

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

LIST OF SERVICES

Central /Main Office	
External Services	
Payment of Transfer's Tax	5-6
Payment of Contractor's Tax	7
Property Transfer Application Program (PTAP)	8-9
Assessment of Business Tax (In Person)	10-11
Assessment of Business Tax (Online Application)	11-12
Issuance of Certified True copy and Verification of payment records for Business and Transfer Tax	13-14
Issuance of Community Tax Certificate (Individual)	14-15
Issuance of Community Tax Certificate (Corporation)	16-17
Payment of Miscellaneous Taxes and Fees	18-25
Collection of Market Business Tax and other fees	25-26
Sealing of Weights and Measures	27-29
Market Raid	29-30
Examination of Books of Account	31-32
Application of Business Retirement Certificate	33-35
Issuance of Real Property Tax Clearance (Walk-in)	35-36
Online Application of Real Property Tax Clearance	37-38
Assessment and Billing of Real Property Tax	39-41
Collection of Business Tax (Walk-in)	41-42
Collection of Real Property Tax (Walk-in)	42-43
Cancellation of Business and Real Property Tax Payment	43
Collection of Bid Docs	44
Remittance of Cash Collection	45
Recording of Daily Transaction in Cash Books	46-47
Releasing of Checks Prepared	47
Releasing of Financial Assistance for the Bereaved Family of Deceased Senior Citizen	47-48
Releasing of Quezon City Living Centenarian Recognition Awards and Benefits	48
Releasing of Salaries of Contractual and/or Job Order employees that has no ATM Cards	49
Releasing of Checks as Financial Assistance to the Deceased Government officials	49-50
Releasing of Financial Burial Assistance	50-51
Releasing of Barangay shares from Real Property Tax and Community Tax Collections (CTC)	51
Collection of Payment from Beneficiaries of Socialize Housing Project	52
Online Payment Processing of New Business	52-54
Online Payment Processing of Annual Business Tax (Renewal)	54-55
Online Payment Processing of Occupational Permit	55-56
Online Payment Processing of Liquor Permit	57-58
Online Payment Processing of Real Property Tax	58-59
Online Payment Processing of Building Permit	60-61
Online Payment Processing of Professional Tax Receipt (PTR)	61-62

Online Payment Processing of Health Certificate	62-63
Online Payment Processing of Sanitary Permit	63-64
Collection of Amusement Tax	65-66
Issuance of Accountable Forms	67-68
Receiving of Incoming and Outgoing Correspondence	68-69
Online Application/ Renewal of Fidelity Bond	70

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:	Taxes and Fees Division			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	All Quezon City taxpayers engaging in Business, profession and/or transaction (Seller, Buyer, Heirs, Donor and Donee of Real Property)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.Transfer Tax Form		Information Desk		
2.Legal Instrument (Deed of Sale /Donation/ Conveyance/Extra-judicial settlement of estate of property,etc.)		Legal Counsel		
3.Tax Declaration of Property		City Assessor's Office		
4.Certification of Real Property Tax Payment (Tax Clearance)		Real Estate Division (City Treasurer's Office)		
5.Title		Register of Deeds		
6. Certification Authorizing Registration (C.A.R) or payment of Capital Gains Tax, Documentary stamp tax, estate tax, etc. (Optional)		BIR		
7.Representative: Special Power of Attorney (SPA), authorization letter with photocopy of government issued ID w/ 3 specimen signatures of both parties		Owner or client being represented		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Present the duly accomplished form (Transfer Tax Form) and the required documents to Counter 1, 2, 6-14 for assessment and verification	1. Evaluate the completeness of filled-up form and the submitted documents 1.1 Compute transfer tax 1.2 Prepare tax bill for approval of the City Treasurer or his duly authorized signatory	Assessment 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	2 hours	Assessment Officer Taxes and Fees Division Asst. Chief Taxes and Fees Division City Treasurer
2. Receive tax bill and pay the required amount at Counter 3 or 4 *Make sure to secure Official receipt/s that will be issued upon payment	2. Validate tax bill and issue Official Receipt/s		5 minutes	Local Revenue Collection Officer Taxes and Fees Division
3. Provide photocopy of the receipt, tax bill and all the transfer tax requirements at Counter 5	3. Accept the submitted photocopies of the receipt, the tax bill, and all	₱ 100.00 for certification	5 minutes	Receiving Clerk Taxes and Fees Division

3.1 Receive claim stub at Counter 5 specifying the releasing date of the Certification of Transfer Tax	the transfer tax requirements. 3.1 Issue claim stub and process the requested certification 3.1 Prepare certification for approval of the City Treasurer or his duly authorized signatory		2 working days for the release of Certification of Transfer Tax	Asst. Chief Taxes and Fees Division Legal Officer In-charge City Treasurer
4. Return to Taxes and Fees Division. Submit the claim stub to Counter 5 to obtain the Certificate of Transfer Tax. * Check the indicated details reflected in the certification before leaving the premises	4. Release the Certificate of Transfer Tax with security seal at Counter 5		5 minutes	Releasing Clerk Taxes and Fees Division
Total			2 days, 2 hours and 15 minutes	
Certified True Copy/Re – Printing of Certification of Payment of Transfer Tax				
1. Accomplish the (Unified request form) at Counter 5 and accept order of payment	1. Accept accomplished form and issue order of payment	₱ 50.00 per copy ₱ 20.00 additional – Verification Fee (non-presentation of any copy of the Transfer Tax Payment Certification)	5 minutes	Releasing Clerk Taxes and Fees Division
2. Pay the required fee at Counter 3 or 4 *Make sure to secure Official receipt/s that will be issued upon payment	2. Accept payment and issue official receipt		5 minutes	Local Revenue Collection Officer Taxes and Fees Division
3. Present Official receipt at Counter 5 and wait for the release of your requested certified true copy	3.1 Accept official receipt 3.2 Prepare and release the requested certified true copy with signature of the City Treasurer or his duly authorized signatory		10 minutes	Releasing Clerk Taxes and Fees Division Asst. Chief Taxes and Fees Division City Treasurer
Total			20 minutes	

PAYMENT OF CONTRACTORS TAX

Pre-requisite for release of Building Permit

Office or Division:	Taxes and Fees Division			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	Project owner (Corporation and Individual)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.Order of payment		Dept. Building Official		
2.Original Bill of Materials (signed by license Engineer/Architect)		Contractor		
3.Locational Clearance		City Planning Department		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submit complete requirements at Counter 1,2, 6-14 for evaluation	1. Accept and evaluate complete documentary requirements 1.1 Compute contractor's tax 1.2 Prepare tax bill for approval of the City Treasurer or his duly authorized signatory	As stated in the Order of payment	2 hours	Assessment Officer Taxes and Fees Division Asst. Chief Taxes and Fees Division City Treasurer
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 *Make sure to secure Official receipt/s that will be issued upon payment	2.Validate tax bill and issue official receipt			Local Revenue Collection Officer Taxes and Fees Division
Total			2 hours	

PROPERTY TRANSFER APPLICATION PROGRAM (PTAP)

Single Window transaction for processing incoming taxpayers dealing with registering their property in Quezon City. It is an application that integrates processing of QC-LGU Registering property where property owners can “FILE-PAY-CLAIM” the requested documents mentioned below upon compliance to specific requirements which process of both offices will be done backroom.

Office or Division:	Taxes and Fees Division			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	All QC Real Property owner			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.Unified Request Form		City Treasurer’s Office		
2.Notarized Transfer documents/Deed of Sale, Deed of Conveyance, Donation		Property Owner		
3.Transfer Certificate of Title, Condominium Certificate of Title (certified copy)		Register of Deeds		
4.Latest Real Property Tax official receipt or photocopy		City Treasurer’s Office		
5.Tax Declaration		City Assessor’s Office		
6. Certification Authorizing Registration (C.A.R) or payment of Capital Gains Tax, Documentary stamp tax, estate tax, etc. (Optional)		BIR		
7.For Representative: Authorization letter and valid Government Issued ID w/ 3 specimen signatures of both parties		Owner or client being represented		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Taxpayer accomplish Unified request form and submit complete requirements at Counter 1or 2 and wait for the issuance of order of payment	1.Check and evaluate to confirm the completeness of the submitted documents 1.1 Records requested shall be validated by the following: *City Assessor’s Office for the Tax Declaration *Real Estate Division for the Real Property Tax Payment and, if approve, print application If not, return to client for compliance 1.2 Compute transfer tax 1.3 Prepare tax bill for approval of the City Treasurer	As stated in the order of payment	20 minutes	Assessment Officer City Treasurer’s Office of Taxes and Fees Division Clerk City Assessor’s Office Real Estate Division Asst. Chief Taxes and Fees Division

	or his duly authorized signatory			City Treasurer
2. Accept order of payment and pay the required amount at the Counter 3 or 4 *Make sure to secure Official receipt/s that will be issued upon payment	2. Receive order of payment and issue official receipt		5 minutes	Local Revenue Collection Officer Taxes and Fees Division
3. Upon payment of necessary fees, receive claim stub for the release of requested forms (specified date indicated)	3. Issue claim stub 3.1 tag application for processing City Treasurer's Office -Process the Real Property Tax Clearance City Assessor's Office representative -Process the certified true copy of tax declaration *processing of certification of "with or without improvement" *process of both offices will be done backroom		4 hours	Assessment Officer City Treasurer's Office of Taxes and Fees Division Clerk City Assessor's Office
4. Return on the specified date, present the claim stub at Counter 1 or 2 and receive the certification	4. Accept claim stub and issue the requested certification		5 minutes	Releasing clerk City Treasurer's Office of Taxes and Fees Division
Total			4 hours and 30 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.				

