



CITY GOVERNMENT OF CALAMBA

CITIZEN'S CHARTER

2025 – 1st Edition



AGENCY PROFILE

I. Mandate:

Ito ay patakaran ng bansa na isulong ang integridad, pananagutan, at maayos na pangangasiwa sa public affairs, at itaguyod ang epektibo at positibong hakbang laban sa pangungurakot at korapsyon sa gobyerno. Dahil dito, isinabatas ang Republic Act No. 9485 o ang Anti-Red Tape Act (ARTA) noong 2007.

Isinasaad sa Anti-Red Tape Act o ARTA Law na unahin ang interes ng taong-bayan bilang pagbibigay kahulugan sa serbisyo-publiko. Inaatasan ang lahat ng ahensya ng gobyerno na ihatid ang serbisyo-publiko sa epektibo at mahusay na paraan. Layunin nito na alisin ang red tape sa pamamagitan ng pag-aalis ng nakahihirap na pamamaraan ng pagbibigay ng pangunahing serbisyo na nagiging dahilan upang mabuo ang Citizen's Charter sa bawat ahensya ng gobyerno at sangay nito.

Dahil dito, ang Citizen's Charter ay naglalayon na:

1. Magkaroon ng pinabuti at mas pinalinaw na sistema at pamamaraan ng paghahatid ng serbisyo sa bayan;
2. Bawasan ang insidente ng korapsyon;
3. Mapataas ang tiwala at kompyansa ng taong-bayan sa gobyerno; at Itaas ang produksyon at kahusayan bunga ng pagsunod ng mga lingkod-bayan sa batayan ng pagbibigay serbisyo.

II. Vision:

Calamba is a globally-competitive green city with a progressive inclusive economy and resilient community where God-centered people learn, live and work in a safe, secured and healthy environment, and ably led by proactive and integrity-driven leaders.

III. Mission:

Work in partnership with its citizenry to deliver, exceptional, effective, fiscally responsible and gender-responsive services while preserving and protecting the environment and enhancing a high standard of community living.





IV. Service Pledge:

- Walang application o request na ibabalik nang walang kaukulang aksyon (maaring aprubado/di-aprubado)
- Hindi aabot sa tatlong (3) araw na paggawa para sa simple transaction, pitong (7) araw para sa complex transaction at dalawampung (20) araw para sa highly technical transaction.
- Ang dokumento ay limitado sa tatlong (3) pipirma lamang
- Ang taga-hatid ng pangunahing serbisyo ay dapat laging nakasuot ng opisyal na identification card o ID o anumang pagkakakilanlan sa kanya habang nakikipagtransaksyon sa taong-bayan
- Ang bawat opisina ay dapat nagbibigay ng angkop na schedule sa pagbibigay ng pangunahing serbisyo upang masiguro na maasikaso ang mga kliyente anumang oras kahit na lunch break o lampas na ng oras ng pagtatrabaho (maaaring magkaroon ng 7am hanggang 7pm shift sang-ayon sa ilang personnel mechanisms gaya nito ngunit hindi limitado sa rotation system ng mga empleyado, sliding flexi-time, reliever system lalo na sa peak times ng mga transaksyon o paglalaan ng sapat na bilang ng empleyado sa oras ng tanghalian at merienda)
- Ang mga tawag sa telepono ay dapat sagutin sa loob ng dalawang pagtunog nito.
- Ang walk-in clients ay dapat kilalanin sa loob ng 2 minuto lamang
- Ang mga taga-bigay ay dapat maging magalang sa mga kliyente





OFFICE OF THE SANGGUNIANG PANLUNGSOD

EXCERPTS FROM THE MINUTES OF THE REGULAR SESSION OF THE SANGGUNIANG PANLUNGSOD OF CALAMBA CITY HELD LAST MARCH 27, 2023 AT THE COVERED COURT OF BARANGAY CAMALIGAN, CITY OF CALAMBA AT 9:15 IN THE MORNING.

