



City Treasurer's Office



CITIZEN’S CHARTER

I. Profile

The City Treasurer’s Office is the City Government’s primary implementing arm in the disposition of local government funds. It serves as the main adviser to the City in matters concerning public finance. In conjunction with Business Permit and Licensing Division of the City Mayor’s Office, the City Treasurer’s Office coordinates the day-to-day operations of the Business-One-Stop-Shop, offering business owners fast, efficient registration. It aids the city government in local revenue generation by establishing effective means in the collection of taxes, fees and charges and maintaining an updated tax information system.

II. Mission

To effectively assist the City Government in its steady march towards becoming a progressive local government unit

III. Vision

Emergence as the most efficient City Treasurer’s Office in Region 4-A, working as a partner of the City Government and its constituency

IV. Service Pledge

We, the City Treasurer’s Office commit to:

1. Take custody of, exercise proper management and disbursement of the funds, which custody of have been entrusted to this office;
2. Ensure the maintenance of an updated tax information system of Batangas City;
3. Provide assistance and services to the taxpayers of Batangas City, in compliance with Ease of Doing Business Law (R.A. 11032) and with adherence to the Code of Conduct and Ethical Standards for Public Officials and Employees;
4. Continuously update our methods of providing services to accommodate the needs of a fast-changing world;
5. Generate revenues thru efficient collection of taxes, fees and charges accruing to the local government in accordance with existing laws and ordinances.



V. List of Services

1. Real Property Tax Assessment and Collection
2. Issuance of Tax Clearance to Real Property Taxpayers
3. Payment of Business Taxes
4. Issuance of Community Tax Certificate (CTC)
5. Certification for Lost Community Tax Certificate
6. Payment of Professional Tax and Occupation Tax
7. Payment of Annual Fixed Tax for Delivery Vehicles
8. Payment for Sealing and Licensing of Weights and Measures
9. Payment for Rental Use of Public Cemetery
10. Clearance Fees
11. Collection of Various Local Taxes, Miscellaneous Fees, and Regulatory Charges
12. Payment of Stall Occupancy Fee
13. Issuance of Transfer Tax Certificate to Real Property Taxpayers
14. Releasing of Checks
15. Application for Issuance of Business Taxes, Fees And Charges' Clearances and Other Certifications
16. Issuance of Closure Certificate to Business Owners
17. Verification and Inspection of Fuel Dispensing Pumps



1.Real Property Tax Assessment and Collection

An annual ad valorem tax on real property such as land, buildings, machineries and other improvements attached to the real property at the rate of one and a half percent (1 1/2 %) of the assessed value for basic tax and one percent (1%) for special education fund should be paid.

Real property tax payments can be made at the Real Property Tax Division of the City Treasurer's Office. Taxpayers may pay the taxes without interest in four equal installments:

- 1st Quarter : On or before March 31
- 2nd Quarter: On or before June 30
- 3rd Quarter: On or before September 30
- 4th Quarter: On or before December 31

Failure to pay the real property tax or any other tax levied under this Article upon the expiration of the periods as provided in Sec.2A.04., shall subject the taxpayer to the payment of interest at the rate of two percent (2%) per month on the unpaid amount or fraction thereof, until the delinquent tax shall have been fully paid. In no case shall the total interest on the unpaid tax or portion thereof exceed thirty-six (36) months.

Office or Division:	City Treasurer's Office-Real Property Tax Division
Classification :	Simple
Types of Transaction:	G2C/G2B
Who may avail:	All Real Property Owners

Checklist of Requirements	Where to Secure
Government Issued Identification Card (ID)	BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG, PRC
Latest Real Property Tax (RPT) Official Receipt (if available)	If available from previous payment of taxpayer
Tax Declaration(if available)	Owner's Copy or Certified True Copy from the City Assessor's Office



Notice of Delinquency (for delinquent accounts)		Delivered through mail, by barangay officials or by CTO revenue collection clerks.		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Submit the necessary requirements	Accept and check the requirements		1 minute	Queuing Personnel
2. Proceed to payment	2.1 Encode the necessary data 2.2 Print Statement of Account 2.3 Accept payment	AV(assessed value) X 2.5%	4 minutes	Revenue Collection Clerk
3. Claim the official receipt	Receive the payment and issue the Official Receipt.		1 minute	Revenue Collection Clerk
Total:		AV(assessed value) X 2.5%	6 minutes	

2.Issuance of Tax Clearance to Real Property Taxpayers

A tax clearance is issued to certify that correct amount of real property tax on a certain parcel of land or immovable has been paid. The taxpayer after paying a nominal fee will be issued a clearance that may be used for various legal purposes.

