



DEPARTMENT OF ASSESSMENT

CITIZENS' CHARTER

(2019 1ST Edition)



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I. **Mandate :**

Sec. 200 of RA 7160 of the Local Govt Code of 1991 specifies that the provinces and cities, including municipalities within the Metropolitan Manila Area, shall be primarily responsible for the proper, efficient and effective administration of real property tax.

The Assessor's Office ensures proper execution of all laws and assessments of real properties for taxation purposes. On this premise, the above provision restates the principle of valuation that all real property, whether taxable or exempt, shall be appraised at the current and fair market value prevailing in the locality where the property is located. It is an integrated technical and administrative process based upon the value of the property, designed to raise revenue for the government.

As embodied in the Manual of Real Property Appraisal and Assessment Operations Book, the City Assessor shall t:

1. Establish a systematic method of assessment in the manner prescribed in the Manual and in accordance with the rules and regulations issued by the Secretary of Finance;
2. Install and maintain a real property identification system in the manner prescribed in the manual and in conformity with the standards prescribed by the Secretary of Finance;
3. Prepare, install and maintain a system of tax mapping showing graphically all properties subject to assessment in the province, city or municipality and gather all necessary data concerning the same;
4. Undertake a general revision of real property assessments every three (3) years;
5. Make frequent physical surveys to check and determine whether all real properties within the locality are properly listed in the assessment rolls;
6. Appraise all real properties in accordance with the approved or duly enacted Schedule of Fair Market Values pursuant to R.A. No. 7160, and conduct frequent ocular inspections to determine if all properties are properly assessed;
7. Prepare Field Appraisal and Assessment Sheets (FAAS's) and issue Tax Declarations for all newly discovered properties and transactions involving transfers of ownership, subdivisions of land into two or more parcels, and/or consolidation of two or more parcels into a single ownership, as well as other transactions involving assessment of real property;
8. Enforce uniformly the exemptions from real property tax as prescribed in the Manual;
9. Apply the appropriate assessment levels prescribed by the Sanggunian concerned;
10. Keep a record of all transfers, leases and mortgaged of real property, rentals, insurance, cost of construction of buildings and other improvements on land, land income and other source of data needed in the preparation of fair market values as well as for other assessment purposes;
11. Cancel assessment in case of duplication of assessment on one property. However, if any assessee or his representative shall object to the cancellation of the assessment made in his name, such assessment shall not be cancelled but the fact shall be noted on the field appraisal assessment sheets, tax declaration, assessment rolls and other



property books of records. Preference, however, shall be given to the assessment of the person who has the best title to the property or, in default thereof, of the person who is in actual possession of the property;

12. Eliminate from assessment roll of taxable properties such properties which have been destroyed or have suffered permanent loss of value by reason of storm, flood, fire or other calamity; or being exempt properties that have been improperly included in the same;
13. Decrease the assessment where the property previously assessed has suffered a substantial loss of value by reason of physical and economic obsolescence; and
14. Increase assessment where improvements and repairs have been made upon the property subsequent to the last assessment.

II. Vision

The Department of Assessment is committed to its primary function to assess all real properties, including machineries, whether taxable or exempt to fulfill its objective of fully tapping the income potentialities from accruing real property tax within the jurisdiction of the City of Manila.

III. Mission

The Department of Assessment aims to establish a complete inventory of real properties to identify ownership and to come up with a system towards effective records management through computerization program, using online and real-time service to provide efficient and quality service to the taxpaying public.



EXTERNAL SERVICES



1. ISSUANCE OF TAX DECLARATION FOR CHANGE OF OWNERSHIP OF REAL PROPERTY UNITS (LAND, BUILDING AND MACHINERY)

Tax Declaration of Real Properties are issued to effect the ownership of property for taxation purposes.

Office or Division:	Appraisal Division			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Property owners			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Certified copy of new title		Registry of Deeds		
Deed of Sale (xerox)		Property owner		
Latest copy of Tax Receipt (xerox)		Office of the City Treasurer		
Transfer Tax Receipt (xerox)		Office of the City Treasurer		
Certificate Authorizing Registration (CAR) (xerox)		Bureau of Internal Revenue		
Original Copy of Certificate of Payment and Tax Clearance (current year)		Office of the City Treasurer		
Picture of Property (xerox)		Property Owner		
Authorization Letter (if the one filing is an authorized representative)		Property Owner		
ID (xerox) of Property Owner and authorized representative)		Property Owner/Authorized Representative		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Taxpayer/authorized representative shall submit the required documents to the Receiving Section for initial assessment and verification and secure the corresponding order of payment	1. Check the completeness of documents and receive the same 2. Issues Claim Slip indicating the expected date of release 3. Forward all documents to the Officer-In-Charge (OIC)	Php 150 per tax declaration	3 days	Assigned personnel at the Receiving Section
	4. OIC forwards the request to the concerned Chief of the Appraisal Division (Land, Building & Machinery) for appropriate action 5. Concerned Division Chief refers the request to the			Secretary of the OIC Concerned Division Chief of Land,



	<p>assigned appraiser</p> <p>6. Assigned appraiser shall</p> <p>a. retrieves the FAAS and conducts field inspection if needed</p> <p>b. prepares the report based on inspection made</p> <p>c. acts on the transaction accordingly</p> <p>d. Prepares clearance slip with his comment and/or recommendation attaching thereto the duly signed FAAS and TD.</p> <p>7. Concerned Division Chief reviews the documents and recommends approval on the FAAS, TD and Clearance Slip</p> <p>8. OIC gives final instruction with proper notations on Clearance Slip.</p> <p>9. The Assistant City Assessor signs the FAAS and TD for approval</p> <p>10. Tax Mapping Division assigns the Property Index Number (PIN)</p> <p>11. Assessment Standards and Examination Division records the transaction in the Journal of Assessments</p> <p>12. Information Technology Division encodes the transaction and generates copy of the Tax Declaration</p>			<p>Building and Machinery Appraisal</p> <p>Concerned appraiser of Land, Building and Machinery Appraisal Division</p> <p>Concerned Division Chief of Land, Building and Machinery Appraisal</p> <p>Officer-In-Charge</p> <p>Asst. City Assessor for Operations</p> <p>Asst. City Assessor for Administration</p> <p>personnel from the Tax Mapping Division</p> <p>Personnel from the Assessment Standards and Examination Division</p> <p>Assigned personnel from the Information Technology Division</p>
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	<p>and Notice of Assessment for signature of the OIC</p> <p>13. OIC signs on the copy of Tax Declaration and Notice</p> <p>14. Assessment Records Management Division cancels previous TD and releases the Owners Copy of Tax Declaration and Notice of Assessment to the owner or thru mail and file remaining copies</p>			<p>Officer-In-Charge</p> <p>personnel from the Assessment Records Management Division</p>
	TOTAL			



2. ISSUANCE OF TAX DECLARATION FOR CORRECTION OF ADDRESS

Tax Declaration of Real Properties are issued to effect the correct address of the owner based on the letter request.

