




OFFICE OF THE CITY ASSESSOR

CITIZEN'S CHARTER 2023 (2nd Edition)

 CONTROLLED COPY	LGQC - QMS
	Cluster:
GERALDINE D. SALENGA <small>Local Assessment & Operations Officer-V</small> Name & Signature	Control No.:
Date: <i>October 27, 2023</i>	<i>QCG-OCAs.OCA.M.01</i>




I. Mandate:

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

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

- Ensure that all laws and policies governing appraisal and assessment of real properties for taxation purposes are properly executed;
- Initiate, review, and recommend changes in policies and objectives, plans and programs, techniques, procedures, and practices in the valuation and assessment of real properties for taxation purposes;
- Establish a systematic method of real property assessment;
- Develop and maintain a real property identification and accounting system;
- Design and maintain a system of tax mapping, showing graphically all properties subject to assessment and gather all data concerning the same;
- Conduct frequent physical surveys to verify and determine whether all real properties within the city 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 the request of any interested party, other records related to its assessment, upon payment of a charge or fee to the City Assessor;
- Submit every semester a report of all assessments, as well as cancellations and modifications of assessments 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.

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II. Vision:

To continually innovate and remain at the forefront in real property taxation and revenue generation through automation, while strengthening linkages to support the delivery of quality services and to promote sustainable development to QCitizens.

III. Mission:

To provide fair, equitable, accurate, and reliable appraisal and assessment, compliant with the City's thrusts for effective and efficient real property taxation.

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

The 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 ordinary permits. Processing time may also vary depending on the number of transactions received for the day.

In particular, **simple transactions** are property-related transactions such as certified true copies of assessment documents or certifications that are not in any way involve a very large area, not necessitate inspection, or an extensive examination and research, and are not in any way involved in duplication, overlapping, multiple claimants and other land disputes/issues.

Complex transactions are transactions that necessitate inspection, evaluation, and revaluation in order to resolve not to mention the area/size, the bulk transactions, and other issues.

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

1. ISSUANCE OF NEW TAX DECLARATION

Tax Declaration is a document that reflects the registered or declared owner and 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. Tax Declaration can also be issued for transactions such as:

1.1. Transfer of ownership


It is the process of conveying or transferring real property ownership to another, in compliance with Section 202 in relation to Section 208 or RA 7160. It shall be the duty of all persons, natural or juridical, owning or administering real property, including the improvements therein, within a city or municipality, or their duly authorized representative, to prepare, or cause to be prepared, and file with the Office of the City Assessor 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 Php2,000 penalty for late filing in accordance with Ordinance No. SP-2361 s-2014.

1.2. Consolidation/Segregation

This transaction involves the request of property owners for combination into one and/or subdivision of their lot to several parcels.

1.3. New Assessment

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

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	<p>Control No.:</p> <p><u>QCG-OCAs.OCAs.M.01</u></p>



declaration for his/her newly constructed building and/or newly installed machinery.

Reassessment/Reclassification

Reassessment/Reclassification on existing assessments are services provided for purposes of declaring additional area introduced or marking alteration to existing building/improvement, and the change in actual use of his/her property.

It may be noted that Assessment/Reassessment can be at the instance of the real property owner (Sec. 203) or by the City Assessor (Sec. 204) of the Local Government Code.

1.4. Correction / Updating of Entry/ Revision

The clientele can avail of this kind of service in case there are specific entry/ies they think must 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.

1.5. 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. 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. Sometime in October, 2019 there had been a standing policy that regardless of area involved for issuance of new tax declarations, applications/requests must first be cleared by the City Assessor before processing.

Processing Period:

Generally, seven (7) days or Twenty-one (21) days or more depending on the number of parcels/real property units (RPU) involved and the complexity of Transaction/s involved.

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.

Please take note that processing of transactions commences only upon submission of complete documents. Incomplete requirements submissions will not be processed and will be discarded 15 working days after notification if there is no compliance.

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

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Mandatory Requirements: 1. Properly Filled-out Application Form (All fields with (*) are required to be filled) <ul style="list-style-type: none"> • Transfer of ownership <ul style="list-style-type: none"> ○ Form Code - QCG.OCA.s.OCA.s.F.01 • Consolidation/Segregation <ul style="list-style-type: none"> ○ Form Code - QCG.OCA.s.OCA.s.F.02 • New Assessment/Reassessment <ul style="list-style-type: none"> ○ Form Code - QCG.OCA.s.OCA.s.F.03 • Correction/Updating of Entry <ul style="list-style-type: none"> ○ Form Code - QCG.OCA.s.OCA.s.F.04 • New Declaration for Land/Titled Property <ul style="list-style-type: none"> ○ Form Code - QCG.OCA.s.OCA.s.F.05 	Quezon City Website: https://quezoncity.gov.ph/departments/city-assessors-office/ CAO's Facebook page/Messenger https://www.facebook.com/OfficeoftheCityAssessorQC
2. Certified True Copy/Electronic Certified copy of New Transfer Certificate of Title/Condominium Certificate of Title (TCT/CCT) <i>(To show proof of release, submit an Acknowledgment slip reflecting EPEB No. or Certification of Release from Registry of Deeds, if necessary).</i>	Registry of Deeds
3. Deed of Conveyance (e.g. Deed of Sale, etc.)	Property Owner/Seller/Buyer
4. Transfer tax receipt (original or certified copy from CTO & photocopy) and Tax Bill	City Treasurer's Office
5. BIR Electronic-Certificate Authorizing Registration (eCAR), duplicate or photocopy <i>(AO 186, s-2007)</i>	Bureau of Internal Revenue
6. Latest Picture of Property (3"x5" colored, photo paper) – frontage/facade showing full view of structure	Property Owner/Authorized Representative
Additional requirements for: 1. Segregation/Consolidation <ul style="list-style-type: none"> • Approved Subdivision Plan 	Land Registration Authority/Bureau of Lands

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2. New Assessment/Reassessment <ul style="list-style-type: none"> ● Approved Building Permit (for improvement) ● Approved Building Plan (for improvement) ● Authority to use the Land, in case not the same owner ● Occupancy Permit (if necessary) ● Mechanical Permit (if any), for Machinery ● Official Receipt and Date of installation of Machinery ● Supplier Contract Agreement (for Machinery) 	Department of Building Official Owner/Declarant Department of Building Official Owner/Declarant
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3. Transfer of ownership For TCT/CCT released in the year 1999 and below, in case any of the mandatory requirement/documents are no longer available please submit: <ul style="list-style-type: none"> ● Certification from Land Registration Authority and Notarized Affidavit of Loss executed by the Registered Owner (in the absence of CAR, Transfer Tax & Conveyance) ● Affidavit of Undertaking, if warranted 	
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Other Requirements: Photocopy of Previous TCT/CCT (to establish continuity) (Certified True Copy of the previous TCT/CCT will only be required, if deemed necessary).	Registry of Deeds
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Secretary's Certificate is required if the seller is a Corporation.	Corporate Secretary of the company
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Duly notarized Authorization Letter or Special Power of Attorney from the owner, and government-issued IDs (both owner and representative) - to be presented upon release	Property owner/Authorized representative
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Updated Real Property Tax payment/receipt	City Treasurer's Office
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Note: Additional documents other than stated above may be required if found necessary after evaluation.

