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**PROVINCIAL TREASURER’S OFFICE**

**CITIZEN’S CHARTER**

**2019 (1st Edition)**

**PROVINCIAL TREASURER’S OFFICE**

1. **MANDATE**
2. **Take charge of overall collection of revenues of the Provincial Government and other entrusted collection due to other branches of the national and local agencies;**
3. **Advice the Chief Executive and Sangguniang Panlalawigan and other national and local officials regarding the disposition of local government funds and such other matters relative to public finance;**
4. **Take custody and exercise proper management of public funds;**
5. **Take charge of the disbursement of government funds and such as other funds;**
6. **Maintain and update the tax information system of the local government;**
7. **Exercise technical supervision over all the treasury offices of the municipalities of the province.**
8. **VISION**

**Financial Stability of the province and it’s municipalities through continues program of improving local revenue collection efficiency and management of each resources. Implementation on the efficient and progressive organization for fiscal administration particularly in the collection, custody and disbursement of local funds, local taxation and related auxiliary of general service.**

1. **MISSION**

 **Enhancement of financial stability of the province and its municipality through continues program of improving the local revenue efficiency and sufficiency.**

1. **SERVICE PLEDGE**

 **To the best of our abilities and knowledge, we will continue to deliver the best services w/c the public expects for us. We will support all the endeavors of the Provincial Government for the better and a future ready public service.**

**PROVINCIAL TREASURER’S OFFICE**

**CITIZEN’S CHARTER**

**Payment of Real Property Tax**

|  |  |
| --- | --- |
| **Office/Division:** | Revenue Generation Division-Provincial Treasurer’s Office |
| **Classification:** | Payment of Taxes |
| **Type of Transaction:** |  Government to Citizens (G2C) |
| **Who may avail:** | All Real Property Tax Owners  |
| **CHECKLIST OF REQUIREMENTS** | **WHERE TO SECURE** |
| 1. Certified Copy of Tax Declaration | Provincial Assessor’s Office |
| 2. RPT Official Receipt of Last Payment  | Taxpayer |
| 3. Statement of Account/Tax Bill | Municipal Treasurer’s Office where the property is located |
|  |  |
| **CLIENT STEPS** | **AGENCY ACTION** | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1. Present the documents to Revenue Generation Division. | 1.1 Validate/review submitted documents. | None | 2 Minutes | Ivony Adanza/ Joey Mercene |
|  | 1.2 Compute the total tax due | None | 3 Minutes | Ivony Adanza/ Joey Mercene  |
| 2. Pay the total amount of real property tax & tax clearance fee. | 2.1 Prepare the official receipt of RPT  | 1% Basic & 1% SEF | 3 minutes  | Ivony Adanza/ Joey Mercene  |
|  | 2.2 Prepare the official receipt RPT & tax clearance fee . | P50.00 | 2 minutes | Ivony Adanza/ Joey Mercene |
|  | 2.3 Prepare & encode the tax clearance . | None | 3 minutes | Ivony Adanza/ Joy Mulingbayan |
|  | 2.4 Issue to taxpayer the official receipts and certification fee for tax clearance | None | 1 minute | Ivony Adanza/ Joy Mulingbayan  |
|  | **TOTAL** |  | **14 minutes** |  |

