

CITIZEN'S CHARTER

Frontline Service: Payment of Real Property Tax

Office: City Treasurer'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?

- All property owners and/or administrators of property/ies within Angeles City

What are the Requirements?

- Real Property Tax Order of Payment (RPTOP)
- Previous Year Real Property Tax (RPT) Official Receipt

Fees/Charges: 2% Basic Tax and 1% Special Education Fund per RPU's

Delinquencies: 2% interest per month but not exceeding 36 months or 72% until the amount of tax has been paid in full per RPU's

Duration (under normal circumstances): With arrears in payment – 50 minutes
Without arrears in payment – 30 minutes

How to Avail of the Service:

Step	Applicant/ Client	Service Provider	Duration of Activity (Under normal circumstances)	Person in Charge	Fees/ Charges
1	Present Real Property Tax Order of Payment to any of City Treasurer's Office Window 29 to 31 for verification and computation of tax due	Verify and compute the real property tax due and issue billing statement to the Client	Without arrears: 10 minutes With arrears: 30 minutes	Local Revenue Collection Officer (LRCO)/ Designated Collection Officers	None
2	Submit the billing statement issued to any of City Treasurer's Office Windows 21 to 27 (or to the Fast Lane for Senior Citizens, PWD's and Pregnant Women, when applicable)	Receive the billing statement and prepare the Official Receipt	15 minutes/ property		None
3	Pay the tax due	Receive the payment and issue the Official Receipt to the Client	5 minutes		2% Basic Tax 1% SEF Delinquencies: 2% interest per month but not exceeding 36 months or 72% until the amount of tax has been paid in full

END OF TRANSACTION



NO TO FIXERS & REDTAPE!