Office or Division:	City Treasurer's Office-Real Property Tax Division
Classification:	Simple
Types of Transaction:	G2C/G2B
Who may avail:	All Real Property Owners with updated account in the City of Batangas

Checklist of Requirements	Where to Secure
Government Issued Identification Card of the owner & authorized person	BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG, PRC

Authorization letter (for representatives)		Real Property Owner		
Tax Declaration or Latest Tax Receipt (if available)		Owner's Copy or Certified True Copy from the City Assessor's Office		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Submit requirements and provide information and identification	1.1 Check the requirements 1.2 Verify record of payment		3 minutes	Revenue Collection Clerk
2. Pay the tax clearance fee	Receive the payment and issue the Official Receipt	P 130.00	1 minute	Revenue Collection Clerk
3. Receive the tax clearance	3.1 Generate the tax clearance		5 minutes	Revenue Collection Clerk
	3.2 Check the tax clearance for corrections.			Local Revenue Collection Officer
	3.3 Sign the tax clearance certificate.			Batangas City Treasurer or any authorized officer.
	3.4 Release the tax clearance			Revenue Collection Clerk
Total:		P 130.00	9 minutes	

3.Payment of Business Taxes

All business establishments are required to pay their business taxes prior to securing their business permits from the Business Permit and Licensing Office (BPLO) . Business taxpayers may pay their taxes without penalty on or before January 31 of the current year at the City Treasurer's Office - Business Tax and Fees Division.

Office or Division:	City Treasurer's Office- Business Tax and Fees Division
Classification:	Simple
Types of Transaction:	G2C, G2B

Who may avail:	All business owners within Batangas City
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Checklist of Requirements		Where to Secure		
Order of Payment		Business Permit and Licensing Office (BPLO)		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1.Submit the necessary requirements	Accept and check the requirements		1 minute	Queuing Personnel
2.Pay the business tax.	2.1 Encode the necessary data 2.2 Print Statement of Account 2.3 Accept payment	Fees dependent on declared capitalization(for new business) and gross receipts (for business renewal)	2 minutes	Revenue Collection Clerk
3.Claim the official receipt	Print and release official receipt		1 minute	Revenue Collection Clerk
Total:		Fees dependent on declared capitalization(for new business) and gross receipts (for business renewal)	4 minutes	

4.Issuance of Community Tax Certificate (CTC)

The Community Tax shall accrue on the first (1st) day of January each year which shall be paid not later than the last date of February of each year. If a person reaches the age of eighteen (18) years or otherwise loses the benefit of the exemption on or before the last day of June, he shall be liable for the community tax on the day he reaches such age or upon the day the exemption ends. However, if a person reaches the age of eighteen (18) years or loses the benefit of exemption on or before the last day of March, he shall have twenty (20) days to pay Community Tax without becoming delinquent.



Persons who come to reside in the Philippines or reach the age of eighteen (18) years on or after the first (1st) day of July of any year, or who cease to belong to an exempt class on or after the same date, shall not be subject to the Community Tax for that year.

Corporations established and organized on or before the last day of June shall be liable for the Community Tax for that year. But corporations established and organized on or before the last day of March shall have twenty (20) days within which to pay Community Tax without becoming delinquent. Corporations established and organized on or after the first day of July shall not be subject to the Community Tax for that year.

If the tax is not paid within the time prescribed above, there shall be added to the unpaid amount an interest of twenty-four (24%) percent per annum from the due date until it is paid.

