



CITY TREASURER'S OFFICE

CITIZEN'S CHARTER 2019 (1st Edition)



I. Mandate:

Republic Act No. 409 Section 52 entitled “An Act to Revise the Charter of the City of Manila and for other purposes:”, states that:

The City Treasurer shall act as chief fiscal officer and financial adviser of the city and custodian of its funds. He shall exercise the functions of municipal collector of taxes; shall collect all taxes and assessments due the city, all licenses authorized by law or ordinance, and all rents due for lands, markets, and other property owned by the city; shall administer markets and slaughterhouses and shall receive and receipt for all costs, fees, fines, and forfeitures imposed by the municipal court, from the clerks thereof, and fees collected by the sheriff or his deputies, or by the justice of the peace. He shall collect all miscellaneous charges made by the department of engineering and public works and by other departments of the city government, and all charges made by the city engineer for inspections, permits, licenses, and the installation, maintenance, and services rendered in the operation of the private privy system. He shall collect, as deputy of the Collector of Internal Revenue, by himself or deputies, all taxes and charges imposed by the National Government, upon property or persons in the City of Manila, depositing daily such collections in the National Treasury. He shall be accountable for all funds and property of the city and shall render such accounts in connection therewith as may be prescribed by the Auditor General. He shall deposit daily all municipal funds and collections in the National Treasury or in a Government depository.

II. Vision:

The City Treasurer’s Office of Manila aims to be a leading local treasury office in the country.

III. Mission:

To be a vital partner in sustaining the delivery of basic services to the community through Manila’s program by generating the much-needed revenues and at the same time providing reliable, honest, transparent and excellent service that assures full customer satisfaction towards good governance.

IV. Service Pledge:

- a. We are committed to providing excellent service to our taxpayers and stakeholders.
- b. We strive to address all clients’ concerns well within the given processing periods with utmost courtesy and competence.
- c. We shall continually improve methods and procedures for prudent fiscal management and responsive treasury operations.



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1. Receive Incoming/Outgoing Communication and Correspondence

Office or Division	CTO Administrative Division - Records Section			
Classification:	Simple			
Type of Transaction	G2G / G2C			
Who may avail	Different Government and Private Office / Public			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Communication and Correspondence attachment, if any			Requesting Party	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request with complete address and contact number	1. Record, assign control number and refer to the Division Chief for classification.	None	10 mins	
	1.1 Refer to concern CTO division/services for evaluation and immediate action		10 mins	
	1.2. Prepare reply on the action taken by the division/services		6 hours	
	1.3. Record/ Release of communication and correspondence		5 mins	
	1.3. Deliver/mail to the concerned Taxpayer/ Office Division /Dept.		1 hour	
TOTAL		None	1 day	



2. Release of Accountable Forms with Money Value

Office or Division	Administrative Division - Accountable Forms Section			
Classification:	Simple			
Type of Transaction	G2G			
Who may avail	Bonded Accountable Officers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Requisition and Issue Slip		Administrative Division - Accountable Forms Section		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present duly approved Requisition Slip	Record and Release Accountable Forms to Accountable Officer	None	5 Mins	
TOTAL		None	5 mins	



3. Payment of City Landed Estate (CLE)

Office or Division	Administrative Division - Rental Section			
Classification:	Simple			
Type of Transaction	G2C			
Who may avail	Awardees of City Landed Estate (CLE)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Indorsement from Urban Settlement Office		Urban Settlement Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Indorsement from Urban Settlement Office	1. Verify record of payment and Issue Order of Payment	Ord. No. 8331 as amended	4 mins	
2. Proceed to Taxpayers' Lounge for Payment	2. Accept payment based on the Order of Payment & issue OR		1 min	
3. Return to Rental Section for posting of payment	3. Post payment on CLE Awardee index card		1 min	
TOTAL			6 mins	



