CITIZEN'S CHARTER

Office of the City Assessor

Monday to Frdiay excluding Holidays
8:00 a.m. to 5:00 p.m. (No Noon Break)

Transfer of Land Ownership on Tax Declaration

Who May Avail of the Service:
Real Property Owners

Requirements:
1. Titled Property
   a. Photocopy of Title
2. Untitled Property
   a. Deed of Conveyance (Sale, Donation, etc.)
   b. Deed of Partition (if subdivision)
   c. Deed of Consolidation (if consolidation)
      A. Transfer Tax Receipt
      B. BIR Certificate Authorizing Registration
      C. Updated Real Property Tax Receipt/Tax Clearance
      D. Copy of Approved Plan (optional)

Procedures:

Step	Applicant/Client	Service Provider	Duration of Activity (under normal circumstances)	Person in Charge	Fees	Form
1	Present all the requirements to the Information Officer, Sign in the transaction Log Book and accomplish a Client's Request Form	Register the client to the Log Book of Transactions and assist in the filling-out of Request Form	3 minutes	Information Officer		Client's Request Form
2		Checking of the completeness of requirements	2 minutes	Appraisal and Assessment Personnel		Checklist of Requirements
3		Assignment of PIN. Filling out of FAAS. Valuation and Assessment	15 minutes	Tax Mapping & Appraisal and Assessment Personnel		FAAS, Tax Declaration & Notice of Assessment
4		Processing, review and approval of the processed documents	6 minutes	Appraisal and Assessment Division Assistant City Assessor City Assessor		FAAS, Tax Declaration & Notice of Assessment
5		Records the transaction in the ARPN Control Book. Requires the client's signature on the Log Book of Released Documents	2 minutes	Releasing Officer		Tax Declaration & Notice of Assessment
END OF TRANSACTION						

(Number of Minutes may vary depending upon the volume of the transaction and the accessibility of the computer-server)

VERIFICATION OF THE HISTORY OF REAL PROPERTY ASSESSMENTS OR TAX DECLARATION

Who May Avail of the Service:
Real Property Owners

Requirements:
Photocopy of the title
Other Reference documents

Procedures:

Step	Applicant/Client	Service Provider	Duration of Activity (under normal circumstances)	Person in Charge	Fees	Form
1	Present all the requirements to the Information Officer, Sign in the transaction Log Book and accomplish a Client's Request Form	Register the client to the Log Book of Transactions and assist in the filling-out of Request Form	3 minutes	Information Officer	P100.00 Per Certified true copy	Client's Request Form
2	Pays for the corresponding fee to the Office of the Treasury	Research tracing back the history of the record	15 minutes	Records Management Division Personnel		
3		Processing, review and signing of the certified copy if requested	6 minutes	Records Management Division City/Asst Assessor		
4		Issuance of Certified Copy	3 minutes	Releasing Officer		Certified copy of records
END OF TRANSACTION						

(Number of Minutes may vary depending upon the volume of the transaction and the accessibility of the computer-server)

APPRAISAL and ASSESSMENT OF NEW BUILDING & MACHINERIES

Who May Avail of the Service:
Real Property Owners

Requirements:
FOR NEW BUILDING :
1. Letter-Request
2. Building Permit/Sworn Statement if building permit is not available
3. As Built Building Plan
4. Certificate of Occupancy
5. Certificate of Completion
6. Condominium Certificate of Title (if condo)
7. Lease Contract/Agreement (if leased)

FOR MACHINERY :
Sworn Statement duly subscribed by a Notary Public mentioning among other things the following :
1. Kind of Machinery
2. Description
3. Year Acquired
4. Year Commenced Operations
5. Original Cost

Procedures:

Step	Applicant/Client	Service Provider	Duration of Activity (under normal circumstances)	Person in Charge	Fees	Form
1	Present all the requirements to the Information Officer, Sign in the transaction Log Book and accomplish a Client's Request Form	Register the client to the Log Book of Transactions and assist in the filling-out of Request Form	3 minutes	Information Officer		Client's Request Form
2		Conduct ocular inspection	2 HOURS May vary depending on the size & location)	Appraisal and Assessment Personnel		FAAS
3		Assignment of PIN. Filling out of FAAS. Valuation and Assessment	15 minutes	Tax Mapping Division/ Assessment Personnel		FAAS, Tax Declaration & Notice of Assessment
4		Processing, review and approval of the processed documents	8 minutes	Appraisal and Assessment Division Assistant City Assessor City Assessor		FAAS, Tax Declaration & Notice of Assessment
5		Issuance of Owner's Copy	2 minutes	Releasing Officer		Tax Declaration & Notice of Assessment
END OF TRANSACTION						

(Number of Minutes may vary depending upon the volume of the transaction and the accessibility of the computer-server)

VERIFICATION OF PROPERTY LOCATION AND VICINITY

Who May Avail of the Service:
Real Property Owners

Requirements:
Letter-Request
Photocopy of the Title (optional)

Fees:
P100.00/certified copy or certification

Procedures:

Step	Applicant/Client	Service Provider	Duration of Activity (under normal circumstances)	Person in Charge	Fees	Form
1	Present the requirements to the Information Officer, Accomplish a Client's Request Form	Register the client to the Log Book of Transactions and assist in the filling-out of Request Form	2 minutes	Information Officer	P100.00 Per Certified true copy /certification	Client's Request Form
2	Pays for the corresponding fee to the Office of the Treasury	Verifies record on the tax maps	5 - 8 minutes	Tax Mapping Division Personnel		
3		Processing, review and signing of the certified copy if requested	8 minutes	Tax Mapping Division City/Asst Assessor		
4		Issuance of Certified Copy	3 minutes	Releasing Officer		Certified tax map
END OF TRANSACTION						

