

CITIZEN'S CHARTER

Frontline Service: Issuance of Real Property Tax Order of Payment (RPTOP)

Office: City Assessor's Office
Ground floor, City Hall Building

Schedule of Availability of Service:
Monday – Friday, 8:00 a.m. to 5:00 p.m. without noon break

Who may Avail of the Service?

- Tax Payers
- Property Owners or authorized representatives

What are the Requirements?

- Previous Real Property Tax Receipts
- Name of Owner and location of property (in case the previous RPT Receipts or Tax Declaration is not available)

Fees/Charges: None

Duration (under normal circumstances): 10 minutes

How to Avail of the Service:

| Step | Applicant/ Client | Service Provider | Duration of Activity (Under normal circumstances) | Person in Charge | Fees/ Charges | Forms |
|------|--|---|---|-------------------|---------------|-------|
| 1 | Present previous tax receipt to any of City Assessor's Windows A, B, C or D | Receive the previous tax receipt | 1 minute | Assessment Clerks | None | None |
| | | Check on the data base and print out a copy of the Real Property Tax Order of Payment (RPTOP) | 4 minutes | | | |
| 2 | | Review and verify the requested RPTOP | 3 minutes | | | |
| 3 | Receive the RPTOP and proceed to the City Treasurer's Office Windows 28 or 29 for verification of delinquency and computation of real property tax due | Issue the RPTOP and advise the Client to proceed to City Treasurer's Office Windows 28 or 29 for payment of Real Property Tax | 2 minutes | | | |

END OF TRANSACTION

NO TO FIXERS & REDTAPE!

