



# Citizen's CHARTER

## OFFICE OF THE PROVINCIAL TREASURER

### 1 ) COLLECTION OF REAL PROPERTY TAX

**SCHEDULE OF AVAILABILITY OF SERVICE :** Monday to Friday / 8:00 AM – 12:00NN 12:30PM – 4:30PM

**WHO MAY AVAIL THE SERVICE**

The owner of the real property (land, building, machinery) or person having legal interest thereon or their representative may pay the real property tax annually or in four equal installment.

**REQUIREMENTS**

- Latest Official Receipt or Certificate of Payment
- Copy of Real Property Tax Declaration

**DURATION :** 15 minutes

**HOW TO AVAIL OF THE SERVICE**

Step	Applicant/Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person in Charge	Fees	Form
1	Present latest Official Receipt of real property tax payment and copy of Real Property Tax Declaration	Verify: @RPTAR @Assessment (vis a vis GIS, hard copy and RPTAR)	5 minutes	Local Revenue Collection Officer/ Revenue Collection Clerk/Assessment Clerk		
2		Print out billing from GIS or Computes tax due manually if GIS cannot be accessed	5 minutes	Local Revenue Collection Officer/Local Revenue Collection Clerk		
3		Receive payment and issue Official Receipt	5 minutes	Local Revenue Collection Officer/Local Revenue Collection Clerk	Prompt payment: Assessed Value X 2% Less 10% discount. Delayed payment: Assessed Value X 2% plus 2% penalty per month from the date of accrual of tax to the time of payment but not exceeding 36 months Advance Payment: Assessed Value X 2% Less 20% discount.	
END OF TRANSACTION						

### 2 ) COLLECTION OF REAL PROPERTY TRANSFER TAX

**SCHEDULE OF AVAILABILITY OF SERVICE :** Monday to Friday / 8:00 AM – 12:00NN 12:30PM – 4:30PM

**WHO MAY AVAIL THE SERVICE :** Seller, donor, transferees, executor, administrator of real property to be transferred, or their representative.

**REQUIREMENTS**

- Deed of sale, donation, judicial/extra-judicial settlement or any applicable document proving transfer of ownership
- Copy of Real Property Tax Declaration
- Real Property Tax Clearance or updated tax payment (Official Receipt)

**DURATION :** 8 minutes

**HOW TO AVAIL OF THE SERVICE**

Step	Applicant/Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person in Charge	Fees	Form
1	Inquire payment of tax	Require documents	1 minute	Local Revenue Collection Officer/ Revenue Collection Clerk		
2	Present documents for payment of transfer tax.	Verify documents	3 minutes	Local Revenue Collection Officer/ Revenue Collection Clerk		
3		Computes tax due	1 minute			
4	Pay the amount due	Receive payment and issue Official Receipt	2 minutes	Local Revenue Collection Officer/ Revenue Collection Clerk	45% of 1% of market value or sales value whichever is higher	
5	Receive the Official Receipt	Give the Official Receipt	1 minute	Local Revenue Collection Officer/ Revenue Collection Clerk		
END OF TRANSACTION						

### 3 ) COLLECTION OF REAL PROPERTY TAX CLEARANCE

**SCHEDULE OF AVAILABILITY OF SERVICE :** Monday to Friday / 8:00 AM – 12:00NN 12:30PM – 4:30PM

**WHO MAY AVAIL THE SERVICE :** Owner of real property or representative

**REQUIREMENTS**

- Current Official Receipt for Real Property Tax (RPT) payment
- Official Receipt (OR) for service fee

**DURATION :** 10 minutes

**HOW TO AVAIL OF THE SERVICE**

Step	Applicant/Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person in Charge	Fees	Form
1	Present current Official Receipt for RPT	Verify/Validate reference of payment	3 minutes	Local Revenue Collection Officer/ Revenue Collection Clerk		
	After validation pay service fee	Issue Official Receipt for service fee	1 minute		P 52.00	
2		Issue and release tax clearance certificate	6 minutes	Local Revenue Collection Officer/ Revenue Collection Clerk/Provincial Treasurer		Tax Clearance Certificate
3	Receive the tax clearance certificate			Local Revenue Collection Officer/ Revenue Collection Clerk		
END OF TRANSACTION						

### 4 ) CASH PAYMENT FOR FINACIAL ASSISTANCE

**SCHEDULE OF AVAILABILITY OF SERVICE :** Monday to Friday / 8:00 AM – 12:00NN 12:30PM – 4:30PM

**WHO MAY AVAIL THE SERVICE :** Any individual who has granted financial assistance.

**REQUIREMENTS**

- Valid Identification Card (Voter's ID, Driver's License, Pass Port, SSS, TIN, GSIS, Marriage Contract)
- Special Power of Attorney or Letter of Authorization in the absence of claimant