ASSESSMENT OF BUSINESS TAX (IN PERSON APPLICATION)

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

Office or Division:	Taxes and Fees Division / Examination Division			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	All QC taxpayers engaging in Business and professional services			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.Sales Declaration and Evaluation Form		Evaluator’s Area		
2.Current year’s Community Tax Certificate issued in QC or other LGUs (If available)		City Treasurer’s Office/ other LGUs		
3.Preceding year’s (Mayor’s Permit/Business permit		Online - Business Permit and Licensing Department (BPLD)		
4.Preceding year’s business tax bill and Official Receipts		City Treasurer’s Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1st Quarter				
1.Present the filled-out Sales Declaration, Evaluation Form and other required documents 1.1Inform your preferred payment term (e.g. quarterly, semi-annual or annual etc.) 1.2Receive computerized acknowledgement receipt 1.3Proceed to City Treasurer’s Office for Final Review 1.4 Present additional documents needed by the Final reviewer 1.5 Wait for the release of tax assessment signed by the City Treasurer	1. Accept the filled-out Sales Declaration, Evaluation Form and other required documents. 1.1Encode thru the system all pertinent information from the business permit and compute City Tax and regulatory fees 1.2 Issue computerized acknowledgement receipt 1.3 Inform tax payer to proceed to City Treasurer’s Office for Final Review 1.4 Final Evaluation of the Tax assessment 1.5 Approval of the City Treasurer	Depends on the ff: -line of business -Gross Sales -Area of establishment	10 minutes	Evaluator Examination Division / Assessment Officer Taxes and Fees Division
			20 minutes	Final Reviewer City Treasurer
	Total		30 minutes	
2nd-4th Quarter				
1.Present the previous Business tax bill and official receipts 1.1Inform your preferred payment term (e.g. quarterly or semi-annual) 1.2Receive	1.Accept the previous business tax bill and check the Mayor’s Permit number thru system 1.1 Issue computerized		10 minutes	Assessment Officer Taxes and Fees Division

computerized acknowledgement receipt 1.2 Proceed to City Treasurer's Office for Final Approval	acknowledgement receipt 1.3 Inform tax payer to proceed to City Treasurer's Office for Final Approval		10 minutes	City Treasurer
Total			20 minutes	

ASSESSMENT OF BUSINESS TAX (ONLINE APPLICATION)

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

Office or Division:	Taxes and Fees Division / Examination Division			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	All QC taxpayers engaging in Business and professional services			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.Sales Declaration and Evaluation Form		qceservices.quezoncity.gov.ph		
2.Current year's Community Tax Certificate issued in QC or other LGUs (If available)		City Treasurer's Office/ other LGUs		
3.Preceding year's (Mayor's Permit/Business permit)		Online - Business Permit and Licensing Department (BPLD)		
4.Preceding year's business tax bill and Official Receipts		City Treasurer's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1st Quarter				
1. Log-in to qceservices.quezoncity.gov.ph	1. Get an applicant in queue.	Depends on the ff: -line of business -Gross Sales -Area of establishment	10 minutes	Assessment Officer Taxes and Fees Division / Evaluator Examination Division
1.2 Once logged in, click "Pay Business Tax". You will be redirected to Business Tax Payment Page	1.1Review all uploaded documents.		20 minutes	
1.3 Click "Proceed with Business Tax Assessment"	1.2Encode thru the system all pertinent information from the uploaded documents and compute City Tax and regulatory fees	City Treasurer		
1.4 Click "Submit Online Sales Declaration"	1.3 Select queue From the sales declaration tab for Final Evaluation or Final Review			
1.5 Select an application type, either "Not Registered in BIR" or "Registered in BIR" then proceed.	1.4 Final evaluation of the tax assessment			
1.6 Input your Mayor's Permit Number and SEC/DTI/CDA Number. Then, click "Next"	1.5 Approval of the City Treasurer			
1.7Input all the necessary details and upload all necessary documents. Then, click "Continue"				
1.8Success prompt will be displayed together with your Tracking				

ISSUANCE OF CERTIFIED TRUE COPY AND VERIFICATION OF PAYMENT RECORDS FOR BUSINESS AND TRANSFER TAX

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

Office or Division:	Taxes and Fees Division			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	All Quezon City taxpayers engaging in Business, profession and/or transaction (Seller, Buyer, Heirs, Donor and Donee of Real Property)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Unified Request Form		Counter 1, 2 or 3		
2. Representative: Special Power of Attorney (SPA), authorization letter with photocopy of government issued ID w/ 3 specimen signatures of both parties; for Corporation: Secretary's Certificate with General Information Sheet		Owner or client being represented		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish the (Unified Request Form) at Counter 1, 2 or 3 and accept order of payment	1. Accept accomplished form and issue order of payment	₱ 50.00 per copy (Certified True Copy)	10 minutes	Receiving Clerk Taxes and Fees Division (Records Section)
2. Pay the required fee for CTC (Certified True Copy) or Certificate of Records of Business or Transfer Tax Receipts or Certificate of No Records of Business or Transfer Tax Receipts at Counter 4 or 5 *Make sure to secure Official receipt/s that will be issued upon payment	2. Accept payment and issue official receipt	₱ 20.00 additional – Verification Fee (non-presentation of any copy of Business or Transfer Tax Receipt/s) ₱ 100.00 per copy Certificate of Records of Business or Transfer Tax Receipts		Collector Taxes and Fees Division
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	₱ 100.00 per copy Certificate of No Records of Business or Transfer Tax Receipts	10 minutes	Releasing Clerk Taxes and Fees Division (Records Section)
4. Proceed to Counter 5 at Assessment Section, present official receipt and certified true copy for approval signature	4. Accept official receipt and certified true copy 4.1 Prepare and release certified true copy with signature of the City Treasurer			Releasing Clerk Taxes and Fees Division (Assessment Section) Asst. Chief Taxes and Fees Division

	or his duly authorized signatory			City Treasurer
Total			20 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 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 valid ID		DFA,SSS, GSIS, Comelec, LTO etc.		
3. New Business: Single Proprietor Certificate of Registration		Department of Trade and Industry (DTI)		
4. Renewal of Business: Proof of Income (Approved business tax declaration by an evaluator)		City Treasurer's Office		
5. Individual: Proof of income, payslip, BIR Form 2316		Company, BIR		
6. Claiming of paid CTC Single Proprietor Original tax bill and official receipt (Duplicate or pink copy of official receipts		City Treasurer's Office Cedula Section		
7.For Representative: Authorization Letter with a photocopy of government issued valid ID of the person being represented and the ID of the representative w/ 3 specimen signatures of both parties		Owner or client being represented DFA,SSS, GSIS, Comelec, LTO etc.		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
New Business: 1.Taxpayer present original tax bill and duplicate or pink copy of official receipt/s	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	Clerk CTC Section
	2.Receive the computerized community tax certificate (CTC)			
Total			5 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	Amount to be paid depends on the income of taxpayer	10 minutes	Clerk CTC Section

	which automatically compute tax due based on the declared gross sales on the CTDF			
2. Pay the required amount and receive the computerized community tax certificate (CTC)	1. Accept the payment and release the computerized CTC			Collector CTC Section
Total			10 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	Clerk CTC Section
2. Receive the computerized community tax certificate (CTC)	2. Release computerized CTC			
Total			5 minutes	
Individual 1. Taxpayer accomplish CTDF and proceed to the counter intended for encoding of information	1. Accept the accomplished CTDF 2. Encode the pertinent information declared on CTDF thru a system which automatically computes tax due based on the declared gross salaries/ compensation on the CTDF	Amount to be paid depends on the income of taxpayer	10 minutes	Clerk CTC Section
2. Pay the required amount and receive the computerized community tax certificate (CTC)	2. Accept the payment and release the computerized CTC			Collector CTC Section
Total			10 minutes	
ISSUANCE OF CERTIFIED TRUE COPY				
1. Taxpayer accomplish unified request form, present to Counter 27 and accept order of payment	1. Accept accomplished form and issue order of payment	₱ 50.00 per copy	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 27	3. Process and release the		5 minutes	Clerk CTC Section

and wait for the release of your requested certified true copy	requested certified true copy			
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 valid ID		DFA,SSS, GSIS, Comelec, LTO etc.		
3. New Business: Certificate of Registration		Securities and Exchange Commission Cooperative Development Authority		
4. Renewal of Business: Proof of Income (Approved business tax declaration by an evaluator) ITR/Financial Statement if principal office is located outside Quezon City For Real Property Owner-Real property tax bill		City Treasurer's Office		
5. Claiming of paid CTC Corporation Original tax bill and official receipt (Duplicate or pink copy of official receipts)		City Treasurer's Office Community Tax Certification Section		
For Representative: Authorization Letter with a photocopy of government issued valid ID of the person being represented and the ID of the representative with 3 specimen signatures of both parties		DFA,SSS, GSIS, Comelec, LTO etc.		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
New Business: 1.Taxpayer present original tax bill and duplicate or pink copy of official receipt/s	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	Clerk CTC Section
2.Receive the computerized community tax certificate (CTC)	2.Release computerized CTC			
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	1. Accept the accomplished CTDF and required documents 2.Encode the pertinent information declared on CTDF	Amount to be paid depends on the income of taxpayer	10 minutes	Clerk CTC Section

encoding of information	thru a system which automatically compute tax due based on the declared gross sales on the CTDF			
2. Pay the required amount and receive the computerized community tax certificate (CTC)	1. Accept the payment and release the computerized CTC			Collector CTC Section
Total			10 minutes	
Claiming of paid CTC Corporation 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	Clerk CTC Section
2. Receive the computerized community tax certificate (CTC)	2. Release computerized CTC			
Total			5 minutes	
ISSUANCE OF CERTIFIED TRUE COPY				
1. Taxpayer accomplish unified request form, present to Counter 27 and accept order of payment	1. Accept accomplished form and issue order of payment	₱ 50.00 per copy	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 Counter 27 and wait for the release of your requested certified true copy	3. Process and release the requested certified true copy			Clerk CTC Section
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 Section-Taxes and Fees Division			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	All Quezon City taxpayers engaging in Business, profession and/or personal transactions			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Original order of payment generated from revenue offices (no alteration)		Various revenue generating offices of Quezon City		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
PAYMENT OF PROFESSIONAL TAX RECEIPTS (PTR) WALK-IN All PRC and IBP cardholders New: Professionals-previous/currently employed in gov't 1.Submit service record 2.Present original PRC ID 3.Pay the required fee Renewal: Present latest Original PTR and PRC ID	1. Verify from the record of the previous payment 2.Accept payment 3.Issue Professional Tax Receipts	₱ 300.00 (plus penalty if not updated; 25% + 2% monthly surcharge) Additional cost Verification fee of ₱ 20.00 Cert. true copy ₱ 50.00	5 minutes	Miscellaneous Collector
PTR (LAWYERS) New: Lawyers presents 1. Present original IBP card and original Certification from Supreme Court 2.Pay the required fee 3.Receive Professional Tax receipts Renewal: Lawyers previous/currently employed in gov't present Service Record, original latest PTR and IBP card For Representative of Professional/Lawyers 1.Present original PRC/IBP card, original and photocopy of authorization letter and	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) Additional cost Verification fee of ₱ 20.00 Cert. true copy ₱ 50.00	5 minutes	Miscellaneous Collector