MEMBERS:

<i>Hon. ANGELITO S. LAZARO, JR.</i>	<i>City Vice-Mayor/ Presiding Officer</i>
<i>Hon. JOSELITO G. CATINDIG</i>	<i>City Councilor</i>
<i>Hon. SATURNINO J. LAJARA</i>	<i>City Councilor</i>
<i>Hon. LEEANNE P. ALDABE-CORTEZ</i>	<i>City Councilor</i>
<i>Hon. DYAN DV. ESPIRIDION</i>	<i>City Councilor</i>
<i>Hon. JUAN C. LAZARO</i>	<i>City Councilor</i>
<i>Hon. PURSINO C. ORUGA</i>	<i>City Councilor</i>
<i>Hon. MOISES E. MORALES</i>	<i>City Councilor</i>
<i>Hon. DOREEN MAY F. CABRERA</i>	<i>City Councilor, Sick Leave</i>
<i>Hon. GERARD R. TERUEL</i>	<i>City Councilor</i>
<i>Hon. ARVIN L. MANGUIAT</i>	<i>City Councilor</i>
<i>Hon. EDISON M. NATIVIDAD</i>	<i>City Councilor</i>
<i>Hon. MARIA KATHRINA V. SILVA-EVANGELISTA</i>	<i>City Councilor</i>
<i>Hon. EDUARDO R. SILVA</i>	<i>City Councilor, ABC-President</i>
<i>Hon. KENNETH P. DELAS LLAGAS</i>	<i>City Councilor, SK-President</i>

ABSENT:

NONE

RESOLUTION NO. 218
Series of 2023

Sponsor: Councilor DYAN DV. ESPIRIDION

A RESOLUTION APPROVING CITY ORDINANCE NO. 758 SERIES OF 2023, "AN ORDINANCE ADOPTING AND INSTITUTIONALIZING THE REENGINEERED CITIZEN'S CHARTER OF CALAMBA CITY, LAGUNA".

WHEREAS, it is hereby declared the policy of the State to maintain honesty and integrity in the public service and take positive and effective measures against graft and corruption;

WHEREAS, Section 458 (a) of Republic Act No. 7160, otherwise known as the Local Government Code of 1991, provides that the Sangguniang Panlungsod, as the Legislative Body of the city, shall enact ordinances, approve resolutions and appropriate funds for the general welfare of the city and its inhabitants;

WHEREAS, to improve the delivery of public service in the Philippines, Republic Act 9485 otherwise known as the Anti-Red Tape Act of 2007 was enacted into law;

WHEREAS, RA 9485 mandates for the formulation of Citizen's Charter in every local government units and other government offices to hasten all government transactions and efficient service to clients;

WHEREAS, Republic Act 10032 or "An Act Promoting Ease of Doing Business and Efficient Delivery of Government Services, amending for the purpose Republic Act No. 9485, otherwise known as the Anti-Red Tape Act of 2007", was enacted on May 28, 2018, to provide a program for the adoption of simplified requirements and procedures that will reduce red tape and expedite business and non-business related transactions in government;

WHEREAS, the Local Chief Executive indorsed to the Sangguniang Panlungsod updated Citizens Charter of the City of Calamba approved by the Committee on Anti-Red Tape (CART) in its Resolution No. 01, Series of 2023, entitled: "A Resolution Approving the Reengineered Citizens Charter of the City Government of Calamba and Endorsing the same to the Sangguniang Panlungsod for Adoption and Institutionalization";

WHEREAS, Section VI, Declaration of Commitment Duty, of City Ordinance No. 593, Series of 2016, provides that the City Government of Calamba commits and binds itself the duty of updating, reprinting and distributing the City of Calamba Citizen's Charter within one (1) year after every local election;

WHEREAS, in recognition of the need to better improve the quality of service to its constituents, the Sangguniang Panlungsod deems it necessary to establish a more responsive and citizen-friendly governance through the reengineering of the city's Citizens Charter;

NOW THEREFORE, on motion of **Councilor DYAN DV. ESPIRIDION**, **unanimously seconded by all the members present**, be it resolved as it is hereby resolved by the Sangguniang Panlungsod of Calamba City in session assembled, to approve City Ordinance No. 758 Series of 2023, to wit:

CITY ORDINANCE NO. 758
Series of 2023

AN ORDINANCE ADOPTING AND INSTITUTIONALIZING THE REENGINEERED CITIZEN'S CHARTER OF CALAMBA CITY, LAGUNA.

