



# **OFFICE OF THE CITY ASSESSOR**

## **CITIZEN'S CHARTER** 2023 (1st Edition)

## **I. Mandate:**

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

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

- Ensure that all laws and policies governing appraisal and assessment of real properties for taxation purposes are properly executed;
- Initiate, review, and recommend changes in policies and objectives, plans and programs, techniques, procedures, and practices in the valuation and assessment of real properties for taxation purposes;
- Establish a systematic method of real property assessment;
- 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 provide fair, equitable, accurate, and reliable appraisal and assessment, compliant with the City's thrusts for effective and efficient real property taxation.

## IV. **Service Pledge:**

**R – Reliability**, dependability, in workforce and assessment records

**P – Perseverance**, devotion, and dedication to duty

**A – Accountability**, responsible and liable for results and actions

**T – Teamwork**, the important role and cooperative action of everyone

**S – Service excellence** with integrity and professionalism



## LIST OF SERVICES

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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 revalidation in order to resolve not to mention the area/size, the bulk transactions, and other issues.

**Highly Technical transactions** on the other hand, involve transactions that necessitate further evaluation and research in order to resolve such complicated issues 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 Tax collection, assessed against the owner/taxable person or entity, as authorized under the Local Government Code (RA 7160), implemented through City Ordinance No. SP-91, S-1993, as amended, or The Quezon City Revenue Code of 1993 and subsequent Ordinances. Tax Declaration can also be issued for transactions such as:

#### 1.1. Transfer of ownership

To accommodate the request of property owners who shall transfer real property ownership to another, in compliance with Section 202 in relation to Section 208 or RA 7160. It shall be the duty of all persons, natural or juridical, owning or administering real property, including the improvements therein, within a city or municipality, or their duly authorized representative, to prepare, or cause to be prepared, and file with the Office of the City Assessor within sixty (60) days from the issuance of its Transfer Certificate of Title (TCT) or Condominium Certificate of Title (CCT), as the case may be, otherwise shall be imposed a Php2,000 penalty for late filing in accordance with Ordinance No. SP-2361 s-2014.

#### 1.2. Consolidation/Segregation

This transaction involves the request of property owners for consolidation and/or subdivision of their lot.

#### 1.3. New Assessment

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



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

**Reassessment/Reclassification**

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

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

**1.4. Correction / Updating of Entry/ Revision**

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

**1.5. Declaration of New/Undeclared Land (Titled Property)**

Section 5(B) of the Manual on Real Property Appraisal and Assessment Operation (MRPAAO), provides the requirements in declaring Titled Properties for the first time. Sometime in October, 2019 there had been a standing policy that regardless of area involved for issuance of new tax declarations, applications/requests must first be cleared by the City Assessor before processing. This procedure intends to provide a system of control so as to ensure that common land conflicts or disputes, e.g., multiple claimants, overlapping and such other issues are strictly validated, particular on this specific type of transaction.

**Processing Period:** Seven (7) or Twenty-one (21) days depending on the number of parcels/real property units (RPUs) involved and the complexity of Transaction/s involved.

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

1. Volume/bulk of incoming transactions
2. System down time
3. Mis-sending of documents for compliance
4. Evaluation findings require completion of real property tax payment, validation of continuity of ownership based on TCTs/CCTs on record, incomplete transfer tax payment, unplotted properties subject for tax map validation, and many other issues.
5. Please take note that processing of transactions commences only upon submission of complete documents. Incomplete requirements submissions will not be processed and will be discarded 15 working days after notification if there is no compliance.

<b>Office or Division:</b>	<b>OFFICE OF THE CITY ASSESSOR</b>
<b>Classification:</b>	Complex, Highly Technical



<b>Type of Transaction:</b>	G2G-Government to Government, G2B-Government to Business, G2C-Government to Citizens
<b>Who may avail:</b>	All Quezon City real property owners/taxpayers, buyers, brokers, Consultants, realtors/developers, and duly authorized parties of interest
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	
<b>Mandatory Requirements:</b> 1. Properly Filled-out Application Form (All fields with (*) are required to be filled) <ul style="list-style-type: none"> <li>● <b>Transfer of ownership</b> <ul style="list-style-type: none"> <li>○ Form No. QCG.CAO.CAO.F.01</li> </ul> </li> <li>● <b>Consolidation/Segregation</b> <ul style="list-style-type: none"> <li>○ Form No. QCG.CAO.CAO.F.02</li> </ul> </li> <li>● <b>New Assessment/Reassessment/Reclassification</b> <ul style="list-style-type: none"> <li>○ Form No. QCG.CAO.CAO.F.03</li> </ul> </li> <li>● <b>Correction/Updating of Entry</b> <ul style="list-style-type: none"> <li>○ Form No. QCG.CAO.CAO.F.04</li> </ul> </li> <li>● <b>Declaration of New/Undeclared Land (Titled Property)</b> <ul style="list-style-type: none"> <li>○ Form No. QCG.CAO.CAO.F.05</li> </ul> </li> </ul>	Quezon City Website: <a href="https://quezoncity.gov.ph/department/city-assessors-department/">https://quezoncity.gov.ph/department/city-assessors-department/</a> <a href="https://assessorsoffice.quezoncity.gov.ph/">https://assessorsoffice.quezoncity.gov.ph/</a> CAO's Facebook page/Messenger <a href="https://www.facebook.com/quezoncityassessorsoffice">https://www.facebook.com/quezoncityassessorsoffice</a>
1. Certified True Copy/Electronic Certified copy of New Transfer Certificate of Title/Condominium Certificate of Title (TCT/CCT) <i>(To show proof of release, submit Acknowledgement Slip reflecting EPEB No. or Certification of Release from Registry of Deeds, if necessary).</i>  <ul style="list-style-type: none"> <li>● Photocopy of Previous TCT/CCT (to establish continuity) <i>(Certified True Copy of the previous TCT/CCT will only be required, if deemed necessary).</i></li> </ul>	Register of Deeds
3. Deed of Conveyance (e.g. Deed of Sale)	Property Owner/Seller/Buyer
4. Transfer tax receipt (original or certified copy from CTO & photocopy) and Tax Bill	City Treasurer's Office
5. BIR Electronic-Certificate Authorizing Registration (eCAR), duplicate or photocopy (AO 186, s-2007)	Bureau of Internal Revenue
6. Latest Picture of Property (3"x5" colored, photo paper) – frontage/facade showing full view of structure	Property Owner/Authorized Representative
<b>Additional requirements for:</b> <b>1. Segregation/Consolidation</b> <ul style="list-style-type: none"> <li>● Approved Subdivision Plan</li> </ul>	Land Registration Authority