Office or Division:	Appraisal Division			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Property owners			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Latest copy of Tax Receipt (xerox)			Office of the City Treasurer	
Letter request (2 copies)			Property Owner	
Picture of Property (xerox)			Property Owner	
Authorization Letter (if the one filing is an authorized representative)			Property Owner	
ID (xerox) of Property Owner and authorized representative)			Property Owner/Authorized Representative	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Taxpayer/authorized representative shall submit the required documents to the Receiving Section for initial assessment and verification and secure the corresponding order of payment	<ol style="list-style-type: none"> 1 Check the completeness of documents and receive the same 2 Issues Claim Slip indicating the expected date of release 3 Forward all documents to the Officer-In-Charge (OIC) 	Php 150 per tax declaration	3 days	Assigned personnel at the receiving section
	<ol style="list-style-type: none"> 4 OIC forwards the request to the concerned Chief of the Appraisal Division (Land, Building & Machinery) for appropriate action 5 Concerned Division Chief refers the request to the assigned appraiser 6 Assigned appraiser shall <ol style="list-style-type: none"> a. retrieves the FAAS b. acts on the transaction 			Secretary of the Officer-in-charge Concerned Division Chief of Land, Building and Machinery Appraisal Concerned appraiser of Land, Building and Machinery Appraisal



	<p>accordingly</p> <p>c. Prepares clearance slip with his comment and/or recommendation attaching thereto the duly signed FAAS and TD.</p> <p>7. Concerned Division Chief reviews the documents and recommends approval on the FAAS, TD and Clearance Slip</p> <p>8. OIC gives final instruction with proper notations on Clearance Slip.</p> <p>9. The Assistant City Assessor signs the FAAS and TD for approval</p> <p>10. Information Technology Division encodes the transaction and generates copy of the Tax Declaration and Notice of Assessment for signature of the OIC</p> <p>11. OIC signs on the copy of Tax Declaration and Notice</p> <p>12. Assessment Records Management Division cancels previous TD and releases the Owners Copy of Tax Declaration and Notice of Assessment to the owner or thru mail and file remaining copies</p>			<p>Division</p> <p>Concerned Division Chief of Land, Building and Machinery Appraisal</p> <p>Officer-In-Charge</p> <p>Asst. City Assessor for Operations</p> <p>Asst. City Assessor for Administration</p> <p>Personnel , Information Technology Division</p> <p>Officer-In-Charge</p> <p>Personnel Assessment Records Management Division</p>



3. ISSUANCE OF TAX DECLARATION FOR CORRECTION OF AREA

Tax Declaration of Real Properties are issued to effect the correct area of the property based on the letter request.

Office or Division:	Appraisal Division			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Property owners			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Latest copy of Tax Receipt (xerox)		Office of the City Treasurer		
Letter request (2 copies)		Property Owner		
Picture of Property (xerox)		Property Owner		
Authorization Letter (if the one filing is an authorized representative)		Property Owner		
ID (xerox) of Property Owner and authorized representative)		Property Owner/Authorized Representative		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Taxpayer/authorized representative shall submit the required documents to the Receiving Section for initial assessment and verification and secure the corresponding order of payment	<ol style="list-style-type: none"> 1. Check the completeness of documents and receive the same 2. Issues Claim Slip indicating the expected date of release 3. Forward all documents to the Officer-In-Charge (OIC) 	Php 150 per tax declaration	3 days	Assigned personnel at the Receiving Section
	<ol style="list-style-type: none"> 4. OIC forwards the request to the concerned Chief of the Appraisal Division (Land, Building & Machinery) for appropriate action 5. Concerned Division Chief refers the request to the assigned appraiser 6. Assigned appraiser shall <ol style="list-style-type: none"> a. retrieves the FAAS b. acts on the transaction accordingly c. Prepares clearance slip with his comment and/or recommendation attaching thereto the duly signed FAAS 			Secretary of the Officer-in-Charge Concerned Division Chief of Land, Building and Machinery Appraisal Concerned appraiser of Land, Building and Machinery Appraisal Division Concerned



	<p>and TD.</p> <p>7. Concerned Division Chief reviews the documents and recommends approval on the FAAS, TD and Clearance Slip</p> <p>8. OIC gives final instruction with proper notations on Clearance Slip.</p> <p>9. The Assistant City Assessor signs the FAAS and TD for approval</p> <p>10. Information Technology Division encodes the transaction and generates copy of the Tax Declaration and Notice of Assessment for signature of the OIC</p> <p>11. OIC signs on the copy of Tax Declaration and Notice Assessment</p> <p>12. Records Management Division cancels previous TD and releases the Owners Copy of Tax Declaration and Notice of Assessment to the owner or thru mail and file remaining copies</p>			<p>Division Chief of Land, Building and Machinery Appraisal</p> <p>Officer-In-Charge</p> <p>Asst. City Assessor for Operations Asst. City Assessor for Administration Assigned personnel from the Information Technology Division</p> <p>Officer-In-Charge</p> <p>Assigned personnel from the Assessment Records Management Division</p>



4. ISSUANCE OF TAX DECLARATION FOR CORRECTION OF PROPERTY INDEX NUMBER (PIN) for SINGLE TRANSACTION, MULTIPLE TRANSACTIONS AND BARANGAY DISPUTE

Tax Declaration of Real Properties are issued to effect the change in Property Index

