

## FRONTLINE SERVICE

### A. COLLECT PAYMENTS FOR REAL PROPERTY TAX



#### WHO MAY AVAIL OF THE SERVICE:

- ✓ Real Property Tax owners
- ✓ Any person having legal interest of the property



#### REQUIREMENTS:

1. Copy of the latest Tax Declaration
2. Latest Official Receipt of Real Property Tax (RPT)



#### FEES/CHARGES:

See Real Property Tax Schedule

#### Real Property Tax Quarterly Due Dates:

- 1<sup>st</sup> quarter – March 31
- 2<sup>nd</sup> quarter – June 30
- 3<sup>rd</sup> quarter – September 30
- 4<sup>th</sup> quarter – December 31



#### SCHEDULE OF SERVICE AVAILABILITY

Monday to Friday, 8:00 am to 5:00 pm except holidays

- If the quarterly due date falls on a weekend or holiday, the office will be open solely for the purpose of accepting payments.



### HOW TO AVAIL OF THE SERVICE

Steps	Follow These Steps		It Will Take You	Please Approach
	Client	Personnel		
1	➤ Proceed to Real Property Tax Division Personnel inside the office	Assist the client of their transaction	2 mins.	<ul style="list-style-type: none"> <li>▪ Mary Lou Heyrosa</li> <li>▪ Maricar Labrador</li> <li>▪ Tallulah Belle Pancho</li> <li>▪ Aime Bentulan</li> <li>▪ Kezia Mae Baring</li> </ul>
2	➤ Present requirement to billing incharge personnel	Compute RPT dues and print	5 mins.	<ul style="list-style-type: none"> <li>▪ Mary Lou Heyrosa</li> <li>▪ Maricar Labrador</li> <li>▪ Tallulah Belle Pancho</li> <li>▪ Aime Bentulan</li> <li>▪ Kezia Mae Baring</li> </ul>
3	➤ Present billing to RPT Collector & Pay	Receive Payment & issue Official Receipt	5 mins.	<ul style="list-style-type: none"> <li>▪ Ann Margaret Caballero</li> <li>▪ Elsa Arias</li> <li>▪ Luzette Marianne De la Serna</li> </ul>
4	➤ Present Official Receipt to mezzanine floor for manual posting of payment (optional) on the part of Taxpayer	Post payment to real property tax register	5 mins.	<ul style="list-style-type: none"> <li>▪ Raymundo Querubin</li> </ul>

## B. COLLECT PAYMENTS FOR BUSINESS TAX, OTHER LOCAL TAX, FEES AND CHARGES



### WHO MAY AVAIL OF THE SERVICE:

- ✓ General Public
- ✓ Companies (public or private)
- ✓ Organizations (public or private)



### REQUIREMENTS:

1. Basis for the payment
2. Written or printed name of the payor



### FEES/CHARGES:

Refer to the schedule of Taxes, Fees and Charges

### Business Tax Quarterly Due Dates:

1<sup>st</sup> quarter – January 20

2<sup>nd</sup> quarter – April 20

3<sup>rd</sup> quarter – July 20

4<sup>th</sup> quarter – October 20



### SCHEDULE OF SERVICE AVAILABILITY

Monday to Friday, 8:00 am to 5:00 pm except holidays

- If the quarterly due date falls on a weekend or holiday, the office will be open solely for the purpose of accepting payments.



