

CITIZEN'S CHARTER 2022 (1st Edition)



I. Mandate:

The Department of Assessment, now known as the City Assessor's Office, located at Civic Center Building B (basement to 3rd floor), was created on June 16, 1950, pursuant to Section 17, Article V, of Republic Act No. 537, otherwise known as the Revised Quezon City Charter, amended by Section 88 of the Real Property Tax Code (PD 464), Section 169 of the 1983 Local Government Code (BP No. 337), and as further amended by Section 454 of the Local Government Code of 1991 (or RA 7160).

As prescribed under Section 472(b) of RA 7160 the Assessor shall take charge of the Assessor's Office, perform the duties provided for under Book II (Local Taxation & Fiscal Matters) of this Code (RA 7160), and shall:

- Ensure that all laws and policies governing appraisal and assessment of real properties for taxation purposes are properly executed;
- Initiate, review and recommend changes in policies and objectives, plans and programs, techniques, procedures and practices in the valuation and assessment of real properties for taxation purposes;
- Establish a systematic method of real property assessment;
- Install and maintain a real property identification and accounting system;
- Prepare, install and maintain a system of tax mapping, showing graphically all property subject to assessment and gather all data concerning the same;
- Conduct frequent physical surveys to verify and determine whether all real properties within the cities are properly listed in the assessment rolls;
- Exercise the functions of appraisal and assessment primarily for taxation purposes of all real properties within the jurisdiction of the City;
- Prepare a schedule of the fair market value for the different classes of real properties, following Title Two under Book II of the Code (RA 7160);
- Issue, upon request of any interested party, other records relative to its assessment, upon payment of a charge or fee to the City Assessor;
- Submit every semester a report of all assessment, as well as cancellations and modifications of assessment to the City Mayor and the Sangguniang Panlungsod; and
- Exercise such other powers and perform such other duties and functions as may be prescribed by law or ordinance.



II. Vision:

A leader in automated Real Property Tax Assessment, maintaining a major source of revenue generation in support of the services of the City to its constituents.

III. Mission:

Fair and updated appraisal of all real property for assessment purposes, with laws and policies pertaining thereto properly executed.

IV. Service Pledge:

- R Reliability, dependability, in workforce and assessment records
- P Perseverance, devotion, and dedication to duty
- A Accountability, responsible and liable for results and actions
- T Teamwork, the important role and cooperative action of everyone
- **S Service excellence** with integrity and professionalism



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SERVICE CLASSIFICATION

Above-mentioned transactions may be classified as simple, complex, and highly technical, depending on the number, property size and kind, and other considerations, as required by circumstances, considering that it involves **real property ownership** for taxation purposes, and not just an ordinary permit.

In particular, **simple transactions** are property-related transactions such as certified copy or certification that is not in any way involve a very large area, nor necessitates inspection, or an extensive examination and research, and are not in any way involved in duplication, overlapping, multiple claimants and such other land disputes/issues.

Complex transactions are transactions that necessitates inspection, further evaluation and revalidation in order to resolve not to mention the area/size, bulk of transaction and other issues.

Highly Technical on the other hand, involves transactions that necessitate furthermore evaluation and research in order to resolve, such complicated issues as duplication, overlapping, multiple claimants and such other land disputes/issues.

1.0 REQUEST FOR ISSUANCE OF NEW TAX DECLARATION

As a COVID-19 safety precaution, face to face transactions are minimized, thus, property owners and other stakeholders are required to transact online, using the CityAssessor@quezoncity.gov.ph email facility for the mean time, until the online application thru the Quezon City Easy Property Transfer (QCEPT) is operational.

While alternative methods for the submission of application is accepted, such as thru onpremise online submission –for those not able to transact online, this method however requires additional time not only for sanitation. Both methods require pre-evaluation activities and continued communication, before the transaction is officially entered or accepted for processing. It is very important to note that processing of transactions commences only upon submission of complete documents. Incomplete requirements will not be processed or will be returned to applicant, on both cases, whether thru email or online on premise applications.

Tax Declaration is a document that reflects the value of the real property whether Land, Building/Improvement or Machinery for purposes of Real Property Tax collection, assessed against the owner/taxable person or entity, as authorized under the Local Government Code (RA 7160), implemented through City Ordinance No. SP-91, S-1993, as amended, or The Quezon City Revenue Code of 1993 and subsequent Ordinances.

The Owner's Copy of a tax declaration is issued upon registration of transfer of ownership of real property from the previous owner to a new owner or upon declaration



of newly titled lot, new building or improvement and machinery. Under existing laws, it is the **duty of all persons** acquiring property to prepare, or cause to be prepared, and file with the City Assessor's Office, a sworn statement declaring the true value of their property, whether previously declared or undeclared, taxable or exempt, which shall be the current and fair market value of the property, as determined by the declarant. Such declaration shall contain a description of the property sufficient in detail to enable the assessor or his deputy to identify the same for assessment purposes.

Declaration herein referred to have to be filed within sixty (60) days from the issuance of its Transfer Certificate of Title (TCT) or Condominium Certificate of Title (CCT), as the case may be, otherwise shall be imposed a penalty for late filing in accordance with Ordinance No. SP-2361 s-2014.

Tax Declaration can also be issued for other transactions such as:

- (i) Consolidation/Subdivision or Segregation Lots/Improvement or Building
- (ii) Consolidation/Segregation with Transfer of Ownership of Real Property
- (iii) Consolidation of Ownership of Real Property
- (iv) Appraisal and Assessment of New Building/Improvements
- (v) Request for Reassessment/Reclassification
- (vi) Request for Updating/Revision of values (per existing Ordinances)
- (vii) Request for Correction of Entry/ies, Annotation, as may be necessary
- (viii) Request for Cancellation of Assessment Record/s
- (ix) Request for Cancellation of Assessment based on Closure/Termination of Business
- (x) Declaration of New/Undeclared Land (Titled Property)

1.1 Transfer of Ownership of (Land, Building and Machinery) to New Owner on the Basis of New Title/s Issued

To accommodate request of property owners who shall transfer real property ownership to another, in compliance with Section 202 in relation to Section 208 or RA 7160.

Processing Period: Three (3), Seven (7) or Twenty-one (21) days depending on

the number of parcels/real property units (RPUs) involved

and the complexity of Transaction/s involved

Simple - involves (a) Transfer of Single Condominium Units and Parking, covered only one (1) Deed of Conveyance

Complex - involves the transfer of vacant lot, which needs ocular inspection to confirm the existence or presence of undeclared building/structure



subject for assessment, and presence of informal settlers which most of the times is not being disclosed with mere pictures submitted. Transfer of existing building/improvement/s; lot with improvement or house and lot, and machinery if possible, embraced by only one (1) Deed of Conveyance, as well as 2 or more condominium unit transactions, maximum of 5, similarly embraced by one (1) Deed of Conveyance;

Highly Technical - involves the transfer of multiple lots and improvements above five (5) parcels/real property units (RPUs)

Transaction's processing period may also be affected by the following factors:

- 1. Volume/bulk of incoming transactions
- 2. System down time
- 3. Mis-sending of documents for compliance
- 4. Evaluation findings require completion of real property tax payment, validation of continuity of ownership based on TCTs/CCTs on record, incomplete transfer tax payment, unplotted properties subject for tax map validation, and many other issues.
- 5. Again, it is important to note that processing of transactions commences only upon submission of complete documents. Incomplete requirements will not be processed or will be returned to applicant, on both cases (whether thru email or online-on premise applications).

Office or Division:	CITY ASSESSOR'S OFFICE				
Classification:	Simple, Complex, Highly Technical				
Type of Transaction:	G2G-Government to Government, G2B-Government to Business, G2C-Government to Citizens				
Who may avail:	All Quezon City real property owners/taxpayers, buyers, brokers, Consultants, realtors/developers, and other parties of interest, duly authorized				

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Duly Accomplished digital Application Form	Quezon City Website:
101 (QCG-CAO-QP/SOI-B01-v05) for	https://quezoncity.gov.ph/department
electronic submission , requiring the following	s/city-assessors-department/
information:	https://assessorsoffice.quezoncity.go
 Full Name and Signature of the owner and 	<u>v.ph/</u>
submitting person/authorized	CAO's Facebook page/Messenger
representative	https://www.facebook.com/quezoncity
	<u>assessorsoffice</u>



 Contact Number and E-mail Address of the owner and authorized representative together with the following documents: Properly Filled-out FORM 101(QCG-CAO-QP/SOI-B01-v05) for On-premise online submission transaction Original copy of notarized Special Power of Attorney or Authorization, if filing thru a representative
together with the following documents: Properly Filled-out FORM 101(QCG-CAO-QP/SOI-B01-v05) for On-premise online submission transaction Original copy of notarized Special Power of Attorney or Authorization, if filing thru a representative City Assessor's Office, Ground Floor, Information Desk Property Owner
Properly Filled-out FORM 101(QCG-CAO-QP/SOI-B01-v05) for On-premise online submission transaction Original copy of notarized Special Power of Attorney or Authorization, if filing thru a representative City Assessor's Office, Ground Floor, Information Desk Property Owner
QP/SOI-B01-v05) for On-premise online submission transaction Original copy of notarized Special Power of Attorney or Authorization, if filing thru a representative
Submission transaction Original copy of notarized Special Power of Attorney or Authorization, if filing thru a representative
Original copy of notarized Special Power of Attorney or Authorization, if filing thru a representative
Attorney or Authorization, if filing thru a representative
representative
Photocopy of the Principal and Presenters valid Presenter/Applicant
ID
Mandatory requirements:
○ Certified True Copy/Electronic Certified copy Register of Deeds
of Transfer Certificate of Title/Condominium
Certificate of Title (TCT/CCT)
○ Certified true copy of previous TCT/CCT (to
establish continuity)
○ Deed of Conveyance (Secretary Certificate is Property Owner/Seller/Buyer
required if a seller is a corporation)
○ Transfer tax receipt (original or certified copy City Treasurer's Office
from CTO & photocopy) and Tax Bill
○ Seller's Business Tax Receipt/Business
Permit (original & photocopy, if seller is a
Corporation)
Current Realty Tax Clearance of updated and
correct RPT payment or photo copy of latest
year full payment
Electronic-Certificate Authorizing Registration Bureau of Internal Revenue
(eCAR), duplicate or photoco <i>py</i> (AO 186, s-2007)
o Note: For 1999 released Title and below, in case any of the mandatory requirement/document are no
longer available please submit: ✓ LRA Certification
✓ Notarized Affidavit of Loss executed by the Registered Owner
✓ Affidavit of actual possession/ownership
✓ Affidavit of Undertaking, if warranted
Latest Picture of Property (3x5 colored, photo Property Owner/Authorized)
paper), frontage/façade showing a full view of Representative
the structure
Copy of latest tax declaration (if necessary) City Assessor's Office
Affidavit of undertaking may also be required if Property Owner/Authorized
the above-cited documents proved Representative
insufficient.
A penalty of P2,000.00 per title (if necessary) City Treasurer's Office
imposed for late declaration filed sixty (60) days
after the issuance of the Transfer Certificate of



Title from the Registry of Deeds (Ordinance

Arrange all the requirements in a sequential manner as enumerated in the Checklist of Requirements.

requirements.		FEES		
CLIENT STEPS	AGENCY ACTIONS	TO BE	PROCESSING TIME	PERSON RESPONSIBLE
		PAID		
TRANSACTIONS SUBMIT	TED THRU EMAIL	Mars	1 <i>E</i> weigh	Dood in the st
1. Submit thru email (CityAssessor@quez oncity.gov.ph) properly Filled-out FORM 101(QCG-CAO-QP/SOI-B01- v05) inclusive of clear soft copy of all required documents in PDF or JPEG file.	1.1 Automatic email reply sent.1.2 Receive e-mail; check on all attachments submitted.	None	15 mins (Pre- receiving/ Intermediary stage)	Receiving Clerk/Email Administrator (Administrative Division)
1.1 Receive an automatic email reply acknowledging receipt of the request and wait for the application to be evaluated	1.3 Forwards e-mail to RRE for review and evaluation and control			Records Clerk (Records Section)
2.Wait for the request to be evaluated.	2.1 Receives forwarded email, track for control purposes and print all attachments;.	None	15 mins (Pre- receiving/ Intermediary stage)	Receiving clerks (RRE Unit)
	2.2 Checks and evaluates property subject of transfer as against proper documentation submitted.		15mins or more depending on the lot area and number of parcels	Assessment Clerks/Verifier s & Evaluators (RRE Unit)
	2.3 Upon record validation, refer		5 mins.	Receiving clerks (RRE Unit)

No.2361, Series of 2014).

To show proof of release, submit Acknowledgement Slip reflecting EPEB No. or Certification of Release from RD.



				E CONTROL CYTY	
	transaction for processing/tracking				
	2.4 Encodes transaction using the Transaction Document Tracking System for proper monitoring		5 mins.	Tax Mapping Receiving Clerk (Window 4)	
3. Receive an official acknowledgement thru email acknowledging receipt with Tracking Control No. & schedule of release; or Notice of denial (as the case may be) on the application/request.	3.1 E-mail back to officially acknowledge on-line request if compliant; or 3.1.1 E-mail applicant as to automatic denial due to lacking requirements found upon evaluation.	None	5 mins (Pre- receiving/ Intermediary stage)	Receiving clerks (RRE Unit)	
Note: Compliance to any of the lacking requirement is considered, back to first stage, thus, considered refiled and new Tracking No. will be assigned.					
	4.0 Print property record subject of transfer including posted FAAS, if any		15 mins.	EDP Data Controller	

ooriolacica follica aria i	incw Tracking Ivo. Will be a	ougnet	1.	
	4.0 Print property record subject of transfer including posted FAAS, if any		15 mins.	EDP Data Controller
	4.1 Prepare/update FAAS based on latest property information, recommend inspection, if necessary 4.2 Prepares transmittal listing to Station 2		1-2 days or more depending on appraiser's load	LAOO I (Property Appraisers)
	* Property/ies requiring field va	alidation a	are considered cor	nplex
	5.0 Receive transaction based on transmittal listing; 5.1 Validate/verify property record; 5.2 Check payment; 5.3 Encode FAAS; 5.4 Print FAAS; 5.5 Track & Transmit	None	1 day	Station 2 EDP Division Data Controller and Computer Operators



	6.0 Review & Verify encoded FAAS 6.1 Recommend editing (if necessary) 6.2 Route for Approval 6.3 Record & Track transaction 6.4 Transmit to Stn. 4	None	1/2 day	Station 3 Property Appraisers, Section Chief, PAD Chief Assessment Clerk
	 7.0 Review & submit FAAS 7.1 Assign TDN; 7.2 Encode annotation 7.3 Print/ generate NOA/TD 7.4Track and Transmit 	None	1/2 day	Station 4 Electronic Data Processing Division- Data Encoders
	8.0 Final review and Pre-Approval8.1 Counter-sign on NOA/TD8.2 Track and Transmit	None	1/2 day	Station 5 Assistant City Assessor for Operation
	9.0 Approval, Posting and Sorting of TD for release	None	2 hrs.	Station 6 City Assessor
4. Applicant receives email for the schedule of pick up/release. He/she may coordinate as well as to the preferred mode of release.	10.0 Notify clientele through e-mail/SMS on the availability of TD/NOA for release	None	30 minutes	Assessment Records Mgt. Division Releasing Team
5. Proceeds to releasing window with email confirmation to be presented & receive owner's copy of new Tax Declaration.	10.1 Releases new Tax Declaration & Notice of Assessments (TD/NOA)	None	30 minutes	Assessment Records Management Division Releasing Clerk (Window 6),
	TOTAL:		5-7 Days	

Note: 1) Processing time starts from full evaluation and assignment of tracking number.
2) Owner's copy of the Tax Declaration unclaimed within 5 days shall be forwarded to the Record's Section for mailing (within 5 days).



- 3) Transacting clients, apart from fulfilling the documentary requirements and payment of appropriate fee/s, shall observe proper health protocols in view of the COVID-19 pandemic.
- 4) Our process owners and staff shall, at all times, observe precautionary measures by wearing facial masks and face shields, frequent handwashing, among other measures and such other precautionary measures.

TRANSACTIONS SUBMITTED THRU ON PREMISE-ONLINE SUBMISSION

Arrange all the requirements in a sequential manner as enumerated in the Checklist of Requirements.

Requirements.				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for a schedule by setting an appointment online via https://qceservices.qu ezoncity.gov.ph/				
2. Organize all the requirements and request for the Application FORM 101(QCG-CAO-QP/SOI-B01-v05)	2.0 Officer of the Day reviews and checks completeness of requirements; 2.1 Provide applicant with the prescribed form. 2.2 Receives/collects hard copies from taxpayer	None	15 mins	Property Owner/ Applicant/ Officer of the Day
3. Properly assisted, applicant fills-out application form online, scan all the requirements and submit the same on premise via email CityAssessor@quezoncity.gov.ph. 3.1 Receive an automatic email reply acknowledging receipt of the request and wait for the	3.0 Automatic email reply sent. 3.1 Receive e-mail; check on all attachments submitted. 3.2 Forwards e-mail to RRE Unit for review, evaluation and control.	None	15 mins (Pre- receiving/ Intermediary stage)	Property Owner/ Applicant/ Officer of the Day/Email administrator (Admin. Div.) Receiving Clerk (Records Section)



application to be evaluated				
3.2 In the absence of available email address on the part of applicant, he/ she shall be assisted to have the same emailed/sent thru dropbox.CityAssessor @quezoncity.gov.ph 3.2.1 Receive an acknowledgement/reply via SMS.	3.3 OD scans the documents submitted & forwards the same via email to CityAssessor@quezon city.gov.ph which in turn shall directly forward the same to RRE for review, evaluation and control. 3.3.1 Auto email reply is relayed thru SMS 3.3.2 Received/ collected hard copies from taxpayer are forwarded to RRE Unit to minimize printing activities.		15-30 mins (Pre- receiving/ Intermediary stage)	Applicant/ Officer of the Day/Email administrator (Admin. Div.) Receiving Clerk (Records Section)
3.3 On both cases applicant waits for the request to be evaluated.	3.4 Receives forwarded email, track for control purposes and print all attachments;. 3.5 Checks and evaluates property subject of transfer as against proper documentation submitted. 3.6 Upon record validation, refer transaction for processing/tracking	None	15 mins (Pre- receiving/ Intermediary stage) 15mins or more depending on the lot area and number of parcels 5 mins.	Receiving clerks (RRE Unit) Assessment Clerks/Verifier s & Evaluators (RRE Unit) Receiving Clerk (RRE Unit)
	3.7 Encodes transaction using the Transaction Document Tracking System for proper monitoring		5 mins.	Tax Mapping Receiving Clerk (Window 4)



3.4 Receive an official acknowledgement thru email/SMS acknowledging receipt with Tracking Control No. & schedule of release; or Notice of denial (as the case may be) on the application/request.	3.8 Notify/email back to officially acknowledge on-line request if compliant together with Tracking No.; or 3.8.1 Notify/email applicant as to lacking documents for submission requirements found upon evaluation.	None	5 mins (Pre- receiving/ Intermediary stage)	Receiving Clerks (RRE Unit)
Note:				
•	he lacking requirement is on new Tracking No. will be a			t stage, thus,
	4.0 Print property		15 mins.	EDP Data
	record subject of			Controller
	transfer including			
	posted FAAS, if any			-
	4.1 Prepare/update		4.0 days an	Tax Mapper II
	FAAS based on latest		1-2 day or	and LAOO I
	property information,		more	(Property
	recommend inspection, if necessary		depending on	Appraisers)
	4.2 Prepares transmittal		appraiser's	
	listing to Station 2		load	
	^{2/} Property/ies requiring field v	alidation a		nplex
	5.0 Receive transaction	None	1 day	Station 2
	based on transmittal			EDP Division
	listing;			Data
	5.1 Validate/verify			Controller and
	property record;			Computer
	5.2 Check payment;			Operators
	5.3 Encode FAAS;			
	5.4 Print FAAS;			
	5.5 Track & Transmit	NI	4/0 -1-	04-41 0
	6.0 Review & Verify	None	1/2 day	Station 3
	encoded FAAS 6.1 Recommend editing			Property Appraisers,
	(if necessary)			Section Chief,
	6.2 Route for Approval			PAD Chief
	6.3 Record & Track			. ,
	transaction			Assessment
	6.4 Transmit to Stn.4			Clerk



	 7.0 Review & submit FAAS 7.1 Assign TDN; 7.2 Encode annotation 7.3 Print/ generate NOA/TD 7.4Track and Transmit 	None	1/2 day	Station 4 Electronic Data Processing Division- Data Encoders
	8.0 Final review and Pre-Approval 8.1 Counter-sign on NOA/TD 8.2 Track and Transmit	None	1 hr.	Station 5 Assistant City Assessor for Operation
	9.0 Approval, Posting and Sorting of TD for release	None	2 hrs.	Station 6 City Assessor
4. Applicant receives email for the schedule of pick up/release. He/she may coordinate as well as to the preferred mode of release.	10.0 Notify clientele through e-mail/ or SMS on the availability of TD/NOA for release	None	30 minutes	Assessment Records Mgt. Division Releasing Team
5. Proceeds to releasing window with email the confirmation to be presented & receive owner's copy of new Tax	10.1 Releases new Tax Declaration & Notice of Assessments (TD/NOA)	None	30 minutes	Assessment Records Management Division Releasing Clerk (Window 6)
Declaration.	TOTAL:		3 days for simple transaction 7 days for complex	

Note: 1) Processing time starts from full evaluation and tracking.