Arrange all the requirements sequentially as enumerated in the Checklist of Requirements.

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. ONLINE: 1.1 Submits thru email (CityAssessor@quezoncity.gov.ph) properly Filled-out Application Form (All fields with (*) are required to be filled) ● Transfer of ownership ○ Form Code - QCG.OCA.s.OCA.s.F.01	I. Receiving of application form and documentary requirements 1.1. ONLINE: 1.1.1. Receives e-mail. 1.1.2. Automatic email reply sent. 1.1.3. Checks on all attachments submitted.	None	15 mins (Pre-receiving/ Intermediary stage)	OCAs Email Controller (Receiving Clerk/Email Administrator)

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GERALDINE A. SALENGA
Local Assessor/Deputy City Assessor V

Name & Signature

Date: October 27, 2023

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<ul style="list-style-type: none"> • Consolidation/ Segregation <ul style="list-style-type: none"> ○ Form Code – QCG.OCA.s.OCA.s.F.02 • New Assessment/ Re-assessment/ Reclassification <ul style="list-style-type: none"> ○ Form Code – QCG.OCA.s.OCA.s.F.03 • Correction/Updating of Entry <ul style="list-style-type: none"> ○ Form Code – QCG.OCA.s.OCA.s.F.04 • New Declaration for Land/Titled Property <ul style="list-style-type: none"> ○ Form Code - QCG.OCA.s.OCA.s.F.05 	<p>1.1.4. Forwards e-mail to RRE for review and evaluation and control.</p>			
<p>1.2 Receives an automatic email reply acknowledging receipt of the request.</p> <p>2. Waits for notification, if with lacking requirements</p>	<p>1.2. Receiving, Review & Evaluation of Application Form and Documentary Requirements</p> <p>1.2.1. Receives the forwarded email application and Documentary Requirements and records transaction at RRE Transaction Monitoring Board for control purposes and print all attachments.</p> <p>(For ON-PREMISE transaction, below is the No. 1 Step)</p> <p>1.2.2. Reviews and evaluates the authenticity, completeness, and substance of the documents submitted.</p> <p>1.2.2.1 Notifies the requesting party to submit the lacking documents, if there are any.</p>	<p>₱2,000 penalty for late filing (should be filed sixty (60) days from the issuance of its Transfer Certificate of Title (TCT) or Condominium Certificate of Title (CCT)</p>	<p>1 day</p>	<p>RRE Unit</p> <p>Receiving clerks</p> <p>Local Assessment Operations Officer/ Evaluators (RRE Unit)</p>



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GERALDINE DC. SALENGA
Local Assessment Operations Officer V
Name & Signature

Date October 27, 2023

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<p>3. Waits for the email/SMS notification stating that the request is approved for processing with transaction Control No. provided.</p>	<p>1.2.3 Final review of request form and documentary requirements.</p> <p>1.2.4 Encodes transaction and assigns Control No. using the Transaction Document Tracking System.</p> <p>1.2.4.1 Notifies the requesting party through email/SMS that the request is approved for processing and provide the transaction Control No.</p> <p>2.5 Transmits transactions to Station 1</p>			<p>LAOO I/ Evaluators</p> <p>LAOO I/ Evaluators</p> <p>LAOO I/ Evaluators</p> <p>Receiving clerks (RRE Unit)</p>
<p>Note: 1. Compliance to any of the lacking requirements is considered, back to the first stage. 2. A penalty of ₱ 2,000.00 per title shall be imposed for late declaration of property, filed sixty (60) days after the issuance of TCT/CCT from the registry of deeds (Ordinance No. SP No. 2361, S-2014).</p>				
	<p>2. Retrieval of records & Preparation of FAAS</p> <p>2.1. Receives the tracked transactions, retrieves RPATS Record, and confirms TD at ARMD, if necessary, retrieves and prints e-FAAS from the FAAS-TD Module</p> <p>2.2. Verifies PIN, confirms subclass, property location, and boundaries accurately, and applies corrections if necessary.</p>	None	15 mins.	<p>Station 1</p> <p>Data Controller</p> <p>Tax Mapper I</p>

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	<p>2.3 Additional steps for:</p> <p>2.3.1. Segregation and consolidation of land:</p> <p>2.3.1.1 Issues new PIN based on the approved plan</p> <p>2.3.1.2 Plots subdivided or consolidated land in the tax map based on the submitted approved subdivision plan</p> <p>2.3.1.3 Checks if subdivided or consolidated land has been plotted accurately and the tax map has been updated on time</p>		<p>1-2 days or more depending on the number of parcels</p>	<p>Tax Mapper I</p> <p>Tax Mapper I</p> <p>Tax Mapper V</p>
	<p>2.3.2 For New improvements and machinery</p> <p>2.3.2.1 Prepares the FAAS with accurate value computation and sketch the floor plan</p> <p>2.3.2.2 Reviews the prepared Manual FAAS for accuracy of assessment information and pre-approves</p> <p>2.3.2.3 Signs and approves the Manual FAAS.</p> <p>2.4 Checks and confirms PIN, Sub-class, property location, and boundaries in the FAAS for land</p> <p>2.5 Updates the status at the tracking module and transmits the transaction to Station 2</p>		<p>1-2 days or more depending on the number of parcels and appraiser's load</p>	<p>LAOO I/II</p> <p>LAOO III</p> <p>LAOO V/PAD Division Head</p> <p>Tax Mapper III</p> <p>Draftsman II</p>

<p>CONTROLLED COPY</p> <p>GERALD M. OCAS Local Assessor General (Quezon City)</p> <p>Date: <u>October 27, 2023</u></p>	<p>LGQC - QMS</p> <p>Cluster: _____</p> <p>Control No.: <u>QCG.OCAS.OCAS.M.01</u></p>
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	<p>3. Encoding and Printing of FAAS</p> <p>3.1 Receives transaction documents from Station 1</p> <p>3.2 Validates/verifies property records, checks payment, encodes data in the TD-FAAS module based on the documents submitted and prints the same.</p> <p>3.3 Records & updates the status at the tracking module</p> <p>3.4 Prints transmittal listing to be signed by the Section Chief</p> <p>3.5 Transmits transaction to Station 3</p>	None	1 day	<p>Station 2</p> <p>Receiving Clerk</p> <p>Data Encoder</p> <p>Data Encoder</p> <p>Data Encoder</p> <p>Data Encoder</p>
	<p>4. Review and Approval of Printed FAAS</p> <p>4.1 Receives transaction documents from Station 2</p> <p>4.2 Reviews the accuracy of the information in printed/encoded FAAS and recommends editing (if necessary)</p> <p>4.3 Signs and approves the printed eFAAS</p>	None	4 hours	<p>Station 3</p> <p>Assessment Clerk I/Office Aide</p> <p>LAOO III/ Section Chief</p> <p>LAOO V</p>

