



CITY GOVERNMENT OF CALAMBA

CITIZEN'S CHARTER

2024-1st 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 TREASURY MANAGEMENT OFFICE

External Services





1. Pagbibigay ng Opisyal na Resibo para sa Business Tax

Pagkolekta sa Business Tax

Office or Division :		City Treasury Management Office		
Classification :		Simple		
Type of Transaction :		G2C - Government to Citizen		
Who may avail :		Stakeholders / Taxpayers		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Application Form		Business Permits & Tricycle Franchising Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Ipresinta ang Business Application Form	1.1 Suriin kung ang idineklarang kabuuang benta ay ayon sa isinumiteng dokumento tulad / gaya ng di limitado sa mga sumusunod: <i>Audited Financial Statement Income Tax return, Point of Sale, Summary Report, Certification of Sale</i>	Walang Babayaran	2 minuto	Local Treasury Operations Officer IV Local Revenue Collection Officer III
	1.2 Pag-apruba ng idineklarang kabuuang kita		3 minuto	City Treasurer Local Treasury Operations Officer IV Local Revenue Collection Officer III
	1.3. Pagtatasa ng babayaran		1 minuto	Local Revenue Collection Officer III Local Treasury Operations Officer II Local Treasury Operations Officer I





	1.4 Pagbibigay ng Statement of Account	Ayon sa sinasaad ng City Ordinance 371-2006		Local Revenue Collection Officer III Computer File Librarian III Local Treasury Operations Officer II Local Treasury Operations Officer I Administrative Officer II
2. Bayaran ang kaukulang halaga	2. Bigyan ng Opisyal na resibo	Walang Babayaran	3 minuto	Revenue Collection Clerk III Local Treasury Operations Officer II
	Total:	Ayon sa sinasaad ng City Ordinance 371-2006	10 minuto	



2. Pagbibigay ng Opisyal na Resibo para sa 2% PEZA Share

Pagkolekta sa PEZA Share

Office or Division :	City Treasury Management Office			
Classification :	Simple			
Type of Transaction :	G2C - Government to Citizen			
Who may avail :	Stakeholders / Taxpayers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Income Tax Return / Financial Statement		1. BIR		
2. PEZA registration / PEZA Certification		2. PEZA		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Isumite ang Income Tax Return / Financial Statement	1. Tanggapin at suriin ang dokumento at I-prepara ang Statement of Account (SOA)	2% ng Gross Sales	10 minuto	Administrative Officer II
2. Bayaran ang kaukulang halaga	2. Bigyan ng Opisyal na resibo	Walang babayaran		
Total :		2% ng Gross Sales	10 minuto	





3. Pagbibigay ng Opisyal na Resibo para sa Amusement Tax

Pagkolekta sa Amusement Tax

Office or Division :	City Treasury Management Office			
Classification :	Simple			
Type of Transaction :	G2C - Government to Citizen			
Who may avail :	Stakeholders / Taxpayers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Gross Receipts				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Ipresinta ang Gross Receipts at report mula sa ticket checker	1. Tanggapin at suriin ang Gross Receipts at report	Walang Babayaran	3 minuto	Revenue Collection Clerk III
2. Bayaran ang kaukulang halaga	2. Bigyan ng Opisyal na resibo	10 % ng Gross Receipts		
Total :		10 % ng Gross Sales	3 minuto	



4. Pagbibigay ng Opisyal na Resibo para sa Annual Fixed Tax (AFT) Pagkolekta sa Annual Fixed Tax

Office or Division :		City Treasury Management Office		
Classification :		Simple		
Type of Transaction :		G2C - Government to Citizen		
Who may avail :		Stakeholders / Taxpayers		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Official Receipts (OR) 2. Certificate of Registration (CR)		Land Transportation Office (LTO)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Ipresinta ang Official Receipts (OR) at Certification of Registration (CR)	1. Tanggapin at suriin ang Official Receipts (OR) at Certification of Registration (CR)	Walang Babayaran	3 minuto	Administrative Aide VI
2. Bayaran ang kaukulang halaga	2. Bigyan ng Opisyal na resibo	Php 700.00		
Total :		Php 700.00	3 minuto	





