



**CITY ASSESSOR'S OFFICE**

**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 3<sup>rd</sup> 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](mailto: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 on-premise 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 (RPU)

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).

<b>Office or Division:</b>	<b>CITY ASSESSOR'S OFFICE</b>
<b>Classification:</b>	Simple, Complex, Highly Technical
<b>Type of Transaction:</b>	G2G-Government to Government, G2B-Government to Business, G2C-Government to Citizens
<b>Who may avail:</b>	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 101 (QCG-CAO-QP/SOI-B01-v05) <b>for electronic submission</b> , requiring the following information: <ul style="list-style-type: none"> <li>• Full Name and Signature of the owner and submitting person/authorized representative</li> </ul>	Quezon City Website: <a href="https://quezoncity.gov.ph/department/s/city-assessors-department/">https://quezoncity.gov.ph/department/s/city-assessors-department/</a> <a href="https://assessorsoffice.quezoncity.gov.ph/">https://assessorsoffice.quezoncity.gov.ph/</a> CAO's Facebook page/Messenger <a href="https://www.facebook.com/quezoncityassessorsoffice">https://www.facebook.com/quezoncityassessorsoffice</a>





<ul style="list-style-type: none"> <li>Contact Number and E-mail Address of the owner and authorized representative together with the following documents:</li> </ul>	
Properly Filled-out FORM 101(QCG-CAO-QP/SOI-B01-v05) for <b>On-premise online submission transaction</b>	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
<b>Mandatory requirements:</b>	
<ul style="list-style-type: none"> <li>Certified True Copy/Electronic Certified copy of Transfer Certificate of Title/Condominium Certificate of Title (TCT/CCT)</li> <li>Certified true copy of previous TCT/CCT (to establish continuity)</li> </ul>	Register of Deeds
<ul style="list-style-type: none"> <li>Deed of Conveyance (Secretary Certificate is required if a seller is a corporation)</li> </ul>	Property Owner/Seller/Buyer
<ul style="list-style-type: none"> <li>Transfer tax receipt (original or certified copy from CTO &amp; photocopy) and Tax Bill</li> <li>Seller's Business Tax Receipt/Business Permit (original &amp; photocopy, if seller is a Corporation)</li> <li>Current Realty Tax Clearance of updated and correct RPT payment or photo copy of latest year full payment</li> </ul>	City Treasurer's Office
<ul style="list-style-type: none"> <li>Electronic-Certificate Authorizing Registration (eCAR), duplicate or photocopy(AO 186, s-2007)</li> </ul>	Bureau of Internal Revenue
<ul style="list-style-type: none"> <li>Note: For 1999 released Title and below, in case any of the mandatory requirement/document are no longer available please submit: <ul style="list-style-type: none"> <li>✓ LRA Certification</li> <li>✓ Notarized Affidavit of Loss executed by the Registered Owner</li> <li>✓ Affidavit of actual possession/ownership</li> <li>✓ Affidavit of Undertaking, if warranted</li> </ul> </li> </ul>	
<ul style="list-style-type: none"> <li>Latest Picture of Property (3x5 colored, photo paper), frontage/façade showing a full view of the structure</li> </ul>	Property Owner/Authorized Representative
Copy of latest tax declaration (if necessary)	City Assessor's Office
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	City Treasurer's Office





<p>Title from the Registry of Deeds (Ordinance No.2361, Series of 2014).  <i>To show proof of release, submit Acknowledgement Slip reflecting EPEB No. or Certification of Release from RD.</i></p>				
<p><i>Arrange all the requirements in a sequential manner as enumerated in the Checklist of Requirements.</i></p>				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>TRANSACTIONS SUBMITTED THRU EMAIL</b>				
<p>1. Submit thru email (<a href="mailto:CityAssessor@quezoncity.gov.ph">CityAssessor@quezoncity.gov.ph</a>) 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.</p> <p>1.1 Receive an automatic email reply acknowledging receipt of the request and wait for the application to be evaluated</p>	<p>1.1 Automatic email reply sent.</p> <p>1.2 Receive e-mail; check on all attachments submitted.</p> <p>1.3 Forwards e-mail to RRE for review and evaluation and control</p>	None	15 mins (Pre-receiving/ Intermediary stage)	<p>Receiving Clerk/Email Administrator (Administrative Division)</p> <p>Records Clerk (Records Section)</p>
<p>2.Wait for the request to be evaluated.</p>	<p>2.1 Receives forwarded email, track for control purposes and print all attachments;.</p> <p>2.2 Checks and evaluates property subject of transfer as against proper documentation submitted.</p>	None	<p>15 mins (Pre-receiving/ Intermediary stage)</p> <p>15mins or more depending on the lot area and number of parcels</p>	<p>Receiving clerks (RRE Unit)</p> <p>Assessment Clerks/Verifiers &amp; Evaluators (RRE Unit)</p>
	<p>2.3 Upon record validation, refer</p>		5 mins.	Receiving clerks (RRE Unit)



	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)
<p><i>Note:</i>  <i>Compliance to any of the lacking requirement is considered, back to first stage, thus, considered refiled and new Tracking No. will be assigned.</i></p>				
	4.0 Print property record subject of transfer including posted FAAS, if any  4.1 Prepare/update FAAS based on latest property information, recommend inspection, if necessary  4.2 Prepares transmittal listing to Station 2 <i>* Property/ies requiring field validation are considered complex</i>		15 mins.  1-2 days or more depending on appraiser's load	EDP Data Controller  LAOO I (Property Appraisers)
	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 7.4 Track 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	1/2 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),
	<b>TOTAL :</b>		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.*

<b>TRANSACTIONS SUBMITTED THRU ON PREMISE-ONLINE SUBMISSION</b>				
<i>Arrange all the requirements in a sequential manner as enumerated in the Checklist of Requirements.</i>				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Request for a schedule by setting an appointment online via <a href="https://qceservices.quezoncity.gov.ph/">https://qceservices.quezoncity.gov.ph/</a>				
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 <a href="mailto:CityAssessor@quezoncity.gov.ph">CityAssessor@quezoncity.gov.ph</a> . 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				
<p>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 <a href="mailto:dropbox.CityAssessor@quezoncity.gov.ph">dropbox.CityAssessor@quezoncity.gov.ph</a></p> <p>3.2.1 Receive an acknowledgement/ reply via SMS.</p>	<p>3.3 OD scans the documents submitted &amp; forwards the same via email to <a href="mailto:CityAssessor@quezoncity.gov.ph">CityAssessor@quezoncity.gov.ph</a> which in turn shall directly forward the same to RRE for review, evaluation and control.</p> <p>3.3.1 Auto email reply is relayed thru SMS</p> <p>3.3.2 Received/ collected hard copies from taxpayer are forwarded to RRE Unit to minimize printing activities.</p>		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.	<p>3.4 Receives forwarded email, track for control purposes and print all attachments;.</p> <p>3.5 Checks and evaluates property subject of transfer as against proper documentation submitted.</p> <p>3.6 Upon record validation, refer transaction for processing/tracking</p> <p>3.7 Encodes transaction using the Transaction Document Tracking System for proper monitoring</p>	None	<p>15 mins (Pre-receiving/ Intermediary stage)</p> <p>15mins or more depending on the lot area and number of parcels</p> <p>5 mins.</p> <p>5 mins.</p>	<p>Receiving clerks (RRE Unit)</p> <p>Assessment Clerks/Verifiers &amp; Evaluators (RRE Unit)</p> <p>Receiving Clerk (RRE Unit)</p> <p>Tax Mapping Receiving Clerk (Window 4)</p>



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)
<p><i>Note:</i> Compliance to any of the lacking requirement is considered, back to first stage, thus, considered refiled and new Tracking No. will be assigned.</p>				
	4.0 Print property record subject of transfer including posted FAAS, if any 4.1 Prepare/update FAAS based on latest property information, recommend inspection, if necessary 4.2 Prepares transmittal listing to Station 2		15 mins.  1-2 day or more depending on appraiser's load	EDP Data Controller  Tax Mapper II and LAOO I (Property Appraisers)
<p><sup>2/</sup> Property/ies requiring field validation are considered complex</p>				
	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 7.4 Track 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 Declaration.	10.1 Releases new Tax Declaration & Notice of Assessments (TD/NOA)	None	30 minutes	Assessment Records Management Division Releasing Clerk (Window 6)
	<b>TOTAL :</b>		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 (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.

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.
6. 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).

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



<b>Who may avail:</b>	All Quezon City real property owners/taxpayers, buyers, brokers, Consultants, realtors/developers, and other parties of interest.
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
<p>Duly Accomplished digital Application Form 102 (QCG-CAO-QP/SOI-B02-v05) <b>for electronic submission</b>, requiring the following information:</p> <ul style="list-style-type: none"> <li>• Full Name and Signature of the owner and submitting person/authorized representative</li> <li>• Contact Number and E-mail Address of the owner and authorized representative together with the following documents:</li> </ul>	<p>Quezon City Website:  <a href="https://quezoncity.gov.ph/department/city-assessors-department/">https://quezoncity.gov.ph/department/city-assessors-department/</a>  <a href="https://assessorsoffice.quezoncity.gov.ph/">https://assessorsoffice.quezoncity.gov.ph/</a>            CAO's Facebook page/Messenger  <a href="https://www.facebook.com/quezoncityassessorsoffice">https://www.facebook.com/quezoncityassessorsoffice</a></p>
<p>Properly Filled-out FORM 102(QCG-CAO-QP/SOI-B02-v05) <b>for on-premise online submission</b></p>	<p>City Assessor's Office, Ground Floor, Information Desk</p>
<p>Original copy of notarized Special Power of Attorney or Authorization, if filing thru a representative</p>	<p>Property Owner</p>
<p>Photocopy of the Principal and Presenters valid ID</p>	<p>Presenter/Applicant</p>
<b>Mandatory requirements:</b>	
<p>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</p>	<p>Register of Deeds</p>
<p>LRA Approved Subdivision Plan</p>	<p>Land Registration Authority/Register of Deeds; Bureau of Lands; Owner</p>
<p>Clear copy of latest tax declaration (if necessary)</p>	<p>City Assessor's Office</p>
<p>Current Realty Tax Clearance of correct and updated current RPT Payments and/or photocopy of latest year full payment</p>	<p>City Treasurer's Office</p>
<p>Deed of Partition (Partition Agreement)            Affidavit of Consolidation, as the case may be</p>	<p>Property Owner</p>
<p><b>If with Change of Ownership</b>, the following additional documents are required:            Deed of Conveyance is required, which maybe:            __Deed of Sale/Donation</p>	<p>Property Owner</p>