- 2) Owner's copy of the Tax Declaration unclaimed within 5 days shall be forwarded to the Record's Section for mailing (within5 days).
- 3) Transacting clients, apart from fulfilling the documentary requirements and payment of appropriate fee/s, shall observe proper health protocols in view of the COVID-19 pandemic.
- 4) Our process owners and staff shall, at all times, observe precautionary measures by wearing facial masks and face shields, frequent handwashing, among other measures and such other precautionary measures.
- 5) Owner's copy of Tax Declaration unclaimed within 5 days shall be forwarded to the Record's Section for mailing (within 5 days)



1.2 CONSOLIDATION/SUBDIVISION OR SEGREGATION OF LOT/IMPROVEMENT OR BUILDING

1.3 CONSOLIDATION/SEGREGATION WITH TRANSFER OF REAL PROPERTY

1.4 CONSOLIDATION OF OWNERSHIP OF REAL PROPERTY

These three (3) transactions are inter-related and involves almost similar processes, the City Assessor's Office is also mandated to Consolidate and Subdivide lots and even improvements, as the case maybe, depending on submitted documents, and most of the time, involves simultaneous change in ownership, based on approved subdivision plans submitted by the owner or any transacting public.

Considered a complex transactions to highly technical as it necessitates inspection, tax mapping, further evaluation and revalidation in order to plot exact location, resolve issues on area/size, and location, and other issues.

Processing Period:

Complex - 1-5 parcels w/out improvement, 5-7 days

- 1-5 parcels with improvement, 6-7 days

Highly Technical - 6-10 parcels w/out improvement, 8-10 days

- 6-10 parcels with improvement, 8-10 days

Transaction's processing period may also be affected by the following factors:

- 1. When subdivision plan involves many resulting lots or many consolidated lots in the case of consolidation.
- 2. Volume of transactions
- 3. System down time/network-related issues/system-generated errors
- 4. Mis-Sending of documents for compliance
- 5. Evaluation findings require completion of real property tax payment, validation of continuity of ownership based on TCTs/CCTs on record, incomplete transfer tax payment, unplotted properties subject for tax map validation, and many other issues.
- Again, it is important to note that processing of transactions commences only upon submission of complete documents. Incomplete requirements will not be processed or will be returned to applicant, on both cases (whether thru email or online-on premise applications).

Office or Division:	CITY ASSESSOR'S OFFICE
Classification:	COMPLEX, HIGHLY TECHNICAL
Type of Transaction:	G2G-Government to Government, G2B-Government to Business, G2C-Government to Citizens



Who may avail:

All Quezon City real property owners/taxpayers, buyers, brokers, Consultants, realtors/developers, and other parties of interest.

Consultants, realtors/dev	/elopers, and other parties of interest.
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
 Duly Accomplished digital Application Form 102 (QCG-CAO-QP/SOI-B02-v05) for electronic submission, requiring the following information: Full Name and Signature of the owner and submitting person/authorized representative Contact Number and E-mail Address of the owner and authorized representative together with the following documents: 	Quezon City Website: https://quezoncity.gov.ph/department s/city-assessors-department/ https://assessorsoffice.quezoncity.go v.ph/ CAO's Facebook page/Messenger https://www.facebook.com/quezoncity assessorsoffice
Properly Filled-out FORM 102(QCG-CAO-QP/SOI-B02-v05) for on-premise online submission	City Assessor's Office, Ground Floor, Information Desk
Original copy of notarized Special Power of Attorney or Authorization, if filing thru a representative	Property Owner
Photocopy of the Principal and Presenters valid ID	Presenter/Applicant
Mandatory requirements:	
Transfer Certificate of Title/Condominium Certificate of Title (Present original or certified copy from Registry of Deeds) Certified true copy of previous Transfer Certificate of Title/Condominium Certificate of Title	Register of Deeds
LRA Approved Subdivision Plan	Land Registration Authority/Register of Deeds; Bureau of Lands; Owner
Clear copy of latest tax declaration (if necessary)	City Assessor's Office
Current Realty Tax Clearance of correct and updated current RPT Payments and/or photocopy of latest year full payment	City Treasurer's Office
Deed of Partition (Partition Agreement) Affidavit of Consolidation, as the case may be	Property Owner
If with Change of Ownership, the following additional documents are required: Deed of Conveyance is required, which maybe: Deed of Sale/Donation	Property Owner



Deed of ExchangeExtrajudicial settlement of an estateAffidavit of Self Adjudication (sole heir)Deed of Conditional SaleOthers (Specify)	
 Note: In case the foregoing documents are no long ✓ LRA/RD Certification ✓ Notarized Affidavit of Loss executed by the Re ✓ Affidavit of actual possession/ownership, if wa ✓ Affidavit of Undertaking, if warranted 	egistered Owner
Transfer tax receipt (original or certified copy from CTO & photocopy) ^{1/} and Tax Bill Seller's Business Tax Receipt/Business Permit (original & photocopy)	City Treasurer's Office
Electronic-Certificate Authorizing Registration (eCAR), duplicate or photocopy(AO 186, s-2007) ^{1/}	Bureau of Internal Revenue
 Latest Picture of Property not more than 3 months (3x5 colored, photo paper), frontage/façade showing a full view of the structure 	Property Owner/Authorized Representative
Affidavit of undertaking may also be required if the above-cited documents proved insufficient.	Property Owner/Authorized Representative
A penalty of P2,000.00 per title (if necessary) imposed for late declaration filed sixty (60) days after the issuance of the Transfer Certificate of Title from the Registry of Deeds (Ordinance No.2361, Series of 2014). To show proof of release, submit Acknowledgement Slip	City Treasurer's Office
reflecting EPEB No. or Certification of Release from RD. Arrange all the requirements in a segmential man	ner as enumerated in the Checklist of

Arrange all the requirements in a sequential manner as enumerated in the Checklist of Requirements.

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
TRANSACTIONS SUBMIT	TED THRU EMAIL			
1. Submit thru email (CityAssessor@quez oncity.gov.ph) properly Filled-out FORM 102(QCG- CAO-QP/SOI-B02- v05) inclusive of	1.1 Automatic email reply sent. 1.2 Receive e-mail; check on all	None	15 mins (Pre- receiving/ Intermediary stage)	Receiving Clerk/Email Administrator (Administrativ eDivision)



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clear soft copy of all required documents in PDF or JPEG file 1.1 Receive an automatic email reply acknowledging receipt of the request and wait for the application to be evaluated	attachments submitted. 1.3 Forwards e-mail to RRE for review and evaluation and control			Records Clerk (Records Section)
2.Wait for the request to be evaluated.	2.1 Receives forwarded email, track for control purposes and print all attachments;.	None	15 mins (Pre- receiving/ Intermediary stage)	Receiving clerks (RRE Unit)
	2.2 Checks and evaluates property subject of transfer as against proper documentation submitted.		15mins or more depending on the lot area and number of parcels	Assessment Clerks/Verifier s & Evaluators (RRE Unit)
	2.3 Upon record validation, refer transaction for processing/tracking		5 mins.	Receiving clerks (RRE Unit)
	2.4 Encodes transaction using the Transaction Document Tracking System for proper monitoring		5 mins.	Tax Mapping Receiving Clerk (Window 4)
3.Receive an official acknowledgement thru email acknowledging receipt with Tracking Control No. & schedule of release; or Notice of denial (as the case	3.1 E-mail back to officially acknowledge on-line request if compliant; or 3.1.1 E-mail applicant as to automatic denial due to lacking requirements found upon evaluation.	None	5 mins (Pre- receiving/ Intermediary stage)	Receiving clerks (RRE Unit)



may be) on the				
application/ request.				
Note:	L		<u> </u>	
	he lacking requirement is o	conside	red. back to firs	t stage, thus,
•	new Tracking No. will be a			e caage, ande,
	4.0 Prints property	None	2 days or	Tax Mapping
	record and latest tax		more	Division, and
	map		depending	Property
	4.1 Researches and		on the lot	Appraisal
	checks parcel		area,	Division)
	configuration/plat		complexity	Verifier,
	4.2 Conducts ocular		and number	Evaluator
	inspection (if		of parcels	Evaluatoi
	necessary)			
	4.3 Validates, checks &			
	approves for			
	computerized			
	platting			
	4.4 Prepares FAAS			
	(Assign respective			
	PIN; Prepare			
	computation and			
	completion of			
	manual FAAS)			
	4.5 Prepares			
	transmittal listing to Station 2			
	5.0 Validate/verify	None	1 day	Station 2
	property record;	None	i uay	EDP Division
	Checks RPT			Data
	payment			Controller and
	5.1 Encode FAAS			Computer
	5.2 Print FAAS			
	5.3Track & Transmit			Operators
	6.0 Review & Verify	None	1 day	Station 3
	encoded FAAS			Property
	6.1Recommend editing			Appraisers,
	(if necessary)			Section Chief,
	6.2 Route for Approval			PAD Chief
	6.3 Record & Track			
	transaction			Assessment
	6.4 Track & Transmit			Clerk
	2/ Duanaut //a	ulkina fi - I	d volidation reasoning	22.1.401
	~ Property/ies req	uiring tiel	d validation require	es i day
	1			



	7.0 Review & submit FAAS 7.1 Assign TDN 7.2 Print/ generate NOA/TD 7.3 Encode annotations 7.4 Track and Transmit	None	½ day	Station 4 Electronic Data Processing Division Data Encoders
	8.0 Final review and Pre-Approval 8.1Counter-sign on NOA/TD 8.2 Track and Transmit	None	1 hr.	Station 5 Assistant City Assessor for Operation
	9.0 Approval, Posting and Sorting of TD for release	None	2 hrs	Station 6 City Assessor
4. Applicant receives email as to the availability of TD. He/ she may coordinate as well as to the preferred mode of release.	10.0 Notify clientele through e-mail/SMS on the availability of TD/NOA for release	None	30 minutes	Assessment Records Mgt. Division or Records Section of Admin Division
5. Proceeds to releasing window with the email confirmation to be presented & receive owner's copy of new Tax Declaration.	10.1 Releases Tax Declaration	None	30 minutes	Assessment Records Management Division Releasing Clerk (Window Counter 6)
	TOTAL:		5-7 days complex	,

TRANSACTIONS SUBMITTED THRU ON-PREMISE ONLINE SUBMISSION

Arrange all the requirements in a sequential manner as enumerated in the Checklist of Requirements.

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Request for a schedule by setting				
an appointment				



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online via https://qceservices.qu ezoncity.gov.ph/				
2. Organize all the requirements and request for the Application FORM 102(QCG-CAO-QP/SOI-B02-v05)	2.0 Officer of the Day reviews and checks completeness of requirements; 2.1 Provide applicant with the prescribed form. 2.2 Receives/collects hard copies from taxpayer	None	15 mins	Property Owner/ Applicant/ Officer of the Day
3. Properly assisted, applicant fills-out application form online, scan all the requirements and submit the same on premise via email CityAssessor@quezoncity.gov.ph. 3.1 Receive an automatic email reply acknowledging receipt of the request and wait for the application to be evaluated	 3.0 Automatic email reply sent. 3.1 Receive e-mail; check on all attachments submitted. 3.2 Forwards e-mail to RRE Unit for review, evaluation and control. 	None	15 mins (Pre- receiving/ Intermediary stage)	Property Owner/ Applicant/ Officer of the Day/Email administrator (Admin. Div.) Receiving Clerk (Records Section)
3.2 In the absence of available email	3.3 OD scans the documents submitted & forwards the same via email to CityAssessor@quezon city.gov.ph which in turn shall directly forward the same to RRE for review, evaluation and control. 3.3.1 Auto email reply is relayed thru SMS 3.3.2 Received/ collected hard copies from taxpayer are forwarded to RRE Unit		15-30 mins (Pre- receiving/ Intermediary stage)	Applicant/ Officer of the Day/Email administrator (Admin. Div.) Receiving Clerk (Records Section)



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	to minimize printing activities.			
3.3 On both cases applicant waits for the request to be evaluated.	3.4 Receives forwarded email, track for control purposes and print all attachments;. 3.5 Checks and evaluates property subject of transfer as against proper documentation submitted. 3.6 Upon record validation, refer transaction for processing/tracking	None	15 mins (Pre- receiving/ Intermediary stage) 15mins or more depending on the lot area and number of parcels 6 mins.	Receiving clerks (RRE Unit) Assessment Clerks/Verifier s & Evaluators (RRE Unit) Receiving Clerk (RRE Unit)
	3.7 Encodes transaction using the Transaction Document Tracking System for proper monitoring		5 mins.	Tax Mapping Receiving Clerk (Window 4)
3.4 Receive an official acknowledgement thru email/SMS acknowledging receipt with Tracking Control No. & schedule of release; or Notice of denial (as the case may be) on the application/request.	3.8 Notify/email back to officially acknowledge on-line request if compliant together with Tracking No.; or 3.8.1 Notify/email applicant as to lacking documents for submission requirements found upon evaluation.	None	5 mins (Pre- receiving/ Intermediary stage)	Receiving Clerks (RRE Unit)

Note:

Compliance to any of the lacking requirement is considered, back to first stage, thus, considered refiled and new Tracking No. will be assigned.



4.0 Prints property record and latest tax map 4.1 Researches and checks parcel configuration/plat 4.2 Conducts ocular inspection (if necessary) 4.3 Validates, checks & approves for computerized platting 4.4 Prepares FAAS (Assign respective PIN; Prepare computation and completion of manual FAAS) 4.5 Prepares transmittal listing to Station 2	None	2 days or more depending on the lot area and number of parcels	Tax Mapping Division, and Property Appraisal Division) Verifier, Evaluator
5.0 Validate/verify property record; Checks RPT payment 5.1 Encode FAAS	None	1 day	Station 2 EDP Division Data Controller and Computer
5.2 Print FAAS 5.3Track & Transmit			Operators
6.0 Review & Verify encoded FAAS 6.1Recommend editing (if necessary) 6.2 Route for Approval 6.3 Record & Track	None	1 day	Station 3 Property Appraisers, Section Chief, PAD Chief
transaction 6.4 Track & Transmit			Assessment Clerk
^{2/} Property/ies req	uirina fiel	d validation require	
7.0 Review & submit	None		Station 4
FAAS 7.1 Assign TDN 7.2 Print/ generate	INUITE	½ day	Electronic Data
NOA/TD			Processing Division



	7.3 Encode			Data
	annotations			Encoders
	7.4 Track and Transmit			
	8.0 Final review and	None	1 hr.	Station 5
	Pre-Approval			Assistant City
	8.1Counter-sign on			Assessor for
	NOA/TD			Operation
	8.2 Track and Transmit			
	9.0 Approval, Posting	None	2 hrs	Station 6
	and Sorting of TD for release			City Assessor
4. Applicant receives	10.0 Notify clientele	None	30 minutes	Assessment
email as to the	through e-mail/ or			Records Mgt.
availability of TD. He/	sms for the schedule			Division or
she may coordinate	of release.			Records
as well as to the				Section of
preferred mode of				Admin
release.				Division
5. Proceeds to	10.1 Releases Tax	None	30 minutes	Assessment
releasing window with	Declaration			Records
the email confirmation				Management
to be presented &				Division
receive owner's copy				Releasing
of new Tax				Clerk
Declaration.				(Window
	TOTAL.		F 7 dove	Counter 6)
	TOTAL:		5 -7 days	
			complex	

1.5 APPRAISAL & ASSESSMENT OF NEW BUILDING/IMPROVEMENT AND/OR MACHINERY

Both persons acquiring real property or making improvements thereon, and the City Assessor's Office has to make a declaration of real property as provided by law. This particular service is requested by declarant/owner for the issuance of a new tax declaration for his/her newly constructed building and/or newly installed machinery.

Processing Period: Five (5) working days for single transaction,

Complex - 7 days for more complex ones, e.g. Townhouses, medium-

rise buildings, etc.;

Highly Technical - 21 days or more, for multiple (500 and above)

condominium units



Note: Findings as a result of Sec. 204 (Declaration of Real Property by the Assessor) upon actual/ocular inspection, shall originate from the respective Appraisers in-charge, followed by the issuance of corresponding Notice to property owner/s.

Office or Division:	CITY ASSESSOR'S OFF	FICE			
Classification:	COMPLEX, HIGHLY TECHNICAL				
Type of Transaction:		G2G-Government to Government, G2B-Government to Business, G2C-Government to Citizens			
Who may avail:		erty owners/taxpayers, buyers, brokers, elopers, and other parties of interest.			
CHECKLIST OF	REQUIREMENTS	WHERE TO SECURE			
 Duly Accomplished digital Application Form 103 (QCG-CAO-QP/SOI-B03-v04) for electronic submission, requiring the following information: Full Name and Signature of the owner and submitting person/authorized representative Contact Number and E-mail Address of the owner and authorized representative together with the following documents Properly Filled-out FORM 103(QCG-CAO-QP/SOI-B03-v04) for on-premise online submission Original copy of notarized Special Power of 		Quezon City Website: https://quezoncity.gov.ph/department s/city-assessors-department/ https://assessorsoffice.quezoncity.go v.ph/ CAO's Facebook page/Messenger https://www.facebook.com/quezoncity assessorsoffice City Assessor's Office, Ground Floor, Information Desk Property Owner			
Attorney or Authorization, if filing thru a representative Photocopy of the Principal and Presenters valid		Presenter/Applicant			
ID Mandatory requireme					
Approved Building Permit Approved Building Plan Occupancy Permit (if any) Mechanical Permit (if any), for Machinery Current Realty Tax Clearance of updated and		Department of Building Official City Treasurer's Office			
	ent or present original and nt year full payment (for				



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Notarized Sworn Statement of owner declaring the property or the true value of machinery (in case machinery is the one being declared)		Property Owner		
Lease Contract, if warr	anted	Proper	ty Owner	
	rty, not more than 3 ored, photo paper) – owing a full view of the	Property Owner		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSIN G TIME	PERSON RESPONSIBLE
TRANSACTIONS SUBMIT	TED THRU EMAIL	1	Т	T
1. Submit thru email (CityAssessor@quez oncity.gov.ph) properly Filled-out FORM 103(QCG-CAO-QP/SOI-B03-v04) inclusive of clear soft copy of all required documents in PDF or JPEG file format. 1.1 Receive an automatic email reply acknowledging receipt of the request and wait for the application to be evaluated.	 1.1 Automatic email reply sent. 1.2 Receive e-mail; check on all attachments submitted. 1.3 Forwards e-mail to RRE for review and evaluation and control 	None	15 mins (Pre- receiving/ Intermediary stage)	Receiving Clerk/Email Administrator (Administrative Division) Records Clerk (Records Section)
2.Wait for the request to be evaluated.	2.1 Receives forwarded email, track for control purposes and print all attachments;. 2.2 Checks and evaluates property	None	15 mins (Pre- receiving/ Intermediary stage) 15mins or more	Receiving clerks (RRE Unit) Assessment Clerks/Verifier
	subject of assessment as against proper		depending on the lot	s & Evaluators (RRE Unit)



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	documentation submitted.		area and number of parcels	
3. Receive an official acknowledgement thru email acknowledging receipt or denial (as the case may be) of the application/request. 3.1 Wait for the request to be evaluated.	3.0 Email back to officially acknowledge on-line request if compliant; or 3.1 Email applicant as to automatic denial due to lacking requirements found upon evaluation. 3.2 Forwards e-mail to Property Appraisal Division (Station 1) for technical evaluation and control.		30 mins	Receiving clerks (RRE Unit)
	he lacking requirement is onew Tracking No. will be a			t stage, thus,
3.2 Owner receives	4.0 Checks and validates submitted documents 4.1 Conducts ocular inspection (if necessary) 4.2 Prepare corresponding Field Appraisal & Assessment Sheet (FAAS) 4.3 Assign Tracking No.	None	1-2 days depending on the number of RPUs	Records Clerk and Local Assessment Operations Officer assigned
email as to the Tracking Control No. & schedule of release	and inform applicant of the control/tracking no. 4 .4 Transmit FAAS prepared to Stn 2		00 11	TROOFIGE CIGIN
	5.0 Validate/verify property record; 5.1Encode FAAS 5.2 Print FAAS 5.4 Track & Transmit	None	1/2 day	Station 2 EDP Division Data Controller and Computer Operators



	6.0 Review & Verify encoded FAAS 6.1 Recommend editing (if necessary) 6.2 Route for Approval 6.3 Record & Track transaction 6.4 Transmit	None	1/2 day	Station 3 Property Appraisers, Section Chief, PAD Chief Assessment Clerk
	7.0 Review & submit FAAS 7.1 Assign TDN 7.2 Print/ generate NOA/TD 7.3 Encode annotations 7.4 Track and Transmit	None	1/2 day	Electronic Data Processing Division- Station 4 Data Encoders
	8.0 Final review and Pre-Approval 8.1 Counter-sign on NOA/TD 8.2 Track and Transmit	None	1 hour	Assistant City Assessor for Operation- Station 5
	9.0 Approval, Posting and Sorting of TD for release	None	2 hours	Station 6 City Assessor
4. Waits e-mail for the schedule of pick up/release of Tax Declaration	10.0 Notify clientele through e-mail/ or sms for the schedule of release	None	30 minutes	Assessment Records Magnt. Division or Records Section, Administrative Division
5. Receives a new copy of Tax Declaration through pick-up, e-mail, or by mail	10.1 Releases Tax Declaration	None	30 minutes	Assessment Records Management Division Releasing Clerk (Window Counter 6) Records Section, Administrative Division



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$T \cap T \wedge I$	3-5 days	
I TOTAL .	J-J uays	

TRANSACTIONS SUBMITTED THRU ON PREMISE-ONLINE SUBMISSION

Arrange all the requirements in a sequential manner as enumerated in the Checklist of Requirements.

rrequirements.				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for a schedule by setting an appointment online via https://qceservices.quezoncity.gov.ph/				
2.0 Organize all the requirements and request for the Application FORM 103 (QCG-CAO-QP/SOI-B03-v04)	2.0 Officer of the Day reviews and checks completeness of requirements; 2.1 Provide applicant with the prescribed form. 2.2 Receives/collects hard copies from taxpayer	None	15 mins	Property Owner/ Applicant/ Officer of the Day
3. Properly assisted, applicant fills-out application form online, scan all the requirements and submit the same on premise via email CityAssessor@quezoncity.gov.ph. 3.1 Receive an automatic email reply acknowledging receipt of the request and wait for the application to be evaluated	3.0 Automatic email reply sent. 3.1 Receive e-mail; check on all attachments submitted. 3.2 Forwards e-mail to RRE Unit for review, evaluation and control.	None	15 mins (Pre- receiving/ Intermediary stage)	Property Owner/ Applicant/ Officer of the Day/Email administrator (Admin. Div.) Receiving Clerk (Records Section)
3.2 In the absence of available email address on the part of applicant, he/ she	3.3 OD scans the documents submitted & forwards the same via email to		15-30 mins (Pre- receiving/	Applicant/ Officer of the Day/Email



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shall be assisted to have the same emailed/sent thru dropbox.CityAssesso r@quezoncity.gov.ph 3.2.1 Receive an acknowledgement/reply via SMS.	CityAssessor@quezonc ity.gov.ph which in turn shall directly forward the same to RRE for review, evaluation and control. 3.3.1 Auto email reply is relayed thru SMS 3.3.2 Received/ collected hard copies from taxpayer are forwarded to RRE Unit to minimize printing activities.		Intermediary stage)	administrator (Admin. Div.) Receiving Clerk (Records Section)
3.3 On both cases applicant waits for the request to be evaluated.	3.4 Receives forwarded email, track for control purposes and print all attachments;. 3.5 Checks and evaluates property subject of assessment as against proper documentation submitted.	None	15 mins (Pre- receiving/ Intermediary stage) 15mins or more depending on the lot area and number of RPUs	Receiving clerks (RRE Unit) Assessment Clerks/Verifier s & Evaluators (RRE Unit)
3.4 Receive an official acknowledgement thru email or SMS acknowledging receipt or denial (as the case may be) of the application/request.	3.6 Email back to officially acknowledge on-line request if compliant; or 3.6.1 Email applicant as to automatic denial due to lacking requirements found upon evaluation. 3.7 Forwards e-mail to Property Appraisal Division (Station 1) for technical evaluation and control.		30 mins	Receiving clerks (RRE Unit) Receiving clerks (RRE Unit) & PAD Receiving Clerk

Note

Compliance to any of the lacking requirement is considered, back to first stage, thus, considered refiled and new Tracking No. will be assigned.