<b>2. New Assessment</b> <ul style="list-style-type: none"> <li>• Approved Building Permit (for improvement)</li> <li>• Approved Building Plan (for improvement)</li> <li>• Occupancy Permit (if any)</li> <li>• Mechanical Permit (if any), for Machinery</li> <li>• Sales Invoice, Official Receipt and Date of installation of machinery</li> <li>• Supplier Contract Agreement, if necessary (for Machinery)</li> </ul>		Department of Building Official  Owner/Declarant  Owner/Declarant		
<b>3. Transfer of ownership</b> For TCT/CCT released in the year 1999 and below, in case any of the mandatory requirement/documents are no longer available please submit: <ul style="list-style-type: none"> <li>• Certification from Land Registration Authority</li> <li>• Notarized Affidavit of Loss executed by the Registered Owner</li> <li>• Affidavit of actual possession/ownership</li> <li>• Affidavit of Undertaking, if warranted</li> </ul>				
<b>Other Requirements:</b> Secretary's Certificate is required if the seller is a Corporation.		Corporate Secretary of the company		
Duly notarized Authorization Letter or Special Power of Attorney from the owner, and government-issued IDs (both owner and representative)		Property owner/Authorized representative		
Seller's Business Tax Receipt/Business Permit (original & photocopy, if seller is a Corporation)		City Treasurer's Office		
Updated Real Property Tax payment/receipt (photocopy of latest year full payment)		City Treasurer's Office		
<b>Note: Additional documents other than stated above may be required if found necessary after evaluation.</b>				
<i>Arrange all the requirements in a sequential manner as enumerated in the Checklist of Requirements.</i>				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>1. ONLINE:</b>  1.1 Submit thru email ( <a href="mailto:CityAssessor@quezoncity.gov.ph">CityAssessor@quezoncity.gov.ph</a> ) properly Filled-out Application Form (All fields with (*) are required to be filled) <b>• Transfer of</b>	<b>. Receiving of application form and documentary requirements</b> <b>1.1. ONLINE:</b>  1.1.1. Receive e-mail.  1.1.2. Automatic email reply sent.	None	15 mins (Pre-receiving/	Receiving Clerk/Email Administrator





<p><b>ownership</b></p> <ul style="list-style-type: none"> <li>○ Form No. QCG.CAO.CAO.F.01</li> <li>● <b>Consolidation/ Segregation</b> <ul style="list-style-type: none"> <li>○ Form No. QCG.CAO.CAO.F.02</li> </ul> </li> <li>● <b>New Assessment/ Re-assessment/ Reclassification</b> <ul style="list-style-type: none"> <li>○ Form No. QCG.CAO.CAO.F.03</li> </ul> </li> <li>● <b>Correction/Updating of Entry</b> <ul style="list-style-type: none"> <li>○ Form No. QCG.CAO.CAO.F.04</li> </ul> </li> <li>● <b>Declaration of New/Undeclared Land (Titled Property)</b> <ul style="list-style-type: none"> <li>○ Form No. QCG.CAO.CAO.F.05</li> </ul> </li> </ul> <p>1.2 Receive an automatic email reply acknowledging receipt of the request.</p>	<p>1.1.3. Check on all attachments submitted.</p> <p>1.1.4. Forwards e-mail to RRE for review and evaluation and control.</p>		Intermediary stage)	(Administrative Division)
	<p><b>1.2. Receiving, Review &amp; Evaluation of Application Form and Documentary Requirements</b></p> <p>1.2.1. Receives the forwarded email application and Documentary Requirements and records transaction at RRE Transaction Monitoring Board for control purposes and print all attachments.</p> <p><b>(For ON-PREMISE transaction, this is the</b></p>	None	1 day	<p><b>RRE Unit</b></p> <p>Receiving clerks</p>



<p><b>2.</b> Wait for notification, if with lacking requirements.</p> <p><b>3.</b> Wait for the email/SMS notification stating that the request is approved for processing with transaction Control No. provided.</p>	<p><b>No. 1 Step)</b></p> <p>1.2.2. Review and evaluate the authenticity, completeness, and substance of the documents submitted.</p> <p>1.2.2.1 Notify the requesting party to submit the lacking documents, if there are any.</p> <p>1.2.3 Final review of request form and documentary requirements.</p> <p>1.2.4 Encode transaction and assign Control No. using the Transaction Document Tracking System.</p> <p>1.2.4.1 Notify the requesting party through email/SMS that the request is approved for processing and provide the transaction Control No.</p> <p>2.5 Transmits transactions to Station 1</p>			<p>Local Assessment Operations Officer/ Evaluators (RRE Unit)</p> <p>LAOO I/ Evaluators</p> <p>LAOO I/ Evaluators</p> <p>LAOO I/ Evaluators</p> <p>Receiving clerks (RRE Unit)</p>
<p><b>Note:</b> Compliance to any of the lacking requirements is considered, back to the first stage.</p>				





	<p><b>2.3.2 For New improvements and machinery</b></p> <p>2.3.2.1 Prepares the FAAS with accurate value computation and sketch the floor plan</p> <p>2.3.2.2 Reviews the prepared Manual FAAS for accuracy of assessment information and pre-approves</p> <p>2.3.2.3 Signs and approved the Manual FAAS.</p> <p>2.4 Checks and confirms PIN, Sub-class, property location, and boundaries in the FAAS for land</p> <p>2.5 Updates the status at the tracking module and transmits the transaction to Station 2</p>		<p>1-2 days or more depending on the number of parcels and appraiser's load</p>	<p>LAOO I/II</p> <p>LAOO III</p> <p>LAOO V/PAD Division Head</p> <p>Tax Mapper III</p> <p>Draftsman II</p>
	<p><b>3. Encoding and Printing of FAAS</b></p> <p>3.1 Receives transaction documents from Station 1</p> <p>3.2 Validates/verifies property records, checks payment, encodes data in the TD-FAAS module based on the documents submitted and prints the same.</p>	<p>None</p>	<p>1 day</p>	<p><b>Station 2</b></p> <p>Receiving Clerk</p> <p>Data Encoder</p>
	<p>3.3 Records &amp; updates the status at the tracking module</p>			<p>Data Encoder</p>