Office or Division:	Appraisal Division			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Property owners			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Certified copy of new title		Registry of Deeds		
Certified copy of previous title		Property owner		
Latest copy of Tax Receipt (xerox)		Office of the City Treasurer		
Transfer Tax Receipt (xerox)		Office of the City Treasurer		
Certificate Authorizing Registration (CAR) (xerox)		Bureau of Internal Revenue		
Original Copy of Certificate of Payment and Tax Clearance (current year)		Office of the City Treasurer		
Picture of Property (xerox)		Property Owner		
Authorization Letter (if the one filing is an authorized representative)		Property Owner		
ID (xerox) of Property Owner and authorized representative)		Property Owner/Authorized Representative		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Taxpayer/authorized representative shall submit the required documents to the Receiving Section for initial assessment and verification and secure the corresponding order of payment	<ol style="list-style-type: none"> 1. Check the completeness of documents and receive the same 2. Issues Claim Slip indicating the expected date of release 3. Forward all documents to the Officer-In-Charge (OIC) 	Php 150 per tax declaration	3 days	Assigned personnel at the Receiving Section
	<ol style="list-style-type: none"> 4. OIC forwards the request to the concerned Chief of the Appraisal Division (Land, Building & Machinery) for appropriate action 5. Concerned Division Chief refers the request to the 			Secretary of the Officer-in-Charge Concerned Division Chief of Land,



	<p>assigned appraiser</p> <p>6. Assigned appraiser shall</p> <p>a. retrieves the FAAS and conducts field inspection if needed</p> <p>b. prepares the report based on inspection made</p> <p>c. acts on the transaction accordingly</p> <p>d. Prepares clearance slip with his comment and/or recommendation attaching thereto the duly signed FAAS and TD.</p> <p>7. Concerned Division Chief reviews the documents and recommends approval on the FAAS, TD and Clearance Slip</p> <p>8. OIC gives final instruction with proper notations on Clearance Slip.</p> <p>9. The Assistant City Assessor signs the FAAS and TD for approval</p> <p>10. Tax Mapping Division assigns the Property Index Number (PIN)</p> <p>11. Assessment Standards and Examination Division records the transaction in the Journal of Assessments</p> <p>12. Information Technology Division encodes the transaction and generates copy of the Tax Declaration</p>			<p>Building and Machinery Appraisal</p> <p>Concerned appraiser of Land, Building and Machinery Appraisal Division</p> <p>Concerned Division Chief of Land, Building and Machinery Appraisal</p> <p>Officer-In-Charge</p> <p>Asst. City Assessor for Operations Asst. City Assessor for Administration personnel from the Tax Mapping Division personnel from the Assessment Standards and Examination Division</p> <p>personnel from the Information Technology Division</p>
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	<p>and Notice of Assessment for signature of the OIC</p> <p>13. OIC signs on the copy of Tax Declaration and Notice</p> <p>14. Assessment Records Management Division cancels previous TD and releases the Owners Copy of Tax Declaration and Notice of Assessment to the owner or thru mail and file remaining copies</p>			<p>Officer-In-Charge</p> <p>Assigned personnel from the Assessment Records Management Division</p>



5. ISSUANCE OF TAX DECLARATION FOR CONSOLIDATION/SEGREGATION (Same Owner)

Tax Declaration of Real Properties are issued to effect the ownership of property for taxation purposes.

Office or Division:	Appraisal Division			
Classification:	Complex			
Type of Transaction:	Government to Citizen			
Who may avail:	Property owners			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Certified copy of new title		Registry of Deeds		
Certified true copy of previous title (xerox)		Property owner		
Latest copy of Tax Receipt (xerox)		Office of the City Treasurer		
Transfer Tax Receipt (xerox)		Office of the City Treasurer		
Approved subdivision plan (blueprint)		Bureau of Internal Revenue		
Original Copy of Certificate of Payment and Tax Clearance (current year)		Office of the City Treasurer		
Picture of Property (xerox)		Property Owner		
Authorization Letter (if the one filing is an authorized representative)		Property Owner		
ID (xerox) of Property Owner and authorized representative)		Property Owner/Authorized Representative		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Taxpayer/authorized representative shall submit the required documents to the Receiving Section for initial assessment and verification and secure the corresponding order of payment	1 Check the completeness of documents and receive the same 2 Issues Claim Slip indicating the expected date of release 3 Forward all documents to the Officer-In-Charge (OIC)	Php 150 per tax declaration	7 days	Assigned personnel at the receiving section
	4 OIC forwards the request to the concerned Chief of the Appraisal Division (Land, Building & Machinery) for appropriate action 5 Concerned Division Chief refers the request to the assigned appraiser 6 Assigned appraiser shall a. retrieves the FAAS and conducts field inspection if			Secretary of the OIC Concerned Division Chief of Land, Building and Machinery Appraisal Concerned appraiser of Land, Building and Machinery



	14 Assessment Records Management Division cancels previous TD and releases the Owners Copy of Tax Declaration and Notice of Assessment to the owner or thru mail and file remaining copies			Assigned personnel from the Assessment Records Management Division

6. ISSUANCE OF TAX DECLARATION FOR SEGREGATION WITH SALE

Tax Declaration of Real Properties are issued to effect the ownership of property for taxation purposes.

Office or Division:	Appraisal Division			
Classification:	Complex			
Type of Transaction:	Government to Citizen			
Who may avail:	Property owners			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Certified copy of new title		Registry of Deeds		
Deed of Sale (xerox)		Property owner		
Partition Agreement				
Approved Subdivision Plan (Blue Print)				
Transfer Tax Receipt (xerox)		Office of the City Treasurer		
Certificate Authorizing Registration (CAR) (xerox)		Bureau of Internal Revenue		
Original Copy of Certificate of Payment and Tax Clearance (current year)		Office of the City Treasurer		
Picture of Property (xerox)		Property Owner		
Authorization Letter (if the one filing is an authorized representative)		Property Owner		
ID (xerox) of Property Owner and authorized representative)		Property Owner/Authorized Representative		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Taxpayer/authorized representative shall submit the required documents to the Receiving Section for initial assessment and verification and secure the	1. Check the completeness of documents and receive the same 2. Issues Claim Slip indicating the expected date of release	Php 150 per tax declaration	7 days	Assigned personnel at the Receiving Section