3.5 Owner receives email or SMS, as to the Tracking Control No. & schedule of release	4.0 Checks and validates submitted documents 4.1 Conducts ocular inspection (if necessary) 4.2 Prepare corresponding Field Appraisal & Assessment Sheet (FAAS) 4.3 Assign Tracking No. and inform applicant of the control/tracking no. 4.4 Transmit FAAS prepared to Stn 2	None	1-2 days depending on the number of RPUs	Records Clerk and Local Assessment Operations Officer assigned
	5.0 Validate/verify property record; 5.1Encode FAAS 5.2 Print FAAS 5.4 Track & Transmit	None	1/2 day	Station 2 EDP Division Data Controller and Computer Operators
	6.0 Review & Verify encoded FAAS 6.1 Recommend editing (if necessary) 6.2 Route for Approval 6.3 Record & Track transaction 6.4 Transmit	None	1/2 day	Station 3 Property Appraisers, Section Chief, PAD Chief Assessment Clerk
	7.0 Review & submit FAAS 7.1 Assign TDN 7.2 Print/ generate NOA/TD 7.3 Encode annotations 7.4 Track and Transmit 8.0 Final review and Pre-Approval 8.1 Counter-sign on	None	1/2 day 1 hour	Electronic Data Processing Division- Station 4 Data Encoders Assistant City Assessor for Operation-
	NOA/TD 8.2 Track and Transmit			Station 5



4. Waits e-mail for the schedule of pick up/release of Tax Declaration 5. Receives a new copy of Tax Declaration through pick-up, e-mail, or by mail 10.1 Releases Tax Declaration 10.1 Releases Tax Declaration					
4. Waits e-mail for the schedule of pick up/release of Tax Declaration 5. Receives a new copy of Tax Declaration through pick-up, e-mail, or by mail 10.0 Notify clientele through e-mail/ or sms for the schedule of release 10.1 Releases Tax Declaration None None None 30 minutes Assessment Records Magnt. Division or Records Section, Administrative Division Assessment Records Section, Administrative Division Records Management Division Releasing Clerk (Window Counter 6) Records Section, Administrative Division Records Section, Administrative Division		and Sorting of TD for	None	2 hours	
copy of Tax Declaration through pick-up, e-mail, or by mail Declaration Records Management Division Releasing Clerk (Window Counter 6) Records Section, Administrative Division	the schedule of pick up/release of Tax	10.0 Notify clientele through e-mail/ or sms for the schedule of	None	30 minutes	Records Magnt. Division or Records Section, Administrative
TOTAL: 3-5 days	copy of Tax Declaration through pick-up, e-mail, or by		None	30 minutes	Records Management Division Releasing Clerk (Window Counter 6) Records Section, Administrative
		TOTAL :		3-5 days	

1.6 REQUEST FOR REASSESSMENT/RECLASSIFICATION

Reassessment/Reclassification on existing assessments are services requested by a property owner for purposes of (1) declaring additional area introduced or marking alteration to existing building/improvement, the predominant use of his/her property.

Processing Period:

Simple - 3-5 days for simple transactions

Complex - Seven (7) days for more complex ones, e.g. Townhouses,

Medium-rise buildings, etc.;

Highly Technical - 21 days or more, for multiple involving 2 or more building

and (500 and above) condominium units

Note: Findings as a result of Sec. 204 (Declaration of Real Property by the Assessor) upon actual/ocular inspection, shall originate from the respective Appraisers in-charge, followed by the issuance of corresponding Notice to property owner/s.



Office or Division:	CITY ASSESSOR'S OFFICE
Classification:	SIMPLE, COMPLEX
Type of	G2G-Government to Government, G2B-Government to
Transaction:	Business, G2C-Government to Citizens
Who may avail:	All Quezon City real property owners/taxpayers, buyers, brokers, Consultants, realtors/developers, and other parties of interest.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
 Duly Accomplished digital Application Form 103 (QCG-CAO-QP/SOI-B03-v04) for electronic submission, requiring the following information: Full Name and Signature of the owner and submitting person/authorized representative Contact Number and E-mail Address of the owner and authorized representative together with the following documents: 	Quezon City Website: https://quezoncity.gov.ph/department s/city-assessors-department/ https://assessorsoffice.quezoncity.go v.ph/ CAO's Facebook page/Messenger https://www.facebook.com/quezoncity assessorsoffice
Properly Filled-out FORM 103(QCG-CAO-QP/SOI-B03-v04) for on-premise online submission	City Assessor's Office, Ground Floor, Information Desk
Original copy of notarized Special Power of Attorney or Authorization, if filing thru a representative	Property Owner
Photocopy of the Principal and Presenters valid ID	Presenter/Applicant
Mandatory requirements:	
Approved Building Permit Approved Building Plan Occupancy Permit (if any)	Department of Building Official
Current Realty Tax Clearance of updated and correct RPT Payment or present original and photocopy of current year full payment (for Land/Lot)	City Treasurer's Office
Sworn Statement of owner declaring the property	Property Owner
Latest Picture of property not more than 3 months (3" x 5" colored, photo paper) –	Property Owner



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frontage/facade (sh structure)	owing a full view of the			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSIN G TIME	PERSON RESPONSIBLE
TRANSACTIONS SUBMIT	TED THRU EMAIL			
1. Submit thru email (CityAssessor@quez oncity.gov.ph) properly Filled-out FORM 103(QCG- CAO-QP/SOI-B03- v04) inclusive of clear soft copy of all required documents in PDF or JPEG file format. 1.1 Receive an automatic email reply acknowledging receipt of the request and wait for the application to be evaluated.	 1.1 Automatic email reply sent. 1.2 Receive e-mail; check on all attachments submitted. 1.3 Forwards e-mail to RRE for review and evaluation and control 	None	15 mins (Pre- receiving/ Intermediary stage)	Receiving Clerk/Email Administrator (Administrative Division) Records Clerk (Records Section)
2.Wait for the request to be evaluated.	2.1 Receives forwarded email, track for control purposes and print all attachments;. 2.2 Checks and evaluates property subject of assessment as against proper documentation submitted.	None	15 mins (Pre- receiving/ Intermediary stage) 15mins or more depending on the lot area and number of parcels	Receiving clerks (RRE Unit) Assessment Clerks/Verifier s & Evaluators (RRE Unit)
3. Receive an official acknowledgement thru email acknowledging receipt or denial (as	3.0 Email back to officially acknowledge on-line request if compliant; or		30 mins	Records Clerk (RRE Unit)



the case may be) of the application/ request. 3.1 Wait for the request to be evaluated.	3.1 Email applicant as to automatic denial due to lacking requirements found upon evaluation. 3.2 Forwards e-mail to Property Appraisal Division (Station 1) for technical evaluation and control.			
Note: Compliance to any of the lacking requirement is considered, back to first stage, thus, considered refiled and new Tracking No. will be assigned.				
3.2 Owner receives email as to the Tracking Control No. & schedule of release	4.0 Checks and validates submitted documents 4.1 Conducts ocular inspection (if necessary) 4.2 Prepare corresponding Field Appraisal & Assessment Sheet (FAAS) 4.3 Assign Tracking No. and inform applicant of the control/tracking no. 4.4 Transmit FAAS prepared to Stn 2	None	1-2 days depending on the number of RPUs	Records Clerk and Local Assessment Operations Officer assigned
	5.0 Validate/verify property record; 5.1Encode FAAS 5.2 Print FAAS 5.4 Track & Transmit	None	1/2 day	Station 2 EDP Division DC and Computer Operators
	6.0 Review & Verify encoded FAAS 6.1 Recommend editing (if necessary) 6.2 Route for Approval 6.3 Record & Track transaction 6.4 Transmit	None	1/2 day	Station 3 Property Appraisers, Section Chief, PAD Chief Assessment Clerk
	7.0 Review & submit FAAS	None	1/2 day	Electronic Data



7.2 N 7.3	Assign TDN Print/ generate NOA/TD Encode annotations Track and Transmit			Processing Division- Station 4 Data Encoders
Pre- 8.1	Final review and -Approval Counter-sign on NOA/TD Track and Transmit	None	1 hour	Assistant City Assessor for Operation- Station 5
a	Approval, Posting and Sorting of TD for elease	None	2 hours	Station 6 City Assessor
the schedule of pick thro	O Notify clientele bugh e-mail/ or sms the schedule of ase	None	30 minutes	Assessment Records Magnt. Division or Records Section, Administrative Division
	1 Releases Tax claration	None	30 minutes	Assessment Records Management Division Releasing Clerk (Window Counter 6) Records Section, Administrative Division

TRANSACTIONS SUBMITTED THRU ON PREMISE-ONLINE SUBMISSION

Arrange all the requirements in a sequential manner as enumerated in the Checklist of Requirements.

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for a schedule by setting				



an appointment online via https://qceservices.qu ezoncity.gov.ph/				
2. Organize all the requirements and request for the Application FORM 103 (QCG-CAO-QP/SOI-B03-v04)	2.0 Officer of the Day reviews and checks completeness of requirements; 2.1 Provide applicant with the prescribed form. 2.2 Receives/collects hard copies from taxpayer	None	15 mins	Property Owner/ Applicant/ Officer of the Day
3. Properly assisted, applicant fills-out application form online, scan all the requirements and submit the same on premise via email CityAssessor@quezoncity.gov.ph. 3.1 Receive an automatic email reply acknowledging receipt of the request and wait for the application to be evaluated	3.0 Automatic email reply sent. 3.1 Receive e-mail; check on all attachments submitted. 3.2 Forwards e-mail to RRE Unit for review, evaluation and control.	None	15 mins (Pre- receiving/ Intermediary stage)	Property Owner/ Applicant/ Officer of the Day/Email administrator (Admin. Div.) Receiving Clerk (Records Section)
3.2 In the absence of available email address on the part of applicant, he/ she shall be assisted to have the same emailed/sent thru dropbox.CityAssesso r@quezoncity.gov.ph 3.2.1 Receive an acknowledgement/reply via SMS.	3.3 OD scans the documents submitted & forwards the same via email to CityAssessor@quezonc ity.gov.ph which in turn shall directly forward the same to RRE for review, evaluation and control. 3.3.1 Auto email reply is relayed thru SMS 3.3.2 Received/ collected hard copies from taxpayer are		15-30 mins (Pre- receiving/ Intermediary stage)	Applicant/ Officer of the Day/Email administrator (Admin. Div.) Receiving Clerk (Records Section)



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	forwarded to RRE Unit			
	to minimize printing			
	activities.			
3.3 On both cases	3.4 Receives forwarded	None	15 mins	Receiving
applicant waits for the	email, track for control		(Pre-	clerks (RRE
request to be	purposes and print all		receiving/	Unit)
evaluated.	attachments;.		Intermediary	
			stage)	
	3.5 Checks and		15mins or	Assessment
	evaluates property		more	Clerks/Verifier
	subject of assessment		depending	s & Evaluators
	as against proper		on the lot	(RRE Unit)
	documentation		area and number of	
	submitted.			
3.4 Receive an official	3.6 Email back to		RPUs 30 mins	Receiving
acknowledgement	officially acknowledge		30 1111118	clerks (RRE
thru email or SMS	on-line request if			Unit)
acknowledging	compliant; or			Offic
receipt or denial (as	3.6.1 Email applicant as			
the case may be) of	to automatic denial due			
the application/	to lacking requirements			
request.	found upon evaluation.			
	3.7 Forwards e-mail to			Receiving
	Property Appraisal			clerks (RRE
	Division (Station 1) for			Unit) & PAD
	technical evaluation			Receiving
	and control.			Clerk
Note:				
,	the lacking requirement is o		•	t stage, thus,
considered refiled and	new Tracking No. will be a			D I. Ol. I
		None	1-2 days	Records Clerk
	validates submitted		depending	and Local
	documents 4.1 Conducts ocular		on the number of	Assessment
	inspection (if		RPUs	Operations Officer
	necessary)		IXF US	assigned
	4.2 Prepare			assigned
	corresponding Field			
	Appraisal &			
	Assessment Sheet			
	(FAAS)			
3.5 Owner receives	(FAAS) 4.3 Assign Tracking No.		30 mins	Records Clerk
3.5 Owner receives email or SMS, as to	,		30 mins	Records Clerk



No. & schedule of release	4 .4 Transmit FAAS prepared to Stn 2			
	5.0 Validate/verify property record; 5.1Encode FAAS 5.2 Print FAAS 5.4 Track & Transmit	None	1/2 day	Station 2 EDP Division Data Controller and Computer Operators
	6.0 Review & Verify encoded FAAS 6.1 Recommend editing (if necessary) 6.2 Route for Approval 6.3 Record & Track transaction 6.4 Transmit	None	1/2 day	Station 3 Property Appraisers, Section Chief, PAD Chief Assessment Clerk
	7.0 Review & submit FAAS 7.1 Assign TDN 7.2 Print/ generate NOA/TD 7.3 Encode annotations 7.4 Track and Transmit	None	1/2 day	Electronic Data Processing Division- Station 4 Data Encoders
	8.0 Final review and Pre-Approval 8.1 Counter-sign on NOA/TD 8.2 Track and Transmit	None	1 hour	Assistant City Assessor for Operation- Station 5
	9.0 Approval, Posting and Sorting of TD for release	None	2 hours	Station 6 City Assessor
4. Waits e-mail for the schedule of pick up/release of Tax Declaration	10.0 Notify clientele through e-mail/ or sms for the schedule of release	None	30 minutes	Assessment Records Magnt. Division or Records Section, Administrative Division
5. Receives a new copy of Tax Declaration through	10.1 Releases Tax Declaration	None	30 minutes	Assessment Records



pick-up, e-mail, or by				Management
mail				Division
				Releasing
				Clerk
				(Window
				Counter 6)
				Records
				Section,
				Administrative
				Division
	TOTAL :	•	5-7 days	

1.7 REQUEST FOR UPDATING OF ENTRIES/ANNOTATIONS

The clientele can avail of this kind of service in case there are specific entry/ies they feel to be corrected or updated in their tax declarations. Common transaction for correction of entry involves updating of address, correction of misspelled names, correction in the technical description, typographical errors, brought about by wrong entries on TCTs/CCTs, correction of Property Index Number (PIN) and many others.

However, there are property records particularly big parcels that remains unrevised for reasons of real property tax delinquency, multiple claimant, overlapping and other issues, that requires further revalidation before an updated record is issued, thus, considered and classified as complex.

Processing Period: Within three (3) to seven (7) working days or earlier for simple

and complex transactions, respectively.

Office or Division:	CITY ASSESSOR'S OFF	FICE		
Classification:	SIMPLE, COMPLEX			
Type of	G2G-Government to Government, G2B-Government to			
Transaction:	Business, G2C-Government to Citizens			
Who may avail:	All Quezon City real property owners/taxpayers, buyers, brokers, Consultants, realtors/developers, and other parties of interest.			
CHECKLIST OF	F REQUIREMENTS WHERE TO SECURE			
Duly Accomplished digital Application Form 104 (QCG-CAO-QP/SOI-B04-v04) for electronic submission, requiring the following information:		Quezon City Website: https://quezoncity.gov.ph/department/ s/city-assessors-department/		



 Full Name and Signature of the owner and submitting person/authorized representative Contact Number and E-mail Address of the owner and authorized representative 			https://assessorsoffice.quezoncity.go v.ph/ CAO's Facebook page/Messenger https://www.facebook.com/quezoncity assessorsoffice		
Properly Filled-out FOR QP/SOI-B04-v04) for consummer submission		-	sessor's Office ation Desk	, Ground Floor,	
Original copy of notariz Attorney or Authorization representative		Proper	ty Owner		
Photocopy of the Princ	ipal and Presenters valid	Presen	ter/Applicant		
Mandatory requireme	ents:				
Letter-request of the owner specifying requested correction and purpose for which the document will be used			/Authorized Rep	oresentative	
Properly Filled-out FORM 104 (QCG-CAO-QP/SOI-B04-v04) for on-premise online submission, inclusive of the clear soft copy of the requirements (in PDF or JPEG file)		CityAssessor@quezoncity.gov.ph; CAO Facebook page and CAO Messenger			
Certified true copy or o declaration (if the si	wner's copy of latest tax ubject of correction)	Property Owner			
(Depends on the requested for corr	9				
TCTs/CCTs - authentic RD (For correction of Technical Description		Registry of Deeds			
Current Realty Tax Clearance of updated and correct RPT Payment or present original and photocopy of current year full payment (for Land/Lot)		City Treasurer's Office)	
CLIENT STEPS	AGENCY ACTIONS	FEES TO PROCES- BE SING TIME PAID PERSON RESPONSIBLE			
TRANSACTIONS SUBMIT	TED THRU EMAIL				
1. Submit thru email (CityAssessor@quez oncity.gov.ph) properly Filled-out	1.1 Automatic email reply sent.	None	15 mins (Pre- receiving/	Receiving Clerk/Email Administrator	



FORM 104(QCG- CAO-QP/SOI-B04- v04) inclusive of clear soft copy of all required documents	1.2 Receive e-mail; check on all attachments submitted.		Intermediary stage)	(Administrativ eDivision)
in PDF or JPEG file format.	1.3 Forwards e-mail to RRE for review and evaluation and			Records Clerk (Records Section)
1.1 Receive an automatic email reply acknowledging receipt of the request and wait for the application to be evaluated.	control			
2.Wait for the request to be evaluated.	2.1 Receives forwarded email, track for control purposes and print all attachments;.	None	15 mins (Pre- receiving/ Intermediary stage)	Receiving clerks (RRE Unit)
	2.2 Checks and evaluates property subject of assessment as against proper documentation submitted.		15mins or more depending on the lot area and number of parcels	Assessment Clerks/Verifier s & Evaluators (RRE Unit)
3. Receive an official acknowledgement thru email acknowledging receipt or denial (as the case may be) of the application/ request. 3.1 Wait for the request to be processed/controlled.	3.0 Email back to officially acknowledge on-line request if compliant; or 3.1 Email applicant as to automatic denial due to lacking requirements found upon evaluation. 3.2 Forwards e-mail to Tax Mapping Division (Station 1) for technical evaluation and control.		30 mins	Receiving clerks (RRE Unit)
Noto:	•			



4. Owner receives email as to the Tracking Control No. & schedule of release 4.1 Receives notice of denial due to lacking requirements which may later on be re-submitted following the same process.	4.0 Checks and validates submitted documents 4.1 Conducts ocular inspection (if necessary, say for correction of property location) 4.2 Prepare corresponding Field Appraisal & Assessment Sheet (FAAS) 4.3 Assigns Tracking No. and inform applicant of the control/tracking no. 4.4 For incomplete requirements, applicant is advised accordingly. 4.5 Prepares transmittal listing to Station 2	None	1 day or more depending on the number of RPUs	Records Clerk and Local Assessment Operations Officer assigned Records Clerk
	5.0 Validate/verify property record; 5.1Encode FAAS 5.2 Print FAAS 5.4 Track & Transmit	None None	1/2 day	Station 2 EDP Division (DC and Computer Operators)
	 6.0 Review & Verify encoded FAAS 6.1 Recommend editing (if necessary) 6.2 Route for Approval 6.3 Record & Track transaction 6.4 Transmit 	inone	1/2 day	Station 3 Property Appraisers, Section Chief, PAD Chief Assessment Clerk
	7.0 Review & submit FAAS 7.1 Assign TDN 7.2 Print/ generate NOA/TD 7.3 Encode annotations	None	1/2 day	Electronic Data Processing Division- Station 4



	7.4 Track and Transmit			Data Encoders
	8.0 Final review and Pre-Approval 8.1 Counter-sign on NOA/TD 8.2 Track and Transmit	None	1 hour	Assistant City Assessor for Operation- Station 5
	9.0 Approval, Posting and Sorting of TD for release	None	2 hours	Station 6 City Assessor
5. Waits e-mail for the schedule of pick up/release of Tax Declaration	10.0 Notify clientele through e-mail for the schedule of release	None	30 minutes	Assessment Records Magnt. Division
6. Receives a new copy of Tax Declaration through pick-up, e-mail, or by mail	10.1 Releases Tax Declaration	None	30 minutes	Assessment Records Management Division Releasing Clerk (Window Counter 6)
	TOTAL :		3-5 days	

TRANSACTIONS SUBMITTED THRU ON PREMISE-ONLINE SUBMISSION

Arrange all the requirements in a sequential manner as enumerated in the Checklist of Requirements.