5. Pagbibigay ng Opisyal na Resibo para sa Birth Fee

Pagkolekta sa Birth Fee

Office or Division :	City Treasury Management Office			
Classification :	Simple			
Type of Transaction :	G2C - Government to Citizen			
Who may avail :	Stakeholders / Taxpayers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Case Number		City Health Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Ipresinta ang Case Number na galing sa City Health Office	1. Suriin ang Case Number	Walang Babayaran	3 minuto	Administrative Assistant II
2. Bayaran ang kaukulang halaga	2. Bigyan ng Opisyal na resibo	Php 3,500.00		
Total :		Php 3,500.00	3 minuto	





6. Pagbibigay ng Opisyal na Resibo para sa Tuition Fee at ibang bayarin

Pagkolekta sa Tuition Fee at ibang bayarin

Office or Division :		City Treasury Management Office		
Classification :		Simple		
Type of Transaction :		G2C - Government to Citizen		
Who may avail :		Stakeholders / Calamba City College (CCC) Students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Registration Form 2. Assessment Form		CCC Registrar's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Ipresinta ang Student Registration at Assessment Form	1. Tanggapin at suriin ang Student Registration at Assessment Form	Walang Babayaran	3 minuto	Administrative Assistant II
2. Bayaran ang kaukulang halaga	2. Bigyan ng Opisyal na resibo	Base sa Schedule of Fees		
Total :		Base sa Schedule of Fees	3 minuto	

Schedule of Fees:

Addition / Change of Subject Fee	}	- Php 50.00
Completion Form		
Lost Comp Card Authentication		
Certificate of Completion	}	- Php 30.00
Certificate of Enrollment		
Certificate of Good Moral		
Copy of Graders		
Endorsement Letter		
Honorable Dismissal Other Certification		

Course Description	- Php 30.00 / page
Dropping Fee	- Php 25.00 / subject
Entrance Exam Fee	- Php 200.00
Entrance Exam for Transferee-	Php 300.00
Lost Diploma (2 nd copy)	- Php 300.00

Lost ID	- Php 100.00
Lost Registration Form	- Php 100.00
Shifting Course Fee	- Php 100.00
Transcript of Records	- Php 50.00
Lost Exam Permit	- Php 10.00



7. Pagbibigay ng Opisyal na Resibo para sa Pump Verification Testing and Sealing

Pagkolekta sa mga gasoline station

Office or Division :		City Treasury Management Office		
Classification :		Simple		
Type of Transaction :		G2C - Government to Citizen		
Who may avail :		Stakeholders / Gasoline Station		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Business Permit		Business Permits & Tricycle Franchising Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Ipresinta ang Business Permit	<p>1.1 Tanggapin at suriin ang Business Permit</p> <p>Kung meron permit: Simulan ang Verification</p> <p>Kung walang Permit: I-refer sa Business Permits Office</p> <p>1.2. Isailalim sa pag-susuri ang gasoline pump at selyuhan kung wasto at ayon sa pamantayan ng Department of Science and Technology, kung hindi naman ay bigyan ng Notice of Defective Pump, I seal ang pump</p>	Walang Babayaran	15 minuto	Local Treasury Operations Officer II Administrative Assistant V Administrative Assistant III Driver II Administrative Aide VI Bookbinder III Administrative Aide IV
2. Bayaran ang kaukulang halaga	2. Kolektahin ang Bayad (penalty kung defective) at Bigyan ng Opisyal na Resibo	Php 150.00		
Total :		Php 150.00	15 minuto	



8. Pagbibigay ng Community Tax Certificate (Cedula)

Pagkolekta mula sa Community Tax Certificate (Cedula)

