

# CITIZEN'S CHARTER

**VISION:**

To be a model in real property tax administration.

**MISSION:**

To administer the offices' assessment program that assures accurate, fair and equitable assessment for the City's real property owners.

**Office of the City Assessor (OCA)****Location**

3rd Floor, Pasig City Hall

**Head Office**

Robert D. Mina

City Assessor

**Contact Info**

Telephone: 643-1111 local 261

**I. Securing Computer-Generated Certified True Copy of Tax Declaration for BIR Purposes and Certificate of Latest Tax Declaration**

**Requirements**

- Valid Identification
- Accomplished Request Form
- Authorization from the owner of the property, if the requesting party is not the owner.
- Official Receipt (O.R.) of processing fee

**Fees**

- Php100.00 per copy

**Total/Maximum Duration of Process**

- One (1) to Two (2) hours per copy upon receipt of O.R.

(Note: Request for multiple copies, such as condominium with numerous units or tax declarations with annotations like Notice of Adverse Claims, will take a few more hours)

**How to Avail of the Service**

<b>Client Step</b>	<b>LGU Action</b>	<b>Office/Person/s Responsible</b>	<b>Location of Office</b>
1. Accomplish request form and pay processing fee	<ul style="list-style-type: none"> <li>• Receive accomplished request form and requirements</li> <li>• Check completeness</li> <li>• Issue Order of Payment</li> <li>• Advise property owner or representative to pay processing fee</li> </ul>	Computer Section: Clerk II	Assessor's Office 3 <sup>rd</sup> Floor Pasig City Hall  Cashier's Office Window 1-19 2 <sup>nd</sup> floor
2. Submit official receipt and request form to Computer Section	<ul style="list-style-type: none"> <li>• Generate copy of tax declaration being requested</li> <li>• Print computer-generated tax declaration and Certificate of latest Tax Declaration.</li> <li>• Sign certified true copy of computer-generated tax declaration or Certificate of latest Tax Declaration</li> </ul>	Computer Operator  City Assessor or Authorized Alternate Signatory.	Assessors Office 3 <sup>rd</sup> Floor Pasig City Hall
3. Claim certified true copy of computer-generated tax declaration and sign in the logbook	<ul style="list-style-type: none"> <li>• Release certified true copy of computer-generated tax declaration or Certificate of latest Tax Declaration</li> </ul>	Administrative Assistant I	"

## II. Requesting for Assessment of New/Undeclared Building/Improvements

### Requirements

- Photocopy of Building Permit
- Photocopy of Certificate of Completion
- Photocopy of Certificate of Occupancy
- One (1) set Blue Print of Building Plan

### Fees

None

### Total/Maximum Duration of Process

Seven (7) to twenty (20) days.

### How to Avail of the Service

Client Step	LGU Action	Office/Person/s Responsible	Location of Office
1. Request for assessment	<ul style="list-style-type: none"> <li>• Review request and inform the owner or representative of the requirements.</li> </ul>	Appraisal Division: Assessment Clerk	Assessors Office 3 <sup>rd</sup> Floor Pasig City Hall
2. Submit requirements and Provide contact number for coordination of ocular inspection.	<ul style="list-style-type: none"> <li>• Receive requirements</li> <li>• Schedule and Conduct ocular inspection</li> <li>• Prepare Field Appraisal Assessment Sheet (field sheet)</li> </ul>	Appraisal Division: Local Assessment Operations Officer (LAOO)	"
	<ul style="list-style-type: none"> <li>• Approve field sheet</li> <li>• Encode and print Tax Declaration</li> <li>• Review/Initial Tax Declaration</li> </ul>	City Assessor Computer Operator LAOO	"
	<ul style="list-style-type: none"> <li>• Approve Tax Declaration</li> <li>• Record approved tax declaration in Record of Assessments</li> </ul>	City Assessor Records Division: LAOO/Clerk	"
	<ul style="list-style-type: none"> <li>• Number and stamp Tax Declaration</li> </ul>	Clerk	"
3. Claim approved Tax Declaration	<ul style="list-style-type: none"> <li>• Release approved owner's copy of Tax Declaration</li> </ul>	Appraisal Division: LAOO	"

**III. Securing Certified True/Photo Copy of Tax Declaration, Tax Map and/or Other Certifications**

**Requirements**

- Valid Identification
- Accomplished Request Form
- Authorization from the owner of the property, if the requesting party is not the owner.
- Official Receipt (O.R.) of processing fee

**Fees**

Php100.00 per copy

**Total/Maximum Duration of Process**

- One (1) to Two (2) hours per copy upon receipt of O.R.

