

CITIZEN'S CHARTER
OFFICE OF THE MUNICIPAL TREASURER

Front Line Services	Procedure	Response TIME	Responsible Person/Action	Requirements	Output
1. Issuance of Community Tax Certificate	1. Individual is required to write his/her name, civil status and birthdate.	5 mins.	Revenue Clerk Issues CTC based on the data given.	Old CTC/Personal Data on ID	CTC
2. Issuance of Official Receipt on Civil Registry matters	1. Tax payers is ask he/she had already requested a copy of needed documents from LCR. 2. Issuance of an Official Receipt depends on the service given by the LCR as to birth, marriage, death certificate or application for service.	5 mins.	Revenue Clerk Issues receipts based on the needed documents.	Payslip/order for LCR	Official Receipt
3. Acceptance of Payments on Sale/Lease of cemetery lot.	1. Inquiry from the cemetery lot caretaker the available lot, niche for sale. 2. Proceed to the Treasurer's Office for Payment. 3. Proceed to the Mayor's Office for Certification of Ownership.	10 mins. 5 mins. 5 mins.	Cemetery Caretaker, Revenue Clerk, Mayor's Staff/Issues receipt and Certificate.	Official Receipts for pull payment	Certificate of Ownership/Lease of cemetery lot
4. Acceptance of payments on Real Property Tax	1. Inquiry from taxpayer of his/her demand. 2. Ask him/her the taxpayers name, location of property. 3. Look for real property card and its payment. 4. Compute the Taxes. 5. Receive/Issue the corresponding receipts/payments.	5 mins. to 7 mins.	Revenue Collection Clerk/ Issues Official receipts	Old receipts of Tax bill	Official Receipt

