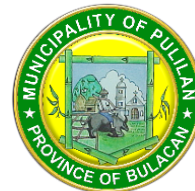




TREASURY OFFICE

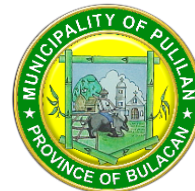
EXTERNAL SERVICES



A. COMMUNITY TAX CERTIFICATE

The Community Tax Certificate serve as a legal document issued by the municipality to individuals who have reached legal age.

Office or Division:	Municipal Treasurer's Office			
Classification:	Simple			
Type of Transaction:	G2C- Government to Client			
Who may avail:	Tax Payers			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
5. Any personal Identification Card			Client	
6. CTC information slip			PACD	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out the CTC slip and secure cueing number	1. Provide slip and cueing number	None	1 Minute	Public Assistance Complaints Desk
2. Present ID, filled-out slip, pay the amount due, affix signature and thumb mark.	2. Encode the given information, compute the amount due and issue CTC.	Local Revenue Code of Pulilan, Bulacan Chapter VI Section 6.01 – 6.09	4 minutes	<i>Clerk</i> (Treasury Office)
	TOTAL:	Local Revenue Code of Pulilan, Bulacan Chapter VI Section 6.01 – 6.09	5 Minutes	



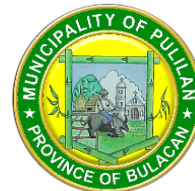
B. Working Permit

The Working Permit is issued to job applicants as a requirement for employment within the municipality.

Office or Division:	Municipal Treasurer's Office			
Classification:	Simple			
Type of Transaction:	G2C- Government to Client			
Who may avail:	Job Applicants			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Medical Results (X-ray, Laboratory)		Clinic/Hospitals		
2. Working permit slip		PACD		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out the working permit slip and secure cueing number	1. Provide slip and cueing number.	None	1 Minute	Public Assistance Complaints Desk
2. Submit complete requirements and filled-out form.	2. Check the completeness of the requirements	None	3 Minutes	<i>Clerk</i> (Treasury Office)
3. Pay amount due.	3.1 Receive payment	Local Revenue Code of Pulilan, Bulacan Article H. Section 3H.01.	3 Minutes	<i>Revenue Collection Clerk III</i> or <i>Administrative Aide II</i> (Treasury Office)
	3.2 Encode the applicant's information and release working permit.		3 Minutes	<i>Clerk</i> (Treasury Office)
	TOTAL:	Local Revenue Code of Pulilan, Bulacan Article H.	10 Minutes	



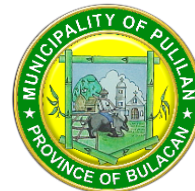
		Section 3H.01.		
--	--	-------------------	--	--



C. OFFICIAL RECEIPT FOR FEES AND CHARGES

The Official Receipt is issued by the Revenue Collector to the payers as written evidence of their payments to services they avail.

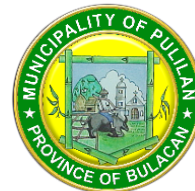
Office or Division:	Municipal Treasurer's Office			
Classification:	Simple			
Type of Transaction:	G2C- Government to Client			
Who may avail:	Clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Order of payment		Concerned offices (MCR, BPLO, Assessor, MEO, MPDO, MHO, SB Office, MAO, etc.)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure cueing number	1. Provide cueing number	None	1 Minute	Public Assistance Complaints Desk
2. Submit the order payment and pay amount due.	2. Check the amount stated in the order of payment, receive payment and issue the official receipt.	Local Revenue Code of Pulilan, Bulacan Chapter III Section - Chapter V	4 Minutes	<i>Revenue Collection Clerk III</i> or <i>Administrative Aide II</i> (Treasury Office)
	TOTAL:	Local Revenue Code of Pulilan, Bulacan Chapter III Section - Chapter V	5 Minutes	



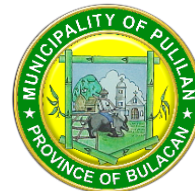
D. REAL PROPERTY TAX OFFICIAL RECEIPT

The Real Property Tax Official Receipt is issued to the property owner who paid for their taxable properties including the land, building, improvements on the land and/or the building, and machinery.