4. Issuance of Certified True Copies of Accountable forms issued by bonded Officers

Office or Division	Administrative - Records And Accountable Forms Section			
Classification:	Simple			
Type of Transaction	G2G / G2C			
Who may avail	Different Government and Private Office / Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter Request		Taxpaying Public		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Letter Request	1. Recd.Letter request and forward to AFS for issuance of Order of Payment	Ord. No. 8331 as amended	2 mins	
2. Proceed to Taxpayers' Lounge for Payment	2. Accept payment based on the Order of Payment and issue Official Receipt (OR)		1 min.	
3. Return to Accountable Form Section then present OR	3. Verify the requested Accountable Forms if available, request taxpayer to wait. if unavailable, issue claim slip stating time and date of release		6 mins and/or depending on the availability of the requested Accountable Forms (i.e. (Date Issued/ Date returned)	
4. Claim Certified True Copy of Accountable Form	4. Released requested Certified True Copy of Accountable Forms		1 min.	
TOTAL			10 mins	



5. Generate Statement of Account for Business Tax Due (New Business)

Office or Division	License Division - Business One Stop Shop (BOSS)			
Classification:	Simple			
Type of Transaction	G2B			
Who may avail	Manila Business Taxpayers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Application for New Business Barangay Certificate DTI for single prop/ SEC Registration for Corp Contract of Lease with Lessors Permit Tax Declaration (if owned) Real Property Tax updated		Bureau of Permits, Manila City Hall Barangay within its territorial jurisdiction. DTI or Security and Exchange Commission Manila Business Taxpayer Department of Assessment City Treasurer's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Application Form for new business	1. Received approved application fr Bureau of Permits and verify Business Record. If no previous record of business, process & evaluate application form and issue Statement of Account for business Tax and Order of Payment from other regulatory fees. Otherwise, taxpayer is requested to proceed to Retirement Section	Ord. No. 8331 as amended	10 mins.	
2. Proceed to Business Teller Window	2. Accept payment based on the Statement of Account and issue Official Receipt		1 min.	
TOTAL				



6. Generate Statement of Account for Business Tax Due (Renewal of Business)

Office or Division	License Division - Business One Stop Shop (BOSS)			
Classification:	Simple			
Type of Transaction	G2B			
Who may avail	Manila Business Taxpayers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Application for Renewal of Business Barangay Clearance VAT Returns Schedule of Gross Sales		Bureau of Permits, Manila City Hall Barangay within its territorial jurisdiction. Bureau of Internal Revenue / Taxpayer Manila Business Taxpayer		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Application Form for Renewal of Business Permit	1. Received approved application of Renewal of Business Permit fr Bureau of Permits 1.1. SOA Preparation-Evaluation/assessment and computation	Ord. No. 8331 as amended	19 mins.	
2. Proceed to Business Teller Window	2. Accept payment based on the Statement of Account and issue Official Receipt		1 min.	
TOTAL			20 mins	



7. Retirement of Permit to Operate Business

Office or Division	License Division - Retirement Unit			
Classification:	Complex			
Type of Transaction	G2B			
Who may avail	Manila Business Taxpayers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<u>SINGLE PROPRIETOR</u> Application for Business Retirement Notarized Application form Current/latest original copy of Mayor's Permit Current/latest original copy of Official Receipts Barangay Certificate on the date of closure Schedule of Gross Sales/Receipts and Breakdown of Sales duly certified by Accountant (2 years) Photocopy of Audited Financial Statement, VAT and Percentage Tax Receipts Photocopy of Certificate of Registration Special Power of Attorney, if representative <u>FOR CORPORATION/PARTNERSHIP (Addl docs)</u> Board Resolution for Business Closure Copy of Articles of Incorporation / General Information Sheet		License Division, Retirement Unit Notary Public Owner of Business / Bureau of Permits Owner of Business / CTO-License Div. Barangay within its territorial jurisdiction. Owner of Business Owner of Business / BIR Owner of Business / DTI Owner of Business Owner of Business / SEC Owner of Business / SEC		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Application for Business Retirement together with complete documents	1. Recd accomplished Retirement application form and check for the completeness of required documents submitted. If complete, issue claim slip stating date and time of release of Order of Payment 1.1 Assign to inspector for evaluation	Ord. No. 8331 as amended	10 mins 3-4 days	



