



CITY ASSESSOR'S OFFICE

CITIZEN'S CHARTER
2020 (1st Edition)



I. Mandate:

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

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

- Ensure that all laws and policies governing appraisal and assessment of real properties for taxation purposes are properly executed;
- Initiate, review and recommend changes in policies and objectives, plans and programs, techniques, procedures and practices in the valuation and assessment of real properties for taxation purposes;
- Establish a systematic method of real property assessment;
- Install and maintain a real property identification and accounting system;
- Prepare, install and maintain a system of tax mapping, showing graphically all property subject to assessment and gather all data concerning the same;
- Conduct frequent physical surveys to verify and determine whether all real properties within the cities are properly listed in the assessment rolls;
- Exercise the functions of appraisal and assessment primarily for taxation purposes of all real properties within the jurisdiction of the City;
- Prepare a schedule of the fair market value for the different classes of real properties, in accordance with 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



LIST OF SERVICES

Mandate

Vision, Mission, Service Pledge

External Services

Simple Transactions

Page Number

- 1.0 Request for Issuance of New Tax Declaration
 - 1.1 Transfer (Lot only)
 - 1.2 Single Condominium Unit
 - 1.3 New Assessment (Single Family Dwellings)
 - 1.4 Request for Correction/Updating of Information
 - 1.5 Request for Annotation
 - 1.6 Request for Cancellation of Assessment

- 2.0 Request for Certified True Copy of Real Property Assessment Documents, Tax Mapping Information and Property Certification
 - 2.1 Requests for Tax Mapping Information
 - 2.1.1 Request for Certified Copy of Tax Maps
 - 2.1.2 Certification of Adjoining Lot Ownership
 - 2.1.3 Certificate of Property Location & Vicinity
 - 2.2 Issuance of Property Holding Certification (With Property/No Property) & Certification of Improvement (No Improvement/With Improvement)
 - 2.2.1 Counter Verification/Issuance of Computer Print-out
 - 2.3 Issuance of Certified True Copy of Tax Declaration

Complex Transactions

- 1.0 Request for Issuance of New Tax Declaration
 - 1.1 Transfer (Lot & Improvement)
 - 1.2 Transfer of Medium-rise Buildings
 - 1.3 New Assessment (Townhouse & Medium-rise buildings)

Highly Complex Transactions

- 1.0 Request for Issuance of New Tax Declaration
 - 1.1 Transfer (Lot only)
 - 1.2 Single Condominium Unit
 - 1.3 New Assessment (Single Family Dwellings)

Feedback Submission and Processing



1.0 REQUEST FOR ISSUANCE OF NEW TAX DECLARATION

Tax Declaration is a document that reflects the value of real property (Land, Building/Improvement or Machinery) for purposes of Real Property Tax, 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 new building or improvement and machinery. Under existing laws, **it is the duty of all persons acquiring property to declare the same with the City Assessor's Office within a period of sixty (60) days from the issuance of its Transfer Certificate of Title (TCT) or Condominium Certificate of Title (CCT).**

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

- (i) Segregation/Consolidation
- (ii) New Assessments
- (iii) Reassessments/Reclassifications
- (iv) Revision of values (per existing Ordinances)
- (v) Correction of Entry/ies
- (vi) Annotations, etc. as maybe necessary

1.1 Transfer of Ownership of Tax Declaration

SEC. 208 of the Local Government Code otherwise known as Republic Act 7160– Notification of Real Property Ownership – Any person who shall transfer real property ownership to another shall notify the provincial, city or municipal assessor concerned within sixty (60) days from the date of such transfer. The notification shall include the mode of transfer, the description of property alienated and the name and address of the transferee. In compliance, updated copy of Tax Declaration is issued for taxation purposes, upon transfer of ownership of a particular real property from previous owner to a new owner, based on Land Title and other Legal documents submitted, certifying ownership over a property, whether land, building and machinery. Transfer of ownership can also be done as a result of subdivision or consolidation of a property, based similarly on legal documents submitted.



Office or Division:	CITY ASSESSOR'S OFFICE	
Classification:	Simple, Complex, Highly Technical	
Type of Transaction:	G2G-Government to Government, G2B-Government to Business, G2C-Government to Citizens	
Who may avail:	All Quezon City real property owners/tax payers, buyers, brokers, Consultants, realtors/developers, and other parties of interest.	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Properly Filled-out FORM 101(QCG-CAO-QP/SOI-B01-v03)		City Assessor's Office, Ground Floor, Information Desk
Transfer Certificate of Title/Condominium Certificate of Title (Present original or authenticated copy from Registry of Deeds) Certified true copy of previous Transfer Certificate of Title/Condominium Certificate of Title		Register of Deeds
Deed of Conveyance (Secretary Certificate is required, if seller is a corporation) <input type="checkbox"/> Deed of Sale/Donation <input type="checkbox"/> Deed of Exchange <input type="checkbox"/> Extrajudicial settlement of estate <input type="checkbox"/> Affidavit of Self Adjudication (sole heir) <input type="checkbox"/> Deed of Conditional Sale <input type="checkbox"/> Others (Specify) _____ <i>Note: In case the foregoing documents are no longer available, please submit:</i> <ul style="list-style-type: none"> o LRA Certification o Notarized Affidavit of Loss 		Property Owner
Copy of latest tax declaration		City Assessor's Office
Transfer tax receipt (original or certified copy from CTO & photo copy) Seller's Business Tax Receipt/Business Permit (original & photo copy) Current Realty Tax Clearance (present originaland/or photocopy of latest year full payment)		City Treasurer's Office
Electronic-Certificate Authorizing Registration (eCAR), duplicate or photocopy(AO 186, s-2007)		Bureau of Internal Revenue