(Number of Minutes may vary depending upon the volume of the transaction and the accessibility of the computer-server)

CORRECTION OR REASSESSMENT OF PROPERTY VALUATION

Who May Avail of the Service:
Real Property Owners

Requirements:
Letter-Request/Authorization letter if owner is not present
Updated Real Property Tax Payment

Procedures:

Step	Applicant/Client	Service Provider	Duration of Activity (under normal circumstances)	Person in Charge	Fees	Form
1	Present all the requirements to the Information Officer, Sign in the transaction Log Book and accomplish a Client's Request Form	Register the client to the Log Book of Transactions and assist in the filling-out of Request Form	3 minutes	Information Officer		Client's Request Form
2		Verifies record on the database provided by the system. A print out of the certified copy/certification is prepared	5 minutes	Appraisal and Assessment Division Personnel		
3		Site inspection (optional) to check the basis for cancellation, revision or correction of assessments and preparation of the report of findings	2 - 3 hours -may vary depending on the property size, location)	Tax Mapping Division personnel		Inspection Report
4		Processing of Documents	15 minutes	Appraisal and Assessment Division, City/ Asst Assessor		
5		Issuance of the revised tax declaration or Notice of Cancellation	3 minutes	Releasing Officer		Tax Declaration Notice of Cancellation
END OF TRANSACTION						

(Number of Minutes may vary depending upon the volume of the transaction and the accessibility of the computer-server)

ISSUANCE OF CERTIFIED TRUE COPY AND OTHER CERTIFICATIONS

Who May Avail of the Service:
Real Property Owners

Requirements:
Letter-Request clearly defining the purposes for such request

Fees:
P100.00/certified copy or certification

Procedures:

Step	Applicant/Client	Service Provider	Duration of Activity (under normal circumstances)	Person in Charge	Fees	Form
1	Present the requirements to the Information Officer, Accomplish a Client's Request Form	Register the client to the Log Book of Transactions and assist in the filling-out of Request Form	2 minutes	Information Officer	P100.00 Per Certified true copy /certification	Client's Request Form
2	Pays for the corresponding fee to the Office of the Treasury	Verifies record on the database provided by the system. A print out of the certified copy/certification is prepared	5 - 8 minutes	Records Management Division Personnel		Tax Declaration/ Certificate of Landholdings/ Certificate of No Property/ Certificate of No Improvement
3		Processing, review and approval of the processed documents	5 minutes	Records Management Division Assistant City Assessor City Assessor		
4		Issuance of Certified Copy/Certification requested	1 minute	Releasing Officer		Tax Declaration/ Certificate of Landholdings/ Certificate of No Property/ Certificate of No Improvement
END OF TRANSACTION						

(Number of Minutes may vary depending upon the volume of the transaction and the accessibility of the computer-server)

Transfer of Building Ownership on Tax Declaration

Who May Avail of the Service:
Real Property Owners

Requirements:
1. Deed of Conveyance (Sale, Donation, etc.)
   Deed of Partition, if subdivided
   Deed of Consolidation, if consolidated
2. Condominium Certificate of Title (CCT)
3. BIR Certificate Authorizing Registration
4. Updated Real Property Tax Receipt/Tax Clearance

Procedures:

Step	Applicant/Client	Service Provider	Duration of Activity (under normal circumstances)	Person in Charge	Fees	Form
1	Present all the requirements to the Information Officer, Sign in the transaction Log Book and accomplish a Client's Request Form	Register the client to the Log Book of Transactions and assist in the filling-out of Request Form	3 minutes	Information Officer		Client's Request Form
2		Checking of the completeness of requirements	2 minutes	Appraisal and Assessment Personnel		Checklist of Requirements
3		Assignment of PIN. Filling out of FAAS. Valuation and Assessment	15 minutes	Tax Mapping & Appraisal and Assessment Personnel		FAAS, Tax Declaration & Notice of Assessment
4		Processing, review and approval of the processed documents	8 minutes	Appraisal and Assessment Division Assistant City Assessor City Assessor		FAAS, Tax Declaration & Notice of Assessment
5		Records the transaction in the ARPN Control Book. Requires the client's signature on the Log Book of Released Documents	2 minutes	Releasing Officer		Tax Declaration & Notice of Assessment
END OF TRANSACTION						

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APPRAISAL AND ASSESSMENT OF NEWLY DECLARED LAND

Who May Avail of the Service:
Real Property Owners

Requirements:
1. Affidavit of Ownership
2. Affidavit of Adjoining Owner
3. CENRO certification as to the alienability and/or disposability\ of the subject lot
4. Approved Survey Plan
5. Barangay Captain Certification

Procedures:

Step	Applicant/Client	Service Provider	Duration of Activity (under normal circumstances)	Person in Charge	Fees	Form
1	Present all the requirements to the Information Officer, Sign in the transaction Log Book and accomplish a Client's Request Form	Register the client to the Log Book of Transactions and assist in the filling-out of Request Form	3 minutes	Information Officer	P100.00 Per Certified true copy	Client's Request Form
2		Conduct of ocular inspection to determine the area and valuation of the property	2 hours - may vary depending on the property size and location	Tax Mapping Division Personnel		FAAS
3		Preparation of the Field Appraisal and Assessment Sheets, Tax Declaration and Notice of Assessment	15 minutes	Tax Mapping and Appraisal and Assessment Division personnel		FAAS Tax Declaration and Notice of Assessment
4		Processing, review and approval of documents	6 minutes	Appraiser/ City/ Asst. Assessor		
5		Issuance of Owner's Copy	3 minutes	Releasing Officer		Tax Declaration and Notice of Assessment
END OF TRANSACTION						

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