<p>corresponding order of payment</p>	<p>3. Forward all documents to the Officer-In-Charge (OIC)</p>			
	<p>4. OIC forwards the request to the concerned Chief of the Appraisal Division (Land, Building & Machinery) for appropriate action</p> <p>5. Concerned Division Chief refers the request to the assigned appraiser</p> <p>6. Assigned appraiser shall</p> <p>a. retrieves the FAAS and conducts field inspection if needed</p> <p>b. prepares the report based on inspection made</p> <p>c. acts on the transaction accordingly</p> <p>d. Prepares clearance slip with his comment and/or recommendation attaching thereto the duly signed FAAS and TD.</p> <p>7 Concerned Division Chief reviews the documents and recommends approval on the FAAS, TD and Clearance Slip</p> <p>8 OIC gives final instruction with proper notations on Clearance Slip.</p>			<p>Secretary of the OIC</p> <p>Concerned Division Chief of Land, Building and Machinery Appraisal Concerned appraiser of Land, Building and Machinery Appraisal Division</p> <p>Concerned Division Chief of Land, Building and Machinery Appraisal</p> <p>Officer-In-Charge</p> <p>Asst. City</p>



	<p>9 The Assistant City Assessor signs the FAAS and TD for approval</p> <p>10 Tax Mapping Division assigns the Property Index Number (PIN)</p> <p>11 Assessment Standards and Examination Division records the transaction in the Journal of Assessments</p> <p>12 Information Technology Division encodes the transaction and generates copy of the Tax Declaration and Notice of Assessment for signature of the OIC</p> <p>13 OIC signs on the copy of Tax Declaration and Notice</p> <p>14 Assessment Records Management Division cancels previous TD and releases the Owners Copy of Tax Declaration and Notice of Assessment to the owner or thru mail and file remaining copies</p>			<p>Assessor for Operations City Assessor for Administration</p> <p>personnel from the Tax Mapping Division</p> <p>personnel from the Assessment Standards and Examination Division</p> <p>Assigned personnel from the Information Technology Division</p> <p>Officer-In-Charge</p> <p>Assigned personnel from the Assessment Records Management Division</p>



7. ISSUANCE OF TAX DECLARATION FOR RECLASSIFICATION / REASSESSMENT

Tax Declaration of Real Properties are issued to effect the new assessed value of property for taxation purposes.

Office or Division:	Appraisal Division			
Classification:	Complex			
Type of Transaction:	Government to Citizen			
Who may avail:	Property owners			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Latest Copy of Tax Receipt (xerox)			Office of the City Treasurer	
Letter Request (2 copies)			Property owner	
Original Copy of Certificate of Payment and Tax Clearance (current year)			Office of the City Treasurer	
Picture of Property (xerox)			Property Owner	
Authorization Letter (if the one filing is an authorized representative)			Property Owner	
ID (xerox) of Property Owner and authorized representative)			Property Owner/Authorized Representative	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Taxpayer/authorized representative shall submit the required documents to the Receiving Section for initial assessment and verification and secure the corresponding order of payment	<ol style="list-style-type: none"> 1. Check the completeness of documents and receive the same 2. Issues Claim Slip indicating the expected date of release 3. Forward all documents to the Officer-In-Charge (OIC) 	Php 150 per tax declaration	7 days	Assigned personnel at the receiving section
	<ol style="list-style-type: none"> 4. OIC forwards the request to the concerned Chief of the Appraisal Division (Land, Building & Machinery) for appropriate action 5. Concerned Division Chief refers the request to the assigned appraiser 6. Assigned appraiser shall <ol style="list-style-type: none"> a. retrieves the FAAS and conducts field inspection if needed 			Secretary of the OIC Concerned Division Chief of Land, Building and Machinery Appraisal Concerned appraiser of



	<p>b. prepares the report based on inspection made</p> <p>c. acts on the transaction accordingly</p> <p>d. Prepares clearance slip with his comment and/or recommendation attaching thereto the duly signed FAAS and TD.</p> <p>e. Concerned Division Chief reviews the documents and recommends approval on the FAAS, TD and Clearance Slip</p> <p>7. OIC gives final instruction with proper notations on Clearance Slip.</p> <p>8. The Assistant City Assessor signs the FAAS and TD for approval</p> <p>9. Tax Mapping Division assigns the Property Index Number (PIN)</p> <p>10. Assessment Standards and Examination Division records the transaction in the Journal of Assessments</p> <p>11. Information Technology Division encodes the transaction and generates copy of the Tax Declaration and Notice of Assessment for signature of the OIC</p> <p>12. OIC signs on the copy of Tax Declaration and Notice</p> <p>13. Assessment Records Management Division cancels previous TD</p>			<p>Land, Building and Machinery Appraisal Division</p> <p>Concerned Division Chief of Land, Building and Machinery Appraisal Officer-In-Charge Asst. City Assessor for Operations Asst. City Assessor for Administration Assigned personnel from the Tax Mapping Division Assigned personnel from the Assessment Standards and Examination Division Assigned personnel from the Information Technology Division Officer-In-Charge Assigned personnel from the Assessment</p>
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	and releases the Owners Copy of Tax Declaration and Notice of Assessment to the owner or thru mail and file remaining copies			Records Management Division

8(a) ISSUANCE OF TAX DECLARATION FOR NEW LAND (Single Transaction)

Tax Declaration of Real Properties are issued to effect the newly declared land for taxation purposes.

Office or Division:	Appraisal Division			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Property owners			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Certified true copy of New Title		Registry of Deeds		
Location Plan (Blue Print)		Property owner		
Certificate of Award (Original Copy)		Office of the City Treasurer		
Certificate of Exact Area (Original Copy)		Property Owner		
Picture of Property (xerox)		Property Owner		
Authorization Letter (if the one filing is an authorized representative)		Property Owner		
ID (xerox) of Property Owner and authorized representative)		Property Owner/Authorized Representative		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Taxpayer/authorized representative shall submit the required documents to the Receiving Section for initial assessment and verification and secure the corresponding order of payment	1 Check the completeness of documents and receive the same 2 Issues Claim Slip indicating the expected date of release 3 Forward all documents to the Officer-In-Charge (OIC)	Php 150 per tax declaration	3 days	Assigned personnel at the Receiving Section
	4 OIC forwards the request to the concerned Chief of the Appraisal Division (Land, Building & Machinery) for			Secretary of the OIC