<p>A penalty of P2,000.00 per title (if necessary) imposed for late declaration filed sixty (60) days after the issuance of Transfer Certificate of Title from the Registry of Deeds (Ordinance No.2361, Series of 2014). <i>To show proof of release, submit Acknowledgement Slip or Certification of Release from RD.</i></p>		City Treasurer's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.0 Submit properly filled-out application FORM 101(QCG-CAO-QP/SOI-B01-v03) inclusive of all documents required	1.0 Receives properly accomplished Form 1.1 Checks and validates submitted documents, assign transaction control/claim no. and issues claim stub; 1.2 Prepares transmittal listing to Station 1	None	30 mins (Transmitted turned over by batch 10am-12nn-3pm &5pm)	Evaluation & Receiving Staff (Windows 4&5)
2.0	2.0 Receives, checks & evaluates -EDP - Record Validation -ARMD - Confirmation of TD -TMD - PIN validation 2.1 PAD-Prepares manual FAAS, recommends inspection 2.2 Record/control/track 2.3 Transmits to Stn 2	None	2days or more depending on lot area and number of parcels	Station 1 in-charge– Electronic Data Processing Division, Assessment Records Management Division, Tax Mapping Division and Property Appraisal Division) Verifiers & Evaluators
3.0	3.0 Validate/verify property record; Check RPT payment&	None	30 mins	Station 2 EDP Division Verifier and Data Encoder



	3.1 Encode FAAS 3.2 Print FAAS 3.4 Track & Transmit			
4.0	4.0 Review & Verify encoded FAAS 4.1 Recommend editing (if necessary) 4.2 Route for Approval 4.3 Record & Track transaction 4.4 Transmit	None	30 mins	Station 3 Property Appraisal Division Property Appraisers
5.0	5.0 Review & submit FAAS 5.1 Assign TDN; 5.2 Encode annotation 5.3 Print/ generateNOA/TD 5.4Track and Transmit	None	30 mins	Station 4 Electronic Data Processing Division- Data Encoders
6.0	6.0 Final review and Pre-Approval 6.1 Counter-sign on NOA/TD 6.2 Track and Transmit	None	15 minutes	Station 5 Assistant City Assessor for Operation
7.0	7.0 Approval, 7.1 Posting and Sorting of TD for release	None	30 minutes	Station 6 City Assessor
8.0 Receives new copy of Tax Declaration	8.0 Releases Tax Declaration through Counter 6	None	15 minutes	Assessment Records Management Division Releasing Clerk (Window 6)
	TOTAL :		5 days	

Note: Processing Period : 5 or more days depending on the number of parcels/real property units (RPUs) involved and the complexity of Transaction/s involved

Simple - involves transfer of lot only or single condominium unit transactions;

Complex -involves transfer of lot with improvement/s; as well as 2 or more condominium unit transactions, maximum of 5;



Highly Technical - involves transfer of multiple lots and improvements in excess of five (5) RPUs

Note: 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 SEGREGATION/CONSOLIDATION OF LOT/IMPROVEMENT OR BUILDING

The City Assessor's Office is also mandated to Subdivide and Consolidate lands, for proper taxation purposes, based on approved subdivision plans submitted by the owner or any transacting public.

Office or Division:	CITY ASSESSOR'S OFFICE	
Classification:	COMPLEX, HIGHLY TECHNICAL	
Type of Transaction:	G2G-Government to Government, G2B-Government to Business, G2C-Government to Citizens	
Who may avail:	All Quezon City real property owners/tax payers, buyers, brokers, Consultants, realtors/developers, and other parties of interest.	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Properly Filled-out FORM 102(QCG-CAO-QP/SOI-B02-v03)		City Assessor's Office, Ground Floor, Information Desk
Transfer Certificate of Title/Condominium Certificate of Title (Present original or authenticated copy from Registry of Deeds) Certified true copy of previous Transfer Certificate of Title/Condominium Certificate of Title		Register of Deeds
Approved Subdivision Plan		Owner/Surveying Office/Bureau of Lands
Deed of Conveyance (Secretary Certificate is required, if seller is a corporation) ^{1/} <input type="checkbox"/> Deed of Sale/Donation <input type="checkbox"/> Deed of Exchange <input type="checkbox"/> Extrajudicial settlement of estate		Property Owner



___ Affidavit of Self Adjudication (sole heir) ___ Deed of Conditional Sale ___ Others (Specify) _____ <i>Note: In case the foregoing documents are no longer available, please submit:</i> <ul style="list-style-type: none"> ○ LRA Certification ○ Notarized Affidavit of Loss 				
Copy of latest tax declaration		City Assessor's Office		
Transfer tax receipt (original or certified copy from CTO & photo copy) ^{1/} Seller's Business Tax Receipt/Business Permit (original & photo copy) Current Realty Tax Clearance (present original and/or photocopy of latest year full payment)		City Treasurer's Office		
Electronic-Certificate Authorizing Registration (eCAR), duplicate or photocopy(AO 186, s-2007) ^{1/}		Bureau of Internal Revenue		
A penalty of P2,000.00 per title (if necessary) imposed for late declaration filed sixty (60) days after the issuance of Transfer Certificate of Title from the Registry of Deeds (Ordinance No.2361, Series of 2014). ^{1/} <i>To show proof of release, submit Acknowledgement Slip or Certification of Release from RD.</i>		City Treasurer's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.0 Submit properly filled-out application FORM 102(QCG-CAO-QP/SOI-B02-v03) inclusive of all documents required	1.0 Receives properly accomplished Form 1.1 Checks and validates submitted documents, assign transaction control/ claim no. and issues claim stub;	None	30 mins (Transmitted turned over by batch 10am-12nn-3pm & 5pm)	Evaluation & Receiving Staff (Windows 4 & 5)