Be it ordained by the Sangguniang Panlungsod in session assembled that:

SECTION I. TITLE. This ordinance shall be known as "**An Ordinance Adopting and Institutionalizing the Reengineered Citizen's Charter of Calamba City, Laguna**".

SECTION II. PURPOSE. This Ordinance is enacted to adopt and institutionalize the Reengineered Citizen's Charter for the City of Calamba, Laguna, for the purpose of updating and providing a program for the adoption of simplified requirements and procedures that reduce red tape and expedite business and non-business related transactions in the City of Calamba pursuant to Republic Act 10032 or "An Act Promoting Ease of Doing Business and Efficient Delivery of Government Service, Amending for the Purpose Republic Act No. 9485, otherwise known as the Anti-Red Tape of 2007".

SECTION III. LEGAL COMPLIANCE.

- a. Republic Act 7160 otherwise known as the Local Government Code of 1991.
- b. Republic Act 10032 dated May 28, 2018, "An Act Promoting Ease of Doing Business and Efficient Delivery of Government Service, amending for the Purpose Republic Act No. 9485, otherwise known as the Anti-Red Tape of 2007".

- c. Department of the Interior and Local Government (DILG) Memorandum Circular No. 2021-144 dated December 27, 2021, reiterating ARTA Memorandum Circular No. 2021-09, Series of 2021, "Issuance of the Whole-of-Government Reengineering Manual".

SECTION IV. IMPLEMENTING RULES AND REGULATIONS. Within sixty (60) days from the effectivity date of this Ordinance, the Office of the City Mayor, shall promulgate the rules and regulations for the implementation of the Reengineered Citizen's Charter of the City of Calamba, which shall be deemed effective upon the approval thereof by the Sangguniang Panlungsod.

SECTION V. SEPARABILITY CLAUSE. If any provision of this Ordinance is declared unconstitutional or illegal by any court of competent jurisdiction, other parts or provisions hereof not affected shall continue to be in full force and effect.

SECTION VI. REPEALING CLAUSE. All ordinances, executive orders and administrative issuances or part thereof which are inconsistent with this Ordinance are hereby repealed or modified accordingly.

SECTION VII. EFFECTIVITY. This Ordinance shall take effect fifteen (15) days after its publication in a local newspaper of general circulation and the posting in three (3) conspicuous public places within the city.

ENACTED BY THE SANGGUNIANG PANLUNGSOD OF CALAMBA CITY at its Regular Session held on **March 27, 2023.**

Certified Enacted:


HON. ANGELITO S. LAZARO, JR.
City Vice Mayor

Attested by:


ATTY. NOEL M. VILLANUEVA
SP Secretary

Approved by:


HON. ROSELLER H. RIZAL
City Mayor



We are proud to present to you the revised Citizen's Charter of the City of Calamba. This collaborative effort is our testament in pushing *Ramdam na Reporma* in all government processes and services in the spirit of transparency, efficiency, and most of all, accountability.

Our citizen's charter is not only a document that outlines the services that our city government provides, but most importantly, it institutionalizes the standards of service that we expect to meet. It is important to have a citizen's charter because it helps to ensure that our government is transparent and accountable to the people it serves.

We are not only compliant with Republic Act No. 9485, but we take it with great commitment the essence of public service which is honesty and integrity. This government shall be a message of efficiency in governance. This means that our government should be effective and economical in its use of resources while providing quality service to Calambeños.