___ Deed of Exchange ___ Extrajudicial settlement of an estate ___ Affidavit of Self Adjudication (sole heir) ___ Deed of Conditional Sale ___ Others (Specify) _____					
o <i>Note: In case the foregoing documents are no longer available, please submit:</i> ✓ LRA/RD Certification ✓ Notarized Affidavit of Loss executed by the Registered Owner ✓ Affidavit of actual possession/ownership, if warranted ✓ Affidavit of Undertaking, if warranted					
Transfer tax receipt (original or certified copy from CTO & photocopy) <sup>1/</sup> 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) <sup>1/</sup>		Bureau of Internal Revenue			
o 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). <i>To show proof of release, submit Acknowledgement Slip reflecting EPEB No. or Certification of Release from RD.</i>		City Treasurer's Office			
<i>Arrange all the requirements in a sequential manner as enumerated in the Checklist of Requirements.</i>					
CLIENT STEPS		AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>TRANSACTIONS SUBMITTED THRU EMAIL</b>					
1. Submit thru email ( <a href="mailto:CityAssessor@quezoncity.gov.ph">CityAssessor@quezoncity.gov.ph</a> ) 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 (Administrative Division)



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



may be) on the application/ request.				
<p><i>Note:</i>  <i>Compliance to any of the lacking requirement is considered, back to first stage, thus, considered refiled and new Tracking No. will be assigned.</i></p>				
	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, complexity 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 5.2 Print FAAS 5.3 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 Track & Transmit	None	1 day	Station 3 Property Appraisers, Section Chief, PAD Chief  Assessment Clerk
<i><sup>2/</sup> Property/ies requiring field validation requires 1 day</i>				



	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 8.1 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 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
1. Request for a schedule by setting an appointment				



online via <a href="https://qceservices.quezoncity.gov.ph/">https://qceservices.quezoncity.gov.ph/</a>				
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 <a href="mailto:CityAssessor@quezoncity.gov.ph">CityAssessor@quezoncity.gov.ph</a> . 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 <a href="mailto:dropbox.CityAssessor@quezoncity.gov.ph">dropbox.CityAssessor@quezoncity.gov.ph</a>  3.2.1 Receive an acknowledgement/ reply via SMS.	3.3 OD scans the documents submitted & forwards the same via email to <a href="mailto:CityAssessor@quezoncity.gov.ph">CityAssessor@quezoncity.gov.ph</a> 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)





	to minimize printing activities.			
3.3 On both cases applicant waits for the request to be evaluated.	<p>3.4 Receives forwarded email, track for control purposes and print all attachments;</p> <p>3.5 Checks and evaluates property subject of transfer as against proper documentation submitted.</p> <p>3.6 Upon record validation, refer transaction for processing/tracking</p> <p>3.7 Encodes transaction using the Transaction Document Tracking System for proper monitoring</p>	None	<p>15 mins (Pre-receiving/ Intermediary stage)</p> <p>15mins or more depending on the lot area and number of parcels</p> <p>6 mins.</p> <p>5 mins.</p>	<p>Receiving clerks (RRE Unit)</p> <p>Assessment Clerks/Verifiers &amp; Evaluators (RRE Unit)</p> <p>Receiving Clerk (RRE Unit)</p> <p>Tax Mapping Receiving Clerk (Window 4)</p>
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.	<p>3.8 Notify/email back to officially acknowledge on-line request if compliant together with Tracking No.; or</p> <p>3.8.1 Notify/email applicant as to lacking documents for submission requirements found upon evaluation.</p>	None	5 mins (Pre-receiving/ Intermediary stage)	Receiving Clerks (RRE Unit)
<p><i>Note:</i>  <i>Compliance to any of the lacking requirement is considered, back to first stage, thus, considered refiled and new Tracking No. will be assigned.</i></p>				



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



	7.3 Encode annotations 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 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:		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.*

<b>Office or Division:</b>	<b>CITY ASSESSOR'S OFFICE</b>
<b>Classification:</b>	COMPLEX, HIGHLY TECHNICAL
<b>Type of Transaction:</b>	G2G-Government to Government, G2B-Government to Business, G2C-Government to Citizens
<b>Who may avail:</b>	All Quezon City real property owners/taxpayers, buyers, brokers, Consultants, realtors/developers, and other parties of interest.
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
Duly Accomplished digital Application Form 103 (QCG-CAO-QP/SOI-B03-v04) <b>for electronic submission</b> , requiring the following information: <ul style="list-style-type: none"> <li>• Full Name and Signature of the owner and submitting person/authorized representative</li> <li>• Contact Number and E-mail Address of the owner and authorized representative together with the following documents</li> </ul>	Quezon City Website: <a href="https://quezoncity.gov.ph/department/s/city-assessors-department/">https://quezoncity.gov.ph/department/s/city-assessors-department/</a> <a href="https://assessorsoffice.quezoncity.gov.ph/">https://assessorsoffice.quezoncity.gov.ph/</a> CAO's Facebook page/Messenger <a href="https://www.facebook.com/quezoncityassessorsoffice">https://www.facebook.com/quezoncityassessorsoffice</a>
Properly Filled-out FORM 103(QCG-CAO-QP/SOI-B03-v04) <b>for on-premise online submission</b>	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
<b>Mandatory requirements:</b>	
Approved Building Permit Approved Building Plan Occupancy Permit (if any) Mechanical Permit (if any), for Machinery	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



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 warranted		Property Owner		
Latest Picture of property, not more than 3 months (3" x 5" colored, photo paper) – frontage/facade (showing a full view of the structure)		Property Owner		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>TRANSACTIONS SUBMITTED THRU EMAIL</b>				
<p>1. Submit thru email (<a href="mailto:CityAssessor@quezoncity.gov.ph">CityAssessor@quezoncity.gov.ph</a>) 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.</p> <p>1.1 Receive an automatic email reply acknowledging receipt of the request and wait for the application to be evaluated.</p>	<p>1.1 Automatic email reply sent.</p> <p>1.2 Receive e-mail; check on all attachments submitted.</p> <p>1.3 Forwards e-mail to RRE for review and evaluation and control</p>	None	15 mins (Pre-receiving/ Intermediary stage)	<p>Receiving Clerk/Email Administrator (Administrative Division)</p> <p>Records Clerk (Records Section)</p>
2.Wait for the request to be evaluated.	<p>2.1 Receives forwarded email, track for control purposes and print all attachments;.</p> <p>2.2 Checks and evaluates property subject of assessment as against proper</p>	None	<p>15 mins (Pre-receiving/ Intermediary stage)</p> <p>15mins or more depending on the lot</p>	<p>Receiving clerks (RRE Unit)</p> <p>Assessment Clerks/Verifiers &amp; Evaluators (RRE Unit)</p>



	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)
<p><i>Note:</i> Compliance to any of the lacking requirement is considered, back to first stage, thus, considered refiled and new Tracking No. will be assigned.</p>				
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  30 mins	Records Clerk and Local Assessment Operations Officer assigned  Records Clerk
	5.0 Validate/verify property record; 5.1 Encode 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





	TOTAL :		3-5 days	
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<b>TRANSACTIONS SUBMITTED THRU ON PREMISE-ONLINE SUBMISSION</b>				
<i>Arrange all the requirements in a sequential manner as enumerated in the Checklist of Requirements.</i>				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for a schedule by setting an appointment online via <a href="https://qceservices.quezoncity.gov.ph/">https://qceservices.quezoncity.gov.ph/</a>				
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 <a href="mailto:CityAssessor@quezoncity.gov.ph">CityAssessor@quezoncity.gov.ph</a> . 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



<p>shall be assisted to have the same emailed/sent thru <a href="mailto:dropbox.CityAssessor@quezoncity.gov.ph">dropbox.CityAssessor@quezoncity.gov.ph</a></p> <p>3.2.1 Receive an acknowledgement/reply via SMS.</p>	<p><a href="mailto:CityAssessor@quezoncity.gov.ph">CityAssessor@quezoncity.gov.ph</a> which in turn shall directly forward the same to RRE for review, evaluation and control.</p> <p>3.3.1 Auto email reply is relayed thru SMS</p> <p>3.3.2 Received/collected hard copies from taxpayer are forwarded to RRE Unit to minimize printing activities.</p>		<p>Intermediary stage)</p>	<p>administrator (Admin. Div.) Receiving Clerk (Records Section)</p>
<p>3.3 On both cases applicant waits for the request to be evaluated.</p>	<p>3.4 Receives forwarded email, track for control purposes and print all attachments;.</p> <p>3.5 Checks and evaluates property subject of assessment as against proper documentation submitted.</p>	<p>None</p>	<p>15 mins (Pre-receiving/Intermediary stage) 15mins or more depending on the lot area and number of RPUs</p>	<p>Receiving clerks (RRE Unit)</p> <p>Assessment Clerks/Verifiers &amp; Evaluators (RRE Unit)</p>
<p>3.4 Receive an official acknowledgement thru email or SMS acknowledging receipt or denial (as the case may be) of the application/request.</p>	<p>3.6 Email back to officially acknowledge on-line request if compliant; or</p> <p>3.6.1 Email applicant as to automatic denial due to lacking requirements found upon evaluation.</p> <p>3.7 Forwards e-mail to Property Appraisal Division (Station 1) for technical evaluation and control.</p>		<p>30 mins</p>	<p>Receiving clerks (RRE Unit)</p> <p>Receiving clerks (RRE Unit) &amp; PAD Receiving Clerk</p>
<p><i>Note:</i> <i>Compliance to any of the lacking requirement is considered, back to first stage, thus, considered refiled and new Tracking No. will be assigned.</i></p>				



<p>3.5 Owner receives email or SMS, as to the Tracking Control No. &amp; schedule of release</p>	<p>4.0 Checks and validates submitted documents  4.1 Conducts ocular inspection (if necessary)  4.2 Prepare corresponding Field Appraisal &amp; Assessment Sheet (FAAS)  4.3 Assign Tracking No. and inform applicant of the control/tracking no.  4.4 Transmit FAAS prepared to Stn 2</p>	<p>None</p>	<p>1-2 days depending on the number of RPUs   30 mins</p>	<p>Records Clerk and Local Assessment Operations Officer assigned   Records Clerk</p>
	<p>5.0 Validate/verify property record;  5.1 Encode FAAS  5.2 Print FAAS  5.4 Track &amp; Transmit</p>	<p>None</p>	<p>1/2 day</p>	<p>Station 2  EDP Division Data Controller and Computer Operators</p>
	<p>6.0 Review &amp; Verify encoded FAAS  6.1 Recommend editing (if necessary)  6.2 Route for Approval  6.3 Record &amp; Track transaction  6.4 Transmit</p>	<p>None</p>	<p>1/2 day</p>	<p>Station 3  Property Appraisers, Section Chief, PAD Chief   Assessment Clerk</p>
	<p>7.0 Review &amp; submit FAAS  7.1 Assign TDN  7.2 Print/ generate NOA/TD  7.3 Encode annotations  7.4 Track and Transmit</p>	<p>None</p>	<p>1/2 day</p>	<p>Electronic Data Processing Division- Station 4  Data Encoders</p>
	<p>8.0 Final review and Pre-Approval  8.1 Counter-sign on NOA/TD  8.2 Track and Transmit</p>	<p>None</p>	<p>1 hour</p>	<p>Assistant City Assessor for Operation- Station 5</p>