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	<p>5. Printing of Notice of Assessment & Tax Declaration</p> <p>5.1 Receives transaction documents from Station 3</p> <p>5.2 Assigns TD Number, encodes annotation, attachments, co-owners, prints and generates NOA and TD then records & updates the status in the tracking module.</p> <p>5.2.1 Prints transmittal listing</p> <p>5.2.2 Signs transmittal listing</p> <p>5.2.3 Transmits transactions to Station 5.</p>	None	4 hours	<p>Station 4</p> <p>Receiving Clerk</p> <p>Data encoder</p> <p>Data encoder</p> <p>Section Chief/Asst. Division Head</p>
	<p>6. Pre-Approval of Notice of Assessment and Tax Declarations</p> <p>6.1 Receives transactions from Station 4</p> <p>6.2 Pre-approves and affixes initials on printed NOA and TD</p> <p>6.3 Records & updates the status at the tracking module and then transmits to Station 6</p>	None	1 hr.	<p>Station 5</p> <p>ACA for Operation Secretary</p> <p>Assistant City Assessor for Operation</p> <p>ACA for Operation Secretary</p>

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	<p>7. Approval of Tax Declarations and NOA/Posting of approved TDs</p> <p>7.1 Receives transactions from Station 5</p> <p>7.2 Signs and approves all printed NOAs and TDs</p> <p>7.2.1 Posts approved tax declarations in the RPATS database and transmit the same to the Property Declaration Section of ARMD for release and all other attachments, if any to PVSD</p>	None	2 hrs.	<p>Station 6</p> <p>Computer Operator City Assessor</p> <p>Computer Operator</p>
<p>4. The requesting party receives an email/text message informing them of the schedule of the release.</p> <p>5. Proceeds to Counter 6 and presents the email/text notification for the schedule of release together with the Special Power of Attorney/ Authorization and Valid ID.</p> <p>6. Writes name and affixes signature in the original copy of tax declaration and receives the owners copy</p>	<p>8. Releasing of New Tax Declaration / Notice of Assessment</p> <p>8.1 Receives approved tax declarations and sorts for easy retrieval</p> <p>8.2 Notifies the requesting party through email and text messages of the schedule of the release of the new TD</p> <p>8.3 Releases new tax declarations to the requesting party, as scheduled.</p>	None	<p>2 hrs.</p> <p>30 mins</p> <p>15 mins</p>	<p>Assessment Records Management Division</p> <p>Assessment Clerk</p> <p>Assessment Clerk</p> <p>Assessment Clerk</p>

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TOTAL PROCESSING TIME	5 days 5 hours and 15 minutes (7 days for complex and 21 days for highly technical)
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Note:

1. Unclaimed Owner's copy of Tax Declarations shall be forwarded to the Record's Section for mailing within 5 days after the scheduled release.

2. ISSUANCE OF CERTIFIED TRUE COPIES OF REAL PROPERTY ASSESSMENT RECORDS & RELATED CERTIFICATIONS

2.1 ISSUANCE OF CERTIFIED TRUE COPY OF TAX DECLARATION

The Office of the City Assessor 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.

2.2. CERTIFIED COPY OF TAX MAP

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.

2.3 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.


2.4 CERTIFICATE OF PROPERTY LOCATION

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

2.5 CERTIFICATION FOR PROPERTY HOLDINGS/ NO/WITH IMPROVEMENT

The Office of the City Assessor 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 a 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.

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2.6 PRINT-OUT OF REAL PROPERTY ASSESSMENT RECORDS

This is a fast lane service that provides 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.

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 emails from CityAssessor@quezoncity.gov.ph, thus, we have to stick to the first in-first out policy.
7. Complex transactions will take a longer time for necessary verification if Tax Declaration has issues such as overlapping, disputes, old series, with annotation of encumbrances, forfeited etc.,

Office or Division:	OFFICE OF THE CITY ASSESSOR	
Classification:	Simple, Complex	
Type of Transaction:	G2G-Government to Government, G2B-Government to Business, G2C-Government to Citizens	
Who may avail:	All Quezon City real property owners/taxpayers, buyers, brokers, Consultants, realtors/developers, and duly authorized parties of interest	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Mandatory Requirements:		Quezon City Website:
1. Properly Filled-out Application Form (All fields with (*) are required to be filled)		https://quezoncity.gov.ph/departments/city-assessors-office/
o Form Code - (Unified Counter Form) QCG.OCA.s.OCA.s.F.07		CAO's Facebook page/Messenger: https://www.facebook.com/OfficeoftheCityAssessorQC
2. Government-issued ID of Property Owner and Authorized Representative		Property Owner
3. Special Power of Attorney/Authorization from Property Owner		Property Owner
4. For Company - General Information Sheet/Secretary's Certificate		Corporate Secretary

Note: Supplementary documents other than those stated above may be required if deemed essential after evaluation.

	GERALDINO C. SALONGA Local Assessment Operations Officer IV Name & Signature	Cluster:
	Date: October 27, 2023	Control No.: QCG OCA.s.OCA.s.M.01



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. ONLINE: 1.1 Submit properly filled-out Application Form (All fields with (*) are required to be filled) thru email (CityAssessor@quezoncity.gov.ph)</p> <ul style="list-style-type: none"> o Form Code - (Unified Counter Form) QCG.OCAAs.OCAAs.F.07 <p>1.2 Receives an automatic email reply acknowledging receipt of the request.</p>	<p>1. Receiving of application form and documentary requirements</p> <p>1.1 ONLINE:</p> <p>1.1.1 Receives email.</p> <p>1.1.2 Automatic email reply sent.</p> <p>1.1.3 Checks on all attachments submitted.</p> <p>1.1.4 Forwards email to Process Owner / Division concerned.</p> <p>1.1.5 Forwards email to Admin Division – Records Section for routing and communication (Requests containing an area of 5,000 sqm and above, legal cases and disputes, bulk requests, and other special cases)</p> <p>1.1.6 Notifies applicant through email/ SMS of lacking requirements, if there are any</p>	None	5 mins	CAO Email Administrator

