



Provincial Treasurer's Office



1. Issuance of Official Receipt

The Provincial Treasurer's Office issued Official Receipt to taxes, fees, charges, etc. collected upon the basis of Provincial Revenue Code.

Office or Division:	Provincial Treasurer's Office			
Classifications:	Simple			
Type of Transactions:	G2G – Government to Government, G2C – Gov't to Client, G2B – Gov't to Business			
Who may avail:	Taxpayers, Private Individuals, Internal/External clients, Companies/Corporations, Government Agencies, LGUs, GOCCs and other Private Agencies			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Cash or Check Payment			Requesting client	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Registers in the PTO client's Log book	1. Assists the client to the concerned staff	None	2 Minutes	Officer of the day (PTO Staff)
2. Presents taxpayer's complete name	2. Asks what kind of fee paying for	None	3 Minutes	Norodin B. Taha Ticket Checker I Jose O. Macion Data Entry Machine Operator III Jomar C. Recolito Administrative Aide VI Ariel L. Mabanta Administrative Aide VI
3. Pays the exact amount	3. Receives the exact payment and issues corresponding Official Receipt	As prescribed by the Provincial Revenue Code	6 Minutes	Norodin B. Taha Ticket Checker I Jose O. Macion Data Entry Machine Operator III Jomar C. Recolito Administrative Aide VI Ariel L. Mabanta



				Administrative Aide VI
4. Receives the Official Receipt/s of AF51	4. Releases the Official Receipt	None	1 Minutes	Norodin B. Taha Ticket Checker I Jose O. Macion Data Entry Machine Operator III Jomar C. Recolito Administrative Aide VI Ariel L. Mabanta Administrative Aide VI
TOTAL:		None	12 Minutes	



2. Liquidation of Collections

Revenue Collectors' liquidate their collections in cash and/or checks to the Liquidating Officer for bank deposit.

Office or Division:	Provincial Treasurer's Office			
Classifications:	Simple			
Type of Transactions:	G2G – Government to Government			
Who may avail:	Revenue Collectors, Cashier or Assigned Personnel in Income Generating Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duplicate copy of Official Receipts 2. 4 copies of RCDs form duly filled up 3. Exact amount of Collected Cash or Check		Requesting employee		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Registers in the PTO client's Log book	1. Assists the client to the concerned staff	None	2 Minutes	Officer of the day (PTO Staff)
2. Submits requirements to the Liquidating Officer	2. Receives the complete requirements, cash count the collections and review the Check/s	None	10 Minutes	Cesaria M. Perez Administrative Officer V Grace B. Pador Administrative Assistant II
3. Receives the duplicate copy of the RCD form duly signed by the Liquidating Officer	3. Signs the RCD form and release the duplicate copy	None	3 Minutes	Cesaria M. Perez Administrative Officer V Grace B. Pador Administrative Assistant II
TOTAL:		None	15 Minutes	



3. Releasing of Claims

The Provincial Treasurer's Office disburses or releases of various claims whether cash or check and received by claimants and authorized representative upon presentation of specific requirements.

Office or Division:	Provincial Treasurer's Office			
Classifications:	Simple			
Type of Transactions:	G2G – Government to Government, G2C – Gov't to Client, G2B – Gov't to Business			
Who may avail:	Private Individuals, Internal and External clients, Companies/Corporations, Government Agencies, LGUs, Business Owners and other Private Agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Any of the following: 1. Valid Identification Card 2. Special Power of Attorney (for Authorized Representative) (1 copy only) 3. Authorization letter from the payee with valid ID of authorized person (1 copy only) 4. Official Receipt from LGUs, Business Owners & Companies		Requesting client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Registers in the PTO client's Log book	Assists the client to the concerned staff	None	2 Minutes	Officer of the day (PTO Staff)
2. Shows valid ID / SPA / Authorization letter	2.1.1Validates ID / SPA / Authorization letter presented and look or find if claim is available	None	6 Minutes	Lovely F. Llaban Administrative Assistant II Grace B. Pador Administrative Assistant II



