



## CITIZENS CHARTER

OTHERWISE KNOWN AS

### "ANTI-RED TAPE ACT OF 2007"

REPUBLIC ACT NO. 9485



AN ACT TO IMPROVE EFFICIENCY IN THE DELIVERY OF GOVERNMENT SERVICE TO THE PUBLIC REDUCING BUREAUCRATIC RED TAPE, PREVENTING GRAFT AND CORRUPTION, AND PROVIDING PENALTIES THEREFORE.

## OFFICE OF THE MUNICIPAL TREASURER

### FRONTLINE SERVICE : ISSUANCE OF COMMUNITY TAX CERTIFICATE (CTC) - CEDULA

STEPS / PROCESS		DOCUMENTS REQUIRED FROM CUSTOMER	FEES	RESPONSE TIME	PERSON RESPONSIBLE	LOCATION
CLIENT	PROVIDER					
1. Fills-up Application Form	Assesses amount due and fill-up the CTC form	Properly filled-up Application Form	1. Basic Community Tax - P 5.00 2. Gross Receipts or Earnings derived from business during one preceding year P 1.00 for every P 1,000.00 3. Salaries or gross receipts or earnings derived from exercise of profession or pursuit of any occupation P1.00 for every P1,000.00	3 mins.	Nulmina D. Jajul Jayvee Mar F. Cupino Wilhaida T. Purihin	Office of the Mun. Treasurer Ground Floor, Lingkod-Bayan Building, Poblacion, Rosario, Cavite
2. Makes payment, signs and affixes thumbmark at CTC form	Receives payment					
3. Receives original copy of CTC	Releases original copy of CTC					

### FRONTLINE SERVICE : ISSUANCE OF OFFICIAL RECEIPT FOR POLICE CLEARANCE

STEPS / PROCESS		DOCUMENTS REQUIRED FROM CUSTOMER	FEES	RESPONSE TIME	PERSON RESPONSIBLE	LOCATION
CLIENT	PROVIDER					
1. Request for police clearance	Issues police clearance form and official receipt	Barangay Clearance Cedula	LOCAL P 65.00 ABROAD P165.00	2 mins.	Joyce Ann R. Valdeabella Arnalin R. Rios Leandro Fulton A. Vivo	Office of the Mun. Treasurer Ground Floor, Lingkod-Bayan Building, Poblacion, Rosario, Cavite
2. Fills-up lower portion of form	Advices client to fill-up lower portion of form and proceed to police station					
3. Submits to Rosario Police Station	Encodes, prints & releases police clearance	Accomplished police clearance form, Brgy. Clearance & Cedula		10 mins.	Antonieta O. Agui	Police Station Annex Building

**FRONTLINE SERVICE : ISSUANCE OF OFFICIAL RECEIPT FOR PAYMENT OF REAL PROPERTY TAX (AMILYAR)**

STEPS / PROCESS		DOCUMENTS REQUIRED FROM CUSTOMER	FEES	RESPONSE TIME	PERSON RESPONSIBLE	LOCATION
CLIENT	PROVIDER					
1. Inquire for the payment of real property tax	Looks for the individual ledger or record of payment	Latest Official Receipt of payment or Tax Declaration copy of real property	NONE	3 mins.	Florentino A. Pacumio Jr. Ronaly A. Jarin Rosario R. De Guzman Edelwina B. Vedar	Office of the Mun. Treasurer (Extension Office) Ground Floor, Lingkod-Bayan Building, Poblacion, Rosario, Cavite
	Assesses tax due and issues order of payment					
2. Makes payment	Receives payment and issues Official Receipt		1 % of Assessed Value	2 mins.	Florentino A. Pacumio Jr. Ronaly A. Jarin Rosario R. De Guzman Edelwina B. Vedar	
3. Receives copy of original Official Receipt						