	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
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.*



<b>Office or Division:</b>	<b>CITY ASSESSOR'S OFFICE</b>
<b>Classification:</b>	SIMPLE, COMPLEX
<b>Type of Transaction:</b>	G2G-Government to Government, G2B-Government to Business, G2C-Government to Citizens
<b>Who may avail:</b>	All Quezon City real property owners/taxpayers, buyers, brokers, Consultants, realtors/developers, and other parties of interest.
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
Duly Accomplished digital Application Form 103 (QCG-CAO-QP/SOI-B03-v04) <b>for electronic submission</b> , requiring the following information: <ul style="list-style-type: none"> <li>• Full Name and Signature of the owner and submitting person/authorized representative</li> <li>• Contact Number and E-mail Address of the owner and authorized representative together with the following documents:</li> </ul>	Quezon City Website: <a href="https://quezoncity.gov.ph/department/s/city-assessors-department/">https://quezoncity.gov.ph/department/s/city-assessors-department/</a> <a href="https://assessorsoffice.quezoncity.gov.ph/">https://assessorsoffice.quezoncity.gov.ph/</a> CAO's Facebook page/Messenger <a href="https://www.facebook.com/quezoncityassessorsoffice">https://www.facebook.com/quezoncityassessorsoffice</a>
Properly Filled-out FORM 103(QCG-CAO-QP/SOI-B03-v04) <b>for on-premise online submission</b>	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
<b>Mandatory requirements:</b>	
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



frontage/facade (showing a full view of the structure)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>TRANSACTIONS SUBMITTED THRU EMAIL</b>				
<p>1. Submit thru email (<a href="mailto:CityAssessor@quezoncity.gov.ph">CityAssessor@quezoncity.gov.ph</a>) 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.</p> <p>1.1 Receive an automatic email reply acknowledging receipt of the request and wait for the application to be evaluated.</p>	<p>1.1 Automatic email reply sent.</p> <p>1.2 Receive e-mail; check on all attachments submitted.</p> <p>1.3 Forwards e-mail to RRE for review and evaluation and control</p>	None	15 mins (Pre-receiving/ Intermediary stage)	<p>Receiving Clerk/Email Administrator (Administrative Division)</p> <p>Records Clerk (Records Section)</p>
<p>2.Wait for the request to be evaluated.</p>	<p>2.1 Receives forwarded email, track for control purposes and print all attachments;.</p> <p>2.2 Checks and evaluates property subject of assessment as against proper documentation submitted.</p>	None	<p>15 mins (Pre-receiving/ Intermediary stage)</p> <p>15mins or more depending on the lot area and number of parcels</p>	<p>Receiving clerks (RRE Unit)</p> <p>Assessment Clerks/Verifiers &amp; Evaluators (RRE Unit)</p>
<p>3. Receive an official acknowledgement thru email acknowledging receipt or denial (as</p>	<p>3.0 Email back to officially acknowledge on-line request if compliant; or</p>		30 mins	Records Clerk (RRE Unit)



<p>the case may be) of the application/request. 3.1 Wait for the request to be evaluated.</p>	<p>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.</p>			
<p><i>Note:</i> <i>Compliance to any of the lacking requirement is considered, back to first stage, thus, considered refiled and new Tracking No. will be assigned.</i></p>				
<p>3.2 Owner receives email as to the Tracking Control No. &amp; schedule of release</p>	<p>4.0 Checks and validates submitted documents 4.1 Conducts ocular inspection (if necessary) 4.2 Prepare corresponding Field Appraisal &amp; Assessment Sheet (FAAS) 4.3 Assign Tracking No. and inform applicant of the control/tracking no. 4.4 Transmit FAAS prepared to Stn 2</p>	<p>None</p>	<p>1-2 days depending on the number of RPUs  30 mins</p>	<p>Records Clerk and Local Assessment Operations Officer assigned  Records Clerk</p>
	<p>5.0 Validate/verify property record; 5.1 Encode FAAS 5.2 Print FAAS 5.4 Track &amp; Transmit</p>	<p>None</p>	<p>1/2 day</p>	<p>Station 2 EDP Division DC and Computer Operators</p>
	<p>6.0 Review &amp; Verify encoded FAAS 6.1 Recommend editing (if necessary) 6.2 Route for Approval 6.3 Record &amp; Track transaction 6.4 Transmit</p>	<p>None</p>	<p>1/2 day</p>	<p>Station 3 Property Appraisers, Section Chief, PAD Chief Assessment Clerk</p>
	<p>7.0 Review &amp; submit FAAS</p>	<p>None</p>	<p>1/2 day</p>	<p>Electronic Data</p>





	7.1 Assign TDN 7.2 Print/ generate NOA/TD 7.3 Encode annotations 7.4 Track and Transmit			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	11.1 Releases Tax Declaration	None	30 minutes	Assessment Records Management Division Releasing Clerk (Window Counter 6) Records Section, Administrative Division
	<b>TOTAL :</b>		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.*

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



an appointment online via <a href="https://qceservices.quezoncity.gov.ph/">https://qceservices.quezoncity.gov.ph/</a>				
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 <a href="mailto:CityAssessor@quezoncity.gov.ph">CityAssessor@quezoncity.gov.ph</a> . 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 <a href="mailto:dropbox.CityAssessor@quezoncity.gov.ph">dropbox.CityAssessor@quezoncity.gov.ph</a> 3.2.1 Receive an acknowledgement/ reply via SMS.	3.3 OD scans the documents submitted & forwards the same via email to <a href="mailto:CityAssessor@quezoncity.gov.ph">CityAssessor@quezoncity.gov.ph</a> 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)



	forwarded to RRE Unit 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 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/Verifiers & 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
<i>Note:</i> <i>Compliance to any of the lacking requirement is considered, back to first stage, thus, considered refiled and new Tracking No. will be assigned.</i>				
3.5 Owner receives email or SMS, as to the Tracking Control	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.	None	1-2 days depending on the number of RPUs  30 mins	Records Clerk and Local Assessment Operations Officer assigned  Records Clerk



No. & schedule of release	4 .4 Transmit FAAS prepared to Stn 2			
	5.0 Validate/verify property record; 5.1 Encode 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 mail				Management 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.

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



<ul style="list-style-type: none"> <li>• Full Name and Signature of the owner and submitting person/authorized representative</li> <li>• Contact Number and E-mail Address of the owner and authorized representative together with the following documents:</li> </ul>		<a href="https://assessorsoffice.quezoncity.gov.ph/">https://assessorsoffice.quezoncity.gov.ph/</a> CAO's Facebook page/Messenger <a href="https://www.facebook.com/quezoncityassessorsoffice">https://www.facebook.com/quezoncityassessorsoffice</a>		
Properly Filled-out FORM 104(QCG-CAO-QP/SOI-B04-v04) <b>for on-premise online submission</b>		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		
<b>Mandatory requirements:</b>				
Letter-request of the owner specifying requested correction and purpose for which the document will be used		Owner/Authorized Representative		
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)		<a href="mailto:CityAssessor@quezoncity.gov.ph">CityAssessor@quezoncity.gov.ph</a> ; CAO Facebook page and CAO Messenger		
Certified true copy or owner's copy of latest tax declaration (if the subject of correction)		Property Owner		
<b><i>(Depends on the information being requested for correction)</i></b>  TCTs/CCTs - authenticated/certified copy from RD (For correction of Owner/s' Name, Technical Description, etc.)		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 BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>TRANSACTIONS SUBMITTED THRU EMAIL</b>				
1. Submit thru email ( <a href="mailto:CityAssessor@quezoncity.gov.ph">CityAssessor@quezoncity.gov.ph</a> ) properly Filled-out	1.1 Automatic email reply sent.	None	15 mins (Pre-receiving/	Receiving Clerk/Email Administrator



<p>FORM 104(QCG-CAO-QP/SOI-B04-v04) inclusive of clear soft copy of all required documents in PDF or JPEG file format.</p> <p>1.1 Receive an automatic email reply acknowledging receipt of the request and wait for the application to be evaluated.</p>	<p>1.2 Receive e-mail; check on all attachments submitted.</p> <p>1.3 Forwards e-mail to RRE for review and evaluation and control</p>		<p>Intermediary stage)</p>	<p>(Administrative Division)</p> <p>Records Clerk (Records Section)</p>
<p>2.Wait for the request to be evaluated.</p>	<p>2.1 Receives forwarded email, track for control purposes and print all attachments;</p> <p>2.2 Checks and evaluates property subject of assessment as against proper documentation submitted.</p>	<p>None</p>	<p>15 mins (Pre-receiving/ Intermediary stage)</p> <p>15mins or more depending on the lot area and number of parcels</p>	<p>Receiving clerks (RRE Unit)</p> <p>Assessment Clerks/Verifiers &amp; Evaluators (RRE Unit)</p>
<p>3. Receive an official acknowledgement thru email acknowledging receipt or denial (as the case may be) of the application/ request.</p> <p>3.1 Wait for the request to be processed/controlled.</p>	<p>3.0 Email back to officially acknowledge on-line request if compliant; or</p> <p>3.1 Email applicant as to automatic denial due to lacking requirements found upon evaluation.</p> <p>3.2 Forwards e-mail to Tax Mapping Division (Station 1) for technical evaluation and control.</p>		<p>30 mins</p>	<p>Receiving clerks (RRE Unit)</p>
<p><i>Note:</i>  <i>Compliance to any of the lacking requirement is considered, back to first stage, thus, considered refiled and new Tracking No. will be assigned.</i></p>				



<p>4. Owner receives email as to the Tracking Control No. &amp; schedule of release</p> <p>4.1 Receives notice of denial due to lacking requirements which may later on be re-submitted following the same process.</p>	<p>4.0 Checks and validates submitted documents</p> <p>4.1 Conducts ocular inspection (if necessary, say for correction of property location)</p> <p>4.2 Prepare corresponding Field Appraisal &amp; Assessment Sheet (FAAS)</p> <p>4.3 Assigns Tracking No. and inform applicant of the control/tracking no.</p> <p>4.4 For incomplete requirements, applicant is advised accordingly.</p> <p>4.5 Prepares transmittal listing to Station 2</p>	<p>None</p>	<p>1 day or more depending on the number of RPUs</p> <p>30 mins</p>	<p>Records Clerk and Local Assessment Operations Officer assigned</p> <p>Records Clerk</p>
	<p>5.0 Validate/verify property record;</p> <p>5.1 Encode FAAS</p> <p>5.2 Print FAAS</p> <p>5.4 Track &amp; Transmit</p>	<p>None</p>	<p>1/2 day</p>	<p>Station 2 EDP Division (DC and Computer Operators)</p>
	<p>6.0 Review &amp; Verify encoded FAAS</p> <p>6.1 Recommend editing (if necessary)</p> <p>6.2 Route for Approval</p> <p>6.3 Record &amp; Track transaction</p> <p>6.4 Transmit</p>	<p>None</p>	<p>1/2 day</p>	<p>Station 3 Property Appraisers, Section Chief, PAD Chief</p> <p>Assessment Clerk</p>
	<p>7.0 Review &amp; submit FAAS</p> <p>7.1 Assign TDN</p> <p>7.2 Print/ generate NOA/TD</p> <p>7.3 Encode annotations</p>	<p>None</p>	<p>1/2 day</p>	<p>Electronic Data Processing Division- Station 4</p>