Office or Division :		City Treasury Management Office		
Classification :		Simple		
Type of Transaction :		G2C - Government to Citizen		
Who may avail :		Stakeholders / Taxpayers		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Income Tax Receipt		BIR		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. I-presinta ang Income Tax Return (ITR)	1. Tanggapin at suriin ang ang Income Tax Return (ITR)	Walang Babayaran	3 minuto	Administrative Aide VI Bookbinder III
2. Bayaran ang kaukulang halaga	2. Bigyan ng Opisyal na Resibo	Individual: PHP1.00 sa bawat PHP 1,000 plus PHP 5.00 (hindi lalagpas sa PHP 5,000) Corporation: PHP 2.00 sa bawat PHP 5,000 plus PHP 500 (hindi lalagpas sa PHP 10,000)		
3. Tanggapin ang Community Tax Certificate (Cedula)	3. Ibigay ang Community Tax Certificate (Cedula)	Walang babayaran	1 minuto	
Total :		Depende sa Kokolektahin Bayad	4 minuto	



9. Pagbibigay ng Opisyal na Resibo para sa Franchise Tax

Pagkolekta mula sa Franchise Tax

Office or Division :	City Treasury Management Office			
Classification :	Simple			
Type of Transaction :	G2C - Government to Citizen			
Who may avail :	Stakeholders / Taxpayers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Income Tax Receipt		BIR		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Isumite ang Gross ng Annual Receipts	1. Tanggapin at suriin ang Gross Annual Receipts	Walang Babayaran	3 minuto	Revenue Collection Clerk III
2. Bayaran ang kaukulang halaga	2. Bigyan ng Opisyal na Resibo	65% of 1%ng Gross Annual Receipts		
Total :		65% of 1%ng Gross Annual Receipts	3 minuto	



10. Pagbibigay ng Opisyal na Resibo para sa Market Fees

Pagkolekta sa Market Fees

Office or Division :		City Treasury Management Office		
Classification :		Simple		
Type of Transaction :		G2C - Government to Citizen		
Who may avail :		Stakeholders / Taxpayers		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Order of Payment		City Agriculture Officer / City Veterinary Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. I-presinta ng Order of Payment	1. Tanggapin at suriin ang Order of Payment	Walang babayaran	3 minuto	Local Treasury Operations Officer III Administrative Assistant II Administrative Aide VI Ticket Checker Administrative Aide IV Administrative Assistant V
2. Bayaran ang kaukulang halaga	2. Bigyan ng Opisyal na Resibo	Ayon sa sinasaad ng naipasang Market Code		
Total :		Ayon sa sinasaad ng naipasang Market Code	3 minuto	



11. Pagbibigay ng Opisyal na Resibo para sa Police, Court at Mayor's Permit Fee

Pagkolekta mula sa Police, Court at Mayor's Permit

Office or Division :		City Treasury Management Office		
Classification :		Simple		
Type of Transaction :		G2C - Government to Citizen		
Who may avail :		Stakeholders / Taxpayers		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Order of Payment		IIPESO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. I-presinta ng Order of Payment	1. Tanggapin at suriin ang Order of Payment	Walang babayaran	3 minuto	Local Revenue Collection Officer I
2. Bayaran ang kaukulang halaga	2. Bigyan ng Opisyal na Resibo	Base sa Schedule of Fees		
TOTAL :		Base sa Schedule of Fees	3 minuto	

Schedule of Fees:

- Php 50.00 - Employment, scholarship study grant
- Php 100.00 - Change of name
- Php 500.00 - Application for Filipino Citizenship
- Php 150.00 - Passport and visa application
- Php 200.00 - Firearms permit application
- Php 50.00 - Court Clearance / other purposes
- PHP 20.00 - Mayor's Clearance / PLEB Clearance



