QUEZON CITY GOVERNMENT CITY TREASURER'S OFFICE

CITIZEN'S CHARTER

I. Mandate

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

II. Vision

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

III. Mission

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

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

Develop organizational capacity to improve performance;

Venture into innovative strategies in financial management;

Organize further the Treasury to promote professionalism and specialization;

Complement the efforts of the local government to provide infrastructure and basic services;

Assist other Local Government Units through technical assistance;

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

IV. Service Pledge

We commit to:

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

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PAYMENT OF TRANSFER TAX

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

Office or Division	Toyog and Las-]	
Office or Division:		Taxes and Fees Division			
Classification:	Simple				
Type of	G2C- Government to Citizen				
Transaction:					
Who may avail:	All Quezon City ta	axpayers engagi	ng in Business, pro	fession and/or	
			Donor and Donee of		
CHECKLIST OF RE	QUIREMENTS	<u> </u>	WHERE TO SECU		
1.Transfer Tax Form			Information Desk	ζ	
2.Legal Instrument (De			Legal Counsel		
/Donation/ Conveyance					
settlement of estate of					
3.Tax Declaration of Pr		(City Assessor's Off		
4.Certification of Real			Real Estate Divisio		
Payment (Tax Clearan	ce)	(0	City Treasurer's Off		
5.Title			Register of Deed	S	
6. Certification Authoriz	0 0		BIR		
(C.A.R) or payment of					
Tax, Documentary star	np tax, estate				
tax, etc. (Optional)					
7.Representative: Spec		Owner	or client being rep	resented	
Attorney (SPA), author					
photocopy of governme		3			
specimen signatures of				222001	
CLIENT STEPS	AGENCY	FEES TO	PROCESSING	PERSON	
	ACTION	BEPAID	TIME	RESPONSIBLE	
1.Present the duly	1. Evaluate the	Assessment	2 hours	Assessment	
accomplished form	completeness	of Transfer		Officer	
(Transfer Tax Form)	of filled-up form	tax based on		Taxes and	
and the required	and the	the ff:		Fees Division	
documents to	submitted documents	-the locality of			
Counter 1, 2, 6-14 for		the property to be			
assessment and verification	1.1 Compute transfer tax	transferred			
venilcation	1.2 Prepare tax	-Area of the		Asst. Chief	
	bill for approval	property		Taxes and	
	of the City	-Zonal / Fair		Fees Division	
	Treasurer or his	market value/			
	duly authorized	consideration		City Treasurer	
	signatory	whichever is			
2. Receive tax bill	2. Validate tax	higher	5 minutes	Local Revenue	
and pay the required	bill and issue			Collection	
amount at Counter 3	Official			Officer	
or 4	Receipt/s			Taxes and	
*Make sure to secure				Fees Division	
Official receipt/s that					
will be issued upon					
payment					
3. Provide photocopy	3. Accept the	₱ 100.00 for	5 minutes	Receiving Clerk	
of the receipt, tax bill	submitted	certification		Taxes and	
and all the transfer	photocopies of			Fees Division	
tax requirements at	the receipt, the				
Counter 5	tax bill, and all				
		1	1	1	

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		2 working days for the release	Asst. Chief Taxes and
	certification for approval of the City Treasurer or his duly authorized signatory		of Certification of Transfer Tax	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/R	e – Printing of Ce	ertification of Pa	iyment of Transfe	r Tax
1.Accomplish the (Unified request form) at Counter 5 and accept order of payment	1.Accept accomplished form and issue order of payment	₱ 50.00 per	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	copy ₱ 20.00 additional – Verification Fee (non-	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	presentation of any copy of the Transfer Tax Payment Certification)	10 minutes	Releasing Clerk Taxes and Fees Division Asst. Chief Taxes and Fees Division City Treasurer
	or his duly authorized signatory			
	Total		20 minutes	

PAYMENT OF CONTRACTORS TAX

Pre-requisite for release of Building Permit

Office or Division:	Taxes and Fees D	ivision		
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	Project owner (Corporation and Individual)			
CHECKLIST OF RE	QUIREMENTS		WHERE TO SEC	URE
1.Order of payment			Dept. Building Off	icial
2. Original Bill of Material	S		Contractor	
(signed by license Engin	eer/Architect)			
3.Locational Clearance	1		City Planning Depa	rtment
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 Div	vision		
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:				
who may avail:	All QC Real Property owner			
CHECKLIST OF REC	QUIREMENTS		WHERE TO SECU	JRE
1.Unified Request Form			City Treasurer's O	ffice
2.Notarized Transfer docu			Property Owne	r
Sale, Deed of Conveyance				
3.Transfer Certificate of Ti	-		Register of Deed	ds
Certificate of Title (certified 4.Latest Real Property Tax			City Treasurer's O	ffice
or photocopy			City Treasurers O	liice
5.Tax Declaration			City Assessor's Of	ffice
6. Certification Authorizing	Registration		BIR	
(C.A.R) or payment of Cap				
Documentary stamp tax, e				
(Optional)				
7.For Representative: Aut		Own	her or client being re	presented
and valid Government Iss				
specimen signatures of bo			DDOOE00INO	DEDOON
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	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

]	
	or his duly authorized			City Tracquirer	
	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		4 hours	Assessment Officer City Treasurer's Office of Taxes and Fees Division	
	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			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		
Certification will be r	minutesNote: 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

	Towns and Toos Di		on Division		
Office or Division:	Taxes and Fees Division / Examination Division				
Classification:	Simple				
Type of Transaction:	G2C- Government				
Who may avail:	All QC taxpayers er				
CHECKLIST OF RE		V	VHERE TO SECU		
1.Sales Declaration and			Evaluator's Area		
2.Current year's Commu		C	ity Treasurer's Off	ice/	
issued in QC or other LC	· · · · ·		other LGUs		
3.Preceding year's (May	or's		usiness Permit an	•	
Permit/Business permit			Department (BPL	•	
4.Preceding year's busin	less tax bill and	C	ity Treasurer's Off	ice	
Official Receipts			DDOOEOONIO	DEDOON	
CLIENT STEPS	AGENCY	FEES TO	PROCESSING	PERSON	
4st o	ACTION	BE PAID	TIME	RESPONSIBLE	
<u>1st Quarter</u>					
1.Present the filled-out	1. Accept the	Depends on	10 minutes	Evaluator	
Sales Declaration,	filled-out Sales	the ff:		Examination	
Evaluation Form and	Declaration,	-line of		Division /	
other required	Evaluation Form	business		Assessment	
documents	and other	-Gross Sales		Officer	
1.1Inform your	required	-Area of		Taxes and	
preferred payment	documents.	establishment		Fees Division	
term (e.g. quarterly,	1.1Encode thru				
semi-annual or annual	the system all				
etc.)	pertinent				
1.2Receive	information from				
computerized	the business				
acknowledgement	permit and				
receipt	compute City Tax				
1.3Proceed to City	and regulatory				
Treasurer's Office for	fees				
Final Review 1.4 Present additional	1.2 Issue				
	computerized				
documents needed by	acknowledgement				
the Final reviewer 1.5 Wait for the release	receipt 1.3 Inform tax				
of tax assessment					
	payer to proceed				
signed by the City Treasurer	to City Treasurer's Office				
Treasurer	for Final Review				
	1.4 Final		20 minutes	Final Reviewer	
	Evaluation of the		20 111110165		
	Tax assessment				
	1.5 Approval of			City Treasurer	
	the City Treasurer				
	Total		30 minutes		
2 nd -4 th Quarter	i otai			<u> </u>	
1.Present the previous	1.Accept the		10 minutes	Assessment	
Business tax bill and	previous business			Officer	
official receipts	tax bill and check			Taxes and	
1.1Inform your	the Mayor's			Fees Division	
preferred payment	Permit number				
term (e.g. quarterly or	thru system				
semi-annual)	1.1 Issue				
1.2Receive	computerized				
1.21.000100		1	I	1	

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 e		ess and profession	al services	
CHECKLIST OF REG			VHERE TO SECU		
1.Sales Declaration and I			ervices.quezoncity.		
2.Current year's Commun			ity Treasurer's Offi	• .	
issued in QC or other LG			other LGUs		
3.Preceding year's (Mayo	· · · · ·	Online - Busines	ss Permit and Lice	nsing Department	
Permit/Business permit)			(BPLD)	5 1	
4.Preceding year's busing	ess tax bill and	C	ity Treasurer's Off	ice	
Official Receipts					
CLIENT STEPS	AGENCY	FEES TO	PROCESSING	PERSON	
	ACTION	BE PAID	TIME	RESPONSIBLE	
1 st Quarter					
1. Log-in to	1. Get an	Depends on	10 minutes	Assessment	
qceservices.quezoncity.	applicant in	the ff:		Officer	
gov.ph	queue.	-line of		Taxes and Fees	
1.2 Once logged in,	1.1Review all	business		Division /	
click "Pay Business	uploaded	-Gross Sales		Evaluator	
Tax". You will be	documents.	-Area of		Examination	
redirected to Business	1.2Encode thru	establishment		Division	
Tax Payment Page 1.3 Click "Proceed with	the system all pertinent				
Business Tax	information from				
Assessment"	the uploaded				
1.4 Click "Submit	documents and				
Online Sales	compute City				
Declaration"	Tax and				
1.5 Select an	regulatory fees				
application type, either	1.3 Select queue		20 minutes	Final Reviewer	
"Not Registered in BIR"	From the sales				
or "Registered in BIR"	declaration tab				
then proceed.	for Final				
1.6 Input your Mayor's	Evaluation or				
Permit Number and	Final Review				
SEC/DTI/CDA Number.	1.4 Final				
Then, click "Next"	evaluation of the				
1.7Input all the	tax assessment				
necessary details and	1.5 Approval of			City Treasurer	
upload all necessary documents.	the City Treasurer				
Then, click "Continue"	TEASUIEI				
1.8Success prompt will					
be displayed together					
with your Tracking					
with your fracking					

Number and get an email notification upon submission of application.	Total		30 minutes	
2nd-4th Quarter 1. Log-in to qceservices.quezoncity. gov.ph 1.1Once logged in; click "Pay Business Tax". You will be redirected to Business Tax Payment Page 1.2 Click "Proceed with Business Tax Assessment" 1.4 Input all the necessary details and your preferred payment term (e.g. quarterly or semi-annual) Then, click "Continue" 1.2Success prompt will be displayed together with your Tracking Number and get an email notification upon submission of application.	1. Get an applicant in queue. 1.1Compute the total tax due based on the selected payment term (e.g. quarterly or semi-annual) of the taxpayer then submit for approval 1.2 Approve the tax assessment	Depends on the ff: -line of business -Gross Sales -Area of establishment	10 minutes	Evaluator Examination Division / Assessment Officer Taxes and Fees Division
	Total		20 minutes	