	3.4 Prints transmittal listing to be signed by the Section Chief			Data Encoder
	3.5 Transmits transaction to Station 3			Data Encoder
	<b>4. Review and Approval of Printed FAAS</b>	None	4 hrs.	<b>Station 3</b>
	4.1 Receives transaction documents from Station 2			Assessment Clerk I/Office Aide
	4.2 Reviews the accuracy of the information in printed/encoded FAAS and recommends editing (if necessary)			LAOO III/ Section Chief
	4.3 Signs and approve the printed eFAAS			LAOO V
	4.4 Records & updates the status at the tracking module then transmits to Station 4			Assessment Clerk I/Office Aide
	<b>5. Printing of Notice of Assessment &amp; Tax Declaration</b>	None	4 hrs.	<b>Station 4</b>
	5.1 Receives transaction documents from Station 3			Receiving Clerk



	<p>5.2 Assigns TD Number, encodes annotation, attachments, co-owners, prints and generates NOA and TD then records &amp; updates the status in the tracking module.</p> <p>5.2.1 Prints transmittal listing</p> <p>5.2.2 Signs transmittal listing</p> <p>5.2.3 Transmits transactions to Station 5.</p>			<p>Data encoder</p> <p>Data encoder</p> <p>Section Chief/Asst. Division Head</p>
	<p><b>6. Pre-Approval of Notice of Assessment and Tax Declarations</b></p> <p>6.1 Receives transactions from Station 4</p> <p>6.2 Pre-approves and affixes initials on printed NOA and TD</p> <p>6.3 Records &amp; updates the status at the tracking module and then transmits to Station 6</p>	<p>None</p> <p>None</p>	<p>1 hr.</p>	<p><b>Station 5</b></p> <p>ACA for Operation Secretary</p> <p>Assistant City Assessor for Operation</p> <p>ACA for Operation Secretary</p>
	<p><b>7. Approval of Tax Declarations and NOA/Posting of approved TDs</b></p> <p>7.1 Receives transactions from Station 5</p>	<p>None</p>	<p>2 hrs.</p>	<p><b>Station 6</b></p> <p>Computer operator</p>



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



receive the owner's copy.				
	<b>TOTAL:</b>		5 days 5 hrs. 15 mins (7 days for complex and 21 days for highly technical)	

*Note:*

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

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

**2.1 ISSUANCE OF CERTIFIED TRUE COPY OF TAX DECLARATION**

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

**2.2. CERTIFIED COPY OF TAX MAP**

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

**2.3 CERTIFICATION OF ADJOINING LOT OWNERSHIP**

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

**2.4 CERTIFICATE OF PROPERTY LOCATION**

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

**2.5 CERTIFICATION FOR PROPERTY HOLDINGS/ NO/WITH IMPROVEMENT**

The Office of the City Assessor provides Certificate of Property Holdings or Certificate of No Property Holding upon the request of the owner or his authorized





representatives, any government agency, or private entity. This service allows the taxpayer to obtain a listing of his/her property holdings as reference for payment of taxes, and for other legal purposes, it may serve.

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

## 2.6 PRINT-OUT OF REAL PROPERTY ASSESSMENT RECORDS

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

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

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

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

<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
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<p><b>Mandatory Requirements:</b></p> <p>1. Properly Filled-out Application Form (All fields with (*) are required to be filled)</p> <ul style="list-style-type: none"> <li>● <b>Certified True Copy of Tax Declaration</b> <ul style="list-style-type: none"> <li>○ Form No. QCG.CAO.ARMD.F.01</li> </ul> </li> <li>● <b>Certified Copy of Tax Map</b> <ul style="list-style-type: none"> <li>○ Form No. QCG. CAO.TMD.F.01</li> </ul> </li> <li>● <b>Certification of Adjoining Lot Ownership</b> <ul style="list-style-type: none"> <li>○ Form No. QCG. CAO.TMD.F.01</li> </ul> </li> <li>● <b>Certification of Property Location</b> <ul style="list-style-type: none"> <li>○ Form No. QCG.CAO.TMD.F.01</li> </ul> </li> <li>● <b>Certification for Property Holdings/ No/With Improvement</b> <ul style="list-style-type: none"> <li>○ Form No. QCG.CAO.EDP.F.01</li> </ul> </li> <li>● <b>Print-Out of Real Property Assessment Record</b> <ul style="list-style-type: none"> <li>○ Form No. QCG.CAO.EDP.F.01</li> </ul> </li> </ul>	<p>Quezon City Website:  <a href="https://quezoncity.gov.ph/department/city-assessors-department/">https://quezoncity.gov.ph/department/city-assessors-department/</a>  <a href="https://assessorsoffice.quezoncity.gov.ph/">https://assessorsoffice.quezoncity.gov.ph/</a>          CAO's Facebook page/Messenger  <a href="https://www.facebook.com/quezoncityassessorsoffice">https://www.facebook.com/quezoncityassessorsoffice</a></p>
<p>2. Special Power of Attorney or Authorization, for Authorized representative</p>	<p>Property Owner</p>
<p>3. Photocopy of valid government issued ID of both the Authorized representative &amp; Property Owner</p>	<p>Presenter/Applicant &amp; Owner</p>
<p><b>Other requirements:</b></p>	
<p>1. Proof of ownership such as Deed of Conveyance/General Information Sheet/Secretary's Certificate for Company</p>	<p>Owner/Representative</p>
<p>2. Documentary references for property identification such as Photocopy of Title/TD or Current Realty Tax Clearance/ real property tax receipt and others</p>	<p>Owner/Representative</p>
<p>3. Request letter (for those falling under 5,000sqm and above)          4. Death Certificate (for Deceased property owner)</p>	<p>Property Owner/Applicant</p>

