



## **Office Of The City Assessor**



## **I. Mandate**

The City Assessor’s Office shall perform and function as a local government department whose mandate is to enhance local revenue generation through effective and efficient appraisal and assessment operations pursuant to the provisions of R.A. 7160 otherwise known as the Local Government Code of 1991.

## **II. Vision**

We envision a government agency employed by skillful and professional personnel adhering to and observing the highest standard of work ethics in order to sustain the revenue generation endeavors of Batangas City as a local government unit through effective and efficient appraisal and assessment operations.

## **III. Mission**

To appraise and assess correctly, effectively and efficiently all real properties in the entire city by highly skilled and professional personnel of the City Assessor’s Office thereby continuously generating more revenue for the Batangas City Government which results to immediate delivery of basic services that every constituent deserves.

## **IV. Service Pledge**

We solemnly pledge that we, as City Assessor’s Office employees, will always carry out by heart in our daily professional lives, and not just recite during flag raising ceremonies the true contents and meaning of “Panunumpa ng Kawani ng Gobyerno”.



## **V. List of Service**

### **Appraisal and Assessment Division**

1. Availment of Owner’s Copy of Tax Declaration through Transfer of Ownership
2. Availment of 2-10 Individual Owner’s Copy of Tax Declaration through Transfer of Ownership and/or Segregation
3. Availment of 11 or more Individual Owner’s Copy of Tax Declaration through Transfer of Ownership and/or Segregation
4. Availment of Owner’s Copy of Tax Declaration of Building, Other Improvement & Machinery
5. Availment of Property Valuation, Appraisal Resolution and Report
6. Availment of Owner’s Copy of Tax Declaration through Land Development or Reclassification

### **Assessment Records Management Division**

1. Application for Certification of Real Property Holdings and No Property Holding
2. Application for Certified True Copy of Tax Declaration and Certification of No Improvement/With Improvement
3. Application for History Tracing of Real Property (Traceback)
4. Application for Certification of Assessment
5. Annotation/Cancellation of Encumbrances such as Mortgage, Certificate of Sale and Tax Levy

### **Taxmapping and Real Property Identification Division**

1. Verification of Property Location and Vicinity
2. Availment of Owner’s Copy of Tax Declaration through Reassessment and/or Adjustment of Area
3. Availment of Owner’s Copy of Tax Declaration through Consolidation



### 1. Availment of Owner's Copy of Tax Declaration through Transfer of Ownership

The owner's copy of tax declaration of land is secured upon transfer to new owner. It also serves as basis for real property taxation.

Office or Division:	Appraisal & Assessment Division
Classification:	Simple
Types of Transaction:	G2C-Government to Citizen
Who may avail:	Real property owner/Administrator/Representative

Checklist of Requirements		Where to Secure		
Photocopy of the following and original for reference:				
Title (if titled property)		Register of Deeds		
Deed or Instrument:		Notary Public of your choice		
Sale				
Donation				
Extrajudicial Settlement				
Partition				
Confirmation of Sale/Donation				
Self-Adjudication				
Affidavit				
Court Order (if necessary)		Philippine Courts		
Affidavit of Publication (if inherited)		Publishing House		
Survey Plan (if portion only is acquired)		Surveyor of your choice		
Certificate Authorizing Registration (CAR)		Bureau of Internal Revenue		
Transfer Tax		City Treasurer's Office		
Real Property Tax for the current year		City Treasurer's Office		
Special Power/General Power of Attorney (if necessary)		Notary Public/Philippine Consulate in a foreign country		
Affidavit of Adjoining Owners (if necessary)		Notary Public		
Others				
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible



1. Approach officer of the day to endorse you to the evaluator	Officer of the day accompany/direct client to the evaluator	none	1 min.	LAOO I/ Taxmapping Aide
2. Submit all the required documents to evaluator and wait for the request to be evaluated/checked	The evaluator determine the completeness of the documents and advise the client to pay corresponding transfer tax	none	5 mins./transaction	Taxmapping Aide/Assmt. Clerk II/ LAOO I
3. Pay the required transfer tax	Accept payment and issue Official Receipt	1% of the 75 % of the higher value		Revenue Collection Clerk/Officer, City Treasurer's Office
4. After payment has been made, submit all requirements to evaluator	Receive then stamp all requirement and attach transaction form	none	1 min.	Taxmapping Aide/Assmt. Clerk II/ LAOO I
5. Fill in required information on the stamp and transaction form	Assist/guide the client and issue claim stub. Advises client to return on the date stated.	none	1 min.	Taxmapping Aide/Assmt. Clerk II/ LAOO I
	* maximum of 3 working days			
6. Return on the specified date and present claim stub to the issuing clerk.	Receive claim stub and issue owner's copy of tax declaration together with a copy of Notice of Assessment	none	1min.	Administrative Aide III
Total:			9 mins.	