Sooner, as we envision Calamba as a digital and later on a Smart City, we will fully maximize the advantages of information and management technology as we digitize our operations. We are fully committed to this vision as we continue to streamline processes, reduce costs, and improve the quality of public administration.

I call on every government worker to uphold firmly and seriously carry out this citizen's charter as this is an essential tool in making our city a better place to live, work, and raise a family because we have the best government.





CITY ASSESSMENT OFFICE

External Services





1. Updating and Issuance of Tax Declaration from Transferred Properties

The Assessor's Office updates the current status of the tax declaration based from the transferred property together with all the documentary requirements.

Office or Division :	City Assessment Office	
Classification :	Simple	
Type of Transaction :	G2C – Government to Citizen, G2B – Government to Business Entity, G2G – Government to Government	
Who may avail :	All Property Owners / Administrators in Calamba City	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Kasalukuyang Titulo ng Lupa (Sertipikadong kopya o kopya mula sa Orihinal na Titulo)		Registry of Deeds
Notaryadong Kasunduan (Bentahan/Ekstrahudisyal/ Adhudikasyon/Donasyon o Pagkakaloob/Hatian o Pagbubuo, etc) kasama ang Mga Salaysay na notaryado		Property Owner
Transfer Tax Receipt		City Treasury Office
Issuance of Tax Declaration Receipt		
Certificate Authorizing Registration (CAR)		Bureau of Internal Revenue (BIR)
Special Power of Attorney / Authorization Letter / Secretary Certificate / Board Resolution kasama IDs		Abogado, Naglalakad ng papel
<u>Conditional Requirements:</u>		
Aprobadong Plano ng Pagkakahati/ Pagkakabuo (kapag may pagbabago sa sukat ng lupa)		Department of Environment and Natural Resources (DENR) / Provincial Environment and Natural Resources Office (PENRO)
Business Permit/ License (If Commercial / Business Establishment / Businessman / Seller and / or Developer)		Business Permits and License Office
Department of Agrarian Reform (DAR) Certificate (if Agricultural Land)/ National Irrigation Administration (NIA) Clearance (if irrigated farm lot)		Department of Agrarian Reform (DAR)/ National Irrigation Administration (NIA)
Affidavit of Non-tenancy (if agricultural lot)		Abogado, Naglalakad ng papel





CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Isumite ang photocopy ng mga kinakailangan dokumento at iprisinta ang mga orihinal na dokumento	1. Tanggapin at suriin ang mga dokumento Kung kumpleto: Bigyan ng Order of Payment at iproseso ang dokumento Kung hindi kumpleto: Ibalik sa kliyente ang mga dokumento	Walang Babayaran	15 minuto	Administrative Assistant VI Local Assessment Operations Officer I Assessment Staff
	1.2 Isagawa ang Inspection, review and assessment	Walang babayaran	2 araw	Local Assessment Operation Officers
2. Magbayad ng kaukulang halaga	2. Tanggapin ang kaukulang halaga at bigyan ng opisyal na resibo	Php 30.00 per request	5 minuto	Revenue Collection Clerk III Treasury Office
3. Ipresinta ang opisyal na resibo at tanggapin ang dokumento	3. Ibigay ang kopya ng Bagong Tax Declaration	Walang babayaran	2 minuto	Assessment Staff
Total:		Php 30.00 per request	2 araw at 22 minuto	

Paalala: Makukuha ang dokumento ng hindi hihigit sa tatlong (3) araw ng pagtatrabaho sapagka't dadaan pa ito sa review and assessment ng mga kinauukulan. If the subject property is to be consolidated / subdivided / segregated the processing time will proceed to the service "Issuance of New Tax Declaration for general purposes".