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

3.Receive the official receipt	(no alterations) issued by the Office of the Building Official 2.Accept payment 3.Issue official receipt			
PAYMENT FOR OCCUPANCY PERMIT FEE 1.Taxpayer submit original order of payment (no alterations), photocopy of building permit **Building permit issued on 2010 & prior years, Contractors tax payment will be verified, re-assessed based on the indicated Bill of Materials and Floor area subject to payment of deficiency tax, if any. 2.Pay the required amount and receive official receipt	1.Accept order of payment and payment for occupancy permit fees (no alterations) issued by the Office of the Building Official 2.Issue Official receipt	As stated in the order of payment	2 minutes	Miscellaneous Collector
PAYMENT FOR HEALTH CERTIFICATE, SANITARY PERMIT AND PEST CONTROL FEE 1.Taxpayer submit original order of payment (no alterations) 2. Pay the required amount and receive official receipt	1.Accept payment and order of payment issued by City Health Department and 2.Issue Official receipt	As stated in the order of payment	2 minutes	Miscellaneous Collector
ONLINE PAYMENT FOR HEALTH CERTIFICATE AND OCCUPATIONAL (WORK) PERMIT 1. Apply Health Certificate / Occupational Work Permit, log in to qceservices.quezoncity.gov.ph. and receive order of payment 2. Email the order of payment to misctaxpayment.cto@quezoncity.gov.ph 3.Send/ transfer payment via QC Landbank account	1.Acknowledge the receive email from taxpayer 2.Send the bank details for taxpayers payment 3.Verify the payment thru Landbank DDA Statement Inquiry 4.Issue original receipt	As stated in the order of payment	5 minutes 10 minutes	Online Clerk Online Collection Officer

<p>4.Email the proof of payment and order of payment to misc taxpayment.cto@quezoncity.gov.ph 5.Receive the photo of original receipt (OR) 6.Pick-up the original receipt at City Treasurer’s Office, 3rd Floor, Online payment group (Present valid ID and photo of OR as reference)</p>	<p>5.Upload the photo and send to the taxpayers email 6.Release the original receipt</p>		<p>10 minutes 5 minutes</p>	<p>OR Uploader Online payment OR Release</p>
<p>*Please take note that Gcash, PAYMAYA and other Financial Facilities do not directly receive payment. You must log-in thru the qceservices.quezoncity.gov.ph</p>				
<p>PAYMENT FOR OCCUPATIONAL PERMIT FEE AND AMENDMENT FEE 1.Taxpayer present original order of payment (no alterations) 2. Pay the required amount and receive official receipt</p>	<p>1. Accept payment and order of payment issued by Business Permit & Licensing Dept. 2.Issue Official receipt</p>	<p>As stated in the order of payment</p>	<p>2 minutes</p>	<p>Miscellaneous Collector</p>
<p>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</p>	<p>1.Accept payment and order of payment issued by EPWMD 2.Issue Official receipt</p>	<p>As stated in the order of payment</p>	<p>2 minutes</p>	<p>Miscellaneous Collector</p>
<p>PAYMENT FOR PROSECUTORS CLEARANCE 1.Taxpayer submit original order of payment (no alterations) 2.Pay the required amount and receive official receipt</p>	<p>1.Accept payment and order of payment issued by City Prosecutors Office 2.Issue Official receipt</p>	<p>As stated in the order of payment</p>	<p>2 minutes</p>	<p>Miscellaneous Collector</p>
<p>PAYMENT FOR ANIMAL SHIPPING PENALTY 1.Taxpayer submit original order of payment (no alterations) 2.Pay the required amount and receive official receipt</p>	<p>1.Accept payment and order of payment issued by City Veterinarian Office 2.Issue Official</p>	<p>As stated in the order of payment</p>	<p>2 minutes</p>	<p>Miscellaneous Collector</p>

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

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

<p>PAYMENT FOR ELECTRICAL FEE 1.Taxpayer submit original order of payment (no alterations) 2.Pay the required amount and receive official receipt</p>	<p>1. Accept payment and order of payment issued by City General Services Dept. 2.Issue Official receipt</p>	<p>As stated in the order of payment</p>	<p>2 minutes</p>	<p>Miscellaneous Collector</p>
<p>ISSUANCE OF CERTIFIED TRUE COPY 1.Taxpayer accomplish and submit Unified request form, authorization letter with photocopy of gov't issued ID of representative and taxpayer w/ 3 specimen signatures of both parties 2.Pay the required amount and receive official receipt 3. Wait and receive the requested certified true copy</p>	<p>1.Accept the submitted duly accomplished Unified request form with complete requirements 2.Issue official receipt 3. Process and release the requested certified true copy</p>	<p>₱ 20.00 Verification fee ₱50.00 Certified true copy fee</p>	<p>10 minutes</p>	<p>Miscellaneous Collector</p>
<p>PAYMENT FOR FRANCHISE REGISTRATION FEE (New/Renewal) Tricycle drivers/operators 1.Taxpayer submit original order of payment (no alterations) 2.Pay the required amount and receive official receipt</p>	<p>1.Accept payment and order of payment issued by TRU 2.Issue official receipt</p>	<p>As stated in the order of payment</p>	<p>2 minutes</p>	<p>Miscellaneous Collector</p>
<p>PAYMENT FOR RENTAL FEE Facility Renters/Users 1.Taxpayer submit original order of payment (no alterations) 2.Pay the required amount and receive official receipt</p>	<p>1.Accept payment and order of payment issued by Amoranto Complex / QMC / Bernardo park 2. Issue official receipt</p>	<p>As stated in the order of payment</p>	<p>2 minutes</p>	<p>Miscellaneous Collector</p>
<p>PAYMENT FOR PARKING FEE 1.Taxpayer submit original order of payment (no alterations) 2.Pay the required amount and receive official receipt</p>	<p>1.Accept payment and order of payment issued by GSD personnel 2.Issue official receipt</p>	<p>₱ 30.00 for the first 3 hours; ₱ 10.00 for every succeeding hours</p>	<p>2 minutes</p>	<p>Miscellaneous Collector</p>

		₱ 20.00 fixed rate for motorcycle FREE 3 hours parking fee for QC Senior Citizens; ₱ 10.00 for every succeeding hours Additional ₱150.00 to current billing for overnight parking		
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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- Government to Citizen			
Who may avail:	All QC taxpayers engaging in Market Business (Private and Public) street vendors, meat vendors, market stallholders			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Market Stallholders: 1 st Quarter Sales Declaration and Evaluation Form Business Permit Latest tax bill and official receipt 2 nd to 4 th Quarter Previous tax bill and official receipt		City Treasurer's Office Business Permit Licensing Office City Treasurer's Office City Treasurer's Office		
Liquor Permit Fee Original order of payment		Business Permit Licensing Dept.		
Sealing Fee Original order of payment		City Treasurer's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Market Stallholders (Private and Public Markets) 1st Quarter 1. Taxpayer accomplish the Sales Declaration & Evaluation form, present business permit, latest tax bill and official receipt 2. Pay the required	<u>City Tax and Regulatory fees</u> 1. Evaluate the submitted requirement 1.1 Assess the Business taxes and regulatory fees 2. Accept payment and	Based on the amount indicated in the Order of payment	5 minutes	Evaluator Market Section Assessment Clerk Market Section Local Revenue Collection Officer

<p>amount and receive official receipt</p> <p>2.1 Proceed to MDAD</p> <p>2nd Quarter to 4th Quarter</p> <p>1. Present the previous tax bill and official receipt</p> <p>2. Pay the required amount and receive official receipt</p>	<p>Issue Computerized Official receipt (COR)</p> <p><u>City Tax & Garbage fee</u></p> <p>1. Assess the City Tax & garbage fee</p> <p>2. Accept payment and issue Computerized Official Receipt (COR)</p>		5 minutes	<p>Taxpayers Payment Lounge</p> <p>Assessment Clerk Market Section</p> <p>Local Revenue Collection Officer Taxpayers Payment Lounge</p>
<p>Payment for Slaughter and permit fees, ante mortem, post mortem, entry fee</p> <p>Meat Handlers, Market meat vendors others</p> <p>1. Submit original order of payment</p> <p>2. Pay the required amount and receive official receipt</p>	<p>1. Accept order of payment issued by the City Veterinary Office</p> <p>2. Accept payment and issue official receipt</p>	Based on the amount indicated in the order of payment	5 minutes	Collector Market Section
<p>Liquor Permit Fees (Beer, wine, serving/ special permit) Corporation & Single Proprietor (restaurants/retailer /wholesaler, bar , cocktail lounge, carinderia)</p> <p>1. Taxpayer submit original order of payment</p> <p>2. Pay the required amount and receive official receipt</p>	<p>1. Accept order of payment issued by the LLRB</p> <p>2. Accept payment and issue official receipt</p>	Based on the amount indicated in the order of payment	5 minutes	Collector Market Section
<p>Sealing Fee</p> <p>1. Taxpayer submit original order of payment</p> <p>2. Pay the required amount and receive official receipt</p>	<p>1. Accept order of payment issued by the City Treasurer's Office</p> <p>2. Accept payment and issue official receipt</p>	Based on the amount indicated in the order of payment	5 minutes	Collector Market Section
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 Measure Unit-Taxes and Fees Division			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	All Quezon City taxpayers engaging in business that uses instruments of weights and measures			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.Application form for Testing/ sealing of weights and measure (ATSWM)		Weights and Measure Unit City Treasurer’s Office		
2.Copy of Business permit /Hawkers permit		Business operator/owner		
3.Weighing scale/instrument for sealing		Business operator/owner		
4.Latest official receipt		Business operator/owner		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Taxpayer accomplish application form for sealing of weighing scale and present copy of business permit/ Hawkers permit, latest copy of official receipt and present the weights and measure instrument for sealing	1. Accept the accomplished application form and evaluate if the business permit is valid and the latest tax obligation is settled. 1.1 If the apparatus is found to be defective, the ATSWM shall be disapproved. 1.2 Apparatus is in good condition, issue order of payment	Sealing and registration <u>Mechanical</u> ₱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 and pay the required amount. 2.1 Receive official receipt	2.Receive order of payment and issue official receipt		5 minutes	Collector
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		10 minutes depends on the bulk of transaction	Clerk Weights and Measures Unit

	findings shall be indicated in the application form			
Walk-In Taxpayer				
1. Taxpayer or vendors present 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		10 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 with the testing of the apparatus. All findings shall be indicated in the application form. 1.1 Issue order of payment upon checking the weighing scale is in good condition	₱50.00 Additional service fee	6 hours normal duration for 100 instruments (average market) For big markets (Farmers, Balintawak, Mega Q-mart, Suki, Susano & Commonwealth) 200 instruments for 2 days	Clerk Weights and Measures Unit
2. Accept order of payment and pay the required amount	2. Receive order of payment and issue official receipt			Collector
3. Present the official receipt and wait while	3. Check the official receipt			Clerk Weights and

the instrument is for sealing 3.1 Receive the sealed weighing scale/instrument	and perform the sealing of weighing scale / instrument 3.1 Return the sealed instrument			Measures Unit
Total				
CALIBRATION OF GASOLINE PUMPS				
1.Taxpayer or gasoline dealer / gasoline station operator send request letter for calibration of gasoline pumps	1.Conduct physical inspection of the gasoline station on quarterly basis for monitoring and checking of gasoline pumps	₱ 50.00 (calibration fee) ₱ 100.00 (Re-testing/ re-sealing fee) per dispenser	2 hours (depends on the area / location of the gasoline station)	Clerk Weights and Measures Unit
Total			2 hours	