**2. Availment of 2-10 Individual Owner's Copy of Tax Declaration through Transfer of Ownership and/or Segregation**

The owner's copy of tax declaration of land is secured upon transfer to new owner or segregation of a larger parcel of property into smaller lots. It also serves as basis for real property taxation.

Office or Division:	Appraisal & Assessment Division
Classification:	Complex (2-10 subdivided lots)
Types of Transaction:	G2C-Government to Citizen
Who may avail:	Real property owner/Administrator/Representative

Checklist of Requirements		Where to Secure		
Photocopy of the following and original for reference:				
Title (if titled property)		Register of Deeds		
Deed or Instrument:		Notary Public of your choice		
Sale				
Donation				
Extrajudicial Settlement				
Partition				
Confirmation of Sale/Donation				
Self-Adjudication				
Affidavit				
Court Order (if necessary)		Philippine Courts		
Affidavit of Publication (if inherited)		Publishing House		
Survey/Subdivision Plan (if portion only is acquired)		Surveyor of your choice		
Certificate Authorizing Registration (CAR)		Bureau of Internal Revenue		
Transfer Tax		City Treasurer's Office		
Real Property Tax for the current year		City Treasurer's Office		
Special Power/General Power of Attorney (if necessary)		Notary Public/Philippine Consulate in a foreign country		
Affidavit of Adjoining Owners (if necessary)		Notary Public		
Request letter		Property owner/ Representative		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible



1. Approach officer of the day to endorse you to the evaluator	Officer of the day accompany/direct client to the evaluator	none	1 min.	LAOO I/ Taxmapping Aide
2. Submit all the required documents for evaluation/checking	The evaluator determine the completeness of the documents	none	5 mins	Taxmapping Aide/Assmt. Clerk II/ LAOO I
	* refer survey plan to Taxmapping Division for checking	none	15 mins	LAOO III/Taxmapping III/Taxmapping I/Taxmapping Aide
3. After passing Taxmapping Divisions' checking of survey plan, submit all requirements to evaluator	Receive then stamp all requirement and advise the client to pay corresponding transfer tax	none	5 mins	Taxmapping Aide/Assmt. Clerk II/ LAOO I
4. Pay the required transfer tax	Accept payment and issue Official Receipt	1% of the 75 % of the higher value		Revenue Collection Clerk/Officer, City Treasurer's Office
5. After payment has been made,	Receive and attach transaction form	none	1 min.	Taxmapping Aide/Assmt. Clerk II/ LAOO I
6. Fill in required information on the stamp and transaction form	Assist/guide the client and issue claim stub. Advises client to return on the date stated.	none	3 mins.	Taxmapping Aide/Assmt. Clerk II/ LAOO I
	* maximum of 7 working days			
7. Return on the specified date and present claim stub to the issuing clerk.	Receive claim stub and issue owner's copy of tax declaration together with a copy of Notice of Assessment.	none	3 mins.	Administrative Aide III
<b>Total:</b>			<b>33 mins.</b>	



### 3. Availment of 11 or more Individual Owner's Copy of Tax Declaration through Transfer of Ownership and/or Segregation

The owner's copy of tax declaration of subdivided land is secured upon transfer to the ownership/possession of the new owner. It also serves as basis for real property taxation.