## HOW TO AVAIL OF THE SERVICE

Steps	Follow These Steps		It Will Take You	Please Approach
	Client	Personnel		
1	<ul style="list-style-type: none"> <li>➤ Get priority number at the Queuing machine</li> </ul>	Assist client in using the machine to get a priority number	1 min.	<ul style="list-style-type: none"> <li>▪ Carlos Ompad Jr.</li> </ul>
2	<ul style="list-style-type: none"> <li>➤ Present the Tax Order of Payment (TOP) to the designated cashier when priority number is called</li> <li>➤ Get the Official Receipt (OR)/CTC</li> </ul>	Receive payment and issue Official Receipt (OR)/CTC	5 mins.	<p>(CASHIER)</p> <ul style="list-style-type: none"> <li>▪ Joyeen T. Yamson</li> <li>▪ Christie M. Fiel</li> <li>▪ Ramel Paudac</li> <li>▪ Enjeneth Jubela</li> <li>▪ Jiji Prado</li> <li>▪ Gracie Lizza Tagalog</li> <li>▪ Cristina Aying</li> <li>▪ Roderick Blanco</li> <li>▪ Vanessa Sereno</li> <li>▪ Violeta Tampus</li> <li>▪ Rosela Pagobo</li> <li>▪ Lorena Catamco</li> <li>▪ Catherine Ceniza</li> <li>▪ Nenita Opo</li> </ul>

## C. ISSUANCE OF REAL PROPERTY TAX CLEARANCE



### WHO MAY AVAIL OF THE SERVICE:

- ✓ Rea Property Owner
- ✓ Any person having legal interest of the property



### REQUIREMENTS:

1. Official Receipt for Tax Clearance Fee with Documentary Stamp
2. Copy of latest Official Receipt of Real Property payment of Tax Declaration of the property owner and location of the property.



### FEES/CHARGES:

- |                   |                          |
|-------------------|--------------------------|
| Fee               | - Php 20.00 per property |
| Documentary Stamp | - Php 30.00 per page     |



### SCHEDULE OF SERVICE AVAILABILITY

Monday to Friday, 8:00 am to 5:00 pm except holidays



### HOW TO AVAIL OF THE SERVICE

Steps	Follow These Steps		It Will Take You	Please Approach
	Client	Personnel		
1	➤ Submit requirement to inform the purpose of the tax clearance	Create & print tax clearance thru RPTMS, initial & forward to City Treasurer/deputy for signature	15 mins.	<ul style="list-style-type: none"> <li>▪ Mary Lou Heyrosa</li> <li>▪ Maricar Labrador</li> <li>▪ Tallulah Belle Pancho</li> <li>▪ Aime Bentulan</li> <li>▪ Kezia Mae Baring</li> </ul>
		Sign the Tax Clearance	3 mins.	<ul style="list-style-type: none"> <li>▪ Maria Therese E. Serat</li> <li>▪ Janice S. Fuentes</li> </ul>
2	➤ Claim the signed Tax Clearance	Release	3 mins.	<ul style="list-style-type: none"> <li>▪ Gemma Belocora</li> </ul>

## D. ISSUANCE OF CERTIFICATION AND OTHER REQUEST



### WHO MAY AVAIL OF THE SERVICE:

- General Public
- Companies (public or private)
- Organizations (public or private)



### REQUIREMENTS:

1. Letter Request addressed to the City Treasurer
2. Official Receipt for Fee with Documentary Stamp



### FEES/CHARGES:

Fee	- Php 50.00 (pertains to business establishment)
	- Php 20.00 per page
Documentary Stamp	- Php 30.00 per page



### SCHEDULE OF SERVICE AVAILABILITY

Monday to Friday, 8:00 am to 5:00 pm, except holidays



### HOW TO AVAIL OF THE SERVICE

Steps	Follow These Steps		It Will Take You	Please Approach
	Client	Personnel		
1	Submit requirements to License Division	Evaluate and prepare Certification or document requested and forward to the City Treasurer or deputy for signature	25 mins	<ul style="list-style-type: none"> <li>▪ Marivic Pal</li> <li>▪ Kenn Jude Dinopol</li> </ul>
		Confirm and Sign	3 mins	<ul style="list-style-type: none"> <li>• Claire V. Cabalda</li> <li>• Juliet A. Aying</li> </ul>
2	Claim and acknowledge	Release and file copy	1 min	<ul style="list-style-type: none"> <li>▪ Marivic Pal</li> <li>▪ Kenn Jude Dinopol</li> </ul>