	1.2 Prepares transmittal listing to Station 1			
2.0	<p>2.0 Prints property record and latest tax map</p> <p>2.1 Researches and checks parcel configuration/platting</p> <p>2.2 Conducts ocular inspection (if necessary)</p> <p>2.3 Validates, checks & approves for computerized platting</p> <p>2.4 Prepares FAAS (Assign respective PIN; Prepare computation and final completion of manual FAAS)</p> <p>2.5 Prepares transmittal listing to Station 2</p>	None	2 days or more depending on lot area and number of parcels	Station 1 – OSS Electronic Data Processing Division, Assessment Management Division, Tax Mapping Division and Property Appraisal Division) Verifier, Evaluator
3.0	<p>3.0 Validate/verify property record; Check payment</p> <p>3.1 Encode FAAS</p> <p>3.2 Print FAAS</p> <p>3.4 Track & Transmit</p>	None	30 mins	Station 2 EDP Division Verifier and Data Encoder
4.0	<p>4.0 Review & Verify encoded FAAS</p> <p>4.1 Recommend editing (if necessary)</p> <p>4.2 Route for Approval</p> <p>4.3 Record & Track transaction</p> <p>4.4 Transmit</p>	None	30 mins	Station 3 Property Appraisal Division Property Appraiser



5.0	5.0 Review & submit FAAS 5.1 Assign TDN 5.2 Print/ generate NOA/TD 5.3 Encode annotations 5.4 Track and Transmit	None	30 mins	Station 4 Electronic Data Processing Division Data Encoders
6.0	6.0 Final review and Pre-Approval 6.1 Counter-sign on NOA/TD 6.2 Track and Transmit	None	15 minutes	Station 5 Assistant City Assessor for Operation
7.0	7.0 Approval, Posting and Sorting of TD for release	None	30 minutes	Station 6 City Assessor
8.0 Receives new copy of Tax Declaration	8.0 Releases Tax Declaration through Counter 6	None	15 minutes	Assessment Records Management Division Releasing Clerk (Window Counter 6)
TOTAL:			5 days	

^{1/}Required in case of simultaneous Transfers which make transactions highly technical.

Processing Period :

Complex

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

-1-5 parcels with improvement, 6 days

Highly Technical

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

-6-10 parcels with improvement, 10 days

Note: Owner's copy of Tax Declaration unclaimed within 5 days shall be forwarded to the Record's Section for mailing (within 5 days).

1.3 NEW ASSESSMENT/DISCOVERY/REASSESSMENT/ RECLASSIFICATION

Both persons acquiring real property or making improvements thereon, and the City Assessor's Office have the duty to make declaration of real property as provided by law. This



particular service is requested by declarant/owner for the issuance of new tax declaration for his/her newly constructed building and/or newly installed machinery. Reassessment/Reclassification on the other hand are services requested by a property owner for purposes of declaring the predominant use of his/her property.

Office or Division:	CITY ASSESSOR'S OFFICE
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/tax payers, buyers, brokers, Consultants, realtors/developers, and other parties of interest.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Properly Filled-up FORM 103 (QCG-CAO-QP/SC B03-v03), If property owner declaring Photo copy of Tax Declaration (Land Record) Certified true copy of latest tax declaration (for re-assessment/reclassification)	Assessor's Office, Ground Floor, Information Desk
Approved Building Permit Approved Building Plan Occupancy Permit (if any)	Department of Building Official
Realty Tax Clearance or present original and photo copy of current year full payment (if necessary)	City Treasurer's Office
Sworn Statement of owner declaring the property	Property Owner
Picture of property (3" x 5" colored, photo paper) – frontage/facade (showing full view of the structure)	Property Owner

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.0 Submits letter-request	1.0 Receives properly accomplished	None	15-30 mins	Administrative Division,



<p>or properly filled Sworn Statement declaring details of property; Fills-out application Form 103 (QCG-CAO-QP/SOI-B03-v03) for reassessment/reclassification inclusive of all documents required</p>	<p>Form 103 (QCG-CAO-QP/SOI-B03-v03) 1.2 Checks and validates submitted documents, assigns transaction control/ tracking no. and issues claim stub 1.3 Prepares transmittal listing to Station 1</p>		<p>(Transmittal turned over by batch 10am-12nn-3pm &5pm</p>	<p>Records Section Receiving Clerks for request letter Tax Mapping & Assessment Management Division Evaluation & Receiving Staff (Window Counter 4 or 5)</p>
<p>2.0</p>	<p>2.0 Conducts ocular inspection (if necessary) 2.1 Prepares FAAS - Confirms location & PIN - Prepares computation & final completion of manual FAAS 2.2 Prepares transmittal listing to Station 2</p>	<p>None</p>	<p>1 day or more depending on number of RPUs</p>	<p>Station 1 – OSS Electronic Data Processing Division, Assessment Management Division, Tax Mapping Division and Property Appraisal Division) Verifier, Evaluator</p>
<p>3.0</p>	<p>3.0 Validate/verify property record; 3.1 Encode FAAS 3.2 Print FAAS 3.4 Track & Transmit</p>	<p>None</p>	<p>30 mins</p>	<p>Station 2 EDP Division Verifier and Data Encoder</p>
<p>4.0</p>	<p>4.0 Review & Verify encoded FAAS</p>	<p>None</p>	<p>15 mins</p>	<p>Station 3 Property Appraisal Division</p>