	<p>appropriate action</p> <ol style="list-style-type: none"> 5 Concerned Division Chief refers the request to the assigned appraiser 6 Assigned appraiser shall <ol style="list-style-type: none"> a. retrieves the FAAS and conducts field inspection if needed b. prepares the report based on inspection made c. acts on the transaction accordingly d. Prepares clearance slip with his comment and/or recommendation attaching thereto the duly signed FAAS and TD. e. Concerned Division Chief reviews the documents and recommends approval on the FAAS, TD and Clearance Slip 7. OIC gives final instruction with proper notations on Clearance Slip. 8. The Assistant City Assessor signs the FAAS and TD for approval 9. Tax Mapping Division assigns the Property Index Number (PIN) 			<p>Concerned Division Chief of Land, Building and Machinery Appraisal Concerned appraiser of Land, Building and Machinery Appraisal Division</p> <p>Concerned Division Chief of Land, Building and Machinery Appraisal</p> <p>Officer-In-Charge</p> <p>Asst. City Assessor for Operations Asst. City Assessor for Administration Assigned personnel from the Tax Mapping Division</p>
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	<p>10. Assessment Standards and Examination Division records the transaction in the Journal of Assessments</p> <p>11. Information Technology Division encodes the transaction and generates copy of the Tax Declaration and Notice of Assessment for signature of the OIC</p> <p>12. OIC signs on the copy of Tax Declaration and Notice</p> <p>13. Assessment Records Management Division cancels previous TD and releases the Owners Copy of Tax Declaration and Notice of Assessment to the owner or thru mail and file remaining copies</p>			<p>Assigned personnel from the Assessment Standards and Examination Division</p> <p>Assigned personnel from the Information Technology Division</p> <p>Officer-In-Charge</p> <p>Assigned personnel from the Assessment Records Management Division</p>



8 (b) ISSUANCE OF TAX DECLARATION FOR NEW LAND (Multiple Transaction)

Tax Declaration of Real Properties are issued to effect the newly declared land for taxation purposes.

Office or Division:	Appraisal Division			
Classification:	Complex			
Type of Transaction:	Government to Citizen			
Who may avail:	Property owners			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Certified true copy of New Title		Registry of Deeds		
Location Plan (Blue Print)		Property owner		
Certificate of Award (Original Copy)		Office of the City Treasurer		
Certificate of Exact Area (Original Copy)		Property Owner		
Picture of Property (xerox)		Property Owner		
Authorization Letter (if the one filing is an authorized representative)		Property Owner		
ID (xerox) of Property Owner and authorized representative)		Property Owner/Authorized Representative		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Taxpayer/authorized representative shall submit the required documents to the Receiving Section for initial assessment and verification and secure the corresponding order of payment 2. Pay the processing fee at the City Treasurer's Office 3. Submit the Official Receipt at the Receiving Section together with the requirements.	1. Check the completeness of documents and receive the same together with the official receipt of processing fee 2. Issues Claim Slip indicating the expected date of release 3. Forward all documents to the Officer-In-Charge (OIC)	Php 150 per tax declaration	7 days	Assigned personnel at the Receiving Section
	4. OIC forwards the request to the concerned Chief of the Appraisal Division (Land, Building & Machinery) for appropriate action 5. Concerned			Secretary of the OIC Concerned



	<p>Division Chief refers the request to the assigned appraiser</p> <p>6. Assigned appraiser shall:</p> <ol style="list-style-type: none"> a. retrieves the FAAS and conducts field inspection if needed b. prepares the report based on inspection made c. acts on the transaction accordingly d. Prepares clearance slip with his comment and/or recommendation attaching thereto the duly signed FAAS and TD. <p>7. Concerned Division Chief reviews the documents and recommends approval on the FAAS, TD and Clearance Slip</p> <p>8. OIC gives final instruction with proper notations on Clearance Slip.</p> <p>9. The Assistant City Assessor signs the FAAS and TD for approval</p> <p>10. Tax Mapping Division assigns</p>			<p>Division Chief of Land, Building and Machinery Appraisal</p> <p>Concerned appraiser of Land, Building and Machinery Appraisal Division</p> <p>Concerned Division Chief of Land, Building and Machinery Appraisal</p> <p>Officer-In-Charge</p> <p>Asst. City Assessor for Operations Asst. City Assessor for Administration Assigned personnel from the Tax Mapping</p>
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	<p>the Property Index Number (PIN)</p> <p>11. Assessment Standards and Examination Division records the transaction in the Journal of Assessments</p> <p>12. Information Technology Division encodes the transaction and generates copy of the Tax Declaration and Notice of Assessment for signature of the OIC</p> <p>13. OIC signs on the copy of Tax Declaration and Notice</p> <p>14. Assessment Records Management Division cancels previous TD and releases the Owners Copy of Tax Declaration and Notice of Assessment to the owner or thru mail and file remaining copies</p>			<p>Division</p> <p>Assigned personnel from the Assessment Standards and Examination Division</p> <p>Assigned personnel from the Information Technology Division</p> <p>Officer-In-Charge</p> <p>Assigned personnel from the Assessment Records Management Division</p>



8 (c) ISSUANCE OF TAX DECLARATION FOR NEW LAND (For Awarding)

Tax Declaration of Real Properties are issued to effect the newly declared land for taxation purposes.

Office or Division:	Appraisal Division			
Classification:	Complex			
Type of Transaction:	Government to Citizen			
Who may avail:	Property owners			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Certified true copy of New Title		Registry of Deeds		
Location Plan (Blue Print)		Property owner		
Certificate of Award (Original Copy)		Office of the City Treasurer		
Certificate of Exact Area (Original Copy)		Property Owner		
Picture of Property (xerox)		Property Owner		
Authorization Letter (if the one filing is an authorized representative)		Property Owner		
ID (xerox) of Property Owner and authorized representative)		Property Owner/Authorized Representative		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Taxpayer/authorized representative shall submit the required documents to the Receiving Section for initial assessment and verification and secure the corresponding order of payment 2. Pay the processing fee at the City Treasurer's Office 3. Submit the Official Receipt at the Receiving Section together with the requirements.	1. Check the completeness of documents and receive the same together with the official receipt of processing fee 2. Issues Claim Slip indicating the expected date of release 3. Forward all documents to the Officer-In-Charge (OIC)	Php 150 per tax declaration	7 days	Assigned personnel at the receiving section
	4. OIC forwards the request to the concerned Chief of the Appraisal Division (Land, Building & Machinery) for appropriate action 5. Concerned Division			Secretary of the OIC Concerned