ISSUANCE OF CERTIFIED TRUE COPY AND VERIFICATION OF PAYMENT RECORDS FOR BUSINESS ANDTRANSFER 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	Toyoo or d Face]	
Office or Division:	Taxes and Fees Division				
Classification:	Simple				
Type of	G2C- Governmer	G2C- Government to Citizen			
Transaction:	All Quezon City taxpayers engaging in Business, profession and/or				
Who may avail:					
			Donor and Donee of WHERE TO SECU		
CHECKLIST OF RE					
1. Unified Request For		0	Counter 1, 2 or 3		
2. Representative: Spe		Owner	or client being rep	resented	
Attorney (SPA), author photocopy of governme					
specimen signatures of					
Corporation: Secretary					
with General Information					
CLIENT STEPS	AGENCY	FEES TO	PROCESSING	PERSON	
	ACTION	BE PAID	TIME	RESPONSIBLE	
1.Accomplish the	1.Accept		10 minutes	Receiving Clerk	
(Unified Request	accomplished			Taxes and	
Form) at Counter 1, 2	form and issue	₱ 50.00 per		Fees Division	
or 3 and accept order	order of	сору		(Records	
of payment	payment	(Certified		Section)	
		True Copy)		,	
2.Pay the required	2.Accept			Collector	
fee for CTC (Certified	payment and	₱ 20.00		Taxes and	
True Copy) or	issue official	additional –		Fees Division	
Certificate of Records	receipt	Verification			
of Business or		Fee (non-			
Transfer Tax		presentation			
Receipts or		of any copy of			
Certificate of No		Business or			
Records of Business		Transfer Tax			
or Transfer Tax		Receipt/s)			
Receipts at Counter 4 or 5		₱ 100.00 per			
*Make sure to secure		•			
Official receipt/s that		copy Certificate of			
will be issued upon		Records of			
payment		Business or			
3.Present Official	3.Process and	Transfer Tax		Releasing Clerk	
receipt at Counter 5	release the	Receipts		Taxes and	
and wait for the	requested	•		Fees Division	
release of your	certified true	₱ 100.00 per		(Records	
requested certified	сору	copy		Section)	
true copy		Certificate of			
4. Proceed to Counter	4.Accept official	No Records	10 minutes	Releasing Clerk	
5 at Assessment	receipt and	of Business		Taxes and	
Section, present	certified true	or Transfer		Fees Division	
official receipt and	сору	Tax Receipts		(Assessment	
certified true copy for	4.1Prepare and			Section)	
approval signature	release certified				
	true copy with			Asst. Chief	
	signature of the			Taxes and	
	City Treasurer			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 Ce	rtificate Sectio	on-Taxes and Fees	Division
Classification:	Simple			
Type of Transaction:	G2C- Government t	o Citizen		
Who may avail:	All Quezon City res	idents, busine	ess owners and taxp	ayers
CHECKLIST OF REC	QUIREMENTS		WHERE TO SEC	URE
1.Community Tax Declaration Form (CTDF)			CTC Section	
2.Government Issued valid			SSS, GSIS, Comele	
3.New Business: Single P	Proprietor	Depart	ment of Trade and I	ndustry (DTI)
Certificate of Registration	<u> </u>		<u> </u>	
4. Renewal of Business:			City Treasurer's C	Office
(Approved business tax de	claration by an			
evaluator)	ma navalin PID		Compony DI	<u>, </u>
5.Individual: Proof of inco Form 2316	me, paysiip, BIR		Company, BIF	۲
6. Claiming of paid CTC S	Single Proprietor		City Treasurer's C	Office
Original tax bill and official			Cedula Sectio	
(Duplicate or pink copy of o	•			
7.For Representative: Auth		Owner or client being represented		
with a photocopy of govern			SSS, GSIS, Comele	•
ID of the person being represented and the ID			, , ,	,
of the representative w/ 3 s				
signatures of both parties				
CLIENT STEPS	AGENCY	FEES TO	PROCESSING	PERSON
	ACTION	BE PAID	TIME	RESPONSIBLE
New Business:			- · /	
1.Taxpayer present	1. Search Mayor's	Included	5 minutes	Clerk
original tax bill and	permit no. (MP)	in the		CTC Section
duplicate or pink copy of official receipt/s	thru the system and print CTC	payment of		
	based on	Business		
	presented	Tax		
	documents	i urt		
2.Receive the	2.Release			
computerized community	computerized			
tax certificate (CTC)	CTC			
	Total		5 minutes	
Renewal of Business:				
1.Taxpayer accomplish	1. Accept the	Amount to	10 minutes	Clerk
community tax	accomplished	be paid		CTC Section
declaration form (CTDF)	CTDF and	depends		
and present the	required	on the		
approved business tax	documents 2.Encode the	income of		
declaration by a evaluator	2.Encode the pertinent	taxpayer		
1.1 Taxpayer proceed to	information			
the counter intended for	declared on CTDF			
encoding of information	thru a system			

	1			1
	which			
	automatically			
	compute tax due			
	based on the			
	declared gross			
	sales on the			
2 Day the required	CTDF			Collector
2.Pay the required amount and receive the	1.Accept the			CTC Section
computerized community	payment and release the			CTC Section
tax certificate (CTC)	computerized			
	CTC			
	Total		10 minutes	
Claiming of paid CTC	l			
Single Proprietor				
1.Taxpayer present	1. Search Mayor's	Included	5 minutes	Clerk
original tax bill and	permit no. (MP)	in the		CTC Section
duplicate or pink copy of	thru the system	payment		
official receipts	and print CTC	of		
	based on	Business		
	presented	Тах		
	documents			
2.Receive the	2.Release			
computerized community	computerized			
tax certificate (CTC)	CTC			
Individual	Total		5 minutes	
Individual	1 Accort the	Amount to	10 minutes	Clerk
1.Taxpayer accomplish CTDF and proceed to the	1. Accept the accomplished	be paid	TO minutes	CTC Section
counter intended for	CTDF	depends		
encoding of information	2.Encode the	on the		
	pertinent	income of		
	information	taxpayer		
	declared on CTDF	lanpayor		
	thru a system			
	which			
	automatically			
	computes tax due			
	based on the			
	declared gross			
	salaries/			
	compensation on			
	the CTDF			
2.Pay the required	2.Accept the			Collector
amount and receive the	payment and			CTC Section
computerized community	release the			
tax certificate (CTC)	computerized			
	CTC Total		10 minutes	
ISSUANCE OF CERTIFIE	Total		10 minutes	
1.Taxpayer accomplish	1.Accept		5 minutes	Clerk
unified request form,	accomplished			CTC Section
present to Counter 27	form and issue			
and accept order of	order of payment			
payment				
1 • • ·				
2.Pay the required fee at	2.Accept payment			Collector
2.Pay the required fee at Miscellaneous Section	2.Accept payment and issue official	₱ 50.00		Collector Miscellaneous
Miscellaneous Section	and issue official receipt	₱ 50.00 per copy		Miscellaneous Section
	and issue official		5 minutes	Miscellaneous

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 Cer	rtificate Section	on-Taxes and Fees	Division
Classification:	Simple			
Type of Transaction:	G2C- Government t	o Citizen		
Who may avail:	All Quezon City resi	idents, busine	ess owners and taxp	ayers
CHECKLIST OF RE	QUIREMENTS	WHERE TO SECURE		
1.Community Tax Declaration Form (CTDF)			CTC Section	
2.Government Issued valid	ID	DFA	SSS, GSIS, Comele	ec, LTO etc.
3.New Business:		Secu	rities and Exchange	Commission
Certificate of Registration		Coo	perative Developme	
4. Renewal of Business:			City Treasurer's C	Office
(Approved business tax de	claration by an			
evaluator)				
ITR/Financial Statement if				
located outside Quezon C				
	For Real Property Owner-Real property tax bill 5. Claiming of paid CTC Corporation City Treasurer's Office		Office	
		C	City Treasurer's C	
Original tax bill and official (Duplicate or pink copy of	•	Com	munity Tax Certifica	
For Representative: Autho		DFA,SSS, GSIS, Comelec, LTO etc.		na LTO ata
		DFA		
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	poolinion olginataroo			
CLIENT STEPS	AGENCY	FEES TO	PROCESSING	PERSON
	ACTION	BE PAID	TIME	RESPONSIBLE
New Business:				
1.Taxpayer present	1. Search Mayor's	Included	5 minutes	Clerk
original tax bill and	permit no. (MP)	in the		CTC Section
duplicate or pink copy of	thru the system	payment		
official receipt/s	and print CTC	of		
	based on	Business		
	presented	Tax		
2.Receive the	documents 2.Release			
computerized community	2.Release computerized			
tax certificate (CTC)	CTC Total		5 minutes	
	Total		5 minutes	
Renewal of Business:	Total	Amount to		Clerk
Renewal of Business: 1.Taxpayer accomplish	Total 1. Accept the	Amount to be paid	5 minutes 10 minutes	Clerk CTC Section
Renewal of Business: 1.Taxpayer accomplish community tax	Total	be paid		
Renewal of Business: 1.Taxpayer accomplish	Total 1. Accept the accomplished			
Renewal of Business: 1.Taxpayer accomplish community tax declaration form (CTDF)	Total 1. Accept the accomplished CTDF and	be paid depends		
Renewal of Business: 1.Taxpayer accomplish community tax declaration form (CTDF) and present the approved business tax declaration by an	Total 1. Accept the accomplished CTDF and required	be paid depends on the		
Renewal of Business: 1.Taxpayer accomplish community tax declaration form (CTDF) and present the approved business tax declaration by an evaluator	Total 1. Accept the accomplished CTDF and required documents 2.Encode the pertinent	be paid depends on the income of		
Renewal of Business: 1.Taxpayer accomplish community tax declaration form (CTDF) and present the approved business tax declaration by an	Total 1. Accept the accomplished CTDF and required documents 2.Encode the	be paid depends on the income of		

	1	1		
encoding of information	thru a system			
	which			
	automatically			
	compute tax due			
	based on the			
	declared gross			
	sales on the			
	CTDF			
2.Pay the required	1.Accept the			Collector
amount and receive the	payment and			CTC Section
computerized community	release the			
tax certificate (CTC)	computerized			
	CTC			
	Total		10 minutes	
Claiming of paid CTC				
Corporation			_	
1.Taxpayer present	1. Search Mayor's	Included	5 minutes	Clerk
original tax bill and	permit no. (MP)	in the		CTC Section
duplicate or pink copy of	thru the system	payment		
official receipts	and print CTC	of		
	based on	Business		
	presented	Тах		
	documents			
2.Receive the	2.Release			
computerized community	computerized			
tax certificate (CTC)	CTC		F restructes a	
	Total		5 minutes	
ISSUANCE OF CERTIFIE			E minutoo	Clark
1.Taxpayer accomplish	1.Accept		5 minutes	Clerk CTC Section
unified request form,	accomplished			CTC Section
present to Counter 27	form and issue			
and accept order of	order of payment			
payment	2 Accept poverant	₽ 50 00		Collector
2.Pay the required fee at	2.Accept payment	₱ 50.00		Collector
Miscellaneous Section	and issue official	per copy		Miscellaneous Section
3. Present Official receipt	receipt 3.Process and			Clerk
at Counter 27 and wait	release the			CTC Section
for the release of your	requested certified			
requested certified true	true copy			
copy				
	Total		5 minutes	
	rolar		5 111110165	

PAYMENT OF MISCELLANEOUS TAXES & FEES

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

Office or Division:	Miscellaneous Sec	tion-Taxes and	Fees Division	
Classification:	Simple			
Type of Transaction:	G2C- Government	to Citizen		
Who may avail:			ing in Business, pro	fession and/or
	personal transactio	ns		
CHECKLIST OF RE			WHERE TO SEC	
Original order of payment		Various rever	nue generating offic	es of Quezon City
revenue offices (no alterat	.ion)			
CLIENT STEPS	AGENCY	FEES TO	PROCESSING	PERSON
	ACTION	BE PAID	TIME	RESPONSIBLE
PAYMENT OF PROFESSIONAL TAX RECEIPTS (PTR) WALK-IN All <u>PRC and</u> IBPcardholders	1. Verify from the record of the previous payment 2.Accept payment 3.Issue	₱ 300.00 (plus penalty if not updated; 25% + 2%	5 minutes	Miscellaneous Collector
New: Professionals- previous/currently employed in gov't 1.Submit service record 2.Present original PRC ID 3.Pay the required fee	Professional Tax Receipts	monthly surcharge) Additional cost Verification fee of ₱ 20.00		
Renewal: Present latest Original PTR and PRC ID PTR (LAWYERS)		Cert. true copy ₱ 50.00		
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	Miscellaneous Collector
Renewal: Lawyers previous/currently employed in gov't present Service Record, original latest PTR and IBP card		Cert. true copy ₽ 50.00		
For Representative of Professional/Lawyers 1.Present original PRC/IBP card, original and photocopy of authorization letter and		1 00.00		

