



OFFICE OF THE CITY ASSESSOR

CITIZEN'S CHARTER 2025 (1st Edition)



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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 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 gathering 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 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 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.



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 ensure accurate, just, equitable and reliable appraisal and assessment, compliant to the City's thrusts for an 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 copy of assessment documents or certifications that are not in any way involve a very large area, nor necessitate inspection, or an extensive examination and research, and are not in any way involved in duplication, overlapping, multiple claimants and such other land disputes/issues.

Complex transactions are transactions that necessitate inspection, evaluation, and validation.

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

1. ISSUANCE OF NEW TAX DECLARATION

Tax Declaration is a document that reflects the value of the real property whether Land, Building/Improvement, or Machinery for purposes of Real Property Taxation, 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.

1.1 TRANSFER OF OWNERSHIP

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 there shall be imposed a Php2,000 penalty for late filing in accordance with Ordinance No. SP-2361 s-2014.

Processing Period: Seven (7) or Twenty-one (21) days depending on the number of parcels/real property units (RPU) and the complexity of transaction/s involved, and on



the number of transactions received for the day.

The processing period of the transaction may be affected by the following factors:

1. Volume/bulk of transactions received for the day
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 note that the processing of transactions will only begin upon submission of complete documents. Incomplete submissions will not be processed and will be discarded 15 working days after notification if no compliance is made.

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| Office or Division: | Office of the City Assessor, Property Valuation Standard Division, Tax Mapping Division, Electronic Data Processing Division, Assessment Records Management Division, Property Appraisal Division, Administrative Division | |
| Category: | External Service | |
| Classification: | Complex, Highly Technical | |
| Type of Transaction: | G2B (Government to Business), G2C (Government to Citizen), G2G (Government to Government) | |
| Who may avail: | All Quezon City real property owners and their authorized representatives | |
| Operating Hours: | 8:00 AM - 5:00 PM | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE |
| STANDARD REQUIREMENTS | | |
| 1. Certified True Copy of New Transfer Certificate of Title/Condominium Certificate of Title (TCT/CCT) (To show proof of release, submit Acknowledgement Slip reflecting EPEB No. or Certification of Release from Registry of Deeds, if necessary). | | Agency - Division: Registry of Deeds, LRA One Stop Shop, LRA Kiosk |
| 1. Deed of Conveyance Any of the following: <ul style="list-style-type: none"> • Deed of Sale/Donation • Extra-Judicial Settlement of Estate • Deed of Conditional Sale • Deed of Exchange • Affidavit of Self Adjudication • Certificate of Award • Affidavit of Consolidation and Certificate of Sale | | Applicant/Client |
| 2. BIR Electronic-Certificate Authorizing Registration (eCAR) | | Agency - Division: Bureau of Internal Revenue - Revenue District Office |



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|---|--|
| (1) Original Copy Or (1) Certified True Copy Or (1) Photocopy | |
| 3. Transfer Tax Bill and Official Receipt (1) Original Copy Or (1) Certified True Copy Or (1) Photocopy | Agency - Division: City Treasurer's Office |
| 4. Picture of Property (3"x5" colored) | Applicant/Client |
| 5. Government Issued ID (1) Photocopy with 3 signatures Any of the following: <ul style="list-style-type: none"> • QCitizen ID issued by the Quezon City Government • SSS Unified Multi-Purpose ID (UMID) • Driver's License - LTO • Passport • Philippine Identification (PhilID / ePhilID) • PhilHealth ID • Postal ID • Voter's ID • Professional Regulation (PRC) ID | Applicant / Client |
| SITUATIONAL REQUIREMENTS: | |
| A. STANDARD/MANDATORY REQUIREMENTS FOR TRANSFER MENTIONED ABOVE | |
| B. FOR CONTINUITY OF OWNERSHIP RECORD 1. Previous Transfer Certificate of Title/Condominium Certificate of Title (TCT/CCT) (1) RD-Certified True Copy of Title | Agency - Division: Registry of Deeds |
| C. ABSENCE OF TRANSFER DOCUMENTS | |
| C.1 Certification from the Registry of Deeds that supporting transfer documents of subject title are no longer available. (1) Original Copy Remarks: (For TCT/CCT released in the year 1999 and below, in case any of the mandatory requirement/documents are no longer available) | Agency - Division: Registry of Deeds, LRA One Stop Shop, LRA Kiosk |
| C.2 Notarized Affidavit of Loss executed by the owner (1) Original Copy | Applicant / Client |
| C.3 Barangay Certification as to the Actual possession of the property (1) Original Copy | Agency - Division: Office of the Barangay Captain where the property is located |



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| D. FOR TRANSFER OF IMPROVEMENTS ONLY: | |
| D.1 All of the above including an Affidavit of Undertaking as to payment of transfer tax and real property tax arrears. (1) Original Copy | Applicant / Client |
| E. AUTHORIZED REPRESENTATIVE | |
| E.1 Notarized Special Power of Attorney (1) Original Copy | Applicant / Client |
| E.2 Government-issued ID of Property Owner and authorized representative (1) Photo copy with 3 signatures Any of the following: <ul style="list-style-type: none"> • QCitizen ID issued by the Quezon City Government • SSS Unified Multi-Purpose ID (UMID) • LTO Driver's License • Philippine Passport • Philippine Identification (PHILID/EPHILID) (PSA) • Philhealth ID • Postal ID • Voter's ID (Comelec) • Professional Regulation (PRC) ID | Applicant / Client |
| F. FOR CORPORATE ENTITIES | |
| F.1 Board Resolution or Secretary Certificate (1) Original Copy | Applicant / Client |
| F.2 Government-issued IDs of corporate secretary and representative (1) Photocopy with 3 signatures | Applicant / Client |
| G. For properties with an area of 5,000 square meters and above, or with overlapping issue or legal issue/disputes, or other special cases. Remarks: <i>For such cases, letter-request addressed to the City Assessor is required. The application will be submitted through the Records Section of the Administrative Division and will follow a different routing procedure. Please refer to the Routing of Communication and Correspondence steps.</i> | |
| G.1 Request letter addressed to the City Assessor (1) Original Copy | Applicant / Client |
| G.2 Standard/mandatory requirements for transfer mentioned above | Applicant / Client |
| G.3 Government issued ID of owner | Applicant / Client |



| (1) Photocopy with 3 signatures | | | | |
|---|--|---|-----------------|--------------------|
| G.4 Certified Copy of Court Order and Certificate of Finality (1) Original Copy | | Agency - Division: Department of Justice; Clerk of Court// | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1.SUBMISSION OF APPLICATION | | | | |
| ONLINE: 1.A Open your browser and visit https://qceservices.quezoncity.gov.ph . Go to the login page and enter your credentials. Once logged in, navigate through the site and select "City Assessor iDeclare Easy." | 1.A. N/A | None | 10 minute/s | Office Aide |
| ON-PREMISE ONLINE KIOSK 1.B Secure your queue number from the queuing machine and wait for it to appear on the queuing monitor. Then, open your browser and go to https://qceservices.quezoncity.gov.ph . Navigate to the login page, enter your credentials, and once logged in, browse to the page and select "City Assessor iDeclare Easy." | 1.B.1. Assist requesting party to secure queuing number from the queuing machine | None | 15 minute/s | Office Aide |
| | 1.B.2. Call the next queue number and assist the applicant in logging in or signing up for QC eServices. | | 15 minute/s | Office Aide |
| 2. Select the transaction you wish to apply for and fill in the required fields. Then, scan and upload all documentary documents. | 2.1 For On-Premise Kiosk : Assist the applicant in scanning and uploading documentary requirements. | None | 30 minute/s | Office Aide |



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| <p>3. Wait for an automatic email reply confirming the receipt of your request and notifying you of any lacking documents. If applicable, settle any fees by paying through any available payment channel or at the CTO counters.</p> <p>Note: Duration of review and evaluation varies depending on the complexity and volume of transactions received for the day.</p> | 3.1. Review and evaluate the application and the documentary requirements. Print the application form, property picture, and transmittal. Then, transmit the transactions to Station 1. | None | 1 day | Local Assessment Operations Officer |
| | 3.2. Station 1 - Retrieval of Records & Preparation of FAAS | None | 4 hour/s | Data Controller Tax Mapper 1 |
| | 3.3 Station 2 - Encoding and Printing of FAAS | None | 1 day | Computer Operator |
| | 3.4 Station 3 - Review and Approval of Printed FAAS | None | 1 day | Local Assessment Operations Officer Section Chief/Asst. Division Head |
| | 3.5 Station 4 - Printing of Notice of Assessment & Tax Declaration | None | 1 day | Section Chief/Asst. Division Head Data Encoder |
| | 3.6 Station 5 - Pre-Approval of Notice of Assessment and Tax Declarations | None | 1 day | Assistant City Assessor for Operation Secretary |
| | 3.7 Station 6 - Approval of Tax Declarations and NOA/Posting of Approved TDs | None | 4 hour/s | City Assessor Computer operator |
| 4. Releasing of New Tax Declaration / Notice of Assessment | 4. Receives approved tax declarations and sorts for easy retrieval | None | 2 hours | Assessment Clerk |
| 4.1 The requesting party and filer will receive an email and/or text message informing them of the scheduled release. | 4.1 Notifies the requesting party through email and text messages of the schedule of the release of the new TD | None | 30 minute/s | Assessment Clerk |



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| 4.1 Upon receiving the notification, they should go to the Office of the City Assessor on the Ground Floor on the scheduled date, obtain a queue number, and wait for their number to be called at Counter 8 or 9. Once called, they will present the email/text notification, along with the Special Power of Attorney/ Authorization and a valid ID. They will then write their name, affix their signature on the original copy of the tax declaration, and receive the owner's copy. | 4.3 Call the queue number, verify the SPA and valid ID, and release the new tax declarations to the requesting party as scheduled. NOTE: <i>All unclaimed Owner's copy of Tax Declarations shall be forwarded to the Records Section of the Administrative Division for mailing to the respective property owners within 5 days after the scheduled release.</i> | | 15 minute/s | Assessment Clerk |
| Total Processing Time: (Note: Processing time may vary depending on the number of parcels/real property units (RPUs), complexity of the transactions involved, and the volume of transactions received for the day.) | | | | |
| * If ONLINE | | | 6 day/s, 4 hour/s, 10 minute/s | |
| * If ON PREMISE ONLINE KIOSK | | | 6 day/s, 4 hour/s, 30 minute/s | |
| Total Processing Fee: | | | | |
| *If ONLINE | | | Total Standard Fee: None Plus Possible Fee or Formula Fee: if LATE FILING | |
| *If ON PREMISE ONLINE KIOSK | | | Total Standard Fee: None Plus Possible Fee or Formula Fee: if LATE FILING | |
| Possible Fees LATE FILING : Php 2,000.00 | | | | |

1.2 ISSUANCE OF NEW TAX DECLARATION FOR SEGREGATION/CONSOLIDATION

This transaction involves property owners requesting the consolidation and/or



subdivision of their lot based on newly issued Subdivision Plan and/or Transfer Certificates of Title/Condominium Certificates of Title. It also applies to the segregation/consolidation of existing improvements based on submitted legal documents. The process requires highly technical plotting, including the encoding of corresponding technical descriptions into the GIS map. In many cases, the transaction also involves additional processes such as the transfer of ownership.

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| Office or Division: | Office of the City Assessor, Tax Mapping Division, Electronic Data Processing Division, Property Appraisal Division, Assessment Records Management Division, Property Valuation Standard Division |
| Category: | External Service |
| Classification: | Highly Technical |
| Type of Transaction: | G2B (Government to Business), G2C (Government to Citizen), G2G (Government to Government) |
| Who may avail: | All Quezon City real property owners/taxpayers, buyers, brokers, Consultants, realtors/developers, and duly authorized parties of interest |
| Operating Hours: | 8:00 AM - 5:00 PM |

| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE |
|--|--|---|
| A. STANDARD REQUIREMENTS: | | |
| 1. New Transfer Certificate of Title / Condominium Certificate of Title (1) Certified True Copy | | Agency - Division: Registry of Deeds |
| 2. Approved Subdivision Plan (1) Original Copy Or (1) Photocopy | | Agency - Division: Land Registration Authority |
| 3. Latest Picture of Property (1) Original Copy Or (1) Photocopy Remarks: (3"x5" colored, photo paper) – frontage/facade showing full view of structure | | Applicant / Client |
| 4. Government Issued ID (1) Photocopy with 3 signatures Any of the following: <ul style="list-style-type: none"> • QCitizen ID issued by the Quezon City Government • SSS Unified Multi-Purpose ID • (UMID) • Driver's License - LTO • Passport • Philippine Identification (PhilID / ePhilID) • PhilHealth ID • Postal ID • Voter's ID • Professional Regulation (PRC) ID | | Applicant / Client |



| SITUATIONAL REQUIREMENTS | |
|--|--|
| A. STANDARD/MANDATORY REQUIREMENTS MENTIONED ABOVE | |
| B. WITH TRANSFER OF OWNERSHIP | |
| B.1 Deed of Conveyance (1) Original Copy Or (1) Certified True Copy | Applicant / Client |
| B.2 Transfer Tax Receipt (1) Original Copy Or (1) Certified True Copy | Agency - Division: Quezon City Government - City Treasurer's Office |
| B.3 BIR Electronic-Certificate Authorizing Registration (eCAR) (1) Original Copy Or (1) Certified True Copy Or (1) Photocopy | Agency - Division: Bureau of Internal Revenue |
| C. FOR CONTINUITY OF OWNERSHIP RECORD 1.Previous Transfer Certificate of Title/Condominium Certificate of Title (TCT/CCT) (1) RD-Certified True Copy of Title | Agency - Division: Registry of Deeds |
| D. ABSENCE OF TRANSFER DOCUMENTS | |
| D.1 Certification from the Registry of Deeds that supporting transfer documents of subject title are no longer available. (1) Original Copy Remarks: (For TCT/CCT released in the year 1999 and below, in case any of the mandatory requirement/documents are no longer available) | Agency - Division: Registry of Deeds, LRA One Stop Shop, LRA Kiosk |
| E. FOR AUTHORIZED REPRESENTATIVE/S | |
| E.1 Notarized Special Power of Attorney (1) Original Copy Remarks: Executed by the Property owner (Seller or Buyer) Note: <i>Extensions of authorization are not permitted unless explicitly stated in the Special Power of Attorney</i> | Applicant / Client |
| E.2 Government-issued ID of Property Owner and authorized representative (1) Photo copy with 3 signatures Any of the following: <ul style="list-style-type: none"> ● QCitizen ID issued by the Quezon City Government ● SSS Unified Multi-Purpose ID (UMID) ● LTO Driver's License ● Philippine Passport ● Philippine Identification (PHILID/EPHILID) (PSA) ● Philhealth ID | Applicant / Client |



| <ul style="list-style-type: none">• Postal ID• Voter's ID (Comelec)• Professional Regulation (PRC) ID | | | | |
|---|----------------|---|-----------------|--------------------|
| F. FOR CORPORATE ENTITIES | | | | |
| F.1 Board Resolution or Secretary Certificate (1) Original copy | | Applicant / Client | | |
| F.2 Government-issued IDs of corporate secretary and representative (1) Photocopy with 3 signatures | | Applicant / Client | | |
| G. For properties with an area of 5,000 square meters and above, or with overlapping issue or legal issue/disputes, or other special cases. Remarks: <i>For such cases, letter-request addressed to the City Assessor is required. The application will be submitted through the Records Section of the Administrative Division and will follow a different routing procedure. Please refer to the Routing of Communication and Correspondence steps.</i> | | | | |
| G.1 Request letter addressed to the City Assessor (1) Original Copy | | Applicant / Client | | |
| G.2 Standard/mandatory requirements mentioned above | | Applicant / Client | | |
| G.3 Government issued ID of owner (1) Photocopy with 3 signatures | | Applicant / Client | | |
| G.4 Certified Copy of Court Order and Certificate of Finality (1) Original Copy | | Agency - Division: Department of Justice; Clerk of Court | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1.SUBMISSION OF APPLICATION | | | | |
| ONLINE | | | | |
| 1.A Open your browser and visit https://qceservices.quezoncity.gov.ph . Go to the login page and enter your credentials. Once logged in, navigate through the site and select "City Assessor iDeclare Easy." | 1.A.1. N/A | None | 15 minute/s | Office Aide |