12. Pagbibigay ng Opisyal na Resibo para sa Slaughter and Coral Fees

Pagkolekta mula sa Slaughter at Coral Fees

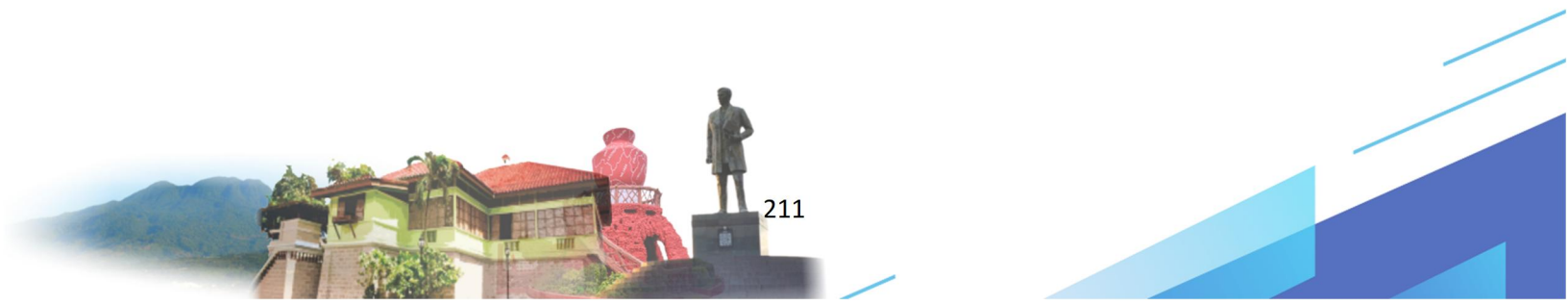
Office or Division :		City Treasury Management Office		
Classification :		Simple		
Type of Transaction :		G2C - Government to Citizen		
Who may avail :		Stakeholders / Taxpayers		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Order of Payment		City Veterinary Services Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Ipresinta ang Order of Payment	1. Tanggapin at suriin ang Order of Payment	Walang babayaran	3 minuto	Bookbinder III Administrative Aide VI
2. Bayaran ang kaukulang halaga	2. Bigyan ng Opisyal na Resibo	<u>Permit to slaughter per head:</u> Large Cattle, hogs, goats, sheep and others- PHP 150 <u>Slaughter fee/head</u> <i>For Public Consumption:</i> largecattle,hogs,goat s, sheeps and others - PHP 120 <i>For Home Consumption:</i> large cattle,hogs,goats, sheeps and others - PHP 130 <u>Corral Fee/ head /day fraction thereof:</u> large cattle,hogs,goats, sheeps and others - PHP 100 Post Mortem Inspection fee - PHP 100 Dressed Meat and Poultry per kilo - PHP 0.10		
Total :		Depende sa kokolektahin bayad	3 minuto	



13. Pagbibigay ng Opisyal na Resibo para sa Traffic Violation Fees

Pagkolekta mula sa mga Traffic Violation

Office or Division :		City Treasury Management Office		
Classification :		Simple		
Type of Transaction :		G2C - Government to Citizen		
Who may avail :		Stakeholders / Taxpayers		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Order of Payment Traffic Citation Ticket (TCT)		Public Order & Safety Office (POSO)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. I-presinta ng Order of Payment at TCT	1. Tanggapin at suriin ang Order of Payment at TCT	Walang babayaran	3 minuto	Bookbinder III
2. Bayaran ang kaukulang halaga	2. Bigyan ng Opisyal na Resibo	Base sa Order of Payment at ayon sa sina-saad ng naipasang Traffic Violation Code		
Total :		Depende sa kokolektahin bayad	3 minuto	





14. Pagbibigay ng Opisyal na Resibo para sa Beripikasyon, Inspeksyon at Sealing ng Weighing Scale

Pagkolekta mula sa mga Weighing Scale

Office or Division :		City Treasury Management Office		
Classification :		Simple		
Type of Transaction :		G2C - Government to Citizen		
Who may avail :		Stakeholders / Taxpayers		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Weighing Scale				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Ipresinta ang Weighing Scale	1. Isailalim sa pag-susuri. Kung accurate ang timbang: Lagyan ng Selyo at bigyan ng Order of Payment Kung hindi accurate: Kumpiskahin ang Weighing Scale	Walang Babayaran	5 minuto	Local Treasury Operations Officer II Administrative Assistant V Administrative Assistant III Driver II Administrative Aide VI Bookbinder III
2. Bayaran ang kaukulang halaga	2. Bigyan ng Opisyal na Resibo	Php 150.00		
Total :		Php 150.00	5 minuto	