Office or Division:	Appraisal & Assessment Division
Classification:	Highly Technical (11 or more subdivided lots)
Types of Transaction:	G2C-Government to Citizen
Who may avail:	Real property owner/Administrator/Representative

Checklist of Requirements		Where to Secure		
Photocopy of the following and original for reference:				
Title (if titled)		Register of Deeds		
Deed or Instrument:		Notary Public of your choice		
Sale				
Donation				
Extrajudicial Settlement				
Partition				
Confirmation of Sale/Donation				
Self-Adjudication				
Affidavit				
Court Order (if necessary)		Philippine Courts		
Affidavit of Publication (if inherited)		Publishing House		
Survey/Subdivision Plan (if portion only is acquired)		Surveyor of your choice		
Certificate Authorizing Registration (CAR)		Bureau of Internal Revenue		
Transfer Tax		City Treasurer's Office		
Real Property Tax for the current year		City Treasurer's Office		
Special Power/General Power of Attorney (if necessary)		Notary Public/Philippine Consulate in a foreign country		
Affidavit of Adjoining Owners (if necessary)		Notary Public		
Request letter		Property owner/Representative		
Client Steps	Agency Action	Fee s to be	Proces sing Time	Person Responsible





		Paid		
1. Approach officer of the day to endorse you to the evaluator	Officer of the day accompany/direct client to the evaluator	none	1 min.	LAOO I/ Taxmapping Aide
2. Submit all the required documents to evaluator to be checked/evaluated	The evaluator determine the completeness of the documents	none	5 mins	Taxmapping Aide/Assmt. Clerk II/ LAOO I
	* refer survey plan to Taxmapping Division for checking	none	15 mins	LAOO III/Taxmapping III/Taxmapping I/Taxmapping Aide
3. After passing Taxmapping Divisions' checking, submit all requirements to evaluator	Receive then stamp all requirement and attach transaction form	none	1hr.	Taxmapping Aide/Assmt. Clerk II/ LAOO I
4. Fill in required information on the stamp and transaction form	Assist/guide the client and issue claim stub. Advises client to return on the date stated.	none	20 mins.	Taxmapping Aide/Assmt. Clerk II/ LAOO I
	* maximum of 20 working days			
5. Return on the specified date and present claim stub to the issuing clerk.	Receive claim stub and issue owner’s copy of tax declaration together with a copy of Notice of Assessment.	none	5 min.	Administrative Aide III
Total:			1 hr. 46 mins.	

#### 4. Availment of Owner’s Copy of Tax Declaration of Building, Other Improvements & Machinery

The owner’s copy of tax declaration of building, other improvement and machinery is secured to serve as a proof of ownership of such real property units. It also serves as basis for real property taxation.



Office or Division:	Appraisal & Assessment Division
Classification:	Complex
Types of Transaction:	G2C-Government to Citizen
Who may avail:	Real property owner/Administrator/Representative

Checklist of Requirements		Where to Secure		
Request Letter		Property owner		
Copy of Floor Plan		Civil Engineer of your choice		
Bill of Materials/Cost Estimate		Civil Engineer of your choice		
Certificate of Occupancy		City Engineer's Office		
Sworn Statement of True Value of Real Property		City Assessor's Office		
Certificate of Registration (in case of machinery)		BOC, BIR, DTI, SEC & BOI		
Others pertinent documents				
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Approach officer of the day to endorse you to the evaluator	Officer of the day accompany/direct client to the evaluator	none	1 min.	LAOO I/ Taxmapping Aide
2. Submit all the required documents for evaluation and checking	The evaluator determine the completeness of the documents and inform client on the schedule of ocular inspection. Issue claim stubs specifying date of return	none	5 mins	Taxmapper II/LAOO II/LAOO I
	*maximum of 7 working days			
3. Return on the specified date and present claim stub to the issuing clerk.	Receive claim stub and issue owner's copy of tax declaration together with a copy of Notice of Assessment.	none	1 min.	Administrative Aide III
Total:			7 mins.	



### 5. Availment of Property Valuation, Appraisal Resolution and Report

Property valuation, appraisal resolutions and reports are the basic requirements for the government to purchase private properties for the construction and development of government projects.

Office or Division:	Appraisal & Assessment Division
Classification:	Highly Technical
Types of Transaction:	G2G-Government to Government
Who may avail:	National/City/Barangay Government

Checklist of Requirements		Where to Secure		
Request Letter		Who need the service		
Barangay Resolution (in case of barangay project)		Barangay		
Endorsement		City Legal/Engineer's Office		
Project Profile (if necessary)		CEO and CPDO		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Approach officer of the day to endorse you to the evaluator	Officer of the day accompany/direct client to the evaluator	none	1 min.	LAOO I/ Taxmapping Aide
2. Submit all the required documents for evaluation and checking	The evaluator determine the completeness of the documents. Inform client on the schedule of field operation and provides claim stubs indicating the date when the request valuation/resolution/report be secured	none	5 mins	Taxmapper II/LAOO II
	* maximum of 20 working days			
3. Return on the specified date and present claim stub to the issuing clerk.	Issuance of the valuation/resolution/report	none	1 min.	Administrative Aide III
Total:			7 mins.	