	4.1 Recommend editing (if necessary) 4.2 Route for Approval 4.3 Record & Track transaction 4.4 Transmit			Property Appraiser
5.0	5.0 Review & submit FAAS 5.1 Assign TDN 5.2 Print/ generate NOA/TD 5.3 Encode annotations 5.4 Track and Transmit	None	30 mins	Electronic Data Processing Division- Station 4 Data Encoders
6.0	6.0 Final review and Pre-Approval 6.1 Counter-sign on NOA/TD 6.2 Track and Transmit	None	10 minutes	Assistant City Assessor for Operation- Station 5
7.0	7.0 Approval, Posting and Sorting of TD for release	None	10 minutes	Station 6 City Assessor
8.0 Receives new copy of Tax Declaration	8.0 Releases Tax Declaration through Counter 6	None	10 minutes	Assessment Records Management Division Releasing Clerk (Window Counter 6)
TOTAL :			3 dayss	

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.

Processing Period : Three (3) working days for single transaction,
Complex - 3-5 days for more complex ones, e.g. Townhouses, medium-rise buildings, etc.;

Highly Technical - One (1) week or more, for multiple (500 and above) condominium units



1.4 CORRECTION/UPDATING OF ENTRY

Office or Division:	CITY ASSESSOR'S OFFICE			
Classification:	SIMPLE			
Type of Transaction:	G2G-Government to Government, G2B-Government to Business, G2C-Government to Citizens			
Who may avail:	All Quezon City real property owners/tax payers, buyers, brokers, Consultants, realtors/developers, and other parties of interest.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Properly Filled-up FORM 104 (QCG-CAO-QP/SOI-B04-v03) Certified true copy of latest tax declaration (subject of correction)		Assessor's Office, Ground Floor, Information Desk		
<i>(Depends on the information being requested for correction)</i> TCTs/CCTs - authenticated/certified copy from RD (For correction of Owner/s' Name, Technical Description, etc.)		Registry of Deeds		
Realty Tax Clearance or present original and photo copy of current year full payment (if necessary)		City Treasurer's Office		
Letter-request of the owner specifying requested correction and purpose for which the document will be used Owner's authorization/special power of attorney (for other parties requesting)		Owner/Authorized Representative		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.0 Fills-out application Form 104 (QCG-CAO-QP/SOI-B04-v03)	1.0 Checks and validates submitted documents;	None	15 mins (Transmittal turned over by batch)	Tax Mapping & Assessment Records



inclusive of all documents required	<p>1.1 Receives application, assigns transaction control/ tracking no. and issues claim stub</p> <p>1.2 Prepares transmittal listing to Station 1</p>		10am-12nn-3pm & 5pm	Management Division Evaluation & Receiving Staff (Window Counter 4 or 5)
2.0	<p>2.0 Prepares FAAS</p> <ul style="list-style-type: none"> - Confirms location & PIN - Prepares computation & final completion of manual FAAS <p>2.1 Prepares transmittal listing to Station 2</p>	None	30 minutes (for simple transaction)	Station 1 – OSS EDP, ARMD, TMD, PPAD Verifier, Evaluator
3.0	<p>3.0 Validate/verify property record;</p> <p>3.1 Encode FAAS</p> <p>3.2 Print FAAS</p> <p>3.4 Track & Transmit</p>	None	30 mins	Station 2 EDP Division Verifier and Data Encoder
4.0	<p>4.0 Review & Verify encoded FAAS</p> <p>4.1 Recommend editing (if necessary)</p> <p>4.2 Route for Approval</p> <p>4.3 Record & Track transaction</p> <p>4.4 Transmit</p>	None	30 mins	Station 3 Property Appraisal Division Property Appraiser
5.0	<p>5.0 Review & submit FAAS</p> <p>5.1 Assign TDN</p> <p>5.2 Print/ generate NOA/TD</p> <p>5.3 Encode annotations</p> <p>5.4 Track and Transmit</p>	None	30 mins	Station 4 Electronic Data Processing Division Data Encoders



6.0	6.0 Final review and Pre-Approval 6.1 Counter-sign on NOA/TD 6.2 Track and Transmit	None	15 minutes	Station 5 Assistant City Assessor for Operation
7.0	7.0 Approval, Posting and Sorting of TD for release	None	15 minutes	Station 6 City Assessor
8.0 Receives new copy of Tax Declaration	8.0 Releases Tax Declaration through Counter 6	None	15 minutes	Assessment Records Management Division Releasing Clerk (Window Counter 6)

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

1.5 ANNOTATION (WARRANT OF LEVY & OTHERS INCLUDING TCT/CCT-RELATED ANNOTATIONS

Office or Division:	CITY ASSESSOR'S OFFICE	
Classification:	SIMPLE	
Type of Transaction:	G2G-Government to Government, G2B-Government to Business, G2C-Government to Citizens	
Who may avail:	All Quezon City real property owners/tax payers, buyers, brokers, Consultants, realtors/developers, and other parties of interest.	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Properly Filled-up FORM 105 (QCG-CAO-QP/SOI-B05-v03)		Assessor's Office, Ground Floor, Information Desk
Certified true copy of latest tax declaration (subject of correction)		
<i>(Depends on the information being requested for correction)</i>		Registry of Deeds



