

SATELLITE OFFICE

EXTERNAL SERVICES

1. ASSESSMENT AND PAYMENT OF REAL PROPERTY TAX

OFFICE OR DIVISION	Imus Satellite Office			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2C – Government to Citizen			
WHO MAY AVAIL THE SERVICE	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Valid Identification Card (if applicable)		BIR, Post Office, DFA, PSA, SSS, GSIS, PAG-IBIG, NBI Clearance, Police Clearance		
Latest Real Property Tax (RPT) Official Receipt		City Treasurer's Office/Extension/ Satellite Offices		
Tax Declaration Certificate		City Assessor's Office		
Notice of Delinquency (for delinquent accounts)		City Treasurer's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the requirement	1.1 Verify the Record/ Real Property Tax Assessment	None	3 minutes	City Treasurer's Office assigned Personnel for Collection
	1.2 Issue Statement of Account (SOA) per transaction	None		
2. Pay the Assessed Tax and get the Official Receipt (OR)	2. Receive payments and issue official receipt	Computation of Real Property Tax <u>Basic Real Property Tax</u> Assessed Value X 1% Add: Penalty (if Applicable) Less: Discount (If applicable) <u>Special Education Fund</u> Assessed Value X 1% Add: Penalty (if Applicable) Less: Discount (If applicable)	2 minutes	City Treasurer's Office assigned Personnel for Collection
TOTAL		Based on assessment	5 minutes	

2. ISSUANCE OF MAYOR'S PERMIT TO WORK

OFFICE OR DIVISION	Imus Satellite Office			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2C – Government to Citizen			
WHO MAY AVAIL THE SERVICE	All workers in the City of Imus			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Filled out application form		Satellite Office		
Health card		City Health Office		
NBI Clearance/Police Clearance		NBI/PNP		
Community Tax Certificate (CTC)		City Treasurer's Office/ Extension Office/ Satellite Offices		
Referral Letter (non-resident of Imus)		Municipality or City Mayor		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the requirements	1. Verify the requirements	None	5 minutes	Satellite Office assigned Personnel
2. Pay the assessed fee and get the OR	2. Receive the payment and issue the official receipt	Php 80.00 Documentary stamp included	2 minutes	City Treasurer's Office assigned Personnel for Collection
3. Present the O.R. and receive the documents	3. Prepare Mayor's permit to work and release the document	None	7 minutes	Satellite Office assigned Personnel
		Fill-out Client Satisfaction Rating Form		
TOTAL		Php 80.00	14 minutes	

3. ISSUANCE OF COMMUNITY TAX CERTIFICATE

OFFICE OR DIVISION	Imus Satellite Office			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2C – Government to Citizen			
WHO MAY AVAIL THE SERVICE	All residents and non-residents of City of Imus			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Information slip		Satellite Office		
Valid ID Applicant		BIR /Post Office, DFA, PSA, SSS, GSIS, PAG-IBIG, NBI, Police Clearance		
BIR form No. 2316 Certificate of compensation/ Certificate of Income earned last year/ latest pay slip		Human Resource Office/ Accounting Office		
Photocopy of Notarized Special Power of Attorney		Notary Public by person being represented		
Medical Certification specifying health condition of applicant		Hospital		
Certification of BJMP Officer specifying detainment of applicant with photocopy of applicants valid ID		BJMP		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit accomplished information slip	1. Verify information slip assess tax and process request	None	2 minutes	Satellite Office assigned Personnel
2. Pay the assessed fee get the CTC	2. Receive payment and issue Official Receipt then issue the Community Tax Certificate.	a. Basic Community Tax (P34.00 voluntary) b. Additional Community Tax (not to exceed P5,000.00) Gross receipts or earnings derived from business during the preceding year (P1.00 for every P1,000.00) Salaries or gross receipts or earnings derived from exercised of profession or pursuit of any occupation (P1.00 for every P1,000.00)	3 minutes	City Treasurer's Office assigned Personnel for Collection /Satellite Office assigned Personnel
Fill-out Client Satisfaction Rating Form				
TOTAL		Based on assessment	5 minutes	

