

Republic of the Philippines Province of Bohol Municipality of Loon	Doc. Code:
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Document Title	CITIZEN'S CHARTER
Office/Department	TREASURER'S OFFICE

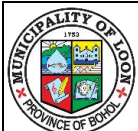


VISION : A socioeconomically developed town with empowered people who nurture their heritage and sustainably manage their resources through shared and service-oriented governance
MISSION: To create a socioeconomically developed environment through sustainable management of resources and enhancement of people's capabilities for inclusive growth

MUNICIPAL TREASURER'S OFFICE

Frontline Service 1: Assessment of Business Tax and Licenses (New)

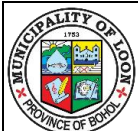
STEP	ACTIVITIES / PROCESS		DURATION	REQUIREMENTS	FEES	PERSON RESPONSIBLE	LOCATION
	CLIENT	MTO					
1	<ul style="list-style-type: none"> ▪ File application for new business 	<ul style="list-style-type: none"> ▪ Review and validate submission ▪ Assess eligibility for renewal based on record of businesses with Occupancy Permits transmitted previously by MEO/OBO 	Maximum of 1 hr	Duly filled-out Unified Form Occupancy Permit or Contract of Lease (if lessee) DTI/SEC/CDA/DOLE Registration		F. Millanes M. Arocha	BPLO Counters 10 & 4
2	<ul style="list-style-type: none"> ▪ Wait 	<ul style="list-style-type: none"> ▪ Assess business taxes, charges and fees, and fire safety fees ▪ Prepare tax order of payment (ToP) ▪ Issue ToP and advise client to pay at payment counters 	Maximum of 1 hr	All documents from Step 1		F. Millanes S. Yamas	BPLO Counters 10 & 5
3	<ul style="list-style-type: none"> ▪ Pay ▪ Receive OR ▪ Claim Mayor's Permit or clearances 	<ul style="list-style-type: none"> ▪ Accept payment ▪ Print OR ▪ Have the Mayor's Permit and other clearances printed and signed ▪ Issue OR, Mayor's Permit or clearances 	Maximum of 1 hr		Revenue Taxes	R. Ladeza	BPLO Counter 9
			3 hr				



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Frontline Service 2: Business Tax and Licenses (Renewal)

STEP	ACTIVITIES / PROCESS		DURATION	REQUIREMENTS	FEES	PERSON RESPONSIBLE	LOCATION
	CLIENT	MTO					
1	<ul style="list-style-type: none"> File application for renewal of business permit 	<ul style="list-style-type: none"> Review and validate submission Assess eligibility for retirement based on record of businesses with Occupancy Permits 	Maximum of 1 hr	Duly filled-out Sales Declaration (previous year) /Barangay Certification (retirement) Mayor's Permit (previous year)		F. Millanes	BPLO Counter 5
2	<ul style="list-style-type: none"> Wait 	<ul style="list-style-type: none"> Assess business taxes, charges and fees, and fire safety fees Prepare tax order of payment (ToP) Issue ToP and advise client to pay at payment counters 	Maximum of 1 hr	All documents from Step 1		F. Millanes	BPLO Counter 5
3	<ul style="list-style-type: none"> Pay Receive OR Claim Mayor's Permit or clearances 	<ul style="list-style-type: none"> Accept payment Print OR Print and sign Retirement's Permit and other clearances Have the Mayor's Permit and other clearances printed and signed Issue OR, Mayor's Permit and other clearances 	3 hr	All documents from Step 1	Revenue Taxes	R. Ladeza	BPLO Counter 9
			5 hr				



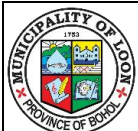
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Frontline Service 3: Business Tax and Licenses (Retirement)

STEP	ACTIVITIES / PROCESS		DURATION	REQUIREMENTS	FEES	PERSON RESPONSIBLE	LOCATION
	CLIENT	MTO					
1	<ul style="list-style-type: none"> File application for business retirement 	<ul style="list-style-type: none"> Review and validate submission Assess eligibility for retirement 	Maximum of 1 hr	Duly filled-out Unified Form Barangay Clearance Income Tax Return/Sales Declaration (previous year)		F. Millanes M. Arocha	BPLO Counters 10 & 4
2	<ul style="list-style-type: none"> Wait 	<ul style="list-style-type: none"> Assess business taxes, charges and fees Prepare tax order of payment (ToP) Issue ToP Advise client to pay at payment counter 	Maximum of 1 hour	All Documents from Step 1		F. Millanes S. Yamas	BPLO Counters 10 & 5
3	<ul style="list-style-type: none"> Pay Receive OR Claim retirement permit or clearances 	<ul style="list-style-type: none"> Accept payment Print OR Print and sign retirement permit and other clearances Issue OR, retirement permit and other clearances 	Maximum of 1 hour	All Documents from Step 1	Revenue Taxes	R. Ladeza	BPLO Counter 9
			3 hr				

Frontline Service 4: Real Property Tax Payment

STEP	ACTIVITIES / PROCESS		DURATION	REQUIREMENTS	FEES	PERSON RESPONSIBLE	LOCATION
	CLIENT	MTO					
1	<ul style="list-style-type: none"> Present previous Official Receipt (OR) or Real Property Tax (RPT) ledger 	<ul style="list-style-type: none"> Evaluate RPT ledger 	5 min	Previous OR /RPT Ledger		V. Camilotes S. Rosco	MTO Counters 11 & 12
2	<ul style="list-style-type: none"> Demand for OR 	<ul style="list-style-type: none"> Issue OR 	3 min		Real Property Taxes	V. Camilotes S. Rosco	MTO Counters 11 & 12
			8 min				



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Frontline Service 5: Issuance of Community Tax Certificate (Cedula)

STEP	ACTIVITIES / PROCESS		DURATION	REQUIREMENTS	FEES	PERSON RESPONSIBLE	LOCATION
	CLIENT	MTO					
1	▪ Reply to pertinent questions	▪ Interview customer	1 min			G. Rebucas	MTO Counter 1
2	▪ Wait for assessment	▪ Inform customer of amount to be paid	1 min			G. Rebucas	MTO Counter 1
3	▪ Pay the required fees	▪ Process payment	1 min.		Community Tax	G. Rebucas	MTO Counter 1
4	▪ Claim Community Tax Certificate	▪ Issue Community Tax Certificate	1 min		None	G. Rebucas	MTO Counter 1
			4 min				

Frontline Service 6: Water Bill Payment

STEP	ACTIVITIES / PROCESS		DURATION	REQUIREMENTS	FEES	PERSON RESPONSIBLE	LOCATION
	CLIENT	MTO					
1	▪ Present water bill	▪ Accept customer and locate entry	30 sec	Water bill		A. Cadungog	MTO Counter 3
2	▪ Pay the amount due	▪ Process payment, attach OR to bill	2 min		Water bill	A. Cadungog	MTO Counter 3
3	▪ Receive Official Receipt	▪ Issue Official Receipt	1 min			A. Cadungog	MTO Counter 3
			3.5 min				