TCTs/CCTs - authenticated/certified copy from RD (For correction of Owner/s' Name, Technical Description, etc.)				
Realty Tax Clearance or present original and photo copy of current year full payment (if necessary)		City Treasurer's Office		
Letter-request of the owner specifying requested correction and purpose for which the document will be used Owner's authorization/special power of attorney (for other parties requesting)		Owner/Authorized Representative		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.0 Fills-out application Form 105 (QCG-CAO-QP/SOI-B05-v03) inclusive of all documents required	1.0 Checks and validates submitted documents; 1.1 Receives application, assigns transaction control/tracking no. and issues claim stub 1.2 Prepares transmittal listing to Station 1	None	15 mins (Transmittal turned over by batch 10am-12nn-3pm & 5pm)	Tax Mapping & Assessment Records Management Division Evaluation & Receiving Staff (Window Counter 4 or 5)
2.0	2.0 Validates TD & prepare FAAS - Confirms & verify TD - Prepare instruction for annotation - Confirm PIN - Prepare manual FAAS 2.1 Prepares transmittal listing to Station 2	None	30 minutes (for simple transaction)	Station 1 – OSS EDP, ARMD, TMD and PAD Verifier/ Evaluators
3.0	3.0 Validate/verify property record;	None	30 mins	Station 2 EDP Division



	3.1 Encode FAAS 3.2 Print FAAS 3.4 Track & Transmit			Verifier and Data Encoder
4.0	4.0 Review & Verify encoded FAAS 4.1 Recommend editing (if necessary) 4.2 Route for Approval 4.3 Record & Track transaction 4.4 Transmit	None	30 mins	Station 3 Property Appraisal Division Property Appraiser
5.0	5.0 Review & submit FAAS 5.1 Assign TDN 5.2 Print/ generate NOA/TD 5.3 Encode annotations 5.4 Track and Transmit	None	30 mins	<i>Station 4 Electronic Data Processing Division Data Encoders</i>
6.0	6.0 Final review and Pre-Approval 6.1 Counter-sign on NOA/TD 6.2 Track and Transmit	None	15 minutes	Station 5 Assistant City Assessor for Operation
7.0	7.0 Approval, Posting and Sorting of TD for release	None	15 minutes	Station 6 City Assessor
8.0 Receives new copy of Tax Declaration	8.0 Releases Tax Declaration through Counter 6	None	15 minutes	Assessment Records Management Division Releasing Clerk (Window Counter 6)

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

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



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

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Properly Filled-up FORM 106 (QCG-CAO-QP/SOI-B06-v01) Certified true copy of latest tax declaration (subject of correction)	Assessor's Office, Ground Floor, Information Desk
Realty Tax Clearance or present original and photo copy of current year full payment (if necessary)	City Treasurer's Office
Letter-request of the owner specifying requested correction and purpose for which the document will be used Owner's authorization/special power of attorney (for other parties requesting) Picture of property (3"x5" colored, photo-paper)	Owner/Authorized Representative
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 property is located

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.0 Fills-out application form FORM 106 (QCG-CAO-QP/SOI-B06-v01) inclusive of all documents required	1.0 Checks and validates submitted documents; 1.1 Receives application, assigns transaction control/required	None	15 mins (Transmittal turned over by batch 10am-12nn-3pm & 5pm)	Tax Mapping & Assessment Management Division Evaluation & Receiving



	tracking no. and issues claim stub 1.2 Prepares transmittal listing to Station 1			Staff (Window Counter 4 or 5)
	2.0 Prepares Cancellation Report - TD confirmation - Field Inspection (if necessary) - Prepares corresponding Appraiser's Report 2.1 Transmits to Stn 2	None	1 day	Station 1 – OSS EDP, ARMD, TMD & PAD Verifier/ Evaluator
3.0	3.0 Validate/verify property record; 3.1 Encode FAAS 3.2 Print FAAS 3.4 Track & Transmit	None	30 mins	Station 2 EDP Division Verifier and Data Encoder
4.0	4.0 Review & Verify encoded FAAS 4.1 Recommend editing (if necessary) 4.2 Route for Approval 4.3 Record & Track transaction 4.4 Transmit	None	30 mins	Station 3 Property Appraisal Division- Station 3 Property Appraiser
5.0	5.0 Print/ generate Notice of Cancellation (NOC) 5.1 Track and Transmit	None	10 mins	Station 4 Electronic Data Processing Division Data Encoders
6.0	6.0 Final review and Pre-Approval 6.1 Counter-sign on NOA/TD 6.2 Track and Transmit	None	10 minutes	Station 5 Assistant City Assessor for Operation
7.0	7.0 Approval, Posting and Sorting of TD for release	None	15 minutes	Station 6 City Assessor



8.0 Receives new copy of Tax Declaration	8.0 Releases Tax Declaration through Counter 6	None	10 minutes	Assessment Records Management Division Releasing Clerk (Window Counter 6)
--	--	------	------------	---

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

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

2.1.1 CERTIFIED COPY OF TAX MAP/S

A tax map can be requested to identify particular location of a property based on the latest Tax Mapping Record, whether manual or Geographical Information System (GIS) Certificate of Property Location and Adjoining Lot Ownership is also issued purpose of stating the exact location of property base on records available, however, the certification can only serve as reference, but not to be used as evidence for settling boundary disputes.