**Note: Additional documents other than stated above may be required if found necessary after evaluation.**

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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<p><b>1. ONLINE:</b>  1.1 Submit properly filled-out Application Form (All fields with (*) are required to be filled) thru email (<a href="mailto:CityAssessor@quezoncity.gov.ph">CityAssessor@quezoncity.gov.ph</a>)</p> <ul style="list-style-type: none"> <li>● <b>Certified True Copy of Tax Declaration</b> <ul style="list-style-type: none"> <li>○ Form No. QCG.CAO.ARMD.F.01</li> </ul> </li> <li>● <b>Certified Copy of Tax Map</b> <ul style="list-style-type: none"> <li>○ Form No. QCG.CAO.TMD.F.01</li> </ul> </li> <li>● <b>Certification of Adjoining Lot Ownership</b> <ul style="list-style-type: none"> <li>○ Form No. QCG.CAO.TMD.F.01</li> </ul> </li> <li>● <b>Certification of Property Location</b> <ul style="list-style-type: none"> <li>○ Form No. QCG.CAO.TMD.F.01</li> </ul> </li> <li>● <b>Certification for Property Holdings/ No/With Improvement</b> <ul style="list-style-type: none"> <li>○ Form No. QCG.CAO.EDP.F.01</li> </ul> </li> <li>● <b>Print-Out of Real Property Assessment Record</b> <ul style="list-style-type: none"> <li>○ Form No. QCG.CAO.EDP.F.01</li> </ul> </li> </ul> <p>1.2 Receive an automatic email reply acknowledging receipt of the request.</p>	<p><b>. Receiving of application form and documentary requirements</b></p> <p><b>1.1 ONLINE:</b></p> <p>1.1.1 Receive email.</p> <p>1.1.2 Automatic email reply sent.</p> <p>1.1.3 Check on all attachments submitted.</p> <p>1.1.4 Forwards email to Process Owner / Division concerned.</p> <p>1.1.5 Forwards email to Admin Division - Records Section for routing and communication (Requests containing with an area of 5,000 sqm and above, legal cases and disputes, bulk requests, and other special cases)</p> <p>1.1.6 Notify applicant through email/SMS of lacking requirements, if any</p>	<p>None</p>	<p>5 mins</p>	<p>CAO Email Administrator</p>
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<p>1.3 Applicant receives an official acknowledgement thru email acknowledging receipt or denial (as the case may be). Advise on lacking requirements, if any.</p> <p>1.4 Receives notice of non-availability of TD requested</p> <p><b>2. ON-PREMISE</b></p> <p>2.1 Submit properly filled up application form at the respective counter.</p>	<p>1.1.7 Notify requesting party to submit the lacking documents, if there are any</p> <p>1.1.8. Final review of request form and documentary requirements.</p> <p><b>1.2 ON-PREMISE</b></p> <p><b>Counter A (Basement) ARMD-CTC Requests</b></p> <p><b>Counter 1 (Priority Lane) and 3 TMD - CTC of Tax Maps, Certifications of Adjoining Lot Ownership, Certification of Property Location.</b></p> <p><b>Counter 7 &amp; 8 (EDP) - Certification for Property Holdings, Certification of No Improvement or with Improvement.</b></p>	None	10 mins	Receiving Clerk (Process Owner/ ARMD/ EDP/ TMD)
	<p><b>2. Verification of Assessment Records</b></p> <p>2.1 <b>CTC Request:</b> Verification of Tax Declaration subject for issuance of CTC in the RPATS database and Tax Payment Query Module.</p> <p>2.2 <b>Property Verification and Certification of Property</b></p>	None	45 minutes or more depending on the number of RPU's & applicants on queue	Assessment Clerk (ARMD Division)  Computer Operator (EDP Division)



	<p><b>Holdings/No/With improvement:</b> Verification of Property Records subject for issuance of certifications.</p> <p><b>2.3 Certification of Tax Map/ location Request:</b> Verification and retrieves data on adjoining lots, tax maps and location maps thru the e-tax map module</p>			Tax Mapper
<p><b>3. (ON-PREMISE)</b> Receives order of payment and pays corresponding fees at the City Treasurer's Office</p>	<p><b>3. Issuance of Order of Payment (For ON-PREMISE transaction)</b></p> <p>3.1 Issues OP indicating the correct amount to the requesting party.</p> <p>3.2 Receives original receipt and attached to the request form.</p> <p>3.3 Records transaction and assign control number.</p>		10 mins	Process Owner/ Receiving Clerk
	<p><b>4. Retrieval and preparation of Requests for CTC of Assessment Records and Certifications</b></p> <p>4.1 <b>ARMD</b> - (Manual) Retrieves original Tax Declaration from files and photocopies the same. - stamps the photocopied TD with CTC - (eCTC) retrieves</p>	<p>Php 50/ copy for general purposes Php 70/ copy for BIR purposes</p>	15 mins	Assessment Clerk (ARMD)



	and prints correct eCopy of TD records from RPATS database with watermark "Certified True Copy"			
	4.2 <b>EDP</b> - Prepares and prints Certification depending on the request, based on the verified records from the RPATS database.		10 mins	Computer Operator / Data Control (EDP)
<p><b>EDP Schedule of Fees:</b>  <i>Certification of No Improvement - P 70.00/property</i>  <i>Certification of With Improvement - 90.00 Property Holding - 90.00+20.00/add'l property</i>  <i>No Property - 90.00</i>  <i>Certification for medical social service/hospitalization - free of charge</i></p>				
	4.3 <b>TMD</b> - Prints Certifications of verified adjoining lots, tax maps, location maps	Php 200.00/ Parcel	10 mins	Tax Mapper (TMD)
	<b>5. Pre- approval of requested CTC of Assessment Records/ Certifications</b>	None	30 mins	Section Chief of concerned Division
	<p><b>6. Approval and signing of requested CTC of Assessment Records/ Certifications</b></p> <p>6.1 <b>ARMD</b> -Approves and signs CTC</p> <p>6.2 <b>EDP</b> - Approves and signs Certification.</p> <p>6.3 <b>TMD</b> - Approves and signs Certified Copies of Adjoining lots, Tax Map, and property location.</p>	None	30 mins	<p>ARMD Head Division / Alternate Signatory</p> <p>EDP Head Division / Alternate Signatory</p> <p>TMD Head Division / Alternate Signatory</p>