	<p>CONTROLLED COPY</p> <p>GERALDINE D.C. SAENGA Local Assessment Operations Officer V</p> <p>Name & Signature</p>	<p>LGQC - QMS</p> <p>Cluster:</p> <p>Control No. :</p>
<p>Date</p>	<p>October 27, 2023</p>	<p>QCG.OCAAs.OCAAs.M.01</p>



<p>1.3 Applicant receives an email acknowledging receipt or denial (as the case may be). Advise on lacking requirements, if any.</p> <p>1.4 Receives notice of non-availability of TD requested.</p> <p>2. ON-PREMISE</p> <p>2.1 Submits properly filled up application form - QCG.OCA.s.OCA.s.F.07 at the respective counter.</p>	<p>1.1.7 Notifies the requesting party to submit the lacking documents, if there are any</p> <p>1.1.8. Final review of the request form and documentary requirements.</p> <p>1.2 ON-PREMISE</p> <p>Counter A (Basement) ARMD-CTC Requests</p> <p>Counter 1 (Priority Lane) and 3 TMD - CTC of Tax Maps, Certifications of Adjoining Lot Ownership, Certification of Property Location.</p> <p>Counter 7 & 8 (EDP) - Certification for Property Holdings, Certification of No Improvement or with Improvement.</p>	<p>None</p>	<p>10 mins</p>	<p>Receiving Clerk (Process Owner/ ARMD/ EDP/ TMD)</p>
	<p>2. Verification of Assessment Records</p> <p>2.1 CTC Request: Verification of Tax Declaration subject for issuance of CTC in the RPATS database and Tax Payment Query Module.</p> <p>2.2 Property Verification and Certification of Property Holdings/No/With improvement: Verification of</p>	<p>None</p>	<p>45 minutes or more depending on the number of RPU's & applicants on queue</p>	<p>Assessment Clerk (ARMD Division)</p> <p>Computer Operator (EDP Division)</p>



GERALDINE DC. SALENCA
Local Assessment Operations Officer V
Name & Signature

Date

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	<p>Property Records subject for issuance of certifications.</p> <p>2.3 Certification of Tax Map/ location Request: Verification and retrieves data on adjoining lots, tax maps and location maps thru the e-tax map module</p>			Tax Mapper
<p>3. (ON-PREMISE) Receives order of payment and pays corresponding fees at the City Treasurer's Office</p>	<p>3. Issuance of Order of Payment (For ON-PREMISE transaction)</p> <p>3.1 Issues OP indicating the correct amount to the requesting party.</p> <p>3.2 Receives original receipt and attached to the request form.</p> <p>3.3 Records transaction and assign control number.</p>		10 mins	Process Owner/ Receiving Clerk
	<p>4. Retrieval and preparation of Requests for CTC of Assessment Records and Certifications</p> <p>4.1 ARMD - (Manual) Retrieves original Tax Declaration from files and photocopies the same. - stamps the photocopied TD with CTC - (eCTC) retrieves and prints correct eCopy of TD records from RPATS database with watermark "Certified</p>	<p>Php 50/ copy for general purposes Php 70/ copy for BIR purposes</p>	15 mins	Assessment Clerk (ARMD)

	<p>GERALDINO D.C. SALONGA Local Assessor in Charge <i>(Signature)</i></p> <p>Date: <u>October 27, 2023</u></p>	<p>Control No.: <u>OCG-OCAs.M.01</u></p>
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	True Copy"			
	4.2 EDP - Prepares and prints Certification depending on the request, based on the verified records from the RPATS database.		10 mins	Computer Operator / Data Control (EDP)
EDP Schedule of Fees: <i>Certification of No Improvement - P 70.00/property</i> <i>Certification of With Improvement - 90.00 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>				
	4.3 TMD - Prints Certifications of verified adjoining lots, tax maps, location maps	Php 200.00/ Parcel	10 mins	Tax Mapper (TMD)
	5. Pre-approval of requested CTC of Assessment Records/ Certifications	None	30 mins	Section Chief of concerned Division
	6. Approval and signing of requested CTC of Assessment Records/ Certifications			
	6.1 ARMD -Approves and signs CTC	None	30 mins	ARMD Head Division / Alternate Signatory
	6.2 EDP - Approves and signs Certification.			EDP Head Division / Alternate Signatory
	6.3 TMD - Approves and signs Certified Copies of Adjoining lots, Tax Map, and property location.			TMD Head Division / Alternate Signatory
4. Receives email for Order of Payment and Schedule of release or pick-up.	7. Releasing of requested CTC Assessment Records/ Certifications.			
	7.1 Online: 7.1.1 Sends Order of		10 mins	Email Controller

	GERALDINE D.C. SALENGA Local Assessment Operations Officer V <i>Name & Signature</i>	Control No.: QCG OCAs OCAs M.01
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	<p>payment and notifies requesting party of the schedule of release.</p> <p>7.2 On- Premise: 7.2.1 Announces the name of the requesting party of approved assessment records.</p> <p>7.3 Counter 12 (ARMD) - Provides security seal in the prepared CTC of TD prior to releasing</p> <p>7.4 Counter 7 & 8 (EDP) - Provides security seal in the Certification (Property Holdings, Certification of No/With Improvement)</p>			<p>Releasing Clerk</p> <p>Releasing Clerk (ARMD)</p> <p>Releasing Clerk (EDP)</p>
	<p>7.5 Counter 1 (TMD) Provides security seal in the Certification (Certified Copy of Tax Maps, Certification of Adjoining lots and property location) and scans the same prior to releasing the original copy;</p>			<p>Releasing Clerk (TMD)</p>
<p>5. Requesting party pays corresponding Secretary's Fees</p>	<p>8. Billing Officer/Cashier receives payment for Secretary's Fees at the Payment Counter – Ground Floor Civic Center Building B or Window 5-18</p> <p>Miscellaneous Fees</p>	<p>(See schedule of fees below)</p>	<p>15 minutes</p>	<p>Office of the City Treasurer, Billing/Cashier Officer</p>

	<p>CONTROLLED COPY</p>	<p>LGOC - M.S.</p> <p>Cluster: Section, City</p>
	<p>GERALDINE C. SALENGA Local Assessment General Officer</p> <p>Date: <u>October 27, 2023</u></p>	<p>Control No. : <u>OCG.OCA5.OCA5 M.01</u></p>



	Treasurer's Office			
Certified True Copy of Tax Declarations (Additional Php 20.00 for BIR purposes (certification/stamp of SFMV)) Certification of No Improvement Certification of With Improvement Property Holding No Property Certified Copy of Tax Maps, Certification of Adjoining lots and property location				- ₱ 50.00/copy - ₱ 70.00/property - ₱ 90.00 - ₱ 90.00+20.00/addt'l property - ₱ 90.00 - ₱ 200.00/ Parcel
6. 5. The requesting party receives the requested certified true copy or certifications of assessment records.	9. Releases requested CTC/ Certifications.		15 minutes	Releasing Clerk
	TOTAL		3 days (Online Transaction) 2-3 hours (On Premise transaction)	

3. CANCELLATION OF ASSESSMENT OF RECORDS

Notice of Cancellations are issued to cancel existing assessments, for reasons such as demolition, razed by fire, duplication of assessment, retirement of machinery, retirement or closure of business establishments, and other valid reasons.