<p><i>For LGUs, Business Owners & Companies:</i></p> <p>2.1. Issues Official Receipts to the payor reflecting "PGLDN-PTO"</p>	<p>2.1.2Validates & reviews the OR issued by the payee</p>			
<p>3. Affixes signature over printed name on voucher/payroll</p>	<p>Instructs claimants to affix signature</p>	<p>None</p>	<p>1 Minute</p>	<p>Lovely F. Llaban Administrative Assistant II Grace B. Pador Administrative Assistant II</p>
<p>4. Receives claim/check</p>	<p>Releases client's claim / check</p>	<p>None</p>	<p>1 Minute</p>	<p>Lovely F. Llaban Administrative Assistant II Grace B. Pador Administrative Assistant II</p>
<p>TOTAL:</p>		<p>None</p>	<p>10 Minutes</p>	



4. Issuance of Certificate of Appearance

Provincial Treasurer's Office issue Certificate of Appearance to LGUs and other Government employees for their Official Business requirement and legal purposes.

Office or Division:	Provincial Treasurer's Office			
Classifications:	Simple			
Type of Transactions:	G2G – Government to Government			
Who may avail:	LGUs and other Government Agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Requesting client		PTO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Registers in the PTO client's Log book	1. Assists the client to the concerned staff	None	2 Minutes	Officer of the day (PTO Staff)
2. Write down your complete name and purpose of transaction in PTO Visitor's List	2. Prepares Certificate of Appearance in three (3) copies	None	5 Minutes	Amy O. Muñasque Administrative Officer III Rea Bebs B. Lambojon Administrative Aide VI
3. Signs over printed name on the Certification of Appearance	3. Affixes signature on the Certificate of Appearance	None	2 Minutes	Mildred J. Hingco Department Head
4. Receives Certificate of Appearance	4. Releases the Certificate of Appearance and retain one (1) duplicate copy	None	1 Minute	Amy O. Muñasque Administrative Officer III Rea Bebs B. Lambojon Administrative Aide VI
TOTAL:		None	10 Minutes	



5. Receiving of Documents

Provincial Treasurer's Office receives letters, memoranda, documents and any form of communications and will be reviewed and controlled by the Records Division to disseminate properly to concern person or office.

Office or Division:	Provincial Treasurer's Office			
Classifications:	Simple			
Type of Transactions:	G2G – Government to Government, G2C – Gov't to Client, G2B – Gov't to Business			
Who may avail:	Internal clients, LGUs, Government Agencies, GOCCs & Private Companies			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
5. Letters, memoranda (1 copy only)			Internal and External clients	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Registers in the PTO client's Log book	1. Assists the client to the concerned staff	None	2 Minutes	Officer of the day (PTO Staff)
2. Gives the documents, letters and other form of communications to the receiving PTO personnel	2. Examines and receives the documents	None	5 Minutes	Amy O. Muñasque Administrative Officer III Rea Bebs B. Lambojon Administrative Aide VI
TOTAL:		None	7 Minutes	



6. Controlling of Vouchers / Claims

Controlling of vouchers / claims will be reviewed and controlled by the Internal Control and Processing Section to oversee the appropriation in accordance with respective budget ceilings.

Office or Division:	Provincial Treasurer's Office			
Classifications:	Simple			
Type of Transactions:	G2C – Government to Citizen			
Who may avail:	PGLDN employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Vouchers and Claims (1 copy only)		Concerned owners of vouchers and claims		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Registers in the PTO client's Log book	1.Assists the client to the concerned staff	None	2 Minutes	Officer of the day (PTO Staff)
2. Give the Vouchers and/or claims to the Internal Control & Processing Staff	2.Reviews, examines, receives, controls and records in the Internal Control database	None	10 Minutes	Marlene P. Bringas Administrative Officer III Hilter Louies O. Timbal Administrative Aide VI
	2.1Affixes initial / signature and releases the document ready for signature of the Provincial Treasurer or Officer-In-Charge	None	2Minutes	Marlene P. Bringas Administrative Officer III Hilter Louies O. Timbal Administrative Aide VI
3. Receives voucher / claims	3.Affixes signature and release the voucher / claims	None	3 Minutes	Mildred J. Hingco Department Head Cesaria M. Perez Administrative Officer V
TOTAL:		None	17 Minutes	



7. Issuance of Certificate of Clearance

Provincial Treasurer's Office issues Certificate of Clearance to employee/s as a requirement for their Retirement, leave of absence in excess of 30 Days, Maternity and Terminal Leave, Travel Abroad and Transfer of Agency.

