

CITIZEN'S CHARTER - MTO

Issuance of Business Permit

Step	Process	Input Requirement	Processing Time	Responsible Person	Output or Decision Point	Remarks
1	Receipt and Verification of Documents	Completely Accomplished Application Form, Barangay Clearance, DTI Certificate of Registration (for new applicant), Sanitary Permit, Occupancy Permit, Market Clearance (For Public Market Stall Holders), Tax Clearance, ECC (if applicable)	20 minutes	BPLO	Documents uploaded in the system	Photocopy 1 set of all documents attached.
2	Assessment and Payment of Applicable Taxes/Fees	Total Sales or Receipts for the prior year	20 minutes	Revenue Collection Clerk/Treasury Clerk/Municipal Treasurer	Official Receipt	BIR Income Tax Return for the year before the prior year must be submitted.
3	Issuance of Business Permit	Application Form duly signed by MTO and BFP (with Fire Safety Inspection Certificate)	15 minutes	BPLO/Mayor's Office	Signed Business Permit and Business Plate/Sticker	Ask For Claim Slip upon submission of documents

End of Transaction

Issuance of of Certificate of Business Retirement

Step	Process	Input Requirement	Processing Time	Responsible Person	Output or Decision Point	Remarks
1	Receipt and Verification of documents	Completely Accomplished Application Form, Request letter for certification/business retirement, Affidavit of Closure and barangay certification	45 minutes	Treasury Clerk/BPLO/Municipal Treasurer	Documents uploaded in the system	Photocopy 1 set of all documents attached.
2	Inspection of business	none	1 hour	JIT/BPLO	Approved/Disapproved Application Form	If disapproved, transaction ends here.
3	Acceptance of Payment	Payment of P50.00.	5 minutes	Revenue Collection Clerk	Official Receipt	
4	Issuance of Certification	Official Receipt	5 minutes	BPLO/Municipal Treasurer	Certification	

End of Transaction

Payment of Motorized Tricycle Operator's Permit (MTO) Fees

Step	Process	Input Requirement	Processing Time	Responsible Person	Output or Decision Point	Remarks
1	Acceptance of Payment and Issuance of Official Receipt	Unsigned MTO Form from the Office of the Sangguniang Bayan and payment of P930.00.	10 minutes	Revenue Collection Clerk	Official Receipt and Confirmation	Submit back the MTO Form with the Official Receipt and confirmation to the Office of the Sangguniang Bayan for signing.
2	Release of Plate	Signed MTO	5 minutes	Treasury Staff	Municipal Plate	

*End of Transaction***Payment of Real Property Tax**

Step	Process	Input Requirement	Processing Time	Responsible Person	Output or Decision Point	Remarks
1	Assessment of RPT dues, acceptance of payment and issuance of official receipt	Tax declaration/Copy of Official Receipt for previous payment	10 minutes per property	Revenue Collection Clerk	Official Receipt	January 1 to March 31 - 20% discount April 1 onwards - penalty of 2% every month starting January.

*End of Transaction***Payment of Business Tax with Fees**

Step	Process	Input Requirement	Processing Time	Responsible Person	Output or Decision Point	Remarks
1	Acceptance of payment and issuance of official receipt	Assessed Taxes/Fees Applicable	10 minutes	Revenue Collection Clerk	Official Receipt	Renewal period without penalty is from January 1 to 20 each year

*End of Transaction***Payment of Community Tax Receipt (Cedula)**

Step	Process	Input Requirement	Processing Time	Responsible Person	Output or Decision Point	Remarks
1	Acceptance of payment and issuance of community tax certificate	Total Gross Receipts/Sales/Income for the previous year	10 minutes	Revenue Collection Clerk	Community Tax Certificate	Payment period without penalty is from January 1 to February 28 each year

End of Transaction

Payment of Waterworks

Step	Process	Input Requirement	Processing Time	Responsible Person	Output or Decision Point	Remarks
1	Acceptance of payment and issuance of official receipt	Billing Statement	5 minutes	Revenue Collection Clerk	Official Receipt	If more than 1 month is unpaid, payment will be first applied to the most delinquent up to the most recent bill.

*End of Transaction***Release of Check**

Step	Process	Input Requirement	Processing Time	Responsible Person	Output or Decision Point	Remarks
1	Verification of authority of claimant	Valid ID/Employee ID and SPA (if applicable)	5 minutes	Treasury Staff		
2	Signing of vouchers and	Official Receipt from client	5 minutes	Client	Check	

*End of Transaction***Disbursement of salary, senior citizens' birthday gift, allowances, etc. per payroll**

Step	Process	Input Requirement	Processing Time	Responsible Person	Output or Decision Point	Remarks
1	Verification of authority of claimant	Valid ID and photocopy of ID (if applicable)	5 minutes	Treasury Staff		
2	Signing of payroll	None	5 minutes	Client	Signed payroll	
2	Release amount applicable to claimant	None	5 minutes	Client	Amount equivalent to payroll	