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

Office or Division:	OFFICE OF THE CITY ASSESSOR	
Classification:	SIMPLE	
Type of Transaction:	G2G-Government to Government, G2B-Government to Business, G2C-Government to Citizens	
Who may avail:	All Quezon City real property owners/taxpayers, buyers, brokers, Consultants, realtors/developers, and other parties of interest.	
	CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
	1. Properly filled-up Application Form 106 (QCG.CAO.CAO.F.06)	Quezon City Website: https://quezoncity.gov.ph/departments/city-assessors-office/ CAO's Facebook page/Messenger: https://www.facebook.com/OfficeoftheCityAssessorQC

CONTROLLED COPY GERALDINE DC. SALENGA <small>Local Assessment & Operations Officer-V</small> Name & Signature Date <u>October 27, 2023</u>	LGQC - QMS Cluster: Control No.: <u>QCG-OCAs-OCAs-M-01</u>
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2. Letter-request specifying property and reason for cancellation of assessment	Property Owner
3. Demolition Permit (in case of demolition)	Department of Building Official
4. Certification (If razed by Fire)	Quezon City Fire District
5. Photocopy of Current year Real Property Tax payment	City Treasurer's Office
Other Requirements:	
6. Barangay Certification (if necessary)	Barangay
7. Picture of Property (3"x5" colored, photo paper)	Property Owner
8. Notarized Special Power of Attorney or Authorization, if filed through a representative	Property Owner
9. Photocopy of valid ID of the property owner or authorized representative	Property owner or Authorized representative

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Submits thru email (CityAssessor@quezoncity.gov.ph) properly filled-out FORM 106-QCG.OCA's.OCA's.F.06 inclusive of clear copies of all required documents.</p> <p>1.2 Receives an automatic email reply acknowledging receipt of the request.</p> <p>2. Waits for notification, if with lacking requirements.</p>	<p>1. Receiving of application form and documentary requirements</p> <p>ONLINE:</p> <p>1.1 Receives e-mail; check on all attachments submitted.</p> <p>1.1.1 Forwards e-mail to Admin Division - Records Section for review and evaluation and control</p> <p>1.2 Receives e-mail; checks completeness of requirements submitted, and prints all attachments.</p>	None	5 mins	<p>CAO Email Administrator</p> <p>Admin Div.- Records Section receiving clerk</p> <p>Admin Div.- Records Section Receiving Clerk</p>



GERALDINE C. SANCHEZ
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	<p>1.2.1 Notifies the requesting party of lacking requirements, if any.</p> <p>ON-PREMISE:</p> <p>1.3 Receives & checks completeness of requirements submitted.</p>			<p>Admin Div. - Records Section Receiving Clerk</p> <p>Admin Div. - Records Section Receiving Clerk</p>
<p>3. Waits for the email/SMS notification stating that the request is approved for processing with transaction Control No. provided</p>	<p>2. Recording and routing of request</p> <p>2.1 Encodes transaction and assign Control No. using the Transaction Document Tracking System.</p> <p>2.2 Notifies the requesting party through email/SMS that the request is approved for processing and provide the transaction Control No.</p>	None	<p>5 mins</p> <p>5 mins</p>	<p>Records Clerk (Records Section/ Administrative Division)</p> <p>Records Clerk (Records Section/ Administrative Division)</p>
	<p>2.3 Recorded transaction will be transmitted to the Office of the City Assessor for instruction and disposition</p>		15 mins	Records Clerk (Records Section/ Administrative Division)



GERALDINE D.C. SALENGA
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	2.3.1 Receives the transaction and updates the Document Tracking System and records in the Logbook		5 mins	Receiving Clerk (Mezzanine)
	2.3.2 Reviews the request and provides instruction for the division concern on the routing slip.		1 hour	City Assessor
	2.3.3 Forwards to Property Appraisal Division.		30 mins	Receiving Clerk (Mezzanine)
	3. Review and Evaluation of requirements and documentary requirements	None	15 mins	Local Assessment Operations Officer

 <p>CONTROLLED COPY</p> <p>GERALDINE C. SILENGA Local Assessment Operations Officer V</p> <p>Name & Signature</p>	<p>LGQC - QMS</p> <p>Cluster:</p>
	<p>Date: <u>October 27, 2023</u></p> <p>Control No.: <u>QCG-OCAs-OCAs-M-01</u></p>




	<p>4. Retrieval of records & preparation of Appraiser's Report Form</p> <p>4.1 Evaluates the substance of submitted documents.</p> <p>4.2 Retrieves records and prepares Appraiser's Report Form (ARF), and conducts an inspection, if necessary.</p> <p>4.3 Reviews and approves ARF respectively.</p> <p>4.4 Assigns Tracking Number and informs requesting party of the same</p> <p>4.5 Transmits to EDP (Station 2)</p>	None	<p>15 mins</p> <p>1 day or more depending on the number of RPUs</p> <p>30 mins</p> <p>15 mins</p>	<p>Local Assessment Operations Officer</p> <p>PAD Section Chief and PAD Division Head</p> <p>Local Assessment Operations Officer</p> <p>Local Assessment Operations Officer</p> <p>Local Assessment Operations Officer</p>
	<p>5. Encoding and Printing of ARF (Station 2)</p> <p>5.1 Encodes and prints ARF</p> <p>5.2 Updates Status at Tracking Module then Transmits to Station 3</p>	None	15 mins	<p>Station 2</p> <p>Data Controller/ Computer Operator</p>

 CONTROLLED COPY	LGQC - QMS
	Cluster:
Name & Signature GERALDINE D.C. BALENGA <small>Local Assessment Operations Officer V</small>	Control No.:
Date October 27, 2023	QCG.OCA's.OCA's.M.01



	<p>6. Review and Approval of Printed ARF (Station 3)</p> <p>6.1 Verifies printed ARF and recommend editing (If necessary);</p> <p>6.2 Final review and approval of printed ARF</p> <p>6.3 Transmits to Station 4</p>	None	<p>15 mins</p> <p>15 mins</p> <p>10 mins</p>	<p>Station 3</p> <p>PAD Section Chief</p> <p>PAD Division Chief</p> <p>PAD Clerk</p>
	<p>7. Printing of Notice of Cancellation</p> <p>7.1 Assigns NOC Number, prints and generates NOC; records and updates status tracking module</p> <p>7.2 Transmits to Station 5</p>	None	30 mins	<p>Station 4</p> <p>Data Encoder (PAD Clerk)</p> <p>Data Encoder (PAD Clerk)</p>
	<p>8. Pre-Approval of NOA and TD</p> <p>8.1 Final review and pre-approval and affixes initial on printed NOC.</p> <p>8.2 Records and updates status at tracking module; transmits to Station 6</p>	None	15 mins	<p>Station 5</p> <p>Assistant City Assessor for Operations</p> <p>PAD Clerk</p>

