

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 Check on the data base and print out a copy of the Real Property Tax Order of Payment (RPTOP)	1 minute 4 minutes	Assessment Clerks	None	None
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

