



*Republic of the Philippines
Municipality of Manaoag
Province of Pangasinan*

Office of the Municipal Treasurer

CITIZENS CHARTER

TYPE OF TRANSACTION/FRONTLINE SERVICE	FEES	FORMS	PROCESSING TIME	RESPONSIBLE PERSON/SECTION
Issuance of Community Tax Certificate	Pay the required amount and receive Official Receipt	BIR Form 0016-Dec. 2014	5 Minutes	Romeo G. Itliong Raymund Benitez Apolinario Valdez
Issuance of Original Receipts of Police Clearance and Mayor's Clearance	Pay the required fee and receive Official Receipt		4 Minutes	Romeo G. Itliong Raymund Benitez Apolinario Valdez
Issuance of Original Receipts of Real Property Tax	Pay the tax due and receive Official Receipt		35Minutes	Pacita Barrozo Helen Grace Salayog Vilma Gamboa Raymund Benitez
Issuance of Original Receipts of Mayor's Permit and Franchise	Pay corresponding amount and receive Official Receipt		15Minutes	Romeo G. Itliong Virgilio Dela Cruz

Issuance of Original Receipt of Business Permit	Pay corresponding amount and receive Official Receipt		1-2 days	Conchita Celi Apolinario Valdez
Issuance of Original Receipt for Branding of Large Cattle	Pay the required fees		10Minutes	Romeo G. Itliong Apolinario Valdez
Issuance of Original Receipt for Slaughter fee	Pay corresponding amount		5 Minutes	Marlon U. Vinuya/Vanessa Salinas
Issuance of Cash Ticket	Pay corresponding amount	Cash Ticket	3 Minutes	Vanessa Salinas Rodulfo Salinas Jr. Annie Joy Salinas Rodrigo Flores Ma. Teresa Dela Masa Rosmidel Dungo
Issuance of Professional Tax Receipt or Occupational Tax Receipt	Pay the required amount and receive official receipt		5 Minutes	Romeo G. Itliong Raymund Benitez Apolinario Valdez Conchita Celi Josie Obosa
Payment of Building Permit, Electrical Permit, Zoning Clearance, Civil Registration and Other Fees	Pay corresponding amount and receive official receipt		5 Minutes	Romeo G. Itliong Raymund Benitez Apolinario Valdez Conchita Celi
Issuance of Tax Clearance, other Clearance and Certificates.	Pay the required amount and receive official receipt		7 Minutes	Romeo G. Itliong Raymund Benitez Apolinario Valdez Conchita Celi

Payment of Financial Assistance and Valid Claims	Release and Record office copy		15Minutes	Wilfredo Gabriel
Payment of Burial Permit, Transfer of Cadaver and Transfer of Remains and Exhumation	Pay the required amount and receive official receipt		10Minutes	Romeo G. Itliong Raymund Benitez Apolinario Valdez Conchita Celi
Payment of Market Stalls, Cemetery Lot Rental and Cost of Cemetery Tombs	Pay the required amount and receive official receipt		20Minutes	Romeo G. Itliong Raymund Benitez Apolinario Valdez Conchita Celi



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Type of Transaction: Issuance of Community Tax Certificate (CTC).

Who May Avail the Service: Any person residing in the Philippines and must be at least 18 years of age can avail community tax certificate and corporation no matter how created, whether domestic or resident-foreign, engage in or doing business in the Philippines whose principal office is located in this Municipality.

What are the Requirements: Personal appearance for signature, thumb print and valid identification.

Computation of Community Tax Certificate:

For Individual – P5.00 + P1.00 for every P1,000.00 gross income from business, profession or property but in no case shall exceed P5,000.00.

For Corporation – P500.00 + P2.00 for every P5,000.00 gross income from business or worth of real property but in no case shall exceed P10,000.00.

Interest of 24% per annum shall be imposed on individual or corporation securing their Community Tax Certificate from March 1 up to the end of the year.

Duration: 5 Minutes

How to Avail the Service:

STEP	Applicant/Client (What to do)	Service Provider (What to do)	Duration of Activity	Person In Charge	Fees	Forms
1	Write legibly and submit the accomplished information sheet at the designated windows.	Encode client's information at the CTC.	3 minutes	Romeo G. Itliong Raymund Benitez Apolinario Valdez		BIR FORM 0016- Dec. 2014
2	Pay corresponding amount; sign and affix thumb print at the CTC.	Receive corresponding amount.	1 minute	Romeo G. Itliong Raymund Benitez Apolinario Valdez		
3	Received owner's copy of CTC.	Release Community Tax Certificate (cedula)	1 minute	Romeo G. Itliong Raymund Benitez Apolinario Valdez		

REPUBLIC OF THE PHILIPPINES
DEPARTMENT OF INTERIOR AND LOCAL GOVERNMENT
DEPARTMENT OF INFORMATION AND COMMUNICATIONS TECHNOLOGY

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Requirements for Business Permit;

For New Business Registration:

- Proof of business registration, incorporation, or legal personality (i.e. DTI/ SEC/ Cooperative Development Authority (CDA) Registration);
- Basis for computing taxes, fees, and charges (e.g. Business capitalization);
- Occupancy Permit, if required by national laws (e.g. Building Code) and local laws;
- Contract of Lease (if Lessee); and
- Barangay Clearance (for business which are not required occupancy permits).

For Renewal Application:

- Basis for computing taxes, fees and charges (e.g. Income Tax Returns/Gross Sales-Preceding Year)
- Barangay Clearance.



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Type of Transaction: Issuance of Real Property Tax Receipts

Who May Avail the Service: Under the Local Government Code of 1991 or the Philippine Republic Act 7160, according to the Law, property owners are required to pay real property tax (RPT) every year. This is the tax imposed on all real properties including Building, Land and improvements in the Philippines.

What are the Requirements: Copy of latest Real Property Tax Declaration, latest (RPT Payment Real Property Tax Payment (official receipt), Real Property Tax Order of Payment from the Municipal Assessor and Community Tax Certificate

Duration: 35 Minutes

How to Avail the Service:

Fees: Real Property Tax Computation:

Basic Tax = 1% of Assessed Value + Special Education Tax = 1% of Assessed Value

Discount -10% for prompt payment and 20% for advance payment

Interest on unpaid real property tax – 2% per month but not to exceed 72%

STEP	Applicant/Client (What to do)	Service Provider (What to do)	Duration of Activity	Person In Charge	Fees	Forms
1	Present latest Official Receipt and RPTOP.	Receives and verify the latest Official Receipt and RPTOP	10 minutes	Pacita Barrozo Helen Grace Salayog Vilma Gamboa Raymund Benitez		
2		Verifies record of payment	15minutes	Salvacion Pastorin Wynee Soria Aida Estil Pacita Barrozo Vilma Gamboa Helen Grace Salayog		
3	Pay Tax Due	Receive amount due and issue Official Receipt.	5 minutes	Pacita Barrozo Helen Grace Salayog Vilma Gamboa Raymund Benitez	See above schedule of fees	
4	Receive Official Receipt and other submitted documents.	Record the Official Receipt on the RPTAR and release the document.	5 minutes	Salvacion Pastorin Wynee Soria Aida Estil Pacita Barrozo Vilma Gamboa		