2. Issuance of New Tax Declaration for General Purposes.

Kahilingan para sa Reassessment, Revision, or New Discovery of Real Estate Properties (Land-segregation/subdivision/consolidation, Building, Machinery)

Office or Division :	City Assessment Office – Appraisal & Assessment Division			
Classification :	Complex			
Type of Transaction :	G2C – Government to Citizen, G2B – Government to Business Entity, G2G – Government to Government			
Who may avail :	All Property Owners / Administrators in Calamba City			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Liham ng Kahilingan / Authorization Letter with Valid ID			Kliyente o Authorized Representative	
2. Building Permit/Occupancy Permit/Building Plan/Bill of Materials/Certificate of Completion			Building Regulatory Office	
3. Zoning Certificate / Clearance			City Planning & Development Office (CPDO)	
4. List of Machinery (Acquisition & Installation Cost and Date)			Kliyente	
5. Authorization / SPA /Secretary Certificate with Ids			Abogado, Naglalakad ng papel	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Isumite ang photocopy ng mga kinakailangang dokumento at iprisinta ang mga orihinal na dokumento.	1. Tanggapin at suriin ang mga dokumento Kung kumpleto: Bigyan ng Order of Payment at iproseso ang dokumento Kung hindi kumpleto: Ibalik sa kliyente ang mga dokumento	Walang Babayaran	20 minuto	Local Assessment Operations Officer I Assessment Clerk VI Assessment Staff
	1.2 Isagawa inspection, review and assessment		3 araw	Local Assessment Operation Officers





2. Magbayad ng kaukulang halaga	2. Tanggapin ang kaukulang bayad at bigyan ng opisyal na resibo	Php 30.00 per request	5 minuto	Revenue Collection Clerk III Treasury Office
3. Ipresinta ang opisyal na resibo at tanggapin ang dokumento	3. Ibigay ang Bagong Tax Declaration	Walang Babayaran	5 minuto	Assessment Staff
Total :		Php 30.00 per request	3 araw at 30 minuto	

Paalala: Makukuha ang dokumento ng hindi hihigit sa Pitong (7) araw ng pagtatrabaho sapagka't dadaan pa ito sa inspection, review and assessment ng mga kinaukulan.

3. Issuance of Certified True Copy of Tax Declaration / Certificate of Aggregate Land Holdings / Certificate of No Property

Pag-iisyu ng sertipikasyon sa Decklarasyon ng Buwis / Pagpapanatili ng Pag-Aari/
Walang Pagmamay-Ari

Office or Division :	City Assessment Office – Appraisal & Assessment Division			
Classification :	Simple			
Type of Transaction :	G2C – Government to Citizen, G2B – Government to Business Entity, G2G – Government to Government			
Who may avail :	All Property Owners / Administrators in Calamba City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Authorization Letter with valid ID		Kliyente o Authorized Representative		
2. Tax Receipt or Land Title		City Treasury Office or Registry of Deeds		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Isumite ang kahilingan at ang kaukulang dokumento	1.1 Tanggapin at suriin ang kahilingan at bigyan ng Order of Payment	Walang Babayaran	5 minuto	Assessment Staff





	1.2 Iproseso ang kahilingan at lagyan ng Anotasyon ng mga selyo.	Walang Babayaran	8 minuto	Assessment Staff Administrative Assistant II Administrative Assistant V Assessment Clerk II
2. Magbayad ng kaukulang halaga	2. Tanggapin ang kaukulang halaga at bigyan ng opisyal na resibo	Php 30.00 per request	2 minuto	Revenue Collection Clerk III Treasury Office
3. Ipresinta ang opisyal na resibo at tanggapin ang dokumento	3. Ibigay ang mga Sertipikadong kopya ng Dokumento	Walang Babayaran	3 minuto	Assessment Staff
Total :		Php 30.00 per request	18 minuto	

4. Certificate of No Improvement

Pag-iisyu ng Sertipikasyon na walang nakatirik sa lote

Office or Division :	City Assessment Office –Appraisal Division			
Classification :	Simple			
Type of Transaction :	G2C – Government to Citizen, G2B – Government to Business Entity, G2G – Government to Government			
Who may avail :	All Property Owners / Administrators in Calamba City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Liham ng Kahilingan/ Authorization Letter with Valid ID		Kliyente o Authorized Representative		
2. Tax Receipt of request		City Treasury Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Isumite ang sulat kahilingan	1.1 Tanggapin at suriin ang dokumento at bigyan ng Order of Payment	Walang Babayaran	5 minuto	Assessment Staff





