



**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   | Fee s to be Paid | Proces sing 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 | non e            | 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 | non e                                | 5 mins. /transac tion | 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 hig her valu e |                       | 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  | non e                                | 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.                        | non e                                | 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         | non e                                | 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:<br>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  | Fee s to be Pai d                    | Proces sing 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  | non e                                | 1 min.           | LAOO I/<br>Taxmapping Aide                                |
| 2. Submit all the required documents for evaluation/checking   | The evaluator determine the completeness of the documents  | non e                                | 5 mins           | Taxmapping Aide/Assmt. Clerk II/LAOO I                    |
|  | * refer survey plan to Taxmapping Division for checking  | non e                                | 15 mins          | LAOO III/Taxmapping III/TaxmappingII /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                 | non e                                | 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 hig her valu e |                  | Revenue Collection Clerk/Officer, City Treasurer's Office |
| 5. After payment has been made,  | Receive and attach transaction form  | non e                                | 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.                 | non e                                | 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. | non e                                | 3 mins.          | Administrative Aide III                                   |
| Total:   |  |                                      | 33 mins.         |   |



### 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: |               | Register of Deeds                                       |                 |                    |
| 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 | 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/<br>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.<br>Clerk II/ LAOO I            |
|   | * refer survey plan to Taxmapping Division for checking  | none | 15 mins        | LAOO III/Taxmapping III/TaxmappingII /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.<br>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.<br>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/<br>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/<br>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/<br>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<br><br>(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                             |



| In case of Deceased Property Owner  |   |   |                 |   |
|---|---|---|-----------------|---|
| 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 II / 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   |
| Total:  |   | 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   |   |                        |                            |
| <b>Checklist of Requirements</b>  |  | <b>Where to Secure</b>                              |                        |                            |
| <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                             |                        |                            |
| <b>Client Steps</b>   | <b>Agency Action</b>   | <b>Fees to be Paid</b>                              | <b>Processing Time</b> | <b>Person Responsible</b>  |
| 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/<br>Taxmapping Aide |



|   |  |              |                       |   |
|---|--|--------------|-----------------------|---|
| 2. Submit your request form to window 1 or 2 for verification and approval                                | Receive the application for evaluation and verification<br><br>2.1 Division Chief approve request and issue payment slip | none         | 10 mins<br><br>1 min. | Administrative Aide VI<br><br>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 advise 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                             |                        |  |
|   |   |   |                        |  |
| <b>Client Steps</b>   | <b>Agency Action</b>  | <b>Fees to be Paid</b>                              | <b>Processing Time</b> | <b>Person Responsible</b>                                    |
| 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 II/<br>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/<br>doc.                                     |                        | Revenue Collection Clerk/Officer,<br>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/<br>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/<br>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/<br>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/<br>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 or 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.                          |   |



## 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   | Fee s to be Pai d                    | Proces sing Time   | Person Responsible  |
| 1. Request for service at the front desk after signing at the Client Log Book | Directed to the Taxmapping Division   | non e                                | 1 min.   | LAOO I/<br>Taxmapping Aide  |
| 2. Submit the requirements to Taxmapping Division                             | Evaluation of request   | non e                                | 2 mins.  | Taxmapper III/<br>Assessment Clerk I/Taxmapper II                     |
|   | FACILITATION:   |                                      |  |   |
|   | 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 | non e                                | 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          | non e                                | 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 II/<br>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<br><br>(ocular inspection may be conducted if necessary) | Accept payment and issue official receipt  | 1,000/ha/rapu   | (1 day)         | City Treasurer's Office<br><br>(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/<br>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<br><br>(ocular inspection may be conducted if necessary) | Accept payment and issue official receipt                   | 100.00/ lot     |                 | City Treasurer's Office<br><br>(Joint Appraisal/TM Team) |



|  |  |      | (1 day) |   |
|--|--|------|---------|---|
| 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                                    |  |   |
|--|--|---|
|  | Client Step  | Agency Action   |
| 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>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> |
|  | For inquiry and follow-up, please call the number provided here.   |   |
| Contact Information of the Office of the City Assessor |  | 723-3454 or 722-1967<br>batscity_assessor@yahoo.com.ph  |
|  |  |   |