Office or Division:	Provincial Treasurer's Office			
Classifications:	Simple			
Type of Transactions:	G2C – Government to Citizen, G2G – Government to Government			
Who may avail:	PGLDN Officials and Employees, Supreme Court Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Issued Official Receipt representing payment of Certificate of Clearance (1 copy only)		Provincial Treasurer's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Registers in the PTO client's Log book	1. Assists the client to the concerned staff	None	2 Minutes	Officer of the day (PTO Staff)
2. Gives the Official Receipt to the PTO assigned personnel	2. Receives the issued Official Receipt and interview the client for complete information	None	5 Minutes	Amy O. Muñasque Administrative Officer III Rea Bebs B. Lambojon Administrative Aide VI
3. Receives the Clearance Form ready for signature to all prescribe signatories	3. Fills up the Clearance form with the correct information and give the form to the client	None	5 Minutes	Amy O. Muñasque Administrative Officer III Rea Bebs B. Lambojon Administrative Aide VI
TOTAL:		None	12 Minutes	



8. Computed Taxes on Transfer Tax

Provincial Treasurer's Office render free service to compute tax bill on transfer tax before the taxpayers pay their due. They request for it to verify the exact amount and avoid shortages of their funds.

Office or Division:	Provincial Treasurer's Office			
Classifications:	Simple			
Type of Transactions:	G2G – Government to Government, G2C – Gov't to Client, G2B – Gov't to Business			
Who may avail:	Taxpayers, Private Individuals, Internal and External clients, Companies/Corporations.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Tax Declaration (1 copy only) Tax Clearance (RPT Official Receipt) (1 copy only)		1. Provincial / Municipal Assessor 2. Municipal Assessor		
Any of the Following: 1. Deed of Sale 2. Deed of Donation 3. Extra Judicial Sale/Partition		Law Office / Firm		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Registers in the PTO client's Log book	1. Assist the client to the concerned staff	None	2 Minutes	Officer of the day (PTO Staff)
2. Gives the Requirements to the Revenue Collector	2. Receives and examines the requirements for computation	None	10 Minutes	Norodin B. Taha Ticket Checker I Jose O. Macion Data Entry Machine Operator III Jomar C. Recolito Administrative Aide VI Ariel L. Mabanta Administrative Aide VI
3. Receives the Computed transfer tax ready for payment	3. Computes the tax due in a clean piece of paper and give it to client	None	10 Minutes	Norodin B. Taha Ticket Checker I Jose O. Macion Data Entry Machine Operator III



				Jomar C. Recolito Administrative Aide VI Ariel L. Mabanta Administrative Aide VI
TOTAL:		None	22 Minutes	



9. Processing of Salary Database

The Provincial Treasurer's Office manage and process the salaries and wages of the Officials and employees of the Provincial Government of Lanao del Norte

Office or Division:	Provincial Treasurer's Office			
Classifications:	Simple			
Type of Transactions:	G2G – Government to Government, G2C – Gov't to Client			
Who may avail:	All PGLDN employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Approved Check & Voucher 2. Attachment: <ul style="list-style-type: none"> • Summary List of Net Payroll 				Requesting Office
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Registers in the PTO client's Log book	1. Assists the client to the concerned staff	None	2 Minutes	Officer of the day (PTO Staff)
2. Gives the approved check and voucher with attached Summary List of Net Payroll to Assigned PTO Salary Encoder	2. Receives, examines and segregates the Summary List of Net Payroll ready for encoding	None	15 Minutes	Charity T. Retiza Administrative Assistant II Grace M. Pador Administrative Assistant II
	2.1 Encodes the list of employees in the Financial Data Entry System and come up with Payroll 2.2 Database Report	None	4 Hours	Charity T. Retiza Administrative Assistant II Grace M. Pador Administrative Assistant II