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for a schedule by setting an appointment online via https://qceservices.qu ezoncity.gov.ph/				
2. Organize all the requirements and request for the Application FORM 104(QCG-CAO-QP/SOI-B04-v04)	_	None	15 mins	Property Owner/ Applicant/ Officer of the Day



				SEZON GIT
3. Properly assisted, applicant fills-out application form online, scan all the	2.1 Provide applicant with the prescribed form. 2.2 Receives/collects hard copies from taxpayer 3.0 Automatic email reply sent. 3.1 Receive e-mail;	None	15 mins (Pre- receiving/ Intermediary	Property Owner/ Applicant/ Officer of the
requirements and submit the same on premise via email CityAssessor@quezoncity.gov.ph. 3.1 Receive an	check on all attachments submitted. 3.2 Forwards e-mail to		stage)	Day/Email administrator (Admin. Div.) Receiving
automatic email reply acknowledging receipt of the request and wait for the application to be evaluated	RRE Unit for review, evaluation and control.	N	45.00	Clerk (Records Section)
3.2 In the absence of available email address on the part of applicant, he/ she shall be assisted to have the same email/sent thru dropbox.CityAssessor@quezoncity.gov.ph 3.2.1 Receive an acknowledgement/ reply via SMS.	3.3 OD scans the documents submitted & forwards the same via email to CityAssessor@quezon city.gov.ph which in turn shall directly forward the same to RRE for review, evaluation and control. 3.3.1 Auto email reply is relayed thru SMS 3.3.2 Received/ collected hard copies from taxpayer are forwarded to RRE Unit to minimize printing activities.	None	15-30 mins (Pre- receiving/ Intermediary stage)	Applicant/ Officer of the Day/Email administrator (Admin. Div.) Receiving Clerk (Records Section)
3.3 On both cases applicant waits for the request to be evaluated.	3.4 Receives forwarded email, track for control purposes and print all attachments;.	None	15 mins (Pre- receiving/ Intermediary stage)	Receiving clerks (RRE Unit)



	3.5 Checks and evaluates property subject of assessment as against proper documentation submitted.	15mins or more depending on the lot area and number of RPUs	Assessment Clerks/Verifier s & Evaluators (RRE Unit)
3.4 Receive an official acknowledgement thru email or SMS acknowledging receipt or denial (as the case may be) of the application/request.	3.6 Email back to officially acknowledge on-line request if compliant; or 3.6.1 Email applicant as to automatic denial due to lacking requirements found	30 mins	Receiving clerks (RRE Unit)
Noto	upon evaluation. 3.7 Forwards e-mail to Tax Mapping Division (Station 1) for technical evaluation and control.		Receiving clerks (RRE Unit) & PAD Receiving Clerk

considered reflied and	new Tracking No. will be a	issigned	J	
	4.0 Checks and	None	1 day or	Records Clerk
	validates submitted		more	and Local
	documents		depending	Assessment
	4.1 Conducts ocular		on the	Operations
	inspection (if		number of	Officer
	necessary, say for		RPUs	assigned
	correction of property			
	location)			
	4.2 Prepare			
	corresponding Field			
	Appraisal &			
	Assessment Sheet			
	(FAAS)			
4. Owner receives	4.3 Assigns Tracking		30 mins	Records Clerk
email as to the	No. and inform			
Tracking Control No.	applicant of the			
& schedule of	control/tracking no.			
release				
4.1 Receives notice	4.4 For incomplete			
of denial due to	requirements, applicant			
lacking requirements	is advised accordingly.			
which may later on				



be re-submitted following the same process.	4.5 Prepares transmittal listing to Station 2			
	5.0 Validate/verify property record; 5.1Encode FAAS 5.2 Print FAAS 5.4 Track & Transmit	None	1/2 day	Station 2 EDP Division DC and Computer Operators
	6.0 Review & Verify encoded FAAS 6.1 Recommend editing (if necessary) 6.2 Route for Approval 6.3 Record & Track transaction 6.4 Transmit	None	1/2 day	Station 3 Property Appraisers, Section Chief, PAD Chief Assessment Clerk
	7.0 Review & submit FAAS 7.1 Assign TDN 7.2 Print/ generate NOA/TD 7.3 Encode annotations 7.4 Track and Transmit	None	1/2 day	Electronic Data Processing Division- Station 4 Data Encoders
	8.0 Final review and Pre-Approval 8.1 Counter-sign on NOA/TD 8.2 Track and Transmit	None	1 hour	Assistant City Assessor for Operation- Station 5
	9.0 Approval, Posting and Sorting of TD for release	None	2 hours	Station 6 City Assessor
5. Waits e-mail for the schedule of pick up/release of Tax Declaration	10.0 Notify clientele through e-mail for the schedule of release	None	30 minutes	Assessment Records Magnt. Division
6. Receives a new copy of Tax Declaration through pick-up, e-mail, or by mail	10.1 Releases Tax Declaration	None	30 minutes	Assessment Records Management Division Releasing Clerk



		(Window Counter 6)
TOTAL :	3-5 days	

1.7.1 ANNOTATIONS (ANNOTATION OF WARRANT OF LEVY, LIEN, MORTGAGE & OTHER ENCUMBRANCES)

Another vital service of the City Assessor's Office, for property owners and other interested parties having legal claim/s over a property, that includes: Warrant of Levy/Tax Lien, Notice of Lis Pendens, Adverse Claim, and Mortgage and other encumbrances. Except for tax liens, these are the annotations made on the Title which should be carried over on Tax Declarations for legal purposes and which may also be cancelled anytime, based on the court decision and the like.

Processing Period: Within three (3) working days being a simple transaction only.

Office or Division:	CITY ASSESSOR'S OFFICE
Classification:	SIMPLE
Type of Transaction:	G2G-Government to Government, G2B-Government to Business, G2C-Government to Citizens
Who may avail:	All Quezon City real property owners/taxpayers, buyers, brokers, Consultants, realtors/developers, and other parties of interest.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
 Duly Accomplished digital Application Form 105 (QCG-CAO-QP/SOI-B05-v04) for electronic submission, requiring the following information: Full Name and Signature of the owner and submitting person/authorized representative Contact Number and E-mail Address of the owner and authorized representative together with the following documents: 	Quezon City Website: https://quezoncity.gov.ph/department s/city-assessors-department/ https://assessorsoffice.quezoncity.go v.ph/ CAO's Facebook page/Messenger https://www.facebook.com/quezoncity assessorsoffice
Properly Filled-out FORM 105(QCG-CAO-QP/SOI-B05-v04) for on-premise online submission	City Assessor's Office, Ground Floor, Information Desk



Original copy of notarized Special Power of Attorney or Authorization, if filing thru a		Proper	ty Owner		
Photocopy of the Principal and Presenters valid ID		Preser	Presenter/Applicant		
Mandatory requireme	ents:				
Letter-request of the over requested annotation the document will be	on and purpose for which	Owner	/Authorized Re _l	presentative	
submission, inclusiv	RM 105 (QCG-CAO- or on-premise online re of the clear soft copy (in PDF or JPEG file)		sessor@quezo acebook page nger		
Certified true copy or o declaration (if the se	wner's copy of latest tax ubject of correction)	Proper	ty Owner		
Valid annotation on TCTs/CCTs (Notice of Lis Pendens, Adverse Claim, and Mortgage and other encumbrances - authenticated/certified copy from RD		Regist	egistry of Deeds		
Copy of Notice/Lifting of	of Levy from BIR	Bureau	Bureau of Internal Revenue		
Copy of original Cance with transmittal from	llation of Warrant of Levy	City Tr	easurer's Office	•	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSIN G TIME	PERSON RESPONSIBLE	
TRANSACTIONS SUBMIT	TED THRU EMAIL				
1. Submit thru email (CityAssessor@quez oncity.gov.ph) properly Filled-out FORM 105(QCG- CAO-QP/SOI-B05- v04) inclusive of clear soft copy of all required documents	1.1 Automatic email reply sent.1.2 Receive e-mail; check on all attachments submitted.	None	15 mins (Pre- receiving/ Intermediary stage)	Receiving Clerk/Email Administrator (Administrativ eDivision)	
in PDF or JPEG file format. 1.1 Receive an automatic email reply acknowledging	1.3 Forwards e-mail to RRE for review and evaluation and control			Records Clerk (Records Section)	



				\smile
receipt of the request and wait for the				
application to be				
evaluated.				
2.Wait for the request	2.1 Receives forwarded	None	15 mins	Receiving
to be evaluated.	email, track for control	None	(Pre-	clerks (RRE
to be evaluated.	purposes and print all		receiving/	Unit)
	attachments;.		Intermediary	Offit)
	attacimients,.		stage)	
			Stage)	
	2.2 Checks and		15mins or	Assessment
	evaluates property		more	Clerks/Verifier
	subject of assessment		depending	s & Evaluators
	as against proper		on the lot	(RRE Unit)
	documentation		area and	(
	submitted.		number of	
			parcels	
3. Receive an official	3.0 Email back to		30 mins	Receiving
acknowledgement	officially acknowledge			clerks (RRE
thru email	on-line request if			Unit)
acknowledging	compliant; or			
receipt or denial (as	3.1 Email applicant as			
the case may be) of	to automatic denial due			
the application/	to lacking requirements			
request.	found upon evaluation.			
3.1 Wait for the	3.2 Forwards e-mail to			
request to be	Assessment Records			
evaluated.	Management Division			
	(Station 1) for technical			
	evaluation and control.			
Note:				
	he lacking requirement is o			t stage, thus,
considered refiled and	new Tracking No. will be a			Records Clerk
	4.0 Checks and validates submitted	None	1 day or	and Local
	documents		more depending	Assessment
	4.1 Prepare		on the	Operations
	corresponding Field		number of	Officer
	Appraisal &		RPUs	assigned
	Assessment Sheet		111 03	doolgilou
	(FAAS)			
4. Owner receives	4.2 Assign Tracking No.			
email as to the	and inform applicant of			
Tracking Control No.	the control/tracking no.			
L	I		l .	l i



& schedule of release 4.1 Receives notice of denial due to lacking requirements which may later on be re-submitted following the same process.	4.3 For incomplete requirements, applicant is advised accordingly.4.4 Prepares transmittal listing to Station 2		30 mins	Records Clerk
process.	5.0 Validate/verify property record; 5.1Encode FAAS 5.2 Print FAAS 5.3 Track & Transmit	None	1/2 day	Station 2 EDP Division DC and Computer Operators
	 6.0 Review & Verify encoded FAAS 6.1 Recommend editing (if necessary) 6.2 Route for Approval 6.3 Record & Track transaction 6.4 Transmit 	None	1/2 day	Station 3 Property Appraisers, Section Chief, PAD Chief Assessment Clerk
	7.0 Review & submit FAAS 7.1 Assign TDN 7.2 Print/ generate NOA/TD 7.3 Encode annotations 7.4 Track and Transmit	None	1/2 day	Electronic Data Processing Division- Station 4 Data Encoders
	8.0 Final review and Pre-Approval 8.1 Counter-sign on NOA/TD 8.2 Track and Transmit	None	1 hour	Assistant City Assessor for Operation- Station 5
	9.0 Approval, Posting and Sorting of TD for release	None	2 hours	Station 6 City Assessor
5. Waits e-mail for the schedule of pick up/release of Tax Declaration	10.0 Notify clientele through e-mail/ or sms for the schedule of release	None	30 minutes	Assessment Records Magnt. Division
6. Receives a new copy of Tax	10.1 Releases Tax Declaration	None	30 minutes	Assessment Records



Declaration through			Management
pick-up, e-mail, or by			Division
mail			Releasing
			Clerk
			(Window
			Counter 6)
	TOTAL :	3 days	

There are times however that Annotations are requested on existing or particular Tax Declaration on file, thus, process flow would be different. Instead of routing the application/request for encoding and the like, request may be referred directly to the Assessment Records Management Division (ARMD), being the repository of original copy of all Tax Declarations on file and shall have the following process, referring to the same set of requirements, to wit:

•	Per standing instruction			City Assessor
	from the office of the			Oity / (330330)
	City Assessor:			
	- Forward transmittal to			CA Staff
	ARMD			CA Stail
	- Receive transmittal	None	5 minutes	ARMD
	from CA			personnel
	- Checks and validates	None	15 minutes	Head, ARMD
	transmittal and			
	submitted documents;			
	- Forward transmittal/		10 minutes	ARMD
	request to Records			personnel
	Control Section			'
	- Retrieve tax	None	30 minutes	ARMD-
	declaration subject			Records
	for annotation			Control
	- Stamp annotation on			Section
	tax declaration			
	- Review and	None	15 minutes	Head, ARMD
	approve/sign			,
	stamped annotation			
	- Issue Certified True	₱50	20 minutes	ARMD-
	Copy of TD with the	per		Records
	requested	сору		Control
	annotation.			Section
Owner receives	- Order of Payment is		10 minutes	ARMD
Order of payment	issued			personnel
and pay at the City	- Forward transmittal to	None	15 minutes	ARMD
Treasurer's Office	CA/Admin Records			personnel
	for releasing			



	- Forward CTC of TD to EDP for encoding of annotation on database		
Owner receives notification	- Notify requesting party thru email of the schedule of release of annotated tax declaration	5 minutes	Admin- Records
Present original payment receipt and Control number copy received from Records-Admin email And receives certified copy of duly annotated Tax Declaration	Releases certified copy of Tax Declaration together with the annotation, to requesting party	10 minutes	Admin- Records (Administrativ e Division)
	TOTAL	Within a day	

TRANSACTIONS SUBMITTED THRU ON PREMISE-ONLINE SUBMISSION

Arrange all the requirements in a sequential manner as enumerated in the Checklist of Requirements.

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for a schedule by setting an appointment online via https://qceservices.qu ezoncity.gov.ph/				
2. Organize all the requirements and request for the Application FORM 105(QCG-CAO-QP/SOI-B04-v04)	2.0 Officer of the Day reviews and checks completeness of requirements; 2.1 Provide applicant with the prescribed form. 2.2 Receives/collects hard copies from taxpayer	None	15 mins	Property Owner/ Applicant/ Officer of the Day
3. Properly assisted, applicant fills-out	3.0 Automatic email reply sent.	None	15 mins	Property Owner/



application form online, scan all the requirements and submit the same on premise via email CityAssessor@quezoncity.gov.ph. 3.1 Receive an automatic email reply acknowledging receipt of the request and wait for the application to be evaluated	3.1 Receive e-mail; check on all attachments submitted. 3.2 Forwards e-mail to RRE Unit for review, evaluation and control.		(Pre- receiving/ Intermediary stage)	Applicant/ Officer of the Day/Email administrator (Admin. Div.) Receiving Clerk (Records Section)
3.2 In the absence of available email address on the part of applicant, he/ she shall be assisted to have the same emailed/sent thru dropbox.CityAssessor @quezoncity.gov.ph 3.2.1 Receive an acknowledgement/ reply via SMS.	documents submitted & forwards the same	None	15-30 mins (Pre- receiving/ Intermediary stage)	Applicant/ Officer of the Day/Email administrator (Admin. Div.) Receiving Clerk (Records Section)
3.3 On both cases applicant waits for the request to be evaluated.	3.4 Receives forwarded email, track for control purposes and print all attachments;. 3.5 Checks and evaluates property subject of assessment as against proper documentation submitted.	None	15 mins (Pre- receiving/ Intermediary stage) 15mins or more depending on the lot area and number of RPUs	Receiving clerks (RRE Unit) Assessment Clerks/Verifier s & Evaluators (RRE Unit)



considered remed and	Tiew Tracking No. Will be a			_
	4.0 Checks and	None	1 day or	Records Clerk
	validates submitted		more	and Local
	documents		depending	Assessment
	4.1 Prepare		on the	Operations
	corresponding Field		number of	Officer
	Appraisal &		RPUs	assigned
	Assessment Sheet			
	(FAAS)			
4.0 Owner receives	4.2 Assign Tracking No.			
email as to the	and inform applicant of			
Tracking Control No.	the control/tracking no.			
& schedule of				
release				
4.1 Receives notice	4.3 For incomplete		30 mins	Records Clerk
of denial due to	requirements, applicant			
lacking requirements	is advised accordingly.			
which may later on				
be re-submitted				
following the same	4.4 Prepares transmittal			
process.	listing to Station 2			
•	5.0 Validate/verify	None	1/2 day	Station 2
	property record;		,	EDP Division
	5.1Encode FAAS			DC and
	5.2 Print FAAS			Computer
	5.3 Track & Transmit			Operators
				Operators
	6.0 Review & Verify	None	1/2 day	Station 3
	encoded FAAS			_



6.1 Recommend editing (if necessary)	Property
6.2 Route for Approval 6.3 Record & Track transaction 6.4 Transmit	Appraisers, Section Chief, PAD Chief Assessment Clerk
FAAS 7.1 Assign TDN 7.2 Print/ generate NOA/TD 7.3 Encode annotations 7.4 Track and Transmit	/2 day Electronic Data Processing Division- Station 4 Data Encoders
8.0 Final review and Pre-Approval 8.1 Counter-sign on NOA/TD 8.2 Track and Transmit	hour Assistant City Assessor for Operation- Station 5
9.0 Approval, Posting None 2 and Sorting of TD for release	Shours Station 6 City Assessor
the schedule of pick up/release of Tax schedule of release Declaration through e-mail for the schedule of release	Assessment Records Magnt. Division
6.0 Receives a new copy of Tax Declaration through pick-up, e-mail, or by mail	Assessment Records Management Division Releasing Clerk (Window Counter 6)
TOTAL:	3-5 days

There are times however that Annotations are requested on existing or particular Tax Declaration on file, thus, process flow would be different. Instead of routing the application/request for encoding and the like, request may be referred directly to the Assessment Records Management Division (ARMD), being the repository of original copy of all Tax Declarations on file and shall have the following process, referring to the same set of requirements, to wit:



	Per standing instruction from the office of the City Assessor:			City Assessor
	- Forward transmittal to ARMD			CA Staff
	- Receive transmittal from CA	None	5 minutes	ARMD personnel
	- Checks and validates transmittal and submitted documents;	None	15 minutes	Head, ARMD
	- Forward transmittal/ request to Records Control Section		10 minutes	ARMD personnel
	 Retrieve tax declaration subject for annotation Stamp annotation on tax declaration 	None	30 minutes	ARMD- Records Control Section
	- Review and approve/sign stamped annotation	None	15 minutes	Head, ARMD
	- Issue Certified True Copy of TD with the requested annotation.	₱50 per copy	20 minutes	ARMD- Records Control Section
Owner receives Order of payment	Order of Payment is issued		10 minutes	ARMD personnel
and pay at the City Treasurer's Office	 Forward transmittal to CA/Admin Records for releasing Forward CTC of TD to EDP for encoding of annotation on database 	None	15 minutes	ARMD personnel
Owner receives notification	- Notify requesting party thru email of the schedule of release of annotated tax declaration		5 minutes	Admin- Records
Present original payment receipt and Control no. received from Records-Admin email and receives	- Releases certified copy of Tax Declaration with the annotation, to requesting party		10 minutes	Admin- Records (Administrativ e Division)



certified copy of duly			
annotated Tax			
Declaration			
	TOTAL	Within a day	

1.8 CANCELLATION OF ASSESSMENT RECORDS (TOTAL DEMOLITION/ CESSATION OR RETIREMENT OF MACHINERY OPERATION

Tax Declarations are issued for taxation purposes, in the same manner, that Notice of Cancellations is issued to cancel the same, for reasons such as demolition, razed by fire, duplication of assessment, retirement of machinery, and others.