**DURATION :** 3 minutes

**HOW TO AVAIL OF THE SERVICE**

Step	Applicant/Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person in Charge	Fees	Form
1	Present documents to prove identity and other documents required	Verify documents presented	1 minute	Cashier/Disbursing Officer		
2	Sign payroll/voucher	Gives payee the amount due and mark the payroll/voucher PAID	2 minutes	Cashier/Disbursing Officer		
END OF TRANSACTION						

### 5 ) CASH PAYMENT FOR GUIMARAS HEALTH INSURANCE PROGRAM (GHIP) REFUND

**SCHEDULE OF AVAILABILITY OF SERVICE :** Monday to Friday / 8:00 AM – 12:00NN 12:30PM – 4:30PM

**WHO MAY AVAIL THE SERVICE :** GHIP members having refund for their medical expenses

**REQUIREMENTS :** Notice of Claim / Valid Identification Card (Voter's ID, Driver's License, Pass Port, SSS, TIN, GSIS, Marriage Contract) /

Community Tax Certificate / Letter of Authorization in the absence of claimant

**DURATION :** 3 minutes

**HOW TO AVAIL OF THE SERVICE**

Step	Applicant/Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person in Charge	Fees	Form
1	Present documents to prove identity and other documents required	Verifies documents presented	1 minute	Cashier/Disbursing Officer		
2	Signs payroll/voucher	Gives payee the amount due and mark the payroll/voucher PAID	2 minutes	Cashier/Disbursing Officer		
END OF TRANSACTION						



# Citizen's CHARTER

## OFFICE OF THE PROVINCIAL TREASURER

### 6 ) COLLECTION OF REAL PROPERTY TAX

**SCHEDULE OF AVAILABILITY OF SERVICE :** Monday to Friday / 8:00 AM – 12:00NN 12:30PM – 4:30PM

**WHO MAY AVAIL THE SERVICE**

Any individual engaging in the exercise or practice of his profession requiring government examination, board or bar exams.

**REQUIREMENTS :** Current annual registration card or PRC License

**DURATION :** 3 minutes

**HOW TO AVAIL OF THE SERVICE**

Step	Applicant/Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person in Charge	Fees	Form
1	Inquire payment of tax	Require documents		Local Revenue Collection Officer/ Revenue Collection Clerk		
2	Present required documents.	Verify documents presented	1 minute	Local Revenue Collection Officer/ Revenue Collection Clerk		
3		Receive payment and issue Official Receipt	2 minutes	Local Revenue Collection Officer/ Revenue Collection Clerk	Prompt Payment: P 300.00 annually  Late Payment(After January 31) P 300.00 plus surcharge of 25% and penalty of 2% per month	
4	Receives the Official Receipt			Local Revenue Collection Officer/ Revenue Collection Clerk		
END OF TRANSACTION						

### 7 ) COLLECTION OF DELIVERY VAN TAX

**SCHEDULE OF AVAILABILITY OF SERVICE :** Monday to Friday / 8:00 AM – 12:00NN 12:30PM – 4:30PM

**WHO MAY AVAIL THE SERVICE**

Manufacturers, producers, wholesalers, dealers and retailers or their representatives using delivery van, trucks or any motor vehicle in delivery or distribution of products.

**REQUIREMENTS :** LTO registration and plate number

**DURATION :** 4 minutes

**HOW TO AVAIL OF THE SERVICE**

Step	Applicant/Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person in Charge	Fees	Form
1	Inquire payment of tax	Require documents	1 minute	Local Revenue Collection Officer/Revenue Collection Clerk		
2	Present required documents	Verify documents presented	1 minute	Local Revenue Collection Officer/Revenue Collection Clerk		
3	Pays the amount due	Receive payment and issue Official Receipt	1 minute	Local Revenue Collection Officer/Revenue Collection Clerk	P 500.00  P 60.00 cost of sticker	
4	Receive the Official Receipt and Sticker		1 minute	Local Revenue Collection Officer/Revenue Collection Clerk		
END OF TRANSACTION						

### 7 ) COLLECTION OF DELIVERY VAN TAX

**SCHEDULE OF AVAILABILITY OF SERVICE :** Monday to Friday / 8:00 AM – 12:00NN 12:30PM – 4:30PM

**WHO MAY AVAIL THE SERVICE**

Manufacturers, producers, wholesalers, dealers and retailers or their representatives using delivery van, trucks or any motor vehicle in delivery or distribution of products.