15. Pagbibigay ng Opisyal na Resibo para sa Real Property Tax

Pagkolekta mula sa Real Property Tax

Office or Division :		City Treasury Management Office		
Classification :		Simple		
Type of Transaction :		G2C - Government to Citizen		
Who may avail :		Stakeholders / Taxpayers		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Tax declaration 2. Land Title 3. Previous Receipt		1. City Assessment Office 2. Registry of Deeds 3. City Treasury Management Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Ipresinta ang tax declaration, land title or previous receipt	1.1 Tanggapin at suriin ang mga dokumento	Walang Babayaran	3 minuto	Local Revenue Collection Officer II Revenue Collection Clerk III Administrative Aide VI
	1.2 Iprepara ng Statement of Account			
2. Bayaran ang kaukulang halaga	2. Bigyan ng Opisyal na Resibo	1% Basic 1% SEF ng Assessed Value ½ of 1% ng Assessed Value para sa Idle Lands	3 minuto	Administrative Officer V Local Revenue Collection Officer I Administrative Assistant V Bookbinder III
Total :		Depende sa kokolektahin bayad	6 minuto	

Note: Kung ang magrequest ng Statement of Account (SOA) ng Real Property ay Developer or Individual na Taxpayer na may dalang mahigit na tatlumpung (30) Tax Declaration / Previous Receipt / Land Title ito ay babalikan sa napagkasunduang petsa.



16. Pagbibigay ng Opisyal na Resibo para sa Real Property Tax (Online Payment)

Pagkolekta mula sa Real Property Tax (Online Payment)

Office or Division :		City Treasury Management Office		
Classification :		Simple		
Type of Transaction :		G2C - Government to Citizen		
Who may avail :		Stakeholders / Taxpayers		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Tax declaration 2. Land Title 3. Previous Receipt		1. City Assessment Office 2. Registry of Deeds 3. City Treasury Management Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Magrequest ng Statement of Account (SOA) via email or facebook messenger ng tanggapan	1. Tasahan ang babayarang amilyar at ipadala sa taxpayer ang Statement of Account (SOA) sa pamamagitan ng email / facebook messenger	Walang Babayaran	3 minuto	Local Treasury Operations Assistant Local Revenue Collection Officer I
2. Bayaran ang kaukulang halaga sa pamamagitan ng Landbank Linkbiz Portal	2. Suriin kung pumasok na ang bayad gamit ang Snap Shot galing Landbank at Mag-issue ng Opisyal na Resibo <i>(Maaring Ipadala ang resibo sa pamamagitan ng rehistradong sulat o personal na kunin ng taxpayer sa tanggapan ng Ingat-Yaman)</i>	1% Basic 1% SEF ng Assessed Value ½ of 1% ng Assessed Value para sa Idle Lands	17 minuto	
Total :		Depende sa kokolektahin bayad	20 minuto	



17. Pagbibigay ng Tax Clearance

Pagkolekta mula sa Tax Clearance

Office or Division :	City Treasury Management Office			
Classification :	Simple			
Type of Transaction :	G2C - Government to Citizen			
Who may avail :	Stakeholders / Taxpayers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Updated Tax Declaration / Previous OR				
2. Owner's ID		Property Owner		
3. Birth Certificate (photocopy / certified true copy)		Philippine Statistics Office (PSA) / Civil Registry Office		
4. Death Certificate of registered owner / Extrajudicial Settlement (photocopy / certified true copy)				
5. Consularized / Red Ribbon / Apostil (if abroad)				
<u>If the requesting party is not the owner:</u>		Company Board		
<ul style="list-style-type: none"> • Special Power of Attorney (SPA) / Notarized Authorization Letter 				
<ul style="list-style-type: none"> • Valid ID of Representative 				
<ul style="list-style-type: none"> • Notarized Secretary's Certificate (if company owned) 				
<ul style="list-style-type: none"> • ID of Corporate Secretary 				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Ipresinta ang mga kaukulang dokumento	1. Tanggapin at suriin ang mga kaukulang dokumento.	Walang Babayaran	3 minuto	Revenue Collection Clerk III Administrative Aide IV
2. Bayaran ang kaukulang halaga	2.1 Bigyan ng Opisyal na Resibo	Php 30.00	30 minuto	
	2.2 Iprepara ang Tax Clearance			
3. Tanggapin ang dokumento	3. Ibigay ang kopya sa kliyente	Walang babayaran	1 minuto	
Total :		Php 30.00	34 minuto	