### 6. Availment of Owner's Copy of Tax Declaration through Land Development or Reclassification

The owner's copy of reclassified tax declaration is issued upon request due to planned development of the property.

Office or Division:	Appraisal & Assessment Division
Classification:	Simple
Types of Transaction:	G2C-Government to Citizen
Who may avail:	Real property owner/Administrator/Representative

Checklist of Requirements	Where to Secure
Request letter	Property Owner
Photocopy of the following and original for reference:	
Title (if titled property)	Register of Deeds
SPA or Authorization	Owner
CPDO Certification	City Planning & Dev. Office
City Ordinance (in case the subject property comprises of hectares in measurement)	Sangguniang Panglunsod
Corporate documents (in case of corporation)	Owner/corporation
National Agency documents, accreditations, certifications (depending on the kind of development)	National agencies concerned
Real Property Tax for the current year	City Treasurer's Office
Service fee	City Treasurer's Office

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Approach officer of the day to endorse you to the evaluator	Officer of the day accompany/direct client to the evaluator	none	1 min.	LAOO I/ Taxmapping Aide
2. Submit all the required documents for evaluation/checking	The evaluator determine the completeness of the documents	none	10 mins	Raul/Beth/Mel/ Arnold
3. Pay the required service fee  (ocular inspection may be conducted if necessary)	Accept payment and issue official receipt	3.00 /sqm	(1 day or longer)	City Treasurer’s Office  (Joint Appraisal/TM Team)



4. After payment has been made	Receive and attach transaction form	none	1 min.	Taxmapping Aide/Assmt. Clerk II/ LAOO I
5. Fill in required information on the stamp and transaction form	Assist/guide the client and issue claim stub. Advises client to return on the date stated.	none	3 mins.	Taxmapping Aide/Assmt. Clerk II/ LAOO I
6. Return on the specified date and present claim stub to the issuing clerk.	Receive claim stub and issue owner's copy of tax declaration together with a copy of Notice of Assessment.	none	3 mins.	Taxmapping Aide/Assmt. Clerk II
Total:				

### 1. Application for Certification of Real Property Holdings and No Property Holding

This service is provided as an additional requirements or attachment to a certified true copy of tax declaration requested by some entities whenever a parcel of real property is to be transferred to another owner.

Office or Division:	Assessment Records Management Division
Classification:	Simple
Types of Transaction:	G2C-Government to Citizen/G2B-Government to Business Entity/G2G-Gov't. to Government
Who may avail:	Property Owners/Banks/Government

Checklist of Requirements	Where to Secure
<b>Property Owner</b>	
Application for the Issuance of Copy of Official Records	Officer of the Day
Valid ID with photocopy	DFA, GSIS, SSS, Post Office, Pag-IBIG, LTO, Comelec
Realty Tax Receipt for current year	City Treasurer's Office
Certification Fee Receipt	City Treasurer's Office
<b>Representative</b>	
Application for the Issuance of Copy of Official Records	Officer of the Day
Authorization Letter or Special Power of Attorney (SPA)	Property owner



Valid ID with photocopy (representative and owner)		DFA, GSIS, SSS, Post Office, Pag-IBIG, LTO, Comelec		
Realty Tax Receipt for current year		City Treasurer's Office		
Certification Fee Receipt		City Treasurer's Office		
<b>In case of Deceased Property Owner</b>				
Application for the Issuance of Copy of Official Records		Officer of the Day		
Authorization Letter or Special Power of Attorney (SPA) of heir/s		Property owner's heir/s		
Valid ID with photocopy (representative and heir)		DFA, GSIS, SSS, Post Office, Pag-IBIG, LTO, Comelec		
Realty Tax Receipt for current year		City Treasurer's Office		
Certification Fee Receipt		City Treasurer's Office		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Approach the Officer of the Day to fill-up application form with number.	Give the queue number and advice to fill-up the application form	none	5 mins.	LAOO I/ Taxmapping Aide
2. Submit your request form to window 1 or 2 for verification and approval	Receive the application for evaluation and verification	none	15 mins	Administrative Aide VI
	2.1 Division Chief approve request and issue payment slip		1 min.	LAOO IV
3. Pay the corresponding fees	Accept payment and issue official receipt.	Php 80/ doc.		Revenue Collection Clerk/Officer, City Treasurer's Office
4. Return to City Assessor's Office, present the official receipt to Window 3 and wait for the claim stub	Receive the official receipt, give claim stub and advice the client to wait for the release of document	none	1 min.	Taxmapping Aide
	* 1 hr. per transaction			
5. Wait for your name to be called at Window 3 for the release of document	Issue the requested document	none	5 mins.	Taxmapping Aide
<b>Total:</b>		Php 80/ doc	27 mins.	