P	rocessing F	Period	l:	Vithir	ı three	(3)) working	g day	ys being	g a sim	ıple	transacti	ion only	V

Office or Division:	CITY ASSESSOR'S OFFICE						
Classification:	SIMPLE						
Type of	G2G-Government to Government, G2B-Government to						
Transaction:	Business, G2C-Governm	Business, G2C-Government to Citizens					
Who may avail:	All Quezon City real prop	perty owners/taxpayers, buyers, brokers,					
	Consultants, realtors/dev	relopers, and other parties of interest.					
CHECKLIST O	FREQUIREMENTS	WHERE TO SECURE					
 106 (QCG-CAO-QP/S) electronic submissi following information: Full Name and Significant submitting person representative Contact Number and Significant 	on, requiring the gnature of the owner and	Quezon City Website: https://quezoncity.gov.ph/departments /city-assessors-department/ https://assessorsoffice.quezoncity.gov .ph/ CAO's Facebook page/Messenger https://www.facebook.com/quezoncity assessorsoffice					
together with the	following documents:						
Properly Filled-out FC QP/SOI-B06-v03) for submission		City Assessor's Office, Ground Floor, Information Desk					
Attorney or Authorizat representative		Property Owner					
Photocopy of the Prin valid ID	cipal and Presenters	Presenter/Applicant					



I Mandatory requirem	onte:				
Mandatory requirem Letter-request of the o		Owner	Authorized Den	rocontotivo	
representative	owner or authorized	Owner	Authorized Rep	reserialive	
Properly Filled-out FC	DRM 106 (OCG-CAO-	CityAssessor@quezoncity.gov.ph;			
	for on-premise online	CAO Facebook page and CAO			
	ive of the clear soft copy	Messenger			
	s (in PDF or JPEG file)	IVICSSCI	igei		
	owner's copy of latest tax	Propert	y Owner		
declaration (if & wl		Tropert	y Owner		
,	earance of updated and	City Tre	easurer's Office		
_	ent or present original	City 116	asulei s Office		
	current year full payment				
(for Land/Lot)	surrent year ran payment				
Demolition Permit (in	case of demolition)	Denartr	ment of Building	Official	
Certification from Fire		Bureau		Omolai	
razed/destroyed by		Dureau	OI I II C		
Barangay Certification	n (if necessary)		of the Barangay	where the	
		property	y is located		
		FEES	DD 00500IN	PERSON	
CLIENT STEPS	AGENCY ACTIONS	TO BE	PROCESSIN	RESPONSIBLE	
		PAID	G TIME		
TRANSACTIONS SUBMI	TTED THRU EMAIL				
1. Submit thru email	TTED THRU EMAIL				
1. Submit thru email (CityAssessor@que		None	15 mins	Receiving	
1. Submit thru email (CityAssessor@que zoncity.gov.ph)	1.1 Automatic email	None	15 mins	Receiving Clerk/Email	
1. Submit thru email (CityAssessor@quezoncity.gov.ph) properly Filled-out		None	(Pre-	Clerk/Email	
1. Submit thru email (CityAssessor@que zoncity.gov.ph) properly Filled-out FORM 106(QCG-	1.1 Automatic email reply sent.	None	(Pre- receiving/	Clerk/Email Administrator	
1. Submit thru email (CityAssessor@quezoncity.gov.ph) properly Filled-out	1.1 Automatic email reply sent. 1.2 Receive e-mail;	None	(Pre- receiving/ Intermediary	Clerk/Email Administrator (Administrativ	
1. Submit thru email (CityAssessor@que zoncity.gov.ph) properly Filled-out FORM 106(QCG-CAO-QP/SOI-B06-v03) inclusive of	1.1 Automatic email reply sent. 1.2 Receive e-mail; check on all	None	(Pre- receiving/	Clerk/Email Administrator	
1. Submit thru email (CityAssessor@que zoncity.gov.ph) properly Filled-out FORM 106(QCG-CAO-QP/SOI-B06-v03) inclusive of clear soft copy of all	1.1 Automatic email reply sent.1.2 Receive e-mail; check on all attachments	None	(Pre- receiving/ Intermediary	Clerk/Email Administrator (Administrativ	
1. Submit thru email (CityAssessor@que zoncity.gov.ph) properly Filled-out FORM 106(QCG-CAO-QP/SOI-B06-v03) inclusive of	1.1 Automatic email reply sent. 1.2 Receive e-mail; check on all	None	(Pre- receiving/ Intermediary	Clerk/Email Administrator (Administrativ	
1. Submit thru email (CityAssessor@que zoncity.gov.ph) properly Filled-out FORM 106(QCG-CAO-QP/SOI-B06-v03) inclusive of clear soft copy of all	1.1 Automatic email reply sent.1.2 Receive e-mail; check on all attachments submitted.	None	(Pre- receiving/ Intermediary	Clerk/Email Administrator (Administrativ eDivision)	
1. Submit thru email (CityAssessor@que zoncity.gov.ph) properly Filled-out FORM 106(QCG-CAO-QP/SOI-B06-v03) inclusive of clear soft copy of all required documents	 1.1 Automatic email reply sent. 1.2 Receive e-mail; check on all attachments submitted. 1.3 Forwards e-mail to 	None	(Pre- receiving/ Intermediary	Clerk/Email Administrator (Administrativ eDivision) Records Clerk	
1. Submit thru email (CityAssessor@que zoncity.gov.ph) properly Filled-out FORM 106(QCG-CAO-QP/SOI-B06-v03) inclusive of clear soft copy of all required documents in PDF or JPEG file	 1.1 Automatic email reply sent. 1.2 Receive e-mail; check on all attachments submitted. 1.3 Forwards e-mail to RRE for review 	None	(Pre- receiving/ Intermediary	Clerk/Email Administrator (Administrativ eDivision) Records Clerk (Records	
1. Submit thru email (CityAssessor@que zoncity.gov.ph) properly Filled-out FORM 106(QCG-CAO-QP/SOI-B06-v03) inclusive of clear soft copy of all required documents in PDF or JPEG file format.	 1.1 Automatic email reply sent. 1.2 Receive e-mail; check on all attachments submitted. 1.3 Forwards e-mail to RRE for review and evaluation and 	None	(Pre- receiving/ Intermediary	Clerk/Email Administrator (Administrativ eDivision) Records Clerk	
1. Submit thru email (CityAssessor@que zoncity.gov.ph) properly Filled-out FORM 106(QCG-CAO-QP/SOI-B06-v03) inclusive of clear soft copy of all required documents in PDF or JPEG file format. 1.1 Receive an	 1.1 Automatic email reply sent. 1.2 Receive e-mail; check on all attachments submitted. 1.3 Forwards e-mail to RRE for review 	None	(Pre- receiving/ Intermediary	Clerk/Email Administrator (Administrativ eDivision) Records Clerk (Records	
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1. Submit thru email (CityAssessor@que zoncity.gov.ph) properly Filled-out FORM 106(QCG-CAO-QP/SOI-B06-v03) inclusive of clear soft copy of all required documents in PDF or JPEG file format. 1.1 Receive an automatic email reply acknowledging	 1.1 Automatic email reply sent. 1.2 Receive e-mail; check on all attachments submitted. 1.3 Forwards e-mail to RRE for review and evaluation and 	None	(Pre- receiving/ Intermediary	Clerk/Email Administrator (Administrativ eDivision) Records Clerk (Records	
1. Submit thru email (CityAssessor@que zoncity.gov.ph) properly Filled-out FORM 106(QCG-CAO-QP/SOI-B06-v03) inclusive of clear soft copy of all required documents in PDF or JPEG file format. 1.1 Receive an automatic email reply acknowledging receipt of the	 1.1 Automatic email reply sent. 1.2 Receive e-mail; check on all attachments submitted. 1.3 Forwards e-mail to RRE for review and evaluation and 	None	(Pre- receiving/ Intermediary	Clerk/Email Administrator (Administrativ eDivision) Records Clerk (Records	
1. Submit thru email (CityAssessor@que zoncity.gov.ph) properly Filled-out FORM 106(QCG-CAO-QP/SOI-B06-v03) inclusive of clear soft copy of all required documents in PDF or JPEG file format. 1.1 Receive an automatic email reply acknowledging receipt of the request and wait for	 1.1 Automatic email reply sent. 1.2 Receive e-mail; check on all attachments submitted. 1.3 Forwards e-mail to RRE for review and evaluation and 	None	(Pre- receiving/ Intermediary	Clerk/Email Administrator (Administrativ eDivision) Records Clerk (Records	
1. Submit thru email (CityAssessor@que zoncity.gov.ph) properly Filled-out FORM 106(QCG-CAO-QP/SOI-B06-v03) inclusive of clear soft copy of all required documents in PDF or JPEG file format. 1.1 Receive an automatic email reply acknowledging receipt of the request and wait for the application to be	 1.1 Automatic email reply sent. 1.2 Receive e-mail; check on all attachments submitted. 1.3 Forwards e-mail to RRE for review and evaluation and 	None	(Pre- receiving/ Intermediary	Clerk/Email Administrator (Administrativ eDivision) Records Clerk (Records	
1. Submit thru email (CityAssessor@que zoncity.gov.ph) properly Filled-out FORM 106(QCG-CAO-QP/SOI-B06-v03) inclusive of clear soft copy of all required documents in PDF or JPEG file format. 1.1 Receive an automatic email reply acknowledging receipt of the request and wait for the application to be evaluated.	 1.1 Automatic email reply sent. 1.2 Receive e-mail; check on all attachments submitted. 1.3 Forwards e-mail to RRE for review and evaluation and control 		(Pre- receiving/ Intermediary stage)	Clerk/Email Administrator (Administrativ eDivision) Records Clerk (Records Section)	
1. Submit thru email (CityAssessor@que zoncity.gov.ph) properly Filled-out FORM 106(QCG-CAO-QP/SOI-B06-v03) inclusive of clear soft copy of all required documents in PDF or JPEG file format. 1.1 Receive an automatic email reply acknowledging receipt of the request and wait for the application to be evaluated. 2. Wait for the	 1.1 Automatic email reply sent. 1.2 Receive e-mail; check on all attachments submitted. 1.3 Forwards e-mail to RRE for review and evaluation and control 2.0 Receives forwarded 		(Pre- receiving/ Intermediary stage)	Clerk/Email Administrator (Administrativ eDivision) Records Clerk (Records Section)	



	2.1 Checks and evaluates property subject of assessment as against proper documentation submitted.		Intermediary stage) 15mins or more depending on the lot area and number of parcels	Assessment Clerks/Verifier s & Evaluators (RRE Unit)
3. Receive an official acknowledgement thru email acknowledging receipt or denial (as the case may be) of the application/ request. 3.1 Wait for the request to be evaluated.	3.0 Email back to officially acknowledge on-line request if compliant; or 3.1 Email applicant as to automatic denial due to lacking requirements found upon evaluation. 3.2 Forwards e-mail to Property Appraisal Division (Station 1) for technical evaluation and control.		30 mins	Records Clerk (Records Section)
	the lacking requirement is I new Tracking No. will be			t stage, thus,
4.0 Owner receives email as to the Tracking Control No. & schedule of	4.0 Checks and validates submitted documents 4.1 Prepare corresponding Appraiser's Report Form (ARF) 4.2 Assign Tracking No. and inform applicant of the control/tracking no.	None	1 day or more depending on the number of RPUs	Records Clerk and Local Assessment Operations Officer assigned
release 4.1 Receives notice of denial due to lacking requirements which may later on be re- submitted following the same process.	4.3 For incomplete requirements, applicant is advised accordingly.4.4 Prepares transmittal listing to Station 2		30 mins	Records Clerk



<u></u>				
	5.0 Validate/verify property record; 5.1 Encode ARF 5.2 Print Cancellation Report Form 5.5 Track & Transmit	None	½ day or more depending on no. of RPUs	Station 2 EDP Division DC and Computer Operators
	6.0 Review & Verify encoded ARF/CRF 6.1Recommend editing (if necessary) 6.2 Route for Approval 6.3 Record & Track transaction 6.4 Transmit	None	½ day	Station 3 Property Appraisers, Section Chief, PAD Chief
				Assessment Clerk
	7.0 Print/ generate Notice of Cancellation (NOC) 7.1 Track and Transmit	None	½ day	Station 4 EDP Division Data Encoders
	8.0 Final review and Pre-Approval 8.1 Counter-sign on NOA/TD 8.2 Track and Transmit	None	1 hour	Station 5 Assistant City Assessor for Operation
	9.0 Approval, Posting and Sorting of TD for release	None	2 hours	Station 6 City Assessor
5.0 Waits e-mail for the schedule of pick- up/release of Notice of Cancellation (NOC)	10.0 Notify clientele through e-mail for the schedule of release	None	30 minutes	Assessment Records Management Division or Records Section
5.1 Receives owner's copy of NOC through pick- up, e-mail, or by mail	10.1 Releases Tax Declaration	None	30 minutes	Assessment Records Management Division Releasing Clerk (Window Counter 6) or Records Section,



		Administrative Division
TOTAL	2-3 days	

TRANSACTIONS SUBMITTED THRU ON PREMISE-ONLINE SUBMISSION

Arrange all the requirements in a sequential manner as enumerated in the Checklist of Requirements.

Requirements.		_		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for a schedule by setting an appointment online via https://qceservices.quezoncity.gov.ph/				
2. Organize all the requirements and request for the Application FORM 106(QCG-CAO-QP/SOI-B04-v03)	2.0 Officer of the Day reviews and checks completeness of requirements; 2.1 Provide applicant with the prescribed form. 2.2 Receives/collects hard copies from taxpayer	None	15 mins	Property Owner/ Applicant/ Officer of the Day
3. Properly assisted, applicant fills-out application form online, scan all the requirements and submit the same on premise via email CityAssessor@quezoncity.gov.ph. 3.1 Receive an automatic email reply acknowledging receipt of the request and wait for the application to be evaluated	3.0 Automatic email reply sent. 3.1 Receive e-mail; check on all attachments submitted. 3.2 Forwards e-mail to RRE Unit for review, evaluation and control.	None	15 mins (Pre- receiving/ Intermediary stage)	Property Owner/ Applicant/ Officer of the Day/Email administrator (Admin. Div.) Receiving Clerk (Records Section)
3.2 In the absence of available email address on the part of applicant, he/ she	3.3 OD scans the documents submitted & forwards the same via email to	None	15-30 mins (Pre- receiving/	Applicant/ Officer of the Day/Email



shall be assisted to have the same emailed/sent thru dropbox.CityAssess or@quezoncity.gov.ph 3.2.1 Receive an acknowledgement/reply via SMS.	CityAssessor@quezonc ity.gov.ph which in turn shall directly forward the same to RRE for review, evaluation and control. 3.3.1 Auto email reply is relayed thru SMS 3.3.2 Received/ collected hard copies from taxpayer are forwarded to RRE Unit to minimize printing activities.		Intermediary stage)	administrator (Admin. Div.) Receiving Clerk (Records Section)
3.3 On both cases applicant waits for the request to be evaluated.	3.4 Receives forwarded email, track for control purposes and print all attachments;. 3.5 Checks and evaluates property subject of assessment as against proper documentation submitted.	None	15 mins (Pre- receiving/ Intermediary stage) 15mins or more depending on the lot area and number of RPUs	Receiving clerks (RRE Unit) Assessment Clerks/Verifier s & Evaluators (RRE Unit)
3.4 Receive an official acknowledgement thru email or SMS acknowledging receipt or denial (as the case may be) of the application/request.	3.6 Email back to officially acknowledge on-line request if compliant; or 3.6.1 Email applicant as to automatic denial due to lacking requirements found upon evaluation. 3.7 Forwards e-mail to Property Appraisal Division (Station 1) for technical evaluation and control.		30 mins	Receiving clerks (RRE Unit) Receiving clerks (RRE Unit) & PAD Receiving Clerk



4.0 Owner receives email as to the Tracking Control No. & schedule of	4.0 Checks and validates submitted documents 4.1 Prepare corresponding Appraiser's Report Form (ARF) 4.2 Assign Tracking No. and inform applicant of the control/tracking no.	None	1 day or more depending on the number of RPUs	Records Clerk and Local Assessment Operations Officer assigned
release 4.1 Receives notice of denial due to lacking requirements which may later on be re- submitted following the same process.	4.3 For incomplete requirements, applicant is advised accordingly.4.4 Prepares transmittal listing to Station 2		30 mins	Records Clerk
	5.0 Validate/verify property record; 5.1 Encode ARF 5.2 Print Cancellation Report Form 5.4 Track & Transmit	None	½ day or more depending on no. of RPUs	Station 2 EDP Division DC and Computer Operators
	6.0 Review & Verify encoded ARF/CRF 6.1Recommend editing (if necessary) 6.2 Route for Approval 6.3 Record & Track transaction 6.4 Transmit	None	½ day	Station 3 Property Appraisers, Section Chief, PAD Chief Assessment Clerk
	7.0 Print/ generate Notice of Cancellation (NOC) 7.1 Track and Transmit	None	½ day	Station 4 EDP Division Data Encoders
	8.0 Final review and Pre-Approval 8.1 Counter-sign on NOA/TD 8.2 Track and Transmit	None	1 hour	Station 5 Assistant City Assessor for Operation
	9.0 Approval, Posting and Sorting of TD for release	None	2 hours	Station 6 City Assessor



5.0 Waits e-mail for the schedule of pick- up/release of Notice of Cancellation (NOC)	10.0 Notify clientele through e-mail for the schedule of release	None	30 minutes	Assessment Records Management Division or Records Section
5.1 Receives owner's copy of NOC through pick- up, e-mail, or by mail	10.1 Releases Tax Declaration	None	30 minutes	Assessment Records Management Division Releasing Clerk (Window Counter 6) or Records Section, Administrative Division
	TOTAL		3 days	

1.9 CANCELLATION OF ASSESSMENT BASED ON CLOSURE/ TERMINATION OF BUSINESS

Notice of Cancellations are issued to cancel existing assessments, for reasons such as demolition, razed by fire, duplication of assessment, retirement of machinery, and others valid reasons. In the same manner that Notice of Cancellations (NOCs) can be issued for cancellation of assessments due to retirement or closure of business establishments.

Processing Period: Within three (3) working days or earlier being a simple

transaction only

,			
Office or Division:	CITY ASSESSOR'S O	FFICE	
Classification:	SIMPLE		
Type of	G2G-Government to G	overnment, G2B-Government to	
Transaction:	Business, G2C-Government to Citizens		
Who may avail:	All Quezon City real property owners/taxpayers, buyers, brokers, Consultants, realtors/developers, and other parties of interest.		
CHECKLIST OF	REQUIREMENTS	WHERE TO SECURE	
Duly Accomplished d 106 (QCG-CAO-QP/	igital Application Form SOI-B06-v03) for	Quezon City Website:	



and submitting perepresentativeContact Number at the owner and aut	gnature of the owner			
Properly Filled-out FO QP/SOI-B06-v03) for submission		City Asse Information	essor's Office, G on Desk	round Floor,
Original copy of notari Attorney or Authorizat representative		Property	Owner	
Photocopy of the Prince valid ID	cipal and Presenters	Presente	r/Applicant	
Mandatory requirem	ents:			
Letter-request of the crepresentative		Owner/Authorized Representative		
Properly Filled-out FORM 106 (QCG-CAO-QP/SOI-B06-v03) for on-premise online submission, inclusive of the clear soft copy of the requirements (in PDF or JPEG file)		CityAssessor@quezoncity.gov.ph; CAO Facebook page and CAO Messenger		
Clear copy of latest ta necessary)	x declaration (if	Property Owner		
Complete Realty Prop prior to the date of business		City Treasurer's Office		
CTO or BIR Certificate Business Expired Contract of Le		City Treasurer's Office or Bureau of Internal Revenue Bureau of Fire		
Barangay Certification effectivity of business	stating exact	Office of	the Barangay whis located	nere the
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE TIME PERSON RESPONSIBI		PERSON RESPONSIBLE
TRANSACTIONS SUBMIT	TTED THRU EMAIL			
1. Submit thru email (CityAssessor@que zoncity.gov.ph) properly Filled-out FORM 106(QCG-	1.0 Automatic email reply sent.	None	15 mins (Pre- receiving/	Receiving Clerk/Email Administrator



				ZON C.
CAO-QP/SOI-B06- v03) inclusive of clear soft copy of all required documents in PDF or JPEG file format.	1.1 Receive e-mail; check on all attachments submitted. 1.2 Forwards e-mail		Intermediary stage)	(Administrativ eDivision) Records Clerk
1.1 Receive an automatic email reply acknowledging receipt of the request and wait for the application to be evaluated.	to RRE for review and evaluation and control			(Records Section)
2.Wait for the request to be evaluated.	2.0 Receives forwarded email, track for control purposes and print all attachments;.	None	15 mins (Pre- receiving/ Intermediary stage)	Receiving clerks (RRE Unit)
	2.1 Checks and evaluates property subject of assessment as against proper documentation submitted.		15mins or more depending on the lot area and number of parcels	Assessment Clerks/Verifier s & Evaluators (RRE Unit)
3. Receive an official acknowledgement thru email acknowledging receipt or denial (as the case may be) of the application/ request. 3.1 Wait for the request to be evaluated.	3.0 Email back to officially acknowledge on-line request if compliant; or 3.1 Email applicant as to automatic denial due to lacking requirements found upon evaluation. 3.2 Forwards e-mail to Property Appraisal Division (Station 1) for technical evaluation and control.		30 mins	Records Clerk (Records Section)
Note:		•		



Compliance to any of the lacking requirement is considered, back to first stage, thus, considered refiled and new Tracking No. will be assigned.				
4.0 Owner receives email as to the Tracking Control No.	4.0 Checks and validates submitted documents 4.1 Prepare corresponding Appraiser's Report Form (ARF) 4.2 Assign Tracking No. and inform applicant of the	None	1 day or more depending on the number of RPUs	Records Clerk and Local Assessment Operations Officer assigned
& schedule of release 4.1 Receives notice of denial due to lacking requirements which may later on be resubmitted following the same process.	4.3 For incomplete requirements, applicant is advised accordingly. 4.4 Prepares transmittal listing to Station 2		30 mins	Records Clerk
	5.0 Validate/verify property record; 5.1 Encode ARF 5.2 Print Cancellation Report Form 5.3 Track & Transmit	None	½ day or more depending on no. of RPUs	Station 2 EDP Division DC and Computer Operators
	6.0 Review & Verify encoded ARF/CRF 6.1Recommend editing (if necessary) 6.2 Route for Approval 6.3 Record & Track transaction	None	½ day	Station 3 Property Appraisers, Section Chief, PAD Chief Assessment Clerk
	6.4 Transmit 7.0 Print/ generate Notice of Cancellation (NOC) 7.1 Track and Transmit	None	½ day	Station 4 EDP Division Data Encoders



	8.0 Final review and Pre-Approval 8.1 Counter-sign on NOA/TD 8.2 Track and Transmit	None	1 hour	Station 5 Assistant City Assessor for Operation
	9.0 Approval, Posting and Sorting of TD for release	None	2 hours	Station 6 City Assessor
5.0 Waits e-mail for the schedule of pick- up/release of Notice of Cancellation (NOC)	10.0 Notify clientele through e-mail for the schedule of release	None	30 minutes	Assessment Records Management Division or Records Section
5.1 Receives owner's copy of NOC through pick- up, e-mail, or by mail	10.1 Releases Tax Declaration	None	30 minutes	Assessment Records Management Division Releasing Clerk (Window Counter 6) or Records Section, Administrative Division
	TOTAL		3 days	2
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TRANSACTIONS SUBMITTED THRU ON PREMISE-ONLINE SUBMISSION

Arrange all the requirements in a sequential manner as enumerated in the Checklist of Requirements.