Office or Division:	City Treasurer's Office- Business Tax and Fees Division
Classification:	Simple
Types of Transaction:	G2C, G2B
Who may avail:	Batangas City Residents and Business Establishments

Checklist of Requirements		Where to Secure		
Personal Data Form		Queuing Personnel		
Government Issued Identification Card of the owner & authorized person		BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG, PRC		
Withholding tax certificate (for individual)		Bureau of Internal Revenue		
Gross Receipt of Business (for business establishments)		Bureau of Internal Revenue		
Old Community Tax Certificate (if available)		From previous payment		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible

1. Submit the requirements	1.1 Check the requirements 1.2 Encode the data collected		1 minute	Revenue Collection Clerk
2. Pay the CTC fee	Accept payment and issue Community Tax Certificate. * Ensure that the certificate has been signed and thumbmarked by the client.	Individual: ₱5.00+ ₱1.00 for every ₱1,000.00 but not to exceed ₱5,000.00 Corporation: ₱500.00+ ₱2.00 for every ₱2,000.00 but not to exceed ₱10,000.00	4 minutes	Revenue Collection Clerk
3. Claim the Community Tax Certificate	Release the Community Tax Certificate		1 minute	Revenue Collection Clerk
Total:		Based on above computation.	6 minutes	

5. Certification for Lost Community Tax Certificate

Persons who lost their community tax certificate for the current year may still be able to acquire a certification provided that he/she will pay the required fees.

Office or Division:	City Treasurer's Office- Business Tax and Fees Division/ Administrative Division
Classification:	Simple



Types of Transaction:	G2C, G2B
Who may avail:	Batangas City Residents and Business Establishments

Checklist of Requirements		Where to Secure		
Government Issued Identification Card of the owner & authorized person		BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG, PRC		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Submit the requirements	1.1 Check the requirements 1.2 Print the payment record		2 minutes	Revenue Collection Clerk
2. Pay the Certification fee	Accept payment and issue Official Receipt.	₱ 130.00	1 minute	Revenue Collection Clerk
3. Proceed to CTO-Administrative Division	3.1 Verify receipt.		5 minutes	Reception
	3.2 Encode data and issue certification.			Supervising Admin Officer
	3.3 Verify the certification			Batangas City Treasurer or any authorized officer.
	3.4 Sign the certification.			
4. Claim the certification with the receipt	Release the certification with the receipt		1 minute	Reception
Total:		₱ 130.00	9 minutes	

6. Payment of Professional Tax and Occupational Tax

Professional tax is an annual tax imposed on each person engaged in the exercise or practice of his profession requiring government examination, while occupational fee is an annual fee imposed on all persons engaged in the exercise of any occupation or calling.

Office or Division:	City Treasurer's Office- Business Tax and Fees Division
Classification:	Simple
Types of Transaction:	G2C/G2B
Who may avail:	All Professionals and Employed workers (except those employed in the government)

Checklist of Requirements	Where to Secure
PRC ID (for professionals)	Professional Regulatory Commission (PRC)



NBI or Police Clearance (for occupational fee)		National Bureau of Investigation (NBI)/Philippine National Police (PNP)		
If representative, Authorization letter from the company duly signed by the owner/manager or authorized signatory which indicates the following information: -name of employee and signature granting the authorization. -ID of representative -ID of person being represented		Company/ Authorized Person		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Submit requirements and provide information and identification	Check the requirements and identification		1 minute	Revenue Collection Clerk
2. Pay the required tax	Receive payment and issue the Official Receipt	P 300.00 for professional tax and P 150.00 for Occupation fee	2 minutes	Revenue Collection Clerk
3. Claim the Professional Tax or Occupational Tax Receipt.	Release the official receipt.		1 minute	Revenue Collection Clerk
Total:		P 300.00 for professional tax and P 150.00 for Occupation fee	4 minutes	

7.Payment of Annual Fixed Tax for Delivery Vehicles

An annual fixed tax is imposed for every truck, van or any motor vehicle used by manufacturers, producers, wholesalers, dealers or retailers in the delivery or distribution of distilled spirits, fermented liquors, softdrinks, cigars or cigarettes and (other products as may be determined by SangguniangPanlungsod) to sales outlets, or consumers, whether directly or indirectly, within the city.