	2.3Generates Payroll Database Report and make back-up file for ready Approval of the assigned signatories		10 Minutes	Charity T. Retiza Administrative Assistant II Grace M. Pador Administrative Assistant II
	2.4Approves the Payroll Database Report by Provincial, Treasurer, Accountant and Administrator		30 Minutes	Mildred J. Hingco Department Head Kyne B. Mabugnon Acting Department Head Sittie Aminah Q. Dimaporo Provincial Administrator Or Any Officer-In-Charge
	2.5Delivers the Approved Payroll Database Report with soft copy to the Land Bank Tubod Branch		30 Minutes	Charity T. Retiza Administrative Assistant II Grace M. Pador Administrative Assistant II
	TOTAL:	None	5 Hours&45Minutes	



10. Issuance of Check

The Provincial Treasurer's Office issue check as payment to concern employees, private individuals, suppliers, services, financial assistance, LGU shares and other related payments.

Office or Division:	Provincial Treasurer's Office			
Classifications:	Simple			
Type of Transactions:	G2G – Government to Government			
Who may avail:	Internal clients			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Approved voucher from the Office of the Provincial Administrator			Requesting client	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Registers in the PTO client's Log book	1.Assists the client to the concerned staff	None	2 Minutes	Officer of the day (PTO Staff)
2. Gives the voucher to the Assigned PTO staff	2.Receives, examines, controls the voucher and assign check for ready issuance	None	5 Minutes	Grace M. Pador Administrative Assistant II Lovely Rose F. Llaban Administrative Assistant II
	2.1Issues Check with two duplicate copies ready for release for check advice	None	5 Minutes	Grace M. Pador Administrative Assistant II Lovely Rose F. Llaban Administrative Assistant II
TOTAL:		None	12 Minutes	



11. Releasing of Accountable Forms

The Accountable Officer Releases Accountable Forms to specific personnel for their tax collection and revenue purposes.

Office or Division:	Provincial Treasurer's Office			
Classifications:	Simple			
Type of Transactions:	G2G – Government to Government, G2C – Gov't to Client			
Who may avail:	Revenue Collectors, Municipal Treasurers of Lanao del Norte and Civil Registrars			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. 4 copies of Approved Requisition & Issue Voucher (RIV) or General Form No. 45 (A)		Provincial Treasurer's Office / Real Property Tax Division		
2. Issued Official Receipt representing payment of Accountable Forms(1 copy only)				
<i>For Municipal Treasurer's Only:</i> Liquidation of Real Property Tax		Requesting Office / Municipal Treasurer		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Registers in the PTO client's Log book	1.Assists the client to the concerned staff	None	2 Minutes	Officer of the day (PTO Staff)
2. Gives the requirements to the Accountable Officer	2.Examine s and receives the requireme nts	None	5 Minutes	Alberto S. Chan Local Revenue Collection Officer II Gelmher O. Bolanio Data Entry Machine Operator III
	Prepares and controls		20 Minutes	Alberto S. Chan



	the Accountabl e Forms in sequence or series order from the storage room	None		Local Revenue Collection Officer II Gelmher O. Bolanio Data Entry Machine Operator III
3. Receives and examines the Accountable Forms with 1 duplicate copy of RIV	3. Affixes signature and releases the Accountabl e Forms with 1 copy of RIV	None	3 Minutes	Mildred J. Hingco Department Head Alberto S. Chan Local Revenue Collection Officer II Gelmher O. Bolanio Data Entry Machine Operator III
TOTAL:		None	30 Minutes	



12. GSIS KIOSK Assistance

The Provincial Treasurer's Office provides technical assistance to all GSIS members/pensioners in operating the GSIS Kiosk.