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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	1.Acknowledge	₱ 300.00	5 minutes	Online Clerk
and photo of last Official	the receive email	(plus		
Receipt (OR)/payment to	from taxpayer	penalty if		
misctaxpayment.cto@	2. Send the order	not		
quezoncity.gov.ph	of payment and	updated;		
2.Receive thru email the	bank details for	25% + 2%		
billing statement / order	payment of	monthly		
of payment and bank	taxpayer	surcharge)		
details	3.Verify the			
3.Send / transfer	payment thru			
payments via QC	Landbank DDA			
Landbank account	Statement Inquiry			
4. Email the proof of	4.Issue original		10 minutes	Online Collection
payment & tax bill to	professional tax			Officer
misctaxpayment.cto@	receipt		_	
quezoncity.gov.ph	5. Upload the		5 minutes	OR Uploader
5.Receive the photo of	photo and send			
professional tax receipts	to the taxpayer's			
6.Pick-up the original	email		F and a set of a	Online payment
(PTR) at City Treasurer's	6. Release the		5 minutes	OR Releaser
Office, 3 RD Floor, Online	original PTR			
Payment Group				
(Present valid ID and				
photo/digital copy of				
OR/PTR as reference) PAYMENT FOR				
_				
BUILDING, MECHANICAL				
FENCING,				
DEMOLITION PERMIT				
AND CONTRACTOR'S				
TAX				
1.Taxpayer submit	1.Issue Official	As stated in	2 minutes	Miscellaneous
original order of payment	receipt upon	the order of	2 mindles	Collector
(no alterations)	payment and	payment		001100101
2.Pay the required	presentation of	paymont		
amount	order of payment			
3.Receive the official	(no alterations)			
receipt	issued by the			
	Office of the			
	Building Official			
	2.Accept			
	payment			
	3.Issue official			
	receipt			
PAYMENT FOR	_			
ANNUAL INSPECTION				
FEE AND ELECTRICAL				
PERMIT FEE				
1.Taxpayer submit	1.Issue Official	As stated in	2 minutes	Miscellaneous
original order of payment	receipt upon	the order of		Collector
(no alterations)	payment and	payment		
2.Pay the required	presentation of			
amount	order of payment			
L				

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

4.Email the proof of	5.Upload the		10 minutes	OR Uploader
payment and order of	photo and send		10 minutes	
payment to	to the taxpayers			
misctaxpayment.cto@	email			
quezoncity.gov.ph	6.Release the		5 minutes	Online payment
5.Receive the photo of	original receipt			OR Release
original receipt (OR)	enginal receipt			
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)				
*Please take note that G				ot directly
receive payment. You m	ust log-in thru the c	ceservices.q	uezoncity.gov.ph	
PAYMENT FOR				
PERMIT FEE AND AMENDMENT FEE				
	1 Accort	As stated in	2 minutes	Miscellaneous
1.Taxpayer present	1. Accept payment and	the order of	2 minutes	Collector
original order of payment (no alterations)	order of payment			Collector
2. Pay the required	issued by	payment		
amount and receive	Business Permit			
official receipt	& Licensing Dept.			
	2.Issue Official			
	receipt			
PAYMENT FOR				
EPWMD FEES AND				
SMOKE BELCHING				
PENALTY				
1.Taxpayer submit	1.Accept	As stated in	2 minutes	Miscellaneous
original order of payment	payment and	the order of		Collector
(no alterations)	order of payment	payment		
2.Pay the required	issued by			
amount and receive	EPWMD			
official receipt	2.Issue Official			
PAYMENT FOR	receipt			
PROSECUTORS				
CLEARANCE				
1.Taxpayer submit	1.Accept	As stated in	2 minutes	Miscellaneous
original order of payment	payment and	the order of	Z minutes	Collector
(no alterations)	order of payment	payment		Concetor
2.Pay the required	issued by City	20,000		
amount and receive	Prosecutors			
official receipt	Office			
	2.Issue Official			
	receipt			
PAYMENT FOR				
ANIMAL SHIPPING				
PENALTY				
1.Taxpayer submit	1.Accept	As stated in	2 minutes	Miscellaneous
original order of payment	payment and	the order of		Collector
(no alterations)	order of payment	payment		
2.Pay the required	issued by City			
amount and receive	Veterinarian			
official receipt	Office			
	2.Issue Official			

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

2.Pay the required	issued by City			
amount and receive	Treasurer's Office			
official receipt	2.Issue Official			
	receipt			
PAYMENT FOR TAX				
DECLARATION, TAX				
MAP, CERT. OF NO				
TITLE AND PENALTY				
FOR LATE TRANSFER				
OF TAX				N 4' U
DECLARATION	1.Accept	As stated in	2 minutes	Miscellaneous
1.Taxpayer submit	payment and	the order of		Collector
original order of payment	order of payment	payment		
(no alterations)	issued by City			
2.Pay the required	Assessor's Office			
amount and receive	2.Issue Official			
official receipt	receipt			
PAYMENT FOR				
CERTIFICATION OF RECORDS				
	1 Accort	As stated in	2 minutes	Miscellaneous
1.Taxpayer submit original order of payment	1.Accept payment and	the order of		Collector
•				Collector
(no alterations) 2.Pay the required	order of payment issued by Office	payment		
amount and receive	of the City			
official receipt	Secretary			
onicial receipt	2.Issue Official			
	receipt			
PAYMENT FOR	1000.01			
RECON, RENEWAL,				
CHANGE OF UNIT,				
NEW FRANCHISE AND				
PENALTY				
1.Taxpayer submit	1.Accept	As stated in	2 minutes	Miscellaneous
original order of payment	payment and	the order of		Collector
(no alterations)	order of payment	payment		
2.Pay the required	issued by Tricycle			
amount and receive	Regulatory Unit			
official receipt	2.Issue Official			
	receipt			
PAYMENT FOR				
LOCATIONAL				
CLEARANCE FEE				
1.Taxpayer submit	1. Accept	As stated in	2 minutes	Miscellaneous
original order of payment	payment and	the order of		Collector
(no alterations)	order of payment	payment		
2.Pay the required	issued by City			
amount and receive	Planning &Devt.			
official receipt	Dept.			
	2.Issue Official			
	receipt			
PAYMENT FOR				
ELECTRICAL FEE AND				
LIBRARY FEES	1 1 000001		O maine ut a a	Miccollonation
1.Taxpayer submit	1. Accept	As stated in	2 minutes	Miscellaneous
original order of payment	payment and	the order of		Collector
(no alterations)	order of payment	payment		
2.Pay the required amount and receive	issued by City			
	Library Dept. 2.Issue Official			
official receipt				
	receipt		1	

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

₱ 20.00
fixed rate
for
motorcycle
FREE 3
hours
parking fee
for QC
Senior
Citizens;
₱ 10.00 for
every
succeeding
hours
Additional
₱150.00 to
current
billing for
overnight
parking

COLLECTION OF MARKET BUSINESS TAX AND OTHER FEES

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

Office or Division:	Market Section - Taxes and Fees Division				
Classification:	Simple				
Type of Transaction:	G2C- Government	to Citizen			
Who may avail:	All QC taxpayers e	engaging in Mark	et Business (Private	e and Public) street	
	vendors, meat vendors, market stallholders				
CHECKLIST OF RE	QUIREMENTS		WHERE TO SECU	RE	
Market Stallholders:					
1 st Quarter					
Sales Declaration and Ev	aluation Form		City Treasurer's Of		
Business Permit		Busir	ness Permit Licensi		
Latest tax bill and official	receipt		City Treasurer's Of	fice	
2 nd to 4 th Quarter				G	
Previous tax bill and offici	al receipt		City Treasurer's Of	fice	
Liquor Permit Fee		Dusi		n a Dant	
Original order of payment		Busi	ness Permit Licensi	Licensing Dept.	
Sealing Fee			City Trace uner's Of	fine	
Original order of payment CLIENT STEPS AGENCY		FEES TO	City Treasurer's Of	PERSON	
CLIENT STEPS	ACTION	BE PAID	PROCESSING TIME	RESPONSIBLE	
Manhart Otalikatian					
Market Stallholders	City Tax and	Based on the	5 minutes	Evaluator	
(Private and Public	Regulatory fees	amount		Market Section	
Markets) 1 st Quarter	1.Evaluate the submitted	indicated in the Order of			
1.Taxpayer accomplish	requirement				
the Sales Declaration &	1.1 Assess the	payment Assessment			
Evaluation form,	Business taxes	Clerk			
present business	and regulatory			Market Section	
permit, latest tax bill	fees				
and official receipt	2. Accept			Local Revenue	
2.Pay the required	payment and			Collection Officer	

		1	1	
amount and receive	Issue			Taxpayers
official receipt	Computerized			Payment Lounge
2.1Proceed to MDAD	Official receipt			
	(COR)			
2 nd Quarter to 4 th				
Quarter	City Tax &		5 minutes	Assessment
1.Present the previous	Garbage fee			Clerk
tax bill and official	1.Assess the City			Market Section
receipt	Tax & garbage			
2.Pay the required	fee			Local Revenue
amount and receive	2.Accept			Collection Officer
official receipt	-			Taxpayers
	payment and			
	issue			Payment Lounge
	Computerized			
	Official Receipt			
	(COR)			
Payment for Slaughter	1.Accept order of	Based on the		
and permit fees, ante	payment issued	amount	5 minutes	Collector
mortem, post mortem,	by the City	indicated in		Market Section
entry fee	Veterinary Office	the order of		
Meat Handlers, Market	2. Accept	payment		
meat vendors others	payment and			
1.Submit original order	issue official			
of payment	receipt			
2.Pay the required				
amount and receive				
official receipt				
Liquor Permit Fees	1.Accept order of	Based on the		
(Beer, wine, serving/	payment issued	amount	5 minutes	Collector
special permit)	by the LLRB	indicated in		Market Section
Corporation & Single	2. Accept	the order of		
Proprietor	payment and	payment		
(restaurants/retailer	issue official			
, /wholesaler, bar ,	receipt			
cocktail lounge,				
carinderia)				
1.Taxpayer submit				
original order of				
payment				
2. Pay the required				
amount and receive				
official receipt				
Sealing Fee	1.Accept order of	Based on the		
1.Taxpayer submit	payment issued	amount	5 minutes	Collector
original order of	by the City	indicated in	5 111110165	Market Section
payment	Treasurer's	the order of		
2.Pay the required	Office			
amount and receive		payment		
	2. Accept			
official receipt	payment and issue official			
	receipt		E minutes	
	Total		5 minutes	

SEALING OF WEIGHTS & MEASURES

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

Office or Division:	Weights and Mea	sure Unit-Taxes and	Fees Division		
Classification:	Simple				
Type of	G2C- Governmer	nt to Citizen			
Transaction:					
Who may avail:	All Quezon City t	axpayers engaging ir	h business that use	s instruments of	
	weights and meas	sures			
CHECKLIST OF RE	QUIREMENTS	W	HERE TO SECURI	E	
1.Application form for T			ghts and Measure L		
weights and measure (ty Treasurer's Offic		
2.Copy of Business pe	rmit /Hawkers	Bus	iness operator/own	her	
permit	mont for cooling	Pue	inoco oporator/own	or	
3.Weighing scale/instru 4.Latest official receipt			iness operator/own		
CLIENT STEPS	AGENCY	FEES TO	PROCESSING	PERSON	
	ACTION	BE PAID	TIME	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	
 Accept order of payment and pay the required amount. 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	