Office or Division:	Municipal Treasurer's Office			
Classification:	Simple			
Type of Transaction:	G2C- Government to Client			
Who may avail:	Taxpayers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Any of the available documents:				
a. Latest Tax Declaration		Assessor's Office		
b. Latest Official Receipt		Property Owner		
c. Title of Property		Property Owner		
2. If Requestor is NOT the Owner:		Property Owner		
2.1 Special Power-of-Authority (SPA) or Authorization from the Registered Owner/Heirs of the Owner		Property Owner		
2.2 Valid ID of Owner (photocopy)		Property Owner		
2.3 Valid ID of Representative (photocopy)		Property Owner		
2.4 Photocopy of any of the following				
a. Purchase	Deed of Absolute Sale	Property Owner		
b. Inheritance	Deed of Inheritance, or Deed of Extra-Judicial Settlement of Estate, whichever is applicable	Property Owner		
c. Donation	Deed of Donation	Property Owner		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure cueing number	1. Provide cueing number	None	1 Minute	Public Assistance Complaints Desk



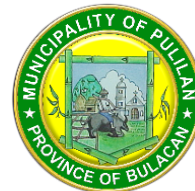
2. Present the required documents.	2. Verify and check records in the RPTIS (Real Property Tax Information System) for completeness and compute tax due based on the assessed value	None	7 Minutes	Revenue Collection Clerk I Local Revenue Collection Officer II Disbursement Officer Revenue Collection Officer I (Treasury Office)
3. Pay the amount due	3. Accept payment and issue OR.	Based on the General Revision of Real Property Assessment for 2023— Panlalawig ang Kapasiyah an Blg. 538A-T' 2023	7 Minutes	Revenue Collection Clerk I Local Revenue Collection Officer II Disbursement Officer Revenue Collection Officer I (Treasury Office)
	TOTAL:	Based on the General Revision of Real Property Assessment for 2023— Panlalawig ang Kapasiyah an Blg. 538A-T' 2023	15 Minutes	



E. REAL PROPERTY TAX CLEARANCE

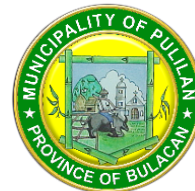
The Real Property Tax Clearance is an official document issued to the property owner to prove that the property/ies is already been paid up to current year.

Office or Division:	Municipal Treasurer's Office			
Classification:	Simple			
Type of Transaction:	G2C- Government to Client			
Who may avail:	Taxpayers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Any of the available documents:				
a. Latest Tax Declaration		Assessor's Office		
b. Latest Official Receipt		Property Owner		
c. Title of Property		Property Owner		
2. If Requestor is NOT the Owner:		Property Owner		
2.1 Special Power-of-Authority (SPA) or Authorization from the Registered Owner/Heirs of the Owner		Property Owner		
2.2 Valid ID of Owner (photocopy)		Property Owner		
2.3 Valid ID of Representative (photocopy)		Property Owner		
2.4 Photocopy of any of the following				
a. Purchase	Deed of Absolute Sale (photocopy)	Property Owner		
b. Inheritance	Deed of Inheritance, or Deed of Extra-Judicial Settlement of Estate, whichever is applicable (photocopy)	Property Owner		
c. Donation	Deed of Donation (photocopy)	Property Owner		
3. Latest Community Tax Certificate (CEDULA) (photocopy)		Property Owner		
4. Official Receipt of payment for Tax Clearance fee		Treasury Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure cueing number	1. Provide cueing number	None	1 Minute	Public Assistance and Complaints Desk



2. Present any of the available requirements	2. Verify and check records in the RPTIS (Real Property Tax Information System) for completeness.	None	7 Minutes	<i>Revenue Collection Clerk I Local Revenue Collection Officer II (Treasury Office)</i>
3. Pay amount due	3.1 Accept payment and issue OR.	Local Revenue Code of Pulilan, Bulacan Chapter IV, Section 4A.01	4 Minutes	<i>Revenue Collection Officer III Administrative Aide II (Treasury Office)</i>
	3.2. Print Tax Clearance	None	3 Minutes	<i>Revenue Collection Clerk I Local Revenue Collection Officer II (Treasury Office)</i>
	3.3 Sign and issue tax clearance	None	3 minutes	<i>Municipal Treasurer Local Revenue Collection Officer II Bookkeeper (Treasury Office)</i>
	TOTAL:	Local Revenue Code of Pulilan, Bulacan Chapter IV, Section 4A.01	18 Minutes	