(Note: Request for multiple copies will take a few more hours)

**How to Avail of the Service**

Client Step	LGU Action	Office/Person/s Responsible	Location of Office
1. Accomplish request form pay processing fee	<ul style="list-style-type: none"> <li>• Receive accomplished request form and requirements</li> <li>• Check completeness</li> <li>• Issue Order of Payment</li> <li>• Advise property owner or representative to pay processing fee</li> </ul>	<p>Records Division: Assessment Clerk</p> <p>Cashier</p>	<p>Assessors Office 3<sup>rd</sup> Floor Pasig City Hall</p> <p>Cashier's Office Window 1 – 19 2<sup>nd</sup> Floor Pasig City Hall</p>
2. Submit official receipt and request form to Computer Section	<ul style="list-style-type: none"> <li>• Photocopy and certify tax declarations and other documents</li> <li>• Photocopy and certify tax maps</li> </ul>	<p>LAOO, Records</p> <p>Taxmapper</p>	<p>Assessors Office 3<sup>rd</sup> Floor Pasig City Hall</p>
3. Claim requested documents	<ul style="list-style-type: none"> <li>• Release requested documents</li> </ul>	<p>Records Division: Assessment Clerk</p> <p>Taxmapping Div. Admin. Aide I</p>	<p>“</p>

#### IV. Requesting for Transfer of Ownership, Segregation and Other Transactions

##### Requirements (All photocopies)

- New Title
- Documents used (Deed of Sale/Donation/Extra judicial Settlement)
- Real Property Tax Clearance (current year)
- Certificate Authorizing Registration (CAR) from the BIR
- Transfer Fee Tax Receipt (Validated)
- Receipt of Payment from the Bank (Capital Gain Tax/Doc. Stamp)
- Approved Plan and Technical Description (for segregation)
- Residence Certificate
- Any Valid ID of the Presentor

##### Fees

###### Residential Properties

- Php100.00 – Land
- Php100.00 – Building Improvement

###### Industrial Properties

- Php400.00 – Land
- Php400.00 – Building Improvement
- Php400.00 – Machineries

###### Residential Condominium

- Php200.00 – Per Unit
- Php200.00 – Common Area
- Php200.00 – Equipment
- Php200.00 – Townhouse (per unit)
- Php200.00 – Apartment

###### Commercial Properties

- Php300.00 – Land
- Php300.00 – Building Improvement

###### Special Class

- Php100.00 – Land
- Php100.00 – Building Improvement

###### Commercial Condominium

- Php400.00 – Per Unit
- Php400.00 – Common Area
- Php400.00 – Equipment

##### Total/Maximum Duration of Process

Three (3) to seven (7) days

##### How to Avail of the Service

Client Step	LGU Action	Office/Person/s Responsible	Location of Office
1. Submit requirements and pay processing fee.	<ul style="list-style-type: none"> <li>• Receive and review submitted requirements for transfer, segregation and other related transaction.</li> <li>• Issue Order of Payment</li> <li>• Advise property owner or representative to pay processing fee</li> </ul>	Records Division: Local Assessment Operation Officer IV	Assessors Office 3 <sup>rd</sup> Floor Pasig City Hall
2. Submit official receipt to Records Division.	<ul style="list-style-type: none"> <li>• Prepare field sheet for transfer</li> <li>• Record new tax declaration in Record of Assessment and assign new Tax Declaration No. (TDN)</li> <li>• Stamp date of transaction and new TDN in supporting documents</li> <li>• Cancel previous tax declaration</li> <li>• Encode and print new tax declaration.</li> <li>• Approve transfer, segregation and other transaction.</li> </ul>	Records Division: LAOO  Computer Section: Computer Operator City Assessor	“
3. Claim approved Tax Declaration	<ul style="list-style-type: none"> <li>• Release owner’s copy of Tax Declaration</li> </ul>	Records Division: (LAOO)	“
	<ul style="list-style-type: none"> <li>• Segregate and bind Tax Declaration, field sheet and other documents</li> </ul>	Records Division: Clerk	“

## V. Requesting for Cancellation of Assessment/s of Real Property

### Requirements

- Letter request for cancellation (2 copies)
- Demolition Permit (if the building/improvement was demolished)
- Barangay Certification (if no demolition permit)
- Latest Real Property Tax Payment
- Ocular Inspection
- Fire Certificate (if the property/ies was/were razed by fire)
- Certificate of business closure (in case of total dismantlement of machineries)

### Fees

None

### Total/Maximum Duration of Process

Three (3) to seven (7) days after inspection in coordination with property owner or authorized representative.