 <p>CONTROLLED COPY</p> <p>GERALDINE C. BALENGA Local Assessment Operations Officer V Name & Signature</p> <p>Date <u>October 27, 2023</u></p>	<p>LGOC - QMS</p> <p>Cluster:</p> <p>Control No. : <u>OCG-OCAs-OCAs-M.01</u></p>
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	9. Approval of NOC			Station 6
	9.1 Approves and signs NOC	None	1 hour	City Assessor
	9.2 Posts NOC in the Database		5 mins	Computer Operator (Data Controller)
4. Waits email for the schedule of pick-up/release of Notice of Cancellation (NOC)	10. Releasing of Notice of Cancellation			
	10.1 Sorts approved NOCs	None	30 minutes	ARMD or Records Section
	10.2 Notifies requesting party through email of the schedule of release.		5 minutes	Assessment Clerk
5. Receives owner's copy of NOC through pick-up upon presentation of the received message for schedule of release and valid ID together with Special Power of Attorney for authorized representative.	10.3 Releases NOC at Counter 6 to the requesting party, as scheduled.	None	30 minutes	Assessment Records Management Division Releasing Clerk (Window Counter 6) or Records Section, Administrative Division
	TOTAL		3 days	

	CONTROLLED COPY	LGQC - QMS
	GERALDINE D.C. SALENGA <small>Local Assessment Operations Division</small> Name & Signature	Cluster:
Date	October 27, 2023	Control No. : QCG-OCAs-OCAs.M.01



4. ANNOTATION OF ENCUMBRANCES (WARRANT OF LEVY, LEIN, MORTGAGE, ETC)

Another vital service of the Office of the City Assessor, 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 canceled anytime, based on the court decision and the like.

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

Office or Division:	OFFICE OF THE CITY ASSESSOR	
Classification:	SIMPLE	
Type of Transaction:	G2G-Government to Government, G2B-Government to Business, G2C-Government to Citizens	
Who may avail:	All Quezon City real property owners/taxpayers, buyers, brokers, Consultants, realtors/developers, and other parties of interest.	
	CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
	1. Letter-request of the requesting party specifying requested annotation	Owner/Authorized Representative
	2. Original copy of notarized Special Power of Attorney or Authorization, if filing thru a representative	Property Owner
	3. Photocopy of valid IDs of the Property owner/Requesting Party	Applicant/Requesting Party
	4. Valid annotation on TCTs/CCTs (Notice of Lis Pendens, Adverse Claim, and Mortgage and other encumbrances - authenticated/certified copy from RD	Registry of Deeds
	5. Copy of Notice/Lifting of Levy from BIR	Bureau of Internal Revenue
	6. Copy of original Cancellation of Warrant of Levy with transmittal from CTO	City Treasurer's Office

<p>CONTROLLED COPY</p> <p>GERALDINE D. VALENGA Local Assessment Operations Officer Name & Signature</p> <p>Date: <u>October 27, 2023</u></p>	<p>LGQC - QMS</p> <p>Cluster:</p> <p>Control No. : <u>QCG-OCAs.OCAs.M-01</u></p>
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CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Submits thru email (CityAssessor@quezoncity.gov.ph) duly signed letter request</p> <p>1.2 Receives an automatic email reply acknowledging receipt of the request.</p> <p>2. Waits for notification, if with lacking requirements.</p>	<p>1. Receiving of application form and documentary requirements</p> <p>1.1 ONLINE</p> <p>1.1.2 Receives email; checks on all attachments submitted.</p> <p>1.1.3 Forwards e-mail to Admin-Records for recording, control no. assignment and routing</p> <p>1.1.4 Checks the completeness of documentary requirements submitted, and prints all email attachments.</p> <p>1.1.4.1 Notifies requesting party to inform of lacking requirements, if there are any.</p> <p>1.2 ON-PREMISE</p> <p>1.1.1 Receives the request for annotation at the Admin-Records Section counter and checks the completeness of documentary</p>	None	5 mins	CAO Email Administrator



GERALDINE D.C. SALENGA
Local Assessment Operations Officer IV

Name & Signature

Date

October 27, 2023

Control No. :

OCG-OCAs-OCAs M-01



	requirements submitted.			
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NOTE: Incomplete requirements submissions will not be processed and will be voided 15 days after notification if there is no compliance.

3. Waits for the email/SMS notification stating that the request is approved for processing with transaction Control No. provided	2. Recording and routing of request for Annotation	None	5 mins	Records Clerk (Records Section/ Administrative Division)
	2.1 Records and encodes the request for annotation in the Communication database and Document Tracking System, respectively, then generate the communication number.			
	2.2 Transmits recorded request to the Office of the City Assessor for instruction and disposition.		15 mins	Records Clerk (Records Section/ Administrative Division)

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

	3. Instruction and disposition of the City Assessor	None	5 mins	Receiving Clerk (Mezzanine)
	3.1 Receives the transaction and updates the Document Tracking System and records in the Logbook			
	3.2 Reviews the request and provides instruction for the division concern on the routing slip.			
	3.3 Transmits to		10 mins	Receiving Clerk




GERALDINE D.C. SUENGA
Local Assessment Operations Officer IV
Name & Signature
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	Assessment Records Division for processing.			(Mezzanine)
	4. Processing of Annotation in Tax Declaration. 4.1 Receives the communication and updates the Document Tracking System 4.2 Encodes and prints the annotation, then retrieves the original tax declaration of the subject property and pastes the annotation on the front page of TD. 4.3 Checks the accuracy and signs the pasted annotation on the tax declaration 4.4 Pre-approves the CTC of Annotated Tax Declaration. 4.5 Approves/signs the certified true copies of annotated tax declaration, and issues order of payment if necessary 4.6 ARMD updates the status of Communication for annotation of TD in the Document	None	5 mins 30 mins 10 mins 10 mins 10 mins 15 mins	Assessment Clerk Assessment Clerk ARMD Division Chief Records Control Section Chief ARMD Division Chief Releasing Clerk(ARMD)


GERALDINE DC. SALENGA
 Local Assessment Operations Officer V
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 Date October 27, 2023

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 Control No.:
 QCG-OCA's OCA's M-01