	computation/verification (LTOM & IRR of LGC)			
	1.2 If verified closed, compute & generate Statement of Account			
2. Claim Statement of Account and proceed to Taxpayers' Lounge for Payment	If still operational, business retirement is DENIED 2. Accept payment of Business Retirement Fee and Certification Fee and issue Official Receipt		5 mins	
3. Present Original copy Official Receipts to Business Retirement Fee and Certification Fee	3.1 Preparation of Certification and other pertinent documents. 3.2 For signature and approval of Business Retirement by the OIC License Division and City Treasurer		1 day	
4. Claim Certification of Business Retirement	4. Release approved Business Retirement and Certification with Control Number		10 mins	
TOTAL			1-7 days	



8. Computation of Contractor's Tax for General Building Construction

Office or Division	License Division - Miscellaneous Inspection Section			
Classification:	Simple			
Type of Transaction	G2B			
Who may avail	Manila Business Taxpayers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Reference Slip Application Form Certified True Copy of Title Tax Declaration of Land and Building Real Estate Tax Receipts Deed of Sale / Contract of Lease (if not owned) Floor Plan Bill of Materials		CEO - Office of the City Building Official CEO - Office of the City Building Official Register of Deeds Department of Assessment Owner of property/CTO-Real Estate Div. Owner of Property Owner of Property Owner of Property		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present accomplished Reference Slip	1. Receive accomplished Reference Slip for the completeness of documents submitted. 1.1 Evaluate the documents submitted 1.2 Compute assessment for Contractors Tax 1.3 Chief of License Division - recommendation for approval 1.4 City Treasurer approved and signed computation of Contractor's Tax 1.5 Generate Statement of Account	Ord. No. 8331 as amended	10 mins. 3 hours 30 mins 4 hours 4 hours 10 mins	
2. Claim Statement of Account and proceed to Taxpayers' Lounge for Payment	2. Accept payment based on the Statement of Account and issue Official Receipt		2 mins.	
TOTAL			3 days	



9. Issuance of Certified True Copy of Business Tax Payment

Office or Division	License Division - Business Tax Registry (BTR)			
Classification:	Simple			
Type of Transaction	G2B / G2G			
Who may avail	Manila Business Taxpayers and Ombudsman			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
SPA/Authorization from the owner of company, if representative		Owner of Company		
Xerox Copy of I.D. of Taxpayer and/or authorized representative		Owner of Company		
General Information Sheet and SEC Reg (for corp)		Owner of Company / SEC		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up Application Form and submit requirements to officer on duty.	1. Check Application Form, documents submitted and issue Order of Payment	Ord. No. 8331 as amended	2 mins	
2. Proceed to Taxpayers' Lounge for Payment	2. Accept payment based on the Statement of Account and issue Official Receipt		1 min.	
3. Present original copy of Official Receipt to BTR	3. Releasing of requested documents		2 mins	
TOTAL			5 mins	



10. Issuance of Certification (Business)

Office or Division	License Division - Business Tax Registry (BTR)			
Classification:	Simple			
Type of Transaction	G2B / G2G			
Who may avail	Taxpaying Public / Bureau of Internal Revenue for no business			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<u>FOR MEDICAL CERTIFICATE</u> Medical Certification		Hospital of confinement		
<u>FOR NO BUSINESS</u> Letter Request from requesting party Subpoena		Taxpayer Ombudsman		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up Request Form and submit requirements to officer on duty.	1. Check Request Form, documents submitted and issue Order of Payment	Ord. No. 8331 as amended	2 mins	
2. Proceed to Taxpayers' Lounge for Payment	2. Accept payment based on the Statement of Account and issue Official Receipt		1 min.	
3. Present original copy of Official Receipt to BTR	3. Releasing of requested documents		2 mins	
TOTAL			5 mins	



11. Real Property Tax Payments

Office or Division	Real Estate Division (RED) - Billing and Miscellaneous Section			
Classification:	Simple			
Type of Transaction	G2B / G2G			
Who may avail	Manila Real Property Owners			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Latest Official Receipt Tax Declaration to recognize PIN		RPT Taxpayer / CTO - RED Department of Assessment		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit latest copy of RPT Official Receipt or Tax Declaration to recognize PIN	1. Generate Statement of Account	Ord. No. 8331 as amended	5 mins	
TOTAL			5 mins	