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 Division			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	All Quezon City market vendors or market sellers that uses weighing scale or instruments in their business			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.Mission Order		City Treasurer		
2.Calibrated Test Weights		DOST		
3.Letter of information addressed to Concerned Department		PNP, MDAD		
4.Confiscation Weighing Scale Slip		Taxes and Fees Division		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Market vendor or owner of weighing scale must present the instrument for immediate testing	1.Check weighing scale or instruments presented by using test weights and if it is seal or not *illegal weighing scale will be confiscated immediately		Actual raid lasted 1 hour	Personnel Examination Division Weights and Measures Unit
2.Receive confiscated weighing scale form indicated type of instrument and owners	2.Issue confiscation weighing scale form			Inspectors Weights and Measures Unit/ Examination

name	Original copy- Owner Duplicate copy- attached on the confiscated instrument Triplicate copy- Examination Division			Division
3.Proceed to the City Hall for payment of penalty 3.1Pay the required amount and received official receipt 3.2Present the official receipt	3.Check record of confiscated weighing scale 3.1 Issue order of payment for penalty 3.2Accept the official receipt			Clerk Weights and Measures Unit Collector
4 Receive the weighing scale sealed	4.Release the confiscated weighing scale sealed to the owner upon presentation of official receipt			Clerk Weights and Measures Unit
Total			1 hour	

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 Division			
Classification:	Complex			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	All Quezon City taxpayers who operates business			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1.Registered Books of Accounts			Business owner	
2.Sales invoice			Business owner	
3.Audited Financial Statement			Accountant	
4.Income Tax Return (ITR)			BIR	
5.VAT Returns/Percentage Tax Return			BIR	
6.Letter of Authority			City Treasurer	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receive the issued Letter of Authority 1.1 Taxpayer/authorized representative present and submit the complete documentary requirements	1. Serve the Letter of Authority (LOA) with the list of required documents 1.1 Set the schedule of examination	Depends on the tax deficiency based on audited documents presented	Serving of LOA depends on the area -Submission of documents to Examiner is 5 days	Revenue Examiner Examination Division
2. Request for a schedule of appointment to assigned Revenue Examiner	2. Evaluate and assess the data gathered through audit to determine the deficiency or tax delinquency (if there is any) 2.1 Prepare the Data and Assessment form and submit to the respective Supervising Revenue Examiner for review and validation of the examination findings 2.2 Upon validation of the examination findings, Supervising Revenue Examiner submit the Data and Assessment form together with the attachments to the Chief of the Examination		15 days	Revenue Examiner Examination Division Supervising Revenue Examiner Examination Division

	<p>2.3 The Chief of Examination Division causes the preparation of Notice of Assessment for approval of the City Treasurer</p> <p>2.4 Revenue Examiner inform the taxpayer of the amount of deficiency/tax delinquency upon approval of the Notice of Assessment by the City Treasurer</p> <p>*In case, taxpayer delay the examination for no apparent reason, Revenue Examiner shall report the non-compliance for proper legal action</p> <p>*In case, taxpayer failed to settle its deficiency/tax delinquency within the prescribed period of time (60 days), proper legal action will be enforced</p>			<p>Chief of Examination Division</p> <p>City Treasurer</p> <p>Revenue Examiner Examination Division</p>
3. Receive the printed Tax Bill and pay the tax delinquency indicated in Tax Bill	<p>3. Issue printed tax bill based on the indicated tax delinquency</p> <p>3.1 Accept payment and issue official receipt</p>		10 minutes	<p>Assessment Officer</p> <p>Collector</p>
4. Present the original and submit and photocopy of Tax Bill and Official Receipt 4.1 Receive the approved Letter of Confirmation (LOC)	<p>4. Receive the submitted copy of official receipt</p> <p>4.1 Prepare the Letter of Confirmation for approval of the City Treasurer upon full payment of any tax deficiency</p>		<p>5 minutes</p> <p>10 minutes</p>	<p>Revenue Examiner</p> <p>City Treasurer</p> <p>Releasing Clerk Examination Division</p>
Total			20 days and 25 minutes	

APPLICATION OF BUSINESS RETIREMENT CERTIFICATE

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

Office or Division:	Business Retirement Unit-Examination Division			
Classification:	Complex			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	All Quezon City Business owners/operators closing their business			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.Business Retirement Application form with location map originally signed by the owner		Business Retirement Unit		
2.Original(latest) tax bill, official receipts (3 yrs) and Original Business Permit (latest)		Business Permit and Licensing Department (Business Permit)		
3. Single Proprietorship: Original Affidavit of closure with exact effectivity date of closure Partnership: Original Partnership Dissolution with exact effectivity date of closure (original signed by all partners) Corporation: Original Secretary's Certificate or Board Resolution on closure or transfer of business with exact effectivity date of closure		Business Owner/operator		
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		Business Owner/operator		
5.Original Barangay Certificate with exact effectivity date of closure and Official receipt paid from Barangay		Barangay Hall		
6.BIR Certificate of Registration (original to be presented and photocopy to be submitted)		BIR		
7.Original Certified Breakdown of Sales, if there are two or more line of business, branches & if AFS is consolidated				
8.Proof of business tax payment, tax bill, permit issued by other LGUs where other operations are situated (original to be presented and photocopy to be submitted)		Other LGU's		
9.Latest ITR with AFS on or before closure from the last payment of business operation (original to be presented and photocopy to be submitted)		BIR		
10.Latest VAT or Percentage Tax Returns (original to be presented and photocopy to be submitted)		BIR		
11.Books of Accounts (present upon evaluation/actual inspection and examination)		BIR		
12. Special Power of Attorney (SPA)		Owner or client being represented		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

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

4. Receive the Business Retirement Certificate	4. Release the Business Retirement Certificate		5 minutes	Releasing Clerk, Examination and Retirement Division
Total			5 minutes	

ISSUANCE OF REAL PROPERTY TAX CLEARANCE (WALK-IN)

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

Office or Division:	Real Estate Division			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	All Quezon City Real Property owners			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Real Property Tax Clearance Unified Application form		Tax Clearance Section		
2. Latest Official receipt of Real Property tax (1 photocopy)		Real Property owner		
3. Updated Tax Declaration (1 photocopy)		City Assessor's Office		
4. S.P.A/ Authorization letter, Secretary Certificate (Corporation/Company) if not declared as Real Property owner (1 photocopy) <ul style="list-style-type: none"> • If owner, one (1) government issued ID (1 photocopy) • If owner is overseas, SPA is required • If property has been bought but the Tax Declaration is declared under previous owner, submit a copy of Deed of Sale and one government issued ID of the buyer (1 photocopy each) • If the owner is deceased, Extrajudicial Settlement and 1 (one) government issued ID of requesting party (1 photocopy each) 		Real Property owner		
5. Previous copy of Tax Clearance acquired (if available) 1 photocopy/duplicate copy		Real Property owner		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the accomplished unified application form and other documentary requirements at the 2 nd Floor Treasurer's Office, Real Estate Division, Tax Clearance Section	1. Receive the accomplished form and evaluate the completeness of the submitted requirements and determine if declared owner or authorized person 1.1 Check and inform the taxpayer of their latest payment made on the	₱ 50.00 per Tax Declaration	10 minutes	Receiving clerk Tax Clearance Section

	property (if property is not yet paid for the current year) 1.2 Print the history of payment of the property 1.3 Issue order of payment			
2. Accept the order of payment and pay the required amount	2. Receive the payment and order of payment 2.1 Issue official receipt 2.2 Issue claim stub specified the releasing date		5 minutes	Collector Tax Clearance Section Receiving Clerk
3. Accept the claim stub and return on the specified releasing date	3. Check the status of the real property tax payment records and determine if there are any deficiency taxes and notify the taxpayer thru SMS-contact number stated in the application form 3.1 Printing of Tax Clearance 3.2 Approval of the designated officer		3 days	Receiving clerk Tax Clearance Section
4. Proceed to the releasing counter on the day of release and present the claim stub	4. Release Tax Clearance with security seal and official receipt of the tax clearance fee		5 minutes	Releasing clerk Tax Clearance Section
Total			3 Days and 20 minutes	
<p>Note: Application with submitted <u>Previous Tax Clearance</u> filed from 8:00 am to 10:00 am, Real Property Tax Clearance will be released within the day. However, application filed beyond 10:00 am, Real Property Tax Clearance will be released on the following day.</p> <ul style="list-style-type: none"> • New application or no attached previous tax clearance – 3 working days • 10 or more tax clearance application – 5 working days 				

ONLINE APPLICATION OF REAL PROPERTY TAX CLEARANCE

Office or Division:	Real Estate Division			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	All Quezon City Real Property owners			
CHECKLIST OF REQUIREMENTS (READABLE SCANNED/ IMAGE)	WHERE TO SECURE			
1.Real Property Tax Clearance Online Application (copy, paste and fill up) APPLICATION REQUEST: TAX CLEARANCE <ul style="list-style-type: none"> • Name of Applicant • Email Address of applicant • Name of Real Property Owner • Address • Contact Nos • No. of copies of Tax Clearance • Tax Year 	Tax Clearance Section			
2. Latest Tax Declaration (readable scanned /picture image / photo)	City Assessor's Office			
3. Latest Official receipt of Real Property tax (Readable scanned image/photo)	Real Property owner			
4. S.P.A/ Authorization letter, Secretary Certificate (Corporation/Company) if not declared as Real Property owner <ul style="list-style-type: none"> • If owner, 1 government issued ID • If owner is overseas, SPA is required • If property has been bought but the Tax Declaration is declared under previous owner, submit a copy of Deed of Sale and provide one (1) government issued ID of the buyer • If the owner is deceased, Extrajudicial Settlement and provide one (1) government issued ID of requesting party 	Real Property owner			
5.Previous copy of Tax Clearance acquired (if available)	Real Property owner			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Fill –out online application form attached with scanned image with complete requirements and send it thru email address: realestate.cto@quezoncity.gov.ph	1.Receive the accomplished form and evaluate the completeness of the submitted requirements and determine if declared owner or authorized person 1.1 Issue order of payment with details on how and where to pay	₱ 50.00 per Tax Declaration	10 minutes or depends on the number of email receive and respond (first come-first serve basis)	Receiving clerk Tax Clearance Section

