS AGENCY ACTION FEES TO BE PAID PROCESSING TIME PERSON RESPONSIBLE 1.Proceed to Payment counter 1.Accept the approved As stated in the 10 minutes Local Revenue Collection 1.1Present the computerized Business Tax Bill at the assigned Counter flash on the queuing screen and pay the required amount Bill and payment 1.1Verify the encode the amount Tax Bill Branch Office 1.2Receive the computerized Business tax official receipts *for check payment, encode the bank's name, date, amount and check number For check number For check payment and issue computerized For check payment and issue For check					
CHECKLIST OF REQUIREMENTSWHERE TO SECURE1.Computerized Business Tax Bill (duly approved/signed by City Treasurer or his deputized signatory)City Treasurer's Branch Office2. Cash/Manager's or Cashier's CheckBusiness OwnerCLIENT STEPSAGENCY ACTIONFEES TO BE PAIDPROCESSING TIMEPERSON RESPONSIBLE1.Proceed to Payment counter1.Accept the approved Business Tax Business Tax Bill and paymentAs stated Business Tax Bill and payment 1.1Verify the existence of amount 1.2Receive the computerized Business tax official receipts10 minutes FEES TO BE PAIDLocal Revenue Collection1.2Receive the computerized Business tax official receipts1.1Verify the encode the bank's name, date, amount and check number 1.2Validate payment and issue computerized1.1Validate payment and issue computerized1.2Validate payment and issue computerized*for check payment and issue computerized*for check payment and issue computerized					
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Or his deputized signatory)2. Cash/Manager's or Cashier's CheckBusiness OwnerCLIENT STEPSAGENCY ACTIONFEES TO BE PAIDPROCESSING TIMEPERSON RESPONSIBLE1.Proceed to Payment counter1.Accept the approvedAs stated in the Business Tax10 minutesLocal Revenue Collection1.1Present the approved Computerized Business Tax Bill and payment on the queuing screen amount 1.2Receive the computerized Business tax official receipts1.1Verify the existence of assessment and encode the payment, encode the bank's name, date, amount and check number1.2Validate payment and issue computerized1.2Validate payment and issue computerized1.2Validate payment and issue computerized	1.Computerized Busines	s Tax Bill	Cit	y Treasurer's Bran	ich Office
2. Cash/Manager's or Cashier's Check Business Owner CLIENT STEPS AGENCY ACTION FEES TO BE PAID PROCESSING TIME PERSON RESPONSIBLE 1.Proceed to Payment counter 1.Accept the approved As stated in the Business Tax 10 minutes Local Revenue Collection 1.1Present the approved approved Business Tax Tax Bill CTO Computerized Business Tax Bill at the assigned Counter flash on the queuing screen and pay the required amount 1.1Verify the existence of assessment and encode the amount sessement and encode the bank's name, date, amount and check number File File 1.2Validate payment and issue computerized 1.2Validate payment and issue computerized 1.2Validate payment and issue and bay bay	(duly approved/signed b	y City Treasurer			
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1.Proceed to Payment counter1.Accept the approved computerized Business Tax Bill and payment 1.1Verify the existence of amount 1.2Receive the computerized Business tax official receipts1.Accept the approved business Tax Bill and payment 1.1Verify the existence of amount tendered *for check payment, encode the bank's name, date, amount and check number 1.2Validate payment and issue computerized1.0 minutes in the Business Tax Bill Tax BillLocal Revenue Collection Officer Tax Bill1.Present the approved Computerized Business Tax Bill at the assigned Counter flash on the queuing screen and pay the required amount 1.2Receive the computerized Business tax official receipts1.1 Verify the existence of amount tendered *for check payment, encode the bank's name, date, amount and check number 1.2Validate payment and issue computerized10 minutes in the Business Tax Bill Business Tax BillLocal Revenue Collection Officer Branch Office1.1Verify the existence of amount 1.2Receive the computerized Business tax official receiptsLocal Revenue Collection Tax Bill amount and check payment and issue computerized10 minutes Business Tax Bill Business Tax Bill Business Business Business Business Business Business Business Business Business Business Business Business Busi	CLIENT STEPS	AGENCY	FEES TO	PROCESSING	PERSON
counterapprovedin theCollection1.1Present the approved Computerized Business Tax Bill at the assigned Counter flash on the queuing screen and pay the required amount 1.2Receive the computerized Business tax official receiptsapproved computerized Bill and payment 1.1Verify the existence of assessment and encode the amount tenderedGollection Officer CTO Branch Office1.2Receive the computerized Business tax official receipts*for check payment, encode the bank's name, date, amount and check number 1.2Validate payment and issue computerized*for check payment, encode the bank's name, date, amount and check number*for check payment, encode the bank's name, date, amount and check number		ACTION	BE PAID		RESPONSIBLE
Business Tax official receipts	counter 1.1Present the approved Computerized Business Tax Bill at the assigned Counter flash on the queuing screen and pay the required amount 1.2Receive the computerized Business	approved computerized Business Tax Bill and payment 1.1Verify the existence of assessment and encode the amount tendered *for check payment, encode the bank's name, date, amount and check number 1.2Validate payment and issue computerized Business Tax	in the Business	10 minutes	Officer CTO