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| ON PREMISE ONLINE KIOSK 1.B Secure your queue number from the queuing machine and wait for it to appear on the queuing monitor. Then, open your browser and go to https://qceservices.quezoncity.gov.ph . Navigate to the login page, enter your credentials, and once logged in, browse to the page and select "City Assessor iDeclare Easy." | 1.B.1. Assist requesting party to secure queuing number from the queuing machine | None | 15 minute/s | Office Aide |
| | 1.B.2. Call the next queue number and assist the applicant in logging in or signing up for QC eServices. | | 15 minute/s | Office Aide |
| 2. Select the transaction you wish to apply for and fill in the required fields. Then, scan and upload all documentary documents. | 2.1 For On-Premise Kiosk : Assist the applicant in scanning and uploading documentary requirements. | None | 30 minute/s | Office Aide |
| 3. Wait for an automatic email reply confirming the receipt of your request and notifying you of any lacking documents. If applicable, settle any fees by paying through any available payment channel or at the CTO counters. Note: Duration of review and evaluation varies depending on the complexity and volume of transactions received for the day. | 3.1. Review and evaluate the application and the documentary requirements. Print the application form, property picture, and transmittal. Then, transmit the transactions to Station 1. | | 1 day | Local Assessment Operations Officer |
| | 3.2.1 Station 1 - Retrieval of Records & Preparation of FAAS | None | 2 hours | Data Controller |
| | 3.2.2 Issuance of new PIN based on the approved plan | | 1 hours | Tax Mapper |
| | 3.2.3 Plots subdivided or consolidated land in the tax map based on the submitted approved subdivision plan Note: Processing time varies depending on the | | 2 days | Tax Mapper / Tax Mapping aide Division Head |



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| | number of parcels to be plotted. | | | |
| | 3.3 Station 2 - Encoding and Printing of FAAS | None | 2 days | Computer Operator |
| | 3.4 Station 3 - Review and Approval of Printed FAAS | None | 2 days | Local Assessment Operations Officer Section Chief/Asst. Division Head |
| | 3.5 Station 4 - Printing of Notice of Assessment & Tax Declaration | None | 1 day | Section Chief/Asst. Division Head Data Encoder |
| | 3.6 Station 5 - Pre-Approval of Notice of Assessment and Tax Declarations | None | 1 day | Assistant City Assessor for Operation Secretary |
| | 3.7 Station 6 - Approval of Tax Declarations and NOA/Posting of Approved TDs | None | 1 day | City Assessor Computer operator |
| 4. Releasing of New Tax Declaration / Notice of Assessment | 4. Receives approved tax declarations and sorts for easy retrieval | None | 2 hours | Assessment Clerk |
| 4.1 The requesting party and filer will receive an email and/or text message informing them of the scheduled release. | 4.1 Notifies the requesting party through email and text messages of the schedule of the release of the new TD | None | 30 minute/s | Assessment Clerk |
| 4.2 Upon receiving the notification, they should go to the Office of the City Assessor on the Ground Floor on the scheduled date, obtain a queue number, and wait for their number to be called at Counter 8 or 9. Once called, they will present the email/text notification, along with the Special Power of Attorney/ Authorization and a valid ID. They will then | 4.2 Call the queue number, verify the SPA and valid ID, and release the new tax declarations to the requesting party as scheduled. NOTE: <i>All unclaimed Owner's copy of Tax Declarations shall be forwarded to the Records Section of the Administrative Division for</i> | | 15 minutes | Assessment Clerk |



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| write their name, affix their signature on the original copy of the tax declaration, and receive the owner's copy. | <i>mailing to the respective property owners within 5 days after the scheduled release.</i> | | | |
| Total Processing Time: (Note: Processing time may vary depending on the number of parcels/real property units (RPUs), complexity of the transactions involved, and the volume of transactions received for the day.) | | | | |
| * If ONLINE | | 10 days, 5 hour/s, 45 minute/s | | |
| * If ON PREMISE ONLINE KIOSK | | 10 days, 5 hour/s | | |
| Total Processing Fee: | | | | |
| *If ONLINE | | Total Standard Fee: None Plus Possible Fee or Formula Fee: if LATE FILING | | |
| *If ON PREMISE ONLINE KIOSK | | Total Standard Fee: None Plus Possible Fee or Formula Fee: if LATE FILING | | |
| Possible Fees LATE FILING : Php 2,000.00 | | | | |

1.3 ISSUANCE OF TAX DECLARATION FOR NEW / REASSESSMENT OF IMPROVEMENT/S, MACHINERY AND OTHER STRUCTURES

This process involves issuance of a new tax declaration or reassessment of existing improvements, machinery, and structures for taxation purposes. Property owners must submit an application with required documents for newly constructed buildings, additional improvements, or newly installed machinery.

Applicants may submit a written request for assessment or accomplish an application form along with the necessary documents, following Section 202 of RA 7160.

Authorized personnel from the Property Appraisal Division - Office of the City Assessor may issue a Notice of Assessment/Declaration to concerned property owners in accordance with Section 203 of RA 7160. Once notified, the applicant must submit the required documents.

For new condominium buildings with multiple Condominium Certificates of Title (CCTs), individual tax declarations will be issued for each unit. Due to the volume of transactions, processing will require additional time for completion.



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| Office or Division: | Office of the City Assessor, Tax Mapping Division, Electronic Data Processing Division, Property Appraisal Division, Assessment Records Management Division, Property Valuation Standard Division, Quezon City Department of Building Official | |
| Category: | External Service | |
| Classification: | Complex | |
| Type of Transaction: | G2B (Government to Business), G2C (Government to Citizen), G2G (Government to Government) | |
| Who may avail: | All Quezon City real property owners/taxpayers, buyers, brokers, Consultants, realtors/developers, and duly authorized parties of interest | |
| Operating Hours: | 8:00 AM - 5:00 PM | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE |
| STANDARD REQUIREMENTS: | | |
| A. FOR IMPROVEMENT/S | | |
| A.1 Approved Building Permit/Renovation Permit (1) Original Copy Or (1) Photocopy | Agency - Division: Quezon City – Department of Building Official | |
| A.2 Approved Building Plan (1) Original Copy Or (1) Photocopy | Agency - Division: Quezon City – Department of Building Official | |
| A.3 Picture of Property (1) Original Copy Or (1) Photocopy Remarks: 3"x5" colored, photo paper)- frontage/facade showing full view of structure | Applicant / Client | |
| B. FOR MACHINERY | | |
| B.1 Notarized Sworn statement showing details of machinery (Brand/Make/Model/Serial No., Specifications, Acquisition Cost/Date, Capacity, Installation Cost, Place of Installation) | Applicant/Client Agency – Division (for the Sworn Statement Form): Quezon City – Office of the City Assessor | |
| B.2. Mechanical Permit | Agency - Division: Quezon City – Department of Building Official | |
| B.3. Official Receipt and Supplier Contract Agreement | Applicant/Client | |
| B.4. Certification as to Date of installation of machinery | Agency - Division: Quezon City – Department of Building Official | |
| C. FOR AUTHORIZED REPRESENTATIVE/S | | |



| C.1 Notarized Special Power of Attorney (1) Original Copy | | Applicant / Client | | |
|--|----------------|--------------------|-----------------|--------------------|
| C.2 Government-issued ID of Property Owner (1) Photocopy with 3 signatures Any of the following: <ul style="list-style-type: none">• QCitizen ID issued by the Quezon City Government• SSS Unified Multi-Purpose ID (UMID)• LTO Driver's License• Philippine Passport• Philippine Identification (PHILID/EPHILID) (PSA)• Philhealth ID• Postal ID• Voter's ID (Comelec)• Professional Regulation (PRC) ID | | Applicant / Client | | |
| D. FOR CORPORATE ENTITIES | | | | |
| D.1 Board Resolution or Secretary Certificate (1) Original Copy | | Applicant / Client | | |
| D.2 Government-issued IDs of corporate secretary and representative (1) Photocopy with 3 signatures | | Applicant / Client | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1.SUBMISSION OF APPLICATION | | | | |
| ONLINE: 1.A. Open browser and go to < https://qceservices.quezoncity.gov.ph >. Navigate to the log-in page and log-in credentials. Browse through the page and select "City Assessor iDeclare Easy" Location: https://qceservices.quezoncity.gov.ph locate "City Assessor iDeclare Easy" | 1.A.1. N/A | None | 15 minute/s | |



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| ON PREMISE ONLINE KIOSK 1.B. Secure your queue number from the queuing machine and wait for it to appear on the queuing monitor. Then, open your browser and go to < https://qceservices.quezoncity.gov.ph >. Navigate to the log-in page and log-in credentials. and browse to the page and select "City Assessor iDeclare Easy" Location: Basement, Civic Center Bldg B, Quezon City Hall https://qceservices.quezoncity.gov.ph locate "City Assessor iDeclare Easy" Notes: Waiting time depends on the number of persons on queue | 1.B.1. Assist requesting party to secure queuing number from the queuing machine | None | 15 minute/s | Office Aide |
| | 1.B.2. Call the next number on queue and assist the requesting party to log in or sign up to QC eServices. | | 15 minute/s | Office Aide |
| 1.C ON-PREMISE Secure your queue number from the queuing machine and wait for it to appear on the queuing monitor. Submit application at Counter 1, Ground Floor. | 1.C.1. Assist requesting party to secure queuing number from the queuing machine 1.C.2. Call the next queue number, receive the application and provide a transaction control number. 1.C.3. Recording and scanning of submitted documents | None | 20 minute/s | Administrative Assistant |
| 2. Wait for inspection notification from designated property appraiser, if necessary. | 2.1. Transmit to the City Assessor for evaluation and proper dissemination. | None | 2 hours | City Assessor |
| | 2.2. Chief Appraiser instructs designated property appraisers of subject property for inspection. | | 2 hours | Chief Appraiser |



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| | 2.3. Data Gathering and Ocular Inspection of the subject property | | | |
| | 2.3.1 Sketching of the floor plan through AutoCAD for new assessment and reassessment due to additional area on the manual FAAS. | | 1 day | Local Assessment Operations Officer |
| | 2.3.2 The Appraiser completes the Field Appraisal and Assessment Sheet (FAAS), thoroughly documenting all findings and computation of the assessment based on the Schedule of Fair Market Value (SFMV). | | 1 hour | Local Assessment Operations Officer |
| | 2.4. Review and approval of Manual/Generated FAAS | None | | |
| | 2.4.1 The Section Head checks and reviews the accuracy of assessment and value computation, as well as other relevant information in the prepared manual FAAS | | 30 minute/s | Section Head |
| | 2.4.2 The Division Chief pre-approves the Manual FAAS and transmits to Station 1. | | 15 minute/s | Division Head |
| | 2.4.3 Assign control number, scan necessary documents and transmit to Station 1. | | 15 minute/s | Office Aide |
| | 2.4.4 Assigns PIN and transmits to Station 2 | | 15 minute/s | Tax Mapper |
| | 2.5 Station 2 - Encoding and Printing of FAAS | | 2 days | Computer Operator |
| | 2.6 Station 3 - Review and Approval of Printed FAAS | | 1 day | Section Chief/Asst. Division Head |



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| | 2.7 Station 4 - Printing of Notice of Assessment & Tax Declaration | | 1 day | Data Encoder Section Chief/Asst. Division Head |
| | 2.8 Station 5 - Pre-Approval of Notice of Assessment and Tax Declarations | | 1 day | Assistant City Assessor for Operation Secretary |
| | 2.9 Station 6 - Approval of Tax Declarations and NOA/Posting of Approved TDs | | 1 day | City Assessor Computer operator |
| 3. Wait for the notification regarding the schedule of release. | 3. Releasing of New Tax Declaration / Notice of Assessment | None | | Administrative Assistant |
| 3.1 The requesting party and filer will receive an email and/or text message informing them of the scheduled release. | 3.1 Receives approved tax declarations and sorts for easy retrieval. | | 2 hours | Assessment Clerk |
| 3.2 Upon receiving the notification, they should go to the Office of the City Assessor on the Ground Floor on the scheduled date, obtain a queue number, and wait for their number to be called at Counter 8 or 9. | 3.2 Notifies the requesting party through email and text messages of the schedule of the release of the new TD. | | 30 minute/s | Assessment Clerk |
| 3.3 Once called, they will present the email/text notification, along with the Special Power of Attorney/Authorization and a valid ID. They will then write their name, affix their signature on the original copy of the tax declaration, and receive the owner's copy. | 3.3 Call the queue number, verify the SPA and valid ID, and release the new tax declarations to the requesting party as scheduled. NOTE: <i>All Owner's copy of Tax Declarations shall be forwarded to the Records Section of the Administrative Division for mailing to the respective property owners within 5 days after the scheduled release.</i> | | 15 minute/s | Assessment Clerk |



Total Processing Time: (Note: Processing time may vary depending on the number of parcels/real property units (RPU), complexity of the transactions involved, and the volume of transactions received for the day.)

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| * If ONLINE | 8 days, 6 hours, and 40 minutes |
| * If ON PREMISE ONLINE KIOSK | 8 days, 6 hours, and 55 minutes |
| Total Processing Fee: | Total Standard Fee: None |

1.4 CORRECTION / UPDATING OF ENTRY

Clients may avail of this service if they need to correct or update specific entries in their tax declarations. Common corrections include updating addresses, correcting misspelled names, revising technical descriptions, and fixing typographical errors caused by incorrect entries in Transfer Certificates of Title (TCTs) or Condominium Certificates of Title (CCTs). Other corrections may involve updating the Property Index Number (PIN) and similar adjustments.

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| Office or Division: | Office of the City Assessor, Property Valuation Standard Division, Tax Mapping Division, Electronic Data Processing Division, Assessment Records Management Division, Property Appraisal Division, Administrative Division | |
| Category: | External Service | |
| Classification: | Complex, Highly Technical | |
| Type of Transaction: | G2B (Government to Business), G2C (Government to Citizen), G2G (Government to Government) | |
| Who may avail: | All Quezon City real property owners and their authorized representatives | |
| Operating Hours: | 8:00 AM - 5:00 PM | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE |
| STANDARD REQUIREMENTS | | |
| A. FOR CORRECTION OF OWNER'S NAME, TECHNICAL DESCRIPTION AND OTHER TCT-RELATED CORRECTIONS | | |



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| A.1 Letter Request addressed to the City Assessor (1) Original Copy | Applicant/Client |
| A.2 Government-issued ID of Property Owner (1) Photocopy with 3 signatures <ul style="list-style-type: none"> • QCitizen ID issued by the Quezon City Government • SSS Unified Multi-Purpose ID (UMID) • LTO Driver's License • Philippine Passport • Philippine Identification (PHILID/EPHILID) (PSA) • Philhealth ID • Postal ID • Voter's ID (Comelec) • Professional Regulation (PRC) ID | Applicant/Client |
| A.3 Transfer Certificate of Title/Condominium Certificate of Title (1) Certified True Copy | Applicant / Client |
| B. FOR UPDATING OF ADDRESS B.1 Fill out request form QCG.OCA.s.OCA.s.F.04 (1) Original Copy | Property Owner |
| B.2 Government-issued ID of Property Owner (1) Photocopy with 3 signatures Any of the following: <ul style="list-style-type: none"> • QCitizen ID issued by the Quezon City Government • SSS Unified Multi-Purpose ID (UMID) • LTO Driver's License • Philippine Passport • Philippine Identification (PHILID/EPHILID) (PSA) • Philhealth ID • Postal ID • Voter's ID (Comelec) • Professional Regulation (PRC) ID | Applicant/Client |
| SITUATIONAL REQUIREMENTS | |
| A. STANDARD/MANDATORY REQUIREMENTS MENTIONED ABOVE | |
| B. FOR AUTHORIZED REPRESENTATIVE/S B.1 Notarized Special Power of Attorney (1) Original Copy | Applicant / Client |
| B.2 Government-issued ID of Authorized Representative (1) Photocopy with 3 signatures Any of the following: <ul style="list-style-type: none"> • QCitizen ID issued by the Quezon City Government | Applicant / Client |