**REQUIREMENTS :** LTO registration and plate number

**DURATION :** 4 minutes

**HOW TO AVAIL OF THE SERVICE**

Step	Applicant/Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person in Charge	Fees	Form
1	Inquire payment of tax	Require documents	1 minute	Local Revenue Collection Officer/ Revenue Collection Clerk		
2	Present required documents	Verify documents presented	1 minute	Local Revenue Collection Officer/ Revenue Collection Clerk		
3	Pays the amount due	Receive payment and issue Official Receipt	1 minute	Local Revenue Collection Officer/ Revenue Collection Clerk	P 500.00  P 60.00 cost of sticker	
4	Receive the Official Receipt and Sticker		1 minute	Local Revenue Collection Officer/ Revenue Collection Clerk		
END OF TRANSACTION						

### 8 ) COLLECTION OF CERTIFICATION FEE

**SCHEDULE OF AVAILABILITY OF SERVICE :** Monday to Friday / 8:00 AM – 12:00NN 12:30PM – 4:30PM

**WHO MAY AVAIL THE SERVICE**

Persons who pay certification fees for the following:

Certified true copy of tax declaration, sketch plan and vicinity map

Certification of aggregate landholding

Certification of improvement/non-improvement

**REQUIREMENTS :** Request Slip from Assessor's Office

**DURATION :** 4 minutes

**HOW TO AVAIL OF THE SERVICE**

Step	Applicant/Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person in Charge	Fees	Form
1	Present request slip	Validate request slip	2 minutes	Local Revenue Collection Officer/ Revenue Collection Clerk		
2		Receive payment and issue Official Receipt	2 minutes	Local Revenue Collection Officer/ Revenue Collection Clerk	P 52.00	
3	Receive and present Official Receipt to Provincial Assessor's Office for issuance of certification.					
END OF TRANSACTION						





# Citizen's CHARTER

## OFFICE OF THE PROVINCIAL TREASURER

### 9 ) COLLECTION OF FEES FOR ORTHOPHOTO MAP

**SCHEDULE OF AVAILABILITY OF SERVICE :** Monday to Friday | 8:00 AM – 12:00NN 12:30PM – 4:30PM

**WHO MAY AVAIL THE SERVICE :** Any person who wants a copy of an orthophoto map of a certain lot in the Province of Guimaras.

**REQUIREMENTS :** Request Slip from Assessor's Office or IT Unit of the Office of the Governor

**DURATION :** 3 minutes

**HOW TO AVAIL OF THE SERVICE**

Step	Applicant/Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person in Charge	Fees	Form
1	Present request slip	Validate request slip	1 minute	Local Revenue Collection Officer/Revenue Collection Clerk		
2		Receive payment and issue Official Receipt	2 minutes	Local Revenue Collection Officer/Revenue Collection Clerk	Rates vary from P87.00 to P4,234.00 depending on the size and type of paper used.	
3	Receive and present Official Receipt to Provincial Assessor's Office or IT Unit of the Governor for the orthophoto map.	Refer to MIS Section				
END OF TRANSACTION						

### 10 ) COLLECTION OF FEES IMPOSED BY BIDS AND AWARDS COMMITTEE

**SCHEDULE OF AVAILABILITY OF SERVICE :** Monday to Friday | 8:00 AM – 12:00NN 12:30PM – 4:30PM

**WHO MAY AVAIL THE SERVICE :** Contractors and suppliers or representatives joining the procurement proceedings in the Province of Guimaras

**REQUIREMENTS :** Approved Order of Payment from BAC Office

**DURATION :** 3 minutes

**HOW TO AVAIL OF THE SERVICE**

Step	Applicant/Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person in Charge	Fees	Form
1	Present order of payment	Validate order of payment	1 minute	Local Revenue Collection Officer/Revenue Collection Clerk		
2		Receive payment and issue Official Receipt	2 minutes	Local Revenue Collection Officer/Revenue Collection Clerk	Budget ceiling Below P 500,000.00 – 500.00 Above P 500,000.00 – 1,000.00  Performance Security = 5% of the total cost of the approved purchase order	
3	Receive and present OR to BAC Office.					
END OF TRANSACTION						

### 11 ) COLLECTION OF FEES ON DOG REGISTRATION AND VACCINATION

**SCHEDULE OF AVAILABILITY OF SERVICE :** Monday to Friday | 8:00 AM – 12:00NN 12:30PM – 4:30PM

**WHO MAY AVAIL THE SERVICE :** Dogs owners.

**REQUIREMENTS :** Request slip from the Provincial Veterinary Office

**DURATION :** 3 minutes

**HOW TO AVAIL OF THE SERVICE**

Step	Applicant/Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person in Charge	Fees	Form
1	Present request slip	Validate request slip	1 minute	Local Revenue Collection Officer/Revenue Collection Clerk		
2		Receive payment and issue Official Receipt	2 minutes	Local Revenue Collection Officer/Revenue Collection Clerk	Dog Registration – P 21.00	
3	Receive and present Official Receipt to Provincial Veterinary Office					
END OF TRANSACTION						

### 12 ) COLLECTION OF RENTAL FOR THE USE OF GOVERNMENT FACILITIES

**SCHEDULE OF AVAILABILITY OF SERVICE :** Monday to Friday | 8:00 AM – 12:00NN 12:30PM – 4:30PM

**WHO MAY AVAIL THE SERVICE**

Any individual or group who wants to use the space and facilities of the Province for a purpose.