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- Governmen	t to Citizen		
Who may avail:	All Quezon City re	sidents, bus	iness owners and	taxpayers
CHECKLIST OF RE	QUIREMENTS	WHERE TO SECURE		
1.Community Tax Declaration Form (CTDF)		Cit	y Treasurer's Bran	ich Office
2.Government Issued va	lid ID	DFA	A,SSS, GSIS, Com	nelec, LTO
3.New Business: Single Certificate of Registration		Departr	nent of Trade and	Industry (DTI)
4. Renewal of Business (Approved business tax evaluator)		Cit	ty Treasurer's Offic	ce (Main)
5. Individual : Proof of ind BIR Form 2316	come, payslip,		Company, Bl	R
6. Claiming of paid CTC Proprietor Original tax bill and offici	•	Cit	y Treasurer's Bran	nch Office
Original tax bill and official receipt (Duplicate or pink copy of official receipts		0	an an aliant haine n	
7.For Representative: Authorization Letter with a photocopy of government issued valid ID of the person being represented and the ID of the representative			er or client being r A,SSS, GSIS, Com	
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 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 CTO Branch Office
2.Pay the required amount and receive the computerized community tax certificate (CTC)	1.Accept the payment and release the computerized CTC		5 minutes	Collector CTO Branch Office
	Total 10 minutes			



	1	· · · · · · · · · · · · · · · · · · ·		
Renewal of Business:1.Taxpayer accomplish community tax declaration form (CTDF) and present the approved business tax declaration by a evaluator1.1 Taxpayer proceed to the counter intended for encoding of information2.Pay the required amount and receive the computerized acommunity tax	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 1.Accept the payment and release the accomputerized	Amount to be paid depends on the income of taxpayer	5 minutes	Collector CTO Branch Office
community tax	computerized			
certificate (CTC)	CTC Total		5 minutes	
Individual 1.Taxpayer accomplish CTDF and proceed to the counter intended for encoding of information 2.Pay the required amount and receive the computerized community tax certificate (CTC)	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 sales on the CTDF 2.Accept the payment and release the computerized CTC	Amount to be paid depends on the income of taxpayer	5 minutes 5 minutes	Collector CTO Branch Office
	Total		5 minutes	
Claiming of paid CTC Single Proprietor 1.Taxpayer present original tax bill and duplicate of pink copy of official receipts	1.Search Mayor's permit no. (MP) thru the system and print CTC based on presented documents	Included in the payment of Business Tax	5 minutes	Collector
2.Receive the computerized community tax certificate (CTC)	2.Release computerized CTC Total			
I otal				



ISSUANCE OF CERTIF	ISSUANCE OF CERTIFIED 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 the designated Counter	2.Accept payment and issue official receipt			
3. Present Official receipt at Releasing counter and wait for the release of your requested certified true copy	3.Process and release the requested certified true copy		5 minutes	
	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 Branch Office			
Classification:	Simple			
Type of Transaction:	G2C- Governmen	t to Citizen		
Who may avail:		sidents, bus	iness owners and	taxpayers
CHECKLIST OF RE	QUIREMENTS		WHERE TO SEC	URE
1.Community Tax Decla	ration Form	Cit	y Treasurer's Bran	ich Office
(CTDF)				
2.Government Issued va	lid ID		A,SSS, GSIS, Com	
3.New Business:			ies and Exchange	
Certificate of Registratio		Coop	erative Developme	
4. Renewal of Business			City Treasurer's (
(Approved business tax	declaration by an		Branch Office	e
evaluator)				
ITR/Financial Statement				
is located outside Quezo				
For Real Property Owne	r-Real property			
tax bill	0.0		O:t T) #:
5. Claiming of paid CTC	-	City Treasurer's Office		
Original tax bill and offici		Branch Office		
(Duplicate or pink copy of				
For Representative: Authorization Letter			A,SSS, GSIS, Com	ielec, LTO
with a photocopy of government issued valid ID of the person being represented				
and the ID of the representative				
CLIENT STEPS		FEES TO	PROCESSING	PERSON
	AGENCI	BE PAID	TIME	RESPONSIBLE
New Business:	1. Accept the			
1.Taxpayer accomplish	accomplished	Amount	5 minutes	Collector



			2	FILIFINAS
community tax declaration form (CTDF) and present date of registration of business	CTDF and required documents 2.Encode the pertinent information declared on CTDF thru a system which automatically computes tax due based on the declared gross sales on the CTDF	to be paid depends on the income of taxpayer		
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
	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	1.Search Mayor's permit no. (MP) thru the system and print CTC based on presented documents 2.Release	Included in the payment of Business Tax	5 minutes	Collector
computerized community tax certificate (CTC)	computerized CTC			
	Total		5 minutes	