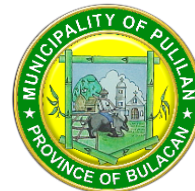
Note: Processing time is based on one (1) transaction only



F. ISSUANCE OF HARD/ORIGINAL COPY OF E-BUSINESS PERMIT

The E-Business permit is issued to business owners within the municipality who applied and paid their business taxes online.

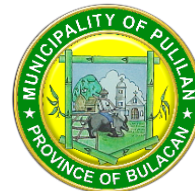
Office or Division:	Mayor's Office – Business Permit and Licensing Office			
Classification:	Simple			
Type of Transaction:	G2B- Government to Business			
Who may avail:	Business Owners			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Any Personal Identification Card of registered owner		Business Owner		
2. If claimant is NOT the owner:		Business Owner		
a. Authorization Letter from the registered Owner		Business Owner		
b. Photocopy of Valid Id of the owner		Business Owner		
c. Photocopy of Valid Id of the representative.		Business Owner		
3. Copy of E-Business Permit		Business Owner		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete requirements.	1. Receive the requirements, check for completeness and issue the original mayor's permit.	None	5 minutes	<i>Licensing Officer II Clerk</i> (Business Permit and Licensing Unit)
	TOTAL:	None	5 minutes	



G. PAY-OUT/ DISBURSEMENT

Cash given to municipal employees' overtime pay, salary of daily wage earners, volunteers honoraria and birthday gifts for senior citizens, person with disability and other cash assistance for indigent individuals or groups.

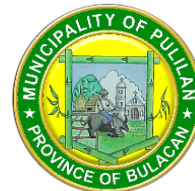
Office or Division:	Municipal Treasurer's Office			
Classification:	Simple			
Type of Transaction:	G2G- Government to Government/ G2C – Government to Client			
Who may avail:	Government Employee/			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Identification Card		Government/ Private		
2. Cedula		Municipal Treasury Office		
3. Certificate of Indigency		Barangay Hall		
4. If authorized personnel; authorization letter		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the requirements needed.	1.1 Check the requirements provided.	None	3 Minutes	<i>Disbursement Officer Admin Aide IV (Treasury Office)</i>
	1.2 Disburse the amount in the payroll.	None	3 Minutes	<i>Disbursement Officer Admin Aide IV (Treasury Office)</i>
	TOTAL:	None	6 Minutes	



H. ISSUANCE/RELEASING OF CHEQUE (SUPPLIER)

Issuance of cheque payment for Suppliers of goods and services used for the municipality.

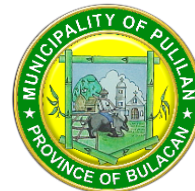
Office or Division:	Municipal Treasurer's Office			
Classification:	Simple			
Type of Transaction:	G2C- Government to Client			
Who may avail:	Suppliers/Business Owners			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Official Receipt or Sales invoice and Collection Receipt		Business Owners		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure cueing number	1. Provide cueing number	None	1 Minute	Public Assistance Complaints Desk
2.1 Provide the registered business name.	2.1 Verify in the system the cheque details.	None	3 Minutes	<i>Local Revenue Collection Officer II</i> (Treasury Office)
2.2 Provide an Official Receipt or Sales invoice and Collection Receipt that correspond with the cheque amount and fill-out the receiving voucher.	2.2 Check the correctness of the receipt and release cheque	None	3 Minutes	<i>Revenue Collection Officer I</i> <i>Clerk</i> <i>Tax Mapper</i> (Treasury Office)
TOTAL:		None	7 Minutes	



I. ISSUANCE/RELEASING OF CHEQUE (FINANCIAL ASSISTANCE)

The issuance of cheque for indigent individuals in Pulilan who are seeking for financial, medical and educational assistance in the government.