**REQUIREMENTS :** Approved request from PGSO

**DURATION :** 3 minutes

**HOW TO AVAIL OF THE SERVICE**

Step	Applicant/Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person in Charge	Fees	Form
1	Present request slip	Validate request slip	1 minute	Local Revenue Collection Officer/Revenue Collection Clerk		
2		Receive payment and issue Official Receipt	2 minutes	Local Revenue Collection Officer/Revenue Collection Clerk	Rental of stocking chair- P5.00/day Rental of table – P20.00/day Rental of covered gym – P5,250.00 without sound system P7,350.00 with sound system Rental of GTIC Function Hall with aircon P3,150.00 boardroom P2,625.00 Rental of museum - P2,625.00 Rental of business stalls - P300.00/month	
3	Receive and present Official Receipt to Provincial General Services Office					
END OF TRANSACTION						



# Citizen's CHARTER

## OFFICE OF THE PROVINCIAL TREASURER

### 13 ) COLLECTION OF HEAVY EQUIPMENT RENTAL

**SCHEDULE OF AVAILABILITY OF SERVICE** : Monday to Friday | 8:00 AM – 12:00NN 12:30PM – 4:30PM

**WHO MAY AVAIL THE SERVICE** : Any individual who wants to avail the usage of the heavy equipment of the Province

**REQUIREMENTS** : Equipment Rental Form from PEO

**DURATION** : 3 minutes

**HOW TO AVAIL OF THE SERVICE**

Step	Applicant/Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person in Charge	Fees	Form
1	Present equipment rental form	Validate rental form	1 minute	Local Revenue Collection Officer/Revenue Collection Clerk		
2		Receive payment and issue Official Receipt	2 minutes	Local Revenue Collection Officer/Revenue Collection Clerk	Rates vary from P2,000.00 to P8,000.00 per day (8hours) for private individual and P4,000.00 to P10,000.00 for contractor per day depending on the heavy equipment used excluding fuel oil and lubricants.	
3	Receive and present Official Receipt to Provincial Engineer's Office					
END OF TRANSACTION						

### 14 ) COLLECTION OF ADMINISTRATIVE/CERTIFICATION FEE

**SCHEDULE OF AVAILABILITY OF SERVICE** : Monday to Friday | 8:00 AM – 12:00NN 12:30PM – 4:30PM

**WHO MAY AVAIL THE SERVICE** : All quarry operators

**REQUIREMENTS** : Billing/Statement of Account from GENRO

**DURATION** : 3 minutes

**HOW TO AVAIL OF THE SERVICE**

Step	Applicant/Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person in Charge	Fees	Form
1	Present billing	Validate billing	1 minute	Local Revenue Collection Officer/Revenue Collection Clerk		
2		Receive payment and issue Official Receipt	2 minutes	Local Revenue Collection Officer/Revenue Collection Clerk	P 52.00	
3	Receive and present Official Receipt to GENRO					
END OF TRANSACTION						

### 15 ) COLLECTION OF SAND AND GRAVEL TAX

**SCHEDULE OF AVAILABILITY OF SERVICE** : Monday to Friday | 8:00 AM – 12:00NN 12:30PM – 4:30PM

**WHO MAY AVAIL THE SERVICE** : All quarry operators

**REQUIREMENTS** : Billing/Statement of Account from GENRO

**DURATION** : 3 minutes

**HOW TO AVAIL OF THE SERVICE**

Step	Applicant/Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person in Charge	Fees	Form
1	Present billing	Validate billing	1 minute	Local Revenue Collection Officer/Revenue Collection Clerk		
2		Receive payment and issue Official Receipt	2 minutes	Local Revenue Collection Officer/Revenue Collection Clerk	For commercial sand and gravel, guano and gemstone gathering:  Application Fee - P110.00/ha or fraction thereof Filing/Processing Fee - P132.00 Projection Fee – P55.00 Posting Fee – P1,100.00 Field Verification Fee – P660.00 Registration and others Fees: Special Power of Attorney – P110.00 P.D. 1856 – P11.00 Articles of Incorporation/Partnership/Association – P110.00 Operation Agreement/Contract/Affidavit of Consent/ Authority – P110.00 Deliberation Fee - P1,100.00 Governor's Permit – P1,100.00 For exclusive government and private gratuitous sand and gravel permit applications: Application Fee – P110.00/ha or fraction thereof Governor's Permit – P110.00 Field Verification Fee – P440.00	
3	Receive and present Official Receipt to GENRO					
END OF TRANSACTION						