Office or Division:	City Treasurer's Office- Business Tax and Fees Division
Classification:	Simple
Types of Transaction:	G2B
Who may avail:	Owners of delivery vehicles used in delivery or distribution of goods within Batangas City



Checklist of Requirements		Where to Secure		
Official Receipt and Certificate of Registration (OR/CR)		Land Transportation Office (LTO)		
Tax Order of Payment		Transportation Development Regulatory Office (TDRO)		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Submit requirements	Check the requirements		1 minute	Revenue Collection Clerk
2. Proceed to payment	2.1 Check the tax order of payment 2.2 Receive payment and issue official receipt.	P 550.00 for every delivery trucks with an additional P500.00 per company or business whose office is located outside the City for inspection and monitoring.	2 minutes	Revenue Collection Clerk
3.Claim the official receipt	Release official receipt.		1 minute	Revenue Collection Clerk
Total:		Based on amount indicated above.	4 minutes	

8.Payment for Sealing and Licensing of Weights and Measures

Every person using instruments of weights and measures within the city shall first have them sealed tested, calibrated by the City Treasurer or his authorized representative before their use.

Office or Division:	City Treasurer's Office- Business Tax and Fees Division
Classification:	Simple
Types of Transaction:	G2C/G2B
Who may avail:	Any person whose business requires the use of weights and measures.

Checklist of Requirements		Where to Secure		
Mayor's Permit		Business Permit and Licensing Office(BPLO)		
Weiging Scale		Owned by taxpayer		
Calibration Result		Deputized personnel		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible



1. Submit the requirements	1.1 Check the requirements 1.2 Verify the payment of business tax and other regulatory fees.		3 minutes	Revenue Collection Clerk
2. Proceed to payment	Issue Official Receipt	Based on the type of weights and measures as imposed in the local revenue code	2 minutes	Revenue Collection Clerk
3.Claim the official receipt	Release official receipt.		1 minute	Revenue Collection Clerk
Total:		Based on the type of weights and measures as imposed in the local revenue code	6 minutes	

9.Payment for Rental Use of Public Cemetery

There shall be collected from the lessees of public burial ground (niche) or public burial ground for musoleum in the Public Cemetery of Batangas City. The rental fee imposed shall be paid to the City Treasurer of his duly authorized representative who shall issue an official receipt as evidence of payment of rentals for use of public cemetery.

Office or Division:	City Treasurer's Office- Business Tax and Fees Division
Classification:	Simple
Types of Transaction:	G2C/G2B/G2G
Who may avail:	All Owners of Niche and Musoleum in Batangas City Public Cemetery

Checklist of Requirements		Where to Secure		
Government Issued Identification Card (ID)		BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-Ibig, PRC		
Endorsement form		Public Cemetery office		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1.Submit the necessary requirements	Accept and check the requirements		1 minute	Revenue Collection Clerk



2. Proceed to payment	2.1 Encode the necessary data and search for the existing record for renewal. 2.2 Compute the amount of rental to be paid including penalty if applicable 2.3 Receive payment	Niche- Php 300.00 Musoleum- Php 1,000.00 (for every five years) plus penalty if applicable.	5 minutes	Revenue Collection Clerk
3. Claim the official receipt	Print and release official receipt and update record of payment.		2 minutes	Revenue Collection Clerk
Total:		Based on amount indicated above.	8 minutes	

10. Clearance Fees

There shall be paid for each clearance certificate issued by the Office of the City Prosecutor, Courts, Philippine National Police, Sheriff, the Department of Interior and Local Government, the Sangguniang Panlungsod and other offices of Batangas City Government, the following fees:

(a) For employment, scholarship, study grant	Php 50.00
(b) For change of name	100.00
(c) For application for Filipino citizenship	500.00
(d) For passport or visa application	50.00
(e) For firearms permit application	300.00
(f) For other purposes	50.00

Office or Division:	City Treasurer's Office- Business Tax and Fees Division
Classification:	Simple
Types of Transaction:	G2C/G2B/G2G
Who may avail:	All residents and non-residents of the City of Batangas

