



OFFICE OF THE CITY ASSESSOR

CITIZEN'S CHARTER

2023 (1st Edition)



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I. Mandate:

Article 3 Section 472 (b) of the Local Government Code

- Ensure that all laws and policies governing the appraisal and assessment of real properties for taxation purposes are properly executed;
- Initiate, review, and recommend changes in policies and objectives, plans and programs, techniques, procedures and practices in the valuation and assessment of real properties for taxation purposes;
- Establish a systematic method of real property assessment;
- Install and maintain a real property identification and accounting system,
- Prepare, install and maintain a system of tax mapping, showing graphically all property subject to assessment and gather all data concerning the same;
- Conduct frequent physical surveys to verify and determine whether all real properties within the province are properly listed in the assessment rolls;
- Exercise the functions of appraisal and assessment primarily for taxation purposes of all real properties in the local government unit concerned;
- Prepare a schedule of the fair market value for the different classes of real properties, in accordance with Title Two under Book II of this Code;
- Issue, upon request of any interested party, certified copies of assessment records of real property and all other records relative to its assessment, upon payment of a service charge or fee to the treasurer;
- Submit every semester a report of all assessments, as well as cancellations and modifications of assessments to the local chief executive and the Sanggunian concerned;
- In the case of the assessor of a component city or municipality attend, personally or through an authorized representative, all sessions of the local board of assessment appeals whenever his assessment is the subject of the appeal, and present or submit any information or record in his possession as may be required by the board; and,
- In the case of the provincial assessor, exercise technical supervision and visitorial functions over all component city and municipal assessors, coordinate with component city or municipal assessors in the conduct of tax mapping operations and all other assessment activities, and provide all forms of assistance therefor: Provided, however, That, upon full provision by the component city or municipality concerned to its assessor's office of the minimum personnel , equipment, and funding requirements as may be prescribed by the Secretary of Finance, such functions shall be delegated to the said city or municipal assessor;



II. Vision:

To be recognized as an LGU leader in the utilization and implementation of highest and best use practices in real property appraisal & assessment and to conform with the valuation standards in order to have fair, equitable, uniform assessments of real property units within jurisdiction of Olongapo City and an up-to-date and accurate data of revenue potentials for sustainable local economic development.

III. Mission:

To accurately and equitably value all real properties land, building, machineries and other improvements for taxation purposes within the jurisdiction of Olongapo City as efficiently and cost effectively as possible, while maintaining good customer service and a quality work product for a sustainable local economic development. To administer the city's real property tax assessment program that will assure public confidence of an accurate appraisal and assessment on real properties and help the City generates potential source of revenues and capacitate resource mobilizations for sustainable local economic development.

IV. Service Pledge:

We do hereby pledge & commit ourselves to provide our realty tax payers and our clientele the best quality public service with utmost courtesy & efficiency that will transpire with aims of the present administration – transparency and good governance.



LIST OF SERVICES

OFFICE OF THE CITY ASSESSOR EXTERNAL SERVICES

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|--|---------|
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CITY ASSESSOR'S OFFICE

EXTERNAL SERVICES



1. ISSUANCE OF TAX DECLARATION OF REAL PROPERTIES FOR DISCOVERY, TRANSFER AND REASSESSMENT

Issuance of Tax Declaration (Declaration of Real Property Value) on assessments effected by discovery, transfer and reassessment on real properties (land, building and machinery) whether taxable or exempt in conformity with corresponding valuation, classification and actual use for taxation purposes.

| | |
|---|--|
| Office or Division: | City Assessor's Office |
| Classification: | Complex |
| Type of Transaction: | G2C – Government to Citizen |
| Who may avail: | Any person, natural or juridical or their duly authorized representative, owning or administering real property. |
| CHECKLIST OF REQUIREMENTS | |
| WHERE TO SECURE | |
| FOR NEW ASSESSMENT (LAND) | |
| 1. Land documents from CENRO - MSA, Forestry Certification, Certification for Taxation (1 photocopy) | CENRO |
| 2. Lot Plan (1 Blueprint/Whiteprint) | Geodetic Engineer/Surveyor (Public or Private) |
| 3. Barangay Certification (1 photocopy) | Barangay |
| 4. Affidavit of Adjoining Owners (1 original) | Notary Public |
| 5. Waiver/Transfer/Deed of Sale (1 original) | |
| FOR NEW ASSESSMENT (BLDG) | |
| 1. Building Permit/As-Built Plan (1 blueprint/whiteprint copy) | Office of the Building Official |
| 2. Barangay Certification (1 photocopy) | Barangay |
| 3. Latest Real Property Tax payment of land (1 photocopy) | City Treasurer's Office |
| FOR TRANSFER | |
| 1. Deed of Transfer/Waiver of Possessory Rights/Deed of Sale/Deed of Donation/ Extra-Judicial Settlement (1 original/1 photocopy) | Notary Public |
| 2. Capital Gains Tax Receipt Form (1 photocopy) | BIR |
| 3. Certificate of Authorizing Registration (1 photocopy) | BIR |
| 4. Transfer Tax Payment (1 photocopy) | CTO |
| 5. Current Real Property Tax Payment Receipt (1 photocopy) | CTO |
| 6. Court Clearance (1 photocopy) | |
| FOR REASSESSMENT | |
| 1. Letter Request (1 original and 1 photocopy) | Owner/Taxpayer |
| 2. Lot Documents (Plan, MSA, Certifications – 1 photocopy) | CENRO |
| 3. Latest Real Property Tax payment receipt.(1 photocopy) | CTO |
| (Note: Original copy of each required document must be presented for authentication of its counterpart photocopy upon submission/compliance) | |



| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|--|---|-----------------|-----------------|---|
| 1. Request and submit requirements <i>(Note: Incomplete requirements will not be accepted for processing)</i> | 1. Receive and check requirements as complied | | 5 min | Assessment Clerk Appraisal Asst City Assessor's Ofc |
| | 1.1 Prepare Field Appraisal and Assessment Sheet attaching all requirements | | 15 min | Local Assessment Operation Officer City Assessor's Ofc |
| 2. Pay Inspection Fee and submit official receipt | 2. Conduct ocular inspection for on field validation | | 1 hour | Local Assessment Operation Officer / Tax Mapper / Asst. City Assessor's Ofc |
| | 2.1 Issue Order of Payment for Inspection Fee | Php 200.00 | 1 min | Local Assessment Operation Ofcr Appraisal Asst City Assessor's Ofc |
| 3. Receive information about the process flow and will return upon date of release of requested transaction | 3. Forward/transmit transaction to Tax Mapping Section for posting | | | |
| | 3.1 Pre-posting (those subject for locational clearance), posting (for non-locational clearance) | | 5 min | Tax Mapper/Admin Officer City Assessor's Office |
| | 4. Forward / transmit transaction to Records Section for verification | | | |
| | 4.1 Forward / transmit pre-posted transaction for preparation and submission of endorsement (for Location Clearance); | | 15 min | Records Officer / Records Asst/ City Assessor's Ofc |



| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|---|---|-----------------|---|---|
| | <p>verification for non Locational Clearance) (Note: Return endorsement from CPDO is not included)</p> <p>5. Validate for initial approval of assessment transaction</p> <p>5.1 Encode and print Tax Declaration</p> <p>5.2 Affix signature on approved Tax Declaration</p> | | <p>10 min per FAAS (Simple) 25 min per FAAS (Complex)</p> <p>1 min</p> | <p>IT Personnel City Assessor's Ofc</p> <p>Local Assessment Operation Officers (LAOs) City Assessor City Assessor's Ofc</p> |
| 4. Receive owner's copy of approved Tax Declaration | 6. Release approved Tax Declaration | | 1 min | LAOs, Appraisal Assistants City Assessor's Ofc |
| | TOTAL | P 200.00 | 1 hr / 53 min for simple transaction 2 hrs / 9 min for complex trans | |

Note: Processing time does not include steps/actions undertaken by other offices/agencies rendering external services as requisites to the request and in reference to transaction.



2. PROCESSING AND ISSUANCE OF CERTIFIED TRUE COPY OF TAX DECLARATION

Tax Declaration (Declaration of Real Property Value) is a technical real property assessment record containing all information pertaining real property (land, building and machinery) appraised and assessed accordingly based on the prevailing Schedule of Market Values which is prepared, approved and issued for taxation purposes only (Sec 202 & 204, Chapter 2, Appraisal and Assessment of Property; Title 2 – Real Property Taxation, Local Government Code of 1991)

| | | | | |
|--|--|---|------------------------|---|
| Office or Division: | City Assessor's Office | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2C – Government to Citizen | | | |
| Who may avail: | Any person, natural or juridical or their duly authorized representative, owning or administering real property. | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Request Form / Order of Payment (1 original) | | Office Frontline (City Assessor's Office) | | |
| 2. Valid IDs (1 photocopy) | | | | |
| 3. Latest Real Property Tax payment receipt or OR (1 photocopy) | | Owner's Copy | | |
| 4. Authorization Letter/SPA (in case requester is duly known as administrator or authorized representative – 1 original) | | Property Owner | | |
| | | | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Fill-up and submit request form with valid ID (authorization if applicable) <i>(Note: Incomplete requirements will not be accepted for processing)</i> | 1. Receive, record and control request | | 1 min | Admin Aide / Asst Assessment Clerk City Assessor's Ofc |
| | 1.1 Verify record through Property Assessment and Tax Administration System (PATAS) | | 1 min | Admin Aide / Asst Assessment Clerk City Assessor's Ofc |
| 2. Pay certification fee and submit Official Receipt | 2. Issue order of payment for certification fee | P150.00 | 1 min | Admin Aide / Asst Assessment Clerk City Assessor's Ofc |