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for a schedule by setting an appointment online via https://qceservices.quezoncity.gov.ph/				
2. Organize all the requirements and request for the Application FORM	2.0 Officer of the Day reviews and checks completeness of requirements;	None	15 mins	Property Owner/ Applicant/ Officer of the Day



	T			
106(QCG-CAO- QP/SOI-B04-v03)	2.1 Provide applicant with the prescribed form.2.2 Receives/collects hard copies from taxpayer			
3. Properly assisted, applicant fills-out application form online, scan all the requirements and submit the same on premise via email CityAssessor@quezoncity.gov.ph. 3.1 Receive an automatic email reply acknowledging receipt of the request and wait for the application to be evaluated	3.0 Automatic email reply sent. 3.1 Receive e-mail; check on all attachments submitted. 3.2 Forwards e-mail to RRE Unit for review, evaluation and control.	None	15 mins (Pre- receiving/ Intermediary stage)	Property Owner/ Applicant/ Officer of the Day/Email administrator (Admin. Div.) Receiving Clerk (Records Section)
3.2 In the absence of available email address on the part of applicant, he/ she shall be assisted to have the same emailed/sent thru dropbox.CityAssess or@quezoncity.gov.ph 3.2.1 Receive an acknowledgement/ reply via SMS.	3.3 OD scans the documents submitted & forwards the same via email to CityAssessor@quezonc ity.gov.ph which in turn shall directly forward the same to RRE for review, evaluation and control. 3.3.1 Auto email reply is relayed thru SMS 3.3.2 Received/ collected hard copies from taxpayer are forwarded to RRE Unit to minimize printing activities.	None	15-30 mins (Pre- receiving/ Intermediary stage)	Applicant/ Officer of the Day/Email administrator (Admin. Div.) Receiving Clerk (Records Section)
3.3 On both cases applicant waits for the request to be evaluated.	3.4 Receives forwarded email, track for control purposes and print all attachments;.	None	15 mins (Pre- receiving/ Intermediary stage)	Receiving clerks (RRE Unit)



	3.5 Checks and evaluates property subject of assessment as against proper documentation submitted.	15mins or more depending on the lot area and number of RPUs	Assessment Clerks/Verifier s & Evaluators (RRE Unit)
3.4 Receive an official acknowledgement thru email or SMS acknowledging receipt or denial (as the case may be) of the	3.6 Email back to officially acknowledge on-line request if compliant; or 3.6.1 Email applicant as to automatic denial due to lacking requirements found upon evaluation.	30 mins	Receiving clerks (RRE Unit)
application/request.	3.7 Forwards e-mail to Property Appraisal Division (Station 1) for technical evaluation and control.		Receiving clerks (RRE Unit) & PAD Receiving Clerk
Note:			

considered reflied and new Tracking No. will be assigned.						
	4.0 Checks and	None	1 day or	Records Clerk		
	validates submitted		more	and Local		
	documents		depending	Assessment		
	4.1 Prepare		on the	Operations		
	corresponding		number of	Officer		
	Appraiser's Report		RPUs	assigned		
	Form (ARF)					
4.0 Owner receives	4.2 Assign Tracking No.					
email as to the	and inform applicant of					
Tracking Control No.	the control/tracking no.					
& schedule of						
release	4.3 For incomplete		30 mins	Records Clerk		
4.1 Receives notice	requirements, applicant					
of denial due to	is advised accordingly.					
lacking						
requirements which	4.4 Prepares transmittal					
may later on be re-	listing to Station 2					
submitted following						
the same process.						
	5.0 Validate/verify	None	½ day or	Station 2		
	property record;		more	EDP Division		
	5.1 Encode ARF		depending			



	5.2 Print Cancellation		on no. of	DC and
	Report Form		RPUs	Computer
	5.3 Track & Transmit		103	Operators
	6.0 Review & Verify	None	½ day	Station 3
	encoded ARF/CRF	INOHE	/2 uay	Property
	6.1Recommend editing			Appraisers,
	(if necessary)			Section Chief,
	6.2 Route for Approval			PAD Chief
	6.3 Record & Track			
	transaction			Assessment
	6.4 Transmit			Clerk
	7.0 Print/ generate	None	½ day	Station 4
	Notice of	140110	/2 day	EDP Division
	Cancellation (NOC)			Data
	7.1 Track and Transmit			Encoders
	8.0 Final review and	None	1 hour	Station 5
	Pre-Approval	110110	i nodi	Assistant City
	8.1 Counter-sign on			Assessor for
	NOA/TD			Operation
	8.2 Track and Transmit			
	9.0 Approval, Posting	None	2 hours	Station 6
	and Sorting of TD for			City Assessor
	release			
5.0 Waits e-mail for	10.0 Notify clientele	None	30 minutes	Assessment
the schedule of pick-	through e-mail for			Records
up/release of Notice	the schedule of			Management
of Cancellation	release			Division or
(NOC)				Records
				Section
5.1 Receives	10.1 Releases Tax	None	30 minutes	Assessment
owner's copy of	Declaration			Records
NOC through pick-				Management
up, e-mail, or by				Division
mail				Releasing
				Clerk
				(Window
				Counter 6) or
				Records Section,
				Administrative
				Division
	TOTAL		3 days	DIVISION
	IOIAL	l	_ J days	



1.10 DECLARATION OF NEW/UNDECLARED LAND (TITLED PROPERTY)

Section 5(B) of the Manual on Real Property Appraisal and Assessment Operation (MRPAAO), provides the requirements in declaring Titled Properties for the first time.

Sometime in October, 2019 there had been a standing policy that 5,000sq.m. or higher areas being requested for issuance of new tax declarations, must first be cleared by the City Assessor before processing. This procedure intends to provide a system of control so as to ensure that common land conflicts or disputes, e.g., multiple claimants, overlapping and such other issues are strictly validated, particular on this specific type of transaction.

Processing Period: Seven (7) to twenty-one (21) days depending on the number

of parcels/real property units (RPUs) involved and the

complexity of Transaction/s involved

Transaction's processing period may also be affected by the following factors:

1. System down time/network-related issues/system-generated errors

- 2. Verification/validation from other government agencies concerned
- 3. Mis-Sending of documents for compliance
- 4. Standing policy requires completion of real property tax payment, by revision year, hence, Tax Declaration is issued by Revision year; and full completion of real property tax payment is required before another tax declaration for the next/ensuing general revision year is issued.
- Again, it is important to note that processing of transactions commences only upon submission of complete documents. Incomplete requirements will not be processed or will be returned to applicant, on both cases, whether thru email or online on premise applications.

Office or Division:	CITY ASSESSOR'S OFFICE				
Classification:	COMPLEX, HIGHLY TECHNICAL				
Type of	G2G-Government to Government, G2B-Government to				
Transaction:	Business, G2C-Government to Citizens				
Who may avail:	All Quezon City real property owners/taxpayers, buyers, brokers,				
	Consultants, realtors/developers, and other parties of interest.				

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Duly Accomplished digital Application Form 107 (QCG-CAO-QP/SOI-B07-v01) for electronic submission, requiring the following information:	Quezon City Website: https://quezoncity.gov.ph/department s/city-assessors-department/



 Full Name and Signature of the owner and submitting person/authorized representative Contact Number and E-mail Address of the owner and authorized representative together with the following documents: 	https://assessorsoffice.quezoncity.go v.ph/ CAO's Facebook page/Messenger https://www.facebook.com/quezoncity assessorsoffice
Properly Filled-out FORM 107(QCG-CAO-QP/SOI-B07-v04) for on-premise online submission	City Assessor's Office, Ground Floor, Information Desk
Original copy of notarized Special Power of Attorney or Authorization, if filing thru a representative	Property Owner
Photocopy of the Principal and Presenters valid ID	Presenter/Applicant
Mandatory requirements:	
Certified True Copy of free patent, homestead or miscellaneous sales application from DENR	Presenter/Applicant
Certified True Copy of title issued by the Registry of Deeds.	Register of Deeds
Original or Certified True Copy of LRA approved subdivision plan.	Land Registration Authority
Official endorsement from other Cities (if transferred from other cities/municipalities)	Other LGU/Assessor's Office
Final and Executory court decision/Entry of Judgment (if necessary).	
Affidavit of undertaking may also be required if the above-cited documents proved insufficient.	Property Owner/Authorized Representative
A penalty of P2,000.00 per title (if necessary) imposed for late declaration filed sixty (60) days after the issuance of the Transfer Certificate of Title from the Registry of Deeds (Ordinance No.2361, Series of 2014). Arrange all the requirements in a sequential man	City Treasurer's Office

Arrange all the requirements in a sequential manner as enumerated in the Checklist of Requirements.

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
TRANSACTIONS SUBMIT	TED THRU EMAIL			
1. Submit thru email				



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(CityAssessor@quez oncity.gov.ph) properly Filled-out FORM 107(QCG- CAO-QP/SOI-B07- v03) inclusive of clear soft copy of all required documents in PDF or JPEG file	1.0 Automatic email reply sent.1.1 Receive e-mail; check on all attachments submitted.	None	15 mins (Pre- receiving/ Intermediary stage)	Receiving Clerk/Email Administrator (Administrativ eDivision)
1.1 Receive an automatic email reply acknowledging receipt of the request and wait for the application to be evaluated	1.2 Forwards e-mail to RRE for review and evaluation and control			Records Clerk (Records Section)
2.Wait for the request to be evaluated.	2.0 Receives forwarded email, track for control purposes and print all attachments;.	None	15 mins (Pre- receiving/ Intermediary stage)	Receiving clerks (RRE Unit)
	2.1 Checks and evaluates property subject of transfer as against proper documentation submitted.		15mins or more depending on the lot area and number of parcels	Assessment Clerks/Verifier s & Evaluators (RRE Unit)
	2.2 Upon record validation, refer transaction to the CA's Office for consideration and approval, taking into consideration "for initial declaration".		3-5 days for thorough research (record and site visitation)	Receiving clerks (RRE Unit) to Technical Staff/CA's Office
	2.3 OCA routes to TMD (Station 1) for research & technical evaluation			Tax Mapping Division Technical Staff Tax Mapper,



				VOEZON GIT
	2.4 Receives, checks and evaluates property subject of declaration.			Property Appraiser Tax Mapping Clerk
	2.5 Check tax map, overlapping, other claimants, if warranted			
	2.6 Upon validation and clearance, print documents, refer for encoding/tracking			
	2.7 Encodes transaction using the Transaction Document Tracking System for proper monitoring			
3. Receive an official acknowledgement thru email acknowledging receipt with Tracking Control No. & schedule of release.	3.0 E-mail back to officially acknowledge on-line request if compliant; or	None	5 mins (Pre- receiving/ Intermediary stage)	Receiving clerks (RRE Unit)
3.1 Notice of denial shall be served by the Office of the City Assessor thru formal letter-reply.	3.1. Notify applicant thru email with the letter from the OCA, as to denial due to lacking requirements found upon technical evaluation.			
Note:				
	he lacking requirement is on new Tracking No. will be a			t stage, thus,
CONSIDERED TEHRED AND	4.0 Prints latest tax	None	1-2 days or	Tax Mapping
	map		more	Division, and
	4.1 Researches and		depending	Property
	checks parcel		on the lot	Appraisal
	configuration/plat 4.2 Conducts ocular		area and	Division)
	inspection (if		number of parcels	Verifier,
	necessary)		Pai 0010	Evaluator
L			ı	1



4.3 Validates, checks & approves for computerized platting 4.4 Prepares FAAS (Assign respective PIN; Prepare computation and completion of manual FAAS) 4.5 Prepares transmittal listing to Station 2			
5.0 Validate/verify property record; Checks RPT payment 5.1 Encode FAAS 5.2 Print FAAS 5.3Track & Transmit	None	½ day	Station 2 EDP Division DC and Computer Operators
6.0 Review & Verify encoded FAAS 6.1Recommend editing (if necessary) 6.2 Route for Approval 6.3 Record & Track transaction 6.4 Track & Transmit	None	½ day	Station 3 Property Appraisers, Section Chief, PAD Chief Assessment Clerk
^{2/} Property/ies req	uiring field	d validation require	
7.0 Review & submit FAAS 7.1 Assign TDN 7.2 Print/ generate NOA/TD 7.3 Encode annotations 7.4 Track and Transmit	None	½ day	Station 4 Electronic Data Processing Division Data Encoders
8.0 Final review and Pre-Approval 8.1Counter-sign on NOA/TD 8.2 Track and Transmit	None	1 hr.	Station 5 Assistant City Assessor for Operation



	9.0 Approval, Posting and Sorting of TD for release	None	2 hrs	Station 6 City Assessor
4. Applicant receives email as to the availability of TD. He/ she may coordinate as well as to the preferred mode of release.	10.0 Notify clientele through e-mail/ or sms for the schedule of release	None	30 minutes	Assessment Records Mgt. Division or Records Section of Admin Division
5. Proceeds to releasing window with the email confirmation to be presented & receive owner's copy of new Tax Declaration.	10.1 Releases Tax Declaration	None	30 minutes	Assessment Records Management Division Releasing Clerk (Window Counter 6)
	TOTAL:		7 days or more	·

TRANSACTIONS SUBMITTED THRU ON PREMISE-ONLINE SUBMISSION

Arrange all the requirements in a sequential manner as enumerated in the Checklist of Requirements.

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSIN G TIME	PERSON RESPONSIBLE
1. Request for a schedule by setting an appointment online via https://qceservices.qu ezoncity.gov.ph/				
2. Organize all the requirements and request for the Application FORM 107(QCG-CAO-QP/SOI-B01-v05)	2.0 Officer of the Day reviews and checks completeness of requirements; 2.1 Provide applicant with the prescribed form. 2.2 Receives/collects hard copies from taxpayer	None	15 mins	Property Owner/ Applicant/ Officer of the Day



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3. Properly assisted, applicant fills-out application form online, scan all the requirements and submit the same on premise via email CityAssessor@quezoncity.gov.ph. 3.1 Receive an automatic email reply acknowledging receipt of the request and wait for the application to be evaluated	 3.0 Automatic email reply sent. 3.1 Receive e-mail; check on all attachments submitted. 3.2 Forwards e-mail to RRE Unit for review, evaluation and control. 	None	15 mins (Pre- receiving/ Intermediar y stage)	Property Owner/ Applicant/ Officer of the Day/Email administrator (Admin. Div.) Receiving Clerk (Records Section)
3.2 In the absence of available email address on the part of applicant, he/ she shall be assisted to have the same emailed/sent thru dropbox.CityAssessor @quezoncity.gov.ph 3.2.1. Receive an acknowledgement/ reply via SMS.	3.3 OD scans the documents submitted & forwards the same via email to CityAssessor@quezon city.gov.ph which in turn shall directly forward the same to RRE for review, evaluation and control. 3.3.1 Auto email reply is relayed thru SMS 3.3.2 Received/ collected hard copies from taxpayer are forwarded to RRE Unit to minimize printing activities.		15-30 mins (Pre- receiving/ Intermediary stage)	Applicant/ Officer of the Day/Email administrator (Admin. Div.) Receiving Clerk (Records Section)
3.3 On both cases applicant waits for the request to be evaluated.	3.4 Receives forwarded email, track for control purposes and print all attachments; 3.5 Checks and evaluates property subject of transfer as against proper documentation submitted	None	15 mins (Pre- receiving/ Intermediar y stage) 15mins or more depending on the lot area & no. of parcels	Receiving clerks (RRE Unit) Assessment Clerks/Verifiers & Evaluators (RRE Unit)



				DEZON CIT	
	3.6 Upon record validation, refer transaction to the CA's Office for consideration and approval, taking into consideration "for initial declaration". 3.6.1 OCA routes to TMD (Station 1) for research & technical evaluation 3.7 Receives, checks and evaluates property subject of declaration. 3.8 Check tax map, overlapping, other claimants, if warranted 3.9 Upon validation and clearance, print documents, refer for encoding/tracking 3.10 Encodes transaction using the Transaction Document Tracking System for proper monitoring.		3-5 days for thorough research (record & site visitation)	Receiving Clerk (RRE Unit) Tax Mapping Division Technical Staff, Tax Mapper, Property Appraiser Receiving Clerk (Window 4)	
3.4 Receive an official acknowledgement thru email/SMS acknowledging receipt with Tracking Control No. & schedule of release; 3.4.1 Notice of denial shall be served by the Office of the City Assessor thru formal letter-reply.	3.11 Notify back the applicant thru email or SMS, officially acknowledging on-line request if compliant, together with Tracking No.; or 3.11.1 Notify applicant thru email or SMS with the letter from ACA, as to denial due to lacking requirements found upon technical evaluation.	None	5 mins (Pre- receiving/ Intermediary stage)	Receiving Clerks (RRE Unit)	
Note: Compliance to any of the lacking requirement is considered, back to first stage, thus,					
considered refiled and	new Tracking No. will be a	assigned	d.		
			1-2 days or	Tax Mapping	



4.1 Researches and		depending	Property
checks parcel		on the lot	Appraisal
configuration/plat		area and	Division)
4.2 Conducts ocular		number of	Verifier,
inspection (if		parcels	·
necessary)		paroolo	Evaluator
4.3 Validates, checks &			
approves for			
computerized			
•			
platting			
4.4 Prepares FAAS			
(Assign respective			
PIN; Prepare			
computation and			
completion of			
manual FAAS)			
4.5 Prepares			
transmittal listing to			
Station 2			
5.0 Validate/verify	None	½ day	Station 2
property record;			EDP Division
Checks RPT			DC and
payment			Computer
5.1 Encode FAAS			Operators .
5.2 Print FAAS			- 1
5.3Track & Transmit			
6.0 Review & Verify	None	½ day	Station 3
encoded FAAS		j	Property
6.1Recommend editing			Appraisers,
(if necessary)			Section Chief,
6.2 Route for Approval			PAD Chief
6.3 Record & Track			
transaction			A
6.4 Track & Transmit			Assessment
	ululma Ela I	d volidation no m	Clerk
^{2/} Property/ies req	uiring tieli	u validation require	es i day
7.0 Review & submit	None	½ day	Station 4
FAAS	_	,	Electronic
7.1 Assign TDN			Data
7.2 Print/ generate			Processing
NOA/TD			Division
7.3 Encode			Data
annotations			Encoders
7.4 Track and Transmit			LIICOUGIS
1.4 HAUN AHU HAHSHIIL			



				_
	8.0 Final review and Pre-Approval 8.1Counter-sign on NOA/TD 8.2 Track and Transmit	None	1 hr.	Station 5 Assistant City Assessor for Operation
	9.0 Approval, Posting and Sorting of TD for release	None	2 hrs	Station 6 City Assessor
4. Applicant receives email as to the availability of TD. He/ she may coordinate as well as to the preferred mode of release.	10.0 Notify clientele through e-mail/ or sms for the schedule of release	None	30 minutes	Assessment Records Mgt. Division or Records Section of Admin Division
5. Proceeds to releasing window with the email confirmation to be presented & receive owner's copy of new Tax Declaration.	10.1 Releases Tax Declaration	None	30 minutes	Assessment Records Management Division Releasing Clerk (Window Counter 6)
	TOTAL:		7 days or more	

2.0 REQUEST FOR CERTIFIED TRUE COPY OF REAL PROPERTY ASSESSMENT DOCUMENTS, TAXMAPPING INFORMATION AND PROPERTY CERTIFICATION

2.1. CERTIFIED COPY OF TAX MAP/S

A tax map can be requested to identify the particular location of a property based on the latest Tax Mapping Record, whether manual or Geographical Information System (GIS), and for other purposes. However, this particular certification cannot be used as evidence for setting boundary disputes.