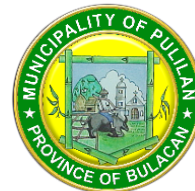
Office or Division:	Municipal Treasurer's Office			
Classification:	Simple			
Type of Transaction:	G2C- Government to Client			
Who may avail:	Indigent of Pulilan			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Any personal Identification Card		Government/ Private		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure cueing number	1. Provide cueing number	None	1 Minute	Public Assistance Complaints Desk
2. Provide the Identification card and fill-out the receiving voucher.	2. Verify in the system the cheque details and release cheque	None	5 Minutes	<i>Local Revenue Collection Officer II Revenue Collection Officer I Clerk Tax mapper (Treasury Office)</i>
	TOTAL:	None	6 Minutes	



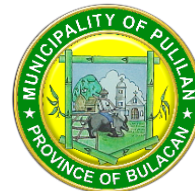
J. STATEMENT OF ACCOUNT

The Statement of Account is a detailed document that shows the amount and year delinquent to be paid by the taxpayers.

Office or Division:	Municipal Treasurer's Office			
Classification:	Simple			
Type of Transaction:	G2C- Government to Client			
Who may avail:	Tax Payers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
(Note: Any of the available documents)				
1. Latest Tax Declaration		Municipal Assessor's Office		
2. Latest Official Receipt		Property Owner		
3. Title of Property		Property Owner		
4. If Requestor is NOT the Owner:				
a. Special Power-of-Attorney (SPA) or Authorization from the Registered Owner/ Heirs of the Owner		Property Owner		
b. Valid ID of Owner (photocopy)		Property Owner		
c. Valid ID of Representative (photocopy)		Property Owner		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure cueing number and wait to be called	1. Provide cueing number	None	1 Minute	Public Assistance Complaints Desk
2. Present any of the available requirements	2.1 Verify and check records in the Real Property Tax Information System (RPTIS) for completeness	None	7 minutes	Clerk Revenue Collection Officer I Revenue Collection Clerk I Disbursement Officer (Treasury Office)
	2.2 Compute Tax bill of Taxpayer, current and delinquent account	None	3 minutes	
	2.3 Print the computation and give it to the client	None	3 minutes	
	TOTAL:	NONE	14 Minutes	



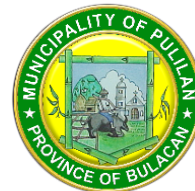
HUMAN RESOURCE MANAGEMENT OFFICE
INTERNAL SERVICES



A. PROCESSING OF LEAVE APPLICATION

Elective, permanent and casual employees are entitled to leave benefits provided they earned enough Leave Credits.

Office or Division:		HUMAN RESOURCE MANAGEMENT OFFICE		
Classification:		Simple		
Type of Transaction:		G2G		
Who may avail:		Municipal Employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished Leave Form (2 copies)		HRMO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit accomplished leave forms.	1.1 Receive the accomplished leave forms and checked the details of the leave.	None	3 minutes	<i>Clerk I</i> (HRMO)
	1.2 Process the certificate of leave credits and update leave card.	None	3 minutes	<i>Clerk I</i> (HRMO)
	1.3 Sign the certification of leave credits.	None	3 minutes	HRMO
	1.4 Endorse to Mayor's Office for approval.	None	2 minutes	HRMO
TOTAL:		None	11 Minutes	



B. ISSUANCE OF CERTIFICATION/CLEARANCE/SERVICE RECORD

This shall be issued to active and inactive municipal employees requesting for employment records and clearances.

Office or Division:		HUMAN RESOURCE MANAGEMENT OFFICE		
Classification:		Simple		
Type of Transaction:		G2G		
Who may avail:		Active and inactive Municipal Employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request form (Original Copy)		HRMO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up request form.	1.1 Receive the accomplished form.	None	1 minute	<i>HRMO III Clerk I (HRMO)</i>
	1.2 Verify records.	None	5 minutes	<i>HRMO III Clerk I (HRMO)</i>
	1.3 Prepare requested document.	None	3 minutes	<i>HRMO III Clerk I (HRMO)</i>
	1.4 Sign/approve requested documents.	None	3 minutes	HRMO
	1.5 Release document.	None	1 minute	<i>HRMO III Clerk I (HRMO)</i>
	TOTAL:	None	13 minutes	