18. Pagbibigay ng Opisyal na Resibo para sa Miscellaneous Fees ng iba't - ibang opisina

Pagkolekta sa iba't-ibang opisina ng Miscellaneous Fees

Office or Division :		City Treasury Management Office		
Classification :		Simple		
Type of Transaction :		G2C - Government to Citizen		
Who may avail :		Stakeholders / Taxpayers		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Order of Payment		* City Assessor's Office (Tax Declaration, Cert of No. Improvement, Cert of Land Holdings, Cert of No. Property, Tax Map, Brgy Jurisdiction, Issuance of New Tax Declaration, & Transfer of Tax Declaration)		
		* City Planning & Development Office (Zoning Permit)		
		* Building Regulatory Services Office (Building / Electrical / Occupancy Permit PD1096)		
		* City Health Services Office (Sanitary / Health Permit)		
		* Housing & Settlements Department (Electrical / Occupancy BP220)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Ipresinta ang Order of Payment	1. Tanggapin at suriin ang Order of Payment	Walang Babayaran	3 minuto	Local Revenue Collection Officer II
2. Bayaran ang kaukulang halaga	2. Bigyan ng Opisyal na Resibo	Base sa Order of Payment ng Iba't-ibang Opisina		Collection Clerk III Administrative Aide VI
Total :		Base sa Order of Payment ng Iba't-ibang Opisina	3 minuto	



19. Pagbibigay ng Opisyal na Resibo para sa Transfer Tax na may kasama Tax Clearance

Pagkolekta sa Transfer Tax

Office or Division :	City Treasury Management Office			
Classification :	Simple			
Type of Transaction :	G2C - Government to Citizen			
Who may avail :	Stakeholders / Taxpayers			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Deed of Conveyance				
• Tax Declaration			City Assessment Office	
• Mode of Transfer (Sale, Donation, among others)			Kliyente	
• Buyer & Seller's ID				
• Buyer & Seller's Authorization Letter				
• ID of representative				
• Secretary's Certificate (if company owned)				
• Valid ID of Corporate Secretary			City Civil Registry Office	
• Birth Certificate (photocopy / certified true copy for Self • Adjudication				
Extra Judicial				
• Tax Declaration (updated)			City Assessment Office	
• Tax Declaration (time of death)			Kliyente	
• Extra Judicial Settlement				
• ID of Heirs				
• ID of Representative			City Civil Registry Office	
• Death Certificate of registered owner				
• Special Power of Attorney (SPA) / Notarized Authorization Letter			Any Legal Office	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Ipresinta ang mga kailangan na dokumento	1. Tanggapin, suriin at Beripikahin ang kakumpletuhan ng mga requirements at iprepara ang SOA	Walang Babayaran	15 minuto	Revenue Collection Clerk III



2. Bayaran ang kaukulang halaga	2. Bigyan ng Opisyal na Resibo	65% of 1% ng total napagkakabili ng ari-arian o ang fair market value kung alin ang mataas	3 minuto	Local Revenue Collection Officer II
Total :		Depende sa kokolektahin bayad	18 minuto	

19. Pagbibigay ng Opisyal na Resibo para sa Civil Registry Fees

Pagkolekta sa Civil Registry Fees

Office or Division :		City Treasury Management Office		
Classification :		Simple		
Type of Transaction :		G2C - Government to Citizen		
Who may avail :		Stakeholders / Taxpayers		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Order of Payment		City Civil Registry Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Ipresinta ang Order of Payment	1. Tanggapin at suriin ang Order of Payment	Walang Babayaran	3 minuto	Administrative Aide VI
2. Bayaran ang kaukulang halaga	2. Bigyan ng Opisyal na Resibo	Ayon sa sinasaad ng City Ordinance 371-2006		Revenue Collection Clerk III
Total :		Depende sa kokolektahin bayad	3 minuto	