Office or Division:	CITY ASSESSOR'S OFFICE (Tax Mapping Division)	
Classification:	SIMPLE	
Type of Transaction:	G2G-Government to Government, G2B-Government to Business, G2C-Government to Citizens	
Who may avail:	All Quezon City real property owners/tax payers, buyers, brokers, Consultants, realtors/developers, and other parties of interest.	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
<ol style="list-style-type: none"> 1. Properly filled-up TMD Form (QCG-CAO-QP/SOI-B08-v02) or can be submitted thru an official letter-request 2. Photo copy of valid ID 		Assessor's Office, Ground Floor, Windows Counters 1-3 Administrative Division, Records Section (for request letter)



3. Photo copy of Title/TD or real property tax receipt and other reference for property identification		Owner		
4.Or by merely identifying & confirming property location thru RPV		Owner/TMD Representative		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.0 Submits duly accomplished TMD Form 1 (QCG-CAO-QP/SOI-B08-v02) inclusive of required document/information to Window/Counters 1-3	1.0 Validates and receives request; 1.2 Verifies property being requested 1.3 Issue order of Payment	None	10 minutes	Taxmapping Section Receiving Clerk (Taxmapper) (Window Counters 1-3)
2.0 Owners pay corresponding fee	2.0 Window 5-18 Miscellaneous Fees Section, City Treasurer's Office	Php200/property	10 minutes	Office of the City Treasurer, Billing/Cashier Officer
3.0 Presents corresponding OR	3.0 Print Tax Map, submit for approval and record the O.R. number	None	5 minutes	Taxmapping Division Taxmapper
4.0 Receives copy of Tax Map	4.0 Releases Tax Map with the Official Receipt	None	5 minutes	Taxmapping Division Taxmapper / Releasing Officer/Clerk
TOTAL :		PHP 200	30 Minutes	

Processing Period : Within thirty (30) minutes waiting time;
 first come, first served policy
 Priority is given to Sr. Citizen, PWD and Pregnant Women

2.1.2 CERTIFICATION OF ADJOINING LOT OWNERSHIP

Office or Division:	ASSESSOR'S OFFICE
----------------------------	--------------------------



Classification:	SIMPLE
Type of Transaction:	G2G-Government to Government, G2B-Government to Business, G2C-Government to Citizens
Who may avail:	All Quezon City real property owners/tax payers, buyers, brokers, Consultants, realtors/developers, and other parties of interest.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Properly filled-up TMD Form (QCG-CAO-QP/SOI-B08-v02) or can be submitted thru an official letter-request 2. Photo copy of valid ID	Assessor's Office, Ground Floor, Windows Counters 1-3 Administrative Division, Records Section (for request letter)
3. Photo copy of Title/TD or real property tax receipt and other reference for property identification	Owner
4. Or by merely identifying & confirming property location thru RPV	Owner/TMD Representative

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.0 Submits duly accomplished TMD Form 1 (QCG-CAO-QP/SOI-B08-v02) to Window Counters 1-3 or through official communication	1.0 Receives and validates request; 1.1 Issue order of Payment	None	10 minutes	Taxmapping Section Receiving Clerk (Window Counters 1-3) Administrative Division, Records Section Receiving Officer/Clerk
2.0 Owners pay corresponding fee	2.0 Window 5-18 Miscellaneous Fees Section, City Treasurer's Office	Php70/property	10 minutes	Office of the City Treasurer, Billing/Cashier Officer



	2.1 Taxmapper assigns the same for verification and record validation			
3.0 Presents corresponding OR	3.0 Prepare/type certification, submit for approval and record the O.R. number	None	15 minutes	Taxmapping Division Taxmapper
4.0 Receives certification	4.0 Approves certification and affix signature & 4.1 Releases Certification with the O.R	None	10 minutes	Taxmapping Division Releasing Officer/Clerk (Window Counters 1-3)
TOTAL :		Php 70.00	45 minutes	

Processing Period : Within 45 minutes waiting time;
 First come, first served policy
 Priority is given to Sr. Citizen, PWD and Pregnant Women

2.1.3 CERTIFICATE OF PROPERTY LOCATION & VICINITY

Office or Division:	CITY ASSESSOR'S OFFICE	
Classification:	SIMPLE	
Type of Transaction:	G2G-Government to Government, G2B-Government to Business, G2C-Government to Citizens	
Who may avail:	All Quezon City real property owners/tax payers, buyers, brokers, Consultants, realtors/developers, and other parties of interest.	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Properly filled-up TMD Form (QCG-CAO-QP/SOI-B08-v02) or can be submitted thru an official letter-request 2. Photo copy of valid ID		Assessor's Office, Ground Floor, Windows Counters 1-3 Administrative Division, Records Section (for request letter)



3. Photo copy of Title/TD or real property tax receipt and other reference for property identification		Owner		
4.Or by merely identifying & confirming property location thru RPV		Owner/TMD Representative		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.0 Submits duly accomplished TMD Form 1 (QCG-CAO-QP/SOI-B08-v01) inclusive of required document/information to Window Counters 1-3	1.0 Validates and receive request; 1.1 Verifies property being requested 1.2 Issues order of Payment	None	10 minutes	Tax Mapping Section Receiving Clerk (Window Counters 1-3)
2.0 Owners pay corresponding fee	2.0 Window 5-18 Miscellaneous Fees Section, City Treasurer's Office	Php20/property	10 minutes	Office of the City Treasurer, Billing/Cashier Officer
3.0 Presents corresponding OR	3.0 Records the OR number, attaches receipt to the document requested	None	5 minutes	Tax Mapping Division Releasing Officer/ Clerks (Window Counters 1-3)
4.0 Receives information requested/computer print-out	4.0 Releases computer print-out of property or any information as an output of the verification	None	5 minutes	Taxmapping Division Releasing Officer/ Clerks (Window Counters 1-3)

Processing Period : Within 30 minutes waiting time;
First come, first served policy



Priority is given to Sr. Citizen, PWD and pregnant Women

2.2.0 ISSUANCE OF PROPERTY HOLDING CERTIFICATION (WITH PROPERTY/NO PROPERTY) & CERTIFICATIO 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 existing database.

