



CITY TREASURY DEPARTMENT

City Government of Calapan
Citizen's Charter

Name of Department/Office : City Treasury Department
Type of Service : Payment of Fees and Taxes
Schedule of Availability of Service : Monday – Friday; 8:00 AM – 5:00 PM (No Noon Break)
Who May Avail of the Service : General Public
Duration : 5 mins.

How to avail the service:

Step	What will the client do?	What will service provider do?	Person-in-charge	Time	Fees
1	The customer approach the frontline officer	<ul style="list-style-type: none"> F.O. Assist the customer 	Aljaneen A. Roxas	1 min.	None
2	Proceed to the counter and present ; <ul style="list-style-type: none"> order of payment for fees and charges Statement of Account/ Assessment Record for Business Permit Previous Receipt for Real Property Tax 	<ul style="list-style-type: none"> Compute the necessary tax/fees 	Marlon C. Godoy Eric B. Chavez Levie B. Frac Ellen D. Fortunato Ronalyn R. Barro Ma. Sheryl C. Martinez Ruel M. Ricabierta Ligaya B. Gayoso Hernan A. Cajayon Jhervin Lester P. Bautista	3 mins.	None
3	Customer pays the necessary fees and taxes	<ul style="list-style-type: none"> Accept payment of taxes and fees and issued Official Receipt (OR) 	Marlon C. Godoy Eric B. Chavez Levie B. Frac Ellen D. Fortunato Ronalyn R. Barro Ma. Sheryl C. Martinez Ruel M. Ricabierta Ligaya B. Gayoso Hernan A. Cajayon Jhervin Lester P. Bautista	1 min.	Based on Existing Schedule of Fees and Charges
4	Customer leaves the Office				
End of Transaction					



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Name of Department/Office : City Treasury Department
Type of Service : Issuance of Certification/Clearances
Schedule of Availability of Service : Monday – Friday; 8:00 AM – 5:00 PM (No Noon Break)
Who May Avail of the Service : General Public
Duration : 8 mins.

How to avail the service:

Step	What will the client do?	What will service provider do?	Person-in-charge	Time	Fees
1	The customer approach the frontline officer	<ul style="list-style-type: none"> F.O. Assist the customer 	Aljaneen A. Roxas	1 min.	None
2	Proceed to the counter and present the Official Receipt	<ul style="list-style-type: none"> Verify if the payment is updated 	Marlon C. Godoy Eric B. Chavez Levie B. Frac Ellen D. Fortunato Ronaldyn R. Barro Ma. Sheryl C. Martinez Ruel M. Ricabierta Ligaya B. Gayoso Hernan A. Cajayon Jhervin Lester P. Bautista	2 mins.	None
3	Customer pays the necessary fees and taxes	<ul style="list-style-type: none"> Accept payment of taxes and fees and issued Official Receipt (OR) 	Marlon C. Godoy Eric B. Chavez Levie B. Frac Ellen D. Fortunato Ronaldyn R. Barro Ma. Sheryl C. Martinez Ruel M. Ricabierta Ligaya B. Gayoso Hernan A. Cajayon Jhervin Lester P. Bautista	1 min.	Php. 140.00
4	Customer waits for the processing of Certifications /Clearances	<ul style="list-style-type: none"> Prepare the Certifications/Clearances 	Marlon C. Godoy Eric B. Chavez Levie B. Frac Ellen D. Fortunato Ronaldyn R. Barro Ma. Sheryl C. Martinez Ruel M. Ricabierta Ligaya B. Gayoso Hernan A. Cajayon Jhervin Lester P. Bautista Norman A. Ilagan	2 min.	None



Republic of the Philippines
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CITY OF CALAPAN



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5		<ul style="list-style-type: none">• Forward Certifications/ Clearances for signature	City Treasurer/Assistant City Treasurer	1 min	None
6		<ul style="list-style-type: none">• Release Certifications/ Clearances to customer	Marlon C. Godoy Eric B. Chavez Levie B. Frac Ellen D. Fortunato Ronilyn R. Barro Ma. Sheryl C. Martinez Ruel M. Ricabierta Ligaya B. Gayoso Hernan A. Cajayon Jhervin Lester P. Bautista	1 min	None
7	Customer leaves the Office				
End of Transaction					



CITY TREASURY DEPARTMENT

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Name of Department/Office : City Treasury Department
Type of Service : Disbursement Administration for Financial Assistance
Schedule of Availability of Service : Monday – Friday; 8:00 AM – 5:00 PM (No Noon Break)
Who May Avail of the Service : General Public
Duration : 10 mins.

How to avail the service:

Step	What will the client do?	What will service provider do?	Person-in-charge	Time	Fees
1	The customer approach the frontline officer	<ul style="list-style-type: none"> F.O. Assist the customer 	Dulce Amor C. Mendoza	1 min.	None
2	Transmit approved disbursement voucher (D.V.)	<ul style="list-style-type: none"> Log D.V. to record book 	Dulce Amor C. Mendoza Jaylord A. Dalisay	1 min.	None
3	Customer waits for the processing of documents	<ul style="list-style-type: none"> Transmit D.V. to cashier 	Dulce Amor C. Mendoza Jaylord A. Dalisay	1 min.	None
4		<ul style="list-style-type: none"> Issue checks for approved voucher 	Mary Suzette C. Lopez	4 mins.	None
5		<ul style="list-style-type: none"> Forward checks for signature 	CA/CM/CVM		None
6		<ul style="list-style-type: none"> Forward checks for signature 	City Treasurer/ Assistant City Treasurer		None
7		<ul style="list-style-type: none"> Record issued checks into record book 	Dulce Amor C. Mendoza Jaylord A. Dalisay	1 min.	None
8		<ul style="list-style-type: none"> Forward checkbook to City Accounting Department for the preparation of Accountant's Advice 	Mary Suzette C. Lopez		None
9		<ul style="list-style-type: none"> Release checks to customer 	Dulce Amor C. Mendoza Jaylord A. Dalisay	2 mins.	None
10		Customer leaves the Office			
End of Transaction					



CITY TREASURY DEPARTMENT

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Name of Department/Office : City Treasury Department
Type of Service : Issuance of Certification of Tax Withheld
Schedule of Availability of Service : Monday – Friday; 8:00 AM – 5:00 PM (No Noon Break)
Who May Avail of the Service : General Public
Duration : 6 mins.

How to avail the service:

Step	What will the client do?	What will service provider do?	Person-in-charge	Time	Fees
1	The customer approach the frontline officer	<ul style="list-style-type: none"> F.O. Assist the customer 	Dulce Amor C, Mendoza	1 min.	None
2	Request for the Certification of Tax Withheld	<ul style="list-style-type: none"> Preparation of Certification of Tax Withheld 	Ian Carlo G. Nizal Ma. Blessy T. Reyes	3 mins.	None
3	Customer waits for the processing of Certification	<ul style="list-style-type: none"> Forward Certifications/ Clearances for signature 	City Treasurer/Assistant City Treasurer	1 min	None
		<ul style="list-style-type: none"> Release Certifications/ Clearances to customer 	Dulce Amor C. Mendoza Ian Carlo G. Nizal	1 min	None
4	Customer leaves the Office				
End of Transaction					