	1.2 Isagawa inspection, review and assessment	Walang Babayaran	2 araw	Local Assessment Operation Officers
2. Magbayad ng kaukulang halaga	2. Tanggapin ang kaukulang halaga at bigyan ng opisyal na resibo	Php 30.00 per request	2 minuto	Revenue Collection Clerk III Treasury Office
3. Ipresinta ang opisyal na resibo at tanggapin ang sertipikadong dokumento	3. Ibigay ang Sertipikadong kopya ng Dokumento	Walang Babayaran	5 minuto	Assessment Staff
Total:		Php 30.00 per request	2 araw at 12 minuto	

Paalala: Makukuha ang dokumento ng hindi hihigit sa tatlong (3) araw ng pagtatrabaho sapagka't dadaan pa ito sa review at inspection ng mga kinauukulan.

5. Request for Cancellation of Records

(Tax Declaration of Building / Improvement / Machinery due to demolition or non existing of property to reflect to the current status of property)

Kahilingan para tanggaling sa records ang nakadeklarang improvement o makinarya sa dahilanan wala na ito o nagbago na ng kalagayan.

Office or Division :	City Assessment Office –Appraisal Division	
Classification :	Simple	
Type of Transaction :	G2C – Government to Citizen, G2B – Government to Business Entity, G2G – Government to Government	
Who may avail :	All Property Owners / Administrators in Calamba City	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Authorization Letter with Valid ID's		Kliyente o Authorized Representative
2. Liham ng kahilingan para mapakansela ang nakatalang improvement o makina		
3. Katunayan ng cancellation of Real estate Property		





CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Isumite ang sulat kahilingan ng kanselasyon ng improvement o makina kasama ang mga kaukulang mga dokumento	1.1 Tanggapin at suriin ang mga dokumento	Walang Babayaran	5 minuto	Local Assessment Operation Officers
	1.2 Iproseso ang dokumento (review, inspection, and assessment)		2 araw	
2. Tanggapin ang Inspection at Cancellation report	2. Ibigay ang Inspection at Cancellation report.		5 minuto	Assessment Staff
Total:		None	2 araw at 10 minuto	

Paalala: Makukuha ang dokumento ng hindi hihigit sa Pitong (7) araw ng pagtatrabaho sapagka't dadaan pa ito sa review, inspection and assessment ng mga kinauukulan.

6. Verification and Location of Property

Beripikasyon ng lugar o lokasyon ng ari-arian

Office or Division :	City Assessment Office - Tax Mapping Operations Division	
Classification :	Simple	
Type of Transaction :	G2C – Government to Citizen, G2B – Government to Business Entity, G2G – Government to Government	
Who may avail :	All Property Owners / Administrators in Calamba City	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Authorization Letter with Valid ID's	Kliyente o Authorized Representative	
2. Kopya ng Titulo	Registry of Deeds	





CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Ipabatid ang kahilingan	1.1 Beripikahin ang lokasyon ng property	Walang Babayaran	5 minuto	Taxmapper I / II Tax Mapping Aide Draftsman I / II
	1.2 Ipresinta ang nahanap na property		5 minuto kada lote	
Total:		None	10 minuto kada lote	