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| <ul style="list-style-type: none"> • SSS Unified Multi-Purpose ID (UMID) • LTO Driver's License • Philippine Passport • Philippine Identification (PHILID/EPHILID) (PSA) • Philhealth ID • Postal ID • Voter's ID (Comelec) • Professional Regulation (PRC) ID | |
| C. FOR CORPORATE ENTITIES | |
| C.1 Board Resolution or Secretary Certificate (1) Original Copy | Applicant / Client |
| C.2 Government-issued IDs of corporate secretary and representative (1) Photocopy with 3 signatures | Applicant / Client |
| D. INCLUSION OF AWARDEE'S NAME | |
| D.1 New Transfer Certificate of Title or Condominium Certificate of Title or Certification of Award (1) Certified True Copy (2) Original copy (Certification of Award) | Agency - Division: Registry of Deeds For Certification of Award: Agency - Division: National Housing Authority / Quezon City Government - HCDRD / UPAO |
| D.2 Deed of Conveyance/Conditional Sale (1) Original Copy or (1) Certified True Copy | Agency - Division: National Housing Authority / Quezon City Government - HCDRD / UPAO |
| E. For properties with an area of 5,000 square meters and above, or with overlapping issue or legal issue/disputes, or other special cases. Remarks: <i>For such cases, letter-request addressed to the City Assessor is required. The application will be submitted through the Records Section of the Administrative Division and will follow a different routing procedure. Please refer to the Routing of Communication and Correspondence steps.</i> | |
| E.1 Request letter addressed to the City Assessor (1) Original Copy | Applicant / Client |
| E.2 Standard/mandatory requirements for transfer mentioned above | Applicant / Client |
| E.3 Government issued ID of owner (1) Photocopy with 3 signatures | Applicant / Client |
| E.4 Certified Copy of Court Order and Certificate of Finality (1) Original Copy | Agency - Division: Department of Justice; Clerk of Court |



| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|--|--|-----------------|-----------------|--------------------|
| 1.SUBMISSION OF APPLICATION | | | | |
| ONLINE: 1.A. Open browser and go to < https://qceservices.quezoncity.gov.ph >. Navigate to the log-in page and log-in credentials. and browse to the page and select "City Assessor iDeclare Easy" Location: https://qceservices.quezoncity.gov.ph then look for "City Assessor iDeclare Easy" | 1.A. N/A | None | 15 minute/s | Office Aide |
| ON PREMISE ONLINE KIOSK 1.B. Secure your queue number from the queuing machine and wait for it to appear on the queuing monitor. Then, open your browser and go to < https://qceservices.quezoncity.gov.ph >. Navigate to the log-in page and log-in credentials. and browse to the page and select "City Assessor iDeclare Easy" Location: Basement, Civic Center Bldg B, Quezon City Hall https://qceservices.quezoncity.gov.ph locate "City Assessor iDeclare Easy" Notes/Instruction: Waiting time depends on the number of people in the queue. | 1.B.1. Assist requesting party to secure queuing number from the queuing machine | None | 15 minute/s | Office Aide |
| | 1.B.2. Call the next number on queue and assist the requesting party to log in or sign up to QC eServices. | None | 15 minute/s | Office Aide |



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| <p>2. Choose the transaction you wish to apply for and complete the required fields, then scan and upload all transfer requirements</p> <p>Location: Basement, Civic Center Building B, Office of the City Assessor https://qceservices.quezoncity.gov.ph locate "City Assessor iDeclare Easy"</p> | <p>2.1 For On-Premise Kiosk: Assist the applicant in scanning and uploading documentary requirements.</p> | None | 30 minute/s | Office Aide |
| <p>3. Wait to receive an automatic email reply acknowledging receipt of the request and a notification of lacking documents, if there's any, or the tracking number.</p> <p>Location: Basement, Civic Center Bldg B, Quezon City Hall https://qceservices.quezoncity.gov.ph locate "City Assessor iDeclare Easy"</p> <p>Note: Duration of review and evaluation varies depending on the complexity and volume of transactions received for the day.</p> | 3.1. Review and evaluate the application and the documentary requirements. Print the application form, property picture, and transmittal. Then, transmit the transactions to Station 1. | None | 1 day | Local Assessment Operations Officer |
| | 3.2. Station 1 - Retrieval of Records & Preparation of FAAS | None | 4 hour/s | Data Controller Tax Mapper 1 |
| | 3.3 Station 2 - Encoding and Printing of FAAS | | 1 day | Computer Operator |
| | 3.4 Station 3 - Review and Approval of Printed FAAS | | 1 day | Local Assessment Operations Officer Section Chief/Asst. Division Head |
| | 3.5 Station 4 - Printing of Notice of Assessment & Tax Declaration | | 1 day | Section Chief/Asst. Division Head Data Encoder |
| | 3.6 Station 5 - Pre-Approval of Notice of Assessment and Tax Declarations | | 1 day | Assistant City Assessor for Operation Secretary |



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|--|--|---------------------|-------------|------------------------------------|
| | 3.7 Station 6 - Approval of Tax Declarations and NOA/Posting of Approved TDs | | 4 hour/s | City Assessor Computer operator |
| 4. Wait for the notification regarding the schedule of release. | 4. Releasing of New Tax Declaration / Notice of Assessment | None | | Administrative Assistant |
| 4.1 The requesting party and filer will receive an email and/or text message informing them of the scheduled release. | 4.1 Receives approved tax declarations and sorts for easy retrieval. | | 2 hours | Assessment Clerk |
| 4.2 Upon receiving the notification, they should go to the Office of the City Assessor on the Ground Floor on the scheduled date, obtain a queue number, and wait for their number to be called at Counter 8 or 9. | 4.2 Notifies the requesting party through email and text messages of the schedule of the release of the new TD. | | 30 minute/s | Assessment Clerk |
| 4.3 Once called, they will present the email/text notification, along with the Special Power of Attorney/Authorization and a valid ID. They will then write their name, affix their signature on the original copy of the tax declaration, and receive the owner's copy. | 4.3 Call the queue number, verify the SPA and valid ID, and release the new tax declarations to the requesting party as scheduled. <i>NOTE: All Owner's copy of Tax Declarations shall be forwarded to the Records Section of the Administrative Division for mailing to the respective property owners within 5 days after the scheduled release.</i> | | 15 minute/s | Assessment Clerk |
| Total Processing Time: (Note: Processing time may vary depending on the number of parcels/real property units (RPU's), complexity of the transactions involved, and the volume of transactions received for the day.) | | | | |
| * If ONLINE | | 6 day/s, 45 minutes | | |
| * If ON PREMISE ONLINE KIOSK | | 6 day/s, 1 hour | | |
| Total Processing Fee: NONE | | | | |



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| *If ONLINE | Total Standard Fee: None |
| *If ON PREMISE ONLINE KIOSK | Total Standard Fee: None |

1.5 DECLARATION OF NEW/UNDECLARED LAND (TITLED PROPERTY)

This process involves the declaration of new or undeclared land for taxation purposes. As per Section 5(B) of the Manual on Real Property Appraisal and Assessment Operations (MRPAAO), applicants must comply with the necessary requirements for the first-time declaration of titled properties.

Since October 2019, a policy mandates that all applications for new tax declarations, regardless of the land area, must be cleared by the City Assessor before processing. This ensures that potential land conflicts, such as multiple claimants or overlapping claims, are thoroughly validated to prevent disputes and ensure accurate assessments.

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| Office or Division: | Office of the City Assessor, Tax Mapping Division, Electronic Data Processing Division, Property Appraisal Division, Assessment Records Management Division, Property Valuation Standard Division |
| Category: | External Service |
| Classification: | Highly Technical |
| Type of Transaction: | G2B (Government to Business), G2C (Government to Citizen), G2G (Government to Government) |
| Who may avail: | All Quezon City real property owners and their authorized representatives |
| Operating Hours: | 8:00 AM - 5:00 PM |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|--|---|
| A. STANDARD REQUIREMENTS | |
| 1. Original or Transfer Certificate of Title (OCT/TCT) (1) Certified True Copy | Agency - Division: Registry of Deeds |
| 2. Free patent, homestead, or miscellaneous sales application (from DENR/DAR) (1) Certified True Copy | Agency - Division: DENR/DAR |
| 3. Approved Survey/Subdivision Plan (1) Original copy or (1) Certified True Copy | Agency - Division: LRA |
| 4. Certified copy of Court Order and Finality | Agency - Division: Clerk of Court |
| 5. Picture of Property | Applicant / Client |



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| Remarks: (3"x5" colored, photo paper) -frontage/facade showing full view of structure | |
| 2 Government Issued ID (1) Photocopy with 3 signatures Any of the following: <ul style="list-style-type: none"> • QCitizen ID issued by the Quezon City Government • SSS Unified Multi-Purpose ID (UMID) • Driver's License - LTO • Passport • Philippine Identification (PhilID / ePhilID) • PhilHealth ID • Postal ID • Voter's ID • Professional Regulation (PRC) ID | Applicant / Client |
| SITUATIONAL REQUIREMENTS: | |
| A. STANDARD/MANDATORY REQUIREMENTS MENTIONED ABOVE | |
| B. FOR AUTHORIZED REPRESENTATIVE/S | |
| B.1 Duly notarized Authorization Letter or Special Power of Attorney from the owner (1) Original Copy | Applicant / Client |
| B.2 Government Issued ID (1) Photocopy with 3 signatures Any of the following: <ul style="list-style-type: none"> • QCitizen ID issued by the Quezon City Government • SSS/GSIS Unified Multi-Purpose ID (UMID) • Driver's License - LTO • Passport • Philippine Identification (PhilID / ePhilID) • PhilHealth ID • Postal ID • Voter's ID • Professional Regulation (PRC) ID | Applicant / Client |
| C. FOR CORPORATE ENTITIES | |
| C.1 Board Resolution or Secretary Certificate (1) Original Copy | Applicant / Client |
| C.2 Government-issued IDs of corporate secretary and representative (1) Photocopy with 3 signatures | Applicant / Client |



| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|---|---|-----------------|-----------------|--------------------------|
| 1. SUBMISSION OF APPLICATION | | | | |
| ONLINE: 1.A Open your browser and visit https://qceservices.quezoncity.gov.ph . Go to the login page and enter your credentials. Once logged in, navigate through the site and select "City Assessor iDeclare Easy." | 1.A.1 N/A | None | 15 minute/s | Office Aide |
| 1.B ON-PREMISE KIOSK Secure your queue number from the queuing machine and wait for it to appear on the queuing monitor. Then, open your browser and go to https://qceservices.quezoncity.gov.ph . Navigate to the login page, enter your credentials, and once logged in, browse to the page and select "City Assessor iDeclare Easy." | 1.B.1. Assist requesting party to secure queuing number from the queuing machine | None | 30 minute/s | Office Aide |
| | 1.B.2. Call the next queue number and assist the applicant in logging in or signing up for QC eServices. | | | |
| 1.C ON-PREMISE Secure your queue number from the queuing machine and wait for it to appear on the queuing monitor. Submit application at Counter 1, Ground Floor. | 1.C.1. Assist requesting party to secure queuing number from the queuing machine | None | 20 minute/s | Administrative Assistant |
| | 1.C.2. Call the next queue number, receive the application and provide a transaction control number. | | | |
| | 1.C.3. Recording and scanning of submitted documents | | | |
| 2.Wait for the request to be evaluated | 2.1. Upon record validation, refer the transaction to the City Assessor for review and approval, noting that it is for "initial declaration." | None | 4 hours | City Assessor |



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| | 2.2. The Office of the City Assessor routes the request to the Tax Mapping Division (Station 1) for research & technical evaluation. Checks the tax map for overlapping properties and potential claims by other parties. If warranted, further validation will be conducted to address any issues or disputes. | None | 5 days | Tax Mapper Section Chief Division Head |
| | 2.3.A If the request is denied due to missing requirements identified during technical evaluation, the Head of the Tax Mapping Division will inform the City Assessor. A denial letter will then be sent to the requesting party. | None | 1 day | TMD Division Head City Assessor Records Officer |
| | 2.3.B If the request is compliant, the concerned parcel will be researched, checked, and plotted. An ocular inspection will be conducted if necessary. | | 2 days | Tax Mapper |
| | 2.3.B.1 Prepares the Field Appraisal and Assessment Sheet (FAAS), assigns the respective Property Identification Number (PIN), and completes the manual FAAS with the necessary computations. | | 1 hour/s | Tax Mapper |
| | 2.5 Station 2 - Encoding and Printing of FAAS | | 2 days | Computer Operator |
| | 2.6 Station 3 - Review and Approval of Printed FAAS | | 1 day | Section Chief/Asst. Division Head |



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| | 2.7 Station 4 - Printing of Notice of Assessment & Tax Declaration | | 1 day | Data Encoder Section Chief/ Asst. Division Head |
| | 2.8 Station 5 - Pre-Approval of Notice of Assessment and Tax Declarations | | 1 day | Assistant City Assessor for Operation Secretary |
| | 2.9 Station 6 - Approval of Tax Declarations and NOA/Posting of Approved TDs | | 1 day | City Assessor Computer operator |
| 3. The requesting party and filer will receive an email and/or text message informing them of the scheduled release. Upon receiving the notification, they should go to the Office of the City Assessor Counter 8 & 9, ground floor or third floor, records section on the scheduled date. They will present the email/text notification, along with the Special Power of Attorney/ Authorization and a valid ID. They will then write their name, affix their signature on the receiving copy of the letter reply, and receive the owner's copy. | 3. Releasing of New Tax Declaration / Notice of Assessment / Letter reply of the City Assessor | | | Administrative Assistant |
| | 3.2 Notifies the requesting party through email and text messages of the schedule of the release of the new TD | | 30 minute/s | |
| | 3.3 Verify the SPA, if filed by authorized representative, and valid ID, and release the new tax declarations to the requesting party as scheduled. | | 15 minute/s | |
| Total Processing Time: | | | | |
| * If ONLINE | | 10 days, 3 hours, and 50 minutes | | |
| * If ON PREMISE ONLINE KIOSK | | 10 days, 4 hours, and 5 minutes | | |
| * If ON PREMISE (LETTER REQUEST) | | 10 days, 3 hours, and 55 minutes | | |
| Total Processing Fee: | | | | |
| *If ONLINE | | Total Standard Fee: Plus Possible Fee or Formula Fee: if LATE FILING | | |



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| *If ON PREMISE ONLINE KIOSK | Total Standard Fee: Plus Possible Fee or Formula Fee: if LATE FILING |
| Possible Fees LATE FILING : Php 2,000.00 | |

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

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

1. Volume of transactions received for the day.
2. Systems 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. Requests for Certified True Copy of TDs and Certifications for BIR Estate Tax Settlement are considered more complex and will take a longer time for the necessary record verification, considering the time of death, etc., that sometimes need to be traced back.
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, and follows the FIFO (first in-first out) policy.
7. Complex transactions will take a longer time for necessary verification if the Tax Declaration has issues such as overlapping, disputes, old series, with annotation of encumbrances, forfeited etc.

2.1. ISSUANCE OF CERTIFIED TRUE COPY OF TAX DECLARATION

The Assessment Records Management Division of the Office of the City Assessor provides Certified True Copies of Tax Declarations upon request. This service is available to property owners, authorized representatives, government agencies, service providers, and private entities. Certified True Copies are often required for property transfer transactions, in compliance with the Bureau of Internal Revenue (BIR) and the Registry of Deeds requirement. Additionally, these documents are utilized by banks and financial institutions for mortgage and loan applications, as well as for court proceedings and other legal matters.