20. Pagbibigay ng Opisyal na Resibo para sa Professional Tax Receipt Fees

Pagkolekta sa Professional Tax Receipt Fees

Office or Division :		City Treasury Management Office		
Classification :		Simple		
Type of Transaction :		G2C - Government to Citizen		
Who may avail :		Stakeholders / Taxpayers		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Valid PRC ID		PRC		
2. Insurance ID / Certification		Insurance Company		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Ipresinta ang PRC ID	1. Tanggapin at suriin ang validity ng ID	Walang babayaran	3 minuto	Local Revenue Collection Officer I
2. Bayaran ang kaukulang halaga	2. Bigyan ng Opisyal na Resibo	Base sa Schedule of Fees		Local Revenue Collection Officer I
Total :		Base sa Schedule of Fees	3 minuto	

Schedule of Fees:

Php 300.00

Lawyers / Medical Practitioners / Architects / Interior Decorators / CPA / Engineers (Civil / Electrical / Chemical / Mechanical / Sanitary / Mining) / Pharmacists / Medical Technologists / Insurance Agents / Insurance Sub-agents / Custom Brokers / Marine Surveyors / Actuaries / Reg Master Plumbers / Registered Technicians / Veterinaries / Dentists / Optometrists / Opticians / Commercial Aviators / Prof Appraisers or Cannoiseur of tobacco and other domestic and foreign products / Licensed Ship Masters / Marine Chief Engineers / Mech Plate Engineer / Junior Mechanical Engineer, Certified Plant Mechanics unless they are Professional Mechanical Engineers and have paid the corresponding occupation tax for Mechanical Engineers / Agricultural Engineers / Geodetic Engineers / Electrical & Comm Engineers / Chief Motor Engineers / Master Mariners / Naval Architects / Sugar Technologists / Real Estate Brokers / Stock Brokers



PHP 250.00

Land Surveyors / Geodetic Engineer / Chief Master / Marine Second Engineer / Registered Nurse / Chiropractors / Tattooers / Masseurs / Pelotaris Jockeys / Professional Actors and Actress Stage Performers / Hostesses Statisticians / Commercial Stewards / Stewardess / Flight Attendants / Insurance Adjusters / Dieticians / Embalmers (Sec 12 LTC) Foresters & Geologists / Midwives unless he or she is a registered nurse and has paid the corresponding occupation tax as registered nurse

Chemists unless he or she is a registered Chemical Engineer and has paid the corresponding occupation tax as Chemical Engineer

Associate and Assistant Electrical Engineers unless he or she is a prof Electrical Engineer and has paid the corresponding occupation tax as Electrical Engineer

Marine Officers unless he is a Marine Engineers or Second Engineer and has paid the corresponding occupation tax for Marine Engineers or Second Engineers

Therapists, unless he, or she is a registered nurse and has paid the corresponding occupation tax for nurse





21. Pagbibigay ng Opisyal na Resibo para sa Tricycle Franchise

Pagkolekta sa Tricycle Franchise Fees

Office or Division :	City Treasury Management Office			
Classification :	Simple			
Type of Transaction :	G2C - Government to Citizen			
Who may avail :	Stakeholders / Taxpayers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Order of Payment		Business Permits & Tricycle Franchising Office		
2. Official Receipts (OR)		Land Transportation Office (LTO)		
3. Certificate of Registration (CR)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Ipresinta ang Order of Payment, OR at CR	1.1 Tanggapin at suriin ang Order of Payment, OR at CR	Walang Babayaran	3 minuto	Administrative Officer II
	1.2 Suriin ang motor number			
2. Bayaran ang kaukulang halaga	2. Bigyan ng Opisyal na Resibo	PHP 1,170 plus 2% (penalty kada buwan hanggang 6 na buwan lamang)		
Total :		Depende sa kokolektahin bayad	3 minuto	