**Payment of Transfer Tax**

|  |  |
| --- | --- |
| **Office/Division:** | Revenue Generation Division-Provincial Treasurer’s Office |
| **Classification:** | Payment of Taxes |
| **Type of Transaction:** |  Government to Citizens (G2C) |
| **Who may avail:** | All Real Property Tax Owners  |
| **CHECKLIST OF REQUIREMENTS** | **WHERE TO SECURE** |
| 1. Certified Copy of Tax Declaration | Provincial Assessor’s Office |
| 2. RPT Official Receipt of Last Payment  | Taxpayer |
| 3. Deed of Sale/Donation  | Taxpayer |
|  |  |
| **CLIENT STEPS** | **AGENCY ACTION** | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1. Present the documents to Revenue Generation Division. | 1.1 Validate/review submitted documents. | None | 2 Minutes | Ivony Adanza/ Joey Mercene |
|  | 1.2 Compute the total tax due for transfer tax. | None | 4 Minutes | Ivony Adanza/ Joey Mercene  |
| 2. Pay the total amount of real property tax & tax clearance fee. | 2.1 Prepare the official receipt for transfer tax  | 50% of 1% of market value or amount Deed of Sale w/c ever is higher | 2 minutes  | Ivony Adanza/ Joey Mercene  |
|  | 2.2 Prepare the official receipt for certification fee . | P50.00 | 1 minute | Ivony Adanza/ Joey Mercene |
|  | 2.3 Prepare & encode the certification of payment. | None | 3 minutes | Ivony Adanza/ Joy Mulingbayan |
|  | 2.4 Issue to taxpayer the official receipts and certification fee for tax clearance | None | 1 minute | Ivony Adanza/ Joy Mulingbayan  |
|  | **TOTAL** |  | **13 minutes** |  |

**Payment of Franchise Tax/Amusement Tax/Printing & Publication**

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| --- | --- |
| **Office/Division:** | Revenue Generation Division-Provincial Treasurer’s Office |
| **Classification:** | Payment of Taxes |
| **Type of Transaction:** |  Government to Citizens (G2C) |
| **Who may avail:** | All CATV Operators, Ice Plant Owners & printing/publication services  |
| **CHECKLIST OF REQUIREMENTS** | **WHERE TO SECURE** |
| 1. Certified Copy of Audited Financial Report of the previous year | Bureau of Internal Revenue |
| 2. RPT Official Receipt of Last Payment  | Taxpayer |
| 3. Statement of Cash Receipts  | Taxpayer |
|  |  |
| **CLIENT STEPS** | **AGENCY ACTION** | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1. Present the documents to Revenue Generation Division. | 1.1 Validate/review submitted documents. | None | 2 Minutes | Ivony Adanza/ Joey Mercene |
|  | 1.2 Compute the total tax due for franchise/amusement tax or for printing & publication. | None | 3 Minutes | Ivony Adanza/ Joey Mercene  |
| 2. Pay the total amount of real property tax & tax clearance fee. | 2.1 Prepare the official receipt for franchise/amusement tax or for printing & publication. | 50% of 1% of total sales | 2 minutes  | Ivony Adanza/ Joey Mercene  |
|  | 2.2 Issue to taxpayer the official receipts and certification fee for tax clearance | None | 1 minute | Ivony Adanza/ Joy Mulingbayan  |
|  | **TOTAL** |  | **8 minutes** |  |

**Payment of Professional Tax**

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| --- | --- |
| **Office/Division:** | Revenue Generation Division-Provincial Treasurer’s Office |
| **Classification:** | Payment of Taxes |
| **Type of Transaction:** |  Government to Citizens (G2C) |
| **Who may avail:** | All Professionals rendering private services  |
| **CHECKLIST OF REQUIREMENTS** | **WHERE TO SECURE** |
| 1. Valid ID from PRC | Taxpayer |
|  |  |
| **CLIENT STEPS** | **AGENCY ACTION** | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1. Present the documents to Revenue Generation Division. | 1.1 Verify submitted documents. | None | 2 Minutes | Ivony Adanza/ Joey Mercene |
| 2. Pay the total amount of P300.00 | 2.1 Prepare the official receipt for professional tax. | P300.00 | 2 minutes  | Ivony Adanza/ Joey Mercene  |
|  | 2.2 Issue to taxpayer the official receipt | None | 1 minute | Ivony Adanza/ Joy Mulingbayan  |
|  | **TOTAL** |  | **5 minutes** |  |