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| Office or Division: | Office of the City Assessor, Assessment Records Management Division, City Treasurer's Office |
| Category: | External Service |
| Classification: | Simple |



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| Type of Trasaction: | G2B (Government to Business), G2C (Government to Citizen), G2G (Government to Government) | | |
| Who may avail: | All Quezon City real property owners and their authorized representatives, buyers, brokers, consultants, realtors, developers, service providers, and other stakeholders | | |
| Operating Hours: | 8:00 AM - 5:00 PM | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | |
| STANDARD REQUIREMENTS | | | |
| 1. Updated/Current Real Property Tax Payment | | Applicant/client Agency - Division: City Treasurer's Office - Real Estate Division | |
| 2. Properly Filled-out Application Form (All fields with (*) are required to be filled) Form Code - QCG.OCAAs.OCAAs.F.07 (1) Original Copy | | Agency - Division: Quezon City Government - Office of the City Assessor | |
| Remarks: Unified Form QCG.OCAAs.OCAAs.F.07 | | | |
| 3. Government-issued ID of Property Owner (1) Photocopy with 3 signatures Any of the following: <ul style="list-style-type: none">• QCitizen ID issued by the Quezon City Government• SSS Unified Multi-Purpose ID (UMID)• LTO Driver's License• Philippine Passport• Philippine Identification (PHILID/EPHILID) (PSA)• Philhealth ID• Postal ID• Voter's ID (Comelec)• Professional Regulation (PRC) ID | | Applicant/Client | |
| 4. Proof of Ownership / Property Reference (1) Certified True Copy or Photocopy of: Remarks: Any of the following: <ul style="list-style-type: none">• Copy of old tax declaration• Real Property Tax Receipt• Deed of Conveyance• Copy of Transfer Certificate of Title/Condominium Certificate of Title | | Applicant / Client | |
| 5. Order of Payment (1) Original Copy | | Agency - Division: Office of the City Assessor - Assessment Records Management Division | |
| B. FOR AUTHORIZED REPRESENTATIVE/S | | | |



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| B.1 Notarized Special Power of Attorney (1) Original Copy Remarks: Executed by the Property owner (Seller or Buyer) Note: Extensions of authorization are not permitted unless explicitly stated in the Special Power of Attorney. | Applicant / Client |
| B.2 Government-issued ID of Property Owner (1) Photocopy with 3 signatures Any of the following: <ul style="list-style-type: none"> • QCitizen ID issued by the Quezon City Government • SSS Unified Multi-Purpose ID (UMID) • LTO Driver's License • Philippine Passport • Philippine Identification (PHILID/EPHILID) (PSA) • Philhealth ID • Postal ID • Voter's ID (Comelec) • Professional Regulation (PRC) ID | Applicant / Client |
| C. FOR CORPORATE ENTITIES | |
| C.1 Secretary's Certificate (Authorized Representative) (1) Original Copy | Applicant / Client |
| C.2 Government-issued IDs of corporate secretary and representative (1) Photocopy with 3 signatures Remarks: To be submitted together with Government-issued ID of Corporate Secretary Any of the following: <ul style="list-style-type: none"> • QCitizen ID issued by the Quezon City Government • SSS Unified Multi-Purpose ID (UMID) • LTO Driver's License • Philippine Passport • Philippine Identification (PHILID/EPHILID) (PSA) • Philhealth ID • Postal ID • Voter's ID (Comelec) • Professional Regulation (PRC) ID | Applicant / Client |
| C.3 General Information Sheet of the Company (1) Original Copy Or (1) Photocopy | Applicant / Client |



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| <p>Remarks: To be submitted together with Special Power of Attorney executed by any of the owners and their government-issued ID (1) Photocopy with 3 signatures</p> <p>Any of the following:</p> <ul style="list-style-type: none"> • QCitizen ID issued by the Quezon City Government • SSS Unified Multi-Purpose ID (UMID) • LTO Driver's License • Philippine Passport • Philippine Identification (PHILID/EPHILID) (PSA) • Philhealth ID • Postal ID • Voter's ID (Comelec) • Professional Regulation (PRC) ID | |
| D. FOR EXTRAJUDICIAL SETTLEMENT OF ESTATE | |
| <p>D.1 Proof of Heirship (1) Original Copy Or (1) Photocopy</p> <p>Remarks: Any of the Following:</p> <ul style="list-style-type: none"> • Extrajudicial Settlement of Estate • Marriage Certificate • Birth Certificate • Last Will and Testament | Applicant / Client |
| <p>D.2 Death Certificate (1) Certified True Copy or (1) Photocopy</p> | |
| <p>D.3 Government Issued ID (1) Photocopy with 3 signatures</p> | |
| E. FOR BANKS | |
| <p>E.1 Loan or Mortgage Agreement/Certificate of Foreclosure/Certificate of Sale (1) Original Copy or (1) Certified True Copy</p> | Applicant / Client |
| <p>F. For properties with an area of 5,000 square meters and above, or with overlapping issue or legal issue/disputes, or other special cases.</p> <p>Remarks: <i>For such cases, letter-request addressed to the City Assessor is required. The application will be submitted through the Records Section of the Administrative Division and will follow a different</i></p> | |



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| <i>routing procedure. Please refer to the Routing of Communication and Correspondence steps.</i> | |
| F.1 Request letter addressed to the City Assessor (1) Original Copy | Applicant / Client |
| F.2 Standard/mandatory requirements for transfer mentioned above | Applicant / Client |
| F.3 Government issued ID of owner (1) Photocopy with 3 signatures | Applicant / Client |
| F.4 Certified Copy of Court Order and Certificate of Finality (1) Original Copy | Agency - Division: Department of Justice; Clerk of Court |

| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
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| 1. Secure your queue number from the queuing machine and wait for it to appear on the queuing monitor. Location: Basement, Civic Center Building B, City Hall Compound | 1.1. Assist requesting party in securing queue number | None | 5 minute/s | Office Aide |
| | 1.2. Call the next number on the queue. | | 5 minute/s | Assessment Clerk |
| 2. Secure Application Form from the Information Officer on Duty or download online and print, then prepare the complete documentary requirements. Location: ON PREMISE: Information Desk, Basement, Civic Center Building B, Office of the City Assessor ONLINE: <u>Form No.7</u> <u>QCG.OCAAs.OCAAs.F.07</u> | 2.1. Provide Application Form to requesting party and advise to prepare complete requirements | None | 5 minute/s | Local Assessment Operations Officer |
| | 2.2. Assist requesting party in accomplishing the application form, preparation of complete requirements, and answer client's inquiries. | | 15 minute/s | Local Assessment Operations Officer |



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| 3.A ON-PREMISE 3.A.1 Submit the properly filled-out application form along with the complete documentary requirements. Then, wait for the evaluation and verification of the requested tax declarations. Location: Counter A- Basement, Office of the City Assessor, Civic Center Building B, City Hall Compound, Mayaman St., Bgy. Central, Quezon City | 3.A.1. Receive the properly filled-out application form along with the complete documentary requirements, then evaluate the completeness and substance of documentary requirements and verify requested tax declarations in the Real Property Assessment and Taxation System (RPATS) database. | None | 20 minute/s | Assessment Clerk |
| | 3.A.2. Verify Real Property tax payment in the Payment Query Module. | None | 5 minute/s | Assessment Clerk |
| 3.B ONLINE 3.B.1 Submit the properly filled-out application form along with the complete documentary requirements via email, CityAssessor@quezoncity.gov.ph | 3.B.1 Receive email, evaluate the completeness and substance of documentary requirements, verify requested tax declarations and real property tax payment. | None | 30 minutes | Administrative Clerk Assessment Clerk |
| 3.B.2 Wait for the notification confirming whether the requested certified copy is ready for processing and if there are any lacking requirements. | 3.B.2 Notify the requesting party to inform them whether the requested certified copy is ready for processing and send order of payment or if there are any missing requirements. | None | 5 minute/s | Assessment Clerk |
| 4. Receive order of payment Location: Basement, Office of the City Assessor, Civic Center Building B, City Hall Compound, Mayaman St., Bgy. Central, Quezon City | 4. Issue order of payment | None | 5 minute/s | Assessment Clerk |



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| <p>5. Submit the order of payment, pay the corresponding Secretary's Fee and get the Official Receipt</p> <p>Location: CTO Kiosk - Ground Floor Civic Center Building B, Office of the City Assessor</p> | <p>5. Receive the order of payment and the specified amount, then issue an official receipt.</p> | <p>Standard Fees Breakdown: Fee: ₱ 100</p> <hr/> <p>₱100 x Number of copies = Total Amount to be paid</p> | <p>15 minute/s</p> | <p>Collection Officer</p> |
| <p>6. Submit the Original Official Receipt and wait for the claim stub</p> <p>Location: Counter A-1 Basement, Civic Center Building B, Office of the City Assessor</p> | <p>6.1. Receive the official receipt and attach to the application form.</p> | <p>None</p> | <p>2 minute/s</p> | <p>Assessment Clerk</p> |
| | <p>6.2. Assign control number and encode the application in the CTC Monitoring Sheet, then issue the claim stub to the requesting party.</p> | | <p>10 minute/s</p> | <p>Assessment Clerk</p> |
| | <p>6.3. Scan the application form together with complete requirements and forward to the Records Control Section.</p> | | <p>5 minute/s</p> | <p>Assessment Clerk</p> |
| <p>7. Wait for the certified true copy of the tax declaration to be processed and for the control number to be called.</p> <p>Location: Counter 10 Ground Floor, Office of the City Assessor, Civic Center Building B</p> <p>Notes: The duration of the processing and approval process varies based on the complexity and volume of transactions received for the day.</p> | <p>7.1. Retrieve and print correct eCopy of requested tax declarations from the Real Property Assessment and Taxation System Module with watermark "Certified True Copy" (eCTC-for tax declarations issued from year 2006 to present)</p> | <p>None</p> | <p>20 minute/s</p> | <p>Assessment Clerk</p> |
| | <p>7.2. Retrieve original Tax Declaration from file and photocopy the same, then stamp the photocopied Tax</p> | | <p>45 minute/s</p> | <p>Bookbinder</p> |



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| | declarations with “Certified True Copy” (Manual-for tax declarations issued from the year 2005 and below) | | | |
| | 7.3. Review and pre- approve the requested certified true copy of tax declaration. | | 5 minute/s | Local Assessment Operation Officer |
| | 7.4. Final review and approval of requested certified true copy | | 10 minute/s | Local Assessment Operation Officer |
| 8. Go to Counter 10, present claim stub, and receive the requested certified true copies of tax declarations. Location: Counter 10 Ground Floor, Office of the City Assessor Note: The requested certified true copies of tax declarations will only be released to the requesting party specified in the request form. | 8.1 Receive the claim stub and release the requested certified true copies of tax declarations to the requesting party. | None | 10 minute/s | Assessment Clerk |
| Total Processing Time: (Note: Processing time may vary depending on the number of parcels/real property units (RPUs), complexity of the transactions involved, and the volume of transactions received for the day.) | | | | |
| Total Processing Time: | 3 hour/s, 2 minute/s | | | |
| Total Processing Fee: | Total Standard Fee: ₱100 Secretary Fee Plus Possible Fee or Formula Fee: | | | |
| Formula / Schedule of Fees Secretary's Fee = ₱100 x Number of copies = Total Amount to be paid | | | | |

2.2. ISSUANCE OF CERTIFIED COPY OF TAX MAPS

A tax map can be requested to identify the specific location of a property based on the latest Tax Mapping Record. However, this certification cannot be used as



evidence in resolving boundary disputes.

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| Office or Division: | Office of the City Assessor, Tax Mapping Division, City Treasurer's Office | |
| Category: | External Service | |
| Classification: | Simple | |
| Type of Transaction: | G2B (Government to Business), G2C (Government to Citizen), G2G (Government to Government) | |
| Who may avail: | All Quezon City real property owners and their authorized representatives, buyers, brokers, consultants, realtors, developers, service providers, and other stakeholders | |
| Operating Hours: | 8:00 AM - 5:00 PM | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE |
| A. STANDARD REQUIREMENTS | | |
| 1. Updated/Current Real Property Tax Payment | | Applicant/client Agency - Division: City Treasurer's Office - Real Estate Division |
| 3 Properly Filled-out Application Form (All fields with (*) are required to be filled) Form Code - QCG.OCAs.OCAs.F.07 (1) Original Copy Remarks: <u>Unified Form QCG.OCAs.OCAs.F.07</u> | | Agency - Division: Quezon City Government - Office of the City Assessor |
| 3. Government-issued ID of Property Owner (1) Photocopy with 3 signatures Any of the following: <ul style="list-style-type: none">● QCitizen ID issued by the Quezon City Government● SSS Unified Multi-Purpose ID● (UMID)● Driver's License - LTO● Passport● Philippine Identification (PhilID / ePhilID)● PhilHealth ID● Postal ID● Voter's ID● Professional Regulation (PRC) ID | | Applicant/Client |
| 4. Proof of Ownership / Property Reference (1) Certified True Copy or (1) Photocopy | | Applicant / Client |



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| Remarks: Any of the following: <ul style="list-style-type: none"> • Copy of old tax declaration • Deed of Conveyance • Real Property Tax Receipt • Copy of Transfer Certificate of Title/Condominium • Certificate of Title | |
| 5. Order of Payment (1) Original Copy | Agency - Division: Office of the City Assessor – Tax Mapping Division |
| B. FOR AUTHORIZED REPRESENTATIVE/S | |
| B.1 Notarized Special Power of Attorney (1) Original Copy Note: Extensions of authorization are not permitted unless explicitly stated in the Special Power of Attorney | Applicant / Client |
| B.2 Government-issued ID of Property Owner (1) Photocopy with 3 signatures Any of the following: <ul style="list-style-type: none"> • QCitizen ID issued by the Quezon City Government • SSS Unified Multi-Purpose ID (UMID) • LTO Driver's License • Philippine Passport • Philippine Identification (PHILID/EPHILID) (PSA) • Philhealth ID • Postal ID • Voter's ID (Comelec) • Professional Regulation (PRC) ID | Applicant / Client |
| C. FOR CORPORATE ENTITIES | |
| C.1 Board Resolution and Secretary's Certificate (1) Original Copy | Applicant / Client |
| C.2 Government-issued IDs of corporate secretary and representative Remarks: To be submitted together with Government-issued ID of Corporate Secretary (1) Photocopy with 3 signatures Any of the following: <ul style="list-style-type: none"> • QCitizen ID issued by the Quezon City Government • SSS Unified Multi-Purpose ID (UMID) • LTO Driver's License • Philippine Passport • Philippine Identification (PHILID/EPHILID) (PSA) • Philhealth ID | Applicant / Client |



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| <ul style="list-style-type: none"> • Postal ID • Voter's ID (Comelec) • Professional Regulation (PRC) ID | | | | |
| C.3 General Information Sheet of the Company (1) Original Copy Or (1) Photocopy Remarks: To be submitted together with Special Power of Attorney executed by any of the owners and their Government-issued ID (1) Photocopy with 3 signatures Any of the following: <ul style="list-style-type: none"> • QCitizen ID issued by the Quezon City Government • SSS Unified Multi-Purpose ID (UMID) • LTO Driver's License • Philippine Passport • Philippine Identification (PHILID/EPHILID) (PSA) • Philhealth ID • Postal ID • Voter's ID (Comelec) • Professional Regulation (PRC) ID | | Applicant / Client | | |
| D. For properties with an area of 5,000 square meters and above, or with overlapping issue or legal issue/disputes, or other special cases. Remarks: <i>For such cases, letter-request addressed to the City Assessor is required. The application will be submitted through the Records Section of the Administrative Division and will follow a different routing procedure. Please refer to the Routing of Communication and Correspondence steps.</i> | | | | |
| D.1 Request letter addressed to the City Assessor (1) Original Copy | | Applicant / Client | | |
| D.2 Standard/mandatory requirements for transfer mentioned above | | Applicant / Client | | |
| D.3 Government issued ID of owner (1) Photocopy with 3 signatures | | Applicant / Client | | |
| D.4 Certified Copy of Court Order and Certificate of Finality (1) Original Copy | | Agency - Division: Department of Justice; Clerk of Court | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |



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| <p>1. Secure your queue number from the queuing machine and wait for it to appear on the queuing monitor.</p> <p>Location: Counter 3, Ground Floor, Civic Center Building B, City Hall Compound</p> <p>Notes/Instruction: Waiting time will depend on the number of persons on-queue.</p> | 1.1. Assist requesting party in securing queue number | None | 15 minute/s | Office Aide |
| | 1.2. Call the next number on the queue. | | 5 minute/s | Tax Mapper |
| <p>2. Secure Application Form from the Information Officer on Duty or download online and print, then prepare the complete documentary requirements.</p> <p>Location: ON PREMISE: Counter 3, Ground Floor, Civic Center Building B, Office of the City Assessor</p> <p>ONLINE: <u>Form No.7</u> <u>QCG.OCAAs.OCAAs.F.07</u></p> | 2.1. Provide Application Form to requesting party and advise to prepare complete requirements | None | 15 minute/s | Tax Mapper |
| | 2.2. Assist requesting party in accomplishing the application form, preparation of complete requirements, and answer client's inquiries. | | 15 minute/s | Tax Mapper |
| <p>3.A. ON PREMISE Submit the properly filled-out form at counter 3, along with the complete documentary requirements and wait for the evaluator to finish the evaluation process.</p> <p>Location:</p> | 3.A.1. Receives the submitted application form along with the documentary requirement, then evaluates the completeness of the form and the submitted document. | None | 30 minute/s | Tax Mapper |



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| Counter 3 - Ground Floor, Office of the City Assessor, Civic Center Building B, City Hall Compound, Mayaman St., Bgy. Central, Quezon City | 3.A.2. Verify Real Property Tax Payment in the Real Property Tax Payment Query Module. | | 15 minute/s | Tax Mapper |
| | 3.A.3. Notify the Client as to the acceptance/denial of the request. | | 10 minute/s | Tax Mapper |
| 3.B ONLINE 3.B.1 Submit the properly filled-out application form along with the complete documentary requirements via email, CityAssessor@quezoncity.gov.ph | 3.B.1 Receive email, evaluate the completeness and substance of documentary requirements, verify requested tax declarations and real property tax payment. | None | 30 minutes | Administrative Clerk Tax Mapping Aide |
| 4. Receive order of payment Location: Counter 3-Ground Floor, Office of the City Assessor, Civic Center Building B, City Hall Compound, Mayaman St., Bgy. Central, Quezon City | 4. Issue order of payment | None | 10 minute/s | Tax Mapper |
| 5. Submit the order of payment, pay the corresponding Secretary's Fee and get the Official Receipt. Location: CTO Kiosk - Ground Floor Civic Center Building B, Office of the City Assessor | 5. Receive the order of payment and the specified amount, then issue an official receipt. | Standard Fees Breakdown: Secretary's Fee: PHP 400 Total: PHP 400 | 15 minute/s | Collection Officer |
| 6. Submit the Original Official Receipt and wait for the claim stub at Counter 3. | 6.1. Receive the official receipt and attach to the application form. | None | 10 minute/s | Tax Mapper |



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| Location: Counter 3 Basement, Civic Center Building B, Office of the City Assessor | 6.2. Issue claim stub to the requesting party. | | 10 minute/s | Tax Mapper |
| 7. Wait for the release of the requested document. | 7.1. Prepares the requested document. | None | 1 hour/s | Tax Mapper |
| | 7.2. Forward the certification request to Division Head for review, approval and signature. | | 30 minute/s | Section Chief Division Head |
| | 7.3. Notify the requesting party as to the status of their request. | | 10 minute/s | Tax Mapper |
| 8. Present the claim stub and receive the requested document Location: ON-PREMISE: Counter 3, Ground Floor, Office of the City Assessor, Civic Center Building B, City Hall Compound, Mayaman St., Bgy. Central, Quezon City. Mayaman St., Bgy. Central, Quezon City | 8. Receive the claim stub from the client and verify the status of the request | None | 10 minute/s | Tax Mapper |
| (Note: Processing time may vary depending on the number of parcels/real property units (RPUs), complexity of the transactions involved, and the volume of transactions received for the day.) | | | | |
| Total Processing Time: | | 4 hour/s, 20 minute/s | | |
| Total Processing Fee: | | Total Standard Fee: PHP 400 | | |

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.



