



VISION: *A socioeconomically developed town with empowered people who nurture their heritage and sustainably manage their resources through shared and service-oriented governance*

MISSION: *To create a socioeconomically developed environment through sustainable management of resources and enhancement of people's capabilities for inclusive growth*

CITIZEN'S CHARTER

MUNICIPAL TREASURER'S OFFICE

REAL PROPERTY TAX PAYMENT

How to avail the service?

STEP	ACTIVITIES/ PROCESS		DURATION	REQUIREMENTS	FEES	PERSON RESPONSIBLE	LOCATION
	Client	MTO					
1	Present previous Official Receipt (OR) or Real Property Tax (RPT) ledger	> Evaluate RPT ledger	5 mins	previous Official Receipt (OR), RPT Ledger	None	V. Camilotes S. Rosco	MTO Counter No. 1 & 2
2	Demand for Official Receipt (OR)	> Issuance of OR	3 mins	None	RP Taxes	V. Camilotes S. Rosco	
			8 mins				

WATER BILL PAYMENT

How to avail the service?

STEP	ACTIVITIES/ PROCESS		DURATION	REQUIREMENTS	FEES	PERSON RESPONSIBLE	LOCATION
	Client	MTO					
1	Present water bill	Interview customer	30 sec	Water Bill	None	Aimee Cadungog	MTO Counter No. 3 Ground Floor Main Building
2		Process payment attach OR	30 sec	None	None		
3	Pay the amount due	Prepare clearances and attach OR	2 min	None	Water Bill		
4	Receive Official Receipt	Issue Official Receipt	1 min	None	None		
			4 mins				

BUSINESS TAX AND LICENSES (NEW)

How to avail the service?

STEP	ACTIVITIES/ PROCESS		DURATION	REQUIREMENTS	FEES	PERSON RESPONSIBLE	LOCATION
	Client	MTO					
1	File application for new business application	<ul style="list-style-type: none"> > Review and validate submission > Assess eligibility for renewal based on record of businesses with Occupancy Permits transmitted previously by MEO/OBO > Endorse next step 	1 hour at most	Duly filled up Unified Form, Occupancy Permit or Contract of Lease (if lesse), DTI/SEC/CDA/DOLE Registration.	None	M. Arocha	MTO Counter No. 4 Ground Floor Main Building
2	One-time assessment of taxes, fees and charges	<ul style="list-style-type: none"> > Assessment of business taxes, charges and fees, and fire safety fees > Preparation of tax order of payment (ToP) > Issue ToP and advise to pay at the payment counters 	1 hour at most	All Documents from Step 1	None	F. Millanes	MTO Counter No. 5 Ground Floor Main Building
3	One-time payment of taxes, fees and charges, receipt of OR, and claim Mayor's Permit and other regulatory permits, and clearances	<ul style="list-style-type: none"> > Accept payment > Print OR, print and sign Mayor's > Permit and other clearances > Issue OR, Mayor's Permit and other clearances 	1 hour at most	All Documents from Step 1	Revenue Taxes	T. Requillo	MTO Counter No. 6 Ground Floor Main Building

3 hours

BUSINESS TAX AND LICENSES (RENEWAL)

How to avail the service?

STEP	ACTIVITIES/ PROCESS		DURATION	REQUIREMENTS	FEES	PERSON RESPONSIBLE	LOCATION
	Client	MTO					
1	File application for renewal business permit	<ul style="list-style-type: none"> > Review and validate submission > Assess eligibility for retirement based on record of businesses with Occupancy Permits 	1 hour at most	Duly filled up Sales Declaration – Previous year/ Barangay Certification (retirement) Mayor's Permit-Previous Year	None	M. Arocha	MTO Counter No. 4 Ground Floor Main Building
2	One-time assessment of taxes, fees and charges	<ul style="list-style-type: none"> > Assessment of business taxes, charges and fees, and fire safety fees > Preparation of tax order of payment (ToP) > Issue ToP and advise to pay at the payment counters 	1 hour at most	All Documents from Step 1	None	F. Millanes	MTO Counter No. 5 Ground Floor Main Building
3	One-time payment of taxes, fees and charges, receipt of OR, and claim Mayor's Permit and other regulatory permits, and clearances	<ul style="list-style-type: none"> > Accept payment > Print OR, print and sign Mayor's > Permit and other clearances > Issue OR, Mayor's Permit and other clearances 	1 hour at most	All Documents from Step 1	Revenue Taxes	T. Requillo	MTO Counter No. 6 Ground Floor Main Building

3 hours

BUSINESS TAX AND LICENSES (RETIREMENT)

How to avail the service?

STEP	ACTIVITIES/ PROCESS		DURATION	REQUIREMENTS	FEES	PERSON RESPONSIBLE	LOCATION
	Client	MTO					
1	File application for retirement application	<ul style="list-style-type: none"> > Review and validate submission > Assess eligibility for retirement based on record of businesses with Occupancy Permits transmitted 	1 hour at most	Duly filled up Unified Form, Barangay Certification, Income Tax Return/ Sales Declaration-Previous Year	None	M. Arocha	MTO Counter No. 4 Ground Floor Main Building
2	One-time assessment of taxes, fees and charges	<ul style="list-style-type: none"> > Assessment of business taxes, charges and fees, and fire safety fees > Preparation of tax order of payment (ToP) > Issue ToP and advise to pay at the payment counters 	1 hour at most	All Documents from Step 1	None	F. Millanes	MTO Counter No. 5 Ground Floor Main Building
3	One-time payment of taxes, fees and charges, receipt of OR, and claim Mayor's Permit and other regulatory permits, and clearances	<ul style="list-style-type: none"> > Accept payment > Print OR, print and sign Mayor's > Permit and other clearances > Issue OR, Mayor's Permit and other clearances 	1 hour at most	All Documents from Step 2	Revenue Taxes	T. Requillo	MTO Counter No. 6 Ground Floor Main Building

3 hours

COMMUNITY TAX CERTIFICATE (CEDULA)

How to avail the service?

STEP	ACTIVITIES/ PROCESS		DURATION	REQUIREMENTS	FEES	PERSON RESPONSIBLE	LOCATION
	Client	MTO					
1	Reply to pertinent questions	Interview customer	1 min	None	None	G. Rebucas	MTO Counter No. 1 Ground Floor Main Building
2	Wait for assessment	Inform customer of the amount to be paid	1 min	None	None		
3	Pay the required fees	Process Payment	1 min	None	Community Tax		
4	Claim the Community Tax Certificate	Issue Community Tax Certificate	1 min	None	None		

4 mins

ISSUANCE OF TAX CLEARANCE

How to avail the service?

STEP	ACTIVITIES/ PROCESS		DURATION	REQUIREMENTS	FEES	PERSON RESPONSIBLE	LOCATION
	Client	MTO					
1	Reply to pertinent questions	Interview customer	1 min	None	None	V. Camilotes J. Mesina T. Requillo	MTO Counter No. 1 Ground Floor Main Building
2	Pay the required fees	Check ledger card of customer if payment has been made	5 mins	None	50.00	V. Camilotes J. Mesina T. Requillo	
3	Wait	Prepare clearances and attach OR	2 min	None	None	R. Recitas	
4	Receive	Release clearances	1 min	None	None	R. Recitas	

4 mins

For complaints, comments and suggestions please contact:

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