

EXTENSION OFFICE

EXTERNAL SERVICES

1. ISSUANCE OF RESIDENCE CERTIFICATE (CEDULA)

CITIZEN'S CHARTER



Any individual shall be issued Resident Certificate to every person or corporation upon payment of the residence tax.

OFFICE OR DIVISION	City Extension Office			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2C - Government to Citizen			
WHO MAY AVAIL THE SERVICE	All residents of the City of Imus			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Information Slip			City Extension Office	
Valid Government ID			From Taxpayer	
Certificate of Compensation Payment - BIR Form 2316 (for BIR Filing)			From Taxpayer	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach the Help Assistance Desk for inquiry and information slip	1. Assist and assess the requirements.	None	1 minute	Dave Jordan Almonte
2. Present the information slip and valid government ID.	2. Notify the amount of fees to be paid.	None	1 minute	Marivic Ruiz Ana May Sañez Marisel Mangundayao City Treasurer's Office Staff
3. Pay the required fees.	3.1. Receive the payment, and 3.2. Issue the Official Receipt (O.R)	Depends on the residence tax computation	5 minutes	Marivic Ruiz Ana May Sañez Marisel Mangundayao City Treasurer's Office Staff
4. Receive the document	4. Release the CEDULA	None	1 minute	Marivic Ruiz Ana May Sañez Marisel Mangundayao City Treasurer's Office Staff
TOTAL		Depends on the residence tax computation	8 minutes	

2. PAYMENT OF REAL PROPERTY TAX (RPT)

Real Property Tax payments are made at the Land Tax Division of the City Treasurer's Office and at the various Satellite Offices located at the City Extension Office in Bahayang Pag-asa Subdivision, Robinsons Place Imus, The District Mall-Ayala, and the old City Hall. Taxpayers might choose to pay either annually or quarterly. Those who pay in advance receive discounts.

OFFICE OR DIVISION	City Extension Office			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2C - Government to Citizens			
WHO MAY AVAIL THE SERVICE	All residents of the City of Imus			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Valid ID (if applicable)			From Taxpayer	
Latest Real Property Tax (RPT) Office Receipt/Tax Declaration			From Taxpayer	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach the Help Assistance Desk for inquiry and checking of valid requirements	1. Assess the requirements.	None	1 minute	Dave Jordan Almonte
2. Present / Submit the requirements at the Cashier Window	2. Issue the Statement of Account.	None	1 minute	Marivic Ruiz Ana May Sañez City Treasurer's Office Staff
3. Pay the required fee	3.1. Receive the payment, and 3.2. Prepare the Official Receipt (O.R)	Computation of RPT: Basic RPT: Assessed Value X 1% Add: Penalty (if Applicable) Less: Discount (if Applicable) Special Education Fun (SEF): Assessed Value X 1%	5 minutes	Marivic Ruiz Ana May Sañez City Treasurer's Office Staff

		Add: Penalty (if Applicable) Less: Discount (if Applicable)		
4. Receive the Official Receipt	4. Release the Official Receipt	None	1 minute	Marivic Ruiz Ana May Sañez City Treasurer's Office Staff
TOTAL		Based on assessment	8 mins	

3. ISSUANCE OF PSA-Batch Request Entry Query System (BREQS)

The BREQS is a scheme where PSA authorizes the LGU to receive requests for PSA-issued copies and certifications of civil registry documents from the public and issue the documents to its clientele. The following requests can be file through BREQS:

- Copies of birth, death, marriage documents,

- Copies of annotated or endorsed documents provided copies of said documents have already been issued by PSA previously, and
- Certificates of No Record of Marriage (CENOMAR or "Singleness").
- Online Forms available via PSA website.

OFFICE OR DIVISION	City Extension Office			
CLASSIFICATION	Complex			
TYPE OF TRANSACTION	G2C - Government to Citizens; G2G - Government to Government			
WHO MAY AVAIL THE SERVICE	Any individual may avail the service			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Accomplish Application Form with the required details. Birth Certificate – White Marriage Certificate – Pink Death Certificate – Yellow Certificate of No Marriage – Green			City Extension Office	
If the requester is the document owner, present original valid ID/s If the requester is a representative: Original valid IDs or photocopy of valid IDs of the document owner and original and photocopy of the valid IDs of the representative Authorization letter/SPA duly signed by document owner and indicating the following: b.1 Type of document/s; b.2. Number of copies per requested document/s; b.3. Name of document owner/s; b.4. Complete details of requested document/s			Applicant/Client/Requestor	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach the Help Assistance Desk Officer for inquiry	1.1 Assess the requirements and issue appropriate form.	None	1 minute	Dave Jordan Almonte
2. Accomplish application form and present it to the screening officer.	2.1 Check the applicant's requirements; 2.2. Check the details of the document, 2.3. If approved, issue order of payment	None	5 minutes	Ric Jason Limbo
3. Prepare the required fee	3.1. Receive the payment, 3.2. Issue the applicant an acknowledgement slip and notify the applicant of the release	Fees: LGU to collect P100.00 service charge	1 day	Ric Jason Limbo

	<p>date.</p> <p>3.3. Process payment at the City Government Center on the next working day.</p> <p>3.4. Submit the documents to CCRO for processing.</p>	<p>PSA to collect the following: Birth Certificate P155.00 Marriage Certificate P155.00 Death Certificate P155.00 CENOMAR P210.00</p>		
4. Received the document/s and sign in the logbook	<p>4.1. Immediately notify the requestor for document availability</p> <p>4.2. Release the document with 2 Official Receipts (from LGU and PSA)</p>	None	<p>3 minutes (stop time)</p> <p>10 days</p>	Ric Jason Limbo
TOTAL			11 days, 9 minutes	