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| Office or Division: | Office of the City Assessor, Tax Mapping Division, City Treasurer's Office | |
| Category: | External Service | |
| Classification: | Simple | |
| Type of Transaction: | G2B (Government to Business), G2C (Government to Citizen), G2G (Government to Government) | |
| Who may avail: | All Quezon City real property owners and their authorized representatives, buyers, brokers, consultants, realtors, developers, service providers, and other stakeholders | |
| Operating Hours: | 8:00 AM - 5:00 PM | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE |
| A. STANDARD REQUIREMENTS | | |
| 1. Updated/ Current Real Property Tax Payment | Applicant/Client Agency - Division: Quezon City Government - Office of the City Assessor | |
| 2. Properly Filled-out Application Form (All fields with (*) are required to be filled) o Form Code - QCG.OCAAs.OCAAs.F.07 (1) Original Copy Remarks: Unified Form_QCG.OCAAs.OCAAs.F.07 | Agency - Division: Quezon City Government - Office of the City Assessor | |
| 3. Government-issued ID of Property Owner (1) Photocopy with 3 signatures Any of the following: <ul style="list-style-type: none"> • QCitizen ID issued by the Quezon City Government • SSS Unified Multi-Purpose ID (UMID) • LTO Driver's License • Philippine Passport • Philippine Identification (PHILID/EPHILID) (PSA) • Philhealth ID • Postal ID • Voter's ID (Comelec) • Professional Regulation (PRC) ID | Applicant/Client | |
| 4. Proof of Ownership / Property Reference (1) Certified True Copy or (1) Photocopy Remarks: Any of the following: <ul style="list-style-type: none"> • Copy of old tax declaration • Deed of Conveyance • Real Property Tax Receipt • Copy of Transfer Certificate of Title/Condominium • Certificate of Title | Applicant / Client | |



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| 5. Order of Payment (1) Original Copy | Agency - Division: Office of the City Assessor – Tax Mapping Division |
| B. FOR AUTHORIZED REPRESENTATIVE/S | |
| B.1 Notarized Special Power of Attorney (1) Original Copy Note: Extensions of authorization are not permitted unless explicitly stated in the Special Power of Attorney | Applicant / Client |
| B.2 Government-issued ID of Property Owner (1) Photocopy with 3 signatures Any of the following: <ul style="list-style-type: none"> • QCitizen ID issued by the Quezon City Government • SSS Unified Multi-Purpose ID (UMID) • LTO Driver's License • Philippine Passport • Philippine Identification (PHILID/EPHILID) (PSA) • Philhealth ID • Postal ID • Voter's ID (Comelec) • Professional Regulation (PRC) ID | Applicant / Client |
| C. FOR CORPORATE ENTITIES | |
| C.1 Board Resolution and Secretary's Certificate (1) Original Copy | Applicant / Client |
| C.2 Government-issued IDs of corporate secretary and representative Remarks: To be submitted together with Government-issued ID of Corporate Secretary (1) Photocopy with 3 signatures Any of the following: <ul style="list-style-type: none"> • QCitizen ID issued by the Quezon City Government • SSS Unified Multi-Purpose ID (UMID) • LTO Driver's License • Philippine Passport • Philippine Identification (PHILID/EPHILID) (PSA) • Philhealth ID • Postal ID • Voter's ID (Comelec) • Professional Regulation (PRC) ID | Applicant / Client |
| C.3 General Information Sheet of the Company (1) Original Copy Or (1) Photocopy | Applicant / Client |



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| Remarks: To be submitted together with Special Power of Attorney executed by any of the owners and their Government-issued ID (1) Photocopy with 3 signatures Any of the following: <ul style="list-style-type: none"> • QCitizen ID issued by the Quezon City Government • SSS Unified Multi-Purpose ID (UMID) • LTO Driver's License • Philippine Passport • Philippine Identification (PHILID/EPHILID) (PSA) • Philhealth ID • Postal ID • Voter's ID (Comelec) • Professional Regulation (PRC) ID | | | | |
| D. For properties with an area of 5,000 square meters and above, or with overlapping issue or legal issue/disputes, or other special cases. Remarks: <i>For such cases, letter-request addressed to the City Assessor is required. The application will be submitted through the Records Section of the Administrative Division and will follow a different routing procedure. Please refer to the Routing of Communication and Correspondence steps.</i> | | | | |
| D.1 Request letter addressed to the City Assessor | | Applicant / Client | | |
| (1) Original Copy | | | | |
| D.2 Standard/mandatory requirements for transfer mentioned above | | Applicant / Client | | |
| D.3 Government issued ID of owner | | Applicant / Client | | |
| (1) Photocopy with 3 signatures | | | | |
| D.4 Certified Copy of Court Order and Certificate of Finality | | Agency - Division: Department of Justice; Clerk of Court | | |
| (1) Original Copy | | | | |
| E. For request for condominium adjoining units | | | | |
| E.1 Approved schematic plan | | Condominium Administrator | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |



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| <p>1. Secure your queue number from the queuing machine and wait for it to appear on the queuing monitor.</p> <p>Location: Counter 3, Ground Floor, Civic Center Building B, City Hall Compound</p> <p>Notes/Instruction: Waiting time will depend on the number of persons on-queue.</p> | 1.1. Assist requesting party in securing queue number | None | 15 minute/s | Office Aide |
| | 1.2. Call the next number on the queue. | | 5 minute/s | Tax Mapper |
| <p>2. Secure Application Form from Counter 3, Ground Floor or download online and print, then prepare the complete documentary requirements.</p> <p>Location: ON PREMISE: Counter 3, Ground Floor, Civic Center Building B, Office of the City Assessor</p> <p>ONLINE: <u>Form No.7</u> <u>QCG.OCA.s.OCA.s.F.07</u></p> | 2.1. Provide Application Form to requesting party and advise to prepare complete requirements | None | 15 minute/s | Tax Mapper |
| <p>3.A ON-PREMISE</p> <p>3.A.1 Submit the properly filled-out application form along with the complete documentary requirements. Then, wait for the evaluation and verification of the requested tax declarations.</p> <p>Location: Counter 3-Ground Floor, Office of the City Assessor, Civic Center Building B, City Hall Compound, Mayaman</p> | 3.A.1. Receive the properly filled-out application form along with the complete documentary requirements, then evaluate the completeness and substance of documentary requirements and verify request. | None | 20 minute/s | Tax Mapper |



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| St., Bgy. Central, Quezon City | | | | |
| 3.B ONLINE 3.B.1 Submit the properly filled-out application form along with the complete documentary requirements via email, CityAssessor@quezoncity.gov.ph | 3.B.1 Receive email, evaluate the completeness and substance of documentary requirements, verify requested tax declarations and real property tax payment. | None | 30 minutes | Administrative Clerk Tax Mapping Aide |
| 4. Receive order of payment Location: Counter 3-Ground Floor, Office of the City Assessor, Civic Center Building B, City Hall Compound, Mayaman St., Bgy. Central, Quezon City | 4. Issue order of payment | None | 5 minute/s | Tax Mapper |
| 5. Submit the order of payment, pay the corresponding Secretary's Fee and get the Official Receipt. Location: CTO Kiosk - Ground Floor Civic Center Building B, Office of the City Assessor | 5. Receive the order of payment and the specified amount, then issue an official receipt. | Standard Fees Breakdown: Secretary's Fee: PHP 100 Total: PHP 100 | 30 minute/s | Collection Officer |
| 6. Submit the Original Official Receipt and wait for the claim stub at Counter 3. Location: Counter 3 Basement, Civic Center Building B, Office of the City Assessor | 6.1. Receive the official receipt and attach to the application form. | None | 15 minute/s | Tax Mapper |
| | 6.2. Issue claim stub to the requesting party. | | 5 minute/s | Tax Mapper |



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| 7. Wait for the release of the requested document. | 7.1. Prepares the requested document. | None | 1 hour/s | Tax Mapper |
| | 7.2. Forward the certification request to Division Head for review, approval and signature. | | 30 minute/s | Section Chief Division Head |
| | 7.3. Notify the requesting party as to the status of their request. | | 15 minute/s | Tax Mapper |
| 8. Present the claim stub and receive the requested document Location: ON-PREMISE: Counter 3, Ground Floor, Office of the City Assessor, Civic Center Building B, City Hall Compound, Mayaman St., Bgy. Central, Quezon City. Mayaman St., Bgy. Central, Quezon City | 8.1 Receive the claim stub from the client and release the requested certification | None | 15 minute/s | Tax Mapper |
| Total Processing Time: | | 3 hour/s, 45 minute/s | | |
| Total Processing Fee: | | Total Standard Fee: PHP 100 | | |

2.4 CERTIFICATE OF PROPERTY LOCATION

A Certificate of Property Location is issued to state the exact location of a property based on available records. It is commonly used as part of due diligence before purchasing a property, resolving land disputes, and for other purposes.

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| Office or Division: | Office of the City Assessor, Tax Mapping Division, City Treasurer's Office |
| Category: | External Service |



| Classification: | Simple | |
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| Type of Transaction: | G2B (Government to Business), G2C (Government to Citizen), G2G (Government to Government) | |
| Who may avail: | All Quezon City real property owners and their authorized representatives, buyers, brokers, consultants, realtors, developers, service providers, and other stakeholders | |
| Operating Hours: | 8:00 AM - 5:00 PM | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE |
| STANDARD REQUIREMENTS: | | |
| 1. Updated/Current Real Property Tax Payment | | Applicant/Client Agency - Division: Quezon City Government - City Treasurer's Office |
| 2. Properly Filled-out Application Form (All fields with (*) are required to be filled) o Form Code - QCG.OCA.s.OCA.s.F.07 (1) Original Copy Remarks: <u>Unified Form QCG.OCA.s.OCA.s.F.07</u> | | Agency - Division: Quezon City Government - Office of the City Assessor |
| 3. Government-issued ID of Property Owner (1) Photocopy with 3 signatures Any of the following: <ul style="list-style-type: none"> • QCitizen ID issued by the Quezon City Government • SSS Unified Multi-Purpose ID (UMID) • LTO Driver's License • Philippine Passport • Philippine Identification (PHILID/EPHILID) (PSA) • Philhealth ID • Postal ID • Voter's ID (Comelec) Professional Regulation (PRC) ID | | Applicant/Client |
| 4. Proof of Ownership / Property Reference (1) Certified True Copy or (1) Photocopy Remarks: Any of the following: <ul style="list-style-type: none"> • Copy of old tax declaration • Deed of Conveyance • Real Property Tax Receipt • Copy of Transfer Certificate of Title/Condominium Certificate of Title | | Applicant / Client |
| 5. Order of Payment (1) Original Copy | | Agency - Division: Office of the City Assessor – Tax Mapping Division |
| B. FOR AUTHORIZED REPRESENTATIVE/S | | |



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| B.1 Notarized Special Power of Attorney (1) Original Copy Note: Extensions of authorization are not permitted unless explicitly stated in the Special Power of Attorney | Applicant / Client |
| B.2 Government-issued ID of Property Owner (1) Photocopy with 3 signatures Any of the following: <ul style="list-style-type: none"> • QCitizen ID issued by the Quezon City Government • SSS Unified Multi-Purpose ID (UMID) • LTO Driver's License • Philippine Passport • Philippine Identification (PHILID/EPHILID) (PSA) • Philhealth ID • Postal ID • Voter's ID (Comelec) • Professional Regulation (PRC) ID | Applicant / Client |
| C. FOR CORPORATE ENTITIES | |
| C.1 Board Resolution and Secretary's Certificate (1) Original Copy | Applicant / Client |
| C.2 Government-issued IDs of corporate secretary and representative Remarks: To be submitted together with Government-issued ID of Corporate Secretary (1) Photocopy with 3 signatures Any of the following: <ul style="list-style-type: none"> • QCitizen ID issued by the Quezon City Government • SSS Unified Multi-Purpose ID (UMID) • LTO Driver's License • Philippine Passport • Philippine Identification (PHILID/EPHILID) (PSA) • Philhealth ID • Postal ID • Voter's ID (Comelec) • Professional Regulation (PRC) ID | Applicant / Client |
| C.3 General Information Sheet of the Company (1) Original Copy Or (1) Photocopy Remarks: To be submitted together with Special Power of Attorney executed by any of the owners and their Government-issued ID (1) Photocopy with 3 signatures | Applicant / Client |



| Any of the following: <ul style="list-style-type: none"> • QCitizen ID issued by the Quezon City Government • SSS Unified Multi-Purpose ID (UMID) • LTO Driver's License • Philippine Passport • Philippine Identification (PHILID/EPHILID) (PSA) • Philhealth ID • Postal ID • Voter's ID (Comelec) Professional Regulation (PRC) ID | | | | |
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| D. For properties with an area of 5,000 square meters and above, or with overlapping issue or legal issue/disputes, or other special cases. Remarks: <i>For such cases, letter-request addressed to the City Assessor is required. The application will be submitted through the Records Section of the Administrative Division and will follow a different routing procedure. Please refer to the Routing of Communication and Correspondence steps.</i> | | | | |
| D.1 Request letter addressed to the City Assessor (1) Original Copy | | Applicant / Client | | |
| D.2 Standard/mandatory requirements for transfer mentioned above | | Applicant / Client | | |
| D.3 Government issued ID of owner (1) Photocopy with 3 signatures | | Applicant / Client | | |
| D.4 Certified Copy of Court Order and Certificate of Finality (1) Original Copy | | Agency - Division: Department of Justice; Clerk of Court | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Secure your queue number from the queuing machine and wait for it to appear on the queuing monitor. | 1.1. Assist requesting party in securing queue number | None | 15 minute/s | Office Aide |



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| <p>Location: Counter 3, Ground Floor, Civic Center Building B, City Hall Compound</p> <p>Notes/Instruction: Waiting time will depend on the number of persons on-queue.</p> | 1.2. Call the next number on the queue. | | 5 minute/s | Tax Mapper |
| <p>2. Secure Application Form from Counter 3, Ground Floor or download online and print, then prepare the complete documentary requirements.</p> <p>Location: ON PREMISE: Counter 3, Ground Floor, Civic Center Building B, Office of the City Assessor</p> <p>ONLINE: <u>Form No.7</u> <u>QCG.OCAAs.OCAAs.F.07</u></p> | 2.1. Provide Application Form to requesting party and advise to prepare complete requirements | None | 15 minute/s | Tax Mapper |
| | 2.2. Assist requesting party in accomplishing the application form, preparation of complete requirements, and answer client's inquiries. | | 15 minute/s | Tax Mapper |
| <p>3.A ON-PREMISE</p> <p>3.A.1 Submit the properly filled-out application form along with the complete documentary requirements. Then, wait for the evaluation and verification of the requested tax declarations.</p> <p>Location: Counter 3-Ground Floor, Office of the City Assessor, Civic Center Building B, City Hall Compound, Mayaman St., Bgy. Central, Quezon City</p> | 3.A.1. Receive the properly filled-out application form along with the complete documentary requirements, then evaluate the completeness and substance of documentary requirements and verify request. | None | 20 minute/s | Tax Mapper |



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| 3.B ONLINE 3.B.1 Submit the properly filled-out application form along with the complete documentary requirements via email, CityAssessor@quezoncity.gov.ph | 3.B.1 Receive email, evaluate the completeness and substance of documentary requirements, verify requested tax declarations and real property tax payment. | None | 30 minutes | Administrative Clerk Tax Mapping Aide |
| 4. Receive order of payment Location: Counter 3-Ground Floor, Office of the City Assessor, Civic Center Building B, City Hall Compound, Mayaman St., Bgy. Central, Quezon City | 4. Issue order of payment | None | 5 minute/s | Tax Mapper |
| 5. Submit the order of payment, pay the corresponding Secretary's Fee and get the Official Receipt. Location: CTO Kiosk - Ground Floor Civic Center Building B, Office of the City Assessor | 5. Receive the order of payment and the specified amount, then issue an official receipt. | Standard Fees Breakdown: Secretary's Fee: PHP 100 Total: PHP 100 | 30 minute/s | Collection Officer |
| 6. Submit the Original Official Receipt and wait for the claim stub at Counter 3. Location: Counter 3 Basement, Civic Center Building B, Office of the City Assessor | 6.1. Receive the official receipt and attach to the application form. | None | 15 minute/s | Tax Mapper |
| | 6.2. Issue claim stub to the requesting party. | | 5 minute/s | Tax Mapper |



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| 7. Wait for the release of the requested document. | 7.1. Prepares the requested document. | None | 1 hour/s | Tax Mapper |
| | 7.2. Forward the certification request to Division Head for review, approval and signature. | | 30 minute/s | Section Chief Division Head |
| | 7.3. Notify the requesting party as to the status of their request. | | 15 minute/s | Tax Mapper |
| 8. Present the claim stub and receive the requested document. Location: ON-PREMISE: Counter 3, Ground Floor, Office of the City Assessor, Civic Center Building B, City Hall Compound, Mayaman St., Bgy. Central, Quezon City. Mayaman St., Bgy. Central, Quezon City | 8. Receive the claim stub from the client and verify the status of the request | None | 15 minute/s | Tax Mapper |
| Total Processing Time: | | 3 hour/s, 45 minute/s | | |
| Total Processing Fee: | | Total Standard Fee: PHP 100 | | |

2.5 ISSUANCE OF CERTIFICATIONS FOR PROPERTY HOLDING

The Office of the City Assessor provides Certifications of Property Holding and Certification of No Property, upon the request of interested parties or his/her authorized representative, any government agency, or private entities, for credit investigation. Most of the time, these certifications provides an official record, based on our existing real property assessment database, of the properties that form part of the estate being settled. This service allows the taxpayer to obtain a listing of his/her properties as reference for payment of taxes, and for other legal purposes, it may serve.