## 2. Application for Certified True Copy of Tax Declaration and Certification of No Improvement /With Improvement

Certified true copy of tax declaration is meant to provide real property owners and clients their needed copy of tax declaration which is being required by some entities other than the owner's copy while certification of no property holdings is provided as an additional requirements or attachment.

Office or Division:	Assessment Records Management Division
Classification:	Simple
Types of Transaction:	G2C-Government to Citizen/G2B-Government to Business Entity/G2G-Gov't. to Government
Who may avail:	Property Owners/Banks/Government

Checklist of Requirements	Where to Secure
<b>Property Owner</b>	
Application for the Issuance of Copy of Official Records	Officer of the Day
Valid ID with photocopy	DFA, GSIS, SSS, Post Office, Pag-IBIG, LTO, Comelec
Realty Tax Receipt for current year	City Treasurer's Office
Certification Fee Receipt	City Treasurer's Office
<b>Representative</b>	
Application for the Issuance of Copy of Official Records	Officer of the Day
Authorization Letter or Special Power of Attorney (SPA)	Property owner
Valid ID with photocopy (representative and owner)	DFA, GSIS, SSS, Post Office, Pag-IBIG, LTO, Comelec
Realty Tax Receipt for current year	City Treasurer's Office
Certification Fee Receipt	City Treasurer's Office
<b>In case of Deceased Property Owner</b>	
Application for the Issuance of Copy of Official Records	Officer of the Day
Authorization Letter or Special Power of Attorney (SPA) of heir/s	Property owner's heir/s
Valid ID with photocopy (representative and heir)	DFA, GSIS, SSS, Post Office, Pag-IBIG, LTO, Comelec
Realty Tax Receipt for current year	City Treasurer's Office
Certification Fee Receipt	City Treasurer's Office



Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Approach the Officer of the Day to fill-up application form with number.	Give the queue number and advice to fill-up the application form	none	5 mins.	LAOO I/ Taxmapping Aide
2. Submit your request form to window 1 or 2 for verification and approval	Receive the application for evaluation and verification	none	10 mins	Administrative Aide VI
	2.1 Division Chief approve request and issue payment slip		1 min.	LAOO IV
3. Pay the corresponding fees	Accept payment and issue official receipt.	Php 80/ doc.		Revenue Collection Clerk/Officer, City Treasurer's Office
4. Return to City Assessor's Office, present the official receipt to Window 3 and wait for the claim stub	Receive the official receipt, give claim stub and advice the client to wait for the release of document	none	1 min.	Taxmapping Aide
	* 30 mins. per transaction			
5. Wait for your name to be called at Window 3 for the release of document	Issue the requested document	none	5 mins.	Taxmapping Aide
Total:		Php 80/ doc	22 mins.	

### 3. Application for History Tracing of Real Property (Traceback)

This service aims to provide the history of a certain property (ownership, improvements, assessments, etc.) for land titling, court litigations and property verifications.