## E. PROCESS THE CLOSURE OR RETIRING A REGISTERED BUSINESS



### WHO MAY AVAIL OF THE SERVICE:

- Proprietor
- Corporations or Partnership
- Cooperative or Association



### REQUIREMENTS:

1. Letter addressed to the City Treasurer informing the closure of the business
2. Latest Bureau of Internal Revenue (BIR) Returns or any basis for the computation of the remaining Tax due or Affidavit of no Operation/no Income
3. Payment of the remaining Business Tax due, if any
4. Board Resolution or Secretary's Certificate for the closure (for Corporation or Partnership or Cooperative)
5. Sketch for the location of the business
6. Official Receipt for the payment of Certification Fee



### FEES/CHARGES:

Fee	- Php 50.00
Documentary Stamp	- Php 30.00



### SCHEDULE OF SERVICE AVAILABILITY

Monday to Friday, 8:00 am to 5:00 pm, except holidays



### HOW TO AVAIL OF THE SERVICE

Steps	Follow These Steps		It Will Take You	Please Approach
	Client	Personnel		
1	Submit requirement	<ul style="list-style-type: none"> <li>• Evaluate the requirement</li> <li>• Forward to Business assessment section for verification of remaining business tax due</li> <li>• Verify the latest payment and bill the remaining tax, if any</li> </ul>	10 mins	<ul style="list-style-type: none"> <li>▪ Marivic Pal</li> <li>▪ Juliet A. Aying</li> <li>▪ Natividad M. Vedua</li> <li>▪ Edlyn Comidoy</li> <li>▪ Kenn Jude L. Dinopol</li> </ul>
2	Pay the corresponding amount due, if any	Receive payment and issue Official Receipt (OR)	5 mins	<ul style="list-style-type: none"> <li>▪ Joyeen T. Yamson</li> <li>▪ Christie M. Fiel</li> <li>▪ Ramel Paudac</li> <li>▪ Enjeneth Jubela</li> <li>▪ Jiji Prado</li> <li>▪ Gracie Lizza Tagalog</li> <li>▪ Cristina Aying</li> <li>▪ Roderick Blanco</li> <li>▪ Vanessa Sereno</li> </ul>
		Conduct ocular inspection	3 days	<ul style="list-style-type: none"> <li>• Edlyn Comidoy</li> <li>• Natividad M. Vedua</li> <li>• Kenn Jude Dinopol</li> <li>• Jeannellou Marie Austero</li> <li>• Pamela Aying</li> <li>• Merlinda Matus</li> </ul>
3	Claim the Certificate of Closure	Print and release Certificate of Closure	3 mins.	<ul style="list-style-type: none"> <li>• Marivic Pal</li> </ul>

## PROCESS OF BUSINESS PERMIT APPLICATION- Business One-Stop-Shop (BOSS)



### WHO MAY AVAIL OF THE SERVICE:

- Proprietor
- Corporation
- Partnership
- Cooperative
- Association



### REQUIREMENTS: (Additional documents maybe requested subject to the nature of business)

#### A. For NEW Application:

1. Filled up Unified Application Form
2. DTI/SEC/CDA Registration
3. Occupancy Permit (if Lessor)
4. Contract of Lease (if renting or leasing)
5. Community Tax Certificate (CTC)
6. Sanitary Permit
7. Fire Safety Inspection Certificate (FSIC)

#### B. For RENEWAL Application

1. Filled up Unified Application Form
2. Basis for computing taxes, fees & charges
3. Contract of Lease
4. Community Tax Certificate (CTC)
5. Sanitary Permit
6. Fire Safety Inspection Certificate (FSIC)