There are times that very limited information is provided by requesting party/ies, thus,



the chances of referring or routing the same to other divisions concerned, for further verification and confirmation.

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| Office or Division: | Office of the City Assessor, Electronic Data Processing Division, City Treasurer's Office |
| Category: | External Service |
| Classification: | Simple |
| Type of Transaction: | G2B (Government to Business), G2C (Government to Citizen), G2G (Government to Government) |
| Who may avail: | All Quezon City real property owners and their authorized representatives, buyers, brokers, consultants, realtors, developers, service providers, and other stakeholders. |
| Operating Hours: | 8:00 AM - 5:00 PM |
| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
| A. STANDARD REQUIREMENTS | |
| 1. Updated/Current Real Property Tax Payment | Applicant/Client Agency - Division: City Treasurer's Office – Real Estate Division |
| 2. Properly Filled-out Application Form (All fields with (*) are required to be filled) o Form Code - QCG.OCAAs.OCAAs.F.07 (1) Original Copy Remarks: <u>Unified Form QCG.OCAAs.OCAAs.F.07</u> | Agency - Division: Quezon City Government - Office of the City Assessor |
| 3. Government-issued ID of Property Owner (1) Photocopy with 3 signatures Any of the following: <ul style="list-style-type: none"> • QCitizen ID issued by the Quezon City Government • SSS Unified Multi-Purpose ID (UMID) • LTO Driver's License • Philippine Passport • Philippine Identification (PHILID/EPHILID) (PSA) • Philhealth ID • Postal ID • Voter's ID (Comelec) • Professional Regulation (PRC) ID | Applicant/Client |



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| 4. Proof of Ownership / Property Reference (1) Certified True Copy or (1) Photocopy of: Remarks: Any of the following: <ul style="list-style-type: none"> • Copy of old tax declaration • Deed of Conveyance • Real Property Tax Receipt • Copy of Transfer Certificate of Title/Condominium Certificate of Title | Applicant / Client |
| 5. Order of Payment (1) Original Copy | Agency - Division: Office of the City Assessor – Electronic Data Processing Division |
| B. FOR AUTHORIZED REPRESENTATIVE/S | |
| B.1 Notarized Special Power of Attorney (1) Original Copy Remarks: Executed by the Property owner (Seller or Buyer) Note: Extensions of authorization are not permitted unless explicitly stated in the Special Power of Attorney | Applicant / Client |
| B.2 Government-issued ID of authorized representative (1) Photocopy with 3 signatures Any of the following: <ul style="list-style-type: none"> • QCitizen ID issued by the Quezon City Government • SSS Unified Multi-Purpose ID (UMID) • LTO Driver's License • Philippine Passport • Philippine Identification (PHILID/EPHILID) (PSA) • Philhealth ID • Postal ID • Voter's ID (Comelec) • Professional Regulation (PRC) ID | Applicant / Client |
| C. FOR CORPORATE ENTITIES | |
| C.1 Board Resolution and Secretary's Certificate (1) Original Copy | Applicant / Client |



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| <p>C.2 Government-issued IDs of corporate secretary and representative</p> <p>Remarks: To be submitted together with Government-issued ID of Corporate Secretary (1) Photocopy with 3 signatures Any of the following:</p> <ul style="list-style-type: none"> • QCitizen ID issued by the Quezon City Government • SSS Unified Multi-Purpose ID (UMID) • LTO Driver's License • Philippine Passport • Philippine Identification (PHILID/EPHILID) (PSA) • Philhealth ID • Postal ID • Voter's ID (Comelec) • Professional Regulation (PRC) ID | Applicant / Client |
| <p>C.3 General Information Sheet of the Company (1) Original Copy Or (1) Photocopy Remarks: To be submitted together with Special Power of Attorney executed by any of the owners and their Government-issued ID (1) Photocopy with 3 signatures Any of the following:</p> <ul style="list-style-type: none"> • QCitizen ID issued by the Quezon City Government • SSS Unified Multi-Purpose ID (UMID) • LTO Driver's License • Philippine Passport • Philippine Identification (PHILID/EPHILID) (PSA) • Philhealth ID • Postal ID • Voter's ID (Comelec) • Professional Regulation (PRC) ID | Applicant / Client |
| D. FOR EXTRAJUDICIAL SETTLEMENT OF ESTATE | |
| <p>D.1 Proof of Heirship (1) Original Copy or (1) Photocopy Remarks: Any of the Following:</p> <ul style="list-style-type: none"> • Extrajudicial Settlement of Estate • Marriage Certificate • Birth Certificate • Last Will and Testament | Applicant / Client |



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| D.2 Death Certificate (1) Certified True Copy or (1) Photocopy | Applicant / Client |
| D.3 Government Issued ID (1) Photocopy with 3 signatures | |
| E. FOR BANKS | |
| E.1 Loan or Mortgage Agreement/Certificate of Foreclosure/Certificate of Sale (1) Original Copy Or (1) Photocopy | Applicant / Client |
| F. For properties with an area of 5,000 square meters and above, or with overlapping issue or legal issue/disputes, or other special cases. Remarks: <i>For such cases, letter-request addressed to the City Assessor is required. The application will be submitted through the Records Section of the Administrative Division and will follow a different routing procedure. Please refer to the Routing of Communication and Correspondence steps.</i> | |
| F.1 Request letter addressed to the City Assessor (1) Original Copy | Applicant / Client |
| F.2 Standard/mandatory requirements for transfer mentioned above | Applicant / Client |
| F.3 Government issued ID of owner (1) Photocopy with 3 signatures | Applicant / Client |
| F.4 Certified Copy of Court Order and Certificate of Finality (1) Original Copy | Agency - Division: Department of Justice; Clerk of Court |

| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|---|---|-----------------|-------------------------------|------------------------------------|
| 1. Secure queue number from the queuing machine and wait for it to appear on the queuing monitor. Location: Counter 4, Ground Floor, Civic Center | 1.1. Assist requesting party in securing queue number 1.2. Call the next number on | None | 10 minute/s 5 minute/s | Office Aide Data Controller |



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| Building B, City Hall Compound Notes/Instruction: Waiting time will depend on the number of persons on-queue. | queue. | | | |
| 2. Secure Application Form from the Information Officer on Duty or download online and print, then prepare the complete documentary requirements. Location: ON PREMISE: Ground Floor, Civic Center Building B, Office of the City Assessor ONLINE: Form No.7_QCG.OCAAs.OCAAs.F.07 | 2.1. Provide Application Form to requesting party and advise to prepare complete requirements | None | 5 minute/s | Data Controller |
| | 2.2. Assist requesting party in accomplishing the application form, preparation of complete requirements, and answer client's inquiries. | None | 15 minute/s | Data Controller |
| 3.A ON-PREMISE 3.A.1 Submit the properly filled-out application form along with the complete documentary requirements. Then, wait for the evaluation and verification of the requested certification. Location: Counter 4, Ground Floor, Office of the City Assessor, Civic Center | 3.A.1. Receive the properly filled-out application form along with the complete documentary requirements, then evaluate the completeness and substance of documentary requirements and verify subject property/ies using the Real Property Assessment and Taxation System | None | 20 minutes | Data Controller |



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| Building B, City Hall Compound, Mayaman St., Bgy. Central, Quezon City | (RPATS) module. | | | |
| | 3.A.2. Verify Real Property tax payment in the Payment Query Module. | None | 5 minute/s | Data Controller |
| 3.B ONLINE 3.B.1 Submit the properly filled-out application form along with the complete documentary requirements via email, CityAssessor@quezoncity.gov.ph | 3.B.1 Receive email, evaluate completeness and substance of documentary requirements, verify subject properties and real property tax payment. | None | 30 minutes | Data Controller |
| 3.B.2 Wait for the notification confirming whether the requested certification is ready for processing and if there are any lacking requirements. | 3.B.2 Notify the requesting party to inform them whether the requested certification is ready for processing and send order of payment or if there are any missing requirements. | None | 5 minute/s | Data Controller |
| 4. Receive order of payment Location: Counter 4, Ground Floor, Office of the City Assessor, Civic Center Building B, City Hall | 4. Issue order of payment | None | 5 minute/s | Data Controller |



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| Compound, Mayaman St., Bgy. Central, Quezon City | | | | |
| 5. Submit the order of payment, pay the corresponding Secretary's Fee and get the Official Receipt. Location: CTO Kiosk - Ground Floor Civic Center Building B, Office of the City Assessor | 5.1. Receive the order of payment and the specified amount, then issue an official receipt. | Standard Fees Breakdown: Total PHP 100 per certification | 30 minute/s | Collection Officer |
| 6. Submit the Original Official Receipt and wait for the claim stub at Counter 4. Location: Counter 4, Civic Center Building B, Office of the City Assessor | 6.1. Receive the official receipt and attach to the application form. | None | 15 minute/s | Data Controller |
| | 6.2. Assign control number, record, and Issue claim stub to the requesting party. | None | 5 minute/s | Data Controller |
| 7. Wait for the release of the requested document. Note that processing time for those requiring to trace back 1995 and below will take time, thus, being scheduled the following day. | 7.1. Prepares the requested certification. | None | 3 hour/s | Computer Operator/Data Controller |
| | 7.2. Forward the certification request to Division Head for review, approval and signature. | None | 30 minute/s | Division Chief |
| | 7.3. Notify the requesting party as to the status of their request. | None | 10 minute/s | Data Controller |



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| <p>8. Present the claim stub and receive the requested document</p> <p>Location: ON-PREMISE: Ground Floor, Office of the City Assessor</p> <p>Notes/Instruction: In the event there is a need for additional property research fees to be collected, applicant will receive another Order of Payment for the additional fees before the document is released finally.</p> <ul style="list-style-type: none"> Counter 4 to receive the Order of Payment Take the Order of Payment and proceed to the City Treasury Kiosk located on the ground floor of the City Assessor's Office, Civic Center Building B, Mayaman Street, Quezon City Hall Compound, Quezon City, to pay the corresponding fee. After making the payment, return to Counter 4 and present your official receipt to the receiving clerk to claim your requested document. | 8.1. Receive the claim stub from the client and release the requested certification. | | 15 minutes | Data Controller |
| | 8.2 In the event of additional fees required, certification is withheld and Order of Payment is issued. | <p>Possible Fees Breakdown: Additional property research fee(per property) : PHP 50</p> | | |
| | Receive the order of payment and the specified amount, then issue an official receipt. | | 15 minutes | Collecting Officer |
| | 8.2. Release the certification request to the client and ask the client to sign on the receiving copy. | None | 10 minute/s | Data Controller |
| Total Processing Time: | | Six (6) hours on the average <i>Note: If with additional required fees additional 15-30 minutes</i> | | |
| Total Processing Fee: | | <p>Total Standard Fee:</p> <ul style="list-style-type: none"> Php 100 Secretary Fee Php 50.00 Property Research Fee <p>Plus possible Fee or Forumula Fee</p> | | |



Formula / Schedule of Fees

Secretary's Fees

$P100 \times \text{Number of Certifications issued} = \text{Total Amount to be paid}$

Excess properties as a result of verification shall be subject to additional P50/property, thus:

$P 50 \times \text{additional properties found} = \text{Additional Property Research Fees to be paid}$

2.6 ISSUANCE OF CERTIFICATION FOR NO IMPROVEMENT/ WITH IMPROVEMENT

Certification as to “No Improvement” or “With Improvement” are additional certifications issued by this Office upon the request of the owner or his authorized representatives, any government agency, or private entities, for verification. This service allows the taxpayer to obtain valuation details of a particular lot, including all the improvements erected thereon, for tax payment, and for other legal purposes, it may serve.

There are also times that certification is requested for a particular or given period, thus, the chances of tracking back subject property/ies, for further verification and confirmation.

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| Office or Division: | Office of the City Assessor, Electronic Data Processing Division, City Treasurer's Office |
| Category: | External Service |
| Classification: | Simple |
| Type of Transaction: | G2B (Government to Business), G2C (Government to Citizen), G2G (Government to Government) |
| Who may avail: | All Quezon City real property owners and their authorized representatives, buyers, brokers, consultants, realtors, developers, service providers, and other stakeholders. |
| Operating Hours: | 8:00 AM - 5:00 PM |
| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
| A. STANDARD REQUIREMENTS | |



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| 1. Updated/Current Real Property Tax Payment | Applicant/Client Agency - Division: City Treasurer's Office – Real Estate Division |
| 2. Properly Filled-out Application Form (All fields with (*) are required to be filled) o Form Code - QCG.OCAAs.OCAAs.F.07 (1) Original Copy Remarks: Unified Form_QCG.OCAAs.OCAAs.F.07 | Agency - Division: Quezon City Government - Office of the City Assessor |
| 3. Government-issued ID of Property Owner (1) Photocopy with 3 signatures Any of the following: <ul style="list-style-type: none"> • QCitizen ID issued by the Quezon City Government • SSS Unified Multi-Purpose ID (UMID) • LTO Driver's License • Philippine Passport • Philippine Identification (PHILID/EPHILID) (PSA) • Philhealth ID • Postal ID • Voter's ID (Comelec) • Professional Regulation (PRC) ID | Applicant/Client |
| 4. Proof of Ownership / Property Reference (1) Certified True Copy or (1) Photocopy of: Remarks: Any of the following: <ul style="list-style-type: none"> • Copy of old tax declaration • Deed of Conveyance • Real Property Tax Receipt • Copy of Transfer Certificate of Title/Condominium Certificate of Title | Applicant / Client |
| 5. Order of Payment (1) Original Copy | Agency - Division: Office of the City Assessor – Electronic Data Processing Division |
| B. FOR AUTHORIZED REPRESENTATIVE/S | |



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| B.1 Notarized Special Power of Attorney (1) Original Copy Remarks: Executed by the Property owner (Seller or Buyer) Note: Extensions of authorization are not permitted unless explicitly stated in the Special Power of Attorney | Applicant / Client |
| B.2 Government-issued ID of authorized representative (1) Photocopy with 3 signatures Any of the following: <ul style="list-style-type: none"> • QCitizen ID issued by the Quezon City Government • SSS Unified Multi-Purpose ID (UMID) • LTO Driver's License • Philippine Passport • Philippine Identification (PHILID/EPHILID) (PSA) • Philhealth ID • Postal ID • Voter's ID (Comelec) • Professional Regulation (PRC) ID | Applicant / Client |
| C. FOR CORPORATE ENTITIES | |
| C.1 Board Resolution and Secretary's Certificate (1) Original Copy | Applicant / Client |
| C.2 Government-issued IDs of corporate secretary and representative Remarks: To be submitted together with Government-issued ID of Corporate Secretary | Applicant / Client |
| C.3 General Information Sheet of the Company (1) Original Copy Or (1) Photocopy Remarks: To be submitted together with Special Power of Attorney executed by any of the owners and their Government-issued ID Any of the following: | Applicant / Client |