<p>4. Receives email for Order of Payment and Schedule of release or pick-up.</p> <p>5. Pay corresponding Secretary's Fees at the</p>	<p><b>7. Releasing of requested CTC Assessment Records/ Certifications.</b></p> <p><b>7.1 Online:</b> 7.1.1 Send Order of payment and notify requesting party of the schedule of release.</p> <p><b>7.2 On- Premise:</b> 7.2.1 Announces the name of the requesting party of approved assessment records.</p> <p><b>7.3 Counter 12 (ARMD)</b> - Provides security seal in the prepared CTC of TD prior to releasing;</p> <p><b>7.4 Counter 7 (EDP)</b> - Provides security seal in the Certification ( Property Holdings, Certification of No Improvement or with improvement) and scans the same prior to releasing the original copy;</p> <p><b>7.3 Counter 3 (TMD)</b> Provides security seal in the Certification (Certified Copy of Tax Maps, Certification of Adjoining lots and property location) and scans the same prior to releasing the original copy;</p>		<p>10 mins</p>	<p>Email Controller</p> <p>Releasing Clerk</p> <p>Releasing Clerk (ARMD)</p> <p>Releasing Clerk (EDP)</p> <p>Releasing Clerk (TMD)</p>
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5. Owner pays the corresponding fee	8. Window 5-18 Miscellaneous Fees Section, City Treasurer's Office	Php 50.00/ copy	15 minutes	Office of the City Treasurer, Billing/Cashier Officer
<i>Additional Php 20.00 for BIR purposes (certification/stamp of SFMV)</i>				
6. 5. Receives the requested certified true copy or certifications	9. Release of requested CTC/ Certifications.		15 minutes	Releasing Clerk
	<b>TOTAL</b>	PHP 50/ page	3 days (Online Transaction)  2-3 hours (On Premise transaction)	

### 3. CANCELLATION OF ASSESSMENT OF RECORDS

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

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

<b>Office or Division:</b>	<b>OFFICE OF THE CITY ASSESSOR</b>	
<b>Classification:</b>	SIMPLE	
<b>Type of Transaction:</b>	G2G-Government to Government, G2B-Government to Business, G2C-Government to Citizens	
<b>Who may avail:</b>	All Quezon City real property owners/taxpayers, buyers, brokers, Consultants, realtors/developers, and other parties of interest.	
	<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
	1. Properly filled-up Application Form 106 ( <b>QCG.CAO.CAO.F.06</b> )	Quezon City Website: <a href="https://quezoncity.gov.ph/departments/city-assessors-department/">https://quezoncity.gov.ph/departments/city-assessors-department/</a> <a href="https://assessorsoffice.quezoncity.gov.ph/">https://assessorsoffice.quezoncity.gov.ph/</a> CAO's Facebook page/Messenger <a href="https://www.facebook.com/quezoncityassessorsoffice">https://www.facebook.com/quezoncityassessorsoffice</a>
	2. Letter-request specifying property and reason for cancellation of assessment	Property Owner
	3. Demolition Permit (in case of demolition)	Department of Building Official





4. Photocopy of Current year Real Property Tax payment	City Treasurer's Office
5. Certification (If razed by Fire)	Bureau of Fire
<b>Other Requirements:</b>	
6. Barangay Certification (if necessary)	Barangay
7. Picture of Property (3"x5" colored, photo paper)	Property Owner
8. Original copy of notarized Special Power of Attorney or Authorization, if filing thru a representative	Property Owner
9. Photocopy of valid ID of the property owner or authorized representative	Property owner or Authorized representative

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Submits thru email (<a href="mailto:CityAssessor@quezoncity.gov.ph">CityAssessor@quezoncity.gov.ph</a>) properly Filled-out FORM 106(QCG.CAO.CAO.F.06) inclusive of clear copy of all required documents.</p> <p>1.2 Receives an automatic email reply acknowledging receipt of the request.</p> <p>2 . Waits for notification, if with lacking requirements.</p>	<p><b>1. Receiving of application form and documentary requirements</b></p> <p><b>ONLINE:</b></p> <p>1.1 Receives e-mail; check on all attachments submitted.</p> <p>1.1.1 Forwards e-mail to Admin Division -Records Section for review and evaluation and control</p> <p>1.2 Receives e-mail; checks completeness of requirements submitted, and prints all attachments.</p> <p>1.2.1 Notify the requesting party of lacking requirements, if any.</p>	None	5 mins	<p>CAO Email Administrator</p> <p>Admin Div.-Records Section receiving clerk</p>



	<p><b>ON-PREMISE:</b></p> <p>1.3 Receives &amp; checks completeness of requirements submitted.</p>			Admin Div.-Records Section receiving clerk
3. Waits for the email/SMS notification stating that the request is approved for processing with transaction Control No. provided	<p><b>2. Recording and routing of request</b></p> <p>2.1 Encode transaction and assign Control No. using the Transaction Document Tracking System.</p>	None	5 mins	Records Clerk (Records Section/ Administrative Division)
	<p>2.2 Notify the requesting party through email/SMS that the request is approved for processing and provide the transaction Control No.</p>		5 mins	Records Clerk (Records Section/ Administrative Division)
	<p>2.3 Recorded transaction will be transmitted to the Office of the City Assessor for instruction and disposition</p>		15 mins	Records Clerk (Records Section/ Administrative Division)
	<p>2.3.1 Receives the transaction and updates the Document Tracking System and records in the Logbook</p>		5 mins	Receiving Clerk (Mezzanine)
	<p>2.3.2 Reviews the request and provides</p>		1 hour	City Assessor



	<p>instruction for the division concern on the routing slip.</p> <p>2.3.3 Forwards to Property Appraisal Division</p>		30 mins	Receiving Clerk (Mezzanine)
	<p><b>3. Review and Evaluation of requirements and documentary requirements</b></p>	None	15 mins	Local Assessment Operations Officer
	<p><b>4. Retrieval of records &amp; preparation of Appraiser's Report Form</b></p> <p>4.1 Evaluates the substance of submitted documents.</p> <p>4.2 Retrieves records and prepares Appraiser's Report Form (ARF), and conducts an inspection, if necessary.</p> <p>4.3 Reviews and approves ARF respectively.</p> <p>4.4 Assigns Tracking Number and inform requesting party of the same</p> <p>4.5 Transmits to EDP (Station 2)</p>	None	<p>15 mins</p> <p>1 day or more depending on the number of RPUs</p> <p>30 mins</p> <p>15 mins</p>	<p>Local Assessment Operations Officer</p> <p>PAD Section Chief and PAD Division Head</p> <p>Local Assessment Operations Officer</p>