Office or Division:	Assessment Records Management Division
Classification:	Complex
Types of Transaction:	G2C-Government to Citizen/G2B-Government to Business Entity/G2G-Gov't. to Government
Who may avail:	Property Owners/Banks/Government





Checklist of Requirements		Where to Secure		
<b>Property Owner</b>				
Application for the Issuance of Copy of Official Records		Officer of the Day		
Valid ID with photocopy		DFA, GSIS, SSS, Post Office, Pag-IBIG, LTO, Comelec		
Realty Tax Receipt for current year		City Treasurer's Office		
Certification Fee Receipt		City Treasurer's Office		
<b>Representative</b>				
Application for the Issuance of Copy of Official Records		Officer of the Day		
Authorization Letter or Special Power of Attorney (SPA)		Property owner		
Valid ID with photocopy (representative and owner)		DFA, GSIS, SSS, Post Office, Pag-IBIG, LTO, Comelec		
Realty Tax Receipt for current year		City Treasurer's Office		
Certification Fee Receipt		City Treasurer's Office		
<b>In case of Deceased Property Owner</b>				
Application for the Issuance of Copy of Official Records		Officer of the Day		
Authorization Letter or Special Power of Attorney (SPA) of heir/s		Property owner's heir/s		
Valid ID with photocopy (representative and heir)		DFA, GSIS, SSS, Post Office, Pag-IBIG, LTO, Comelec		
Realty Tax Receipt for current year		City Treasurer's Office		
Certification Fee Receipt		City Treasurer's Office		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Approach the Officer of the Day to fill-up application form with number.	Give the queue number and advice to fill-up the application form	none	5 mins.	LAOO I/ Taxmapping Aide
2. Submit your request form to window 1 or 2 for verification and approval	Receive the application for evaluation and verification	none	10 mins	Administrative Aide VI
	2.1 Division Chief approve request and issue payment slip		1 min.	LAOO IV



3. Pay the corresponding fees	Accept payment and issue official receipt.	Php 80/ doc.		Revenue Collection Clerk/Officer, City Treasurer's Office
4. Return to City Assessor's Office, present the official receipt to Window 3 and wait for the claim stub	Receive the official receipt, give claim stub and advice the client to return for the release of document	none	1 min.	Taxmapping Aide
	* 3 working days			
5. Return on specified date and present claim stub at Window 3	Release the document.	none	5 mins.	Taxmapping Aide
Total:		Php 80/ doc	22 mins.	

#### 4. Application for Certification of Assessment

Verification of boundaries based on the tax map in order to identify the adjacent lot owners of the subject property necessary for hearing notifications and titling purposes.

Office or Division:	Assessment Records Management Division
Classification:	Simple
Types of Transaction:	G2C-Government to Citizen/G2B-Government to Business Entity/G2G-Gov't. to Government
Who may avail:	Property Owners/Banks/Government

Checklist of Requirements	Where to Secure
<b>Property Owner</b>	
Application for the Issuance of Copy of Official Records	Officer of the Day
Valid ID with photocopy	DFA, GSIS, SSS, Post Office, Pag-IBIG, LTO, Comelec
Realty Tax Receipt for current year	City Treasurer's Office
Certification Fee Receipt	City Treasurer's Office
<b>Representative</b>	



Application for the Issuance of Copy of Official Records		Officer of the Day		
Authorization Letter or Special Power of Attorney (SPA)		Property owner		
Valid ID with photocopy (representative and owner)		DFA, GSIS, SSS, Post Office, Pag-IBIG, LTO, Comelec		
Realty Tax Receipt for current year		City Treasurer's Office		
Certification Fee Receipt		City Treasurer's Office		
<b>In case of Deceased Property Owner</b>				
Application for the Issuance of Copy of Official Records		Officer of the Day		
Authorization Letter or Special Power of Attorney (SPA) of heir/s		Property owner's heir/s		
Valid ID with photocopy (representative and heir)		DFA, GSIS, SSS, Post Office, Pag-IBIG, LTO, Comelec		
Realty Tax Receipt for current year		City Treasurer's Office		
Certification Fee Receipt		City Treasurer's Office		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Approach the Officer of the Day to fill-up application form with number.	Give the queue number and advice to fill-up the application form	none	5 mins.	LAOO I/ Taxmapping Aide
2. Submit your request form to window 1 or 2 for verification and approval	Receive the application for evaluation and verification 2.1 Division Chief approve request and issue payment slip	none	10 mins	Administrative Aide VI
			1 min.	LAOO IV
3. Pay the corresponding fees	Accept payment and issue official receipt.	Php 80/ doc.		Revenue Collection Clerk/Officer, City Treasurer's Office
4. Return to City Assessor's Office, present the official receipt to Window 3 and wait for the claim stub	Receive the official receipt, give claim stub and advice the client to wait for the release of document	none	1 min.	Taxmapping Aide
	* 2 hrs. per transaction			



5. Wait for your name to be called at Window 3 for the release of document	Release the document.	none	5 mins.	Taxmapping Aide
Total:		Php 80/doc	22 mins.	

