

# Property Tax Collection Information Support System (PTCISS)

**PTCISS** is a **value-added module** within the **Integrated Municipal Information System (IMIS)** that helps municipalities monitor and manage **property tax collection** using **map-based visualization tools**. It allows authorities to **import property tax data** via **CSV format**, integrating it into IMIS for **graphical and map-based analysis** using **UMDSS tools**.

By mapping tax data, PTCISS identifies **high-default areas** and **efficient collection zones**, enabling municipalities to enhance **tax collection strategies, compliance policies, and equitable tax management**. It also provides **Data Export Tools** to highlight **discrepancies** between IMIS building records and tax department data, ensuring **accuracy and transparency**.

Currently, **data updates are manual and periodic**, but PTCISS is designed to support **future real-time API integration** if municipal tax systems allow connectivity. By leveraging its insights, municipalities can **streamline tax management, improve revenue collection, and enhance urban governance**.

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# Introduction

PTCISS is a value-added module integrated into the Integrated Municipal Information System (IMIS), designed to help municipalities monitor and manage property tax collection citywide through powerful map-based visualization tools. It enables city authorities to import property tax data maintained by the municipal property tax collection department into IMIS using a user-friendly data import tool supporting CSV formats. Once the data is integrated, property tax collection information is displayed in graphical formats on the IMIS dashboard and visualized on maps using tools provided by UMDSS. This facilitates quick and intuitive analysis of tax collection status across various parts of the city.

Mapping property tax data provides actionable insights by identifying high-default areas (regions with a significant number of defaulters) and efficient collection zones (areas with fewer defaulters or higher compliance rates). These insights enable the property tax department to focus on areas requiring attention, thereby improving efficiency and compliance. The information generated by PTCISS empowers city authorities to engage in strategic planning and evidence-based decision-making, allowing them to: (a) develop better tax collection strategies, (b) formulate effective policies to increase compliance, and (c) plan for equitable tax management across different city regions.

PTCISS also includes Data Export Tools, enabling municipal authorities to export building data along with their tax payment status. Additionally, it highlights mismatched tax records between the building data maintained in IMIS and the input tax data provided by the property tax department. This functionality helps identify and resolve discrepancies, ensuring data accuracy and transparency.

Currently, PTCISS relies on periodic manual updates using CSV-based imports to maintain data accuracy. However, the system is designed to be future-ready, with the capability to support real-time data integration through an API if the city's property tax collection system provides connectivity access. This upgrade would enable automated and efficient data synchronization as municipal technology evolves.

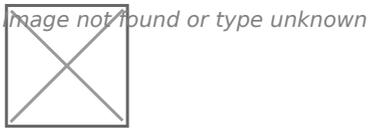
By leveraging the features and insights provided by PTCISS, municipalities can streamline property tax management, improve transparency, and enhance revenue collection efficiency. These improvements contribute significantly to better urban governance and equitable service delivery.

# 16.1 Property Tax Collection ISS

The **Property Tax Collection Information Support System** sub-module imports data via CSV of the tax status of the buildings in the municipality.

## 16.1.1 Navigation to Property Tax Collection ISS

- Open the sidebar and select '**Property Tax Collection ISS**'.



### Overview:

- The user can view the lists of the building tax payment data including the due years.
- User can import the data via CSV of building tax payments data by clicking on the '**Import from CSV**' (refer to section 16.1.2 Import Property Tax Collection ISS)
- The user can download the CSV Template to import the property tax payments data (refer to section 16.1.3 Download CSV Template).
- Export the data (refer to section 8 Tools) and filter data (refer to chapter 5 Filters).

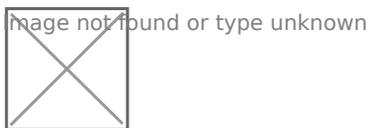


Figure 16- 1 List of Property Tax Collection ISS

## 16.1.2 Import Property Tax Collection ISS

- Click on '**Import from CSV**' at the top left of the Property Tax Collection Information Support System page.



- This redirects to the Import Property Tax Collection Information Support System page.

### Overview:

- The user can upload the tax payment file including the last payment date in csv format for the building tax payment of the building from this module.

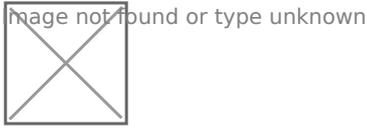


Figure 16- 2 Import Property Tax Collection ISS CSV File

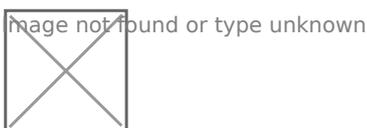
- Once the user selects the CSV file to be imported, they must click the **Upload** button to import the data. The user will then be notified with a pop-up message indicating Successful import, refer to section 7.3 Successfully Imported for more details.
- The system currently does not allow user to import data from any other format than csv and must the system specified data structure. In case of attempt to import data from other format system will prompt red error message of mismatched format, refer to section 7.4 Import Format Error for more details.

### Note:

The format for the **Last Payment Date** must be of mm/dd/yyyy (eg: 8/21/2022 which implies August 21<sup>st</sup> 2022).

#### 16.1.3 Download CSV Template

- Click on the **'Download CSV Template'** button at the top left of the Property Tax Collection Information Support System page.



### Overview:

- A csv template file containing the sample data and required headers will be downloaded, which are essential for importing the csv file.
- Download CSV Template is available only in the Property Tax Collection ISS, Water Supply ISS Modules, and Solid Waste ISS module.

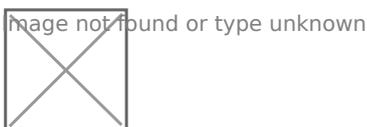


Figure 16- 3 Downloaded Property Tax Collection ISS CSV Template