	<p><b>5. Encoding and Printing of ARF (Station 2)</b></p> <p>5.1 Encodes and prints ARF</p> <p>5.2 Updates Status at Tracking Module then Transmit to Station 3</p>	None	15 mins	<p><b>Station 2</b></p> <p>Receiving Clerk(EDP)</p>
	<p><b>6. Review and Approval of Printed ARF (Station 3)</b></p> <p>6.1 Verifies printed ARF and recommend editing (If necessary);</p> <p>6.2 Final review and approval of printed ARF</p> <p>6.3 Transmit to Station 4</p>	None	<p>15 mins</p> <p>15 mins</p> <p>10 mins</p>	<p><b>Station 3</b></p> <p>PAD Section Chief</p> <p>PAD Division Chief</p> <p>PAD Clerk</p>
	<p><b>7. Printing of Notice of Cancellation</b></p> <p>7.1 Assigns NOC Number, prints and generates NOC; records and updates status tracking module</p> <p>7.2 Transmits to Station 5</p>	None	30 mins	<p><b>Station 4</b></p> <p>PAD Clerk</p>
	<p><b>8. Pre Approval of NOA and TD</b></p> <p>8.1 Final review and pre-approval and affixes initial on printed NOC.</p> <p>8.2 Records and updates status at tracking module; transmits to Station 6</p>	None	15 mins	<p><b>Station 5</b></p> <p>Assistant City Assessor for Operations</p>



	<b>9. Approval of NOC</b>			<b>Station 6</b>
	9.1 Approves and signs NOC	None	1 hour	City Assessor
	9.2 Posts NOC in the Database		5 mins	Computer Operator
4. Waits email for the schedule of pick-up/release of Notice of Cancellation (NOC)	<b>10. Releasing of Notice of Cancellation</b>			ARMD or Records Section
	10.1 Sorting of approved NOCs	None	30 minutes	Assessment Clerk
	10.2 Notifies requesting party thru email of the schedule of release.		5 minutes	
5. Receives owner's copy of NOC through pick- up upon presentation of the received message for schedule of release and valid ID together with Special Power of Attorney for authorized representative.	10.3 Releases NOC at Counter 6 to the requesting party, as scheduled.	None	30 minutes	Assessment Records Management Division Releasing Clerk (Window Counter 6) or Records Section, Administrative Division
	<b>TOTAL</b>		3 days	

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

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

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

<b>Office or Division:</b>	<b>OFFICE OF THE CITY ASSESSOR</b>
<b>Classification:</b>	SIMPLE



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

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits thru email ( <a href="mailto:CityAssessor@quezoncity.gov.ph">CityAssessor@quezoncity.gov.ph</a> ) duly signed letter request  1.2 Receives an automatic email reply acknowledging receipt of the request.	<b>1. Receiving of application form and documentary requirements</b>  <b>1.1 ONLINE</b>  1.1.2 Receives email; checks on all attachments submitted.  1.1.3 Forwards e-mail to Admin-Records for recording, control no. assignment and routing	None	5 mins	CAO Email Administrator





<p><i>Note: Compliance to any of the lacking requirements is considered, back to first stage, thus, considered refiled and new Tracking No. will be assigned.</i></p>				
	<p><b>3. Instruction and disposition of the City Assessor</b></p> <p>3.1 Receives the transaction, Updates the Document Tracking System and records in the Logbook</p> <p>3.2 Reviews the request and provides instruction for the division concern on the routing slip.</p> <p>3.3 Transmits to Assessment Records Division for processing.</p>	None	<p>5 mins</p> <p>1 hr</p> <p>10 mins</p>	<p>Receiving Clerk (Mezzanine)</p> <p>City Assessor</p> <p>Receiving Clerk (Mezzanine)</p>
	<p><b>4. Processing of Annotation in Tax Declaration.</b></p> <p>4.1 Receives the communication and updates the Document Tracking System</p> <p>4.2 Encodes and prints the annotation, then retrieves the original tax declaration of the subject property and pastes the annotation on the front page of TD.</p> <p>4.3 Checks the accuracy and signs the pasted annotation on the tax declaration</p> <p>4.4 Pre-approves the CTC of Annotated Tax Declaration.</p> <p>4.5 Approves/signs the certified true copies of</p>	None	<p>5 mins</p> <p>30 mins</p> <p>10 mins</p> <p>10 mins</p> <p>10 mins</p>	<p>Assessment Clerk</p> <p>Assessment Clerk</p> <p>ARMD Division Chief</p> <p>Records Control Section Chief</p> <p>ARMD Division Chief</p>





	<p>annotated tax declaration, and issues order of payment if necessary</p> <p>4.6 ARMD updates the status of Communication for annotation of TD in the Document Tracking System</p>		15 mins	Releasing Clerk(ARMD)
	<p><b>5. Final instruction of the City Assessor</b></p> <p>5.1 Checks the processed request for annotation from ARMD and provides final instruction for the Administrative Division Head.</p>	None	1 hr	City Assessor
	<p><b>6. Preparation of letter reply and transmittal</b></p> <p>6.1 Assigns the correspondence/ communication to the Administrative Officer for preparation of reply and transmittal.</p> <p>6.2 Pre approves/ countersigns the prepared letter reply and transmittal.</p> <p>6.3 Forwards the transmittal to the City Assessor for final approval.</p> <p>6.4 Approves and signs the letter reply and transmittal.</p>	None	<p>1 hr</p> <p>15 mins</p> <p>10 mins</p> <p>30 mins</p>	<p>Admin Division Chief</p> <p>Admin Division Chief/ Alternate Signatory</p> <p>Administrative Clerk</p> <p>City Assessor</p>
4. Waits email for the schedule of pick	<p><b>7. Releasing of requested annotation in Tax Declaration / Letter Reply</b></p> <p>7.1 Notifies requesting party thru email of the</p>	None	5 mins	Releasing Clerk (Admin Division)



up/release of Tax Declaration with order of payment, if there is any	schedule of release of annotated tax declaration together with the order of payment, if there is any		5 mins	Records Clerk (Admin Division)
5. Pay the corresponding Secretary's fee at the City Treasurer's Office	7.2 Releases certified copy of annotated Tax Declaration together with the annotation, to requesting party			
6. Present the Official Receipt and receives certified copy of annotated Tax Declaration through pick- up, e-mail, or by mail				
<b>TOTAL</b>			3 days	