Office or Division:	CITY ASSESSOR'S OFFICE	
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/tax payers, buyers, brokers, Consultants, realtors/developers, and other parties of interest.	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Properly filled-up EDP Form (QCG-CAO-QP/SOI-B10-v02) or can be submitted thru an official letter-request		Assessor's Office, Ground Floor, Windows Counters 7-9
2. Photo copy of valid ID		Administrative Division, Records Section (for request letter)
3. Photo copy of Title/TD or real property tax receipt and other reference for property identification		Owner
4. Additional requirements for authorized representative requesting: <ul style="list-style-type: none"> - Owner's authorization/special power of attorney - Photo copy of valid ID 		Owner/Authorized Representative



5. 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
1.0 Submits duly accomplished EDP Form (QCG-CAO-QP/SOI-B10-v02) inclusive of required documents/information	1.0 Validates and receive request; 1.2 Issues order of Payment	None	10 minutes	Electronic Data Processing Division Receiving Officer Clerk (Computer Operator) (Window Counters 7-9)
2.0 Owners pay corresponding fee	2.0 Window 5-18 Miscellaneous Fees Section, City Treasurer's Office 2.1 Verifies property being requested 2.2 Checks on improvement, if any; and validate other fields (if necessary)	Php70/ Property plus additional P20 per prop in excess of one	15-30 minutes 1- 2 hours	Office of the City Treasurer, Billing/Cashier Officer Electronic Data Processing Division Computer Operator (Window Counters 7-9)
3.0 Presents corresponding OR	3.0 Attaches Order of Payment to the request and issues claim stub 3.1 Prepares and types certification	None	30 minutes	Electronic Data Processing Division Computer Operator (Window Counters 7-9)



4.0 Waits for claim number to be called	4.0 Submits certification for review and approval, Affixes Signature & refer back to Window 7 for release	None	30 minutes	Electronic Data Processing Division, Head, EDP Division
4.1 Receives certification		None	5 minutes	Electronic Data Processing Division Releasing Officer/ Clerks (Window Counters 7-9)
TOTAL :		Php 70.00	1-4 hrs**	

Note:

*Certificate of property holdings/no property requested as a requirement for medical social service** are given priority and released at shorter waiting time*

Requests can also be made through a formal communication on which case, receipt and release are coursed through the Records Section.

Lastly, requests for BIR Estate Tax Settlement are considered more complex and will take longer time for the necessary record verification, considering time of death, etc.

Processing Period : 1-4 hours, first come-first served policy for single transactions
 Multiple subjects need to be scheduled, also on a first come, served policy;
 Priority is given to Sr. Citizen, PWD and Pregnant Women

2.2.1 COUNTER VERIFICATION/ISSUANCE OF COMPUTER PRINT-OUT

Office or Division:	CITY ASSESSOR'S OFFICE
Classification:	SIMPLE
Type of Transaction:	GOVERNMENT TO CITIZEN (G2C)



Who may avail:	All Quezon City real property owners/tax payers, buyers, brokers, Consultants, realtors/developers, and other parties of interest.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Properly filled-up EDP Form (QCG-CAO-QP/SOI-B10-v02) 2. Photo copy of valid ID		Assessor's Office, Ground Floor, Windows Counters 7-9 Administrative Division, Records Section (for request letter)		
3. Photo copy of Title/TD or real property tax receipt and other reference for property identification, if any		Owner		
4. Additional requirements for authorized representative requesting: - Owner's authorization/special power of attorney - Photo copy of valid ID		Owner/Authorized Representative		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.0 Submits duly accomplished EDP Form 1 (QCG-CAO-QP/SOI-B10-v02) inclusive of required documents/information to Window Counter 8	1.0 Validates and receive request; 1.1. Verifies property being requested 1.2 Issue order of Payment	None	5 minutes	Electronic Data Processing Division Receiving Officer Clerk (Computer Operator) (Window Counter 8)
2.0 Owners pay corresponding fee	2.0 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
3.0 Presents corresponding OR	3.0 Logs the request,	None	5 minutes	Electronic Data



	records the OR number, attaches receipt to the document requested			Processing Division Releasing Clerk (Window Counter 8)
4.0 Receives print out	4.0 Releases computer print-out together with the Official Receipt	None	5 minutes	Electronic Data Processing Division Releasing Officer/ Clerk (Window Counter 8)

Processing Period : Thirty (30) minutes, or earlier waiting time; first come-first served policy
Priority is given to Sr. Citizen, PWD and Pregnant Women

2.3 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.