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

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 Citizen			
Who may avail:	All Quezon City Real Property Owners/Developers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.Tax Declaration		City Assessor		
2.Real Property Tax (RPT) official receipts (Latest)		Taxpayers Payment Lounge		
3.Title		Register of Deeds		
4.Real Property Tax Credit application form		Real Estate Division		
5.Real Property Tax Credit: Request Letter, original Official Receipts, Tax Declaration (Latest) and S.P.A with government issued ID (if not the declared owner)		Taxpayer/Requesting party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Current Real Property Tax (RPT) payment 1.Present latest official receipt, tax declaration or title 1.1Receive printed RPT bill 1.2Proceed to Taxpayer's Payment Lounge for payment	1.Verify the RPT payment 1.2Assess and bill the Real property tax due 1.1.Issue printed RPT bill	As stated in the RPT Bill	10 minutes	Assessment Officer Real Property Assessment Lounge
Total			10 minutes	
Real Property Tax Delinquent (Not included in the Real Properties for Auction) 1.Proceed to the 2 nd Floor Real Estate Division 1.1 Present latest official receipt/tax declaration, Statement/ Notice of Delinquency and other requirements *For staggered payment, Proceed to Delinquency Section for instalment payment undertaking 1.2Receive the RPT Bill and pay the required amount	1.Verify the RPT payment 1.2Assess and bill the Real property tax due or as indicated in the agreement 1.3Countersign the printed RPT Bill by the supervisor 1.4 Accept the RPT bill and Payment 1.5Issue RPT official receipts	As stated in the RPT Bill	20 minutes 20 minutes	Assessment Officer Supervisor Delinquency Section Collector Delinquency Section
Total			40 minutes	
Real Property Tax	1.Verify the notice		10 minutes	Assessment

Delinquent (included in the list of properties to be auctioned in the next public auction) 1. Present the Statement/ Notice of Delinquency, Final Notice of Delinquency or Warrant of Levy 1.2 Receive the RPT Bill and pay the required amount	presented and check for RPT arrears including the publication cost 1.2 Assess and bill the RPT due 1.3 Countersign the printed RPT bill 1.4 Accept the RPT bill and Payment 1.5 Issue RPT official receipts	As stated in the RPT Bill	10 minutes	Officer Supervisor Delinquency Section Collector Delinquency Section
Total			20 minutes	
Real Property Tax Delinquent (included in the list of properties that were already auctioned and within the Redemption Period) 1. Present the Notice of Delinquency, Final Notice of Delinquency or warrant of levy (if any) 1.2 Receive the RPT Bill and pay the required amount	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) 1.2 Assess and bill the RPT due 1.3 Countersign the printed RPT bill 1.4 Accept the RPT bill and Payment 1.5 Issue RPT official receipts	As stated in the RPT Bill	10 minutes 20 minutes	Assessment Officer Supervisor Delinquency Section Collector Delinquency Section
Total			30 minutes	
Real Property Tax Credit (Double payment, erroneous payment, idle land tax, value reversion, Social Housing Tax (SHT), property reclassification) 1. Prepare request letter for claim of tax credit specifying the detailed information and submit photocopy of documentary requirements (official receipts, copy of tax declaration, title and SPA with valid government ID, if not declared owner) 1.1 Proceed to 3 rd floor, Records Section, Administrative Division to submit the documentary	1. Accept the request letter and submitted documentary requirements 1.1 Forward to Real Estate Division the submitted documentary requirements 1.2 Evaluate the real estate tax 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		5 minutes 5 minutes 7 days	Receiving Clerk Records Section Receiving Clerk Real Estate Division Clerk Real Estate Division

requirements 1.2Wait for the processing of the submitted documents	Chapter 9 Sec. 229 of Quezon City Revenue Code as amended			
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			7 days and 10 minutes	
<ul style="list-style-type: none"> Processing period of Real Property Tax Credit depends on the nature of claim or case of transaction provided 				

COLLECTION OF BUSINESS TAX (WALK-IN)

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

Office or Division:	Cash Division – Payment Lounge Section			
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).		Business Assessment Lounge		
2. Cash/Manager, Cashier and/or Personal/Company Check.		Business Owner		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Proceed to Taxpayer's Payment Lounge. 1.1Present the approved Computerized Business Tax Bill at the assigned Counter flashed on the queuing screen and pay the required amount. 1.2Receive the computerized Business tax official receipts.	1.Accept the approved computerized Business Tax Bill and payment. 1.1Verify the existence of assessment and encode the amount tendered *for check payment, encode the amount, bank name, check number and date.	As stated in the Business Tax Bill	One tax bill takes 3 minutes to process and it constantly increases depending on the bulk of the tax bills presented by the business owner/authorized representative of the owner	Local Revenue Collection Officer and Taxpayers In the Payment Lounge

	1.2 Validate payment and issue computerized Business Tax official receipts.			
Total			3 minutes	
<p>Note: The processing time per tax bill depends on the number / bulk of tax bill presented to the assigned collector</p> <ul style="list-style-type: none"> • Payment of taxes made through <u>Personal/Company Checks</u> will be released after ten (10) working days clearing period upon presentation of Acknowledgment Receipt by the taxpayers to the assigned guard at the Taxpayers Payment Lounge • Business Tax Computerized Official Receipts validated can be cancelled on a valid reason within the day it was issued 				

COLLECTION OF REAL PROPERTY TAX (WALK-IN)

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

Office or Division:	Cash Division – Payment Lounge Section			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	All Quezon City Real Property Owners /Developers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Computerized Real Property Tax Bill.		Real Property Assessment Lounge		
2. Cash/Manager, Cashier and/or Personal/Company Check.		Real Property Owner		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Taxpayer's Payment Lounge. 1.1 Present the Computerized Real Property Tax Bill at the assigned Counter flashed on the queuing screen and pay the required amount. 1.2 Receive the computerized Real Property tax official receipts.	1. Accept the approved computerized Real Property Tax Bill and payment. 1.1 Verify the existence of assessment and encode the amount tendered *for check payment, encode the amount, bank's name, check number and date. 1.2 Validate payment and issue computerized Real Property Tax official receipts.	As stated in the Real Property Tax Bill	One tax bill takes 3 minutes to process and it constantly increases depending on the bulk of the tax bills presented by the real property owner	Local Revenue Collection Officer and Taxpayers In the Payment Lounge
Total			3 minutes	
<p>Note: The processing time per tax bill depends on the number / bulk of tax bill presented to the assigned collector</p> <ul style="list-style-type: none"> • Payment of taxes made through <u>Personal/Company Checks</u> will be released after ten (10) 				

working days clearing period upon presentation of Acknowledgment Receipt by the taxpayers to the assigned guard at the Taxpayers Payment Lounge

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

CANCELLATION OF BUSINESS AND REAL PROPERTY TAX PAYMENT

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

Office or Division:	Cash Division – Payment Lounge Section			
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 and Real Property Tax Bill. (duly approved/signed by City Treasurer or his deputized signatory)		Business Assessment Lounge and Real Property Assessment Lounge		
2. Cash / Manager, Cashier and / or Personal / Company Check.		Business Owner and Real Property Owner		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Proceed to Taxpayer’s Payment Lounge. 1.1Present the approved Computerized Tax Bill at the assigned Counter flashed on the queuing screen and pay the required amount or receive the amount from the cancelled tax bill.	1.Accept the approved computerized Tax Bill and payment. 1.1Verify the existence of assessment and encode the amount tendered *for check payment, encode the amount, bank name, check number and date. 1.2Already validated tax bills shall be cancelled if the Taxpayer and the collector collectively observed that there were discrepancies such as double payment, properties paid were not theirs or insufficient funds by the taxpayer to settle the whole payment.	None or whatever stated in the Tax Bill	One tax bill takes 3 minutes to process and it constantly increases depending on the bulk of the tax bills provided by the owner	Local Revenue Collection Officer, Taxpayers In the Payment Lounge and the Head of the Payment Lounge Section
Total			3 minutes / bulk	

		dependent	
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COLLECTION OF BID DOCS

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

Office or Division:	Cash Division – Payment Lounge Section			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	All Interested Bidders			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.Computerized Bid Documents.		Bids and Awards Committee		
2. Cash/ Manager and / or Cashier Check		Interested Bidders		
CLIENT STEPS	AGENCY ACTION.	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Proceed to Taxpayer’s Payment Lounge. 1.1Present the approved Computerized Bid Docs order of payment and pay the required amount. 1.2Receive the manually issued Accountable Form No.51 (AF51) official receipts.	1.Accept the approved computerized Bid Docs order of payment. 1.1Verify the existence of assessment and encode the amount tendered *for check payment, encode the amount, bank name, check number and date. 1.2 Manually issued Accountable Form No.51 (AF51) official receipts.		1.One tax bill takes 3 minutes to process and it constantly increases depending on the bulk of the tax bills provided by the business owner	Local Revenue Collection Officer Contractor/ Bidders in the Payment Lounge
Total			3 minutes /bulk dependent	

REMITTANCE OF CASH COLLECTION

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

Office or Division:	Cash Division			
Classification:	Simple			
Type of Transaction:	G2G- Government to Government			
Who may avail:	All Quezon City Bonded Collectors and Barangay Treasurer			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.Report of Collection and Deposits (RCD)		Accountable Officer		
2.Issued or duplicate copy of Official receipt		Accountable Officer		
3.Order of payment		Revenue Generating Offices		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.For AF51 users, submit a duplicate copy of issued official receipt with attached order of payment and present the Report of Collection and Deposits (RCD).	1.Verify the accuracy of the amount collected based on the submitted duplicate issued Official Receipts and order of payment.		30 minutes to process and it constantly increases depending on the bulk of the receipts and order of payment provided by the Collection Officer	Collection Officer and Verifier from the Fiscal Verification Section
2.Receive the RCD with the initial signature of the verifier.	2.Sign the RCD of the accountable officer upon checking the completeness and accuracy of the declared collection.		5 minutes	Verifier Fiscal Verification Section
3.Proceed to the Cashier for the remittance of collection 3.1 Receive the signed RCD as proof of remittance.	3.Receive and count the cash/check remitted. 3.1Release the signed RCD.		10 minutes	Collection Officer and Cashier from Cash Division
Total			45 minutes	

RECORDING OF DAILY TRANSACTIONS IN CASH BOOKS

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

Office or Division:	Cash Division			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	Cash Bookkeeper/Cashier/Accountant			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.Cash books of different fund account (e .g General Fund, Trust Fund and other special accounts).		Cash Book Locker		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. After the checks are prepared, It should be recorded in cash books stating its amount, payee, the date of checks and corresponding reference or T.V number.	1. Validate first the series of check number if its correspond with the previous checks that had prepared 1.2 At the end of the day, prepare summary of all checks issued for the day.		10 minutes	Cashier/Accountable officer/Accountant
2. Recording of RCD's.	2. Record the summary report that prepared indicating the total amount of collections that are deposited in the different bank accounts.		20 minutes	Cashier/Accountable officer/Accountant
3. Recordings of Fund transfer made, Banks request to debits, and other Journal Vouchers that needs adjustments.	3. Examine the validity of the transactions that needed some adjustments or corrections.		10 minutes	Cashier/Accountable officer/Accountant
4. Recordings of accounts that are terminated or Interest that needs to be rolled over.	4. Validate the summary of bank accounts, notice to terminates and period contracts, decision are being made whether to terminate of roll-		10 minutes	Cashier/Accountable officer/Accountant

	over the interest earned for a particular period.			
Total			50 minutes	

RELEASING OF CHECKS PREPARED

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

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

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

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

Office or Division:		Cash Division	
Classification:		Simple	
Type of Transaction:		G2C- Government to Citizen	
Who may avail:		All Quezon City's bereaved family of deceased senior citizen	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
<ol style="list-style-type: none"> 1. Duly-accomplished claim stub from Office of the Senior citizen affair <u>OSCA</u>. 2. Original OSCA ID of the deceased senior citizen and the I.D of the person processing the application 		Office of the senior citizen affair	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Proceed to Cash Division's window number 1 to 5. 2.Presents claim stub from the OSCA after they submitted those documents required by the said department.	1.Accept the approved claim stub and verify the validity of the documents. 2. Verify if the name of the beneficiary is indicated in the payroll register. 3. Release the cash to the authorized representative.		10 minutes	Cashier/Paymaster
Total			10 minutes	

