

**CITIZEN'S CHARTER  
SAN ANTONIO ANNEX-CASH SECTION  
COMMUNITY TAX CERTIFICATE/MISCELLANEOUS/REAL PROPERTY TAX**

**GENERAL INFO** :

**HEAD OFFICE** : **HON.VICTOR MA.REGIS N. SOTTO**  
**City Mayor**

**DEPARTMENT HEAD** : **MARITA A. CALAJE**  
**City Treasurer**

**Main Office** : **2<sup>ND</sup> Floor, Pasig City Hall, Caruncho Ave, San Nicolas, Pasig City**

**Location** : **Ground Floor, Pasig Revenue Office 1, San Antonio Pasig City**

**Contact Number** : **8633-8050**

**Schedule Availability** : **Monday thru Friday, 8:00 a.m. To 5:00 p.m.**

**This Section Accepts and collect payment for Real Property Tax**

<b>Office or Division:</b>	Treasury Department – San Antonio Annex Cash Section
<b>Classification:</b>	Simple Transaction/Multiple Transaction
<b>Type of Transaction:</b>	G2C/G2B
<b>Who may avail:</b>	Individual/Business Entities

<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
<b>REAL PROPERTY TAX</b> <ul style="list-style-type: none"> <li>• Previous official Receipts Real Property Tax</li> <li>• Statement of Account</li> <li>• Latest Community Tax Certificate</li> </ul>	Treasury Department–San Antonio Annex Cash Section
2. For Non-Appearance: <ul style="list-style-type: none"> <li>• Authorization Letter</li> <li>• Photocopy of ID</li> </ul>	Applicant

#	CLIENT STEPS	LGU SECTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Present Assessment Generated by the Real Property Tax	A. Receive Assessments verify and check it's properly signed by Signatories B. Prepare Billing Statement	N/A	Simple Transaction <i>2 minutes</i>  Complex Transaction <i>3-5 minutes</i>	Tax Biller
2	Settle Payment	A. Accept <i>payment tendered</i> (Cash or Check)  B. Issuance of Official Receipts	Amount Indicated in the Billing Statement	Simple Transaction <i>3 minutes</i> Per transaction  Complex Transaction 2 working days	Cashier
TOTAL:					

## Feedback and Complaints

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Accomplish are feedback form available in the office and surrender to the cashier after payment
How feedback is processed	Feedback requiring improvement of service will be resolve immediately by the supervisor
How to file a complaint	Answer the client complaint form at the Ugnayan sa Pasig, 8888 or Facebook
How complaints are processed	Complaints are forwarded to the offices concern and to be answer within 72 hours
Contact Information	<a href="mailto:Ugnayan@pasigcity.gov.ph">Ugnayan@pasigcity.gov.ph</a> Twitter.com/UgnayansaPasig