7. Issuance of Barangay Jurisdiction

Pag-iisyu ng sertipikasyon sa nasasakupan ng Barangay

Office or Division :	City Assessment Office - Tax Mapping Operations Division			
Classification :	Simple			
Type of Transaction :	G2C – Government to Citizen, G2B – Government to Business Entity, G2G – Government to Government			
Who may avail :	All Property Owners / Administrators in Calamba City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Kopya ng Titulo		Registry of Deeds		
2. Request Form		City Assessment Office		
2. Authorization Letter with Valid ID's		Property Owner		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Punan ang request form at isumite ang mga kaukulang dokumento	1.1 Tanggapin at suriin ang mga dokumento at bigyan ng Order of Payment	Walang Babayaran	5 minuto	Tax Mapping Aide Draftsman I Draftsman II
	1.2 Iproseso ang dokumento		10 minuto	Taxmapper I Taxmapper III Tax Mapper IV
2. Magbayad ng kaukulang halaga	2. Tanggapin ang kaukulang bayad at bigyan ng opisyal na resibo	Php 50.00	5 minuto	Revenue Collection Clerk III Treasury Office



3. Ipresinta ang opisyal na resibo at tanggapin ang dokumento	3 Ibigay ang mga Sertipikadong kopya ng dokumento	Walang Babayaran	5 minuto	Taxmapping personnel
Total :		Php 50.00	25 minuto	

8. Issuance of Certified True Copy of Tax Map

Pag-iisyu ng sertipikasyon ng Mapang Buwis

Office or Division :	City Assessment Office - Tax Mapping Operations Division			
Classification :	Simple			
Type of Transaction :	G2C – Government to Citizen, G2B – Government to Business Entity, G2G – Government to Government			
Who may avail :	All Property Owners / Administrators in Calamba City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Kopya ng Titulo		Registry of Deeds		
2. Authorization Letter with Valid ID's		Property Owner		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Isumite ang mga kaukulang dokumento	1.1 Tanggapin at suriin ang mga dokumento at bigyan ng Order of Payment	Walang Babayaran	5 minuto	Tax Mapping Aide Draftsman I Draftsman II
	1.2 Iproseso ang dokumento		10 minuto	Taxmapper I Taxmapper III Tax Mapper IV
2. Magbayad ng kaukulang halaga	2. Tanggapin ang kaukulang halaga at bigyan ng opisyal na resibo	Php 100.00	5 minuto	Revenue Collection Clerk III Treasury Office
3. Ipresinta ang opisyal na resibo at tanggapin ang dokumento	3 Ibigay ang mga Sertipikadong kopya ng Dokumento	Walang Babayaran	5 minuto	Taxmapping personnel
Total :		Php 100.00	25 minuto	





VI. Feedback and Complaints Mechanism

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<ol style="list-style-type: none">1. Kumuha ng Client Satisfaction Survey na nakalagay sa ibabaw ng suggestion box sa harapan ng opisina2. Isulat ang Feedback/Suggestion sa tao or opisinang nagbigay serbisyo.
How feedbacks are processed	<ol style="list-style-type: none">1. Kada Biyernes ito ay kinukuha ng tauhan ng opisina (Administrative Officer) para i-compile at i-record ang lahat ng feedback/suggestion na isinumite.2. Ang Feedback/Suggestion na may kaugnayan sa opisina or tao ay kailangan sagutin sa loob ng tatlong (3) araw3. Ang Kasagutan ng Opisina/Tao ay sasabihin or ipapadala sa Kliyente. <p><i>Para sa inquiries and follow-ups, ang kliyente ay pwedeng tumawag sa numerong: (049) 545-6789 loc 8000 or 8219/8220(CHRM Office)</i></p> <p><i>Email Address:</i> <i>chrnocalamba2001@gmail.com</i></p>
How to file a complaint	<ol style="list-style-type: none">1. Kumuha ng Client Satisfaction Survey (CSR) sa ibabaw ng suggestion box sa harapan ng opisina.2. Isulat ang reklamo at kung sino ang inirereklamo.
How complaints are processed	<ol style="list-style-type: none">1. Isumite ang reklamo sa Tanggapan ng City Human Resource Management Office o direkta sa opisinang inirereklamo.2. Hintayin ang aksyon sa loob ng 5 hanggang 15 minuto
Contact Information of ARTA, CCB, PCC	ARTA : complaints@arta.gov.ph PCC : 8888 CCB : 0908-8816565 (sms) : contactcenterngbayan@gov.ph : 1-6565