**Payment of Tax on Sand & Gravel & other Quarry Resources**

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| --- | --- |
| **Office/Division:** | Revenue Generation Division-Provincial Treasurer’s Office |
| **Classification:** | Payment of Taxes |
| **Type of Transaction:** |  Government to Citizens (G2C) |
| **Who may avail:** | All haulers and contractors/others performing extraction activities  |
| **CHECKLIST OF REQUIREMENTS** | **WHERE TO SECURE** |
| 1. Present Order of Payment/Program of Works | Environment & Natural Resources Office |
|  |  |
| **CLIENT STEPS** | **AGENCY ACTION** | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1. Present the Order of Payment to Revenue Generation Division. | 1.1 Validate/review submitted documents. | None | 2 Minutes | Ivony Adanza/ Joy Mulingbayan |
| 2. Pay the total amount of sand & grabel tax & delivery receipt fee | 2.1 Prepare the official receipt  | Amount indicated in the Order of Payment | 4 minutes  | Ivony Adanza/ Joy Mulingbayan  |
|  | 2.2 Issue to taxpayer the official receipts and delivery receipts | None | 1 minute | Ivony Adanza/ Joy Mulingbayan  |
|  | **TOTAL** |  | **7 minutes** |  |

**Payment of Delivery Trucks, Vans, Jeeps & Issuance of Governor’s Permit**

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| --- | --- |
| **Office/Division:** | Revenue Generation Division-Provincial Treasurer’s Office |
| **Classification:** | Payment of Taxes |
| **Type of Transaction:** |  Government to Citizens (G2C) |
| **Who may avail:** | All Delivery Vehicle Owners  |
| **CHECKLIST OF REQUIREMENTS** | **WHERE TO SECURE** |
| 1. Present OR/CR of vehicle  | Taxpayer  |
|  |  |
| **CLIENT STEPS** | **AGENCY ACTION** | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1. Present the documents to Revenue Generation Division. | 1.1 Validate/review submitted documents. | None | 2 Minutes | Ivony Adanza/ Joey Mercene |
|  | 1.2 Compute the total tax due for delivery vehicles & governor’s permit fee. | None | 3 Minutes | Ivony Adanza/ Joey Mercene  |
| 2. Pay the total amount of real property tax & tax clearance fee. | 2.1 Prepare the official receipt . | 6 wheelers-P350, 8 wheelers-P450 19 wheelers & above-P500/governor’s permit fee-P200 | 3 minutes  | Ivony Adanza/ Joy Mulingbayan  |
|  | 2.2 Issue to taxpayer the official receipts, sticker for delivery vehicle & application for governor’s permit | None | 2 minutes | Ivony Adanza/ Joy Mulingbayan  |
|  | **TOTAL** |  | **10 minutes** |  |

**Payment of Rental on Heavy Equipment/Training Center/Other Buildings**

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| --- | --- |
| **Office/Division:** | Revenue Generation Division-Provincial Treasurer’s Office |
| **Classification:** | Payment of Taxes |
| **Type of Transaction:** |  Government to Citizens (G2C) |
| **Who may avail:** | All Taxpayers |
| **CHECKLIST OF REQUIREMENTS** | **WHERE TO SECURE** |
| 1. Order of Payment from PEPO/GSO | Taxpayer  |
|  |  |
| **CLIENT STEPS** | **AGENCY ACTION** | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1. Present the documents to Revenue Generation Division. | 1.1 Validate/review submitted documents. | None | 2 Minutes | Ivony Adanza/ Joey Mercene |
| 2. Pay the total amount of real property tax & tax clearance fee. | 2.1 Prepare the official receipt . | Amount indicated in the Order of Payment | 3 minutes | Ivony Adanza/ Joy Mulingbayan  |
|  | 2.2 Issue to taxpayer the official receipts,. | None | 1 minute | Ivony Adanza/ Joy Mulingbayan  |
|  | **TOTAL** |  | **6 minutes** |  |

**Payment of Tax Declaration , Landholding, Research & Certification Fees/Bidding Doc. Fee**

|  |  |
| --- | --- |
| **Office/Division:** | Revenue Generation Division-Provincial Treasurer’s Office |
| **Classification:** | Payment of Taxes |
| **Type of Transaction:** |  Government to Citizens (G2C) |
| **Who may avail:** | All Taxpayers |
| **CHECKLIST OF REQUIREMENTS** | **WHERE TO SECURE** |
| 1. No Requirement |   |
|  |  |
| **CLIENT STEPS** | **AGENCY ACTION** | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1. Pay the total amount for the needed documents | 2.1 Prepare the official receipt . | Cert. of Tax Declaration-50, Landholding-P100, Research Fee-P100, Certification Fee-P50/Bidding Document Fee depends upon the contract | 4 minutes | Ivony Adanza/ Joy Mulingbayan  |
|  | 2.2 Issue to taxpayer the official receipts,. | None | 1 minute | Ivony Adanza/ Joy Mulingbayan  |
|  | **TOTAL** |  | **5 minutes** |  |