Γ				
	findings shall be			
	indicated in the application form			
Walk-In Taxpayer	application form			
1.Taxpayer or vendors present the	1.Accept application form	Sealing and registration	15 minutes for every weighing	Clerk Weights and
weighing scale and other required documents for verification	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	<u>Mechanical</u> ₱30.00 for 30kgs and below ₱40.00 for 31kgs. and above <u>Digital</u> ₱500.00 fixed	scale	Measures Unit
	of payment			
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 sealing3.1 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	2.Receive order			Collector
payment and pay the required amount	of payment and issue official receipt			
3.Present the official	3.Check the			Clerk
receipt and wait while	official receipt			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 GA	SOLINE 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/ resaling 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 Div	vision		
Classification:	Simple			
Type of Transaction:	G2C- Government t	o Citizen		
Who may avail:	All Quezon City mai	ket vendors	or market sellers tha	t uses weighing
	scale or instruments in their business			
CHECKLIST OF REC	QUIREMENTS		WHERE TO SEC	URE
1.Mission Order			City Treasure	r
2.Calibrated Test Weights			DOST	
3.Letter of information add	ressed to		PNP, MDAD	
Concerned Department				
4.Confiscation Weighing Se	cale Slip		Taxes and Fees Di	vision
CLIENT STEPS	AGENCY	FEES TO	PROCESSING	PERSON
	ACTION	BE PAID	TIME	RESPONSIBLE
1.Market vendor or	1.Check weighing		Actual raid lasted	Personnel
owner of weighing scale	scale or		1 hour	Examination
must present the	instruments			Division
instrument for immediate	presented by			
testing	using test weights			Weights and
	and if it is seal or			Measures Unit
	not			
	*illegal weighing			
	scale will be			
	confiscated			
2.Receive confiscated	immediately			Increatore
	2.Issue confiscation			Inspectors
weighing scale form				Weights and Measures Unit/
indicated type of instrument and owners	weighing scale form			Examination
	101111			

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	1 hour	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 Divisio	on		
Classification:	Complex			
Type of Transaction:	G2C- Government	to Citizen		
Who may avail:	All Quezon City tax	payers who o	perates business	
CHECKLIST OF REG			WHERE TO SECU	JRE
1.Registered Books of Acce	ounts		Business owne	er
2.Sales invoice			Business owne	er
3.Audited Financial Statem	ent		Accountant	
4.Income Tax Return (ITR)			BIR	
5.VAT Returns/Percentage	Tax Return		BIR	
6.Letter of Authority			City Treasure	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
 Receive the issued Letter of Authority 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 Examination Division Supervising Revenue Examiner Examination Division

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

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 t	o Citizen		
Who may avail:	All Quezon City Bus		perators closing th	eir business
CHECKLIST OF RE		WHERE TO SECURE		
1.Business Retirement Ap		E	Business Retiremen	
location map originally sig	•	_		
2.Original(latest) tax bill, o		Business Permit and Licensing Department		ng Department
yrs) and Original Business		Ducinicoco	(Business Perm	
3.Single Proprietorship:		F	Business Owner/op	1
closure with exact effectiv	0	-		
Partnership: Original Part	-			
Dissolution with exact effe				
closure (original signed by				
Corporation : Original Sec				
or Board Resolution on clo				
business with exact effect				
4.Government issued ID	.,	F	Business Owner/op	erator
Single Proprietorship: Orig	ainal to be	-		
presented and photocopy				
Partnership: all ID of partr				
Corporation: ID of the pres				
signatories to the Board o				
(original to be presented a				
be submitted)	,			
*Authorization letter from t	the owner and valid			
ID of the authorized repres	sentative			
5.Original Barangay Certif		Barangay Hall		
effectivity date of closure a	and Official receipt	5 7		
paid from Barangay				
6.BIR Certificate of Regist	ration (original to		BIR	
be presented and photoco	ppy to be			
submitted)				
7.Original Certified Break	down of Sales, if			
there are two or more line	of business,			
branches & if AFS is cons				
8. Proof of business tax pa			Other LGU's	
permit issued by other LG				
operations are situated (or	0			
presented and photocopy				
9.Latest ITR with AFS on		BIR		
from the last payment of b	•			
(original to be presented a	and photocopy to			
be submitted)	- - - -			
10.Latest VAT or Percenta			BIR	
(original to be presented a be submitted)	and photocopy to			
11.Books of Accounts (pre	esent upon		BIR	
evaluation/actual inspection	-			
examination)				
12. Special Power of Attor	ney (SPA)	Owne	er or client being re	presented
CLIENT STEPS	AGENCY	FEES TO	PROCESSING	PERSON
	ACTION	BE PAID	TIME	RESPONSIBLE

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

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	n		
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	All Quezon City Real Property owners			
CHECKLIST OF RE		WHERE TO SECU	JRE	
1.Real Property Tax Clearance Unified			Tax Clearance Sec	
Application form				
2. Latest Official receipt of Real Property tax		Real Property owner		
(1 photocopy)				
3. Updated Tax Declaration (1 photocopy)		City Assessor's Office		
	4. S.P.A/ Authorization letter, Secretary		Real Property ow	ner
Certificate (Corporation/Company) if not				
declared as Real Property owner				
(1 photocopy)				
 If owner, one (1) g 	overnment			
issued ID (1 photo				
	If owner is overseas, SPA is required			
 If property has been 				
Tax Declaration is				
previous owner, su	.,			
Deed of Sale and				
issued ID of the bu	•			
	(1 photocopy each)			
 If the owner is deceased, 				
Extrajudicial Settlement and 1 (one)				
•	government issued ID of requesting			
party (1 photocopy each) 5.Previous copy of Tax Clearance acquired		Dool Property owner		
		Real Property owner		
(if available) 1 photocopy/ CLIENT STEPS		FEES TO PROCESSING PERSON		PERSON
CLIENT STEPS	ACTION	BE PAID	TIME	RESPONSIBLE
1.Submit the	1.Receive the	₱ 50.00 per	10 minutes	Receiving clerk
accomplished unified	accomplished	Tax	TO IIIIIIdies	Tax Clearance
application form and	form and evaluate	Declaration		Section
other documentary	the completeness	Doolaration		Coolion
requirements at the 2 nd	of the submitted			
Floor Treasurer's Office,	requirements and			
Real Estate Division,	determine if			
Tax Clearance Section	declared owner or			
	authorized person			
	1.1 Check and			
	inform the			
	taxpayer of their			
	latest payment			
	made on the			

	property (if property is not yet paid for the current year) 1.2 Print the history of payment of the property 1.3 Issue order of payment			
2. Accept the order of payment and pay the required amount	 Receive the payment and order of payment Issue official receipt 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 Note: Application with submitted Previous Tax Clearance 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. • 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:	Roal Estato Divisio	2		
	Real Estate Divisio	01		
Classification:	Simple			
Type of Transaction:	G2C- Government			
Who may avail: CHECKLIST OF REQ	All Quezon City Re	al Property ov		
(READABLE SCANN			WHERE TO SECU	KE
1.Real Property Tax Clearar			Tax Clearance Sec	tion
Application (copy, paste and				
APPLICATION REQUE				
TAX CLEARANCE				
Name of Applicant				
Email Address of app	olicant			
Name of Real Prope				
Address	.,			
Contact Nos				
No. of copies of Tax	Clearance			
Tax Year	Clourando			
2. Latest Tax Declaration (re	adable scanned		City Assessor's Off	fice
/picture image / photo)				
3. Latest Official receipt of R	eal Property tax	Real Property owner		
(Readable scanned image/p				
4. S.P.A/ Authorization letter			Real Property owr	her
Certificate (Corporation/Con				
declared as Real Property o	,			
If owner, 1 governme				
 If owner is overseas, 				
 If property has been 				
Tax Declaration is de				
previous owner, subi				
of Sale and provide of				
government issued I	D of the buyer			
 If the owner is deceared 	sed, Extrajudicial			
Settlement and provi	de one (1)			
government issued I	D of requesting			
party				
5.Previous copy of Tax Clea	rance acquired (if		Real Property owr	ner
available)			BBA	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Fill –out online	1.Receive the	₱ 50.00 per	10 minutes or	Receiving clerk
application form attached	accomplished	Tax	depends on the	Tax Clearance
with scanned image with	form and	Declaration	number of email	Section
complete requirements	evaluate the	Decidiation	receive and	Coolon
and send it thru	completeness of		respond	
email address:	the submitted		(first come-first	
realestate.cto@quezoncity.	requirements		serve basis)	
gov.ph	and determine if		/	
	declared owner			
	or authorized			
	person			
	1.1 Issue order			
	of payment with			
	details on how			
	and where to pay			

2.Accept the order of				Taxpayer
payment and pay the				· · · · · · · · · · · · · · · · · · ·
required amount				
3.Send the copy of payment (scanned photo/	 Receive the copy of payment 		3 days (after payment)	Designated online cashier
image) with the order of	and order of			clerk
payment, email address:	payment		Acknowledgement	
misctaxpayment.cto@	3.1Issue official		email from	
quezoncity.gov.ph	receipt		Miscellaneous	Deceiving clark
cc: realestate.cto@quezoncity.	3.2 check the status of the real		Section	Receiving clerk Tax Clearance
gov.ph	property tax			Section
gov.pri	payment records			Occilon
	and determine if			
	there are any			
	deficiency taxes			
	and will notify the			
	taxpayer thru			
	email address			
	stated in the			
	application form			
	3.3Printing of			
	Tax Clearance			
	3.4 Signature/			
	approval of			
	designated officer			
	3.5 Send the			
	claim stub with			
	confirmation			
	email			
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,	5. Receive the		5 minutes	Receiving clerk
Annex Building Real	copy of			Tax Clearance Section
Estate Division, Tax Clearance Section.	confirmation email with claim			Section
Present the printed copy of	stub together			
confirmation email with	with the			
claim stub, photocopy ID of	releasing			
the owner, photocopy ID of	requirements			Releasing Clerk
the authorized	5.1 Release Tax			Tax Clearance
representative and SPA or	Clearance with			Section
Authorization letter on the	security seal and			
specified releasing date	official receipt of			
	tax clearance fee			
	Total		3 days and 15	
			minutes	
*Note: Three (3) working d	ays after payment	acknowledger	ment email from Mi	scellaneous
Section	Tax Claaranaa ara	lightion ann	directly to the Tay O	looronoo Offica
For Ten (10) or more	пал стеатансе арр	ncauon- appiy		

ASSESSMENT AND BILLING OF REAL PROPERTY TAX

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

Office or Division	Dool Estate Division			
Office or Division: Classification:	Real Estate Division			
	Simple			
Type of Transaction:	G2C- Government to			
Who may avail:	All Quezon City Real	Property Ow		
CHECKLIST OF R	EQUIREMENTS		WHERE TO SEC	
1.Tax Declaration			City Assesso	
2.Real Property Tax (RP)	 official receipts 	_	Taxpayers Payment	Lounge
(Latest)				
3.Title			Register of Dee	
4.Real Property Tax Crec			Real Estate Divi	
5.Real Property Tax Crec			Taxpayer/Requestir	ng party
original Official Receipts,				
(Latest) and S.P.A with g				
(if not the declared owner				
CLIENT STEPS	AGENCY ACTION	FEES TO	PROCESSING	PERSON
		BE PAID	TIME	RESPONSIBLE
Current Real Property				Assessment
Tax (RPT) payment	1.Verify the RPT	As stated	10 minutes	Officer
1.Present latest official	payment	in the		Real Property
receipt, tax declaration	1.2Assess and bill	RPT Bill		Assessment
or title	the Real property			Lounge
1.1Receive printed RPT	tax due			
bill	1.1.Issue printed			
1.2Proceed to	RPT bill			
Taxpayer's Payment				
Lounge for payment				
	Total		10 minutes	
Real Property Tax				
Delinquent				
(Not included in the	1.Verify the RPT		20 minutes	Assessment
Real Properties for	payment			Officer
Auction)	1.2Assess and bill			
1.Proceed to the 2 nd	the Real property			
Floor Real Estate	tax due or as			
Division	indicated in the			Supervisor
1.1 Present latest	agreement			Delinquency
official receipt/tax	1.3Countersign the			Section
declaration, Statement/	printed RPT Bill by			
Notice of Delinquency	the supervisor			
and other requirements				
*For staggered				
payment, Proceed to	1.4 Accept the RPT			
Delinquency Section for	bill and	As stated		
instalment payment	Payment	in the	20 minutes	Collector
undertaking	1.5Issue RPT	RPT Bill		Delinquency
1.2Receive the RPT Bill	official receipts			Section
and pay the required				
amount				
	Total		40 minutes	
Real Property Tax	1.Verify the notice		10 minutes	Assessment