## 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.

<b>Office or Division:</b>	<b>RECORD'S SECTION, ADMINISTRATIVE DIVISION</b>			
<b>Classification:</b>	SIMPLE			
<b>Type of Transaction:</b>	G2G-Government to Government, G2B-Government to Business, G2C-Government to Citizens			
<b>Who may avail:</b>	OCA Officials and Process Owners			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Basic Communication inclusive of whatever attachments		Office of the City Assessor or any of its Officials		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits thru email ( <a href="mailto:CityAssessor@quezoncity.gov.ph">CityAssessor@quezoncity.gov.ph</a> )	1. <b>Receiving of application form and documentary requirements</b>			
1.2 Receives an automatic email reply acknowledging receipt	<b>ONLINE transaction:</b>			



<p>of the request.</p> <p>2. Waits for the email/SMS notification stating that the request is approved for processing with transaction Control No. provided</p>	<p>1.2 Receives email; check on all attachments submitted.</p> <p>1.3 Forwards email to Admin Division -Records Section for review and evaluation and control</p> <p><b>ON Premise transaction:</b></p> <p>1.4 Receives communication/ correspondence at the counter and checks the completeness of the documentary submitted and prints all email attachments.</p> <p>1.5 Notify the requesting party to inform regarding lacking requirements, if there are any.</p>	<p>None</p>	<p>5 mins</p> <p>5 mins</p>	<p>CAO Email Administrator</p> <p>Receiving Records Clerk assigned.</p>
	<p><b>2. Recording and routing of request</b></p> <p>2.1 Records and encodes correspondence/ communications in the Communication database and Document Tracking System, generates the communication no. and date of receipt.</p> <p>2.2 Correspondence/ communications are being scanned.</p> <p>2.3 Recorded transaction will be</p>	<p>None</p>	<p>30 mins</p>	<p>Receiving Records Clerk assigned</p>



	transmitted to the Office of the City Assessor for instruction and disposition			
	<p><b>3. Instruction and disposition of the City Assessor</b></p> <p>3.1 Receives the transaction, Updates the Document Tracking System and records in the Logbook</p> <p>3.2 Reviews the request and provides instruction for the division concern on the routing slip.</p>	None	<p>5 mins</p> <p>1 hr</p>	<p>Receiving Clerk (Mezzanine)</p> <p>City Assessor</p>
	3.3 Transmits to the concerned Division for processing.		10 mins	Receiving Clerk (Mezzanine)
	<p><b>4. Processing of Requested transaction</b></p> <p>4.1 Receives the communication and updates the Document Tracking System;</p> <p>4.2 Analyzing the correspondence then processes the requested transaction and prepares a letter reply, if necessary.</p> <p><b>Refer to the processes listed below for the related procedures:</b></p> <ul style="list-style-type: none"> <li>• QCG.CAO.CAO.P.0 1 - Issuance of New Tax Declaration Procedure</li> </ul>	None	<p>10 mins</p> <p>1 hr</p>	<p>Receiving Clerk (Process Owner/ Concerned Division)</p> <p>Division Chief</p>



	<ul style="list-style-type: none"> <li>● QCG.CAO.CAO.P.0 2 - Issuance of Certified True Copies of Assessment Records and Certifications Procedure</li> <li>● QCG.CAO.CAO.P.0 3 - Cancellation of Assessment Procedure</li> <li>● QCG.CAO.CAO.P.0 4 - Annotation of Encumbrances Procedure</li> </ul> <p>4.3 Order of Payment will be issued, if necessary.</p> <p>4.4 Updates the status of the communication/correspondence in the Document Tracking System and routes back to the City Assessor for final instructions and preparation of reply.</p> <p>4.5 Checks the processed request for annotation from ARMD and provides final instruction for the Administrative Division Head.</p>		<p>15 mins</p> <p>5 mins</p> <p>1 hr</p>	<p>Receiving Clerk (Process Owner/ Concerned Division)</p> <p>City Assessor</p>
	<p><b>5. Preparation of letter reply and transmittal</b></p> <p>5.1 Assigns the correspondence/ communication to the Administrative Officer for preparation of reply and transmittal.</p>	<p>None</p>	<p>1 hr</p>	<p>Admin Division Chief</p>



	<p>5.2 Pre approves/ countersigns the prepared letter reply and transmittal.</p> <p>5.3 Forwards the transmittal to the City Assessor for final approval.</p>		<p>15 mins</p> <p>10 mins</p>	<p>Admin Division Chief/ Alternate Signatory</p> <p>Administrative Clerk</p>
	<p><b>6. Approval and signing of written letter reply.</b></p> <p>6.1 Approves and signs the letter reply and transmittal.</p> <p>6.2 Updates the Document Tracking system and transmits the correspondence/communication with an approved reply letter and transmittal to the Admin- Records Section.</p>	None	<p>1 hr</p> <p>15 mins</p>	<p>City Assessor</p> <p>Receiving Clerk (Mezzanine)</p>
<p>3. Waits email for the schedule of pick up/release of Tax Declaration</p> <p>4. Receives communication/ letter reply through pick- up, e-mail, or by mail</p>	<p><b>7. Releasing of requested annotation in Tax Declaration / Letter Reply</b></p> <p>7.1 Notifies requesting party thru email of the schedule of release of communication/ letter reply.</p> <p>7.2 Releases communication/ letter reply upon presentation of SPA/ Authorization letter and IDs from the requesting party.</p>	None	15 mins	Releasing Clerk (Admin Division)