**5. Annotation/Cancellation of Encumbrances such as mortgage, certificate of sale and tax levy**

This service is requested to remind all concerned of the encumbrance that covers a particular property and to safeguard the same from any unauthorized attempt to transfer the ownership to anyone. Cancellation, on the other hand, signifies a property record is cleared of any encumbrance.

Office or Division:	Assessment Records Management Division
Classification:	Simple
Types of Transaction:	G2C-Government to Citizen/G2B-Government to Business Entity
Who may avail:	Property Owners/Banks/Government

Checklist of Requirements	Where to Secure
<b>Annotation/Cancellation of Mortgage</b>	
Certified True Copy of tax declaration	City Assessor's Office, Records Division
Real Estate Mortgage Agreement/Release of Mortgage	Private person/ bank/any lending institution wherein the property is being encumbered, duly noted and signed by the Register of Deeds
Annotation/Cancellation Fee	City Treasurer's Office
Special Power of Attorney if the mortgagor is not the owner of the subject property	Property owner
<b>Certificate of Sale</b>	
Certificate of Sale	Office of the Clerk of Court, duly noted and signed by the Register of Deeds
Certified True Copy of tax declaration	City Assessor's Office, Records Division
<b>Tax Levy</b>	



Notice of Levy/Cancellation of Levy		City Treasurer's Office, Land Tax Division		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Approach the Officer of the Day and state the request	Direct the client to the Records Division	none	1 min.	LAOO I/ Taxmapping Aide
2. Submit the necessary documents to the evaluator	Receive the documents and examine for completeness. Compute the annotation fee.	none	10 mins	Administrative Officer II/Assessment Clerk I
3. Pay the corresponding fees	Accept payment and issue official receipt.	1% of the amount of loan less Php 10 <b>or</b> fixed at Php 10,000 if the loan amt. is 1M and above		Revenue Collection Clerk/Officer, City Treasurer's Office
4. After payment, present the official receipt to the evaluator	Receive the official receipt and process the request	none	30 mins. /collateralized property	Administrative Officer II/Assessment Clerk I
5. Claim the annotated documents	Release the document.	none	1 min.	Administrative Officer II/Assessment Clerk I



Total:		42 mins.	
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### 1. Verification of Property Location and Vicinity

This service enables clients to identify real property, its ownership and location in the tax map.

Office or Division:	Taxmapping & Real Property Identification Division
Classification:	Simple
Types of Transaction:	G2C-Government to Citizen, G2B-Government to Business Entity
Who may avail:	All

Checklist of Requirements		Where to Secure		
1. Copy of title or tax declaration		Office of the City Assessor		
2. Approved or surveyed plan (in case of correction)		Geodetic Engineer/Surveyor's Offices		
3. Other related documents				
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Request for service at the front desk after signing at the Client Log Book	Directed to the Taxmapping Division	none	1 min.	LAOO I/ Taxmapping Aide
2. Submit the requirements to Taxmapping Division	Evaluation of request	none	2 mins.	Taxmapper III/ Assessment Clerk I/Taxmapper II
	<b>FACILITATION:</b>			
	Verification and Research			



2.1 Wait for the release of request	Taxmapping personnel verify & research the location of the real property in the tax map	none	30 mins. (may vary depending on the location, history, etc.)	LAOO III/Taxmapper II/Draftsman I/Taxmapping Aide
	Site Inspection			
2.2 Return for the specified date for the release of request	For correction of property identification number (PIN)/location and boundaries	none	3 days (may vary depending on the location, property size & availability of vehicle)	Taxmapper II/LAOO I/Taxmapper I/Taxmapping Aide/Administrative Aide I
	Printing of tax map & tax map control roll	Php 80 per page		Taxmapping Aide
Total:				

**2. Availment of Owner's Copy of Tax Declaration through Reassessment and/or Adjustment of Area**

The owner's copy of tax declaration due to reassessment and/or adjustment of area is prepared upon request of the owner/administrator/representative when the actual use or the measurement of the property has changed.