22. Pagbibigay ng Certified True Copy ng Opisyal na Resibo

Pagbibigay ng Certified True Copy ng Opisyal na Resibo

Office or Division :	City Treasury Management Office			
Classification :	Simple			
Type of Transaction :	G2C - Government to Citizen			
Who may avail :	Stakeholders / Taxpayers			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Owner's ID			Kliyente	
2. Authorization Letter				
3. ID of Representative				
4. Letter Request				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Ipresinta ang mga kaukulang dokumento	1. Tanggapin at suriin ang mga dokumento	Walang Babayaran	3 minuto	Local Revenue Collection Officer II Revenue Collection Clerk III Administrative Aide IV
2. Bayaran ang kaukulang halaga	2. Bigyan ng Opisyal na Resibo at ibigay ang Certified True Copy na resibo	Php 30.00	30 minuto	
Total :		Php 30.00	33 minuto	



23. Pag-rerelease ng Tseke

Pagbibigay ng mga Tseke

Office or Division :	City Treasury Management Office			
Classification :	Simple			
Type of Transaction :	G2G- Government to Citizen			
Who may avail :	Stakeholders			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<p>Para sa Financial Assistance</p> <ol style="list-style-type: none"> Valid ID ng Payee / claimant Authorization ID of Representative (immediate family only) Claim Stub (kapag ang FA ay mula sa City Officials) Para sa FA ng Homeowners (Resibo ng HOA) <p>Para sa mga Supplier/Contractor</p> <ol style="list-style-type: none"> Special Power of Attorney mula sa may ari ng kumpanya I.D. ng May ari ng kumpanya I.D. of Representative Opisyal na Resibo <p>Para sa Land Acquisition</p> <ol style="list-style-type: none"> Original Title Valid ID ng may ari Authorization ID ng Representative (immediate family only) 				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Isumite ang mga dokumento at mag-presinta ng valid na ID	1.1 Tanggapin at suriin ang mga isinumiteng dokumento at valid ID	Walang babayaran	15 minuto	Local Treasury Operations Officer I
	1.2 Palagdaan sa claimant ang disbursement voucher at itala sa logbook			
2. Tanggapin ang Tseke	2. Magsumite ng resibo ang supplier / contractor / HOA at irelease ang tseke.			
Total :		None	15 minuto	



24. Pagrerelease ng Financial Assistance (FA)

Pagrerelease ng Tulong Pinansyal

Office or Division :		City Treasury Management Office		
Classification :		Simple		
Type of Transaction :		G2C – Government to Citizen		
Who may avail :		Mamamayan ng Calamba		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Valid ID		Kliyente		
2. Authorization Letter at ID		Authorized Representative		
3. Representative's ID (Immediate Family Only)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Isumite ang mga dokumento at mag-presinta ng valid na ID	1. Tanggapin at suriin ang mga isinumiteng dokumento at ID	Walang babayaran	3 minuto	Cash Clerk IV Local Revenue Collection Officer II Local Treasury Operations Officer I Administrative Officer I Administrative Aide IV
2. Lagdaan ang Disbursement Voucher / Payroll	2. Suriin ang pirma mula sa mga ID's, payroll, DV at authorization letter			
3. Tanggapin ang Pera o Tseke	3. Ibigay ang Pera o Tseke			
Total :		None	3 minuto	



25. Pagbibigay ng Money Accountability Clearance

Pagbibigay ng Money Accountability Clearance

Office or Division :	City Treasury Management Office			
Classification :	Simple			
Type of Transaction :	G2C - Government to Citizen			
Who may avail :	Stakeholders / Taxpayers			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Kopya ng ID				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Ipresinta ang kopya ng ID	1. Tanggapin at suriin ang kopya ng ID at iproseso ang dokumento	Walang Babayaran	3 minuto	Administrative Aide VI
2. Bayaran ang kaukulang halaga	2. Bigyan ng Opisyal na Resibo	Php 30.00	30 minuto	Administrative Assistant II
3. Tanggapin ang dokumento	3. Ibigay ang kopya ng Money Accountability Clearance	Walang babayaran	1 minuto	
Total :		Php 30.00	34 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