	7.2.1 For Inter-Office communications, requested documents or letter replies will be transmitted to the requesting offices/ departments.		30 mins	Administrative Aide
	7.2.2. For mailing documents will be placed in an envelope, provided with barcode, recorded and encodes in the mailing database and sends to Philpost		5 mins	Administrative Aide
	7.3. Logs all released communication/correspondence in the Document Tracking System and updates the status as "released"		5 mins	Administrative Aide
	7.4 Sorting and Scanning all the acted correspondence/ communications with all attachments and stores them in the Records Document Management System		1 hr	Administrative Aide
	<b>Total</b>	None	3 days	

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



#### 4.0 FEEDBACK SUBMISSION AND PROCESSING

<b>FEEDBACK SUBMISSION</b>	
How to send feedback	<ol style="list-style-type: none"> <li>1. Accomplish the QCLGU Service Experience Survey (QCG-F01.Rev.0) and drop it at the designated drop box in front of the Public Assistance and Complaints Desk.</li> <li>2. QC Hotline 122 or email <a href="mailto:helpdesk@quezoncity.gov.ph">helpdesk@quezoncity.gov.ph</a></li> <li>3. For more information or other concerns, client/customer may contact 8988-4242 loc. 8296, 8187, 8189, 8185, 8294, 8295, 8368, 8369; or email at <a href="mailto:CityAssessor@quezoncity.gov.ph">CityAssessor@quezoncity.gov.ph</a></li> </ol>
How feedbacks are processed	Every quarter, the ISO Secretariat opens the drop box and compiles and records all feedback submitted. Results are tabulated and discussed during Management Reviews. Official communications are transmitted to the office for information and appropriate action if necessary.
How to file a complaint	Office complaints can be filed directly using the Complaint/Feedback Form provided by the Agency.
How complaints are processed	Complaint/Feedback Form** are gathered and actions are immediately undertaken by the Office of the City Assessor on a real-time basis on the date and time the office received such feedback/s.
Other contact information	ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> : 1-ARTA (2768) PCC: 8888 CCB: 0908-881-6565

#### DEPARTMENT DIRECTORY

<b>ATTY. SHERRY R. GONZALVO</b> City Assessor	<a href="mailto:CityAssessor@quezoncity.gov.ph">CityAssessor@quezoncity.gov.ph</a> Office of the City Assessor Mezzanine, Civic Center Bldg B ☎ 8988-4242 loc. 8185
<b>Ms. Priscela B. Verzonilla, ITO III</b> Acting Assistant City Assessor for Administration	<a href="mailto:priscelaverzonilla@quezoncity.gov.ph">priscelaverzonilla@quezoncity.gov.ph</a> 3rd Flr Civic Center Bldg B Office of the City Assessor ☎ 8988-4242 loc. 7304
<b>Arch. Delfin G. Torres, Jr.</b> Assistant City Assessor for Operations	<a href="mailto:delfin.torres@quezoncity.gov.ph">delfin.torres@quezoncity.gov.ph</a> 2nd Flr Civic Center Bldg B Office of the City Assessor ☎ 8988-4242 loc. 8292





<p><b>Mr. Salvador G. Urbi II, Tax Mapper V</b>  Tax Mapping Division (TMD)  Certified Copy of Tax Map, Certification of Adjoining Lots</p>	<p><a href="mailto:TaxMapping.Cityassessor@quezoncity.gov.ph">TaxMapping.Cityassessor@quezoncity.gov.ph</a>  ☎ 8988-4242 loc. 8187/8189  09054081474 / 09311270875</p>
<p><b>Engr. Jessie G. Avellano, LAOO V</b>  Property Appraisal Division (PAD) (New Assessments, Reassessments, Inspection/Cancellation of Assessments, Retirement of Machinery</p>	<p><a href="mailto:PropertyAppraisal.CityAssessor@quezoncity.gov.ph">PropertyAppraisal.CityAssessor@quezoncity.gov.ph</a>  ☎ 8988-4242 loc. 8291/8294/8295  09312077522 / 09055275632</p>
<p><b>Mr. Yoel Tecson LAOO V</b>  Acting Chief, Electronic Data Processing Division (EDP)  Certifications of Property Holdings, No property, No Improvement/With Improvement Requests for Value Reversion, Idle Land Tax- related Tagging/Untagging</p>	<p><a href="mailto:EDP.CityAssessor@quezoncity.gov.ph">EDP.CityAssessor@quezoncity.gov.ph</a>  ☎ 8988-4242 loc. 8296  09564274097/09154003490</p>
<p><b>Ms. Denisa O. Faustino, LAOO V</b>  Assessment Records Management Division (ARMD)  Certified True Copy of Tax Declarations (TDs)  Release of New Tax Declarations (TDs) &amp; Notice of (NOCs)</p>	<p><a href="mailto:armd.CityAssessor@quezoncity.gov.ph">armd.CityAssessor@quezoncity.gov.ph</a>  ☎ 8988-4242 loc. 8032/8031  09989749783/09338255392</p>
<p><b>Ms. Neil Dela Cruz, LAOO II</b>  Acting Chief, Property Valuation Standard Division (PVSD) Request for Zonal Valuation &amp; schedule of values  Requests/Applications for Issuance of New Tax Declarations (Transfer/Correction/Segregation/Consolidation, etc) &amp; Cancellation of Assessments</p>	<p><a href="mailto:PropertyValuation.CityAssessor@quezoncity.gov.ph">PropertyValuation.CityAssessor@quezoncity.gov.ph</a>  ☎ 8988-4242 loc. 8369</p>
<p><b>Mr. Ricardo B. Masesar, LAOO V</b>  Acting Chief, Administrative Division  Multiple/Bulk transactions requested/Inter or Intra-office communications, Legal, Banks, Real Estate Brokers, etc.</p>	<p><a href="mailto:admin.CityAssessor@quezoncity.gov.ph">admin.CityAssessor@quezoncity.gov.ph</a>  ☎ 8988-4242 loc. 8371  09312077517</p>
<p>Office of the City Assessor for complaints and feedback</p>	<p><a href="mailto:CityAssessor@quezoncity.gov.ph">CityAssessor@quezoncity.gov.ph</a>  ☎ 8988-4242 loc. 8185 or use our fb page  <a href="https://www.facebook.com/quezoncityassessorsoffice">https://www.facebook.com/quezoncityassessorsoffice</a></p>