				• "
the list of properties to be auctioned in the next public auction)description a public auction)1.Present the Statement/ Notice ofdescription t	presented and check for RPT arrears including the publication cost 1.2Assess and bill the RPT due	As stated in the		Officer
Notice of Delinquency or Warrant of Levy	1.3Countersign the printed RPT bill 1.4 Accept the RPT bill and	RPT Bill	10 minutes	Supervisor Delinquency Section
amount	Payment 1.5Issue RPT official receipts			Collector Delinquency Section
	Total		20 minutes	
Real Property Tax	1.Verify if the	As stated	10 minutes	Assessment
Delinquent (included in the list of properties thatpthe list of properties thattwere already auctioned and within thepRedemption Period)p1.Present the Notice of Delinquency, FinalpNotice of Delinquency or warrant of levyp	property is within the redemption period and check for RPT arrears, cost of publication and corresponding interest on bid price (if any) 1.2Assess and bill the RPT due	in the RPT Bill	To minutes	Officer
1.2Receive the RPT Bill and pay the required amount k	1.3Countersign the printed RPT bill 1.4 Accept the RPT bill and Payment 1.5Issue RPT official receipts		20 minutes	Supervisor Delinquency Section Collector Delinquency Section
	Total		30 minutes	
Real Property Tax				
Credit				
reversion, Social r Housing Tax (SHT), s propertyreclassification) c	1.Accept the request letter and submitted documentary requirements		5 minutes	Receiving Clerk Records Section
for claim of tax credit specifying the detailed information and submit photocopy of documentary requirements (official receipts, copy of tax	1.1Forward to Real Estate Division the submitted documentary requirements 1.2Evaluate the real estate tax payment		5 minutes	Receiving Clerk Real Estate Division
SPA with valid government ID, if not declared owner) 1.1Proceed to 3 rd floor, Records Section, Administrative Division	and the submitted documentary requirements *if prescriptive period on tax credit has set in, Inform the taxpayer that the request has been		7 days	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			Clerk Real Estate Division
	claim information 2.1Recommending Approval of the assessment form			Chief Real Estate Division
	2.2Approval of the tax credit claim			City Treasurer
	2.3Encode the credited tax claim on the Real Property Tax Module			Assessment Clerk Real Estate Division
	Total		7 days and 10 minutes	
	eriod of Real Property T saction provided	ax Credit de	pends on the nature	of claim

COLLECTION OF BUSINESS TAX (WALK-IN)

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

Office or Division:	Cash Division – Pay	yment Loung	e Section			
Classification:	Simple					
Type of Transaction:	G2C- Government	to Citizen				
Who may avail:	All Quezon City Bus	siness Owne				
CHECKLIST OF REC	QUIREMENTS		WHERE TO SECU	JRE		
1.Computerized Business		E	Business Assessment	Lounge		
(duly approved/signed by						
or his deputized signatory						
2. Cash/Manager, Cashie			Business Owne	er		
Personal/Company Check						
CLIENT STEPS	AGENCY	FEES TO	PROCESSING	PERSON		
	ACTION	BE PAID	TIME	RESPONSIBLE		
1.Proceed to Taxpayer's	1.Accept the	As stated	One tax bill takes	Local Revenue		
Payment Lounge.	approved	in the	3 minutes to	Collection Officer		
	computerized	Business	process and it	_ and		
1.1Present the approved	Business Tax Bill	Tax Bill	constantly	Taxpayers		
Computerized Business	and payment.	increases In the Payment				
Tax Bill at the assigned		depending on the Lounge bulk of the tax bills				
Counter flashed on the	1.1Verify the					
queuing screen and pay	existence of	presented by the				
the required amount.	assessment and		business			
	encode the	owner/authorized				
1.2Receive the	amount tendered	representative of				
computerized Business	*for check		the owner			
tax official receipts.	payment, encode					
	the amount, bank					
	name, check					
	number and date.					

paym issue comp Busin	lidate ent and uterized ess Tax Il receipts.					
	Total 3 minutes					
Note: The processing time per tax bill depends on the number / bulk of tax bill presented to the assigned collector						
 Payment of taxes made through <u>Personal/Company Checks</u> will be released after ten (10) working days clearing period upon presentation of Acknowledgment Receipt by the taxpayers to the assigned guard at the Taxpayers Payment Lounge Business Tax Computerized Official Receipts validated can be cancelled on a valid reason 						

within the day it was issued

COLLECTION OF REAL PROPERTY TAX (WALK-IN)

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

Office or Division:	Cash Division – Pa	yment Loung	e Section	
Classification:	Simple			
Type of Transaction:	G2C- Government	to Citizen		
Who may avail:	All Quezon City Rea	al Property C	wners /Developers	
CHECKLIST OF REC	QUIREMENTS		WHERE TO SECU	JRE
1.Computerized Real Prop	perty Tax Bill.	Real Property Assessment Lounge		
2. Cash/Manager, Cashie			Real Property Ow	ner
Personal/Company Check				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Proceed to Taxpayer's	1.Accept the	As stated	One tax bill takes 3	Local Revenue
Payment Lounge.	approved	in the	minutes to process	Collection Officer
	computerized	Real	and it constantly	and
1.1Present the	Real Property Tax	Property	increases	Taxpayers
Computerized Real	Bill and payment.	Tax Bill	depending on the	In the Payment
Property Tax Bill at the			bulk of the tax bills	Lounge
assigned Counter	1.1Verify the		presented by the	
flashed on the queuing	existence of		real property	
screen and pay the	assessment and		owner	
required amount.	encode the			
1.2Receive the	amount tendered *for check			
computerized Real	payment, encode			
Property tax official	the amount,			
receipts.	bank's name,			
	check number			
	and date.			
	1.2Validate			
	payment and			
	issue			
	computerized			
	Real Property Tax			
	official receipts.			
	Total		3 minutes	
Note: The processing time	e per tax bill depends	on the numb	per / bulk of tax bill pre	esented to the
assigned collector			.	
 Payment of taxes i 	made through <u>Persor</u>	nal/Company	<u>Checks</u> will be releas	ed atter 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 – Pay	ment Loung	e Section	
Classification:	Simple	0		
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	All Quezon City Bus	iness Owner	s / Operators	
CHECKLIST OF REQ	UIREMENTS		WHERE TO SEC	URE
Bill.	1.Computerized Business and Real Property Tax Bill. (duly approved/signed by City Treasurer		Assessment Lounge Assessment Lou	
2. Cash / Manager, Cashier a Company Check.	and / or Personal /	Business Owner and Real Property Ow		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. Total	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 3 minutes / bulk	Local Revenue Collection Officer, Taxpayers In the Payment Lounge and the Head of the Payment Lounge Section

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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 – Pay	ment Loung	e Section	
Classification:	Simple			
Type of Transaction:	G2C - Government	to Citizen		
Who may avail:	All Interested Bidde	rs		
CHECKLIST OF REG			WHERE TO SEC	CURE
1.Computerized Bid Docume	ents.		Bids and Awards Co	ommittee
2. Cash/ Manager and / or C	ashier Check		Interested Bidd	lers
CLIENT STEPS	AGENCY ACTION.	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
 1.Proceed to Taxpayer's Payment Lounge. 1.1Present the approved Computerized Bid Docs order of payment and pay the required amount. 1.2Receive the manually issued Accountable Form No.51 (AF51) official receipts. 	 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	Simple				
Type of Transaction:	G2G- Government to Government					
Who may avail:	All Quezon City Bor	nded Collecto	rs and Barangay Tre	easurer		
CHECKLIST OF REQU	IREMENTS	WHERE TO SECURE				
1.Report of Collection and Depo		Accountable Officer				
2.Issued or duplicate copy of Of	ficial receipt	Accountable Officer				
3.Order of payment			Revenue Generating			
CLIENT STEPS	AGENCY	FEES TO	PROCESSING	PERSON		
	ACTION	BE PAID	TIME	RESPONSIBLE		
1.For AF51 users, submit a	1.Verify the		30 minutes to	Collection Officer		
duplicate copy of issued	accuracy of the		process and it	and Verifier from		
official receipt with attached	amount collected		constantly	the Fiscal		
order of payment and present	based on the		increases	Verification		
the Report of Collection and	submitted		depending on the	Section		
Deposits (RCD).	duplicate issued		bulk of the			
	Official Receipts		receipts and			
	and order of		order of payment			
	payment.		provided by the			
			Collection Officer			
2.Receive the RCD with the	2.Sign the RCD of		5 minutes	Verifier		
initial signature of the verifier.	the accountable			Fiscal		
	officer upon			Verification		
	checking the			Section		
	completeness and					
	accuracy of the					
	declared					
	collection.		10	0 11 11 011		
3.Proceed to the Cashier for	3.Receive and		10 minutes	Collection Officer		
the remittance of collection	count the			and Cashier from		
3.1 Receive the signed RCD	cash/check			Cash Division		
as proof of remittance.	remitted.					
	2 1 Dalagaa tha					
	3.1Release the					
	signed RCD.		15 minutes			
	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.

0	ffice or Division:	Cash Division			
	lassification:	Simple			
T	ype of Transaction:	G2C- Government to	Citizen		
Ν	/ho may avail:	Cash Bookkeeper/Ca	ashier/Accou	Intant	
	CHECKLIST OF R	EQUIREMENTS		WHERE TO	O SECURE
G	.Cash books of differer General Fund, Trust Fui ccounts).		Cash Boo	ok 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.	 Validate first the series of check number if its correspond with the previous checks that had prepared At the end of the day, prepare summary of all checks issued for the day. 		10 minutes	Cashier/Accountable officer/Accountant
2.	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	G2C- Government to Citizen			
Who may avail:	All Quezon City Co	ntractors and	d Suppliers		
CHECKLIST OF REQ	UIREMENTS		WHERE TO SE	CURE	
1.Official receipt.		٦	Their respective office	ce premises	
CLIENT STEPS	AGENCY	FEES TO	PROCESSING	PERSON	
	ACTION	BE PAID	TIME	RESPONSIBLE	
1.Proceed to Cash	1.Verify the		10 minutes	Cashier/Accountable	
Division's accountable	particulars			officer	
officers.	indicated in the				
	official receipt.				
1.1Present and write in the					
official receipt the details of	1.1Verify the date				
the checks, received from	of the check if it is				
what agency, the date and other important details	still not yet staled.				
required.	1.2 Secure the				
	representative's				
	signature on the				
	cashier's book				
	indicating the				
	date the check				
	are released and				
	claimed.				
	Total		10 minutes		

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

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

Office or Division:	Cash Division				
Classification:	Simple				
Type of Transaction:	G2C- Government	to Citizen			
Who may avail:	All Quezon City's be	ereaved family of deceased senior citizen			
CHECKLIST OF RE	QUIREMENTS	WHERE TO SECURE			
 Duly-accomplished Office of the Senio affair <u>OSCA.</u> Original OSCA ID senior citizen and t person processing 	r citizen of the deceased the I.D of the	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.	1.Accept the approved claim stub and verify the validity of the		10 minutes	Cashier/Paymaster
2.Presents claim stub from the OSCA after they submitted those documents required by the said department.	documents. 2. Verify if the name of the beneficiary is indicated in the payroll register.			
	3. Release the cash to the authorized representative.			
	Total		10 minutes	

RELEASING OF QUEZON CITY LIVING CENTENARIAN RECOGNITION AWARDS AND BENEFITS

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

Office or Division:	Cash Division			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:		ident aged 10	00-year-old and abo	
CHECKLIST OF RE	• •		WHERE TO SEC	CURE
1. Duly-accomplished clai		Of	fice of the Senior Cit	tizens Affair
of the Senior citizen affair				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
 Proceed to Cash Division's window number 1 to 5. Presents claim stub from the OSCA after they submitted those documents required by the said department. 	 Accept the approved claim stub and verify the validity of the documents. Verify if the name of the beneficiary is indicated in the payroll register. Release the cash to the authorized representative 		10 minutes	Cashier/Paymaster
	representative. 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 RE	EQUIREMENTS WHERE TO SECURE			
1. Present Quezon C	ity Hall Issued I.D	-	Their respective dep	partments
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 	 Accept the required documents (e.g Government issued I.D). Verify if the name of the beneficiary is indicated in the payroll register. Release the cash to the employee 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	