Tracking System				
<p>5. Final instruction of the City Assessor</p> <p>5.1 Checks the processed request for annotation from ARMD and provides final instruction for the Administrative Division Head.</p> <p>5.2 Assigns the correspondence/ communication to the Administrative Officer for preparation of reply and transmittal.</p> <p>5.2.1 Pre-approves/ countersigns the prepared letter reply and transmittal.</p> <p>5.2.2 Forwards the transmittal to the City Assessor for final approval.</p> <p>5.2.3 Approves and signs the letter reply and transmittal.</p>	None	1 hour	City Assessor	
	None	1 hour	Admin Division Chief	
		15 mins.	Admin Division Chief/ Alternate Signatory	
		10 mins.	Administrative Clerk	
		30 mins.	City Assessor	

GOC - QMS

Cluster:


Control No.:

OCB-OCAs-UCAs M-01


GERALDINO C. SAENGA
 Local Assessment Operations Officer
 Name & Signature
 Date October 27, 2023



<p>4. Waits email for the schedule of pick-up/release of Tax Declaration with order of payment, if there is any</p>	<p>6. Releasing of requested annotation in Tax Declaration / Letter Reply</p> <p>6.1 Notifies requesting party thru email of the schedule of release of annotated tax declaration together with the order of payment, if there is any.</p>	<p>None</p>	<p>5 mins</p>	<p>Releasing Clerk (Admin Division)</p>
<p>5. Pays the corresponding Secretary's fee at the City Treasurer's Office</p> <p>6. Presents the Official Receipt and receives certified copy of annotated Tax Declaration through pick-up, e-mail, or by mail.</p>	<p>6.2 Releases certified copy of annotated Tax Declaration together to requesting party.</p>		<p>5 mins</p>	<p>Records Clerk (Admin Division)</p>
<p>TOTAL</p>			<p>3 days</p>	

 <p>CONTROLLED COPY</p> <p>GERALDINE C. SALENGA Local Assessment Operations Officer</p> <p>Name & Signature</p> <p>Date <u>October 27, 2023</u></p>	<p>LGQC - QMS</p> <p>Cluster:</p> <p>Control No. :</p> <p><u>QCG.OCAs.OCAs.M.01</u></p>
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5. ROUTING OF COMMUNICATION/ CORRESPONDENCE


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

Office or Division:	RECORDS SECTION, ADMINISTRATIVE DIVISION			
Classification:	Simple, Complex			
Type of Transaction:	G2G-Government to Government, G2B-Government to Business, G2C-Government to Citizens			
Who may avail:	All Quezon City real property owners/taxpayers, buyers, brokers, Consultants, realtors/developers, other QCG departments, government agencies, and other parties of interest.			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Basic Communication Letter inclusive of relevant attachments/documentary requirements, depending on the transaction being requested.			Property owner/Requesting Party	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits thru email (CityAssessor@quezoncity.gov.ph) 1.1 Receives an automatic email reply acknowledging receipt of the request.	1. Receiving of application form and documentary requirements 1.1 ONLINE transaction: 1.1.1 Receives email; check on all attachments submitted. 1.1.2 Forwards email to Admin Division - Records Section for review and evaluation and control	None	5 mins 5 mins	CAO Email Administrator Receiving Records Clerk assigned.

CONTROLLED COPY GERALDINE D.C. SAENGA <small>Local Assessment Operations Officer V</small> Name & Signature	LGOC - QMS Cluster:
	Control No.: QCG-OCAs-OCAs.M-01
Date: October 27, 2023	



<p>2. Waits for the email/SMS notification stating that the request is approved for processing with transaction Control No. provided</p>	<p>1.2 ON Premise transaction:</p> <p>1.2.1 Receives communication/ correspondence at the counter and checks the completeness of the documentary submitted and prints all email attachments.</p> <p>1.2.2 Notifies the requesting party to inform regarding lacking requirements, if there are any.</p>			
	<p>2. Recording and routing of request</p> <p>2.1 Records and encodes correspondence/ communications in the Communication database and Document Tracking System, generates the communication no. and date of receipt.</p> <p>2.2 Correspondence/ communications are scanned.</p> <p>2.3 Recorded transaction will be transmitted to the Office of the City Assessor for instruction and disposition</p>	None	30 mins	Receiving Records Clerk assigned

 <p>CONTROLLED COPY</p> <p>GERALDINE DC BALENGA Local Assessment Operations Officer IV</p> <p>Name & Signature</p>	<p>LGOC - QMS</p> <p>Cluster:</p>
	<p>Control No. :</p> <p>QCG-OCAs-OCAs-M-01</p>
<p>Date</p> <p>October 27, 2023</p>	

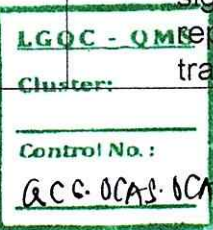


	<p>3. Instruction and disposition of the City Assessor</p> <p>3.1 Receives the transaction and updates the Document Tracking System and records in the Logbook</p> <p>3.2 Reviews the request and provides instruction for the division concern on the routing slip.</p>	None	5 mins	Receiving Clerk (Mezzanine)
	3.3 Transmits to the concerned Division for processing.		10 mins	Receiving Clerk (Mezzanine)
	<p>4. Processing of Requested transaction</p> <p>4.1 Receives the communication and updates the Document Tracking System;</p> <p>4.2 Analyzing the correspondence then processes the requested transaction and prepares a letter reply, if necessary.</p> <p><i>Refer to the processes listed below for the related procedures:</i></p> <ul style="list-style-type: none"> • QCG.CAO.CAO.P.01 - Issuance of New Tax Declaration Procedure 	None	10 mins	Receiving Clerk (Process Owner/ Concerned Division)
			1 hour	Division Chief
			15 mins	Receiving Clerk (Process Owner/ Concerned Division)

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	<ul style="list-style-type: none"> • QCG.CAO.CAO.P.02 - Issuance of Certified True Copies of Assessment Records and Certifications Procedure • QCG.CAO.CAO.P.03 - Cancellation of Assessment Procedure • QCG.CAO.CAO.P.04 - Annotation of Encumbrances Procedure <p>4.3 Order of Payment will be issued, if necessary.</p>			
	<p>5. Preparation of letter reply and transmittal</p> <p>5.1 Assigns the correspondence/ communication to the Administrative Officer for preparation of reply and transmittal.</p> <p>5.2 Pre-approves/ countersigns the prepared letter reply and transmittal.</p> <p>5.3 Forwards the transmittal to the City Assessor for final approval.</p>	None	1 hour	Admin Division Chief
			15 mins	Admin Division Chief/ Alternate Signatory
			10 mins	Administrative Clerk
	<p>6. Approval and signing of written letter reply.</p> <p>6.1 Approves and signs the letter reply and transmittal.</p>	None	1 hour	City Assessor