Office or Division:	Taxmapping or Appraisal Division
Classification:	Simple
Types of Transaction:	G2C-Government to Citizen
Who may avail:	Real property owner/Administrator/Representative

Checklist of Requirements	Where to Secure
Request letter	Property Owner
Photocopy of the following and original for reference:	
Title (if titled property)	Register of Deeds
SPA or Authorization	Owner
Survey Plan (in case area has changed)	Surveyor/Geodetic Engineer
Real Property Tax for the current year	City Treasurer's Office
Service fee	City Treasurer's Office



Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Approach officer of the day to endorse you to the evaluator	Officer of the day accompany/direct client to the evaluator	none	1 min.	LAOO I/ Taxmapping Aide
2. Submit all the required documents for evaluation/checking	The evaluator determine the completeness of the documents	none	10 mins	Raul/Beth/Mel/Arnold
3. Pay the required service fee  (ocular inspection may be conducted if necessary)	Accept payment and issue official receipt	1,000/ha/ruptu	(1 day)	City Treasurer’s Office  (Joint Appraisal/TM Team)
4. After payment has been made	Receive and attach transaction form	none	1 min.	Taxmapping Aide/Assmt. Clerk II/ LAOO I
5. Fill in required information on the stamp and transaction form	Assist/guide the client and issue claim stub. Advises client to return on the date stated.	none	3 mins.	Taxmapping Aide/Assmt. Clerk II/ LAOO I
6. Return on the specified date and present claim stub to the issuing clerk.	Receive claim stub and issue owner's copy of tax declaration together with a copy of Notice of Assessment.	none	3 mins.	Taxmapping Aide/Assmt. Clerk II
Total:				

### 3. Availment of Owner's Copy of Tax Declaration through Consolidation

The owner's copy of tax declaration of consolidated properties is prepared when two (2) or more parcels are decided by the owner to merge into single tax declaration.

Office or Division:	Taxmapping & Real Property Identification Division
Classification:	Simple
Types of Transaction:	G2C-Government to Citizen
Who may avail:	Real property owner/Administrator/Representative





Checklist of Requirements		Where to Secure		
Request letter		Property Owner		
Photocopy of the following and original for reference:				
Title (if titled property)		Register of Deeds		
SPA or Authorization		Owner		
Survey plan		Surveyor/Geodetic Engineer		
Affidavit (whenever necessary)		Owner		
Real Property Tax for the current year		City Treasurer's Office		
Service fee		City Treasurer's Office		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Approach officer of the day to endorse you to the evaluator	Officer of the day accompany/direct client to the evaluator	none	1 min.	LAOO I/ Taxmapping Aide
2. Submit all the required documents for evaluation/checking	The evaluator determine the completeness of the documents	none	10 mins	Raul/Beth/Mel/Arnold
3. Pay the required service fee  (ocular inspection may be conducted if necessary)	Accept payment and issue official receipt	100.00/ lot	(1 day)	City Treasurer’s Office  (Joint Appraisal/TM Team)
4. After payment has been made	Receive and attach transaction form	none	1 min.	Taxmapping Aide/Assmt. Clerk II/ LAOO I
5. Fill in required information on the stamp and transaction form	Assist/guide the client and issue claim stub. Advises client to return on the date stated.	none	3 mins.	Taxmapping Aide/Assmt. Clerk II/ LAOO I
6. Return on the specified date and present claim stub to the issuing clerk.	Receive claim stub and issue owner's copy of tax declaration together with a copy of Notice of Assessment.	none	3 mins.	Taxmapping Aide/Assmt. Clerk II
Total:				



**VII. FEEDBACK AND COMPLAINT**

Feedback Submission		
	<b>Client Step</b>	<b>Agency Action</b>
How to send/file feedback/complaint	<p>A suggestion box is available for the client to send feedback or file complaint</p> <p>Write feedback/complaint and drop it at the box located outside the office near the front desk</p> <p>For inquiry and follow-up, please call the number provided here.</p>	<p>Every Friday, Administrative Division staff open the suggestion box and file all the feedback/complaint received.</p> <p>Feedback/complaint requiring answer is forwarded to concerned person/division and is required answering within three (3) days after receipt.</p> <p>The answer is then relayed to the client.</p>
Contact Information of the Office of the City Assessor		<p>723-3454 or 722-1967</p> <p>batscity_assessor@yahoo.com.ph</p>