 Certified true copy reflecting Quezon (2) Duly notarized orig Funeral Contract. Certificate of Indige barangay. Valid Government Representative. Valid Government 	City address. inal copy of ency from the I.D. of	Social	Services Developm	ent Department
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
 Proceed to Cash Division's paymaster or cashier. Presents valid I.D of the deceased official. Presentgovernment I.D of the representative 	 Accept the approved claim stub and verify the validity of thel.D's presented. Verify if the name of the beneficiary is indicated in check and voucher. Release the checkto the 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 RE	QUIREMENTS		WHERE TO SEC	CURE
1. Certified true copy	of Death	Social	Services Developm	ent Department
Certificate reflection	g Quezon City			
address.				
2. Duly notarized orig	inal copy of			
Funeral Contract.				
3. Certificate of Indig	ency from the			
barangay.				
4. Valid Government	I.D. of			
Representative.				
5. Valid Government	I.D. of Deceased.			
CLIENT STEPS AGENCY		FEES TO	PROCESSING	PERSON
	ACTION	BE PAID	TIME	RESPONSIBLE
1.Proceed to Cash	1.Accept the	N/A	10 minutes	Cashier/Paymaster
Division's window	approved claim			
number 1 to 5.	stub and verify			

2. Presents claim stub from the SSDD after	the validity of the documents.		
they submitted those	2. Verify if the		
documents required by the said department.	name of the beneficiary is		
the sale department.	indicated in the		
	payroll register.		
	3. Release the cash to the		
	authorized		
	representative.		
	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 offic	ials		
CHECKLIST OF R	EQUIREMENTS		WHERE TO S	ECURE	
1.Official receipt or the Accountable forms No. 51.			Barangay officials		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
 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. 2.The official should indicate in the O.R those details stated in the check and vouchers (e.gPayor , date of check, amount to receive and others), 	 The paymaster should verify if the barangay is entitled and listed in the payroll prepared by the City Accounting Department. Make sure to advise the recipient to put his/her signature sign in the payroll and voucher for documentation. 		10 minutes	Paymaster/Cashier	
	Total		10 minutes		

COLLECTION OF PAYMENT FROM BENEFICIARIES OF SOCIALIZE HOUSING PROJECT

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

Office or Division:	Cash Division				
Classification:	Simple				
Type of Transaction:	G2C- Government to Citizen				
Who may avail:	Beneficiaries of So	cialize Housi	ng Program		
CHECKLIST OF RE	QUIREMENTS		WHERE TO SE	CURE	
1.Order of payment.		Housing Co	mmunity Developm	ent and Resettlement	
			Departmer	nt	
CLIENT STEPS	AGENCY	FEES TO	PROCESSING	PERSON	
	ACTION	BE PAID	TIME	RESPONSIBLE	
1.Proceed to Cash	1.Accept the	As stated	10 minutes	Cashier/Accountable	
Division Window 1 or	approved order	in the		officer	
inside the office	of payment.	Order of			
premise.		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.				
	Total		10 minutes		

ONLINE PAYMENT PROCESSING OF NEW BUSINESS

Office on Divisions	Online Payment Group (FMU)			
Office or Division:		FOUP (FIND)		
Classification:	Simple			
Type of Transaction:	G2B- Governmen	t to Business		
Who may avail:	Taxpayers who intend to set up a business in Quezon City			
CHECKLIST OF REQ	UIREMENTS WHERE TO SECURE			JRE
1. Proof of Business Regist	ration	C	TI for Sole Propriet	orship
		SEC fo	or Corporation and F	Partnerships
			CDA for Cooperati	ves
2. Contract of Lease (if leas	ed) or Tax	Business	S Owner or City Ass	essor's Office
Declarations (if owned)	,		,	
3.Gcash, Maya, Pesonet Ac	count, or	T	Taxpayer / Business Owner	
Debit/Credit card				
CLIENT STEPS	AGENCY	FEES TO	PROCESSING	PERSON
	ACTION	BE PAID	TIME	RESPONSIBLE
1. Register and log in to				
qceservices.quezoncity.				
gov.ph.Create an account			3 minutes	Taxpayer
using gmail, facebook ID				
or email address				
2.Login to your				
QCeservices account				
2.1Click the Business One			20 minutes	Taxpayer
Stop Shop				

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

ONLINE PAYMENT PROCESSING OF ANNUAL BUSINESS TAX (RENEWAL)

Office or Division:	Online Payment C	Group (FMU)		
Classification:	Simple			
Type of Transaction:	G2B- Governmen	t to Business		
Who may avail:	QC Business /Co		rs	
CHÉCKLIST OF REQ		WHERE TO SECURE		
1. Audited Financial Statem			BIR	
2.Gcash, Maya, Pesonet Ad		Ta	axpayer / Business	Owner
Debit/Credit card				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register to qceservices.quezoncity. gov.ph.Create an account using Gmail, facebook ID or email address			3 minutes	Taxpayer
 2.Login to your QCeservices account 2.1Click Pay Business Tax 2.2Click proceed with Business Tax Assessment 2.3Click Submit Online Sales Declaration 2.4Fill up the online application and upload the necessary requirements 2.5Click save 			20 minutes	Taxpayer
2.6Click submit 3. Receive email/text confirmation or access QCeservices account for tax assessment availability	Evaluation of application Assessment of Business Tax Approval of assessment		30 minutes or more depending on the evaluations of ancillary clearances	Evaluator Assessment Clerk Final Evaluator Treasurer
Login to QCeServices 4.Click QC Pay Easy Choose payment method 4.1Gcash E-wallet a.Login to your account and transfer payment 4.2 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		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 businesstaxpayment.cto@ quezoncity.gov.ph	Vorificitho	2 days or more	Dourmont Varities
permit, certificates / clearances and official receipts to be delivered to your business address	Verify the payment, validate tax bill, issue official receipts (OR) and transmit OR to Business Permit and Licensing Dept. (BPLD) Deliver the items to business owner	3 days or more depending on the number of days payment remittance was received	Payment Verifier Collection Officer OR Transmitter Delivery Agent
	Total	3 days, 1 hour and 3 minutes	

ONLINE PAYMENT PROCESSING OF OCCUPATIONAL PERMIT

Office or Division:	Online Payment Group (FMU)				
Classification:	Simple	· · · ·			
Type of Transaction:	G2C- Governmen	t to Citizen			
Who may avail:	Quezon City Emp	loyees or first-t	ime job seeker		
CHECKLIST OF REQ	UIREMENTS		WHERE TO SECU	JRE	
1.NBI / Police Clearance		NBI Clearar	nce- National Burea	u of Investigation	
			bsite (<u>https://clearar</u>		
			arance – Philippines		
		Official v	vebsite (<u>https://pnpc</u>		
2.Health receipt or Health ca	ard		QC Health Departr	nent	
3. Gcash, Maya, Pesonet A	ccount, or		Taxpayer		
Debit/Credit card					
CLIENT STEPS	AGENCY	FEES TO	PROCESSING	PERSON	
	ACTION	BE PAID	TIME	RESPONSIBLE	
1. Register to					
qceservices.quezoncity.					
gov.ph. Create an account			3 minutes	Taxpayer	
using Gmail, facebook ID					
or email address					
2. Login to your					
QCeServices account					
2.1 Click the Occupational		10 minutes Taxpayer			
(Work) Permit					
2.2 Click the Submit					
Online application					
2.3 Click Proceed					
2.4 Fill up the online					
application and upload					

				· · · · · · · · · · · · · · · · · · ·
the necessary				
requirements				
2.5 Click continue / save				
2.6 Click submit				
Receive email/text			10 minutes or	
confirmation or access	Evaluation of		more depending	
QCeServices account for	application		on the	BPLD Evaluator
the order of payment/			evaluations of	
assessment availability			receive per day	
Login to QCeServices				
4.Click QC Pay Easy				
		As stated in		
Choose payment method 4.1 Gcash E-wallet		the online		
a. Login to your account		Billing	10	T
and transfer payment		statement	10 minutes	Taxpayer
4.2 Maya E-wallet		inclusive of		
a. Login to your account		convenience		
and transfer payment		fee, if any		
4.3 Credit/Debit Card				
a. Fill up card details and				
transfer payment				
4.4Paygate (Pesonet				
Banks)				
a.Select and login to your				
bank account and transfer				
payment				
4.5 Applicable to				
Landbank Transfer				
payment only				
a.Transfer / deposit				
payment to Landbank				
QCG Settlement Mother				
Account (Account No. 1722102300)				
/				
b. Email the photo of proof				
of payment and tax				
assessment / reference				
slip (received thru email or				
QC eServices) to				
misctaxpayment.cto@				
quezoncity.gov.ph				
5.Pick-up the original	Verify the		3 days or more	Payment Verifier
Official Receipt (OR) at	payment,		depending on	Collection Officer
Business Permit and	validate tax bill,		the number of	OR Transmitter
Licensing Dept. (BPLD)	issue official		days payment	
5 1 1 1 1	receipts (OR)		remittance was	
	and transmit OR		received	
	to Business			
	Permit and			
	Licensing Dept.			
	. .			
	(BPLD)			
				
	Total		3 days and 33	
			minutes	

ONLINE PAYMENT PROCESSING OF LIQUOR PERMIT

Office or Division:	Online Payment 0			
Classification:	Simple			
Type of Transaction:		t to Rusiness /	G2C-Government to	Citizen
Who may avail:	Quezon City Busi			Ollizen
CHECKLIST OF REQ		WHERE TO SECURE		
1.Barangay Clearance for L		Respective	Barangay where Bu	
		reepeeure	Darangay miero Da	
2. Gcash, Maya, Pesonet A Debit/Credit card	ccount, or		Taxpayer	
			DDOCESSING	DEDCON
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register to				
qceservices.quezoncity.				
gov.ph. Create an account			3 minutes	Taxpayer
using Gmail, facebook ID				
or email address				
2. Login to your				
QCeServices account				
2.1 Click Business One			10 minutes	Taxpayer
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				
3. Receive email/text			10 minutes or	
confirmation or access	Evaluation of		more depending	
QCeServices account for	application		on the number of	BPLD Evaluator
the order of payment/			evaluations	
assessment availability			receive per day	
Login to QCeServices				
4.Click QC Pay Easy		As stated in		
Choose payment method 4.1 Gcash E-wallet				
		the online		
a. Login to your account		Billing	10 minutes	Toynovar
and transfer payment		statement	10 minutes	Taxpayer
4.2 Maya E-wallet		inclusive of		
a. Login to your account		convenience		
and transfer payment		fee, if any		
4.3 Credit/Debit Card				
a. Fill up card details and				
transfer payment				
4.4Paygate (Pesonet				
Banks)				
a.Select and login to your				
bank account and transfer				
payment				
4.5 Applicable to				
Landbank Transfer				
payment only				
a.Transfer / deposit				

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

ONLINE PAYMENT PROCESSING OF REAL PROPERTY TAX

Office or Division:	Online Payment Group (FMU)			
Classification:	Simple	• • • •		
Type of Transaction:	G2C-Government	to Citizen		
Who may avail:	Quezon City Real Property owners / Developers			
CHECKLIST OF REQ			WHERE TO SECU	JRE
1.Tax Declaration			City Assessor's Of	ffice
2. Previous Official Receipts	S		Taxpayer / owne	ər
3. Gcash, Maya, Pesonet A Debit/Credit card	ccount, or		Taxpayer	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register to qceservices.quezoncity. gov.ph. Create an account 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 			5 minutes	Taxpayer
instruction 2.3 Search the Tax Declaration No. (TDN) 2.4 Verify owner's name 2.5 If multiple TDNs entry, a. Click the Add to Cart then repeat 2.3 to 2.5 b. Click My Cart				