	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	

<b>TRANSACTIONS SUBMITTED THRU ON PREMISE-ONLINE SUBMISSION</b>				
<i>Arrange all the requirements in a sequential manner as enumerated in the Checklist of Requirements.</i>				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Request for a schedule by setting an appointment online via <a href="https://qceservices.quezoncity.gov.ph/">https://qceservices.quezoncity.gov.ph/</a>				
2. Organize all the requirements and request for the Application FORM 104(QCG-CAO-QP/SOI-B04-v04)	2.0 Officer of the Day reviews and checks completeness of requirements;	None	15 mins	Property Owner/ Applicant/ Officer of the Day



	<p>2.1 Provide applicant with the prescribed form.</p> <p>2.2 Receives/collects hard copies from taxpayer</p>			
<p>3. Properly assisted, applicant fills-out application form online, scan all the requirements and submit the same on premise via email <a href="mailto:CityAssessor@quezoncity.gov.ph">CityAssessor@quezoncity.gov.ph</a>.</p> <p>3.1 Receive an automatic email reply acknowledging receipt of the request and wait for the application to be evaluated</p>	<p>3.0 Automatic email reply sent.</p> <p>3.1 Receive e-mail; check on all attachments submitted.</p> <p>3.2 Forwards e-mail to RRE Unit for review, evaluation and control.</p>	None	15 mins (Pre-receiving/ Intermediary stage)	<p>Property Owner/ Applicant/ Officer of the Day/Email administrator (Admin. Div.)</p> <p>Receiving Clerk (Records Section)</p>
<p>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 <a href="mailto:dropbox.CityAssessor@quezoncity.gov.ph">dropbox.CityAssessor@quezoncity.gov.ph</a></p> <p>3.2.1 Receive an acknowledgement/ reply via SMS.</p>	<p>3.3 OD scans the documents submitted &amp; forwards the same via email to <a href="mailto:CityAssessor@quezoncity.gov.ph">CityAssessor@quezoncity.gov.ph</a> which in turn shall directly forward the same to RRE for review, evaluation and control.</p> <p>3.3.1 Auto email reply is relayed thru SMS</p> <p>3.3.2 Received/ collected hard copies from taxpayer are forwarded to RRE Unit to minimize printing activities.</p>	None	15-30 mins (Pre-receiving/ Intermediary stage)	<p>Applicant/ Officer of the Day/Email administrator (Admin. Div.)</p> <p>Receiving Clerk (Records Section)</p>
<p>3.3 On both cases applicant waits for the request to be evaluated.</p>	<p>3.4 Receives forwarded email, track for control purposes and print all attachments;.</p>	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/Verifiers & 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 Tax Mapping Division (Station 1) for technical evaluation and control.		30 mins	Receiving clerks (RRE Unit)  Receiving clerks (RRE Unit) & PAD Receiving Clerk
<p><i>Note:</i>  <i>Compliance to any of the lacking requirement is considered, back to first stage, thus, considered refiled and new Tracking No. will be assigned.</i></p>				
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	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.	None	1 day or more depending on the number of RPUs  30 mins	Records Clerk and Local Assessment Operations Officer assigned  Records Clerk



be re-submitted following the same process.	4.5 Prepares transmittal listing to Station 2			
	5.0 Validate/verify property record; 5.1 Encode 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
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.

<b>Office or Division:</b>	<b>CITY ASSESSOR'S OFFICE</b>
<b>Classification:</b>	SIMPLE
<b>Type of Transaction:</b>	G2G-Government to Government, G2B-Government to Business, G2C-Government to Citizens
<b>Who may avail:</b>	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) <b>for electronic submission</b> , requiring the following information: <ul style="list-style-type: none"> <li>• Full Name and Signature of the owner and submitting person/authorized representative</li> <li>• Contact Number and E-mail Address of the owner and authorized representative together with the following documents:</li> </ul>	Quezon City Website: <a href="https://quezoncity.gov.ph/department/s/city-assessors-department/">https://quezoncity.gov.ph/department/s/city-assessors-department/</a> <a href="https://assessorsoffice.quezoncity.gov.ph/">https://assessorsoffice.quezoncity.gov.ph/</a> CAO's Facebook page/Messenger <a href="https://www.facebook.com/quezoncityassessorsoffice">https://www.facebook.com/quezoncityassessorsoffice</a>
Properly Filled-out FORM 105(QCG-CAO-QP/SOI-B05-v04) <b>for on-premise online submission</b>	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			
<b>Mandatory requirements:</b>					
Letter-request of the owner specifying requested annotation and purpose for which the document will be used		Owner/Authorized Representative			
Properly Filled-out FORM 105 (QCG-CAO-QP/SOI-B05-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 owner's copy of latest tax declaration (if the subject of correction)		Property Owner			
Valid annotation on TCTs/CCTs (Notice of Lis Pendens, Adverse Claim, and Mortgage and other encumbrances - authenticated/certified copy from RD)		Registry of Deeds			
Copy of Notice/Lifting of Levy from BIR		Bureau of Internal Revenue			
Copy of original Cancellation of Warrant of Levy with transmittal from CTO		City Treasurer's Office			
CLIENT STEPS		AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>TRANSACTIONS SUBMITTED THRU EMAIL</b>					
<p>1. Submit thru email (<a href="mailto:CityAssessor@quezoncity.gov.ph">CityAssessor@quezoncity.gov.ph</a>) properly Filled-out FORM 105(QCG-CAO-QP/SOI-B05-v04) inclusive of clear soft copy of all required documents in PDF or JPEG file format.</p> <p>1.1 Receive an automatic email reply acknowledging</p>		<p>1.1 Automatic email reply sent.</p> <p>1.2 Receive e-mail; check on all attachments submitted.</p> <p>1.3 Forwards e-mail to RRE for review and evaluation and control</p>	None	15 mins (Pre-receiving/ Intermediary stage)	<p>Receiving Clerk/Email Administrator (Administrative Division)</p> <p>Records Clerk (Records Section)</p>



receipt of the request and wait for the application to be evaluated.				
2.Wait for the request to be evaluated.	<p>2.1 Receives forwarded email, track for control purposes and print all attachments;.</p> <p>2.2 Checks and evaluates property subject of assessment as against proper documentation submitted.</p>	None	<p>15 mins (Pre-receiving/ Intermediary stage)</p> <p>15mins or more depending on the lot area and number of parcels</p>	<p>Receiving clerks (RRE Unit)</p> <p>Assessment Clerks/Verifiers &amp; Evaluators (RRE Unit)</p>
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.	<p>3.0 Email back to officially acknowledge on-line request if compliant; or</p> <p>3.1 Email applicant as to automatic denial due to lacking requirements found upon evaluation.</p> <p>3.2 Forwards e-mail to Assessment Records Management Division (Station 1) for technical evaluation and control.</p>		30 mins	Receiving clerks (RRE Unit)
<p><i>Note:</i> Compliance to any of the lacking requirement is considered, back to first stage, thus, considered refiled and new Tracking No. will be assigned.</p>				
4. Owner receives email as to the Tracking Control No.	<p>4.0 Checks and validates submitted documents</p> <p>4.1 Prepare corresponding Field Appraisal &amp; Assessment Sheet (FAAS)</p> <p>4.2 Assign Tracking No. and inform applicant of the control/tracking no.</p>	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 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 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 pick-up, e-mail, or by mail				Management Division Releasing Clerk (Window Counter 6)
	TOTAL :		3 days	
<p><i>Note:</i></p> <p><i>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:</i></p>				
	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
Owner receives Order of payment and pay at the City Treasurer's Office	- 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
	- Order of Payment is issued		10 minutes	ARMD personnel
	- Forward transmittal to CA/Admin Records for releasing	None	15 minutes	ARMD personnel



	- 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 (Administrative Division)
<b>TOTAL</b>			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.*

<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Request for a schedule by setting an appointment online via <a href="https://qceservices.quezoncity.gov.ph/">https://qceservices.quezoncity.gov.ph/</a>				
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/



<p>application form online, scan all the requirements and submit the same on premise via email <a href="mailto:CityAssessor@quezoncity.gov.ph">CityAssessor@quezoncity.gov.ph</a>.</p> <p>3.1 Receive an automatic email reply acknowledging receipt of the request and wait for the application to be evaluated</p>	<p>3.1 Receive e-mail; check on all attachments submitted.</p> <p>3.2 Forwards e-mail to RRE Unit for review, evaluation and control.</p>		<p>(Pre-receiving/ Intermediary stage)</p>	<p>Applicant/ Officer of the Day/Email administrator (Admin. Div.)</p> <p>Receiving Clerk (Records Section)</p>
<p>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 <a href="mailto:dropbox.CityAssessor@quezoncity.gov.ph">dropbox.CityAssessor@quezoncity.gov.ph</a></p> <p>3.2.1 Receive an acknowledgement/ reply via SMS.</p>	<p>3.3 OD scans the documents submitted &amp; forwards the same via email to <a href="mailto:CityAssessor@quezoncity.gov.ph">CityAssessor@quezoncity.gov.ph</a> which in turn shall directly forward the same to RRE for review, evaluation and control.</p> <p>3.3.1 Auto email reply is relayed thru SMS</p> <p>3.3.2 Received/ collected hard copies from taxpayer are forwarded to RRE Unit to minimize printing activities.</p>	<p>None</p>	<p>15-30 mins (Pre-receiving/ Intermediary stage)</p>	<p>Applicant/ Officer of the Day/Email administrator (Admin. Div.)</p> <p>Receiving Clerk (Records Section)</p>
<p>3.3 On both cases applicant waits for the request to be evaluated.</p>	<p>3.4 Receives forwarded email, track for control purposes and print all attachments;.</p> <p>3.5 Checks and evaluates property subject of assessment as against proper documentation submitted.</p>	<p>None</p>	<p>15 mins (Pre-receiving/ Intermediary stage)</p> <p>15mins or more depending on the lot area and number of RPUs</p>	<p>Receiving clerks (RRE Unit)</p> <p>Assessment Clerks/Verifiers &amp; Evaluators (RRE Unit)</p>