**Payment of Salaries & Wages & Other Obligations**

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| --- | --- |
| **Office/Division:** | Cash Division-Provincial Treasurer’s Office |
| **Classification:** | Payment of Salaries |
| **Type of Transaction:** |  Government to Citizens (G2C) |
| **Who may avail:** | Employees of the Provincial Government  |
| **CHECKLIST OF REQUIREMENTS** | **WHERE TO SECURE** |
| 1. Present Valid ID’s  | Employee |
|  |  |
| **CLIENT STEPS** | **AGENCY ACTION** | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1. Present the documents to Disbursing Officer | 1.1 Validate/review submitted documents. | None | 3 Minutes | Mary Ann Gallego, Aida Razon, Lear Jet Adora, Sheryl Mae Nares, Alyssa Mae, Orallo, Maricris Alcaide |
|  | 1.2 Release the total amount of obligations indicated in the voucher/payroll | None | 4 Minutes | Mary Ann Gallego, Aida Razon, Lear Jet Adora, Sheryl Mae Nares, Alyssa Mae, Orallo, Maricris Alcaide |
|  | **TOTAL** |  | **7 minutes** |  |

**Issuance & Release of Checks for Different Obligations**

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| --- | --- |
| **Office/Division:** | Cash Division-Provincial Treasurer’s Office |
| **Classification:** | Payment of Salaries |
| **Type of Transaction:** |  Government to Citizens (G2C) |
| **Who may avail:** | Contractors, Suppliers,of the Provincial Government & Others |
| **CHECKLIST OF REQUIREMENTS** | **WHERE TO SECURE** |
| 1. Present Valid ID’s | Employee |
|  |  |
| **CLIENT STEPS** | **AGENCY ACTION** | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1. Present the documents to Disbursing Officer | 1.1 Validate/review submitted documents. | None | 3 Minutes | Mary Ann Gallego, Aida Razon, Lear Jet Adora, Sheryl Mae Nares, Alyssa Mae, Orallo, Maricris Alcaide |
|  | 1.2 Release the check and get the official receipt from the claimant | None | 4 Minutes | Mary Ann Gallego, Aida Razon, Lear Jet Adora, Sheryl Mae Nares, Alyssa Mae, Orallo, Maricris Alcaide |
|  | **TOTAL** |  | **7 minutes** |  |

**Issuance of Certification for GSIS, HDMF, PHILHEALTH & Certificate of Appearance**

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| --- | --- |
| **Office/Division:** | Administrative Division-Provincial Treasurer’s Office |
| **Classification:** | Issuance of Certification of Payment & Contribution |
| **Type of Transaction:** |  Government to Citizens (G2C) |
| **Who may avail:** | All Employees of the Provincial Government  |
| **CHECKLIST OF REQUIREMENTS** | **WHERE TO SECURE** |
| 1. No requirement | Employee |
|  |  |
| **CLIENT STEPS** | **AGENCY ACTION** | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1. Request certification for remittances  | 1.1 Verify payments and deductions on Indiividual Employees Card. | None | 10 Minutes | Incarnacion de Jesus/Isabel Custodio |
| 2. Pay P50.00 for certification fee | 1.2 Prepare & encode certification for requested remittances. Issue certifications to employee  | P50.00 | 10 Minutes | Incarnacion de Jesus/Isabel Custodio |
|  | **TOTAL** |  | **20 minutes** |  |

**PREPARED BY: CERTIFIED CORRECT:**

 **NENITA A. DIONISIO CLETA B. MULINGBAYAN**

**Local Treasury Operations Officer IV Acting Provincial Treasurer**