2.C. Click Drocood to				
2.6 Click Proceed to				
Payment				
2.7 Click Yes to verify				
total amount to be paid				
Choose payment method				
3. Gcash E-wallet				
a. Login to your account		As stated in		
and transfer payment		the online		
3.2 Maya E-wallet		Billing		
a. Login to your account		statement	10 minutes	Taxpayer
and transfer payment		inclusive of		
3.3 Credit/Debit Card		convenience		
a. Fill up card details and		fee, if any		
transfer payment		100, 11 arry		
3.4Paygate (Pesonet				
Banks)				
,				
a.Select and login to your				
bank account and transfer				
payment				
3.5 Applicable to				
Landbank Transfer				
payment only				
a.Transfer / deposit				
payment to Landbank				
QCG Settlement Mother				
Account (Account No.				
1722102300)				
b. Email the photo of proof				
of payment and reference				
slip (received thru email)				
to rptpayment@quezon				
city.gov.ph				
4.Receive the photo of	Verify the		2 days or more	Payment Verifier
Computerized Official	payment thru		depending on	Collection Officer
Receipt (COR) thru email	Landbank		the number of	OR Transmitter
	Statement		days payment	
	Inquiry		remittance was	
	Validate tax bill		received	
	and issue		received	
	Official Receipt			
	Upload photo of			
5.Pick-up the original	Official Receipt Release the		10 minutes	OR Releaser
			TO MINULES	
Official Receipt (OR) at	original			
the City Treasurer's	Computerized			
Office, 3 rd Floor, Online	Official Receipt			
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				
	Total		2 days and 28	
			minutes	

ONLINE PAYMENT PROCESSING OF BUILDING PERMIT

Office or Division:	Online Payment G	Group (FMLI)		
Classification:	Simple			
Type of Transaction:		to Citizen / G2	B-Government to B	usiness
Who may avail:	move or demolish Quezon City		who wants to construct ture within the territ	orial jurisdiction of
CHECKLIST OF REQ	UIREMENTS		WHERE TO SECU	JRE
1.Proof of ownership and/or	r right to build on	Land Regist	ration Authority for	the Certified True
property (Certified True Copy of Trar Title)	nsfer Certificate of	Т	copy ransfer Certificate o	of Title
2. Real Property Tax Declar	ration on Land		City Assessor's O	ffice
3. Pesonet Account CLIENT STEPS	AGENCY	FEES TO	Taxpayer PROCESSING	PERSON
CLIENT STEPS	AGENCY	BE PAID	TIME	RESPONSIBLE
1. Register to				
qceservices.quezoncity.				
gov.ph. Create an account			5 minutes	Taxpayer
using Gmail, facebook ID or email address				
2. Login to your				
QCeServices account				
2.1 Click Building Permit:			15 minutes	Taxpayer
One-Stop-Shop				
2.2 Click Permit				
Applications				
2.3 Fill-up the application				
details				
2.4 Complete the				
application details until				
you receive an Order of				
payment				
3.Transfer/ Deposit				
payment to Landbank of the Phils. Account:		As stated in		
Account name: QCG		the online		
Settlement Mother		order of		
Account		payment	10 minutes	Taxpayer
Account No. 1722102300		payment	TO MINULES	Талрауст
Bank Address: LBP				
Quezon CityHall				
Account Type: Corporate				
4.Email the photo of Order			5 minutes	Taxpayer
of payment and the				, anpayor
confirm proof of payment				
to misctaxpayment.cto@				
quezoncity.gov.ph				
5.Receive the photo of	Verify the		2 days or more	Payment Verifier
Official Receipt (OR) thru	payment		depending on	Collection Officer
email	Issue Official		the number of	OR Uploader
	Receipt		days payment	
	Upload photo of		remittance was	
	Official Receipt		received	
6.Pick-up the original				
Official Receipt (OR) at				
the City Treasurer's	Delegas the		F	
Office, 3 rd Floor, Online	Release the		5 minutes	OR Releaser
Payment Group (present	original Official			
the valid ID and photo /	Receipt			

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

ONLINE PAYMENT PROCESSING OF PROFESSIONAL TAX RECEIPT (PTR)

Office or Division:	Online Payment G	Group (FMU)		
Classification:	Simple			
Type of Transaction:	G2C-Government	to Citizen		
Who may avail:	Professionals and	Lawyers of the	e Philippines	
CHECKLIST OF REQ	UIREMENTS	-	WHERE TO SECU	JRE
1.PRC / IBP ID			fessional Regulator Integrated Bar of the	
2. Latest Official Receipt (O	R)	Тахр	ayer / QC Treasure Miscellaneous Sec	
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 G	iroup (FMU)		
Classification:	Simple			
Type of Transaction:	G2C-Government	to Citizen		
Who may avail:			tion and manageme	ent of an
tine may avail.	establishment		don and manageme	
CHECKLIST OF REQ			WHERE TO SECU	JRE
1.HIV Seminar, sputum and	l stool exam result	Que	zon City Health De	partment
CLIENT STEPS	AGENCY	FEES TO	PROCESSING	PERSON
	ACTION	BE PAID	TIME	RESPONSIBLE
1. Register to				
qceservices.quezoncity.				
gov.ph. Create an account			5 minutes	Taxpayer
using Gmail, Facebook ID				
or email address				
2. Login to your			15 minutes	Taxpayer
QCeServices account				. ,
2.1 Click Health				
Certificate & Sanitary				
Permit				
2.2 Click Health				
Certificate				
2.3 Fill-up the application				
details				
2.4 Click apply for Health				
Certificate				
2.5 Complete the				
application details until				
you receive an Order of				
payment				
3.Transfer/ Deposit				
payment to Landbank of				
the Phils. Account:		As stated in	10 minutes	Taxpayer
Account name: QCG		the online		
Settlement Mother		order of		
Account		payment		
Account No. 1722102300				
Bank Address: LBP				
Quezon CityHall				
Account Type: Corporate				
4.Email the photo of order			5 minutes	Taxpayer
of payment and the				
confirm proof of payment				

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 G	roup (FMU)		
Classification:	Simple			
Type of Transaction:	G2B-Government to Business			
Who may avail:	All new establishm	nents doing bus	siness within Quezo	n City
CHECKLIST OF REQ		U	WHERE TO SECU	
1.Locational Clearance		Busi	ness One Stop Sho	p (BOSS)
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register to				
qceservices.quezoncity.				
gov.ph. Create an account			5 minutes	Taxpayer
using Gmail, Facebook ID				
or email address				
2. Login to your			15 minutes	Taxpayer
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				

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, Ass	sessment &	
		Monitoring (T	EAM) Unit		
Classification:		Simple			
Type of Transaction		G2C- Government to Citizen			
Who may avail:			ity Business operat		
			Amusement establishments or places		
CHECKLIST OF RI			WHERE TO SECU		
1.Amusement Registr			Amusement TEAM	Unit	
2.Special Business Po	ermit/Current		BPLD		
Business Permit				,	
3.Printers invoice tick	et and sample	Am	usement operators	/owners	
tickets	Corporation)	Socurit	ion and Evolution (Commission	
4.SEC Registration (C		Securit	ies and Exchange (
5.Secretary's Certifica 6.DTI Registration (Si		Dong	Company owne artment of Trade and		
CLIENT STEPS	AGENCY	FEES TO	PROCESSING	PERSON	
CLIENT STEPS	AGENCY	BE PAID	TIME	RESPONSIBLE	
REGISTRATION		Local Artist	10 minutes	Amusement	
OF TICKETS	1.Evaluate the	(concert)		TEAM Unit	
Concerts and	submitted	5%		personnel	
Theaters	documentary	Local Films		percention	
1.Present	requirements	(exempted)			
accomplished	with accuracy of	Foreign			
registration form	the specified no.	Artist			
with photocopy of	of registered	(concert)			
special business	tickets sold and	10%			
permits, official	total gross sales	Foreign			
receipts(OR),	amount	Films 10%			
photocopy of cash	1.1 Issue printed	Cockfight			
bond receipts,	tax bill	10%			
printers invoice		Other			
ticket and sample		amusement			
ticket		places/			
2.Receive tax bill	2.Accept tax bill	activities	5 minutes	Collector	
and pay the	and payment	10%			
required amount	2.1Issue official				
2.1 Receive the	receipt				
official receipt and					
registered tickets					
	Total		15 minutes		
ISSUANCE OF	1 Evaluate the		10 minutes	Amusement	
CASHBOND for	documents			TEAM Unit	
new				personnel	
promoters/new					
production agency					
1. Secure Special					
Permit from BPLD	2. pay the				
for the event/concerts	required amount		5 minutes	Collector	
2. Issue Order of	and issue official				
Payment	receipts				
REGISTRATION	1.Evaluate the		10 minutes	Amusement	
OF TICKETS	completeness of			TEAM Unit	
for regular	the submitted			personnel	
		1	I		

Amusement establishment (cinema, night clubs) 1.Present accomplished registration form, current business permit and official receipts (OR) sample tickets and	documentary requirements with accuracy of the accomplished registration form		
printers invoice			
ticket	Total	10 minutes	
ISSUANCE OF AMUSEMENT TAX EXEMPTION 1.Submit endorsement letter from Mayor's Office, request letter indicating the purpose and beneficiary For Corporation: -Secretary's Certificate -SEC Registration For Single Proprietorship -DTI Registration -Proof of existence, programs and activities of the organization	1.Prepare tax exemption letter for approval of the City Mayor (subject for evaluation and completeness of the submitted requirements) 1.1Evaluate the authenticity of declared beneficiaries and the purpose for which the proceeds should be utilized	3 days	Amusement TEAM Unit personnel 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 2.1Issue official receipt	 5 minutes	Collector
INSPECTION OF	Total 1.Present notice	15 minutes	Increatore
AMUSEMENT PLACES 1.Present the latest business permit, official receipt and receipt of paid monthly amusement tax	of inspection and mission order 1.1Check the presented business permit and official receipts	Depends on the area/location of establishment to be inspected and availability of the documents to be presented	Inspectors Amusement TEAM Unit

ISSUANCE OF ACCOUNTABLE FORMS

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

Office or Division:	Accountable Forms Unit-Administrative Division			
Classification:	Simple			
Type of Transaction:	G2G- Government t	o Governmer	nt	
Who may avail:			able Officers, Appoint	nted Baranday
	Treasurers and SK			neu Daranyay
CHECKLIST OF RE			WHERE TO SEC	URE
1.Requisition and Issuance		Verificat	tion Section-City Tre	
2.Confirmation letter or ap		Vormou	Bureau of Treas	
Bond	Sloved Fluenty		Durcau or ricas	ury
3.Memorandum designate	d as Collecting		City Treasurer's C	Office
officer (City Collectors)				
4.Brgy./SK Resolution and	Appointment letter		Barangay Hal	I
designated as Brgy./SK Tr			5,	
5.Authorization letter from			Barangay Hal	
requesting for accountable			5,	
CTC-Individual)	•			
6.Authorization letter desig	nated as Deputized		City Treasurer's C	Office
Collector to acquire CTC-I	ndividual (Brgy.			
Treasurer)			1	1
CLIENT STEPS	AGENCY	FEES TO	PROCESSING	PERSON
	ACTION	BE PAID	TIME	RESPONSIBLE
Barangay /SK	1.Accept		5 minutes	Head,
Treasurer	approved RIS and			Accountable
1.Present duly approved	evaluate the			Forms Unit
RIS and submit complete	completeness of			City Treasurer's
documentary	the submitted			Office
requirements	documents			
	1.1Check the			
	fidelity bond			
	effectivity date of			
	the accountable			
2.Pay the cost of	officer 2.Accept payment	Depends	5 minutes	Collector
accountable form	and issue official	on the	5 111110165	Verification
requested and receive	receipt	prevailing		Section
official receipt	2.1 Provide the	prevailing		Collon
2.1 Photocopy of official	approved RIS to	indicated		
receipt (1 copy) to be	the releasing	in the	5minutes	Releasing clerk
submitted to the	custodian to	Purchase		Accountable
releasing area	prepare and	Order		Forms Unit
	process the	0.001		
	requested			
	accountable form			
3.Proceed to releasing	3.Release the		5 minutes	Releasing Clerk
area of AF and sign the	requested			Accountable
receiving log-book of	Accountable form			Forms Unit
accountable forms	3.1Consolidate			
3.1 Check the quantity	the RIS with			
and serial number of	attached			
booklet/pad purchase	photocopy of			
and received copy of	Official Receipt			

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

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

ONLINE APPLICATION/RENEWAL OF FIDELITY BOND

Office or Division:		Personne	el Section-Adminis	strative Division
Classification:		Simple		
Type of Transaction		G2G-Government to Government		
Who may avail:		All permanent employees of the City Treasurer's Office		
CHECKLIST OF REC		WHERE	TO SECURE	
1. Personal Infor	mation Sheet		surer's Office	
2. Office Order		Self-prov		1
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.	