<p>3.4 Receive an official acknowledgement thru email or SMS acknowledging receipt or denial (as the case may be) of the application/request.</p>	<p>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 Assessment Records Management Division (Station 1) for technical evaluation and control.</p>		<p>30 mins</p>	<p>Receiving clerks (RRE Unit)  Receiving clerks (RRE Unit) &amp; PAD Receiving Clerk</p>
<p><i>Note: Compliance to any of the lacking requirement is considered, back to first stage, thus, considered refiled and new Tracking No. will be assigned.</i></p>				
<p>4.0 Owner receives email as to the Tracking Control No. &amp; schedule of release 4.1 Receives notice of denial due to lacking requirements which may later on be re-submitted following the same process.</p>	<p>4.0 Checks and validates submitted documents 4.1 Prepare corresponding Field Appraisal &amp; Assessment Sheet (FAAS) 4.2 Assign Tracking No. and inform applicant of the control/tracking no.  4.3 For incomplete requirements, applicant is advised accordingly. 4.4 Prepares transmittal listing to Station 2</p>	<p>None</p>	<p>1 day or more depending on the number of RPUs  30 mins</p>	<p>Records Clerk and Local Assessment Operations Officer assigned  Records Clerk</p>
	<p>5.0 Validate/verify property record; 5.1 Encode FAAS 5.2 Print FAAS 5.3 Track &amp; Transmit</p>	<p>None</p>	<p>1/2 day</p>	<p>Station 2 EDP Division DC and Computer Operators</p>
	<p>6.0 Review &amp; Verify encoded FAAS</p>	<p>None</p>	<p>1/2 day</p>	<p>Station 3</p>



	6.1 Recommend editing (if necessary) 6.2 Route for Approval 6.3 Record & Track transaction 6.4 Transmit			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
5.0 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
6.0 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	

**Note:**

*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
Owner receives Order of payment and pay at the City Treasurer's Office	- 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
	Order of Payment is issued		10 minutes	ARMD personnel
	- 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
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 (Administrative Division)



certified copy of duly annotated Tax Declaration				
	<b>TOTAL</b>		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.

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

<b>Office or Division:</b>	<b>CITY ASSESSOR'S OFFICE</b>		
<b>Classification:</b>	SIMPLE		
<b>Type of Transaction:</b>	G2G-Government to Government, G2B-Government to Business, G2C-Government to Citizens		
<b>Who may avail:</b>	All Quezon City real property owners/taxpayers, buyers, brokers, Consultants, realtors/developers, and other parties of interest.		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
Duly Accomplished digital Application Form 106 (QCG-CAO-QP/SOI-B06-v03) <b>for electronic submission</b> , requiring the following information: <ul style="list-style-type: none"> <li>• Full Name and Signature of the owner and submitting person/authorized representative</li> <li>• Contact Number and E-mail Address of the owner and authorized representative together with the following documents:</li> </ul>		Quezon City Website: <a href="https://quezoncity.gov.ph/departments/city-assessors-department/">https://quezoncity.gov.ph/departments/city-assessors-department/</a> <a href="https://assessorsoffice.quezoncity.gov.ph/">https://assessorsoffice.quezoncity.gov.ph/</a> CAO's Facebook page/Messenger <a href="https://www.facebook.com/quezoncityassessorsoffice">https://www.facebook.com/quezoncityassessorsoffice</a>	
Properly Filled-out FORM 106(QCG-CAO-QP/SOI-B06-v03) <b>for on-premise online submission</b>		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	



<b>Mandatory requirements:</b>				
Letter-request of the owner or authorized representative		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)		<a href="mailto:CityAssessor@quezoncity.gov.ph">CityAssessor@quezoncity.gov.ph</a> ; CAO Facebook page and CAO Messenger		
Certified true copy or owner's copy of latest tax declaration (if & when necessary)		Property Owner		
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		
Demolition Permit (in case of demolition)		Department of Building Official		
Certification from Fire Department (if razed/destroyed by Fire)		Bureau of Fire		
Barangay Certification (if necessary)		Office of the Barangay where the property is located		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>TRANSACTIONS SUBMITTED THRU EMAIL</b>				
1. Submit thru email ( <a href="mailto:CityAssessor@quezoncity.gov.ph">CityAssessor@quezoncity.gov.ph</a> ) 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	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.	2.0 Receives forwarded email, track for control purposes and print all attachments;.	None	15 mins (Pre-receiving/	Receiving clerks (RRE Unit)





	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/Verifiers & 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)
<i>Note: Compliance to any of the lacking requirement is considered, back to first stage, thus, considered refiled and new Tracking No. will be assigned.</i>				
4.0 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 Prepare corresponding Appraiser's Report Form (ARF) 4.2 Assign Tracking No. and inform applicant of the control/tracking no.  4.3 For incomplete requirements, applicant is advised accordingly.  4.4 Prepares transmittal listing to Station 2	None	1 day or more depending on the number of RPUs         30 mins	Records Clerk and Local Assessment Operations Officer assigned         Records Clerk



	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 6.1 Recommend 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	
<b>TRANSACTIONS SUBMITTED THRU ON PREMISE-ONLINE SUBMISSION</b>				
<i>Arrange all the requirements in a sequential manner as enumerated in the Checklist of Requirements.</i>				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Request for a schedule by setting an appointment online via <a href="https://qceservices.quezoncity.gov.ph/">https://qceservices.quezoncity.gov.ph/</a>				
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 <a href="mailto:CityAssessor@quezoncity.gov.ph">CityAssessor@quezoncity.gov.ph</a> . 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



<p>shall be assisted to have the same emailed/sent thru <a href="mailto:dropbox.CityAssessor@quezoncity.gov.ph">dropbox.CityAssessor@quezoncity.gov.ph</a></p> <p>3.2.1 Receive an acknowledgement/reply via SMS.</p>	<p><a href="mailto:CityAssessor@quezoncity.gov.ph">CityAssessor@quezoncity.gov.ph</a> which in turn shall directly forward the same to RRE for review, evaluation and control.</p> <p>3.3.1 Auto email reply is relayed thru SMS</p> <p>3.3.2 Received/collected hard copies from taxpayer are forwarded to RRE Unit to minimize printing activities.</p>		Intermediary stage)	administrator (Admin. Div.) Receiving Clerk (Records Section)
<p>3.3 On both cases applicant waits for the request to be evaluated.</p>	<p>3.4 Receives forwarded email, track for control purposes and print all attachments;.</p> <p>3.5 Checks and evaluates property subject of assessment as against proper documentation submitted.</p>	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/Verifiers & Evaluators (RRE Unit)
<p>3.4 Receive an official acknowledgement thru email or SMS acknowledging receipt or denial (as the case may be) of the application/request.</p>	<p>3.6 Email back to officially acknowledge on-line request if compliant; or</p> <p>3.6.1 Email applicant as to automatic denial due to lacking requirements found upon evaluation.</p> <p>3.7 Forwards e-mail to Property Appraisal Division (Station 1) for technical evaluation and control.</p>		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.*



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



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

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



<b>electronic submission</b> , requiring the following information: <ul style="list-style-type: none"> <li>• Full Name and Signature of the owner and submitting person/authorized representative</li> <li>• Contact Number and E-mail Address of the owner and authorized representative together with the following documents:</li> </ul>		<a href="https://quezoncity.gov.ph/departments/city-assessors-department/">https://quezoncity.gov.ph/departments/city-assessors-department/</a> <a href="https://assessorsoffice.quezoncity.gov.ph/">https://assessorsoffice.quezoncity.gov.ph/</a> CAO's Facebook page/Messenger <a href="https://www.facebook.com/quezoncityassessorsoffice">https://www.facebook.com/quezoncityassessorsoffice</a>			
Properly Filled-out FORM 106(QCG-CAO-QP/SOI-B06-v03) <b>for on-premise online submission</b>		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			
<b>Mandatory requirements:</b>					
Letter-request of the owner or authorized representative		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)		<a href="mailto:CityAssessor@quezoncity.gov.ph">CityAssessor@quezoncity.gov.ph</a> ; CAO Facebook page and CAO Messenger			
Clear copy of latest tax declaration (if necessary)		Property Owner			
Complete Realty Property Tax payment prior to the date of termination of business		City Treasurer's Office			
CTO or BIR Certificate of Retirement of Business		City Treasurer's Office or Bureau of Internal Revenue			
Expired Contract of Lease		Bureau of Fire			
Barangay Certification stating exact effectivity of business closure		Office of the Barangay where the property is located			
CLIENT STEPS		AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
TRANSACTIONS SUBMITTED THRU EMAIL					
1. Submit thru email ( <a href="mailto:CityAssessor@quezoncity.gov.ph">CityAssessor@quezoncity.gov.ph</a> ) properly Filled-out FORM 106(QCG-		1.0 Automatic email reply sent.	None	15 mins (Pre-receiving/	Receiving Clerk/Email Administrator



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





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



	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
	<b>TOTAL</b>		3 days	
<b>TRANSACTIONS SUBMITTED THRU ON PREMISE-ONLINE SUBMISSION</b>				
<i>Arrange all the requirements in a sequential manner as enumerated in the Checklist of Requirements.</i>				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Request for a schedule by setting an appointment online via <a href="https://qceservices.quezoncity.gov.ph/">https://qceservices.quezoncity.gov.ph/</a>				
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



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 <a href="mailto:CityAssessor@quezoncity.gov.ph">CityAssessor@quezoncity.gov.ph</a> . 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 <a href="mailto:dropbox.CityAssessor@quezoncity.gov.ph">dropbox.CityAssessor@quezoncity.gov.ph</a> 3.2.1 Receive an acknowledgement/ reply via SMS.	3.3 OD scans the documents submitted & forwards the same via email to <a href="mailto:CityAssessor@quezoncity.gov.ph">CityAssessor@quezoncity.gov.ph</a> 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/Verifiers & 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
<i>Note: Compliance to any of the lacking requirement is considered, back to first stage, thus, considered refiled and new Tracking No. will be assigned.</i>				
4.0 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 Prepare corresponding Appraiser's Report Form (ARF) 4.2 Assign Tracking No. and inform applicant of the control/tracking no. 4.3 For incomplete requirements, applicant is advised accordingly. 4.4 Prepares transmittal listing to Station 2	None	1 day or more depending on the number of RPUs  30 mins	Records Clerk and Local Assessment Operations Officer assigned  Records Clerk
	5.0 Validate/verify property record; 5.1 Encode ARF	None	½ day or more depending	Station 2 EDP Division



	5.2 Print Cancellation Report Form 5.3 Track & Transmit		on no. of RPU's	DC and Computer Operators
	6.0 Review & Verify encoded ARF/CRF 6.1 Recommend 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
	<b>TOTAL</b>		<b>3 days</b>	