	<p>Chief refers the request to the assigned appraiser</p> <p>6. Assigned appraiser shall:</p> <ol style="list-style-type: none"> a. retrieves the FAAS and conducts field inspection if needed b. prepares the report based on inspection made c. acts on the transaction accordingly d. Prepares clearance slip with his comment and/or recommendation attaching thereto the duly signed FAAS and TD. <p>7. Concerned Division Chief reviews the documents and recommends approval on the FAAS, TD and Clearance Slip</p> <p>8. OIC gives final instruction with proper notations on Clearance Slip.</p> <p>9. The Assistant City Assessor signs the FAAS and TD for approval</p> <p>10. Tax Mapping Division assigns the Property Index Number (PIN)</p> <p>11. Assessment Standards and Examination Division records the transaction in the Journal of Assessments</p> <p>12. Information</p>			<p>Division Chief of Land, Building and Machinery Appraisal</p> <p>Concerned appraiser of Land, Building and Machinery Appraisal Division</p> <p>Concerned Division Chief of Land, Building and Machinery Appraisal</p> <p>Officer-In-Charge Asst. City Assessor for Operations City Assessor for Administration Assigned personnel from the Tax Mapping Division Assigned personnel from the Assessment Standards and Examination Division</p>
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	<p>Technology Division encodes the transaction and generates copy of the Tax Declaration and Notice of Assessment for signature of the OIC</p> <p>13. OIC signs on the copy of Tax Declaration and Notice</p> <p>14. Assessment Records Management Division cancels previous TD and releases the Owners Copy of Tax Declaration and Notice of Assessment to the owner or thru mail and file remaining copies</p>			<p>Assigned personnel from the Information Technology Division</p> <p>Officer-In-Charge</p> <p>Assigned personnel from the Assessment Records Management Division</p>



9 (a) ISSUANCE OF TAX DECLARATION FOR NEW IMPROVEMENT (Single Transaction)

Tax Declaration of Real Properties are issued to effect the newly declared improvement for taxation purposes.

Office or Division:	Appraisal Division			
Classification:	Simple Transaction			
Type of Transaction:	Government to Citizen			
Who may avail:	Property owners			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Latest Tax Receipt (xerox)		Property owner		
Building Permit (xerox)		Property owner		
Occupancy Permit (xerox)		Property owner		
Building Plan (Blue Print)		Property Owner		
Authorization Letter (if the one filing is an authorized representative)		Property Owner		
ID (xerox) of Property Owner and authorized representative)		Property Owner/Authorized Representative		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Taxpayer/authorized representative shall submit the required documents to the Receiving Section for initial assessment and verification and secure the corresponding order of payment 2. Pay the processing fee at the City Treasurer's Office 3. Submit the Official Receipt at the Receiving Section together with the requirements.	1. Check the completeness of documents and receive the same together with the official receipt of processing fee 2. Issues Claim Slip indicating the expected date of release 3. Forward all documents to the Officer-In-Charge (OIC)	Php 150 per tax declaration	3 days	Assigned personnel at the receiving section
	4. OIC forwards the request to the concerned Chief of the Appraisal			Secretary of the OIC



	<p>Division (Land, Building & Machinery) for appropriate action</p> <p>5. Concerned Division Chief refers the request to the assigned appraiser</p> <p>6. Assigned appraiser shall:</p> <p>a. retrieves the FAAS and conducts field inspection if needed</p> <p>b. prepares the report based on inspection made</p> <p>c. acts on the transaction accordingly</p> <p>d. Prepares clearance slip with his comment and/or recommendation attaching thereto the duly signed FAAS and TD.</p> <p>e. Concerned Division Chief reviews the documents and recommends approval on the FAAS, TD and Clearance Slip</p> <p>f. OIC gives final instruction with proper notations on Clearance Slip.</p> <p>g. The Assistant City Assessor signs the FAAS and TD for approval</p> <p>h. Tax Mapping Division assigns the Property Index Number (PIN)</p> <p>i. Assessment Standards and</p>			<p>Concerned Division Chief of Land, Building and Machinery Appraisal</p> <p>Concerned appraiser of Land, Building and Machinery Appraisal Division</p> <p>Concerned Division Chief of Land, Building and Machinery Appraisal</p> <p>Officer-In-Charge</p> <p>Asst. City Assessor for Operations Asst. City Assessor for Administration Assigned personnel from the Tax Mapping Division</p>
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	<p>Examination Division records the transaction in the Journal of Assessments</p> <p>j. Information Technology Division encodes the transaction and generates copy of the Tax Declaration and Notice of Assessment for signature of the OIC</p> <p>k. OIC signs on the copy of Tax Declaration and Notice</p> <p>l. Assessment Records Management Division cancels previous TD and releases the Owners Copy of Tax Declaration and Notice of Assessment to the owner or thru mail and file remaining copies</p>			<p>Assigned personnel from the Assessment Standards and Examination Division</p> <p>Assigned personnel from the Information Technology Division</p> <p>Officer-In-Charge</p> <p>Assigned personnel from the Assessment Records Management Division</p>



9 (b) ISSUANCE OF TAX DECLARATION FOR NEW IMPROVEMENT

(Multiple Transactions – Condominium)

Tax Declaration of Real Properties are issued to effect the newly declared improvement for taxation purposes.

Office or Division:	Appraisal Division			
Classification:	Complex			
Type of Transaction:	Government to Citizen			
Who may avail:	Property owners			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Latest Tax Receipt (xerox)		Property owner		
Building Permit (xerox)		Property owner		
Occupancy Permit (xerox)		Property owner		
Building Plan (Blue Print)		Property Owner		
Authorization Letter (if the one filing is an authorized representative)		Property Owner		
ID (xerox) of Property Owner and authorized representative)		Property Owner/Authorized Representative		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Taxpayer/authorized representative shall submit the required documents to the Receiving Section for initial assessment and verification and secure the corresponding order of payment 4. Pay the processing fee at the City Treasurer's Office 5. Submit the Official Receipt at the Receiving Section together with the requirements.	1. Check the completeness of documents and receive the same together with the official receipt of processing fee 2. Issues Claim Slip indicating the expected date of release 3. Forward all documents to the Officer-In-Charge (OIC)	Php 150 per tax declaration	7 days	Assigned personnel at the Receiving Section
	4. OIC forwards the request to the concerned Chief of the Appraisal Division (Land, Building & Machinery) for appropriate action			Secretary of the OIC