### How to Avail of the Service

Client Step	LGU Action	Office/Person/s Responsible	Location of Office
1. Submit letter request and requirements.	<ul style="list-style-type: none"> <li>• Receive letter request and requirements</li> </ul>	Records Division: Assessment Clerk	Assessors Office 3 <sup>rd</sup> floor Pasig City Hall
	<ul style="list-style-type: none"> <li>• Evaluate request for cancellation of assessment</li> <li>• Assign LAOO Officer to inspect subject property</li> </ul>	City Assessor	"
	<ul style="list-style-type: none"> <li>• Contact property owner or representative to inform schedule of ocular inspection.</li> </ul>	Appraisal Division: LAOO	"
	<ul style="list-style-type: none"> <li>• Conduct ocular inspection</li> <li>• Prepare Investigation Report</li> <li>• Prepare Notice of Cancellation</li> </ul>	LAOO	"
	<ul style="list-style-type: none"> <li>• Review Investigation Report and Notice of Cancellation</li> <li>• Sign/Initial Investigation Report and Notice of Cancellation</li> <li>• Forward/Endorse Investigation Report and Notice of Cancellation to City Assessor for approval</li> </ul>	LAOO	"
	<ul style="list-style-type: none"> <li>• Approve and sign Notice of Cancellation</li> <li>• Forward Notice of Cancellation to Computer Section for purging/cancellation in the list</li> </ul>	City Assessor	"
	<ul style="list-style-type: none"> <li>• Cancel from the assessment roll and the computerized database file</li> <li>• Forward Notice of Cancellation to Records Division</li> </ul>	Computer Section: Assessment Clerk/ Computer Operator	"
2. Claim approved Notice of Cancellation (Unclaimed Notice of Cancellation within five (5) days will be automatically mailed to return address provided)	<ul style="list-style-type: none"> <li>• Release approved Notice of Cancellation</li> </ul>	Records Division: Assessment Clerk	"

## VI. Requesting for Reclassification of Real Property

### Requirements

1. Letter request (2 copies)
2. Pictures/photos showing the present condition of property
3. Latest Real Property Tax Payment
4. SEC registration for non-profit religious or charitable institution
5. DECS accreditation and SEC registration (for schools)
6. CDA registration (for cooperatives)

### Fees

None

### Total/Maximum Duration of Process

Three (3) to seven (7) days after inspection of real property in coordination with property owner or authorized representative.

### How to Avail of the Service

Client Step	LGU Action	Office/Person/s Responsible	Location of Office
1. Submit letter request and requirements	<ul style="list-style-type: none"> <li>• Receive letter request and requirements</li> <li>• Check completeness</li> <li>• Stamp letter request</li> <li>• Assign control number</li> <li>• Record in official logbook</li> <li>• Issue acknowledgement receipt to client</li> <li>• Forward to City Assessor for Evaluation</li> </ul>	Records Division: Assessment Clerk	Assessors Office 3 <sup>rd</sup> floor Pasig City Hall
	<ul style="list-style-type: none"> <li>• Evaluate request for reclassification of assessment</li> <li>• Assign LAOO Officer to inspect subject property</li> </ul>	City Assessor	"
	<ul style="list-style-type: none"> <li>• Call taxpayer or authorized representative to inform schedule of ocular inspection</li> </ul>	Appraisal Division: LAOO IV	"
	<ul style="list-style-type: none"> <li>• Conduct ocular inspection</li> <li>• Prepare Investigation Report</li> <li>• Prepare Field Sheet for Reclassification</li> </ul>	LAOO	"
	<ul style="list-style-type: none"> <li>• Review Investigation Report and approve Field Sheet</li> </ul>	City Assessor	"
	<ul style="list-style-type: none"> <li>• Encode new Tax Declaration</li> </ul>	Computer Operator	"
	<ul style="list-style-type: none"> <li>• Approve new Tax Declaration</li> </ul>	City Assessor	"
2.Claim new Tax Declaration for reclassified property	<ul style="list-style-type: none"> <li>• Release new Tax Declaration for reclassified property</li> </ul>	Records Division: Assessment Clerk	"

**VII. Securing Certification of No Improvement on Real Property for BIR purposes.**

**Requirements**

1. Notarized sworn declaration of no improvement on real property executed by the buyer
2. Valid identification
3. Authorization from the owner, if the requesting party is not the owner
4. Official Receipt (O.R.) of processing fee
5. Picture of the property to prove that there is no improvement

**Fees**

Php150.00 per copy (for individual)  
 Php200.00 per copy (for corporation)

**Total/Maximum Duration of Process**

Three (3) to seven (7) days after inspection in coordination with property owner or authorized representative.