	6.2 Updates the Document Tracking system and transmits the correspondence/ communication with an approved reply letter and transmittal to the Admin- Records Section.		15 mins	Receiving Clerk (Mezzanine)
<p>3. Waits email for the schedule of pick up/release of Tax Declaration</p> <p>4. Receives communication/ letter reply through pick-up, e-mail, or by mail</p>	<p>7. Releasing of requested annotation in Tax Declaration / Letter Reply</p> <p>7.1 Notifies the requesting party through email of the schedule of release of communication/ letter reply.</p> <p>7.2 Releases communication/ letter reply upon presentation of SPA/Authorization letter and IDs from the requesting party.</p> <p>7.2.1 For Inter-Office Communications, requested documents or letter replies will be transmitted to the requesting offices/ departments.</p>	None	15 mins	Releasing Clerk (Admin Division)

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	7.2.2. For mailing documents will be placed in an envelope, provided with a barcode, recorded, and encoded in the mailing database and sends to Philpost		30 mins	Administrative Aide
	7.3. Logs all released communication/ correspondence in the Document Tracking System and updates the status as "released"		5 mins	Administrative Aide
	7.4 Sorts and scans all the acted correspondence/ communications with all the attachments and stores them in the Records Document Management System		5 mins	Administrative Aide
			1 hour	Administrative Aide
	Total	None	3 days	


- Processing time depends on the transaction requested
- Farming out of all received communications shall be at 9am-12pm-3pm distributed to all concerned divisions
- Urgent communications shall be delivered immediately, upon request.

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4.0 FEEDBACK SUBMISSION AND PROCESSING


FEEDBACK SUBMISSION	
How to send feedback	<ol style="list-style-type: none"> 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. 2. QC Hotline 122 or email helpdesk@quezoncity.gov.ph 3. For more information or other concerns, client/customer may contact 8988-4242 loc. 8296, 8187, 8189, 8185, 8294, 8295, 8368, 8369; or email at CityAssessor@quezoncity.gov.ph
How feedbacks are processed	Every quarter, the ISO Secretariat opens the drop box and compiles and records all feedback submitted. Results are tabulated and discussed during Management Reviews. Official communications are transmitted to the office for information and appropriate action if necessary.
How to file a complaint	Office complaints can be filed directly using the Complaint/Feedback Form provided by the Agency.
How complaints are processed	Complaint/Feedback Form** are gathered and actions are immediately undertaken by the Office of the City Assessor on a real-time basis on the date and time the office received such feedback/s.
Other contact information	ARTA: complaints@arta.gov.ph ; 1-ARTA (2768) PCC: 8888 CCB: 0908-881-6565

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	<p>Signature: _____</p>




DEPARTMENT DIRECTORY

<p>ATTY. SHERRY R. GONZALVO City Assessor</p>	<p>CityAssessor@quezoncity.gov.ph Office of the City Assessor Mezzanine, Civic Center Bldg. B ☎ 8988-4242 loc. 8185</p>
<p>Ms. Priscela B. Verzonilla, ITO III Acting Assistant City Assessor for Administration</p>	<p>prisclaverzonilla@quezoncity.gov.ph 3rd Floor Civic Center Bldg. B Office of the City Assessor ☎ 8988-4242 loc. 7304</p>
<p>Arch. Delfin G. Torres, Jr. Assistant City Assessor for Operations</p>	<p>delfin.torres@quezoncity.gov.ph 2nd Floor Civic Center Bldg. B Office of the City Assessor ☎ 8988-4242 loc. 8292</p>
<p>Mr. Salvador G. Urbi II, Tax Mapper V Chief, Tax Mapping Division (TMD) Certified Copy of Tax Map, Certification of Adjoining Lots</p>	<p>TaxMapping.CityAssessor@quezoncity.gov.ph Ground Floor Civic Center Bldg. B Office of the City Assessor ☎ 8988-4242 loc. 8187/8189 09054081474 / 09311270875</p>
<p>Engr. Jessie G. Avellano, LAOO V Chief, Property Appraisal Division (PAD) New Assessments, Reassessments, Inspection/Cancellation of Assessments, Retirement of Machinery</p>	<p>PropertyAppraisal.CityAssessor@quezoncity.gov.ph 2nd Floor Civic Center Bldg. B Office of the City Assessor ☎ 8988-4242 loc. 8291/8294/8295 09312077522 / 09055275632</p>
<p>Mr. Yoel Tecson LAOO V Acting Chief, 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>EDP.CityAssessor@quezoncity.gov.ph 2nd Floor Civic Center Bldg. B Office of the City Assessor ☎ 8988-4242 loc. 8296 09564274097/09154003490</p>
<p>Ms. Denisa O. Faustino, LAOO V Chief, Assessment Records Management Division (ARMD) Certified True Copy of Tax Declarations (TDs) Annotation of Encumbrances in Tax Declarations Release of New Tax Declarations (TDs) and Notice of (NOCs)</p>	<p>ARMD.CityAssessor@quezoncity.gov.ph Ground Floor Civic Center Bldg. B Office of the City Assessor ☎ 8988-4242 loc. 8032/8031 09989749783/09338255392</p>

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 <small>Local Assessment Operations Officer V Name & Signature</small>	Cluster: _____ Control No.: _____
<small>Date</small> October 27, 2023	CG OCAs. OCAs.M.01



<p>Ms. Neil Dela Cruz, LAOO II Acting Chief, Property Valuation Standard Division (PVSD)</p> <p>Request for Zonal Valuation & Schedule of Values Requests/Applications for Issuance of New Tax Declarations (Transfer of ownership, Consolidation/Segregation, New Assessment / Reassessment / Reclassification, Correction of Entry, Updating, Revision and Declaration of New/Undeclared Land) and Cancellation of Assessments</p>	<p>PropertyValuation.CityAssessor@quezoncity.gov.ph 3rd Floor Civic Center Bldg. B Office of the City Assessor ☎ 8988-4242 loc. 8369/8293 09560651959/09761214591</p>
<p>Mr. Ricardo B. Masesar, LAOO V Acting Chief, Administrative Division</p> <p>Multiple/Bulk transaction request Inter or Intraoffice communications</p>	<p>admin.CityAssessor@quezoncity.gov.ph 3rd Floor Civic Center Bldg. B Office of the City Assessor ☎ 8988-4242 loc. 8371 09312077517</p>
<p>Office of the City Assessor for complaints and feedback</p>	<p>CityAssessor@quezoncity.gov.ph ☎ 8988-4242 loc. 8185 or use our Facebook Page https://www.facebook.com/OfficeoftheCityAssessorQC</p>

<p>CONTROLLED COPY</p> <p> GERALDINE D.C. SALENGA Local Assessment & Operations Office V Name & Signature</p> <p>Date <u>October 27, 2023</u></p>	<p>LGQC - QMS</p> <p>Cluster:</p> <p>Control No.: <u>QCG-OCAS-OCAS-M.01</u></p>
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