ISSUANCE OF CERTIF	ED TRUE COPY			
1.Taxpayer accomplish	1.Accept		5 minutes	Collector
unified request form	accomplished			
and accept order of	form and issue			
payment	order of			
	payment			
2.Pay the required fee	2.Accept			
at designated counter	payment and			
	issue official			
	receipt			
3. Present Official	3.Process and			
receipt at the Counter	release the			
and wait for the release	requested			
of your requested	certified true			
certified true copy	сору			
	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 Branch Office			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	All Quezon City ta	axpayers eng	aging in Business,	profession
_	and/or transactior			-
CHECKLIST OF REC	QUIREMENTS		WHERE TO SEC	URE
Original order of paymer	nt generated from	Various reve	enue generating of	fices of Quezon
revenue offices (no alter	ation)	City		
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 IBP card	previous	penalty if		
holders	payment	not		
	2.Accept	updated;		
New:	payment	25% + 2%		
Professionals-	3.lssue	monthly		
previous/currently	Professional	surcharge)		
employed in gov't	Tax Receipts			
1.Submit service		Additional		
record		cost		
2.Present original PRC		Verification		
		fee of		
3.Pay the required fee		₱ 20.00		
Renewal:		Cert. true		
Present latest Original		сору		
PTR and photocopy of		₱ 50.00		
latest PTR				
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	1. Verify from the record of the previous payment (if applicable) 2.Accept payment 3.Issue Professional Tax Receipts	₱ 300.00 (plus penalty if not updated; 25% + 2% monthly surcharge)	5 minutes	Collector
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 Professional/Lawyers 1.Present original (PRC/IBP card), original & photocopy of authorization letter and original and photocopy of gov't issued ID, photocopy of ID of authorized person		Verification fee of ₱ 20.00 Cert. true copy ₱ 50.00		



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	City Treasurer's Branch Office		
Classification:	Simple				
	G2C- Governmer	at ta Citizan			
Type of Transaction:			auliat Duainaaa (Du	ivets and Dublic)	
Who may avail:			arket Business (Pr	ivate and Public)	
		meat vendors, market stallholders			
CHECKLIST OF RE	QUIREMENTS	WHERE TO SECURE			
Market Stallholders:					
1 st Quarter					
Sales Declaration and Evaluation Form			Treasurer's Branc		
Business Permit			ess Permit Licensi	•	
Latest tax bill and official	al receipt		City Treasurer's O	пісе	
2 nd to 4 th Quarter	e ·		T , D		
Previous tax bill and of		City	Treasurer's Branc	n Office	
Hawkers, street vendor	s, transient			rr.	
vendors/others			City Treasurer's O	пісе	
Latest official receipt					
Liquor Permit Fee				in a Day (
Original order of payme	ent	Busin	ess Permit Licens	ing Dept.	
	Sealing Fee			rr.	
Original order of payme			City Treasurer's O		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
Market Stallholders	City Tax and	Based on	5 minutes	Collector	
(Private and Public	Regulatory fees	the amount	Jimilates	Market Section	
Markets)	1.Evaluate the	indicated in			
1 st Quarter	submitted	the Order of			
1.Taxpayer	requirement	payment			
accomplish the Sales	1.1 Assess the	payment		Assessment	
Declaration &	Business taxes			Clerk	
Evaluation form,	and regulatory			Taxes and Fees	
present business	fees			Division	
permit, latest tax bill	2. Accept			DIVISION	
and official receipt	payment and			Local Revenue	
2.Pay the required	Issue			Collection	
amount and receive	Computerized			Officer	
official receipt	Official receipt			Onioon	
2.1Proceed to MDAD	(COR)				
2 nd Quarter to 4 th	City Tax &		5 minutes	Collector	
Quarter	Garbage fee		0 minutee	Market Section	
1.Present the	1.Assess the				
previous tax bill and	City Tax &				
official receipt	garbage fee	Local Revenue			
2.Pay the required	2.Accept			Collection	
amount and receive	payment and			Officer	
official receipt	issue			5	
		1	1		
	Computerized				
	Computerized Official Receipt				
	Computerized Official Receipt (COR)				



				-
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 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	5 minutes	Collector
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 Total	Based on the amount indicated in the order of payment	5 minutes 5 minutes	Collector



FEEDBACK	AND COMPLAINTS MECHANISM
How to send feedback	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
How feedbacks are processed	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 988-4242 local 8320
How to file a complaint	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
How complaints are processed	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: 988-4242 local 8319
Contact Information of ARTA, PCC, CCB	ARTA: <u>complaints@arta.gov.ph</u> 8478 5093 PCC: 8888 CCB: 0908-881-6565 (SMS)