RELEASING OF QUEZON CITY LIVING CENTENARIAN RECOGNITION AWARDS AND BENEFITS

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

Office or Division:	Cash Division			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	All Quezon City resident aged 100-year-old and above			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly-accomplished claim stub from Office of the Senior citizen affair OSCA		Office of the Senior Citizens Affair		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Proceed to Cash Division's window number 1 to 5. 2. Presents claim stub from the OSCA after they submitted those documents required by the said department.	1.Accept the approved claim stub and verify the validity of the documents. 2. Verify if the name of the beneficiary is indicated in the payroll register. 3. Release the cash to the authorized representative.		10 minutes	Cashier/Paymaster
Total			10 minutes	

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

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

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

RELEASING OF CHECK AS FINANCIAL ASSISTANCE TO THE DECEASED GOVERNMENT OFFICIALS

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

Office or Division:	Cash Division			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	All Quezon City government official’s families or representative			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		

<ol style="list-style-type: none"> 1. Certified true copy of Death Certificate reflecting Quezon City address. 2. Duly notarized original copy of Funeral Contract. 3. Certificate of Indigency from the barangay. 4. Valid Government I.D. of Representative. 5. Valid Government I.D. of Deceased 		Social Services Development Department		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<ol style="list-style-type: none"> 1. Proceed to Cash Division's paymaster or cashier. 2. Presents valid I.D of the deceased official. 3. Present government I.D of the representative 	<ol style="list-style-type: none"> 1. Accept the approved claim stub and verify the validity of the I.D's presented. 2. Verify if the name of the beneficiary is indicated in check and voucher. 3. Release the check to the authorized representative. 	N/A	10 minutes	Cashier/Paymaster
Total			10 minutes	

RELEASING OF FINANCIAL BURIAL ASSISTANCE

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

Office or Division:	Cash Division			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	All Quezon City Citizen			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> 1. Certified true copy of Death Certificate reflecting Quezon City address. 2. Duly notarized original copy of Funeral Contract. 3. Certificate of Indigency from the barangay. 4. Valid Government I.D. of Representative. 5. Valid Government I.D. of Deceased. 		Social Services Development Department		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Cash Division's window number 1 to 5.	1. Accept the approved claim stub and verify	N/A	10 minutes	Cashier/Paymaster

2. Presents claim stub from the SSDD after they submitted those documents required by the said department.	<p>the validity of the documents.</p> <p>2. Verify if the name of the beneficiary is indicated in the payroll register.</p> <p>3. Release the cash to the authorized representative.</p>			
Total			10 minutes	

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

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

Office or Division:	Cash Division			
Classification:	Simple			
Type of Transaction:	G2G- Government to Government			
Who may avail:	Barangay Treasurers or other officials			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Official receipt or the Accountable forms No. 51.		Barangay officials		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. The Barangay treasurer or representative should proceed to Cash division on a scheduled date per district to claim their checks and bring their official receipt.</p> <p>2. The official should indicate in the O.R those details stated in the check and vouchers (e.g Payor , date of check, amount to receive and others),</p>	<p>1. The paymaster should verify if the barangay is entitled and listed in the payroll prepared by the City Accounting Department.</p> <p>2. Make sure to advise the recipient to put his/her signature sign in the payroll and voucher for documentation.</p>		10 minutes	Paymaster/Cashier
Total			10 minutes	

COLLECTION OF PAYMENT FROM BENEFICIARIES OF SOCIALIZED HOUSING PROJECT

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

Office or Division:	Cash Division			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	Beneficiaries of Socialized Housing Program			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.Order of payment.		Housing Community Development and Resettlement Department		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Proceed to Cash Division Window 1 or inside the office premise.	1.Accept the approved order of payment. 1.1Verify the date of issuance and the existence of assessment made. 1.2 Issue an official receipt indicating proper particulars on the said transactions.	As stated in the Order of payment	10 minutes	Cashier/Accountable officer
Total			10 minutes	

ONLINE PAYMENT PROCESSING OF NEW BUSINESS

Office or Division:	Online Payment Group (FMU)			
Classification:	Simple			
Type of Transaction:	G2B- Government to Business			
Who may avail:	Taxpayers who intend to set up a business in Quezon City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Proof of Business Registration		DTI for Sole Proprietorship SEC for Corporation and Partnerships CDA for Cooperatives		
2. Contract of Lease (if leased) or Tax Declarations (if owned)		Business Owner or City Assessor's Office		
3.Gcash, Maya, Pesonet Account, or Debit/Credit card		Taxpayer / Business Owner		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register and log in to qceservices.quezoncity.gov.ph.Create an account using gmail, facebook ID or email address			3 minutes	Taxpayer
2.Login to your QCeservices account 2.1Click the Business One Stop Shop			20 minutes	Taxpayer

<p>2.2 Click the Submit application online</p> <p>2.3 Click New then proceed</p> <p>2.4 Fill up the online application and upload the necessary requirements</p> <p>2.5 Click save</p> <p>2.6 Click submit</p>				
<p>3. Receive email/text confirmation or access QCeservices account for the order of payment / assessment availability</p>	<p>Evaluation of application</p> <p>Approve the location</p>		<p>30 minutes or more depending on the evaluations of ancillary clearances</p>	<p>BPLD Evaluator</p> <p>ZAU Approver</p>
<p>Login to QCeservices</p> <p>4. Click QC Pay Easy</p> <p>Choose payment method</p> <p>4.1 Gcash E-wallet</p> <p>a. Login to your account and transfer payment</p> <p>4.2 Maya E-wallet</p> <p>a. Login to your account and transfer payment</p> <p>4.3 Credit/Debit Card</p> <p>a. Fill up card details and transfer payment</p> <p>4.4 Paygate (Pesonet Banks)</p> <p>a. Select and login to your bank account and transfer payment</p> <p>4.5 or Landbank</p> <p>a. Transfer / deposit payment to Landbank QCG Settlement Mother Account (Account No. 1722102300)</p> <p>b. Email the photo of proof of payment and tax assessment / reference slip (received thru email or QC eservices) to business taxpayment.cto@quezoncity.gov.ph</p>		<p>As stated in the online Billing statement inclusive of convenience fee, if any</p>	<p>10 minutes</p>	<p>Taxpayer</p>
<p>5. Receive the new business permit, certificates / clearances and official receipts to be delivered to your business address</p>	<p>Verify the payment, validate tax bill, issue official receipts (OR) and transmit OR to Business Permit and Licensing Dept. (BPLD)</p> <p>Deliver the items to business owner</p>		<p>3 days or more depending on the number of days payment remittance was received</p>	<p>Payment Verifier</p> <p>Collection Officer</p> <p>OR Transmitter</p> <p>Delivery Agent</p>
<p>Total</p>			<p>3 days, 1 hour and 3 minutes</p>	

ONLINE PAYMENT PROCESSING OF ANNUAL BUSINESS TAX (RENEWAL)

Office or Division:	Online Payment Group (FMU)			
Classification:	Simple			
Type of Transaction:	G2B- Government to Business			
Who may avail:	QC Business /Cooperative owners			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Audited Financial Statement		BIR		
2. Gcash, Maya, Pesonet Account, or Debit/Credit card		Taxpayer / Business Owner		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register to qceservices.quezoncity.gov.ph. Create an account using Gmail, facebook ID or email address			3 minutes	Taxpayer
2. Login to your QCeservices account 2.1 Click Pay Business Tax 2.2 Click proceed with Business Tax Assessment 2.3 Click Submit Online Sales Declaration 2.4 Fill up the online application and upload the necessary requirements 2.5 Click save 2.6 Click submit			20 minutes	Taxpayer
3. Receive email/text confirmation or access QCeservices account for tax assessment availability	Evaluation of application Assessment of Business Tax Approval of assessment		30 minutes or more depending on the evaluations of ancillary clearances	Evaluator Assessment Clerk Final Evaluator Treasurer
Login to QCeServices 4. Click QC Pay Easy Choose payment method 4.1 Gcash E-wallet a. Login to your account and transfer payment 4.2 Maya E-wallet a. Login to your account and transfer payment 4.3 Credit/Debit Card a. Fill up card details and transfer payment 4.4 Paygate (Pesonet Banks) a. Select and login to your bank account and transfer payment 4.5 Applicable to Landbank Transfer payment only		As stated in the online Billing statement inclusive of convenience fee, if any	10 minutes	Taxpayer

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

ONLINE PAYMENT PROCESSING OF OCCUPATIONAL PERMIT

Office or Division:	Online Payment Group (FMU)			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	Quezon City Employees or first-time job seeker			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. NBI / Police Clearance		NBI Clearance- National Bureau of Investigation Official website (https://clearance.nbi.gov.ph/) Police clearance –Philippines National Police Official website (https://pnpclearance.ph/)		
2. Health receipt or Health card		QC Health Department		
3. Gcash, Maya, Pesonet Account, or Debit/Credit card		Taxpayer		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register to qceservices.quezoncity.gov.ph . Create an account using Gmail, facebook ID or email address			3 minutes	Taxpayer
2. Login to your QCeServices account 2.1 Click the Occupational (Work) Permit 2.2 Click the Submit Online application 2.3 Click Proceed 2.4 Fill up the online application and upload			10 minutes	Taxpayer

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

ONLINE PAYMENT PROCESSING OF LIQUOR PERMIT

Office or Division:	Online Payment Group (FMU)			
Classification:	Simple			
Type of Transaction:	G2B- Government to Business / G2C-Government to Citizen			
Who may avail:	Quezon City Business owners			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.Barangay Clearance for Liquor		Respective Barangay where Business is located		
2. Gcash, Maya, Pesonet Account, or Debit/Credit card		Taxpayer		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register to qceservices.quezoncity.gov.ph. Create an account using Gmail, facebook ID or email address			3 minutes	Taxpayer
2. Login to your QCeServices account 2.1 Click Business One Stop Shop (BOSS) 2.2 Click Menu then Liquor Permit application 2.3 Click apply for Liquor Permit 2.4 Fill up the online application and upload the necessary requirements 2.5 Click continue / save 2.6 Click submit			10 minutes	Taxpayer
3. Receive email/text confirmation or access QCeServices account for the order of payment/ assessment availability	Evaluation of application		10 minutes or more depending on the number of evaluations receive per day	BPLD Evaluator
Login to QCeServices 4.Click QC Pay Easy Choose payment method 4.1 Gcash E-wallet a. Login to your account and transfer payment 4.2 Maya E-wallet a. Login to your account and transfer payment 4.3 Credit/Debit Card a. Fill up card details and transfer payment 4.4Paygate (Pesonet Banks) a.Select and login to your bank account and transfer payment 4.5 Applicable to Landbank Transfer payment only a.Transfer / deposit		As stated in the online Billing statement inclusive of convenience fee, if any	10 minutes	Taxpayer

