



CITIZEN'S CHARTER

MUNICIPAL TREASURER'S OFFICE

VISION:

The Municipal Treasurer's Office promotes financial stability and growth in the Municipality of Marilao, Bulacan through proper, effective administration of local taxes, effective Records Management System, and the establishment of a high level of service to the people through dedication and integrity.

MISSION:

- To enhance awareness of the taxpayers regarding Local Revenues by giving accurate information to the public through intensified tax education and information campaign in sixteen barangays.
- To make proper and effective implementation of tax ordinances in the collection of all kind of local taxes.
- To build a workforce to be in the frontline in implementing measures and guidelines for the maintenance of adequate funds relative to and in support to the Local Chief Executive for the delivery of services to the people.

Receipt of Payment for Business Taxes

SCHEDULE

Monday–Friday
8 am – 5 pm
(No Noon Break)

DURATION

8 minutes

REQUIREMENTS

Order of Payment issued by the department concerned
Accomplished form for PTR or Tax Clearance (for professional taxes only)

STEP	APPLICANT/CLIENT	SERVICE PROVIDER	DURATION	PERSON IN CHARGE	FEES/ CHARGES	FORMS
1	SUBMIT requirements.	Assess requirements.	3 minutes	Cashier	None	
2	PAY to the Cashier.	Process payment and issue official receipt.	5 minutes	Cashier	Based on Tax Order of Payment	Official Receipt
END OF TRANSACTION						

Receipt of Payment for Real Property Tax

SCHEDULE

Monday–Friday
8 am – 5 pm
(No Noon Break)

DURATION

8 minutes

REQUIREMENTS

Order of Payment issued by the department concerned
Accomplished form for PTR or Tax Clearance (for professional taxes only)

STEP	APPLICANT/CLIENT	SERVICE PROVIDER	DURATION	PERSON IN CHARGE	FEES/ CHARGES	FORMS
1	SUBMIT requirements.	Assess requirements.	3 minutes	Cashier	None	
2	PAY to the Cashier.	Process payment and issue official receipt.	5 minutes	Cashier	2% of assessed value as per latest tax declaration Less: 13.75% discount if fully paid bet Jan.1 to March 31 of the current year	Official Receipt
END OF TRANSACTION						

Receipt of Payment for Clearances and Permits

SCHEDULE

Monday–Friday
8 am – 5 pm
(No Noon Break)

DURATION

7 minutes

REQUIREMENTS

Order of Payment issued by the department concerned
Accomplished form for PTR or Tax Clearance (for professional taxes only)

STEP	APPLICANT/CLIENT	SERVICE PROVIDER	DURATION	PERSON IN CHARGE	FEES/ CHARGES	FORMS
1	SUBMIT requirements.	Assess requirements.	2 minutes	Cashier	None	
2	PAY to the Cashier.	Process payment and issue official receipt.	5 minutes	Cashier	Based on Order of Payment	Official Receipt
END OF TRANSACTION						

Issuance of Community Tax Certificate

SCHEDULE

Monday–Friday
8 am – 5 pm
(No Noon Break)

DURATION

3 minutes

REQUIREMENTS

Accomplished Application Form

STEP	APPLICANT/CLIENT	SERVICE PROVIDER	DURATION	PERSON IN CHARGE	FEES/ CHARGES	FORMS
1	SUBMIT requirements and payment to the cashier.	Prepare and print document.	2 minutes	Cashier	<p>For Individual: Senior Citizen – P5 Basic Community Tax – P5</p> <p>For Corporation: Basic Community Tax – P500</p> <p><small>Community Tax accrues on the first day of January yearly. If the tax is not paid until the last day of February, an interest of 20% per annum from the due date shall be paid.</small></p>	<p>Additional: Based on salaries or gross earnings derived from practice or profession or pursuit of any occupation (P1 for every P1,000)</p> <p>Additional: Gross receipts less discounts, earnings derived from business in the Philippines during the preceding year (P2 for every 5,000)</p>
2	CLAIM document.	Release document.	1 minute	Cashier	None	Community Tax Certificate
END OF TRANSACTION						

Disbursement of Checks

SCHEDULE

Monday–Friday
8 am – 5 pm
(No Noon Break)

DURATION

6 minutes

REQUIREMENTS

Valid ID
Official Receipt (for Suppliers)

STEP	APPLICANT/CLIENT	SERVICE PROVIDER	DURATION	PERSON IN CHARGE	FEES/ CHARGES	FORMS
1	SUBMIT requirements.	Assess requirements.	3 minutes	Cashier	None	
2	CLAIM check and affix signature to releasing logbook.	Release check.	1 minute	Cashier	None	
END OF TRANSACTION						



Disbursement of Aid to Individuals in Crisis Situation (AICS)

SCHEDULE



Monday–Friday
8 am – 5 pm
(No Noon Break)

DURATION



6 minutes

REQUIREMENTS



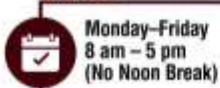
Referral Slip with attachment (issued by MSWD duly signed by the Mayor, Vice Mayor, Mun. Administrator, SB Members)

STEP	APPLICANT/CLIENT	SERVICE PROVIDER	DURATION	PERSON IN CHARGE	FEES/ CHARGES	FORMS
1	SUBMIT requirements.	Assess requirements.	5 minutes	Cashier	None	
2	CLAIM financial assistance and accomplish Reimbursement Expense Receipt.	Release financial assistance.	1 minute	Cashier	None	
END OF TRANSACTION						



Disbursement of Burial Assistance for Senior Citizens

SCHEDULE



Monday–Friday
8 am – 5 pm
(No Noon Break)

DURATION



6 minutes
(plus 14 days)

REQUIREMENTS



2 Photocopies of Death Certificate
2 Photocopies of Barangay Certificate

Current Community Tax Certificate and
ID of the authorized claimant

Senior Citizen ID
Endorsement from OSCA

STEP	APPLICANT/CLIENT	SERVICE PROVIDER	DURATION	PERSON IN CHARGE	FEES/ CHARGES	FORMS
1	SUBMIT requirements.	Assess requirements. Advise the client to claim check after 14 working days.	5 minutes (14 days)	Cashier	None	
2	CLAIM financial assistance and accomplish Reimbursement Expense Receipt.	Release financial assistance.	1 minute	Cashier	None	
END OF TRANSACTION						



Contact Person: EDNA BAUTISTA

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☎ 896.2931 LOC. 1100 or 1101