	<p>5. Concerned Division Chief refers the request to the assigned appraiser</p> <p>6. Assigned appraiser shall:</p> <p>a. retrieves the FAAS and conducts field inspection if needed</p> <p>b. prepares the report based on inspection made</p> <p>c. acts on the transaction accordingly</p> <p>d. Prepares clearance slip with his comment and/or recommendation attaching thereto the duly signed FAAS and TD.</p> <p>e. Concerned Division Chief reviews the documents and recommends approval on the FAAS, TD and Clearance Slip</p> <p>7. OIC gives final instruction with proper notations on Clearance Slip.</p> <p>8. The Assistant City Assessor signs the FAAS and TD for approval</p> <p>9. Tax Mapping Division assigns the Property Index Number (PIN)</p> <p>10. Assessment Standards and Examination Division records the transaction in the Journal of Assessments</p>			<p>Concerned Division Chief of Land, Building and Machinery Appraisal</p> <p>Concerned appraiser of Land, Building and Machinery Appraisal Division</p> <p>Concerned Division Chief of Land, Building and Machinery Appraisal</p> <p>Officer-In-Charge</p> <p>Asst. City Assessor for Operations City Assessor for Administration</p> <p>Assigned personnel from the Tax Mapping Division</p> <p>Assigned personnel from the Assessment Standards and Examination Division</p>
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	<p>11. Information Technology Division encodes the transaction and generates copy of the Tax Declaration and Notice of Assessment for signature of the OIC</p> <p>12. OIC signs on the copy of Tax Declaration and Notice</p> <p>13. Assessment Records Management Division cancels previous TD and releases the Owners Copy of Tax Declaration and Notice of Assessment to the owner or thru mail and file remaining copies</p>			<p>Assigned personnel from the Information Technology Division</p> <p>Officer-In-Charge</p> <p>Assigned personnel from the Assessment Records Management Division</p>



10 CANCELLATION OF TAX DECLARATION for IMPROVEMENT

To effect Cancellation of Tax Declaration of Real Properties

Office or Division:	Appraisal Division			
Classification:	Complex Transaction			
Type of Transaction:	Government to Citizen			
Who may avail:	Property owners			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Latest Tax Receipt (xerox)		City Treasurer's Office		
Demolition Permit (xerox)		Department of Engineering and Public Works		
Fire Certificate (Original)		Bureau of Fire Protection		
Letter request (2 copies)		Property Owner		
Latest Certificate of Payment (Original)		City Treasurer's Office		
Latest Tax Clearance (Original)		City Treasurer's Office		
Picture of Property (Xerox)		Property Owner		
Authorization Letter (if the one filing is an authorized representative)		Property Owner		
ID (xerox) of Property Owner and authorized representative)		Property Owner/Authorized Representative		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Taxpayer/authorized representative shall submit the required documents to the Receiving Section for initial assessment and verification and secure the corresponding order of payment 2. Pay the processing fee at the City Treasurer's Office 3. Submit the Official Receipt at the Receiving Section together with the requirements.	1. Check the completeness of documents and receive the same together with the official receipt of processing fee 2. Issues Claim Slip indicating the expected date of release 3. Forward all documents to the Officer-In-Charge (OIC)	Php 150 per tax declaration	7 days	Assigned personnel at the Receiving Section
	4. OIC forwards the request to the concerned Chief of the Appraisal Division (Land,			Secretary of the OIC



	<p>Building & Machinery) for appropriate action</p> <p>5. Concerned Division Chief refers the request to the assigned appraiser</p> <p>6. Assigned appraiser shall:</p> <p>a. retrieves the FAAS and conducts field inspection if needed</p> <p>b. prepares the report based on inspection made</p> <p>c. acts on the transaction accordingly</p> <p>d. Prepares clearance slip with his comment and/or recommendation attaching thereto the duly signed FAAS and TD.</p> <p>7. Concerned Division Chief reviews the documents and recommends approval on the FAAS, TD and Clearance Slip</p> <p>8. OIC gives final instruction with proper notations on Clearance Slip</p> <p>9. The Assistant City Assessor signs the FAAS and TD for approval</p> <p>10. Tax Mapping Division assigns the Property Index Number (PIN)</p> <p>11. Assessment Standards and Examination Division records the transaction in the</p>			<p>Concerned Division Chief of Land, Building and Machinery Appraisal</p> <p>Concerned appraiser of Land, Building and Machinery Appraisal Division</p> <p>Concerned Division Chief of Land, Building and Machinery Appraisal</p> <p>Officer-In-Charge</p> <p>Asst. City Assessor for Operations Asst. City Assessor for Administration</p> <p>Assigned personnel from the Tax Mapping Division</p> <p>Assigned personnel from the Assessment Standards and</p>
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	<p>Journal of Assessments</p> <p>12. Information Technology Division encodes the transaction and generates copy of the Tax Declaration and Notice of Assessment for signature of the OIC</p> <p>13. OIC signs on the copy of Tax Declaration and Notice</p> <p>14. Assessment Records Management Division cancels previous TD and releases the Owners Copy of Tax Declaration and Notice of Assessment to the owner or thru mail and file remaining copies</p>			<p>Examination Division</p> <p>Assigned personnel from the Information Technology Division</p> <p>Officer-In-Charge</p> <p>Assigned personnel from the Assessment Records Management Division</p>



11 ISSUANCE OF REAL PROPERTY TAX ORDER OF PAYMENT (RPTOP)

RPTOP is the the basis of the computation of real estate tax.