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

ONLINE PAYMENT PROCESSING OF REAL PROPERTY TAX

Office or Division:	Online Payment Group (FMU)			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	Quezon City Real Property owners / Developers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.Tax Declaration		City Assessor's Office		
2. Previous Official Receipts		Taxpayer / owner		
3. Gcash, Maya, Pesonet Account, or Debit/Credit card		Taxpayer		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register to qceservices.quezoncity.gov.ph . Create an account using Gmail, facebook ID or email address			3 minutes	Taxpayer
2. Login to your QCeServices account 2.1 Click the RPT Payment (Amilyar) 2.2 Read and Follow instruction 2.3 Search the Tax Declaration No. (TDN) 2.4 Verify owner's name 2.5 If multiple TDNs entry, a. Click the Add to Cart then repeat 2.3 to 2.5 b. Click My Cart			5 minutes	Taxpayer

2.6 Click Proceed to Payment 2.7 Click Yes to verify total amount to be paid				
Choose payment method 3. Gcash E-wallet a. Login to your account and transfer payment 3.2 Maya E-wallet a. Login to your account and transfer payment 3.3 Credit/Debit Card a. Fill up card details and transfer payment 3.4 Paygate (Pesonet Banks) a. Select and login to your bank account and transfer payment 3.5 Applicable to Landbank Transfer payment only a. Transfer / deposit payment to Landbank QCG Settlement Mother Account (Account No. 1722102300) b. Email the photo of proof of payment and reference slip (received thru email) to rptpayment@quezon city.gov.ph		As stated in the online Billing statement inclusive of convenience fee, if any	10 minutes	Taxpayer
4. Receive the photo of Computerized Official Receipt (COR) thru email	Verify the payment thru Landbank Statement Inquiry Validate tax bill and issue Official Receipt Upload photo of Official Receipt		2 days or more depending on the number of days payment remittance was received	Payment Verifier Collection Officer OR Transmitter
5. Pick-up the original Official Receipt (OR) at the City Treasurer's Office, 3 rd Floor, Online Payment Group (present the valid ID and photo / digital copy of OR as reference. If pick-up by representative, present valid ID and authorization letter or email the name of representative)	Release the original Computerized Official Receipt		10 minutes	OR Releaser
Total			2 days and 28 minutes	

ONLINE PAYMENT PROCESSING OF BUILDING PERMIT

Office or Division:	Online Payment Group (FMU)			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen / G2B-Government to Business			
Who may avail:	Any person, firm or corporation who wants to construct, build, alter, move or demolish building / structure within the territorial jurisdiction of Quezon City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Proof of ownership and/or right to build on property (Certified True Copy of Transfer Certificate of Title)		Land Registration Authority for the Certified True copy Transfer Certificate of Title		
2. Real Property Tax Declaration on Land		City Assessor's Office		
3. Pesonet Account		Taxpayer		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register to qceservices.quezoncity.gov.ph . Create an account using Gmail, facebook ID or email address			5 minutes	Taxpayer
2. Login to your QCeServices account 2.1 Click Building Permit: One-Stop-Shop 2.2 Click Permit Applications 2.3 Fill-up the application details 2.4 Complete the application details until you receive an Order of payment			15 minutes	Taxpayer
3. Transfer/ Deposit payment to Landbank of the Phils. Account: Account name: QCG Settlement Mother Account Account No. 1722102300 Bank Address: LBP Quezon CityHall Account Type: Corporate		As stated in the online order of payment	10 minutes	Taxpayer
4. Email the photo of Order of payment and the confirm proof of payment to misctaxpayment.cto@quezoncity.gov.ph			5 minutes	Taxpayer
5. Receive the photo of Official Receipt (OR) thru email	Verify the payment Issue Official Receipt Upload photo of Official Receipt		2 days or more depending on the number of days payment remittance was received	Payment Verifier Collection Officer OR Uploader
6. Pick-up the original Official Receipt (OR) at the City Treasurer's Office, 3 rd Floor, Online Payment Group (present the valid ID and photo /	Release the original Official Receipt		5 minutes	OR Releaser

digital copy of OR as reference. If pick-up by representative, present valid ID and authorization letter or email the name of representative				
Total			2 days and 40 minutes	

ONLINE PAYMENT PROCESSING OF PROFESSIONAL TAX RECEIPT (PTR)

Office or Division:	Online Payment Group (FMU)			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	Professionals and Lawyers of the Philippines			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.PRC / IBP ID		PRC-Professional Regulatory Commission IBP ID-Integrated Bar of the Philippines		
2. Latest Official Receipt (OR)		Taxpayer / QC Treasurer's Office Miscellaneous Section		
3. Pesonet Account		Taxpayer		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Email the photo of PRC/ IBP ID and last payment to misctaxpayment.cto@Quezoncity.gov.ph			5 minutes	Taxpayer
2. Receive an email reply with the amount to be paid and instruction on how to pay online	Email the amount due and the Quezon City Landbank account details	₱300.00 annual tax Plus 75 (surcharge fee) and plus 2% penalty each month after January 31	10 minutes Or more depending on the number of emails received per day	Email sender
3.Transfer/ Deposit payment to Landbank of the Phils. Account: Account name: QCG Settlement Mother Account Account No. 1722102300 Bank Address: LBP Quezon CityHall Account Type: Corporate		As stated in the online order of payment	10 minutes	Taxpayer
4.Email the photo of confirm proof of payment to misctaxpayment.cto@quezoncity.gov.ph			3 minutes	Taxpayer
5.Receive the photo of Official Receipt (OR) thru email	Verify the payment Issue Official Receipt Upload photo of Official Receipt		2 days or more depending on the number of days payment remittance was received	Payment Verifier Collection Officer OR Uploader

6.Pick-up the original Official Receipt (OR) at the City Treasurer's Office, 3 rd Floor, Online Payment Group (present the valid ID and photo / digital copy of OR as reference. If pick-up by representative, present valid ID and authorization letter or email the name of representative	Release the original Official Receipt		5 minutes	OR Releaser
Total			2 days and 33 minutes	

ONLINE PAYMENT PROCESSING OF HEALTH CERTIFICATE

Office or Division:	Online Payment Group (FMU)			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	All persons involved in the operation and management of an establishment			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.HIV Seminar, sputum and stool exam result		Quezon City Health Department		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register to qceservices.quezoncity.gov.ph. Create an account using Gmail, Facebook ID or email address			5 minutes	Taxpayer
2. Login to your QCeServices account 2.1 Click Health Certificate & Sanitary Permit 2.2 Click Health Certificate 2.3 Fill-up the application details 2.4 Click apply for Health Certificate 2.5 Complete the application details until you receive an Order of payment			15 minutes	Taxpayer
3.Transfer/ Deposit payment to Landbank of the Phils. Account: Account name: QCG Settlement Mother Account Account No. 1722102300 Bank Address: LBP Quezon CityHall Account Type: Corporate		As stated in the online order of payment	10 minutes	Taxpayer
4.Email the photo of order of payment and the confirm proof of payment			5 minutes	Taxpayer

to misctaxpayment.cto@quezoncity.gov.ph				
5.Receive the photo of Official Receipt (OR) thru email	Verify the payment Issue Official Receipt Upload photo of Official Receipt		2 days or more depending on the number of days payment remittance was received	Payment Verifier Collection Officer OR Uploader
6.Pick-up the original Official Receipt (OR) at the City Treasurer's Office, 3 rd Floor, Online Payment Group (present the valid ID and photo / digital copy of OR as reference. If pick-up by representative, present valid ID and authorization letter or email the name of representative	Release the original Official Receipt		5 minutes	OR Releaser
Total			2 days and 40 minutes	

ONLINE PAYMENT PROCESSING OF SANITARY PERMIT

Office or Division:	Online Payment Group (FMU)			
Classification:	Simple			
Type of Transaction:	G2B-Government to Business			
Who may avail:	All new establishments doing business within Quezon City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.Locational Clearance		Business One Stop Shop (BOSS)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register to qceservices.quezoncity.gov.ph. Create an account using Gmail, Facebook ID or email address			5 minutes	Taxpayer
2. Login to your QCeServices account 2.1 Click Health Certificate & Sanitary Permit 2.2 Click Sanitary Permit 2.3 Fill-up the application details 2.4 Click apply for Sanitary Permit 2.5 Complete the application details until you receive an Order of payment			15 minutes	Taxpayer

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

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 Evaluation, Assessment & Monitoring (TEAM) Unit		
Classification:		Simple		
Type of Transaction:		G2C- Government to Citizen		
Who may avail:		All Quezon City Business operators/ Proprietor of Amusement establishments or places		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.Amusement Registration Form		Amusement TEAM Unit		
2.Special Business Permit/Current Business Permit		BPLD		
3.Printers invoice ticket and sample tickets		Amusement operators/owners		
4.SEC Registration (Corporation)		Securities and Exchange Commission		
5.Secretary's Certificate (Corporation)		Company owner		
6.DTI Registration (Single Proprietor)		Department of Trade and Industry		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
REGISTRATION OF TICKETS Concerts and Theaters 1.Present accomplished registration form with photocopy of special business permits, official receipts(OR), photocopy of cash bond receipts, printers invoice ticket and sample ticket	1.Evaluate the submitted documentary requirements with accuracy of the specified no. of registered tickets sold and total gross sales amount 1.1 Issue printed tax bill	Local Artist (concert) 5% Local Films (exempted) Foreign Artist (concert) 10% Foreign Films 10% Cockfight 10% Other amusement places/ activities 10%	10 minutes	Amusement TEAM Unit personnel
	2.Receive tax bill and pay the required amount 2.1 Receive the official receipt and registered tickets	2.Accept tax bill and payment 2.1 Issue official receipt	5 minutes	Collector
Total			15 minutes	
ISSUANCE OF CASHBOND for new promoters/new production agency 1. Secure Special Permit from BPLD for the event/concerts 2. Issue Order of Payment	1 Evaluate the documents		10 minutes	Amusement TEAM Unit personnel
	2. pay the required amount and issue official receipts		5 minutes	Collector
REGISTRATION OF TICKETS for regular	1.Evaluate the completeness of the submitted		10 minutes	Amusement TEAM Unit personnel