Processing Period: Within three (3) days

Office or Division:	CITY ASSESSOR'S OFFICE (Tax Mapping Division)
Classification:	SIMPLE



				\smile	
Type of Transaction:	G2G-Government to Government, G2B-Government to Business, G2C-Government to Citizens				
Who may avail:	All Quezon City real property owners/taxpayers, buyers, brokers, Consultants, realtors/developers, and other parties of interest.				
CHECKLIST OF R	EQUIREMENTS		WHERE TO S	ECURE	
 CHECKLIST OF REQUIREMENTS Duly Accomplished digital TMD Form (QCG-CAO-QP/SOI-B08-v03) for electronic submission, requiring the following information: Full Name and Signature of the requesting party/authorized representative Contact Number and E-mail Address of the said person or authorized representative together with the following documents: Name of Property Owner subject of request Property Reference (TD No./PIN/TCT) Properly Filled-out TMD Form (QCG-CAO-QP/SOI-B08-V03) for on-premise online submission Original copy of notarized Special Power of 		Quezon City Website: https://quezoncity.gov.ph/department s/city-assessors-department/ https://assessorsoffice.quezoncity.go v.ph/ CAO's Facebook page/Messenger https://www.facebook.com/quezoncity assessorsoffice City Assessor's Office, Ground Floor, Information Desk Property Owner			
representative Photocopy of the Principa	al and Presenters valid	Presenter/Applicant & Owner			
Photocopy of Title/TD or rand other references for p		Owner/Representative			
Or by merely identifying a location thru RPV	& confirming property	Owner/TMD Representative		ntative	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSIN G TIME	PERSON RESPONSIBLE	
1. Submit thru email (CityAssessor@quezon city.gov.ph) properly Filled-out TMD Form 1(QCG-CAO-QP/SOI- B08-v03) inclusive of clear soft copy of all required documents in PDF or JPEG file format.	1.0 Receive and acknowledges e-mail for review as to completeness of documentary requirements submitted.	None	5 minutes	Administrative Division (Email Administrator)	



1.1 Receive an automatic email reply acknowledging receipt of the request and wait for the application to be evaluated. 2. Receive an official	1.1 Automatic email reply sent 1.2 Review as to completeness of required documents 2.0 Email back to		30 mins	Records Clerk
acknowledgement thru email acknowledging receipt or denial (as the case may be) of the application/ request. 2.1 Wait for the request to be evaluated.	officially acknowledge on-line request of compliant; or 2.1 Email applicant as to automatic denial due to lacking requirements found upon evaluation. 2.2 Forwards e-mail to respective process owner for processing			(Records Section)
3.0 Owner receives email as to the Order of Payment & Control No. as well as schedule of release 3.1 Receives notice of	3.0 Checks and validates submitted documents 3.1 Verify and prepare for printing requested document 3.2 Assign Tracking No. and inform applicant of the fees to be paid as well as the control/tracking no. 3.3 For incomplete	None	1 day or more depending on the number of RPUs	Taxmapping Section Receiving Clerk (Taxmapper) (Window Counters 1-3)
denial due to lacking requirements which may later on be resubmitted following the same process.	requirements, applicant is advised accordingly.		30 1111115	Records Clerk
4.0 Owner pays the corresponding fee	4.0 Window 5-18 Miscellaneous Fees Section, City Treasurer's Office	Php 200/ parcel	15 minutes	Office of the City Treasurer, Billing/Cashier Officer
5.0 Presents corresponding	5.0 Print Tax Map, submit for	None	15 minutes	Taxmapping Division



OR/Receives a copy of Tax Map	approval and record the O.R. number 5.1 Release Tax Map with the Official Receipt 5.2 Forward to Records Section for releasing if with communication				Taxmapper / Releasing Officer/Clerk Records Section, Administrative Division
	Communication				
	TOTAL	PHP 200/ parcel	1-2	days	

2.2 CERTIFICATION OF ADJOINING LOT OWNERSHIP

Certificate of Adjoining Lot Ownership is also issued for purposes of stating the exact location and nearby lot owners within the boundaries of a particular property requested by the owner.

Processing Period: Within three (3) days for simple property. Seven (7) days for multiple properties.

Office or Division:	CITY ASSESSOR'S OFFICE (Tax Mapping Division)				
Classification:	SIMPLE				
Type of Transaction:	G2G-Government to Government, G2B-Government to Business, G2C-Government to Citizens				
Who may avail:	All Quezon City real property owners/taxpayers, buyers, brokers, Consultants, realtors/developers, and other parties of interest.				
CHECKLIST OF R	EQUIREMENTS	WHERE TO SECURE			
Duly Accomplished digital CAO-QP/SOI-B08-v03) to submission, requiring the information: • Full Name and Signal	for electronic ne following	Quezon City Website: https://quezoncity.gov.ph/department s/city-assessors-department/ https://assessorsoffice.quezoncity.go v.ph/			



Name of Property OvProperty Reference (vner subject of request TD No./PIN/TCT)			
Properly Filled-out TMD Form (QCG-CAO-QP/SOI-B08- v03) for on-premise online submission		City Assessor's Office, Ground Floor, Information Desk		, Ground Floor,
Original copy of notarized Attorney or Authorization representative	•	Propert	y Owner	
Photocopy of the Principa	al and Presenters valid	Present	ter/Applicant &	Owner
Photocopy of Title/TD or rand other references for	property identification		Representative	
Or by merely identifying location thru RPV	& confirming property		TMD Represer	ntative
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSIN G TIME	PERSON RESPONSIBLE
TRANSACTIONS SUBMITTE	D THRU EMAIL			
1. Submit thru email (CityAssessor@quezon city.gov.ph) properly Filled-out TMD Form 1(QCG-CAO-QP/SOI- B08-v03) inclusive of clear soft copy of all required documents in PDF or JPEG file format.	1.0 Receive and acknowledges e-mail for review as to completeness of documentary requirements submitted.	None	5 minutes	Administrative Division (Email Administrator)
1.1 Receive an automatic email reply acknowledging receipt of the request and wait for the application to be evaluated.	1.1 Automatic email reply sent1.2 Review as to completeness of required documents			
2. Receive an official acknowledgement thru email acknowledging receipt or denial (as the case may be) of the application/ request. 2.1 Wait for the request to be evaluated.	2.0 Email back to officially acknowledge on-line request of compliant; or 2.1 Email applicant as to automatic denial due to lacking requirements found upon evaluation.		30 mins	Records Clerk (Records Section)



	2.2 Forwards e-mail to respective process owner for processing			
3.0 Owner receives email as to the Order of Payment & Control No. as well as schedule of release 3.1 Receives notice of denial due to lacking requirements which may later on be resubmitted following the same process.	3.0 Checks and validates submitted documents 3.1 Verify and prepare for printing requested certification 3.2 Assign Tracking No. and inform applicant of the fees to be paid as well as the control/tracking no. 3.3 For incomplete requirements, applicant is advised accordingly.	None	1 day or more depending on the number of RPUs	Taxmapping Section Receiving Clerk (Taxmapper) (Window Counters 1-3) Records Clerk
4.0 Owner pays the corresponding fee	4.0 Window 5-18 Miscellaneous Fees Section, City Treasurer's Office	Php 200/ parcel	15 minutes	Office of the City Treasurer, Billing/Cashier Officer
5.0 Presents corresponding OR/Receives a copy of Tax Map	5.0 Print Certification, submit for approval and record the O.R. number 5.1 Release Certification with the Official Receipt 5.2 Forward to Records Section for releasing if with communication	None	15 minutes	Taxmapping Division Taxmapper / Releasing Officer/Clerk Records Section, Administrative Division
	TOTAL	PHP 200/ parcel	1-3 days	



2.3 CERTIFICATE OF PROPERTY LOCATION & VICINITY

Certificate of Property Location and vicinity is also issued purpose of stating the exact location of property base on records available, as part of their due diligence before purchasing a property, land disputes, and for other purposes.

Processing Period: One (1)day waiting time

Office or Division:	CITY ASSESSOR'S O	FFICE			
Classification:	SIMPLE				
Type of Transaction:	G2G-Government to G Business, G2C-Govern	overnment, G2B-Government to nment to Citizens			
Who may avail:	All Quezon City real property owners/taxpayers, buyers, brokers, Consultants, realtors/developers, and other parties of interest.				
CHECKLIST OF R	EQUIREMENTS	WHERE TO SECURE			
party/authorized reprised Contact Number and said person or author together with the following Property Over Property Reference (Properly Filled-out TMD Reprised Property Filled-out TMD Reprised Filled-out TMD Reprised Filled-out T	for electronic ne following ture of the requesting esentative E-mail Address of the rized representative owing documents: vner subject of request TD No./PIN/TCT) Form (QCG-CAOpremise online	Quezon City Website: https://quezoncity.gov.ph/department s/city-assessors-department/ https://assessorsoffice.quezoncity.go v.ph/ CAO's Facebook page/Messenger https://www.facebook.com/quezoncity assessorsoffice City Assessor's Office, Ground Floor, Information Desk			
Original copy of notarized Special Power of Attorney or Authorization, if filing thru a representative		Property Owner			
Photocopy of the Principa	pal and Presenters valid Presenter/Applicant & Owner				
Photocopy of Title/TD or rand other references for	property identification	Owner/Representative			
Or by merely identifying location thru RPV	& confirming property	Owner/TMD Representative			



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSIN G TIME	PERSON RESPONSIBLE
1. Submit thru email (CityAssessor@quezon city.gov.ph) properly Filled-out TMD Form 1(QCG-CAO-QP/SOI- B08-v03) inclusive of clear soft copy of all required documents in PDF or JPEG file format.	1.0 Receive and acknowledges e-mail for review as to completeness of documentary requirements submitted.	None	5 minutes	Administrative Division (Email Administrator)
1.1 Receive an automatic email reply acknowledging receipt of the request and wait for the application to be evaluated.	1.1 Automatic email reply sent			
2. Receive an official acknowledgement thru email acknowledging receipt or denial (as the case may be) of the application/ request. 2.1 Wait for the request to be evaluated.	2.0 Email back to officially acknowledge on-line request of compliant; or 2.1 Email applicant as to automatic denial due to lacking requirements found upon evaluation. 2.2 Forwards e-mail to respective process owner for processing		30 mins	Records Clerk (Records Section)
3.0 Owner receives email as to the Order of Payment & Control No.	3.0 Checks and validates submitted documents 3.1 Verify and prepare for printing requested certification 3.2 Assign Tracking No. and inform applicant of the fees to be paid as well as	None	1 day or more depending on the number of RPUs	Taxmapping Section Receiving Clerk (Taxmapper) (Window Counters 1-3)



as well as schedule of release 3.1 Receives notice of denial due to lacking requirements which may later on be resubmitted following the same process.	the control/tracking no. 3.3 For incomplete requirements, applicant is advised accordingly.		30 mins	Records Clerk
4.0 Owner pays the corresponding fee	4.0 Window 5-18 Miscellaneous Fees Section, City Treasurer's Office	Php 200/ parcel	15 minutes	Office of the City Treasurer, Billing/Cashier Officer
5.0 Presents corresponding OR/Receives a copy of Tax Map	5.0 Print Certification, submit for approval and record the O.R. number 5.1 Release Certification with the Official Receipt 5.2 Forward to Records Section for releasing if with communication	None	15 minutes	Taxmapping Division Taxmapper / Releasing Officer/Clerk Records Section, Administrative Division
	TOTAL	PHP 200/ parcel	1-3days	

These Tax Mapping-related transaction can also be filed thru "on-premise online submission" and shall have the same protocols, except in the manner of submitting/accepting applications following this process:

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for a schedule by setting an appointment online via https://qceservices.quez oncity.gov.ph/				



2. Organize all the requirements and request for the Application Form TMD Form 1(QCG-CAO-QP/SOI-B08-v03)	2.0 Officer of the Day reviews and checks completeness of requirements; 2.1 Provide applicant with the prescribed form. 2.2 Receives/collects hard copies from taxpayer	None	15 mins	Property Owner/ Applicant/ Officer of the Day
3. Properly assisted, applicant fills-out application form online, scan all the requirements and submit the same on premise via email CityAssessor@quezonc ity.gov.ph. 3.1 Receive an automatic email reply acknowledging receipt of the request and wait for the application to be evaluated	3.0 Automatic email reply sent. 3.1 Receive e-mail; check on all attachments submitted. 3.2 Forwards e-mail to respective process owner for review, evaluation and control.	None	15 mins (Pre- receiving/ Intermediary stage)	Property Owner/ Applicant/ Officer of the Day/Email administrator (Admin. Div.) Receiving Clerk (Records Section)
3.2 In the absence of available email address on the part of applicant, he/ she shall be assisted to have the same emailed/sent thru taxmapping.CityAssess or@quezoncity.gov.ph	3.3 Process owner scans the documents submitted for file or receive the original ones submitted to minimize printing activities 3.3.1 Auto email reply is relayed thru SMS		15-30 mins (Pre- receiving/ Intermediary stage)	Applicant/ Officer of the Day/Email administrator (Admin. Div.) Receiving Clerk (Records Section)
3.3 On both cases applicant waits for the request to be evaluated.3.4 Receives OP	3.4 Process owner validates request; 3.5 Verifies property subject of request and prepare document/certification requested. 3.6 Issues order of payment thru whatever means accepted.	None	15 mins (Pre- receiving/ Intermediary stage) 15mins or more depending on the lot	Tax Mapping Section Receiving Clerk (Window Counters 1-3)



4.0 Applicant pays the corresponding fee Miscellaneous Fees Section, City ated area & no. of parcels 4.0 Applicant pays the corresponding fee Miscellaneous indic Fees Section, City ated area & no. of parcels 5.15 minutes City 6.15 minutes City 7.15 minutes City 8.15 minutes City 8.15 minutes City 9.15 minutes	Э
4.0 Applicant pays the corresponding fee Miscellaneous indic Office of the City	Э
corresponding fee Miscellaneous indic City	Э
Fees Section, City ated Treasurer,	
Treasurer's Office Billing/Cashi	ie
r Öfficer	
5.0 Presents 5.0 Records the OR None 15 minutes Tax Mapping	g
corresponding OR/ number, attaches Division	
Receives receipt to the Releasing	
information document Officer/	
requested/computer requested Clerks	
print-out (Window	
Counters	
1-3)	
5.1 Releases None 15 minutes Taxmapping	g
document Division	
requested (Tax Releasing	
Map, Certification Officer/	
of Adjoining Lot Clerks	
Ownership or (Window	
Certificate of Counters	
Property 1-3)	
Location/Vicinity)	
As 1-3 days	
TOTAL indic	
ated	

2.4 ISSUANCE OF PROPERTY HOLDING CERTIFICATION (WITH PROPERTY/NO PROPERTY) & CERTIFICATION OF NO IMPROVEMENT (WITH IMPROVEMENT/NO IMPROVEMENT)

The City Assessor's Office provides Certificate of Property Holdings or Certificate of No Property Holding upon the request of the owner or his authorized representatives, any government agency, or private entity. This service allows the taxpayer to obtain a listing of his/her property holdings as reference for payment of taxes, and for other legal purposes, it may serve.

Certificate of No Improvement, on the other hand, provides proof that a certain parcel of land is vacant upon the request of the owner or his/her authorized representative. Should there be an improvement or structure thereon, declared on record, the office will Certify as to the improvement/s erected on the lot, as per the existing database.



Processing Period: Within three (3) days, first come-first served

policy for single transactions

Transaction's processing period may also be affected by the following factors:

- 1. Volume/bulk of incoming transactions
- 2. System down time
- 3. Mis-Sending of documents for compliance
- 4. Certificate of property holdings/no property requested as a requirement for medical social service are given priority and released at the shorter waiting time:
- 5. Requests can also be made through a formal communication on which case, receipt, and release are coursed through the Records Section.
- 6. Lastly, requests for BIR Estate Tax Settlement are considered more complex and will take a longer time for the necessary record verification, considering the time of death, etc.

Office or Division:	CITY ASSESSOR'S OF	FICE	
Classification:	SIMPLE/COMPLEX		
Type of Transaction:	G2G-Government to Gov Business, G2C-Government	vernment, G2B-Government to nent to Citizens	
Who may avail:		erty owners/taxpayers, buyers, brokers, relopers, and other parties of interest.	
CHECKLIST OF	REQUIREMENTS	WHERE TO SECURE	
 Duly Accomplished digital EDP Form (QCG-CAO-QP/SOI-B10-v03) for electronic submission, requiring the following information: Full Name and Signature of the requesting party/authorized representative Contact Number and E-mail Address of the said person or authorized representative together with the following documents: Name of Property Owner subject of request Property Reference (TD No./PIN/TCT) 		Quezon City Website: https://quezoncity.gov.ph/department s/city-assessors-department/ https://assessorsoffice.quezoncity.go v.ph/ CAO's Facebook page/Messenger https://www.facebook.com/quezoncity assessorsoffice	
Properly Filled-out edp Form (QCG-CAO-QP/SOI-B10-v03) for on-premise online submission		City Assessor's Office, Ground Floor, Information Desk	
Special Power of Attorney or Authorization, if representative filing		Property Owner	
Photocopy of both the I valid government issue		Presenter/Applicant & Owner	



Photocopy of Title/TD or real property tax receipt and other references for property identification		Owner/Representative		
Referral Slip from Hospital (for medical social		Social Service Department of		
· · · · · · · · · · · · · · · · · · ·		Hospital concerned		inone or
		FEES		PERSON
CLIENT STEPS	AGENCY ACTIONS	TO BE	PROCESSIN G TIME	RESPONSIBLE
		PAID		
TRANSACTION SUBMITTED		Mana	F	A desiral at an time
1. Submit thru email	1.0 Receive and	None	5 minutes	Administrative
(<u>CityAssessor@quezon</u>	acknowledges e-mail			Division
city.gov.ph) properly Filled-out EDP Form	for review as to			(Email
	completeness of			Administrator)
1(QCG-CAO-QP/SOI- B10-v03) inclusive of	documentary			
clear soft copy of all	requirements submitted.			
required documents in	Submitted.			
PDF or JPEG file	1.1 Automatic email			
format.	reply sent			
Torriat.	a. Forward email to			
1.1 Receive an	process owner			
automatic email reply	(EDP)			
acknowledging receipt	b. For			
of the request and wait	communications to			
for the application to be	Admin-Records for			
evaluated.	routing			
	2.0 Receives and	None	15 mins	EDP
	checks details of			Receiving
	request form if			Clerk/Data
	properly filled up			Controller
	including			(Property
	attachments			Certification
2.1 Applicant receives	2.1 Notify applicant			Unit)
email/sms	through email/SMS			Window
acknowledging receipt	of lacking			Counters
or denial (as the case	requirements, if any.			7-9
may be). Advise on	2.2 Print application			Data
lacking requirements, if	form and			Controller
any.	requirements		4E mino	EDD
	3.0 Assigns control		15 mins	EDP Possiving
	number and			Receiving Clerk/Data
	records request. 3.1 Forward for			Controller
	thorough			(Window 8)
	verification given			(VVIIIGOVV O)
	Tomication given			



	the names &			
	subject		4 1	EDD
	4.0 Verifies from record if the party subject of request has a property in his/her name, as per request. Verification may extend to the original TDs & other hard copies on file, if not found in the		1 day or more depending on the number of RPUs & applicants on queue	EDP Computer Operator/Data Controller (Window 7-8)
	database.			
	5.0 Prepare and print certification and signs the verification portion of the certification. 5.1 Forward prepared certification to Division Head or alternate signatory for approval	None	30 minutes	EDP Computer Operator/Data Controller (Window 7-8)
	6.0 Approves/Signs certification	None	10 minutes	Division Chief/ Head of EDP Division or her alternate signatory
3.0 Receives email for Order of Payment and Schedule of release or pick-up	7.0 Send Order of payment and notify requesting party of the schedule of release.	None	10 minutes	EDP Computer Operator/Data Controller (Window 7-8)
4.0 As scheduled, applicant pays corresponding fee	7.1 Window 5-18 Miscellaneous Fees Section, City Treasurer's Office	Php 70/ parcel	15 minutes	Office of the City Treasurer, Billing/Cashier Officer
	Schedule of fees: Certification of No Improve Certification of With Improv Property Holding No Property Certification for medical so	rement - - -	P 70.00/property 90.00 90.00+20.00/ad 90.00 e/hospitalization -	
5.0 Applicant receives the certification	8.0 Releases Certification		5 minutes	Releasing Clerk (Window 9)



	PHP	1-2 days	
TOTAL	70/	_	
	parcel		

TRANSACTIONS SUBMITTE	TRANSACTIONS SUBMITTED THRU ON PREMISE/ON-PREMISE ONLINE SUBMISSION			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSIN G TIME	PERSON RESPONSIBLE
1.0 Request for a schedule by setting an appointment online via https://qceservices.quez oncity.gov.ph/				
2.0 Organize all the requirements and request for the Application Form EDP Form 1 (QCG-CAO-QP/SOI-B10-v03)	2.0 Officer of the Day reviews and checks completeness of requirements; 2.1 Provide applicant with the prescribed form. 2.2 Receives/collects hard copies from taxpayer	None	15 minutes	Property Owner/Applica nt/Officer of the Day
3. Properly assisted, applicant fills-out application form online, scan all the requirements and submit the same on premise via email CityAssessor@quezonc ity.gov.ph. 3.1 Receive an automatic email reply acknowledging receipt of the request and wait for the application to be evaluated	3.0 Automatic email reply sent. 3.1 Receive e-mail; check on all attachments submitted. 3.2 Forwards e-mail to respective process owner for review, evaluation and control.	None	15 mins (Pre- receiving/ Intermediar y stage)	Property Owner/ Applicant/ Officer of the Day/Email administrator (Admin. Div.) Receiving Clerk (Records Section)
3.2 In the absence of available email address on the part of applicant, he/ she shall be assisted to have the same emailed/sent thru	3.3 Process owner scans the documents submitted for file or receive the original ones submitted to minimize printing activities		15-30 mins (Pre- receiving/ Intermediar y stage)	Applicant/ Officer of the Day/Email administrator (Admin. Div.) Receiving Clerk



EDP.CityAssessor@qu ezoncity.gov.ph	3.3.1 Auto email reply is relayed thru SMS			(Records Section)
3.3 On both cases applicant waits for the request to be evaluated.3.4 Receives OP	3.4 Process owner validates request; 3.5 Verifies property subject of request and prepare document/certificatio n requested. 3.6 Issues order of payment thru whatever means accepted.	None	15 mins (Pre- receiving/ Intermediar y stage) 15mins or more depending on the lot area & no.	EDP Div. Receiving Clerk/Data Controller (Window Counters 7-9)
4.0 Applicant pays the corresponding fee	4.0 Window 5-18 Miscellaneous Fees Section, City Treasurer's Office	As indica ted	of parcels 15 minutes	Office of the City Treasurer, Billing/Cashier Officer
	Schedule of fees: Certification of No Improve Certification of With Improv Property Holding No Property Certification for medical so	rement - - -	P 70.00/property 90.00 90.00+20.00/ad 90.00	
5.0 Presents corresponding OR/ Receives information requested/computer print-out	5.0 Records the OR number, attaches receipt to the document requested	None	15 minutes	EDP Division Releasing Officer/ Data Controller (Window Counters 7-9)
	5.1 Releases document requested (Certification of Property Holding, No Property, Cert. of No Improvement, with Improvement)	None	15 minutes	EDP Division Releasing Officer/ Data Controller (Window Counters 7-9)
	TOTAL	As indica ted	1-3 days	



2.5 COUNTER VERIFICATION/ISSUANCE OF COMPUTER PRINT-OUT

This is a fast lane service that provided readily available real property information instead of a certified true copy of tax declaration which may be used for paying their real property tax to the Office of the City Treasurer and for other uses it may serve.