12. Issuance of Certificate of Payment

Office or Division	Real Estate Division - Tax Registry Section			
Classification:	Simple			
Type of Transaction	G2C			
Who may avail	Manila Real Property Owners			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<u>FOR MORTGAGE/LOAN/RECORD/LEGAL</u> Photocopy of RPT Receipts (Current) Certified True Copy of Tax Declaration Valid ID of owner or authorization for representative <u>FOR TAX DECLARATION/SEGREGATION</u> addl. Documents Photocopy of Certified True Copy of Title		RPT Taxpayer / CTO-RED Department of Assessment RPT Taxpayer Registry of Deeds		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up application form for Tax Clearance	1. Received and evaluate submitted documents. 1.1, Prepare & release Order of payment for miscellaneous fees 1.2 Issue claim slip with due dates as to release of Tax Clearance / Cert. of Payment 1.3. BARANGAY LEADER- pull-out the tax registry card and print Payment History 1.4 TAXROLL CLERK- Verify, check record of payments	Ord. No. 8331 as amended		
	*with tax deficiency -			



	required addl payment 1.5. Prepared Certificate of Payment with Clearance Number 1.6 For Signature of Division Chief / Asst.			
2. Claim Certificate of Payment	City Treasurer 2. Release Certificate of Payment			
TOTAL				



13. Issuance of Transfer Tax Bill

Office or Division	Real Estate Division - Tax Registry Section			
Classification:	Simple			
Type of Transaction	G2B / G2G			
Who may avail	Manila Real Property Owners			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
RPT Tax Receipts Tax Declaration Other documents <u>Any of the following</u> Deed of Sale, Deed of Donation, Extrajudicial Settlement, Deed of Exchange, Deed of Conveyance, Deed of Assignment, Affidavit of Consolidation, Affidavit of Self-Adjudication, Certified True Copy of Title, Special Power of Attorney [SPA], Secretary Certificate, for the purpose of paying the transfer tax without surcharge & penalty: [CAR] is allowed to be submitted later on / to follow.] upon applying for Transfer Tax Clearance).			RPT Taxpayers / CTO-RED Department of Assessment Taxpayer	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up application form and submit documents	1. Receive and check all the submitted documents, Issue claim slip stating date and time of release 1.1 BARANGAY LEADER - pull out registry card and print Payment History 1.2 TAXROLL CLERK- Review, submitted documents, check record of payment, Assess and prepare	Ord. No. 8331 as amended		



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Claim Transfer Tax Bill	Transfer Tax Bill 1.3 DIVISION CHIEF- Approve/initial and sign Transfer Tax Bill Release Transfer Tax Bill and Order of Payment			
TOTAL				



14. Issuance of Certificate of Payment for Transfer of Ownership (TCT)

Office or Division	Real Estate Division - Tax Registry Section			
Classification:	Simple			
Type of Transaction	G2C			
Who may avail	Declared Owners / Representatives Developer / Representatives			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Certificate of Payment Transfer Tax Payment (Official Receipt) Certificate Authorizing Registration (CAR)			CTO - Real Estate Division Taxpayer / CTO-Real Estate Division Bureau of Internal Revenue	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up application form, Proof of payment and submit documents	1. Receive Proof of Payment and all necessary documents and assign application number 1.1. Issue claim slip with due date as to	Ord. No. 8331 as amended		
	release of Tax			
	Clearance/ Certificate of Payment 1.2 TAX ROLL CLERK Review, record Transfer Tax Payment on Tax Registry Card and initial on Cert. 1.3 Prepare Certificate of Payment			
2. Claim Certificate of Payment for Transfer of Ownership	1.4 CITY TREASURER/ DIVISION CHIEF - Approve and sign Cert. of Payment 2. Release Certificate of Payment for Transfer of Ownership			