**How to Avail of the Service**

Client Step	LGU Action	Office/Person/s Responsible	Location of Office
1. Submit requirements and pay processing fee	<ul style="list-style-type: none"> <li>• Receive requirements</li> <li>• Check completeness</li> <li>• Issue Order of Payment</li> <li>• Return request form to client and advise to pay processing fee</li> </ul>	Taxmapping Division: Local Assessment Operation Officer I	Assessors Office 3 <sup>rd</sup> floor Pasig City Hall
	<ul style="list-style-type: none"> <li>• Receive payment</li> <li>• Issue official receipt</li> </ul>	Cashier	Windows 1-19 2 <sup>nd</sup> flr Treasurer's Office
2. Submit official receipt and noted request form to Computer Section	<ul style="list-style-type: none"> <li>• Accept OR</li> <li>• Forward request letter form to LAOO for inspection</li> </ul>	Computer Section: Clerk II/Computer Operator	Assessors Office 3 <sup>rd</sup> floor Pasig City Hall
	<ul style="list-style-type: none"> <li>• Schedule ocular inspection</li> <li>• Contact client to coordinate schedule of ocular inspection</li> <li>• Conduct ocular inspection of property</li> <li>• If no improvement on real property was confirmed, write "No Improvement" in the sworn declaration</li> <li>• Sign sworn declaration</li> <li>• Forward sworn declaration to Computer Section for encoding</li> </ul>	Appraisal Division: LAOO	"
	<ul style="list-style-type: none"> <li>• Print computer-generated Certification of No Improvement</li> </ul>	Computer Section: Computer Operator	"
	<ul style="list-style-type: none"> <li>• Check and review the computer-generated Certification of No Improvement</li> <li>• Forward documents to Info Tech Officer I for verification</li> </ul>	Computer Section: Data Encoder / Clerk	"
	<ul style="list-style-type: none"> <li>• Verify computer-generated Certification of No Improvement</li> <li>• Initial the computer-generated Certification of No Improvement</li> <li>• Forward documents to City Assessor for approval</li> </ul>	Info Tech Officer I	"
	<ul style="list-style-type: none"> <li>• Approve Certification of No Improvement</li> </ul>	City Assessor	"
3. Claim computer-generated Certification of No Improvement.	<ul style="list-style-type: none"> <li>• Release certified true copy of computer-generated Certification of No Improvement</li> </ul>	Computer Section: Clerk	"



**IX. Securing Certification of No Property**

**Requirements**

1. Accomplished request form
2. Valid identification
3. Official Receipt (O.R.) of processing fee.

**Fees**

- Php150.00 per copy (for individual)
- Php200.00 per copy (for corporation)

**Total/Maximum Duration of Process**

One (1) to two (2) hours per copy (Note: Request for multiple copies will take a few more hours)

**How to Avail of the Service**

Client Step	LGU Action	Office/Person/s Responsible	Location of Office
1. Submit request form and requirements and pay processing fee	<ul style="list-style-type: none"> <li>• Receive accomplished request form and requirements</li> <li>• Check completeness</li> <li>• Search/Verify name of requesting party in the Index File Cabinet of Real Property Owners</li> <li>• If with record, stamp affidavit, tick "with record", and sign/initial the letter request form</li> <li>• Forward verified Affidavit to Computer Section for verification in the database</li> </ul>	Index Section: Clerk	Assessors Office 3 <sup>rd</sup> Floor Pasig City Hall
	<ul style="list-style-type: none"> <li>• Search/Verify name of requesting party in the Computer Database of Real Property Owners</li> <li>• If with record, stamp affidavit, tick "with record", and sign/initial the Affidavit</li> <li>• Write fees to be paid and window number for transacting payment on the letter request form</li> <li>• Return letter request form to client and advise to pay processing fee</li> </ul>	Computer Section: Computer Operator	"
	<ul style="list-style-type: none"> <li>• Receive payment</li> <li>• Issue official receipt</li> </ul>	Cashier	Window 1-19 2 <sup>nd</sup> flr Treasurer's Office
2. Submit official receipt and verified letter request form to Computer Section	<ul style="list-style-type: none"> <li>• Accept OR</li> <li>• Attach OR to the letter request form</li> <li>• Print computer-generated Certification of No Property</li> <li>• Forward computer-generated Certification of No Property to Info Tech Officer I for verification and initial</li> </ul>	Computer Section: Clerk/Computer Operator	Assessors Office 3 <sup>rd</sup> Floor Pasig City Hall
	<ul style="list-style-type: none"> <li>• Verify computer-generated Certification of No Property</li> <li>• Initial the computer-generated Certification of No Property</li> <li>• Forward documents to Assistant City Assessor for signature</li> </ul>	Info Tech Officer I	"
	<ul style="list-style-type: none"> <li>• Sign computer-generated Certification of No Property</li> </ul>	City Assessor	"
3. Claim Certification of No Property	<ul style="list-style-type: none"> <li>• Release computer-generated Certification of No Property</li> </ul>	Clerk	"