Office or Division:	Provincial Treasurer's Office			
Classifications:	Simple			
Type of Transactions:	G2C – Government to Citizen			
Who may avail:	All GSIS Members/Pensioners			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. GSIS UMID Card 2. Actual presence of GSIS Member/ Pensioner			Requesting client	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Registers in the PTO client's Log book	1. Assists the client to the concerned staff	None	2 Minutes	Officer of the day (PTO Staff)
2. Asks for the assigned PTO Personnel	2. Goes to the Kiosk Machine and resets or restarts the machine	None	15 Minutes	Tyrone Jan B. Ogarte Local Treasury Operations Officer II
3. Chooses Loan/s to apply or renewal of pension and other technical concerns	3.Asks what Loan/s applying for or other concerns	None	3 Minutes	Tyrone Jan B. Ogarte Local Treasury Operations Officer II
	3.1Processes the Loan application applied or renewal of pension and other technical concerns	None	10 Minutes	Tyrone Jan B. Ogarte Local Treasury Operations Officer II
TOTAL:		None	30 Minutes	



13. Distribution of Election Paraphernalia

The Provincial Treasurers office distributes the Election Paraphernalia to the Municipal Treasurers of Lanao del Norte during election period.

Office or Division:	Provincial Treasurer's Office			
Classifications:	Simple			
Type of Transactions:	G2C – Government to Government			
Who may avail:	All Municipal Treasurers of Lanao del Norte			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Physical Appearance of Treasurer			Provincial Treasurer's Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Registers in the PTO client's Log book	1. Assists the client to the concerned staff	None	2 Minutes	Officer of the day (PTO Staff)
2. Calls the attention of the assigned PTO staff for prioritization of distribution	2. Makes a list who arrives first and prepare for Certificate of Appearance and Minutes of Distribution of Election paraphernalia	None	20 Minutes	Amy O. Muñasque Administrative Officer III Gregoria S. Labarda Local Revenue Collection Officer IV Rea Bebs B. Lambojon Administrative Aide VI
3. Receives the original copy of checklist of Election paraphernalia	3. Gives the Checklist of the Election paraphernalia to Municipal Treasurer	None	5 Minutes	Alberto S. Chan Administrative Officer II Gregoria S. Labarda Local Revenue Collection



4. Receives and examines thoroughly the Election paraphernalia	4. Reviews & Hand overs itemized Election paraphernalia based on checklist intended for the Municipality	None	2 Hours	All PTO Staff
5. Receives the Certificate of Appearance	5. Gives the Certificate of Appearance to the Municipal Treasurer	None	3 Minutes	Amy O. Muñasque Administrative Officer III Rea Bebs B. Lambojon Administrative Aide VI
6. Asks assistance to PTO Staff for carrying the Election paraphernalia to the Municipal Treasurer's Service Vehicle	6. Assists the Municipal Treasurer to carry out the Election paraphernalia to MT's service vehicle	None	30 Minutes	All PTO Staff
TOTAL:		None	3 Hours	



14. Technical Assistance to Electronic Statement of Receipts & Expenditures (eSRE) Municipal Focal Person

eSRE Provincial Focal Person provides technical assistance to eSRE Municipal Focal Person in their eSRE Reports when lapses or errors occur and need to be consulted and coached.

Office or Division:	Provincial Treasurer's Office			
Classifications:	Simple			
Type of Transactions:	G2C – Government to Citizen			
Who may avail:	All eSRE Focal Persons of Lanao del Norte			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Prescribed Laptop with installed Updated version of eSRE software			Requesting Focal	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Registers in the PTO client's Log book	1 Assists the client to the concerned staff	None	2 Minutes	Officer of the day (PTO Staff)
2. Looks for Provincial eSRE Focal person	2. Consults and discusses what concern or problem to be assisted	None	18 Minutes	Tyrone Jan B. Ogarte Local Treasury Operations Officer II
	2.1 Assists and coaches the eSRE Municipal Focal Person	None	1 Hour & 40 Minutes	Tyrone Jan B. Ogarte Local Treasury Operations Officer II
TOTAL:		None	2 Hours	



15. Approval of Electronic Statement of Receipts & Expenditures (eSRE) Reports of Municipalities of Lanao del Norte

eSRE Provincial Focal renders reviews thoroughly to all Municipal eSRE Report submitted by the Municipal Focal to the eSRE website and if there are errors/corrections that will be rejected and if none approved right away.