15. Issuance of Tax Credit for Business and Real Property Tax

Office or Division	Real Estate Division and License Division			
Classification:	Complex			
Type of Transaction	G2C / G2B			
Who may avail	Manila Business Taxpayers and RPT owners			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter <u>FOR BUSINESS TAX</u> Audited Financial Statement for the year under review Quarterly / Monthly VAT for the year under review		Taxpayer Taxpayer / CTO - RED for Real Property Tax CTO - License for Business Tax Taxpayer / Bureau of Internal Revenue		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request and present documents subject for Tax refund	1. Receive and check documents submitted. Issue claim slip with date and time of release of documents 1.1. Verify, check and review documents submitted 1.2 If verified with excess payment, Issue Tax Credit	None		
2. Claim Tax Credit for Business and Real Property Tax	Certificate 1.3 If not, request if Denied 2. Release Tax Credit for Business and Real Property Tax Ownership			
TOTAL				



16. Collection of Taxes, Fees and Charges				
Office or Division	Cash Division - Collection/Community Tax/Market Section			
Classification:	Simple			
Type of Transaction	G2C / G2B			
Who may avail	Manila Business Taxpayers and RPT owners			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<u>Any of the following:</u> Statement of Account (SOA) for RPT/BPLS Order of Payment (OP) for Miscellaneous and other taxes Information Sheet of Applicant / Tax Declaration for Community Tax Certificate			CTO - Real Estate Div or CTO - License Div CTO or other offices CTO - Community Cert Section	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Render payment for Business, Real Property Tax, Market Fees, Misc. and other taxes	1. Accept payment based on the Statement of Account for Business, Real Property Tax, Market Fees, Miscellaneous and other taxes 1.1 Validate SOA/ Order of Payment 1.2 Issue Official Receipt/Community Tax Certificate /			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Cash Ticket			
TOTAL				



17. Payment of Salaries, wages, allowances and other benefits

Office or Division	Cash Division - Disbursement Section and Miscellaneous Section			
Classification:	Simple			
Type of Transaction	G2G			
Who may avail	Officials and Other personnel of the City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Approved Payroll and/or Disbursement Voucher				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit approved payroll and/or Disbursement Voucher for cash payment or check preparation	<u>CASH PAYMENT</u> 1. Secure cash advance 1.1 Pay salaries, wages, allowances and other benefits upon presentation of valid ID	None	2-3 days (depending on the number of employees in the payroll)	
	<u>CHECK PAYMENT</u> 1. Preparation of Check 1.1 For signature of City Treasurer and City Administrator 1.2 Pay Contractor's Tax, if applicable 1.3 Releasing of Check	None	2-3 days (depending on the number of employees in the payroll)	
	<u>AUTHORIZATION TO DEBIT (ATD)</u> 1. Preparation of OF ATDs 1.1. For signature of City Treasurer and City Administrator	None	1 day	
	1.2 Bank Validation and crediting to corresponding Bank accounts			
TOTAL		None	2-3 days	



18. Deposit of Collection

Office or Division	Cash Division - General Teller Section			
Classification:	Simple			
Type of Transaction	G2G			
Who may avail	Tellers, Liquidating Tellers and other accountable Officers			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Report of Collection and Deposit			Accountable Officers	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Remit collection together with Report of Collection and Deposit	1. Receive collection from Tellers/Collectors 1.1 Prepare Deposit Slip 1.2 BANK - Validate deposit slip	None	1 day	
TOTAL		None	1 day	



19. Transmittal of supporting documents

Office or Division	Cash Division - Miscellaneous Section			
Classification:	Simple			
Type of Transaction	G2G			
Who may avail	Accounting / Commission on Audit			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Paid Disbursement Voucher and/or Payroll		Cash Division		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit original and supporting documents	1. Receive original and supporting documents 1.1 Prepare Report of Checks Issued for all checks issuance 1.2 Prepare Summary Report of ATDs for ATD payments 1.3 Transmit original and supporting documents of all issued checks to Office of the City Accountant	None	1-2 days depending on the number of issued checks	
TOTAL		None	1-2 days	