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

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 E	Branch Office		
Classification:	Simple			
Type of Transaction:	G2C- Governmer	nt to Citizen		
Who may avail:	All QC taxpayers		siness and profes	sional services
CHECKLIST OF RE			WHERE TO SECU	
1.Sales Declaration and		Branch Office		
2.Current year's Community Tax		Citv 7	Freasurer's Branc	h Office/
Certificate issued in QC			other LGUs	
(If available)				
3.Preceding year's (May	/or's	Building Pe	ermit and Licensir	ng Department
Permit/Business permit			(BPLD)	
4.Preceding year's busin Official Receipts	ness tax bill and	C	City Treasurer's O	ffice
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 st 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
nd th	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 B	ranch Office	1	
Classification:	Simple			
Type of Transaction:	G2C- Governmen	t to Citizen		
Who may avail:	All Quezon City B		ers/operators	
CHECKLIST OF RE			WHERE TO SEC	URE
1.Computerized Busines		Cit	y Treasurer's Bran	
(duly approved/signed by			,	
or his deputized signator				
2. Cash/Manager's or Ca			Business Own	er
CLIENT STEPS	AGENCY	FEES TO	PROCESSING	PERSON
	ACTION	BE PAID	TIME	RESPONSIBLE
1.Proceed to Payment	1.Accept the	As stated	10 minutes	Local Revenue
counter	approved	in the		Collection
1.1Present the	computerized	Business		Officer
approved	Business Tax	Tax Bill		СТО
Computerized	Bill and payment			Branch Office
Business Tax Bill at the	1.1Verify the			
assigned Counter flash	existence of			
on the queuing screen	assessment and			
and pay the required	encode the			
amount	amount			
1.2Receive the	tendered			
computerized Business	*for check			
tax official receipts	payment,			
	encode the			
	bank's name,			
	date, amount			
	and check			
	number			
	1.2Validate			
	payment and			
	issue			
	computerized			
	Business Tax			
	official receipts			
	Total		10 minutes	

ISSUANCE OF COMMUNITY TAX CERTIFICATE (INDIVIDUAL)

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

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

Who may avail:	All Quezon City re	sidents, bus		
CHECKLIST OF RE	QUIREMENTS	WHERE TO SECURE		
1.Community Tax Decla (CTDF)	ration Form	Cit	y Treasurer's Bran	ich Office
2.Government Issued va	lid ID	DFA,SSS, GSIS, Comelec, LTO		
3.New Business: Single			nent of Trade and	
Certificate of Registratio	•			
4. Renewal of Business: Proof of Income		Cit	ty Treasurer's Offic	ce (Main)
(Approved business tax evaluator)	declaration by an		5	· · · ·
5. Individual : Proof of in	como povelin		Company, BI	D
BIR Form 2316	come, paysiip,		Company, Di	
6. Claiming of paid CT	C Single	Cit	y Treasurer's Bran	ich Office
Proprietor	-		-	
Original tax bill and offic	•			
(Duplicate or pink copy of				
7.For Representative: A			er or client being r	
with a photocopy of gove		DFA	A,SSS, GSIS, Com	nelec, LTO
valid ID of the person be				
and the ID of the represe				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
New Business:	1. Accept the			RESPONSIBLE
1.Taxpayer accomplish	accomplished	Amount	5 minutes	Collector
community tax	CTDF and	to be paid	0 minutes	СТО
declaration form	required	depends		Branch Office
(CTDF) and present	documents	on the		
date of registration of	2.Encode the	income of		
business	pertinent	taxpayer		
	information	. ,		
	declared on			
	CTDF thru a			
	system which			
	automatically			
	compute tax due			
	based on the			
	declared gross			
	sales on the			
2 Dov the required	CTDF		5 minutes	Collector
2.Pay the required amount and receive	1.Accept the		5 minutes	Collector CTO
	payment and release the			Branch Office
the computerized community tax	computerized			Dianch Ollice
certificate (CTC)	CTC			
	Total		10 minutes	
Renewal of Business:	1. Accept the		5 minutes	Collector
1.Taxpayer accomplish	accomplished	Amount		СТО
community tax	CTDF and	to be paid		Branch Office
declaration form	required	depends		
(CTDF) and present	documents	on the		
the approved business	2.Encode the	income of		
tax declaration by a	pertinent	taxpayer		
evaluator	information			
1.1 Taxpayer proceed	declared on			
to the counter intended	CTDF thru a			
for encoding of	system which			

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

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 B	ranch Office		
Classification:	Simple			
Type of Transaction:	G2C- Government	t to Citizen		
Who may avail:		sidents, bus	iness owners and	taxpayers
CHECKLIST OF RE	QUIREMENTS		WHERE TO SEC	URE
1.Community Tax Declar (CTDF)	ration Form	Cit	y Treasurer's Bran	ch Office
2.Government Issued va	lid ID	DFA	A,SSS, GSIS, Com	elec, LTO
3.New Business:		Securit	ties and Exchange	Commission
Certificate of Registration	n	Соор	erative Developme	ent Authority
4. Renewal of Business			City Treasurer's (Office
(Approved business tax	declaration by an		Branch Office	9
evaluator)				
ITR/Financial Statement				
is located outside Quezo	-			
For Real Property Owne	r-Real property			
tax bill 5. Claiming of paid CTC Corporation			City Tracquirer's	
Original tax bill and offici			City Treasurer's C Branch Office	
(Duplicate or pink copy c		Branch Onice		
For Representative: Aut		DFA,SSS, GSIS, Comelec, LTO		
with a photocopy of gove				
valid ID of the person be				
and the ID of the represe	• •			
CLIENT STEPS	AGENCY	FEES TO	PROCESSING	PERSON
	ACTION	BE PAID	TIME	RESPONSIBLE
New Business:	1. Accept the			
1.Taxpayer accomplish	accomplished	Amount	5 minutes	Collector
community tax	CTDF and	to be paid		
declaration form	required	depends		
(CTDF) and present	documents	on the		
date of registration of	2.Encode the	income of		
business	pertinent	taxpayer		
	information declared on			
	CTDF thru a			
	system which			
	automatically			
	computes tax			
	computes tax			

				1
	due based on			
	the declared			
	gross sales on			
	the CTDF			
2.Pay the required	1.Accept the			Collector
amount and receive	payment and			
the computerized	release the			
community tax	computerized			
certificate (CTC)	CTC			
	Total		5 minutes	
Renewal of Business:	1. Accept the		Jinnutes	Collector
1.Taxpayer accomplish	accomplished	Amount	5 minutes	Concetor
community tax	CTDF and	to be paid	5 minutes	
		•		
declaration form	required	depends		
(CTDF) and present	documents	on the		
the approved business	2.Encode the	income of		
tax declaration by an	pertinent	taxpayer		
evaluator	information			
1.1 Taxpayer proceed	declared on			
to the counter intended	CTDF thru a			
for encoding of	system which			
information	automatically			
	compute tax due			
	based on the			
	declared gross			
	sales on the			
	CTDF			
2 Pov the required				Collector
2.Pay the required amount and receive	1.Accept the			COllector
	payment and			
the computerized	release the			
community tax	computerized			
certificate (CTC)	CTC			
	Total		5 minutes	
Claiming of paid CTC	1.Search	Included	5 minutes	Collector
Corporation	Mayor's permit	in the		
1.Taxpayer present	no. (MP) thru the	payment		
original tax bill and	system and print	of		
duplicate of pink copy	CTC based on	Business		
of official receipts	presented	Tax		
	documents			
2.Receive the	2.Release			
computerized	computerized			
community tax	CTC			
certificate (CTC)				
	Total		5 minutes	
	iuai		5 111110165	
ISSUANCE OF CERTIF				
1.Taxpayer accomplish	1.Accept		5 minutes	Collector
unified request form			Jimules	
	accomplished			
and accept order of	form and issue			
payment	order of			
	payment			
2.Pay the required fee	2.Accept			
at designated counter	payment and			
	issue official			
	receipt			
	1000101			

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

PAYMENT OF MISCELLANEOUS TAXES & FEES

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

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

For Representative of Professional/Lawyersc1.Present original (PRC/IBP card), original & photocopy of₹2	tional ost cation e of 0.00 . true opy 0.00
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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, m	neat vendors, m	narket stallholders	
CHECKLIST OF RE	QUIREMENTS		WHERE TO SECL	JRE
Market Stallholders:				
1 st Quarter				
Sales Declaration and	Evaluation Form		Treasurer's Branc	
Business Permit		Business Permit Licensing Office		
Latest tax bill and offici	al receipt	City Treasurer's Office		
2 nd to 4 th Quarter	· · · · · /	0.1	- ,	
Previous tax bill and of		City	Treasurer's Branc	h Office
Hawkers, street vendo	rs, transient			
vendors/others		City Treasurer's Office		
Latest official receipt				
Liquor Permit Fee	4	Business Permit Licensing Dept.		
Original order of payme	ent	Busin	less Permit Licens	ing Dept.
Sealing Fee	ant		City Tracquirar'a O	ffiaa
Original order of payme CLIENT STEPS		FEES TO	City Treasurer's O PROCESSING	PERSON
CLIENT STEPS	AGENCY	BE PAID	TIME	RESPONSIBLE
Market Stallholders		Based on	5 minutes	Collector
(Private and Public	City Tax and Regulatory foos	the amount	5 minutes	Market Section
Markets)	Regulatory fees	indicated in		Warker Section
1 st Quarter	submitted	the Order of		
1.Taxpayer	requirement	payment		
accomplish the Sales	1.1 Assess the	payment		Assessment

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

 Taxpayer submit original order of payment 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	 Accept order of payment issued by the City Treasurer's Office Accept payment and issue official receipt 	Based on the amount indicated in the order of payment	5 minutes	Collector
	Total		5 minutes	

complish the survey form/feedback form at the signated drop box (transparent box) in front of the eiving area or desk of the Officer of the Day ery Friday, the assigned personnel open the drop and consolidate the survey or feedback form. cords all feedback/survey form submitted edback requiring response/answer is forwarded to Records Section, Administrative Division, attach ting slip and specify the proper personnel/office appropriate action within (3) days upon receipt of dback form. warded to the specified complainant/client the ponse of the relevant office/personnel
and consolidate the survey or feedback form. cords all feedback/survey form submitted edback requiring response/answer is forwarded to Records Section, Administrative Division, attach ting slip and specify the proper personnel/office appropriate action within (3) days upon receipt of dback form. warded to the specified complainant/client the ponse of the relevant office/personnel
Records Section, Administrative Division, attach ting slip and specify the proper personnel/office appropriate action within (3) days upon receipt of dback form. warded to the specified complainant/client the ponse of the relevant office/personnel
ponse of the relevant office/personnel
inquiries and follow-ups, clients may contact the ephone number 8988-4242 local 8320
mplaints can be filed via email with the provided ormation such as name of personnel being nplained, incident and evidence ail address: CTO@quezoncity.gov.ph
e Acting Asst. City Treasurer for Administration ens the email on a daily basis and evaluate each nplaint
on evaluation, the Acting Asst. City Treasurer for ninistration shall start the investigation and vard the complaint to the relevant ce/personnel for their explanation
e Acting Asst. City Treasurer for Administration II prepare a report after the investigation and II submit it to the City Treasurer for appropriate on.
e Acting Asst. City Treasurer for Administration provide response to the client/complainant.
inquiries and follow-ups, clients may contact the owing telephone number: 8988-4242 local 8319
TA: <u>complaints@arta.gov.ph</u> 8478 5093 C: 8888