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



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Properly filled-up EDP Form (QCG-CAO-QP/SOI-B07-v02) 2. Photo copy of valid ID		Assessor's Office, Ground Floor, Windows Counters 10-12 Administrative Division, Records Section (for request letter)		
3. Proof of ownership (in case of newly acquired/transferred property)		Owner/Applicant		
4. Photo copy of Title/TD or real property tax receipt and other reference for property identification, if any		Owner/Applicant		
5. Additional requirements for authorized representative requesting: <ul style="list-style-type: none"> - Owner's authorization/special power of attorney - Photo copy of valid ID - Request letter (for those falling under 5,000sqm and above) 		Owner/Authorized Representative		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.0 Submits duly accomplished ARMD Form 1 (QCG-CAO-QP/SOI-B10-v02) inclusive of required documents/information to Window Counter 10	1.0 Validates request; 1.1 Receives request and issue order of payment	None	5 minutes	Assessment Records Management Division Receiving Officers/Clerks on Rotation Basis
2.0 Owners pay corresponding fee	2.0 Window 5-18 Miscellaneous Fees Section, City Treasurer's Office	Php 50.00 for personal copy of TD Php 70.00 for BIR purposes	10 minutes	Office of the City Treasurer, Billing/Cashier Officer
	2.1 Verifies property requested		45 minutes	Assessment Records



	2.2 Prints electronic copy of TD or photocopy the manual ones			Management Division Personnel, Basement
3.0 Presents corresponding OR	3.0 Attaches OR to the request and issues claim stub; 3.1 Stamps printed/photocopied TD as "certified"	None	15 minutes	Assessment Records Management Division Receiving Officers/Clerks on Rotation Basis on Window Counter 11
4.0 Waits for claim number to be called; Receives certified copy of TD	4.0 Submits for signature/ approval, Affixes Signature & refer back to Counter Window 12 for release	None	20 minutes	Assessment Records Management Division Releasing Officers/Clerks on Rotation Basis on Window Counter 11
	TOTAL :	Php 70.00 Php 50.00	For BIR personal	

Note:

Requests can also be made through a formal communication on which case, receipt and release are coursed through the Records Section.

Processing Period : 10-20 minutes for Electronic copy ^{2/}
 1-2 hrs for manual copy ^{3/}
 First come-first served policy
 Priority is given to Sr. Citizen, PWD and Pregnant Women

^{2/} 5-10 certified copy of TDs requested (eCopy) will take us 30mins or more to process; 11-20 copies, 30mins-1hr. processing time; and

^{3/} 10 and more CTC requested (Manual copy) will take us 2-3hrs processing



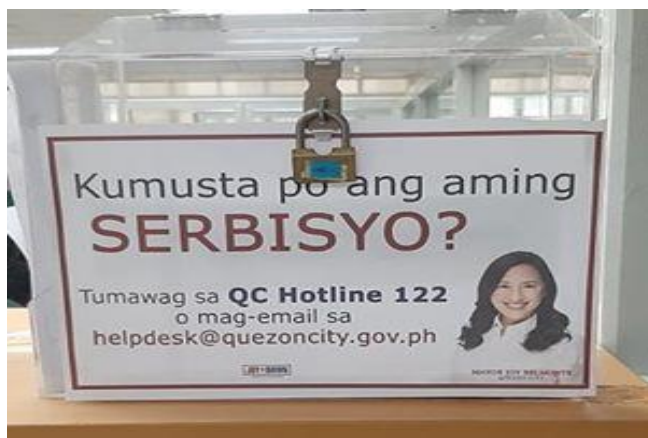
Feedback Submission and Processing

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 Complain/Feedback Form provided by the Agency.
How complaints are processed	Complaint/Feedback Form** are gathered and actions are immediately undertaken by the Office of the City Assessor on a real-time basis on the date and time the office received such feedback/s.
Other contact information	ARTA: complaints@arta.gov.ph : 1-ARTA (2768) PCC: 8888 CCB: 0908-881-6565

Existing Agency Feedback Forms

**CLIENT COMPLAINT/
FEEDBACK FORM

*SERVICE EXPERIENCE
SURVEY FORM



DROP BOX FOR THE SERVICE EXPERIENCE SURVEY FORM

OFFICE DIRECTORY

Office	Address	Contact Information
City Assessor's Office	Assessor's Office, Mezzanine Floor, Civic Center Bldg. B, Quezon City Hall, Quezon City	Trunkline: 8-988-4242 loc. 8185 and 8126 sherry.gonzalvo@quezoncity.gov.ph
Asst. City Assessor for Administration	Assessor's Office, 3 rd Floor, Civic Center Bldg. B, Quezon City Hall, Quezon City	Trunkline: 8-988-4242 loc. 7304 Pelilialandayan22@gmail.com



Asst. City Assessor for Operations	Assessor's Office, 2 nd Floor, Civic Center Bldg. B, Quezon City Hall, Quezon City	Trunkline: 8-988-4242 loc. 8292 dtorresjr@yahoo.com
Administrative Division	Assessor's Office, 3 rd Floor, Civic Center Bldg. B, Quezon City Hall, Quezon City	Trunkline: 8-988-4242 loc. 8368 admassessors.qc@gmail.com
Assessment Records Management Division	Assessor's Office, Ground Floor, Civic Center Bldg. B, Quezon City Hall, Quezon City	Trunkline: 8-988-4242 loc. 8188 & 8032 armdassessors.qc@gmail.com
Electronic Data Processing Division	Assessor's Office, 2 nd Floor, Civic Center Bldg. B, Quezon City Hall, Quezon City	Trunkline: 8-988-4242 loc. 8296 edpassessors.qc@gmail.com
Tax Mapping Division	Assessor's Office, Ground Floor, Civic Center Bldg. B, Quezon City Hall, Quezon City	Trunkline: 8-988-4242 loc. 8189 and 8187 tmdassessors.qc@gmail.com
Property Appraisal Division	Assessor's Office, 2 nd Floor, Civic Center Bldg. B, Quezon City Hall, Quezon City	Trunkline: 8-988-4242 loc. 8291 and 8294 padassessors.qc@gmail.com
Property Valuation Standard Division	Assessor's Office, 3 rd Floor, Civic Center Bldg. B, Quezon City Hall, Quezon City	Trunkline: 8-988-4242 loc. 8369 pvsdassessors.qc@gmail.com