Processing Period: Thirty (30) minutes, or earlier waiting time

Office or Division:	CITY ASSESSOR'S	CITY ASSESSOR'S OFFICE		
Classification:	SIMPLE			
Type of Transaction:	GOVERNMENT TO	CITIZEN (G	(2C)	
Who may avail:	All Quezon City brokers, Consultants interest.			
CHECKLIST OF R	EQUIREMENTS	V	VHERE TO SE	CURE
Online Application the Office Email	nru City Assessor's	CityAssess	or@quezoncity	v.gov.ph
 2. Online submission of properly filled-up EDP Form (QCG-CAO-QP/SOI-B10-v03) inclusive of clear soft copy of requirements 3. Photocopy of valid ID 		CityAssessor@quezoncity.gov.ph, CAO Facebook page and CAO Messenger		
4. Photocopy of Title/TD or real property tax receipt and other references for property identification, if any		Owner		
5.Original copy of notarized Special Power of Attorney or Authorization, if filing thru a representative		Owner/Authorized Representative		
6.Photocopy of the Principal and Presenters valid ID		Owner/Authorized Representative		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.0 Online application and submission of duly accomplished EDP Form 1	1.0Acknowledges e-mail and reviews completeness of requirements	None	2-3 mins	Administrative Division (Email Administrator)



(QCG-CAO-QP/SOI-B10-v03) inclusive of required clear soft copy of documents thru CAO Email-CityAssessors@quezoncity.gov.ph	1.1Receives online request if complete 1.2 E-mail clientele if lacking requirements			
2.0 Waits email for Order of Payment and Schedule of release or pick-up	2.0 Validates and receives the request; 2.1. Verifies property being requested 2.2 Issues order of Payment 2.3 Notify clientele of the schedule of release	None	5 minutes	Electronic Data Processing Division Receiving Officer Clerk (Computer Operator) (Window Counter 8)
3.0 Owners pay the corresponding fee	3.0 Window 5-18 Miscellaneous Fees Section, City Treasurer's Office	Php 25.00 per print out Php 20.00 for property identifi- cation only	15 minutes	Office of the City Treasurer, Billing/Cashier Officer
4.0 Present corresponding OR	4.0 Logs the request, records the OR number, attaches receipt to the document requested	None	5 minutes	Electronic Data Processing Division Releasing Clerk (Window Counter 8)
5.0 Receives print out	5.0 Releases computer print-out together with the Official Receipt	None	5 minutes	EDP Division Releasing Officer/ Clerk (Window Counter 8)
	TOTAL		30 minutes	



2.6 ISSUANCE OF CERTIFIED TRUE COPY OF TAX DECLARATION

The City Assessor's Office provides Certified True Copy of Tax Declaration upon the request of the owner or his authorized representative, any government agency or private entities, for various reasons, the most common of which are for property transfer-related transactions, as a requirement of BIR, for mortgage/loan/financial institutions, courts and many other legal purposes.

There are currently two (2) classifications of TDs being certified –the manual copy or those issued from 2006 and below, manually processed; and the other is the electronic ones which to date can be certified electronically as well, and processing time are as follows:

5-10 certified copy of TDs requested (eCopy) will take us 1 day to process;

11-20 copies 2 days. processing time; and

10 TDs and more CTC requested (Manual copy) will take us 3 days processing

Processing Period: Within three (3) days, first come-first served policy

Transaction's processing period may also be affected by the following factors:

- 1. Volume/bulk of incoming transactions
- 2. System down time
- 3. Mis-Sending of documents for compliance
- 4. Requests can also be made through a formal communication on which case, receipt, and release are coursed through the Records Section.
- 5. Lastly, requests for Certified True Copy of TD BIR Estate Tax Settlement are considered more complex and will take a longer time for the necessary record verification, considering the time of death, etc.
- 6. Please do note that it takes 2-3 days except Saturday, Sunday and Holidays for us to read all forwarded email from CityAssessor@quezoncity.gov.ph, thus, we have to stick to the first in-first out policy.
- 7. Highly Technical and will take a longer time for necessary verification if Tax Declaration has issues such as overlapping, disputes, old series, w OL, forfeited etc.,

Office or	CITY ASSESSOR'S OFFICE-ASSESSMENT RECORDS
Division:	MANAGEMENT DIVISION
Classification:	SIMPLE
Classification.	Olivii EE
Type of	G2G-Government to Government, G2B-Government to Business,
Transaction:	G2C-Government to Citizens
Who may avail:	All Quezon City real property owners/taxpayers, buyers, brokers,
	Consultants, realtors/developers, and other parties of interest



				<u> </u>	
CHECKLIST OF REQUIR	REMENTS	WHERE	E TO SECURE		
 Duly Accomplished digital ARMD Form (QCG-CAO-QP/SOI-B07-v03) for electronic submission, requiring the following information: Full Name and Signature of the requesting party/authorized representative Contact Number and E-mail Address of the said person or authorized representative together with the following documents: Name of Property Owner subject of request Property Reference (TD No./PIN/TCT) 			ssessors-depa assessorsoffice Facebook page	.ph/department rtment/ e.quezoncity.go	
Properly Filled-out ARMD QP/SOI-B07-v03) for on-submission	Form (QCG-CAO-		sessor's Office tion Desk	, Ground Floor,	
Special Power of Attorney representative filing	y or Authorization, if	Propert	y Owner		
Photocopy of both the Provalid government issued		Present	Presenter/Applicant & Owner		
Photocopy of Title/TD or rand other references for		Owner/Representative			
Current Realty Tax Clea	Current Realty Tax Clearance or RPT receipt (Original or photocopy of latest year full			9	
Additional requirements that may be required: - Request letter (for those falling under 5,000sqm and above) - Death Certificate (for Deceased property owner)		Propert	y Owner/Applio	cant	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSIN G TIME	PERSON RESPONSIBLE	
1. Submit thru email (CityAssessor@quezon city.gov.ph) properly Filled-out ARMD Form 1(QCG-CAO-QP/SOI- B07-v03) inclusive of clear soft copy of all required documents in PDF or JPEG file format.	THRU EMAIL 1.0 Receive and acknowledges e-mail for review as to completeness of documentary requirements submitted.	None	5 minutes Or more depending on the volume of emails received	Administrative Division (Email Administrator)	



				250 N C.
1.1 Receive an automatic email reply acknowledging receipt of the request and wait for the application to be evaluated.	1.1 Automatic email reply sent 1.2 Forward email to process owner (ARMD) 1.3 For communications to Admin-Records for routing			
2.0 Applicant receives an official acknowledgement thru email acknowledging receipt or denial (as the case may be). Advise on lacking requirements, if any. 2.1 Receives notice of non-availability of TD requested	2.0 Receives and checks details of request form if properly filled up including attachments 2.1 Notify applicant through email/SMS of lacking requirements, if any 2.2 Verifies requested Tax Declaration on RPATS; may extend to the original TDs on file if not found in the database. 2.3 Print Application form and requirements		20 mins	Email Controller/ Handler (Assessment Records Management Division)
	3.0 Assigns control number and records request 3.1 Forward CTC request to Records Control Section (Basement)	None	10 mins	Records Control Section Personnel (ARMD Basement)
	3.2 Retrieves and reproduce TD subject of certification (for manual copy) 3.3 Verifies TD number and print requested CTC (electronic copy)		30 minutes	Receiving/ Assessment Clerk



3.0 Receives email for Order of Payment and Schedule of release or pick-up	3.4 Stamp "Certified True Copy" on requested TD 3.5 Pre-approves requested CTC 3.6 Forward prepared CTC to Division Head/Asst Div. Head for approval 3.7 Approves/signs certification on TD 4.0 Send Order of payment and notify requesting party of the schedule of			
	release.			
3.1 Owners pay the corresponding fee	4.1 Window 5-18 Miscellaneous Fees Section, City Treasurer's Office	Php 50.00/ copy	15 minutes	Office of the City Treasurer, Billing/Cashier Officer
	Additional Php 20.00 for Bl	R purpose	s (certification/sta	amp of SFMV)
4.0 Applicant receives the certification	5.0 Release Certified copy of TD requested		15 minutes	Releasing Clerk (Window 12)
	TOTAL	PHP 50/ page	3 days	

TRANSACTIONS SUBMITTED THRU ON PREMISE/COUNTER TRANSACTION				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSIN G TIME	PERSON RESPONSIBLE
1.0 Request for a schedule by setting an appointment online via https://qceservices.que zoncity.gov.ph/				
2.0 Organize all the requirements and request for the Application Form	2.0 Officer of the Day reviews and checks completeness of requirements;	None	15 mins	Property Owner/ Applicant/ Officer of the Day



ARMD Form 1 (QCG-CAO-QP/SOI-B07-v03)	2.1 Provide applicant with the prescribed form. 2.2 Receives/collects hard copies from taxpayer			
3. Properly assisted, applicant fills-out application form online, scan all the requirements and submit the same on premise via email CityAssessor@quezonc ity.gov.ph. 3.1 Receive an automatic email reply acknowledging receipt of the request and wait for the application to be evaluated	3.0 Automatic email reply sent. 3.1 Receive e-mail; check on all attachments submitted. 3.2 Forwards e-mail to respective process owner for review, evaluation and control.	None	15 mins (Pre- receiving/ Intermediar y stage)	Property Owner/ Applicant/ Officer of the Day/Email administrator (Admin. Div.) Receiving Clerk (Records Section)
3.2 In the absence of available email address on the part of applicant, he/ she shall be assisted to have the same emailed/sent thru ARMD.CityAssessor@quezoncity.gov.ph	3.3 Process owner scans the documents submitted for file or receive the original ones submitted to minimize printing activities 3.3.1 Auto email reply is relayed thru SMS		15-30 mins (Pre- receiving/ Intermediar y stage)	Applicant/ Officer of the Day/Email administrator (Admin. Div.) Receiving Clerk (Records Section)
3.3 On both cases applicant waits for the request to be evaluated.	3.4 Process owner validates request. Records the request & assign control number. 3.5 Forward request to Records Control Section (Basement)	None	15 mins (Pre- receiving/ Intermediar y stage)	Assessment Records Mgt. Division Receiving Clerk (Window Counters 10-12)
	3.6 Retrieves and reproduce (photocopy) tax declarations subject		45 minutes or more depending on the number of	Records Control Section Personnel (Assessment



	for issuance of CTC – for manual copy 3.7 Verifies TD Number and print requested CTC – for electronic copy and stamps Certified True Copy on requested TD		RPUs & applicants on queue	Records Management Division)
	3.8 Pre-approves requested CTC	None	10 minutes	Section Chief, Records Control Section
	3.9 Forwards prepared CTC to Division Head/Asst. Div. Head for approval	None	10 minutes	Records Control Section (ARMD) Personnel
	3.10 Approves/ signs requested CTC of TD	None	10 minutes	Head/ Asst. Div. Head, Assessment Records Management Division
4.0 Receives OP	4.0 Issues order of payment thru whatever means accepted.		15mins or more depending on the lot area & no. of parcels	Assessment Records Mgt. Division Receiving Clerk (Window Counters 10-12)
4.1 Applicant pays the corresponding fee	4.1 Window 5-18 Miscellaneous Fees Section, City Treasurer's Office	50.00	15 minutes	Office of the City Treasurer, Billing/Cashier Officer
	Additional Php 20.00 for Bl	R purpose	s (certification/sta	amp of SFMV)
4.2 Presents corresponding OR/ Receives information requested/computer print-out	4.2 Records the OR number, attaches receipt to the document requested	None	15 minutes	ARMD Releasing Officer/ Clerks (Window Counters 11-3)



5.0 Receives copy of	5.0 Releases	None	15 minutes	ARMD
	document			Releasing
	requested			Officer/ Clerks
	(Certified True			(Window
	Copy of Tax			Counters
	Declaration)			11-3)
		As	1-3 days	
	TOTAL	indica	_	
		ted		

3.0 RECORDING, ROUTING AND MAILING OF OUTGOING COMMUNICATIONS/CORRESPONDENCE

The City Assessor's Office ensures accurate recording and timely release or dispatch of outgoing communications/correspondence from the Office of the City Assessor, and other Divisions concerned.

Office or Division:	RECO	RECORD'S SECTION, ADMINISTRATIVE DIVISION				
Classification:	SIMP	LE				
Type of Transaction:		Government to Governr Government to Citizens	nent, G2	B-Government	to Business,	
Who may avail:		Officials				
CHECKLIST OF I	REQUII	REMENTS	WHERI	E TO SECURE		
Basic Communica attachments	unication inclusive of whatever			Office of the City Assessor or any of its Officials		
CLIENT STE	PS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSIN G TIME	PERSON RESPONSIBLE	
1.0 Deliver the corresponder communication		1.0 Check and receive correspondence/ outgoing communication	None	15 mins	Administrative Aide/Records Clerk assigned	
		2.0 Using CAO's Document Tracking System, encode the received correspondence intended for release	None	1 hour	Records Clerk assigned	



2.1 Prepare the			
correspondence for			
mailing/distribution			
3.0 Dispatch the	None	1 hour	Records Clerk
correspondence			assigned
whether thru			
email, by mail or			
hand carried.			
Total	None	Within 3	
		hours*	

[•] Processing time is per transaction

4.0 RECORDING AND ROUTING OF REGISTERED MAIL CORRESPONDENCE

Office or Division:	RECO	RECORD'S SECTION, ADMINISTRATIVE DIVISION				
Classification:	SIMP	SIMPLE				
Type of Transaction:		Government to Governr Government to Citizens	nent, G2	B-Government	to Business,	
Who may avail:	CAO	Officials				
CHECKLIST OF F	REQUIF	REMENTS	WHERI	E TO SECURE		
Transmittal of deliv	ered r	egistered mails	Philpos	Philpost		
Transmittal of reco	Transmittal of recorded and dispatched incoming mails		Records Section, Administrative Division			
CLIENT STEP	S	AGENCY ACTIONS	FEES TO BE PAID	PROCESSIN G TIME	PERSON RESPONSIBLE	
1.0 Deliver the registered recorresponde		1.0 Check received mails against the transmittal of Philpost	None	30 minutes	Administrative Aide/Records Clerk assigned	
		1.1 Stamp date of receipt in the envelope and in the attached registry return card 1.2 Detach registry return card	None	30 minutes	Administrative Aide/Records Clerk assigned	



1.3 Sorting and distribution of correspondence	None	30 minutes	Administrative Aide/Records Clerk assigned
1.4 Opening of mails and stamping of date of receipt (in every page)	None	2 hrs	Administrative Aide/Records Clerk assigned
2.0 Using CAO's Document Tracking System, encode the received correspondence intended for release 2.1 Print the encoded data/transmittal and forward to Office of CA May be addressed to other officials concerned, as the case may be.	None	30 minutes	Records Clerk assigned
Total	None	Within 3 hours*	

5.0 RECEIVING AND ROUTING OF HAND CARRIED COMMUNICATIONS/CORRESPONDENCE

CAO also ensures accurate recording and dispatch of incoming communications/correspondence.

Simple, Complex or Highly Technical depending on the request or transaction included.

Office or Division:	RECORD'S SECTION, ADM	INISTRATIVE DIVISION	
Classification:	SIMPLE/COMPLEX		
Type of Transaction:	G2G-Government to Government, G2B-Government to Business, G2C-Government to Citizens		
Who may avail:	CAO Officials		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Correspondence inclusive of attachment		Clients	



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE	PROCESSIN G TIME	PERSON RESPONSIBLE
1.0 Hand over the correspondence	1.0 Check received mail or the physical communication, including attachments and stamp date of receipt	None	15 minutes	Administrative Aide/Records Clerk assigned
	2.0 Using CAO's Document Tracking System, encode the received correspondence	None	15 minutes	Administrative Aide/Records Clerk assigned
	3.0 Print the encoded data/transmittal and forward to Office of CA for appropriate instructions, routing. Communications involving "simple" frontline transactions may be referred directly to respective process owners concerned.		30 minutes	Records Clerk assigned
	Total	None	1 hour	

- Processing time is per transaction
- Farming out of all received communications shall be '9am-12pm-3pm distributed to all concerned
- Urgent communications shall be delivered immediately upon request.

4.0 FEEDBACK SUBMISSION AND PROCESSING

FEEDBACK SUBMISSION			
How to send feedback	 Accomplish the QCLGU Service Experience Survey (QCG-F01.Rev.0) and drop it at the designated drop box in front of the Public Assistance and Complaints Desk. QC Hotline 122 or email helpdesk@quezoncity.gov.ph 		



	3. For more information or other concerns, client/customer may contact 8988-4242 loc. 8296, 8187, 8189, 8185, 8294, 8295, 8368, 8369; or email at CityAssessor@quezoncity.gov.ph
How feedbacks are processed	Every quarter, the ISO Secretariat opens the drop box and compiles and records all feedback submitted. Results are tabulated and discussed during Management Reviews. Official communications are transmitted to the office for information and appropriate action if necessary.
How to file a complaint	Office complaints can be filed directly using the Complain/Feedback Form provided by the Agency.
How complaints are processed	Complaint/Feedback Form** are gathered and actions are immediately undertaken by the Office of the City Assessor on a real-time basis on the date and time the office received such feedback/s.
Other contact information	ARTA: complaints@arta.gov.ph: 1-ARTA (2768) PCC: 8888 CCB: 0908-881-6565

DEPARTMENT DIRECTORY

ATTY. SHERRY R. GONZALVO City Assessor	CityAssessor@quezoncity.gov.ph Office of the City Assessor Mezzanine, Civic Center Bldg B ⊘ 8988-4242 loc. 8185
Engr. Pelilia M. Landayan Assistat City Assessor for Administration	pelilia.landayan@quezoncity.gov.ph 3rd FIr Civic Center Bldg B City Assessor's Office ⊘ 8988-4242 loc. 7304
Arch. Delfin G. Torres, Jr. Assistant City Assessor for Operations	delifin.torres@quezoncity.gov.ph 2 nd Flr Civic Center Bldg B City Assessor's Office ⊘ 8988-4242 loc. 8292
Mr. Salvador G. Urbi II, Taxmapper V Tax Mapping Division (TMD) Certified Copy of Tax Map, Certification of Adjoining Lots, Requests/Application for New Tax Declarations for Transfer/Correction/ Segregation/Consolidation)	TaxMapping.Cityassessor@quezoncity.gov.ph © 8988-4242 loc. 8187/8189 09054081474 / 09311270875



Requests/Applications for Issuance of New Tax Declarations (Transfer/Correction/Segregation/Consolidation, etc) & Cancellation of Assessments	CityAssessor@quezoncity.gov.ph TaxMapping.Cityassessor@quezoncity.gov.ph © 8988-4242 loc. 8187/ 8189/8294/8296 0905-4081474
Engr. Jessie G. Avellano, LAOO V Property Appraisal Division (PAD) (New Assessments, Reassessments, Inspection/Cancellation of Assessments, Retirement of Machinery	PropertyAppraisal.CityAssessor@quezoncity.gov.ph © 8988-4242 loc. 8291/8294/8295 09312077522 / 09055275632
Ms. Priscela B. Verzonilla, ITO III Electronic Data Processing Division (EDP) Certifications of Property Holdings, No property, No Improvement/With Improvement Requests for Value Reversion, Idle Land Tax- related Tagging/Untagging	EDP.CityAssessor@quezoncity.gov.ph © 8988-4242 loc. 8296 09564274097/09154003490
Ms. Denissa O. Faustino, LAOO V Assessment Records Management Division (ARMD) Certified True Copy of Tax Declarations (TDs)	armd.CityAssessor@quezoncity.gov.ph ② 8988-4242 loc. 8032/8031 ③ 09989749783/09338255392
Release of New Tax Declarations (TDs) & Notice of (NOCs)	ARMD.CityAssessor@quezoncity.gov.ph © 8988-4242 loc. 8031/8032 ■ 09989749783/09338255392
Mr. Ricardo B. Masesar, LAOO V Property Valuation Standard Division (PVSD) Request for Zonal Valuation & schedule of values	PropertyValuation.CityAssessor@quezoncity.gov.ph © 8988-4242 loc. 8369
Ms. Violeta V. Agustin, Administrative Officer V Administrative Division Multiple/Bulk transactions requested/Inter or Intra- office communications, Legal, Banks, Real Estate Brokers, etc.	admin.CityAssessor@quezoncity.gov.ph ② 8988-4242 loc. 8371 ■ 09312077517
Office of the City Assessor for complaints and feedback	CityAssessor@quezoncity.gov.ph © 8988-4242 loc. 8185 or use our fb page https://www.facebook.com/quezoncit yassessorsoffice