## 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.
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.

<b>Office or Division:</b>	<b>CITY ASSESSOR'S OFFICE</b>	
<b>Classification:</b>	COMPLEX, HIGHLY TECHNICAL	
<b>Type of Transaction:</b>	G2G-Government to Government, G2B-Government to Business, G2C-Government to Citizens	
<b>Who may avail:</b>	All Quezon City real property owners/taxpayers, buyers, brokers, Consultants, realtors/developers, and other parties of interest.	
	<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
	Duly Accomplished digital Application Form 107 (QCG-CAO-QP/SOI-B07-v01) <b>for electronic submission</b> , requiring the following information:	Quezon City Website: <a href="https://quezoncity.gov.ph/departments/city-assessors-department/">https://quezoncity.gov.ph/departments/city-assessors-department/</a>



<ul style="list-style-type: none"> <li>• Full Name and Signature of the owner and submitting person/authorized representative</li> <li>• Contact Number and E-mail Address of the owner and authorized representative together with the following documents:</li> </ul>	<a href="https://assessorsoffice.quezoncity.gov.ph/">https://assessorsoffice.quezoncity.gov.ph/</a> CAO's Facebook page/Messenger <a href="https://www.facebook.com/quezoncityassessorsoffice">https://www.facebook.com/quezoncityassessorsoffice</a>			
Properly Filled-out FORM 107(QCG-CAO-QP/SOI-B07-v04) <b>for on-premise online submission</b>	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			
<b>Mandatory requirements:</b>				
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).	City Treasurer's Office			
<i>Arrange all the requirements in a sequential manner as enumerated in the Checklist of Requirements.</i>				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>TRANSACTIONS SUBMITTED THRU EMAIL</b>				
1. Submit thru email				



<p>(<a href="mailto:CityAssessor@quezoncity.gov.ph">CityAssessor@quezoncity.gov.ph</a>) 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..</p> <p>1.1 Receive an automatic email reply acknowledging receipt of the request and wait for the application to be evaluated</p>	<p>1.0 Automatic email reply sent.</p> <p>1.1 Receive e-mail; check on all attachments submitted.</p> <p>1.2 Forwards e-mail to RRE for review and evaluation and control</p>	<p>None</p>	<p>15 mins (Pre-receiving/ Intermediary stage)</p>	<p>Receiving Clerk/Email Administrator (Administrative Division)</p> <p>Records Clerk (Records Section)</p>
<p>2.Wait for the request to be evaluated.</p>	<p>2.0 Receives forwarded email, track for control purposes and print all attachments;.</p> <p>2.1 Checks and evaluates property subject of transfer as against proper documentation submitted.</p> <p>2.2 Upon record validation, refer transaction to the CA's Office for consideration and approval, taking into consideration "for initial declaration".</p> <p>2.3 OCA routes to TMD (Station 1) for research &amp; technical evaluation</p>	<p>None</p>	<p>15 mins (Pre-receiving/ Intermediary stage)</p> <p>15mins or more depending on the lot area and number of parcels</p> <p>3-5 days for thorough research (record and site visitation)</p>	<p>Receiving clerks (RRE Unit)</p> <p>Assessment Clerks/Verifiers &amp; Evaluators (RRE Unit)</p> <p>Receiving clerks (RRE Unit) to Technical Staff/CA's Office</p> <p>Tax Mapping Division Technical Staff Tax Mapper,</p>





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



	<p>4.3 Validates, checks &amp; approves for computerized platting</p> <p>4.4 Prepares FAAS (Assign respective PIN; Prepare computation and completion of manual FAAS)</p> <p>4.5 Prepares transmittal listing to Station 2</p>			
	<p>5.0 Validate/verify property record; Checks RPT payment</p> <p>5.1 Encode FAAS</p> <p>5.2 Print FAAS</p> <p>5.3 Track &amp; Transmit</p>	None	½ day	Station 2 EDP Division DC and Computer Operators
	<p>6.0 Review &amp; Verify encoded FAAS</p> <p>6.1 Recommend editing (if necessary)</p> <p>6.2 Route for Approval</p> <p>6.3 Record &amp; Track transaction</p> <p>6.4 Track &amp; Transmit</p>	None	½ day	Station 3 Property Appraisers, Section Chief, PAD Chief  Assessment Clerk
<i><sup>2/</sup> Property/ies requiring field validation requires 1 day</i>				
	<p>7.0 Review &amp; submit FAAS</p> <p>7.1 Assign TDN</p> <p>7.2 Print/ generate NOA/TD</p> <p>7.3 Encode annotations</p> <p>7.4 Track and Transmit</p>	None	½ day	Station 4 Electronic Data Processing Division Data Encoders
	<p>8.0 Final review and Pre-Approval</p> <p>8.1 Counter-sign on NOA/TD</p> <p>8.2 Track and Transmit</p>	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	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for a schedule by setting an appointment online via <a href="https://qceservices.quezoncity.gov.ph/">https://qceservices.quezoncity.gov.ph/</a>				
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



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



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



	<p>4.1 Researches and checks parcel configuration/plat</p> <p>4.2 Conducts ocular inspection (if necessary)</p> <p>4.3 Validates, checks &amp; approves for computerized platting</p> <p>4.4 Prepares FAAS (Assign respective PIN; Prepare computation and completion of manual FAAS)</p> <p>4.5 Prepares transmittal listing to Station 2</p>		<p>depending on the lot area and number of parcels</p>	<p>Property Appraisal Division) Verifier, Evaluator</p>
	<p>5.0 Validate/verify property record; Checks RPT payment</p> <p>5.1 Encode FAAS</p> <p>5.2 Print FAAS</p> <p>5.3 Track &amp; Transmit</p>	<p>None</p>	<p>½ day</p>	<p>Station 2 EDP Division DC and Computer Operators</p>
	<p>6.0 Review &amp; Verify encoded FAAS</p> <p>6.1 Recommend editing (if necessary)</p> <p>6.2 Route for Approval</p> <p>6.3 Record &amp; Track transaction</p> <p>6.4 Track &amp; Transmit</p>	<p>None</p>	<p>½ day</p>	<p>Station 3 Property Appraisers, Section Chief, PAD Chief</p> <p>Assessment Clerk</p>
<p><sup>2/</sup> Property/ies requiring field validation requires 1 day</p>				
	<p>7.0 Review &amp; submit FAAS</p> <p>7.1 Assign TDN</p> <p>7.2 Print/ generate NOA/TD</p> <p>7.3 Encode annotations</p> <p>7.4 Track and Transmit</p>	<p>None</p>	<p>½ day</p>	<p>Station 4 Electronic Data Processing Division Data Encoders</p>



	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 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)
	<b>TOTAL:</b>		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

<b>Office or Division:</b>	<b>CITY ASSESSOR'S OFFICE (Tax Mapping Division)</b>
<b>Classification:</b>	SIMPLE



<b>Type of Transaction:</b>	G2G-Government to Government, G2B-Government to Business, G2C-Government to Citizens			
<b>Who may avail:</b>	All Quezon City real property owners/taxpayers, buyers, brokers, Consultants, realtors/developers, and other parties of interest.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Duly Accomplished digital TMD Form (QCG-CAO-QP/SOI-B08-v03) <b>for electronic submission</b> , requiring the following information: <ul style="list-style-type: none"> <li>• Full Name and Signature of the requesting party/authorized representative</li> <li>• Contact Number and E-mail Address of the said person or authorized representative together with the following documents:</li> <li>• Name of Property Owner subject of request</li> <li>• Property Reference (TD No./PIN/TCT)</li> </ul>		Quezon City Website: <a href="https://quezoncity.gov.ph/department/city-assessors-department/">https://quezoncity.gov.ph/department/city-assessors-department/</a> <a href="https://assessorsoffice.quezoncity.gov.ph/">https://assessorsoffice.quezoncity.gov.ph/</a> CAO's Facebook page/Messenger <a href="https://www.facebook.com/quezoncityassessorsoffice">https://www.facebook.com/quezoncityassessorsoffice</a>		
Properly Filled-out TMD Form (QCG-CAO-QP/SOI-B08-V03) <b>for on-premise online submission</b>		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 & Owner		
Photocopy of Title/TD or real property tax receipt and other references for property identification		Owner/Representative		
Or by merely identifying & confirming property location thru RPV		Owner/TMD Representative		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>TRANSACTIONS SUBMITTED THRU EMAIL</b>				
1. Submit thru email ( <a href="mailto:CityAssessor@quezoncity.gov.ph">CityAssessor@quezoncity.gov.ph</a> ) 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 1.2 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. 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. as well as schedule of release  3.1 Receives notice of denial due to lacking requirements which may later on be re-submitted following the same process.	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 requirements, applicant is advised accordingly.	None	1 day or more depending on the number of RPUs  30 mins	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	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
	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.

<b>Office or Division:</b>	<b>CITY ASSESSOR'S OFFICE (Tax Mapping Division)</b>	
<b>Classification:</b>	SIMPLE	
<b>Type of Transaction:</b>	G2G-Government to Government, G2B-Government to Business, G2C-Government to Citizens	
<b>Who may avail:</b>	All Quezon City real property owners/taxpayers, buyers, brokers, Consultants, realtors/developers, and other parties of interest.	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
Duly Accomplished digital TMD Form (QCG-CAO-QP/SOI-B08-v03) <b>for electronic submission</b> , requiring the following information: <ul style="list-style-type: none"> <li>• Full Name and Signature of the requesting party/authorized representative</li> <li>• Contact Number and E-mail Address of the said person or authorized representative together with the following documents:</li> </ul>		Quezon City Website: <a href="https://quezoncity.gov.ph/department/s/city-assessors-department/">https://quezoncity.gov.ph/department/s/city-assessors-department/</a> <a href="https://assessorsoffice.quezoncity.gov.ph/">https://assessorsoffice.quezoncity.gov.ph/</a> CAO's Facebook page/Messenger <a href="https://www.facebook.com/quezoncityassessorsoffice">https://www.facebook.com/quezoncityassessorsoffice</a>



<ul style="list-style-type: none"> <li>Name of Property Owner subject of request</li> <li>Property Reference (TD No./PIN/TCT)</li> </ul>				
Properly Filled-out TMD Form (QCG-CAO-QP/SOI-B08- v03) <b>for on-premise online submission</b>		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 & Owner		
Photocopy of Title/TD or real property tax receipt and other references for property identification		Owner/Representative		
Or by merely identifying & confirming property location thru RPV		Owner/TMD Representative		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>TRANSACTIONS SUBMITTED THRU EMAIL</b>				
<p>1. Submit thru email (<a href="mailto:CityAssessor@quezoncity.gov.ph">CityAssessor@quezoncity.gov.ph</a>) 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.</p> <p>1.1 Receive an automatic email reply acknowledging receipt of the request and wait for the application to be evaluated.</p>	<p>1.0 Receive and acknowledges e-mail for review as to completeness of documentary requirements submitted.</p> <p>1.1 Automatic email reply sent</p> <p>1.2 Review as to completeness of required documents</p>	None	5 minutes	Administrative Division (Email Administrator)
<p>2. Receive an official acknowledgement thru email acknowledging receipt or denial (as the case may be) of the application/ request.</p> <p>2.1 Wait for the request to be evaluated.</p>	<p>2.0 Email back to officially acknowledge on-line request of compliant; or</p> <p>2.1 Email applicant as to automatic denial due to lacking requirements found upon evaluation.</p>		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 re-submitted 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  30 mins	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