Checklist of Requirements		Where to Secure		
Valid Identification Card		BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG, PRC		
Community Tax Certificate		City Treasurer's Office		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible



1. Submit the requirements	Accept and check the requirements		1 minute	Revenue Collection Clerk
2. Proceed to payment	2.1 Receive payment 2.2 Issue Official Receipt	Based on the amount indicated above plus Php 30.00 documentary stamp tax	1 minute	Revenue Collection Clerk
3.Claim the official receipt	Release official receipt.		1 minute	Revenue Collection Clerk
Total:		Based on the amount indicated above plus Php 30.00 documentary stamp tax	3 minutes	

17. Verification and Inspection of Fuel Dispensing Pumps

It is the responsibility of the Office of the City Treasurer to verify and inspect all gasoline stations within the City for the accuracy of their respective fuel dispensing pumps. The City Treasurer's Office provides annual mandatory, and in-service inspection to ensure adherence of business owners to the guidelines issued by the Department of Science and Technology.

For each and every re-testing and re-sealing of weights and measuring instruments including gasoline pumps outside the office upon request of the owner or operator, an additional service charge shall be collected.

Office or Division:		City Treasurer's Office –Business Tax & Fees Division		
Classification:		Complex		
Types of Transaction:		G2C/G2B		
Who may avail:		All Gasoline Station Owners within Batangas City		
Checklist of Requirements		Where to Secure		
Mayor's Permit		Business Permit and Licensing Office		
Previous Calibration Result		City Treasurer's Office		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible

1. Submit requirements	1.1 Check the requirements 1.2 Verify payment of Mayor's Permit 1.3 Verify and inspect fuel pumps 1.4 Issue Tax Order of Payment (TOP)		5 minutes per dispensing nozzle	Trained Revenue Collection Clerk
2. Pay the required fee.	Receive payment and issue official receipt.	P550.00 per fuel pump	1 minute	Trained Revenue Collection Clerk
3. Claim the receipt and certificate of verification.	Release the official receipt with the certificate of verification.		1 minute	Revenue Collection Clerk
Total:		Total number of pumps x P550.00	2 minutes + (Total number of nozzles x 5 minutes)	

VI. FEEDBACK AND COMPLAINTS MECHANISMS

How to send feedback	Clients/Taxpayers are then asked to write their feedback and give it to the Administrative Division of City Treasurer's Office. Feedback may also be
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	given through phone. Contact info: 723-2914 / 723-5952
How feedbacks are processed	Feedbacks are forwarded to the City Treasurer for evaluation. Relevant personnel are advised as well as their Division Chief.
How to file a complaint	Clients/Taxpayers are asked for a written incident report and give it to the Administrative Division of City Treasurer’s Office. Complaints may also be done through phone. Contact info: 723-2914/723-5952 Make sure to include the name of the personnel involved, time and day of the incident and evidence.
How complaints are processed	Written incident reports are evaluated by the City Treasurer. Concerned employee is asked for a written explanation within 72 hours. Sanctions (whether verbal or written) are imposed. For complaints/feedback requiring answers, client/complainant will be given a copy of the report stating the outcome.
Contact information	ARTA:complaints@arta.gov.ph/ 1-ARTA(2782) PCC: 8888 CCB: 0908-881-6565(SMS) City Treasurer’s Office: Email: batangascitytreasurer@gmail.com Contact no.: 723-2914 or 723-5952

VII. List of Offices

OFFICE	ADDRESS	CONTACT INFORMATION
City Treasurer’s Office	City Hall Complex, P. Burgos st.Batangas City	723-5952
-Administrative Division		723-2914
-Cash Division		723-4056
-Real Property Tax Division		723-2641
-Business Tax and Fes Division	City Hall Complex, P. Burgos st.Batangas City	723-6708
	4 th floor Bay City Mall, P. Burgos St., Batangas City	756-6042
Business Permit and Licensing Office(BPLO)	4 th floor Bay City Mall, P. Burgos St., Batangas City	722-1823
City Market Administrator	Julian Pastor Memorial Market (JPMM), Brgy. Cuta, Batangas City	723-2488