### FEES/CHARGES:

See Schedule of Taxes & Fees



### SCHEDULE OF SERVICE AVAILABILITY

Monday to Friday, 8:00 am to 5:00 pm except holidays



### HOW TO AVAIL OF THE SERVICE: FOLLOW THESE STEPS

APPLYING FOR BUSINESS PERMIT (MANUAL)				
Steps	Client	Personnel	It Will Take You	Please Approach
1	<b>APPLY</b> Submit Filled-up Business Application Form and pertinent documents stated above	Receive and Evaluate the application	30 mins.	<ul style="list-style-type: none"> <li>▪ Ma. Christina Daño</li> <li>▪ Hera Mae Tangarorang</li> </ul>
		Verify and check the business establishment for prior years deficiency and print Notice to Comply, if any (for renewal application)	1 hour	<ul style="list-style-type: none"> <li>▪ Ma. Christina Daño</li> <li>▪ Hera Mae Tangarorang</li> </ul>
		Assess and print Business Tax Order of Payment (BTOP)	1 hour	<ul style="list-style-type: none"> <li>▪ Juliet A. Aying</li> <li>▪ Edlyn Comido</li> <li>▪ Natividad M. Vedula</li> <li>▪ Kenn Jude Dinopol</li> <li>▪ Jeannellou Marie Austero</li> <li>▪ Pamela Aying</li> <li>▪ Merlinda Matus</li> <li>▪ Pio Norman Ver Y. Amoin</li> </ul>
		Application and its pertinent documents shall be routed to the backdoor offices; RPT Division, CHD, CPDO, OBO, and BFP for further verification and assessment	1 hour	<ul style="list-style-type: none"> <li>▪ Junjun Tampus</li> <li>▪ Sanny L. Urot</li> </ul>

2	<b>PAY</b> Pay to authorized collector	Receive payment and issue Official Receipt (OR)	30 mins.	<ul style="list-style-type: none"> <li>▪ Joyeen T. Yamson</li> <li>▪ Christie M. Fiel</li> <li>▪ Ramel Paudac</li> <li>▪ Enjeneth Jubela</li> <li>▪ Jiji Prado</li> <li>▪ Gracie Lizza Tagalog</li> <li>▪ Cristina Aying</li> <li>▪ Roderick Blanco</li> <li>▪ Vanessa Sereno</li> </ul>
3	<b>SUBMIT AND CLAIM</b> Submit all requirements	Received, verify, evaluate the Business Mayor's Permit requirements	1 hour	<ul style="list-style-type: none"> <li>▪ Letecia G. Augusto</li> <li>▪ Genilda Y. Espedido</li> </ul>
		Approval of permit	1 day	<ul style="list-style-type: none"> <li>▪ Ms. Claire V. Cabalda</li> <li>▪ Atty. Karl Geoffray Rosolada</li> </ul>
		Release of Permit	30 mins.	<ul style="list-style-type: none"> <li>▪ Letecia G. Augusto</li> <li>▪ Genilda Y. Espedido</li> <li>▪ Vilma Tuling</li> <li>▪ Sanny L. Urot</li> </ul>

### APPLYING FOR BUSINESS PERMIT (ONLINE/PORTAL)

Steps	Client	Personnel	It Will Take You
Go to the site: <a href="https://online.lapulapucity.gov.ph/">https://online.lapulapucity.gov.ph/</a> <b>Sign up to create a USER ACCOUNT.</b>			
1	<b>APPLY</b> Select Business Permit in the dashboard menu. Fill-up Business Application Form and upload requires documents.	<ul style="list-style-type: none"> <li>• Verify and Evaluate attached documents</li> <li>• Provide Assessment</li> </ul>	5- 10 mins.
2	<b>PAY</b> Select payment gateway and pay.  * Official Receipt maybe claimed at the Cashier just present screenshots or successful transaction confirmation	<ul style="list-style-type: none"> <li>• Check Online Payment from selected payment gateway</li> <li>• Approved Permit</li> </ul>	2 to 5 mins.
3	<b>PRINT</b> Print Business Permit		1 to 2 mins.

\*Courier service for Official Receipt is available on a case-to-case basis. You may contact Ms. Letecia Augusto at 0927-2002-821.

Update as of March 2026