4. ISSUANCE OF OFFICIAL RECEIPT FOR POLICE CLEARANCE APPLICATION

OFFICE OR DIVISION	Imus Satellite Office			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2C – Government to Citizen			
WHO MAY AVAIL THE SERVICE	All residents of City of Imus			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Barangay Clearance		Respective Barangay		
Community Tax Certificate		City Treasurer's Office/ Extension Office and Satellite Offices		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the requirements	1. Verify the requirements	None	3 minutes	Satellite Office assigned Personnel
2. Pay the assessed fee and get the O.R.	Receive the payments and issue the official receipt	For employment (new) scholarship, study grant and other purposes not herein specified - Php 50.00; For employment (renewal) - Php100.00; For change name – Php 100.00; For Application of Filipino Citizenship – Php 500.00; For passport or visa application – Php 100.00; For work or travel abroad – Php 150.00; For firearms permit application – Php 500.00 For PLEB Clearance – Php 100.00; For Certification of Police Clearance – Php 50.00	2 minutes	City Treasurer's Office assigned Personnel for Collection
TOTAL		Based on assessment	5 minutes	

5. ISSUANCE AND/OR RELEASE OF PHILIPPINE STATISTICS AUTHORITY (Formerly NSO) AUTHENTICATED BIRTH CERTIFICATE, MARRIAGE CERTIFICATE, DEATH CERTIFICATE, AND CERTIFICATE OF NO MARRIAGE (CENOMAR)

OFFICE OR DIVISION	Imus Satellite Office			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2C – Government to Citizen			
WHO MAY AVAIL THE SERVICE	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished Application Form of Birth, Marriage, Death or CENOMAR		PSA		
For Personal Application				
Valid ID of Document owner (1 Original for validation and 1 photocopy (both sides))		BIR / Post Office, DFA, PSA, SSS, GSIS, PAG-IBIG, NBI, Police Clearance		
For Representative				
Valid ID of representative (1 Original for validation and 1 photocopy (both sides))		BIR / Post Office, DFA, PSA, SSS, GSIS, PAG-IBIG, NBI, Police Clearance		
Authorization letter or Notarized Special Power of Attorney		Document owner		
Valid ID of representative (1 Original for validation and 1 photocopy (both sides))		BIR / Post Office, DFA, PSA, SSS, GSIS, PAG-IBIG, NBI, Police Clearance		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Fill out and submit Philippines Statistics Authority (PSA) Application Form	1. Check if information is complete and readable	None	5 minutes	Satellite Office assigned Personnel
2. Pay the required fee and get claim stub	2. Receives payment, issues Official receipt, release the Claim Stub and prepare endorsement of PSA applications to the City registrar's Office for submission to PSA.	Service fee - Php 100.00; PSA Fee for BC, MC, DC – Php 155.00 + SF; PSA fee for CENOMAR - Php 210.00 + SF	3 minutes	City Treasurer's Office assigned Personnel for Collection /Satellite Office assigned Personnel
3. Wait for and receive notification from Satellite Office thru text or call for claiming the PSA document/s.	3. Notify applicant on the availability and claiming of PSA documents from City registrar's Office	None	2 minutes	Satellite Office assigned Personnel
4. Present claim stub and claim the PSA document/s with City and PSA Official Receipt	4. Release the PSA document/s	None	2 minutes	Satellite Office assigned Personnel
TOTAL		Based on assessment	12 minutes	

6. PUBLIC INFORMATION ASSISTANCE

OFFICE OR DIVISION	Imus Satellite Office			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2C – Government to Citizen			
WHO MAY AVAIL THE SERVICE	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		Satellite Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Ask queries about other services of the City Government and other relevant details.	1. Attends to inquiry/ies about other services of the City Government.	None	2 minutes or more depending on the queries.	Satellite Office assigned Personnel
TOTAL		Based on assessment	2 minutes	