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| <ul style="list-style-type: none"> • QCitizen ID issued by the Quezon City Government • SSS Unified Multi-Purpose ID (UMID) • LTO Driver's License • Philippine Passport • Philippine Identification (PHILID/EPHILID) (PSA) • Philhealth ID • Postal ID • Voter's ID (Comelec) Professional Regulation (PRC) ID | |
| D. FOR EXTRAJUDICIAL SETTLEMENT OF ESTATE | |
| D.1 Proof of Heirship (1) Original Copy or (1) Photocopy Remarks: Any of the Following: <ul style="list-style-type: none"> • Extrajudicial Settlement of Estate • Marriage Certificate • Birth Certificate • Last Will and Testament | Applicant / Client |
| D.2. Death Certificate (1) Certified True Copy or (1) Photocopy | Applicant / Client |
| D.3. Government Issued ID (1) Photocopy with 3 signatures | |
| E. FOR BANKS | |
| E.1.Loan or Mortgage Agreement/Certificate of Foreclosure/Certificate of Sale (1) Original Copy Or (1) Photocopy | Applicant / Client |
| F. For properties with an area of 5,000 square meters and above, or with overlapping issue or legal issue/disputes, or other special cases. Remarks: <i>For such cases, letter-request addressed to the City Assessor is required. The application will be submitted through the Records Section of the Administrative Division and will follow a different routing procedure. Please refer to the Routing of Communication and Correspondence steps.</i> | |
| F.1 Request letter addressed to the City Assessor (1) Original Copy | Applicant / Client |



| F.2 Standard/mandatory requirements for transfer mentioned above | | Applicant / Client | | |
|---|--|---|-----------------|--------------------|
| F.3 Government issued ID of owner (1) Photocopy with 3 signatures | | Applicant / Client | | |
| F.4 Certified Copy of Court Order and Certificate of Finality (1) Original Copy | | Agency - Division: Department of Justice; Clerk of Court | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Secure queue number from the queuing machine and wait for it to appear on the queuing monitor. Location: Counter 4, Ground Floor, Civic Center Building B, City Hall Compound Notes/Instruction: Waiting time will depend on the number of persons on-queue. | 1.3. Assist requesting party in securing queue number | None | 10 minute/s | Office Aide |
| | 1.4. Call the next number on queue. | | 5 minute/s | Data Controller |
| 2. Secure Application Form from the Information Officer on Duty or download online and print, then prepare the complete documentary requirements. Location: ON PREMISE: Ground Floor, Civic Center Building B, Office of the City Assessor ONLINE: Form No.7_ QCG.OCAAs.OCAAs.F.07 | 2.1. Provide Application Form to requesting party and advise to prepare complete requirements | None | 5 minute/s | Data Controller |
| | 2.2. Assist requesting party in accomplishing the application form, preparation of complete requirements, and answer client's inquiries. | None | 15 minutes | Data Controller |



| | | | | |
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| 3.A ON-PREMISE 3.A.1 Submit the properly filled-out application form along with the complete documentary requirements. Then, wait for the evaluation and verification of the requested certification. Location: Counter 4, Ground Floor, Office of the City Assessor, Civic Center Building B, City Hall Compound, Mayaman St., Bgy. Central, Quezon City | 3.A.1. Receive the properly filled-out application form along with the complete documentary requirements, then evaluate the completeness and substance of documentary requirements and verify subject property using the Real Property Assessment and Taxation System (RPATS) module. | None | 20 minutes | Data Controller |
| | 3.A.2. Verify Real Property tax payment in the Payment Query Module. | None | 5 minute/s | Data Controller |
| 3.B ONLINE 3.B.1 Submit the properly filled-out application form along with the complete documentary requirements via email, CityAssessor@quezoncity.gov.ph | 3.B.1 Receive email, evaluate completeness and substance of documentary requirements, verify subject properties and real property tax payment. | None | 30 minutes | Data Controller |
| 3.B.2 Wait for the notification confirming whether the requested certification is ready for processing and if there are any lacking requirements. | 3.B.2 Notify the requesting party to inform them whether the requested certification is ready for processing and | None | 5 minute/s | Data Controller |



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| | send order of payment or if there are any missing requirements. | | | |
| <p>4. Receive order of payment</p> <p>Location: Counter 4, Ground Floor, Office of the City Assessor, Civic Center Building B, City Hall Compound, Mayaman St., Bgy. Central, Quezon City</p> | 4. Issue order of payment | None | 5 minute/s | Data Controller |
| <p>5. Submit the order of payment, pay the corresponding Secretary's Fee and get the Official Receipt.</p> <p>Location: CTO Kiosk - Ground Floor Civic Center Building B, Office of the City Assessor</p> | 5.1. Receive the order of payment and the specified amount, then issue an official receipt. | <p>Standard Fees</p> <p>Breakdown: Total PHP 100 per certification</p> | 30 minute/s | Collection Officer |
| <p>6. Submit the Original Official Receipt and wait for the claim stub at Counter 4.</p> <p>Location: Counter 4, Civic Center Building B, Office of the City Assessor</p> | 6.1. Receive the official receipt and attach to the application form. | None | 15 minute/s | Data Controller |
| | 6.2. Assign control number, record, and Issue claim stub to the requesting party. | None | 5 minute/s | Data Controller |

| | | | | |
|--|--|--|-------------|-----------------------------------|
| 7. Wait for the release of the requested document. | 7.1. Prepares the requested certification. | None | 3 hour/s | Computer Operator/Data Controller |
| | 7.2. Forward the certification request to Division Head for review, approval and signature. | None | 30 minute/s | Division Chief |
| | 7.3. Notify the requesting party as to the status of their request. | None | 10 minute/s | Data Controller |
| 8. Present the claim stub and receive the requested document Location: ON-PREMISE: Ground Floor, Office of the City Assessor Notes/Instruction: <i>In the event there is a need for additional property research fees to be collected, applicant will receive another Order of Payment for the additional fees before the document is released finally.</i> <ul style="list-style-type: none"> • Counter 4 to receive the Order of Payment • Take the Order of Payment and proceed to the City Treasury Kiosk located on the ground floor of the City Assessor's Office, Civic Center Building B, Mayaman Street, Quezon City Hall Compound, Quezon | 8.1. Receive the claim stub from the client and release the requested certification. | Possible Fees Breakdown: Additional property research fee(per property): PHP 50 | 15 minutes | Data Controller |
| | 8.2. Release the certification request to the client and ask the client to sign on the receiving copy. | None | 10 minute/s | Data Controller |



| | | | | |
|--|--|--|--|--|
| City, to pay the corresponding fee. <ul style="list-style-type: none">After making the payment, return to Counter 4 and present your official receipt to the receiving clerk to claim your requested document. | | | | |
| Total Processing Time: | | Six (6) hours on the average <i>Note: If with additional required fees additional 15-30 minutes</i> | | |
| Total Processing Fee: | | Total Standard Fee: <ul style="list-style-type: none">Php 100 Secretary FeePhp 50.00 Property Research Fee Plus possible Fee or Forumula Fee | | |
| Formula / Schedule of Fees Secretary's Fees P100 x Number of Certifications issued = Total Amount to be paid Excess properties as a result of verification shall be subject to additional P50/property, thus: P 50 x additional properties found = Additional Property Research Fees to be paid | | | | |

2.7 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.

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|-----------------------------|---|
| Office or Division: | Office of the City Assessor, Electronic Data Processing, City Treasurer's Office |
| Category: | External Service |
| Classification: | Complex |
| Type of Transaction: | G2B (Government to Business), G2C (Government to Citizen), G2G (Government to Government) |
| Who may avail: | All Quezon City real property owners and their authorized representatives |
| Operating Hours: | 8:00 AM - 5:00 PM |



| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
|--|-----------------------|------------------------|------------------------|---------------------------|
| STANDARD REQUIREMENT/S | | | | |
| Proof of Ownership / Property Reference (1) Certified True Copy or (1) Photocopy Remarks: Any of the following: <ul style="list-style-type: none"> • Copy of old tax declaration • Deed of Conveyance • Real Property Tax Receipt • Copy of Transfer Certificate of Title/Condominium • Certificate of Title | | Applicant / Client | | |
| A. AUTHORIZED REPRESENTATIVE | | | | |
| A.1 Government-issued ID of Property Owner <ul style="list-style-type: none"> • QCitizen ID issued by the Quezon City Government • SSS Unified Multi-Purpose ID (UMID) • LTO Driver's License • Philippine Passport • Philippine Identification (PHILID/EPHILID) (PSA) • Philhealth ID • Postal ID • Voter's ID (Comelec) • Professional Regulation (PRC) ID | | Applicant / Client | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |



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|--|--|------|-------------|-----------------|
| <p>1. Secure queue number at the queueing machine and wait for the queue number to be called on the queue monitoring.</p> <p>Location:</p> <p>Ground Floor, Civic Center Building B, Office of the City Assessor</p> | <p>1.1. Assist in printing the queue number.</p> | None | 10 minute/s | Data Controller |
| <p>2. Provide proof of ownership to the Counter 5</p> <p>Location:</p> <p>Ground Floor, Counter 5, Civic Center Building B, Office of the City Assessor</p> | <p>2.1. Receive the proof of ownership as the property verification reference and verify the property record in the Real Property Assessment and Taxation System (RPATS) database module</p> | None | 20 minute/s | Data Controller |
| <p>3. Receive order of payment.</p> <p>Location:</p> <p>Ground Floor, Counter 5, Civic Center Building B, Office of the City Assessor</p> | <p>3. Provide the Order of payment to the requesting party and prepare the requested print out.</p> | None | 30 minute/s | Data Controller |



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| <p>4. Submit the order of payment, pay the corresponding Secretary's Fee and get the Official Receipt</p> <p>Location: CTO Kiosk - Ground Floor Civic Center Building B</p> | <p>4. Receive the order of payment and the specified amount, then issue an official receipt.</p> | <p>Standard Fees Breakdown: Secretary's Fee: PHP 50</p> <p>$\text{PHP } 50 \times \text{Number of copies} = \text{Total Amount to be paid}$</p> | <p>15 minute/s</p> | <p>Collection Officer</p> |
| <p>5. Submit the Original Official Receipt.</p> <p>Location: Ground Floor, Counter 5, Office of the City Assessor</p> | <p>5.1. Receive the official receipt and record the application in the monitoring board.</p> | <p>None</p> | <p>10 minute/s</p> | <p>Data Controller</p> |
| <p>6. Claim the requested computer print-out of subject property/ies.</p> <p>Location: Ground Floor, Counter 1, Office of the City Assessor</p> | <p>6.1. Issue the computer print-outs</p> | <p>None</p> | <p>15 minute/s</p> | <p>Data Controller</p> |
| <p>Total Processing Time:</p> | | | <p>2 hour/s</p> | |
| <p>Total Processing Fee:</p> | | | <p>Total Standard Fee: PHP 50 per printout</p> | |
| <p>Formula / Schedule of Fees Property Research Fee $\text{P } 50.00 \times \text{number of copies} = \text{Total Amount to be paid}$</p> | | | | |



3. CANCELLATION OF ASSESSMENT DOCUMENTS

Notices of Cancellation 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 such other valid reasons.

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| Office or Division: | Office of the City Assessor, Property Valuation Standard Division, Tax Mapping Division, Electronic Data Processing Division, Assessment Records Management Division, Property Appraisal Division, Administrative Division, City Treasurer’s Office, Department of Building Official | |
| Category: | External Service | |
| Classification: | Simple | |
| Type of Transaction: | G2B (Government to Business), G2C (Government to Citizen), G2G (Government to Government) | |
| Who may avail: | All Quezon City real property owners and their authorized representatives | |
| Operating Hours: | 8:00 AM - 5:00 PM | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE |
| A. STANDARD REQUIREMENTS | | |
| 1. Updated/Current Real Property Tax Payment | | Applicant/Client Agency - Division: Office of the City Treasurer’s Office – Real Estate Division |
| 2. Properly Filled-out Application Form (All fields with (*) are required to be filled) o Form Code - QCG.OCA.s.OCA.s.F.07 (1) Original Copy Remarks: Form 106 - QCG.CAO.CAO.F.06 | | Agency - Division: Quezon City Government - Office of the City Assessor |
| 3. Government-issued ID of Property Owner (1) Photocopy with 3 signatures Any of the following <ul style="list-style-type: none">• QCitizen ID issued by the Quezon City Government• SSS Unified Multi-Purpose ID (UMID)• LTO Driver's License• Philippine Passport• Philippine Identification (PHILID/EPHILID) (PSA)• Philhealth ID | | Applicant/Client |



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| <ul style="list-style-type: none"> • Postal ID • Voter's ID (Comelec) • Professional Regulation (PRC) ID | |
| 4. Proof of Ownership / Property Reference (1) Certified True Copy or (1) Photocopy Remarks: Any of the following: <ul style="list-style-type: none"> • Copy of old tax declaration • Real Property Tax Receipt • Copy of Transfer Certificate of Title/Condominium • Certificate of Title | Applicant / Client |
| 5. Letter-request specifying property and reason for cancellation of assessment (1) Original Copy | Applicant / Client |
| B. FOR DEMOLISHED PROPERTIES | |
| B.1 Demolition Permit (1) Photocopy Or (1) Electronic Copy | Agency - Division: Quezon City Government - Department of Building Official |
| B.2 Barangay Certification (1) Original Copy Remarks: Barangay Certification will be secured where the subject property is located | Agency - Division: Quezon City Government – Barangay Hall |
| C. PROPERTIES RAZED BY FIRE | |
| C.1 Fire Certification (1) Original Copy Or (1) Photocopy | Agency - Division: Bureau of Fire |
| C.2 Barangay Certification (1) Original Copy Remarks: <ul style="list-style-type: none"> • Barangay Certification will be secured where the subject property is located | Agency - Division: Quezon City Government – Barangay Hall |
| D. FOR DUPLICATION OF ASSESSMENT | |



| D.1 Tax declaration (1) Certified True Copy Or (1) Photocopy | | Agency - Division: Office of the City Assessor - Assessment Records Management Division | | |
|--|--|--|-----------------|--------------------------|
| F. FOR RETIREMENT OF BUSINESS/MACHINERIES | | | | |
| F.1 Certificate of Retirement of Business (1) Original Copy | | Agency - Division: City Treasurer's Office - Examination Division | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1.SUBMISSION OF APPLICATION | | | | |
| ONLINE: 1.A Submit via email (CityAssessor@quezoncity.gov.ph) properly Filled-out FORM 106 (QCG.CAO.CAO.F.06) inclusive of clear copy of all required documents. Note: Request will only be processed if all requirements have been processed. | 1.A. Receiving of application form and documentary requirements initiated by property owners or through Issuance of Cancellation Report. | None | 5 minute/s | Administrative Assistant |
| | ONLINE 1.A.1 Receives e-mail; check on all attachments submitted. | | | Administrative Assistant |
| | 1.A.1 Notify the requesting party of lacking requirements, if any. | | | |
| ON-PREMISE 1.B Submit application form and all necessary documents at Counter 1, Ground Floor. | ON-PREMISE: 1.B.1 Receives & checks completeness of requirements submitted. | | | |
| | 2. Recording and routing of request | None | | |
| 2. Wait for the official notification that the request has been received. | | | | |



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| | 2.1 Encode transaction and assign Control No. using the Transaction Document Tracking System. | | 5 minute/s | Administrative Assistant |
| | 2.2 Notify the requesting party through email/SMS that the request is approved for processing and provide the transaction Control No., and other relevant details | | 5 minute/s | Administrative Assistant |
| | 2.3 Recorded transaction will be transmitted to the Office of the City Assessor for instruction and disposition | | 15 minute/s | Administrative Assistant |
| | 2.3.1 Receives the transaction and updates the Document Tracking System and records in the Logbook | | 5 minute/s | Administrative Assistant |
| | 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 minute/s | Administrative Assistant |
| 3. Waits for the SMS/phone call from the appraiser to set the available time and date for ocular inspection of the property. | 3.1 Review and Evaluation of application and documentary requirements | None | 15 minute/s | Local Assessment Operations Officer |
| | 3.2 Retrieval of records & preparation of Appraiser's Report Form | | | |

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| | 3.2.1 Evaluates the substance of submitted documents. | | 15 minute/s | Local Assessment Operations Officer |
| | 3.2.2 Retrieves records and prepares Appraiser's Report Form (ARF), and conducts an inspection, if necessary. | | 1 day or more depending on the number of RPUs | Local Assessment Operations Officer |
| | 3.2.3 Reviews and approves ARF respectively. | | 30 minute/s | PAD Section Chief and PAD Division Head |
| | 3.2.3 Assigns Tracking Number and inform requesting party of the same | | 15 minute/s | Local Assessment Operations Officer |
| | 3.2.4 Transmits to EDP (Station 2) | | | Administrative Clerk |
| | 3.3 Encoding and Printing of ARF (Station 2) | None | 15 minute/s | Administrative Clerk |
| | 3.3.1 Encodes and prints ARF | | | |
| | 3.3.2 Updates Status at Tracking Module then Transmit to Station 3 | | | |
| | 3.4 Review and Approval of Printed ARF (Station 3) | | | |
| | 3.4.1 Verifies printed ARF and recommend editing (If necessary); | | 15 minute/s | PAD Section Chief |
| | 3.4.2 Final review and approval of printed ARF | | 15 minute/s | PAD Division Chief |
| | 3.4.3 Transmit to Station 4 | | 10 minute/s | Administrative Clerk |
| | 3.5 Printing of Notice of Cancellation (Station 4) | | 30 minute/s | |



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| | 3.5.1 Assigns NOC Number, prints and generates NOC; records and updates status tracking module | | | Administrative Clerk |
| | 3.5.2 Transmits to Station 5 | | | |
| | 3.6 Pre Approval of NOA and TD (Station 5) | | | Assistant City Assessor for Operations |
| | 3.6.1 Final review and pre-approval and affixes initial on printed NOC. | None | 15 minute/s | |
| | 3.6.2 Records and updates status at tracking module; transmits to Station 6 | | | |
| | 3.7 Approval of NOC (Station 6) | None | | |
| | 3.7.1 Approves and signs NOC | | 1 hour | City Assessor |
| | 3.7.2 Records and updates status at tracking module; transmits to Station 6 | | 5 minute/s | Computer Operator |
| 4. Waits email for the schedule of pick-up/release of Notice of Cancellation (NOC) | 4.1 Releasing of Notice of Cancellation | None | | |
| | 4.1.1 Sorting of approved NOCs | | 30 minute/s | Administrative Assistant |
| | 4.1.2 Notifies requesting party thru email of the schedule of release | | 5 minute/s | 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. | 5.1 Releases NOC at Counter 6 to the requesting party, as scheduled. | None | 30 minute/s | Assessment Clerk / Administrative Assistant |



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| Total Processing Time: | 1 day, 7 hour/s, 33 minute/s |
| Total Processing Fee: | Total Standard Fee: None |

4. ANNOTATION/CANCELLATION/LIFTING OF ENCUMBRANCES (WARRANT OF LEVY, LIEN, SALE, MORTGAGE, ADVERSE CLAIM)

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.

