



Citizen's Charter

REMITTANCE OF TAXES THROUGH ELECTRONIC FILING AND PAYMENT SYSTEM (eFPS)

DESCRIPTION OF SERVICE

Processing of remittance of the following taxes to the BIR through eFPS shall commence upon the Controllershship Department’s submission of complete documentary requirements within two (2) days before prescribed deadline of tax payment:

1. Remittance of VAT and other percentage taxes withheld;
2. Remittance of income taxes withheld on compensation;
3. Remittance of creditable income taxes withheld (expanded); and
4. Remittance of percentage tax (GRT).

CLIENT	TOTAL PROCESSING TIME	SCHEDULE OF AVAILABILITY OF SERVICE
Controllershship Department	8 hours	Monday to Friday, 8:00 AM to 5:00 PM

REQUIREMENTS

1. VAT AND OTHER PERCENTAGE TAXES WITHHELD

a.) Disbursement Voucher

b.) Journal Entry Voucher

c.) BIR Form

d.) Alpha list of Payees
2. INCOME TAXES WITHHELD ON COMPENSATION

a.) Disbursement Voucher

b.) Journal Entry Voucher

c.) BIR Form

d.) Alpha list of Payees

e.) Computation
3. CREDITABLE INCOME TAXES WITHHELD (EXPANDED)

a.) Disbursement Voucher

b.) Journal Entry Voucher

c.) BIR Form

d.) Alpha list of Payees

e.) Payroll
4. PERCENTAGE TAX (GRT)

a.) Disbursement Voucher

b.) Budget Utilization Request

c.) Journal Entry Voucher

d.) BIR Form

e.) Computation

f.) General Ledger-NGAS

g.) Statement of Income and Expenses

ADDRESS AND CONTACT INFORMATION

Office of the President/Officer-In-Charge

Home Guaranty Corporation

3/F Jade Building

335 Sen. Gil Puyat Avenue, Makati City

Direct Lines : (+632) 890-54-34

: 890-58-30

Telefax : (+632) 890-54-50

Emails : jimmy_sarona@hgc.gov.ph

lilibeth_tiangco@hgc.gov.ph

APPROVAL OF INVESTMENT PLACEMENT IN BANK’S HIGH YIELD SAVINGS

DESCRIPTION OF SERVICE

Approval of Investment placement is done within the day of the maturity date of existing Investment

CLIENTS

Treasury Department

REQUIREMENTS

1. Memorandum recommending rollover of matured investment;
2. Letter of Instruction to the Bank;
3. Computation;
4. Bank Quotation of Various Rates;
5. Projected Cash Flow; and
6. Previous Letter of Instruction to the Bank (for rollover).

TOTAL PROCESSING TIME	SCHEDULE OF AVAILABILITY OF SERVICE
4 hours	Monday to Friday, 8:00 AM to 5:00 PM

ADDRESS AND CONTACT INFORMATION

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HOW TO AVAIL OF THE SERVICE

STEP No.	CLIENT'S STEP	AGENCY'S ACTION	DURATION OF ACTION	PERSON-IN-CHARGE	OFFICE LOCATION
①	Submit Recommendations for investment rollover with complete required supporting documents	Record receipt of documents and forward to assigned staff for review	One Half (1/2) working day	Administrative Assistant	3/F Jade Bldg., 335 Sen. Gil Puyat Avenue, Makati City
		Review documents, check completeness and accuracy, and endorse to OIC for approval		Assigned Staff	
		Review and sign documents		Officer-In-Charge	
		Update monitoring sheet and forward documents to Admin. Assistant		Assigned Staff	
		Update DTS and logbook and transmit signed documents to Treasury Department		Administrative Assistant	
End of Transaction					

HOW TO AVAIL OF THE SERVICE

STEP No.	CLIENT'S STEP	AGENCY'S ACTION	DURATION OF ACTION	PERSON-IN-CHARGE	OFFICE LOCATION
①	Submit Disbursement Voucher (DV) with complete required supporting documents	Record receipt of DV with supporting documents and forward to assigned staff for review	One (1) working day	Administrative Assistant	3/F Jade Bldg., 335 Sen. Gil Puyat Avenue, Makati City
		Review documents, check completeness and accuracy and endorse to OIC for approval		Assigned Staff	
		Review and affix signature on DV		Officer-In-Charge	
		Update monitoring sheet and forward documents to Admin. Assistant		Assigned Staff	
		Update DTS and logbook, and transmit signed documents to Controllership Department		Administrative Assistant	
②	Submit electronically filed documents with FRN	Receive documents and update DTS and logbook		Administrative Assistant	
		Review documents, check completeness and forward to OIC		Assigned Staff	
		Electronically remit/pay taxes through BIR eFPS facility		Officer-In-Charge	
		Print bank's receipt and BIR payment confirmation		Assigned Staff	
		Update DTS and logbook and transmit documents to Controllership Department		Administrative Assistant	
End of Transaction					