**FRONTLINE SERVICE : ISSUANCE OF TAX CLEARANCE**

STEPS / PROCESS		DOCUMENTS REQUIRED FROM CUSTOMER	FEES	RESPONSE TIME	PERSON RESPONSIBLE	LOCATION
CLIENT	PROVIDER					
1. Inquires Tax Clearance Certificate	Interviews client	Proof of payment of Real Property Tax (Amilyar) (latest receipt)	NONE	2 mins.	Florentino A. Pacumio Jr. Ronaly A. Jarin Rosario R. De Guzman Edelwina B. Vedar	Office of the Mun. Treasurer (Extension Office) Ground Floor, Lingkod-Bayan Building, Poblacion, Rosario, Cavite
	Prepares order of payment					
	Prepares tax clearance certificate					
2. Makes payment	Accepts payment and issues Official Receipt	Order of payment	P 80.00 (as per local ordinance # 214 series of 2009)	1 min.	Joyce Ann R. Valdeabella Arnalin R. Rios Leandro Fulton A. Vivo	Office of the Mun. Treasurer Ground Floor, Lingkod-Bayan Building, Poblacion, Rosario, Cavite
3. Receives copy of Tax Clearance	Records and releases certificate	Official Receipt	NONE	1 min.	Florentino A. Pacumio Jr. Ronaly A. Jarin Rosario R. De Guzman Edelwina B. Vedar	Office of the Mun. Treasurer (Extension Office) Ground Floor, Lingkod-Bayan Building, Poblacion, Rosario, Cavite

FRONTLINE SERVICE : ISSUANCE OF OFFICIAL RECEIPT FOR PAYMENT OF 2% SHARE OF THE MUNICIPALITY FROM ECOZONE						
STEPS / PROCESS		DOCUMENTS REQUIRED FROM CUSTOMER	FEES	RESPONSE TIME	PERSON RESPONSIBLE	LOCATION
CLIENT	PROVIDER					
1. Presents BIR Form 1702	Receives/stamps BIR Form 1702	BIR Form 1702	2% of Gross Income RA 8748 (An act amending RA No. 7916 otherwise known as the "Special Economic Zone Act of 1995")	3 mins.	Florentino A. Pacumio Jr.	Office of the Mun. Treasurer (Extension Office) Ground Floor, Lingkod-Bayan Building, Poblacion, Rosario, Cavite
2. Makes payment	Receives payment and issues Official Receipt					
3. Receives original copy of Official Receipt						

FRONTLINE SERVICE : ISSUANCE OF OFFICIAL RECEIPT FOR THE PAYMENT OF WATER BILL						
STEPS / PROCESS		DOCUMENTS REQUIRED FROM CUSTOMER	FEES	RESPONSE TIME	PERSON RESPONSIBLE	LOCATION
CLIENT	PROVIDER					
1. Pays water bill	Accepts payments and issues receipts of payment	Order of Payment issued by the Rosario water system personnel	P100.00 for the first 10 cu.m <i>Additional:</i> P12.00/cu.m in excess of 10 cu.m. up to 20 cu. m. P15.00/cu.m in excess of 20 cu.m. up to 30 cu. m. P18.00/cu.m in excess of 30 cu.m. up to 40 cu. m. P20.00/cu.m in excess of 40 cu.m. and above	1 min.	Veronica Jimenez Neville B. Cupino	Office of the Mun. Treasurer Ground Floor, Lingkod-Bayan Building, Poblacion, Rosario, Cavite

**FRONTLINE SERVICE : ISSUANCE OF OFFICIAL RECEIPT FOR THE PAYMENT OF LAND FOR THE LANDLESS PROGRAM**

STEPS / PROCESS		DOCUMENTS REQUIRED FROM CUSTOMER	FEES	RESPONSE TIME	PERSON RESPONSIBLE	LOCATION
CLIENT	PROVIDER					
1. Pays land amortization	Accepts payment and issues receipt of payment	Order of Payment issued by the Office of the Municipal Planning and Development Coordinator (MPDC)	Based on monthly amortization/sq.m.	1 min.	Cheryl C. Luna	Office of the Mun. Treasurer Ground Floor, Lingkod-Bayan Building, Poblacion, Rosario, Cavite
2. Receives original copy of Official Receipt						