<b>Office or Division:</b>	<b>CITY ASSESSOR'S OFFICE</b>	
<b>Classification:</b>	SIMPLE	
<b>Type of Transaction:</b>	G2G-Government to Government, G2B-Government to Business, G2C-Government to Citizens	
<b>Who may avail:</b>	All Quezon City real property owners/taxpayers, buyers, brokers, Consultants, realtors/developers, and other parties of interest.	
	<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
	Duly Accomplished digital TMD Form (QCG-CAO-QP/SOI-B08-v03) <b>for electronic submission</b> , requiring the following information: <ul style="list-style-type: none"> <li>• Full Name and Signature of the requesting party/authorized representative</li> <li>• Contact Number and E-mail Address of the said person or authorized representative together with the following documents: <ul style="list-style-type: none"> <li>• Name of Property Owner subject of request</li> <li>• Property Reference (TD No./PIN/TCT)</li> </ul> </li> </ul>	Quezon City Website: <a href="https://quezoncity.gov.ph/departments/city-assessors-department/">https://quezoncity.gov.ph/departments/city-assessors-department/</a> <a href="https://assessorsoffice.quezoncity.gov.ph/">https://assessorsoffice.quezoncity.gov.ph/</a> CAO's Facebook page/Messenger <a href="https://www.facebook.com/quezoncityassessorsoffice">https://www.facebook.com/quezoncityassessorsoffice</a>
	Properly Filled-out TMD Form (QCG-CAO-QP/SOI-B08-v03) <b>for on-premise online submission</b>	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 & Owner
	Photocopy of Title/TD or real property tax receipt and other references for property identification	Owner/Representative
	Or by merely identifying & confirming property location thru RPV	Owner/TMD Representative



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>TRANSACTION SUBMITTED THRU EMAIL</b>				
<p>1. Submit thru email (<a href="mailto:CityAssessor@quezoncity.gov.ph">CityAssessor@quezoncity.gov.ph</a>) 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.</p> <p>1.1 Receive an automatic email reply acknowledging receipt of the request and wait for the application to be evaluated.</p>	<p>1.0 Receive and acknowledges e-mail for review as to completeness of documentary requirements submitted.</p> <p>1.1 Automatic email reply sent</p>	None	5 minutes	Administrative Division (Email Administrator)
<p>2. Receive an official acknowledgement thru email acknowledging receipt or denial (as the case may be) of the application/ request.</p> <p>2.1 Wait for the request to be evaluated.</p>	<p>2.0 Email back to officially acknowledge on-line request of compliant; or</p> <p>2.1 Email applicant as to automatic denial due to lacking requirements found upon evaluation.</p> <p>2.2 Forwards e-mail to respective process owner for processing</p>		30 mins	Records Clerk (Records Section)
<p>3.0 Owner receives email as to the Order of Payment &amp; Control No.</p>	<p>3.0 Checks and validates submitted documents</p> <p>3.1 Verify and prepare for printing requested certification</p> <p>3.2 Assign Tracking No. and inform applicant of the fees to be paid as well as</p>	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 re-submitted 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 <a href="https://qceservices.quezoncity.gov.ph/">https://qceservices.quezoncity.gov.ph/</a>				





<p>2. Organize all the requirements and request for the Application Form TMD Form 1(QCG-CAO-QP/SOI-B08-v03)</p>	<p>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</p>	<p>None</p>	<p>15 mins</p>	<p>Property Owner/ Applicant/ Officer of the Day</p>
<p>3. Properly assisted, applicant fills-out application form online, scan all the requirements and submit the same on premise via email <a href="mailto:CityAssessor@quezoncity.gov.ph">CityAssessor@quezoncity.gov.ph</a>. 3.1 Receive an automatic email reply acknowledging receipt of the request and wait for the application to be evaluated</p>	<p>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.</p>	<p>None</p>	<p>15 mins (Pre-receiving/ Intermediary stage)</p>	<p>Property Owner/ Applicant/ Officer of the Day/Email administrator (Admin. Div.)  Receiving Clerk (Records Section)</p>
<p>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 <a href="mailto:taxmapping.CityAssessor@quezoncity.gov.ph">taxmapping.CityAssessor@quezoncity.gov.ph</a></p>	<p>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</p>	<p></p>	<p>15-30 mins (Pre-receiving/ Intermediary stage)</p>	<p>Applicant/ Officer of the Day/Email administrator (Admin. Div.) Receiving Clerk (Records Section)</p>
<p>3.3 On both cases applicant waits for the request to be evaluated.  3.4 Receives OP</p>	<p>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.</p>	<p>None</p>	<p>15 mins (Pre-receiving/ Intermediary stage)  15mins or more depending on the lot</p>	<p>Tax Mapping Section Receiving Clerk (Window Counters 1-3)</p>





			area & no. of parcels	
4.0 Applicant pays the corresponding fee	4.0 Window 5-18 Miscellaneous Fees Section, City Treasurer's Office	As indicated	15 minutes	Office of the City Treasurer, Billing/Cashier Officer
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	Tax Mapping Division Releasing Officer/ Clerks (Window Counters 1-3)
	5.1 Releases document requested (Tax Map, Certification of Adjoining Lot Ownership or Certificate of Property Location/Vicinity)	None	15 minutes	Taxmapping Division Releasing Officer/ Clerks (Window Counters 1-3)
	TOTAL	As indicated	1-3 days	

## 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.

<b>Office or Division:</b>	<b>CITY ASSESSOR'S OFFICE</b>	
<b>Classification:</b>	SIMPLE/COMPLEX	
<b>Type of Transaction:</b>	G2G-Government to Government, G2B-Government to Business, G2C-Government to Citizens	
<b>Who may avail:</b>	All Quezon City real property owners/taxpayers, buyers, brokers, Consultants, realtors/developers, and other parties of interest.	
	<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
	Duly Accomplished digital EDP Form (QCG-CAO-QP/SOI-B10-v03) <b>for electronic submission</b> , requiring the following information: <ul style="list-style-type: none"> <li>• Full Name and Signature of the requesting party/authorized representative</li> <li>• Contact Number and E-mail Address of the said person or authorized representative together with the following documents: <ul style="list-style-type: none"> <li>• Name of Property Owner subject of request</li> <li>• Property Reference (TD No./PIN/TCT)</li> </ul> </li> </ul>	Quezon City Website: <a href="https://quezoncity.gov.ph/department/s/city-assessors-department/">https://quezoncity.gov.ph/department/s/city-assessors-department/</a> <a href="https://assessorsoffice.quezoncity.gov.ph/">https://assessorsoffice.quezoncity.gov.ph/</a> CAO's Facebook page/Messenger <a href="https://www.facebook.com/quezoncityassessorsoffice">https://www.facebook.com/quezoncityassessorsoffice</a>
	Properly Filled-out edp Form (QCG-CAO-QP/SOI-B10-v03) <b>for on-premise online submission</b>	City Assessor's Office, Ground Floor, Information Desk
	Special Power of Attorney or Authorization, if representative filing	Property Owner
	Photocopy of both the Presenter & Owner's valid government issued ID	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 service-related requests)		Social Service Department of Hospital concerned		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>TRANSACTION SUBMITTED THRU EMAIL</b>				
<p>1. Submit thru email (<a href="mailto:CityAssessor@quezoncity.gov.ph">CityAssessor@quezoncity.gov.ph</a>) properly Filled-out EDP Form 1(QCG-CAO-QP/SOI-B10-v03) inclusive of clear soft copy of all required documents in PDF or JPEG file format.</p> <p>1.1 Receive an automatic email reply acknowledging receipt of the request and wait for the application to be evaluated.</p>	<p>1.0 Receive and acknowledges e-mail for review as to completeness of documentary requirements submitted.</p> <p>1.1 Automatic email reply sent</p> <p>a. Forward email to process owner (EDP)</p> <p>b. For communications to Admin-Records for routing</p>	None	5 minutes	Administrative Division (Email Administrator)
<p>2.1 Applicant receives email/sms acknowledging receipt or denial (as the case may be). Advise on lacking requirements, if any.</p>	<p>2.0 Receives and checks details of request form if properly filled up including attachments</p> <p>2.1 Notify applicant through email/SMS of lacking requirements, if any.</p> <p>2.2 Print application form and requirements</p>	None	15 mins	EDP Receiving Clerk/Data Controller (Property Certification Unit) Window Counters 7-9 Data Controller
	<p>3.0 Assigns control number and records request.</p> <p>3.1 Forward for thorough verification given</p>		15 mins	EDP Receiving Clerk/Data Controller (Window 8)



	the names & subject			
	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 database.		1 day or more depending on the number of RPUs & applicants on queue	EDP Computer Operator/Data Controller (Window 7-8)
	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
	<i>Schedule of fees:</i> <i>Certification of No Improvement - P 70.00/property</i> <i>Certification of With Improvement - 90.00</i> <i>Property Holding - 90.00+20.00/addt'l property</i> <i>No Property - 90.00</i> <i>Certification for medical social service/hospitalization - free of charge</i>			
5.0 Applicant receives the certification	8.0 Releases Certification		5 minutes	Releasing Clerk (Window 9)



	TOTAL	PHP 70/ parcel	1-2 days	
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<b>TRANSACTIONS SUBMITTED THRU ON PREMISE/ON-PREMISE ONLINE SUBMISSION</b>				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.0 Request for a schedule by setting an appointment online via <a href="https://qceservices.quezoncity.gov.ph/">https://qceservices.quezoncity.gov.ph/</a>				
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/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 <a href="mailto:CityAssessor@quezoncity.gov.ph">CityAssessor@quezoncity.gov.ph</a> . 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	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/Intermediary stage)	Applicant/Officer of the Day/Email administrator (Admin. Div.) Receiving Clerk



<a href="mailto:EDP.CityAssessor@quezoncity.gov.ph">EDP.CityAssessor@quezoncity.gov.ph</a>	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/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 area & no. of parcels	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 indicated	15 minutes	Office of the City Treasurer, Billing/Cashier Officer
	<i>Schedule of fees:</i> <i>Certification of No Improvement - P 70.00/property</i> <i>Certification of With Improvement - 90.00</i> <i>Property Holding - 90.00+20.00/add'l property</i> <i>No Property - 90.00</i> <i>Certification for medical social service/hospitalization - free of charge</i>			
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 indicated	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