Amusement establishment (cinema, night clubs) 1. Present accomplished registration form, current business permit and official receipts (OR) sample tickets and printers invoice ticket	documentary requirements with accuracy of the accomplished registration form			
Total			10 minutes	
ISSUANCE OF AMUSEMENT TAX EXEMPTION 1. Submit endorsement letter from Mayor's Office, request letter indicating the purpose and beneficiary <u>For Corporation:</u> -Secretary's Certificate -SEC Registration <u>For Single Proprietorship</u> -DTI Registration -Proof of existence, programs and activities of the organization	1. Prepare tax exemption letter for approval of the City Mayor (subject for evaluation and completeness of the submitted requirements) 1.1 Evaluate the authenticity of declared beneficiaries and the purpose for which the proceeds should be utilized		3 days	Amusement TEAM Unit personnel City Mayor
Total			3 days	
AMUSEMENT TAX RETURN *If special screening (one time transaction) Unsold tickets shall be surrendered to Amusement TEAM Unit	1. Assessment of amusement tax Compute and prepare tax bill for approval and for payment of amusement tax		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 2.1 Issue 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 1.1 Check 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

ISSUANCE OF ACCOUNTABLE FORMS

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

Office or Division:	Accountable Forms Unit-Administrative Division			
Classification:	Simple			
Type of Transaction:	G2G- Government to Government			
Who may avail:	All Quezon City Bonded Accountable Officers, Appointed Barangay Treasurers and SK Treasurers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.Requisition and Issuance Slip (RIS)		Verification Section-City Treasurer's Office		
2.Confirmation letter or approved Fidelity Bond		Bureau of Treasury		
3.Memorandum designated as Collecting officer (City Collectors)		City Treasurer's Office		
4.Brgy./SK Resolution and Appointment letter designated as Brgy./SK Treasurer		Barangay Hall		
5.Authorization letter from Brgy. Captain requesting for accountable form (AF#51 & CTC-Individual)		Barangay Hall		
6.Authorization letter designated as Deputized Collector to acquire CTC-Individual (Brgy. Treasurer)		City Treasurer's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Barangay /SK Treasurer 1.Present duly approved RIS and submit complete documentary requirements	1.Accept approved RIS and evaluate the completeness of the submitted documents 1.1Check the fidelity bond effectivity date of the accountable officer		5 minutes	Head, Accountable Forms Unit City Treasurer's Office
2.Pay the cost of accountable form requested and receive official receipt 2.1 Photocopy of official receipt (1 copy) to be submitted to the releasing area	2.Accept payment and issue official receipt 2.1 Provide the approved RIS to the releasing custodian to prepare and process the requested accountable form	Depends on the prevailing price indicated in the Purchase Order	5 minutes 5minutes	Collector Verification Section Releasing clerk Accountable Forms Unit
3.Proceed to releasing area of AF and sign the receiving log-book of accountable forms 3.1 Check the quantity and serial number of booklet/pad purchase and received copy of	3.Release the requested Accountable form 3.1Consolidate the RIS with attached photocopy of Official Receipt		5 minutes	Releasing Clerk Accountable Forms Unit

approved RIS				
Total			20 minutes	
Bonded Accountable Officers/City Collectors 1.Submit duly approved RIS which indicated the quantity of un-issued Accountable Form	1.Accept the approved RIS and check the fidelity bond effectivity date of the accountable officer		5 minutes	Releasing Clerk Accountable Forms Unit
2.Wait for the preparation of the requested accountable form	2.Prepare and process the requested accountable form		5 minutes	Releasing Clerk Accountable Forms Unit
3.Receive the accountable forms upon checking the quantity and serial numbers of booklet/pad 3.1Sign the receiving log-book, portion of RIS and receive copy of the approved RIS	3.Release the requested accountable form and require to sign the receiving log-book and portion of the RIS 3.1 Encode the serial numbers of received booklet by the accountable officer thru the existing system		5 minutes	Releasing Clerk Accountable Forms Unit
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 to Citizen			
Who may avail:	All company, business establishments and/or government offices, taxpayers, employee with a communication letter, for information or compliance addressed to this Office			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.letter/ memoranda		Agency/Taxpayer / Requesting party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
WALK-IN 1.Present the letter at the Records Section, receiving area with other attached documents to prove your claim or request 1.1Receive the stamped copy (with date and control number) as prove of received of the Records Section	1.Accept and stamp the receiving copy and other attached documents by the Records Section (provided with Control number) 1.1Provide the received copy (stamped) to the	None	5 minutes	Receiving clerk Records Section

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

ONLINE APPLICATION/RENEWAL OF FIDELITY BOND

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

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

CITY TREASURER'S OFFICE
BRANCHES / SATELLITE OFFICES
EXTERNAL SERVICES

CITIZEN'S CHARTER

ASSESSMENT OF BUSINESS TAX

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

Office or Division:	City Treasurer's Branch Office			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	All QC taxpayers engaging in Business and professional services			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.Sales Declaration and Evaluation Form		Branch Office		
2.Current year's Community Tax Certificate issued in QC or other LGUs (If available)		City Treasurer's Branch Office/ other LGUs		
3.Preceding year's (Mayor's Permit/Business permit		Building Permit and Licensing Department (BPLD)		
4.Preceding year's business tax bill and Official Receipts		City Treasurer's Office		
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

Office or Division:	City Treasurer's Branch Office			
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 1.1Present 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 receipts	1.Accept the 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 official receipts	As stated in the Business Tax Bill	10 minutes	Local Revenue Collection Officer CTO Branch Office
Total			10 minutes	

ISSUANCE OF COMMUNITY TAX CERTIFICATE (INDIVIDUAL)

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

Office or Division:	City Treasurer's Branch Office
Classification:	Simple
Type of Transaction:	G2C- Government to Citizen

Who may avail:	All Quezon City residents, business owners and taxpayers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.Community Tax Declaration Form (CTDF)		City Treasurer's Branch Office		
2.Government Issued valid ID		DFA,SSS, GSIS, Comelec, LTO		
3. New Business: Single Proprietor Certificate of Registration		Department of Trade and Industry (DTI)		
4. Renewal of Business: Proof of Income (Approved business tax declaration by an evaluator)		City Treasurer's Office (Main)		
5. Individual: Proof of income, payslip, BIR Form 2316		Company, BIR		
6. Claiming of paid CTC Single Proprietor Original tax bill and official receipt (Duplicate or pink copy of official receipts)		City Treasurer's Branch Office		
7.For Representative: Authorization Letter with a photocopy of government issued valid ID of the person being represented and the ID of the representative		Owner or client being represented DFA,SSS, GSIS, Comelec, LTO		
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	
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	1. Accept the accomplished CTDF and required documents 2.Encode the pertinent information declared on CTDF thru a system which	Amount to be paid depends on the income of taxpayer	5 minutes	Collector CTO Branch Office

information	automatically compute tax due based on the declared gross sales on the CTDf			
2. Pay the required amount and receive the computerized community tax certificate (CTC)	1. Accept the payment and release the computerized CTC			
Total			5 minutes	
Individual 1. Taxpayer accomplish CTDf and proceed to the counter intended for encoding of information	1. Accept the accomplished CTDf 2. Encode the pertinent information declared on CTDf thru a system which automatically computes tax due based on the declared gross 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)	2. Accept the payment and release the computerized CTC			Collector
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				
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	3. Process and		5 minutes	

receipt at Releasing counter and wait for the release of your requested certified true copy	release the requested certified true copy			
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- Government to Citizen			
Who may avail:	All Quezon City residents, business owners and taxpayers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.Community Tax Declaration Form (CTDF)		City Treasurer's Branch Office		
2.Government Issued valid ID		DFA,SSS, GSIS, Comelec, LTO		
3. New Business: Certificate of Registration		Securities and Exchange Commission Cooperative Development Authority		
4. Renewal of Business: Proof of Income (Approved business tax declaration by an evaluator) ITR/Financial Statement if principal office is located outside Quezon City For Real Property Owner-Real property tax bill		City Treasurer's Office Branch Office		
5. Claiming of paid CTC Corporation Original tax bill and official receipt (Duplicate or pink copy of official receipts)		City Treasurer's Office Branch Office		
For Representative: Authorization Letter with a photocopy of government issued valid ID of the person being represented and the ID of the representative		DFA,SSS, GSIS, Comelec, LTO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
New Business: 1.Taxpayer accomplish community tax declaration form (CTDF) and present date of registration of business	1. Accept the accomplished CTDF and required documents 2.Encode the pertinent information declared on CTDF thru a system which automatically computes tax	Amount to be paid depends on the income of taxpayer	5 minutes	Collector

	due based on the declared gross sales on the CTDF			
2. Pay the required amount and receive the computerized community tax certificate (CTC)	1. Accept the payment and release the computerized CTC			Collector
Total			5 minutes	
Renewal of Business: 1. Taxpayer accomplish community tax declaration form (CTDF) and present the approved business tax declaration by an evaluator 1.1 Taxpayer proceed to the counter intended for encoding of information	1. Accept the accomplished CTDF and required documents 2. Encode the pertinent information declared on CTDF thru a system which automatically compute tax due based on the declared gross sales on the CTDF	Amount to be paid depends on the income of taxpayer	5 minutes	Collector
2. Pay the required amount and receive the computerized community tax certificate (CTC)	1. Accept the payment and release the computerized CTC			Collector
Total			5 minutes	
Claiming of paid CTC Corporation 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			5 minutes	
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 designated counter	2. Accept payment and issue official receipt			

3. Present Official receipt at the Counter and wait for the release of your requested certified true copy	3.Process and release the requested certified true copy			
Total			5 minutes	

PAYMENT OF MISCELLANEOUS TAXES & FEES

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

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

<p>Renewal: Lawyers previous/currently employed in gov't present Service Record, original latest PTR and photocopy of latest PTR and IBP card</p> <p>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</p>		<p>Additional cost Verification fee of ₱ 20.00 Cert. true copy ₱ 50.00</p>		
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COLLECTION OF MARKET BUSINESS TAX AND OTHER FEES

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

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

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

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

FEEDBACK AND COMPLAINTS MECHANISM	
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	<p>Every Friday, the assigned personnel open the drop box and consolidate the survey or feedback form. Records all feedback/survey form submitted</p> <p>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.</p> <p>Forwarded to the specified complainant/client the response of the relevant office/personnel For inquiries and follow-ups, clients may contact the Telephone number 8988-4242 local 8320</p>
How to file a complaint	<p>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</p>
How complaints are processed	<p>The Acting Asst. City Treasurer for Administration opens the email on a daily basis and evaluate each complaint</p> <p>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</p> <p>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.</p> <p>The Acting Asst. City Treasurer for Administration will provide response to the client/complainant.</p> <p>For inquiries and follow-ups, clients may contact the following telephone number: 8988-4242 local 8319</p>
Contact Information of ARTA, PCC, CCB	<p>ARTA: complaints@arta.gov.ph 8478 5093</p> <p>PCC: 8888</p> <p>CCB: 0908-881-6565 (SMS)</p>