Office or Division:	Provincial Treasurer's Office			
Classifications:	Simple			
Type of Transactions:	G2C – Government to Citizen			
Who may avail:	All eSRE Focal Persons of Lanao del Norte			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Submitted eSRE Report to eSRE Web Account 2. Cellphone			Requesting Focal	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Contacts the eSRE Provincial Reviewer and/or Approver	1.Logs in to the eSRE Reviewer's / Approver's Account and search for the eSRE Report submitted by the Municipality	None	15Minutes	Tyrone Jan B. Ogarte Local Treasury Operations Officer II
	1.1 Reviews thoroughly the eSRE Report and if there are no errors/corrections, Approve right away	None	1 Hour & 45 Minutes	Tyrone Jan B. Ogarte Local Treasury Operations Officer II
TOTAL:		None	2 Hours	



16. Online Enhanced Tax Revenue Assessment and Collection System(ETRACS) Assistance to Municipalities of Lanao del Norte

The Provincial Treasurer's Office provides assistance to ETRACS user in Municipalities using the Team Viewer or Any Desk Application with internet connectivity

Office or Division:	Provincial Treasurer's Office			
Classifications:	Simple			
Type of Transactions:	G2C – Government to Citizen			
Who may avail:	ETRACS subscriber Municipalities of Lanao del Norte			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Computer with Internet Connectivity 2. Team Viewer ® / Any Desk® Software 3. Cellphone			Requesting client	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Contacts the Assigned PTO or I.T. Personnel	1. Logs in to the Team Viewer or Any Desk application and ask what concern or problem to be assisted	None	15Minutes	Gelmher O. Bolanio Data Entry Machine Oprator III I.T. Personnel
2. Gives the access code to the PTO / IT Personnel	2. Asks for the access code and assist or coach the Municipal ETRACS user	None	45 Minutes	Gelmher O. Bolanio Data Entry Machine Operator III I.T. Personnel
TOTAL:		None	1 Hour	



17. Online Enhanced Tax Revenue Assessment and Collection System (ETRACS) Assistance to Income Generating Offices of the Province

The Provincial Treasurer's Office provides assistance to ETRACS user of Income Generating Offices of the Province using the Team Viewer or Any Desk Application with internet connectivity to Batch Capture their collections ready for Liquidation.

Office or Division:	Provincial Treasurer's Office			
Classifications:	Simple			
Type of Transactions:	G2C – Government to Citizen			
Who may avail:	Income Generating Offices of the Province			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Computer with Internet Connectivity 2. Team Viewer® Software 3. Cellphone			Requesting employees	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Contacts the Assigned PTO Personnel	1. Logs in to the Team Viewer or Any Desk application	None	5Minutes	Gelmher O. Bolanio Data Entry Machine Operator III Charity T. Retiza Administrative Assistant II Grace M. Pador Administrative Assistant II Tyrone Jan B. Ogarte Local Treasury Operations Officer II
2. Asks for the access code of Team Viewer or Any Desk Application	2. Gives the access code to the ETRACS user	None	5 Minutes	Gelmher O. Bolanio Data Entry Machine Operator III Charity T. Retiza Administrative Assistant II



				Grace M. Pador Administrative Assistant II Tyrone Jan B. Ogarte Local Treasury Operations Officer II
TOTAL:		None	10 Minutes	



18. Issuance of Certificate of No Pending Case

The Provincial Treasurer's Office provides issuance of Certification of No Pending Case to Municipal Treasurers of Lanao del Norte as a requirement of the Bureau of Treasury for Bond Application.

Office or Division:	Provincial Treasurer's Office			
Classifications:	Simple			
Type of Transactions:	G2C – Government to Citizen			
Who may avail:	Municipal Treasurers of Lanao del Norte			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Issued Official Receipt representing payment of Certificate No. Pending Case(1 copy only)			Provincial Treasurer's Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Registers in the PTO client's Log book	1. Assists the client to the concerned staff	None	2 Minutes	Officer of the day (PTO Staff)
2. Gives the Official Receipt to the PTO assigned personnel	2. Receives the issued Official Receipt and Prepare the Certification of No Pending Case ready for signature of the Provincial Treasurer	None	10 Minutes	Amy O. Muñasque Administrative Officer III Rea Bebs B. Lambojon Administrative Aide VI
3. Receives the Certification of No Pending Case	3. Affixes signature of the Provincial Treasurer and release the Certification	None	3Minutes	Mildred J. Hingco Department Head
TOTAL:		None	15 Minutes	