<b>Office or Division:</b>	<b>CITY ASSESSOR'S OFFICE</b>			
<b>Classification:</b>	SIMPLE			
<b>Type of Transaction:</b>	GOVERNMENT TO CITIZEN (G2C)			
<b>Who may avail:</b>	All Quezon City real property owners/taxpayers, buyers, brokers, Consultants, realtors/developers, and other parties of interest.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Online Application thru City Assessor's Office Email		<a href="mailto:CityAssessor@quezoncity.gov.ph">CityAssessor@quezoncity.gov.ph</a>		
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		<a href="mailto:CityAssessor@quezoncity.gov.ph">CityAssessor@quezoncity.gov.ph</a> , 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		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.0 Online application and submission of duly accomplished EDP Form 1	1.0 Acknowledges 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	1.1 Receives on-line 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 identification 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](mailto: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.,

<b>Office or Division:</b>	<b>CITY ASSESSOR'S OFFICE-ASSESSMENT RECORDS MANAGEMENT DIVISION</b>
<b>Classification:</b>	SIMPLE
<b>Type of Transaction:</b>	G2G-Government to Government, G2B-Government to Business, G2C-Government to Citizens
<b>Who may avail:</b>	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 ARMD Form (QCG-CAO-QP/SOI-B07-v03) <b>for electronic submission</b> , requiring the following information: <ul style="list-style-type: none"> <li>• Full Name and Signature of the requesting party/authorized representative</li> <li>• Contact Number and E-mail Address of the said person or authorized representative together with the following documents:</li> <li>• Name of Property Owner subject of request</li> <li>• Property Reference (TD No./PIN/TCT)</li> </ul>		Quezon City Website: <a href="https://quezoncity.gov.ph/department/s/city-assessors-department/">https://quezoncity.gov.ph/department/s/city-assessors-department/</a> <a href="https://assessorsoffice.quezoncity.gov.ph/">https://assessorsoffice.quezoncity.gov.ph/</a> CAO's Facebook page/Messenger <a href="https://www.facebook.com/quezoncityassessorsoffice">https://www.facebook.com/quezoncityassessorsoffice</a>		
Properly Filled-out ARMD Form (QCG-CAO-QP/SOI-B07-v03) <b>for on-premise online submission</b>		City Assessor's Office, Ground Floor, Information Desk		
Special Power of Attorney or Authorization, if representative filing		Property Owner		
Photocopy of both the Presenter & Owner's valid government issued ID		Presenter/Applicant & Owner		
Photocopy of Title/TD or real property tax receipt and other references for property identification		Owner/Representative		
Current Realty Tax Clearance or RPT receipt (Original or photocopy of latest year full payment, correct & updated RPT)		City Treasurer's Office		
Additional requirements that may be required: <ul style="list-style-type: none"> <li>- Request letter (for those falling under 5,000sqm and above)</li> <li>- Death Certificate (for Deceased property owner)</li> </ul>		Property Owner/Applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>TRANSACTION SUBMITTED THRU EMAIL</b>				
1. Submit thru email ( <a href="mailto:CityAssessor@quezoncity.gov.ph">CityAssessor@quezoncity.gov.ph</a> ) 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.	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)



<p>1.1 Receive an automatic email reply acknowledging receipt of the request and wait for the application to be evaluated.</p>	<p>1.1 Automatic email reply sent 1.2 Forward email to process owner (ARMD) 1.3 For communications to Admin-Records for routing</p>			
<p>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</p>	<p>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</p>		<p>20 mins</p>	<p>Email Controller/ Handler (Assessment Records Management Division)</p>
	<p>3.0 Assigns control number and records request 3.1 Forward CTC request to Records Control Section (Basement)</p>	<p>None</p>	<p>10 mins</p>	<p>Records Control Section Personnel (ARMD Basement)</p>
	<p>3.2 Retrieves and reproduce TD subject of certification (for manual copy) 3.3 Verifies TD number and print requested CTC (electronic copy)</p>		<p>30 minutes</p>	<p>Receiving/ Assessment Clerk</p>



	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			
3.0 Receives email for Order of Payment and Schedule of release or pick-up	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
<i>Additional Php 20.00 for BIR purposes (certification/stamp of SFMV)</i>				
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	

<b>TRANSACTIONS SUBMITTED THRU ON PREMISE/COUNTER TRANSACTION</b>				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.0 Request for a schedule by setting an appointment online via <a href="https://qceservices.quezoncity.gov.ph/">https://qceservices.quezoncity.gov.ph/</a>				
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 <a href="mailto:CityAssessor@quezoncity.gov.ph">CityAssessor@quezoncity.gov.ph</a> . 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 <a href="mailto:ARMD.CityAssessor@quezoncity.gov.ph">ARMD.CityAssessor@quezoncity.gov.ph</a>	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 Process owner validates request. Records the request & assign control number. 3.5 Forward request to Records Control Section (Basement)	None	15 mins (Pre-receiving/Intermediary 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		RPU's & 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
<i>Additional Php 20.00 for BIR purposes (certification/stamp of SFMV)</i>				
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 document requested (Certified True Copy of Tax Declaration)	None	15 minutes	ARMD Releasing Officer/ Clerks (Window Counters 11-3)
	TOTAL	As indicated	1-3 days	

### 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.

<b>Office or Division:</b>	<b>RECORD'S SECTION, ADMINISTRATIVE DIVISION</b>			
<b>Classification:</b>	SIMPLE			
<b>Type of Transaction:</b>	G2G-Government to Government, G2B-Government to Business, G2C-Government to Citizens			
<b>Who may avail:</b>	CAO Officials			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Basic Communication inclusive of whatever attachments			Office of the City Assessor or any of its Officials	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.0 Deliver the correspondence/ 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 correspondence whether thru email, by mail or hand carried.	None	1 hour	Records Clerk assigned
	Total	None	Within 3 hours*	

- Processing time is per transaction

#### 4.0 RECORDING AND ROUTING OF REGISTERED MAIL CORRESPONDENCE

<b>Office or Division:</b>	<b>RECORD'S SECTION, ADMINISTRATIVE DIVISION</b>			
<b>Classification:</b>	SIMPLE			
<b>Type of Transaction:</b>	G2G-Government to Government, G2B-Government to Business, G2C-Government to Citizens			
<b>Who may avail:</b>	CAO Officials			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Transmittal of delivered registered mails			Philpost	
Transmittal of recorded and dispatched incoming mails			Records Section, Administrative Division	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.0 Deliver the registered mail correspondence	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.

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



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING 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
	<b>Total</b>	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	<ol style="list-style-type: none"> <li>1. 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.</li> <li>2. QC Hotline 122 or email <a href="mailto:helpdesk@quezoncity.gov.ph">helpdesk@quezoncity.gov.ph</a></li> </ol>



	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 <a href="mailto:CityAssessor@quezoncity.gov.ph">CityAssessor@quezoncity.gov.ph</a>
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: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> : 1-ARTA (2768) PCC: 8888 CCB: 0908-881-6565

## DEPARTMENT DIRECTORY

ATTY. SHERRY R. GONZALVO City Assessor	<a href="mailto:CityAssessor@quezoncity.gov.ph">CityAssessor@quezoncity.gov.ph</a> Office of the City Assessor Mezzanine, Civic Center Bldg B ☎ 8988-4242 loc. 8185
Engr. Pelilia M. Landayan Assistat City Assessor for Administration	<a href="mailto:pelilia.landayan@quezoncity.gov.ph">pelilia.landayan@quezoncity.gov.ph</a> 3 <sup>rd</sup> Flr Civic Center Bldg B City Assessor's Office ☎ 8988-4242 loc. 7304
Arch. Delfin G. Torres, Jr. Assistant City Assessor for Operations	<a href="mailto:delifin.torres@quezoncity.gov.ph">delifin.torres@quezoncity.gov.ph</a> 2 <sup>nd</sup> 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)	<a href="mailto:TaxMapping.Cityassessor@quezoncity.gov.ph">TaxMapping.Cityassessor@quezoncity.gov.ph</a> ☎ 8988-4242 loc. 8187/8189 ☎ 09054081474 / 09311270875



<p>Requests/Applications for Issuance of New Tax Declarations (Transfer/Correction/Segregation/Consolidation, etc) &amp; Cancellation of Assessments</p>	<p><a href="mailto:CityAssessor@quezoncity.gov.ph">CityAssessor@quezoncity.gov.ph</a>  <a href="mailto:TaxMapping.Cityassessor@quezoncity.gov.ph">TaxMapping.Cityassessor@quezoncity.gov.ph</a>  📞 8988-4242 loc. 8187/  8189/8294/8296  📠 0905-4081474</p>
<p>Engr. Jessie G. Avellano, LAOO V  Property Appraisal Division (PAD)  (New Assessments, Reassessments,  Inspection/Cancellation of Assessments, Retirement  of Machinery</p>	<p><a href="mailto:PropertyAppraisal.CityAssessor@quezoncity.gov.ph">PropertyAppraisal.CityAssessor@quezoncity.gov.ph</a>  📞 8988-4242 loc. 8291/8294/8295  📠 09312077522 / 09055275632</p>
<p>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</p>	<p><a href="mailto:EDP.CityAssessor@quezoncity.gov.ph">EDP.CityAssessor@quezoncity.gov.ph</a>  📞 8988-4242 loc. 8296  📠 09564274097/09154003490</p>
<p>Ms. Denissa O. Faustino, LAOO V  Assessment Records Management Division (ARMD)  Certified True Copy of Tax Declarations (TDs)</p>	<p><a href="mailto:armd.CityAssessor@quezoncity.gov.ph">armd.CityAssessor@quezoncity.gov.ph</a>  📞 8988-4242 loc. 8032/8031  📠 09989749783/09338255392</p>
<p>Release of New Tax Declarations (TDs) &amp; Notice of  (NOCs)</p>	<p><a href="mailto:ARMD.CityAssessor@quezoncity.gov.ph">ARMD.CityAssessor@quezoncity.gov.ph</a>  📞 8988-4242 loc. 8031/8032  📠 09989749783/09338255392</p>
<p>Mr. Ricardo B. Masesar, LAOO V  Property Valuation Standard Division (PVSD)  Request for Zonal Valuation &amp; schedule of values</p>	<p><a href="mailto:PropertyValuation.CityAssessor@quezoncity.gov.ph">PropertyValuation.CityAssessor@quezoncity.gov.ph</a>  📞 8988-4242 loc. 8369</p>
<p>Ms. Violeta V. Agustin, Administrative Officer V  Administrative Division  Multiple/Bulk transactions requested/Inter or Intra-  office communications, Legal, Banks, Real Estate  Brokers, etc.</p>	<p><a href="mailto:admin.CityAssessor@quezoncity.gov.ph">admin.CityAssessor@quezoncity.gov.ph</a>  📞 8988-4242 loc. 8371  📠 09312077517</p>
<p>Office of the City Assessor for complaints and  feedback</p>	<p><a href="mailto:CityAssessor@quezoncity.gov.ph">CityAssessor@quezoncity.gov.ph</a>  📞 8988-4242 loc. 8185 or use our fb  page  <a href="https://www.facebook.com/quezoncityassessorsoffice">https://www.facebook.com/quezoncityassessorsoffice</a></p>