Office or Division:	Information Technology Division			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Property owners			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Old Real Property Tax Receipt		Property owner or his authorized representative		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1) Taxpayer/authorized representative shall submit the old receipt to the officer of the day	1. Prints the Real Property Tax Order of Payment (RPTOP)	None	5 min	Officer of the day



12 ISSUANCES OF CERTIFIED TRUE COPY OF TAX DECLARATION and CERTIFICATIONS 2014 TO PRESENT

Office or Division:	Information Technology Division			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Property owners			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Valid ID of the Property owner		Property owner or his authorized representative		
Valid ID and Authorization letter (if requesting through representative)		Property owner and authorized representative		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
'1. Taxpayer/authorized representative shall fill up the request form '2 Taxpayer/authorized representative shall pay the corresponding amount at the City Treasurer's Office and present the same at the officer of the day and wait for his/her name to be called	'1. Officer of the day will issue order of payment '2 Officer of the day checks the completeness of the information in the request form and forwards the same to the assigned personnel together with the official receipt '3 Assigned personnel prints the tax declaration / certifications and forwards to the Division Chief /Assistant Div. Chief for Signature 4 Chief of Division / Assistant Div. Chief signs the document 5 Officer of the day will call the name of the property owner and release the document	Php 100.00 per copy	15 mins	Officer of the day Officer of the day Assigned Personnel Division Chief and Asst. Div. Chief Officer of the day



13 ISSUANCES OF CERTIFICATION OF ADJOINING LOTS

Office or Division:	Tax Mapping Division			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Property owners			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter request		Property owner		
Valid ID and Authorization letter (if requesting through representative)		Property owner and authorized representative		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>'1. Taxpayer/authorized representative shall forward a letter request addressed to the OIC stating the purpose of his/her request</p> <p>'2 Taxpayer/authorized representative shall pay the corresponding amount at the City Treasurer's Office and present the same at the officer of the day and come back the next day to claim the document</p>	<p>'1. Personnel at the receiving section receives record the letter request and forward to the Office of the OIC</p> <p>'2 Secretary of the OIC shall forward the request to the Chief of Tax Mapping Division</p> <p>3 Secretary of the Tax Mapping Div. forward the request to the chief of division and issues order of payment</p> <p>'3 Div. Chief assigned the preparation of the certification</p> <p>4 Concerned personnel prepare the certification and forward to the chief of division for signature</p> <p>5 The officer of the day shall release the document upon presentation of the Official receipt</p>	<p>Php 150.00 per copy</p>	<p>1 day</p>	<p>Personnel assigned at the receiving section</p> <p>Officer of the day</p> <p>Secretary of the Division</p> <p>Division Chief and Asst. Div. Chief</p> <p>Assigned personnel</p> <p>Officer of the day</p>



14 ISSUANCE OF CERTIFIED TRUE COPY OF TAX MAP

Office or Division:	Tax Mapping Division			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Property owners			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter request		Property owner		
Valid ID and Authorization letter (if requesting through representative)		Property owner and authorized representative		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>'1. Taxpayer/authorized representative shall forward a letter request addressed to the OIC stating the purpose of his/her request</p> <p>'2 Taxpayer/ authorized representative shall pay the corresponding amount at the City Treasurer's Office and present the same at the officer of the day and come back the next day to claim the document</p>	<p>'1. Personnel at the receiving section receives record the letter request and forward to the Office of the OIC</p> <p>'2 Secretary of the OIC shall forward the request to the Chief of Tax Mapping Division</p> <p>3 Secretary of the Tax Mapping Div. forward the request to the chief of division and issues order of payment</p> <p>'3 Div. Chief assigned the preparation of the certification</p> <p>4 Concerned personnel prepare the certification and forward to the chief of division for signature</p> <p>5 The officer of the day shall release the document upon presentation of the Official receipt</p>	<p>Php 600.00 per copy</p>	<p>4 hrs.</p>	<p>Personnel assigned at the receiving section</p> <p>Officer of the day</p> <p>Secretary of the Division</p> <p>Division Chief and Asst. Div. Chief</p> <p>Assigned personnel</p> <p>Officer of the day</p>



15 ISSUANCE OF CERTIFIED TRUE COPY OF TAX DECLARATION 1979 TO 2013

Office or Division:	Assessment Records Management Division			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Property owners			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Valid ID of the Property owner		Property owner or his authorized representative		
Valid ID and Authorization letter (if requesting through representative)		Property owner and authorized representative		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
'1. Taxpayer/authorized representative shall fill up the request form '2 Taxpayer/authorized representative shall pay the corresponding amount at the City Treasurer's Office and present the same at the officer of the day and wait for his/her name to be called	'1. Officer of the day will issue order of payment '2 Officer of the day checks the completeness of the information in the request form and forwards the same to the assigned personnel together with the official receipt '3 Assigned personnel photocopy the tax declaration and forwards to the Division Chief /Assistant Div. Chief for Signature 4 Chief of Division / Assistant Div. Chief signs the document 5 Officer of the day will call the name of the property owner and release the document	Php 100.00 per copy	20 mins	Officer of the day Officer of the day Assigned Personnel Division Chief and Asst. Div. Chief Officer of the day



16 ISSUANCE OF CERTIFICATION of NO PROPERTY HOLDINGS, PROPERTY HOLDINGS AND DIFFERENT OWNERSHIP 1979 TO 2013

Office or Division:	Assessment Records Management Division			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Property owners			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Valid ID of the Property owner		Property owner or his authorized representative		
Valid ID and Authorization letter (if requesting through representative)		Property owner and authorized representative		
Photocopy of Title		Property owner or his authorized representative		
Photocopy of Death Certificate		Property owner or his authorized representative		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
'1. Taxpayer/authorized representative shall fill up the request form '2 Taxpayer/ authorized representative shall pay the corresponding amount at the City Treasurer's Office and present the same at the officer of the day and wait for his/her name to be called	'1. Officer of the day will issue order of payment '2 Officer of the day checks the completeness of the information in the request form and forwards the same to the assigned personnel together with the official receipt '3 Assigned personnel photocopy the tax declaration and forwards to the Division Chief /Assistant Div. Chief for Signature 4 Chief of Division / Assistant Div. Chief signs the document 5 Officer of the day will call the name of the property owner and release the document	Php 100.00 per copy	20 mins	Officer of the day Officer of the day Assigned Personnel Division Chief and Asst. Div. Chief Officer of the day



FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Through the public assistance desk or through letter
How feedbacks are processed	Reviewed by the OIC
How to file a complaint	Through complaint letter or may approach the public assistance desk
How complaints are processed	Reviewed by the OIC and make the necessary action
Contact Information of CCB, PCC, ARTA	

LIST OF DIVISIONS

Office	Address	Contact Information
Office of OIC	Room 205	
Office of the Asst. City Assessor for Admin	Room 205	
Appraisal Division and Office of the Asst. City Assessor for Operations	Room 204 & 205	
Information Technology Division	Room 205	
Tax Mapping Division	Room 204	5270985
Assessment Standards and Examination Division	Room 204	
Assessment Records Management Division	Room 204	
Administrative Division	Room 201	5277803