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| Office or Division: | Office of the City Assessor, Records Section, Administrative Division | |
| Classification: | Simple, Complex | |
| Type of Transaction: | G2B (Government to Business), G2C (Government to Citizen), G2G (Government to Government) | |
| 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 |
| STANDARD REQUIREMENTS | | |
| 1. Request letter addressed to the City Assessor | | Applicant/Client |
| 2. Government-issued ID of Property Owner (1) Photocopy with 3 signatures Any of the following: <ul style="list-style-type: none"> • QCitizen ID issued by the Quezon City Government • SSS Unified Multi-Purpose ID (UMID) • LTO Driver's License • Philippine Passport • Philippine Identification (PHILID/EPHILID) (PSA) | | Applicant/Client |

[illegible]



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| <p>ONLINE</p> <p>1.A Submit letter request together with complete documentary requirements via email (CityAssessor@zoncity.gov.ph)</p> <p>1.A.1 Wait for a notification confirming whether your request has been received for processing or denied due to incomplete requirements.</p> | <p>1.A.1 Receive the email and review all attached documents. After reviewing, forward the email and attachments to the Records Section, Admin Division for routing to the City Assessor. If any requirements are lacking, notify the requesting party accordingly.</p> | None | 15 minute/s | Administrative Assistant |
| <p>ON-PREMISE</p> <p>1.B Submit the letter request together with complete documentary requirements</p> <p>Location: Counter 1 Ground Floor Civic Center Building B, City Hall Compound, Quezon City</p> | <p>1.B.1 Receive letter request and review the completeness of requirements.</p> | None | 15 minute/s | Administrative Assistant |
| | <p>1.B.2. Record the correspondence/communication. Update the Document Tracking System, scan and record the correspondence, then route to the City Assessor.</p> | None | 20 minutes | Administrative Aide |



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| 2. Wait for the request to be processed. | 2.1 Receives the communication/request and updates the Document Tracking System. | None | 10 minute/s | Assessment Clerk |
| | 2.2 Analyze the correspondence and process the requested annotation, then issue certified true copy of annotated tax declaration. If necessary, prepare a report regarding the transaction. | | 3 hour/s | Division Chief |
| | 2.3 Issue an Order of Payment, if necessary. | | | |
| | 2.4 Update the status of the communication/ correspondence in the Document Tracking System and route back to the City Assessor for final instructions and preparation of reply. 2.4.1 Provide a certified copy of annotated tax declaration/s to Electronic Data Processing Division for updating of annotation in the database. | | 10 minute/s | Assessment Clerk |
| | 2.5. Preparation of letter reply and transmittal 2.5.1 Assign the correspondence/ communication to technical or communication writers for preparation of letter reply or transmittal. | None | 1 hr/s | City Assessor / Admin Division Chief |
| | 2.5.2 Pre-approve/ countersign the prepared letter reply or transmittal. | | 15 minute/s | Technical Writer / Admin Division Chief / Alternate Signatory |
| | 2.5.3 Forward the prepared letter reply/ transmittal to the City Assessor for final approval. | | 10 minute/s | Administrative Assistant |



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| | 2.6. Approval and signing of written letter reply. 2.6.1 Approve and sign the letter reply and/or transmittal. | | | |
| | | | 1 hour/s | City Assessor |
| | 2.6.2 Update the Document Tracking System and transmit the correspondence/ communication with the approved letter reply or transmittal to the Records Section, Admin Division. | | 15 minute/s | Administrative Assistant |
| 3. Wait for a notification via email, SMS, and/or phone call for the schedule of pick up/release of documents | 3.1 Releasing of reply letters and requested documents | | | Administrative Assistant |
| | 3.1.1 Notify the requesting party through email, SMS, and/or phone call of the schedule of release of communication/ letter reply. | | 15 minute/s | Administrative Assistant |
| 4. Receive communication/ letter reply through pick-up, e-mail, or registered mail. | 4.1 Release communication/ letter reply to the requesting party or their authorized representative. | None | 10 minute/s | Administrative Assistant |
| Total Processing Time: | | 7 hours, 0 hour/s, 0 minute/s | | |
| Total Processing Fee: | | Total Standard Fee: Php 300.00 Secretary Fee | | |
| Formula / Schedule of Fees Secretary's Fee PHP300 x Number of copies = Total Amount to be paid | | | | |



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.

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|--|--|------------------------|-------------------------|---------------------------|
| Office or Division: | Office of the City Assessor, Records Section, Administrative Division | | | |
| Classification: | Simple, Complex | | | |
| Type of Transaction: | G2B (Government to Business), G2C (Government to Citizen), G2G (Government to Government) | | | |
| 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 | | |
| A. STANDARD REQUIREMENTS | | | | |
| A.1 Request letter addressed to the City Assessor Note: Requests may need to include various relevant attachments/documentary requirements, depending on the transaction being requested. | | Applicant/Client | | |
| A.2 2 Government-issued ID of Property Owner (1) Photocopy with 3 signatures Any of the following: <ul style="list-style-type: none"> • QCitizen ID issued by the Quezon City Government • SSS Unified Multi-Purpose ID (UMID) • LTO Driver's License • Philippine Passport • Philippine Identification (PHILID/EPHILID) (PSA) • Philhealth ID • Postal ID • Voter's ID (Comelec) • Professional Regulation (PRC) ID | | Applicant/Client | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESS-ING TIME | PERSON RESPONSIBLE |
| 1. SUBMISSION OF LETTER REQUEST | | | | |



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|--|--|------|-------------|--------------------------|
| ONLINE 1.A Submit thru email (CityAssessor@quezoncity.gov.ph) and wait for an email notification stating that the email/request is either duly received for processing or is being returned for compliance | 1.A.1 Receive email; check on all attachments submitted. | None | 15 minute/s | Administrative Assistant |
| | 1.A.2 Forward email to Records Section, Admin Division for review, evaluation, and control. | | | |
| | 1.A.3 Review and evaluate requests forwarded by the central receiving email. | | | |
| | 1.A.4 Print the body of the email of the requesting party and the necessary attachments submitted, if all the requirements submitted are complete. | | | |
| ON-PREMISE 1.B Submit the letter request together with all the documentary requirements applicable to the request at the Receiving Counter (1). | 1.B.1 Receive letter request and evaluate completeness of requirements. | None | 10 minute/s | Administrative Assistant |
| | 1.B.1 Notify the requesting party if any other requirements are lacking. | | | |
| 2. Receive a notification either via email or via a duly received copy of their submitted communication/ correspondence with the issued control number of their transaction. | 2.1 Receive communication/ correspondence at the counter and check the completeness of the documentary requirements submitted. | None | 5 minute/s | Administrative Assistant |
| | 2.2 Recording of the transaction | | 25 minute/s | Administrative Assistant |
| | 2.2.1 Encode the correspondence/ communication in the Document Tracking | | | |

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| | System, and wait for the generated control number. | | | |
| | 2.2.2 Scan all the incoming documents together with their attachments. | | | |
| | 2.2.3 Record the transactions in the logbook and transmit them to the Office of the City Assessor for instruction and disposition. | None | 5 minute/s | Administrative Assistant |
| 3. Wait for the request to be processed. | 3.1 Instruction and disposition of the City Assessor | None | | |
| | 3.1.1 Receive the correspondence/ communication, update the Document Tracking System, and then record it in the logbook | | 5 minute/s | Administrative Assistant |
| | 3.1.2 Review the communication/ request and provide instructions for the division concerned on the routing slip. | | 1 hour/s | City Assessor |
| | 3.1.3 Transmit to the concerned Division for processing. | | 10 minute/s | Administrative Assistant |
| | 3.2 Processing of the requested transaction | None | | |
| | 3.2.1 Receive the communication and update the Document Tracking System. | None | 10 minute/s | Administrative Assistant (Concerned Division) |



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| | <p>3.2.2 Analyze the correspondence and process the requested transaction. If necessary, prepare a report regarding the transaction.</p> <p>Note: <i>Refer to the procedures mentioned herein for their specific steps:</i></p> <ul style="list-style-type: none"> • Issuance of New Tax Declaration Procedure • Issuance of Certified True Copies of Assessment Records and Certifications Procedure • Cancellation of Assessment Procedure • Annotation of Encumbrances Procedure | | 1 hour/s | Division Chief |
| | 3.3 Issue an Order of Payment, if necessary.. | | 15 minute/s | Administrative Assistant (Concerned Division) |
| | 3.4 Update the status of the communication/ correspondence in the Document Tracking System and route back to the City Assessor for final instructions and preparation of reply | | 5 minute/s | Administrative Assistant |
| | 3.5. Preparation of letter reply and transmittal | None | | |



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| | 3.5.1 Assign the correspondence/ communication to technical or communication writers for preparation of letter reply or transmittal. | | 5 minute/s | City Assessor / Admin Division Chief |
| | 3.5.2 Pre-approve/ countersign the prepared letter reply or transmittal. | | 15 minute/s | Technical Writer / Admin Division Chief / Alternate Signatory |
| | 3.5.3 Forward the prepared letter reply/ transmittal to the City Assessor for final approval. | | 10 minute/s | Administrative Assistant |
| | 3.6. Approval and signing of written letter reply. | | | |
| | 3.6.1 Approve and sign the letter reply or transmittal. | | 1 hour/s | City Assessor |
| | 3.6.2 Update the Document Tracking System and transmit the correspondence/ communication with the approved letter reply or transmittal to the Records Section, Admin Division. | | 15 minute/s | Administrative Assistant |
| 4. Wait for a notification via email, SMS, and/or phone call for the schedule of pick up/release of documents | 4.1 Releasing of reply letters and requested documents | | | Administrative Assistant |
| | 4.1.1 Notify the requesting party through email, SMS, and/or phone call of the schedule of release of communication/ letter reply. | | 15 minute/s | Administrative Assistant |



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| 5. Receive communication/ letter reply through pick-up, e-mail, or registered mail. | 5.1 Release communication/ letter reply to the requesting party or their authorized representative. | None | 5 minute/s | Administrative Assistant |
| | 5.1.1 For inter-office communications, transmit the requested documents directly to the requesting offices/ departments. | | 30 minute/s | |
| | 5.1.2. For documents subject to mailing, place and seal them in an envelope, and provide a barcode. Record and encode it in the mailing database and then transmit it to PHLPost. | | 5 minute/s | |
| | 5.2. Log all released communication/ correspondence in the Document Tracking System and update the status as “released”. | | 5 minute/s | |
| | 5.3 Sort and scan all the acted correspondence/ communications with all its attachments and store them in the Records Document Management System | | 1 hour/s | |
| Total Processing Time: | | | 1 day, 1 hour/s, 10 minute/s | |
| Total Processing Fee: | | | Total Standard Fee: None | |

- Farming out of all received communications shall be 9am-12pm-2pm-4pm distributed to all concerned
- Processing time is per transaction and Fees may vary depending on the request.
- Urgent communications shall be delivered immediately.



6. FEEDBACK SUBMISSION AND PROCESSING

| FEEDBACK SUBMISSION | |
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| How to send feedback | <ol style="list-style-type: none"> 1. Accomplish the QCLGU-ARTA prescribed Client Satisfaction Measurement (CSM) survey form 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 QCitizen Services Department opens the drop box and collect/compiles and records all feedback submitted. Results are tabulated and discussed during ISO 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 |

7. DEPARTMENT DIRECTORY

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| ATTY. SHERRY R. GONZALVO City Assessor | CityAssessor@quezoncity.gov.ph Office of the City Assessor Mezzanine, Civic Center Bldg B ☎ 8988-4242 loc. 8185 |
| Ms. Priscela B. Verzonilla, ITO III Acting Assistant City Assessor for Administration | priscelaverzonilla@quezoncity.gov.ph 3rd Flr Civic Center Bldg B Office of the City Assessor ☎ 8988-4242 loc. 7304 |
| Arch. Delfin G. Torres, Jr. Assistant City Assessor for Operations | delifin.torres@quezoncity.gov.ph 2nd Flr Civic Center Bldg B Office of the City Assessor ☎ 8988-4242 loc. 8292 |



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| Mr. Salvador G. Urbi II, Tax Mapper V Tax Mapping Division (TMD) Certified Copy of Tax Map, Certification of Adjoining Lots and Property Location. | TaxMapping.Cityassessor@quezoncity.gov.ph ☎ 8988-4242 loc. 8187/8189 09054081474 / 09311270875 |
| Engr. Jessie G. Avellano, Local Assessment Operations Officer V Property Appraisal Division (PAD) (New Assessments, Reassessments, Inspection/Cancellation of Assessments of Land and Building, and Retirement of Machinery | PropertyAppraisal.CityAssessor@quezoncity.gov.ph ☎ 8988-4242 loc. 8291/8294/8295 09312077522 / 09055275632 |
| Mr. Yoel Tecson, Local Assessment Operations Officer 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 | EDP.CityAssessor@quezoncity.gov.ph ☎ 8988-4242 loc. 8296 09564274097/09154003490 |
| Ms. Maria Cecilia M. Castillo, Local Assessment Operations Officer V Assessment Records Management Division (ARMD) Certified True Copy of Tax Declarations (TDs) Release of New Tax Declarations (TDs) & Notice of (NOCs), Annotation and Cancellation of Liens and Encumbrances. | armd.CityAssessor@quezoncity.gov.ph ☎ 8988-4242 loc. 8032/8031 09989749783/09338255392 |
| Ms. Neil Dela Cruz, Local Assessment Operations Officer III Acting Chief, Property Valuation Standard Division (PVSD) Request for Zonal Valuation & schedule of values Requests/Applications for Issuance of New Tax Declarations (Transfer/Correction/Segregation/Consolidation, etc.) & Cancellation of Assessments | PropertyValuation.CityAssessor@quezoncity.gov.ph ☎ 8988-4242 loc. 8369 |
| Mr. Ricardo B. Masesar, Local Assessment Operations Officer V Acting Chief, Administrative Division Inter or Intra-office/department communications, Legal, Banks, all other communication or requests not covered by issuance of new tax declarations. | admin.CityAssessor@quezoncity.gov.ph ☎ 8988-4242 loc. 8371 09312077517 |
| Office of the City Assessor for complaints and feedback | CityAssessor@quezoncity.gov.ph ☎ 8988-4242 loc. 8185 or use our fb page https://www.facebook.com/quezoncityassessorsoffice |