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| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|---|--|-----------------|-----------------|--|
| 3. Claim/receive approved CTC of Tax Declaration (DRPV) | 3. Prepare, encode, print certified true copy of automated Tax Declaration | | 5 min | Admin Aide / Asst Assessment Clerk City Assessor's Ofc |
| | 4. Examine/check verify printed copy of Tax Declaration of any encumbrance | | 1 min | Local Assessment Operation Ofcr IV (Records Head) |
| | 5. Approve Certified True Copy of Tax Declaration | | .5 min | Local Assessment Operation Ofcr IV (Records Head) |
| | 6. Issue Certified True Copy of Tax Declaration | | .5 min | Admin Aide / Asst Assessment Clerk City Assessor's Ofc |
| TOTAL | | P 150.00 | 10 min | |

Note: Processing time does not include steps/actions undertaken by other offices/agencies rendering external services as requisites to the request and in reference to transaction.



3. PROCESSING AND ISSUANCE OF REAL PROPERTY CERTIFICATIONS (NO PROPERTY, WITHOUT IMPROVEMENT AND OTHERS)

Real property certification as to with, no property, no improvement and others issued upon request for property holding, non-encumbrance, property verification, BIR and Register of Deeds requirement, water and electricity connection requirement. medical, scholarship and other related requirements for official, record and legal purposes.

| | | | | |
|--|--|---|------------------------|---|
| Office or Division: | City Assessor's Office | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2C – Government to Citizen | | | |
| Who may avail: | Any person, natural or juridical or their duly authorized representative, owning or administering real property. | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Request Form / Order of Payment (1 original) | | Office Frontline (City Assessor's Office) | | |
| 2. Valid IDs (1 photocopy) | | | | |
| 3. Latest Real Property Tax payment receipt or OR (1 photocopy) | | Owner's Copy | | |
| 4. Authorization Letter/SPA (in case requester is duly known as administrator or authorized representative) (1 original) | | Property Owner | | |
| | | | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Fill-up and submit request form with valid ID (authorization if applicable) <i>(Note: Incomplete requirements will not be accepted for processing)</i> | 1. Receive, record and control request | None | 1 min | Admin Aide / Asst Assessment Clerk City Assessor's Ofc |
| | 1.1. Verify record through Property Assessment and Tax Administration System (PATAS) | None | 1 min | Admin Aide / Asst Assessment Clerk City Assessor's Ofc |
| | 2. Endorse/refer | | 1 min | Admin Aide / Asst |

| | | | | |
|--|---|--|--|---|
| | request to Appraiser for ocular inspection for no improvement certification request | | | Assessment Clerk City Assessor's Ofc |
|--|---|--|--|---|



| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|--|---|-----------------|-----------------|--|
| 2. Pay ocular inspection fee and submit Official Receipt | 3. Conduct ocular inspection | | | |
| | 3.1 Set a schedule (date and time) for ocular inspection. | | 1 min | Appraisal Assistant, LAOO |
| 3. Pay certification fee and submit Official Receipt | 4. Issue order of payment | Php 200.00 | 1 min | Admin Aide / Asst Assessment Clerk/ LAOO City Assessor's Ofc |
| | 5. Issue certification of no property / no improvement | | | |
| 4. Claim/receive approved copy of certification | 5.1 Issue order of payment | Php 150.00 | 1 min | |
| | 5.2 Prepare, encode and print certification | | 6 min | |
| | 6. Approve and issue certification | | 3 min | Local Assessment Operation Ofcr IV, Admin Aide/Asst (Records / Admin Head) |
| TOTAL | | P 350.00 | 15 min | |

Note: Processing time does not include steps/actions undertaken by other offices/agencies rendering external services as requisites to the request and in reference to transaction.



| FEEDBACK AND COMPLAINTS MECHANISM | |
|--|--|
| How to send feedback | Through a feedback mechanism applicable (feedback forms, suggestion and complaint box) |
| How feedbacks are processed | Immediate contact and discussion |
| How to file a complaint | Through a letter forwarded to the help desk/complaint desk of the office, Office of the City Administrator or Office of the City Mayor |
| How complaints are processed | Immediate endorsement and action |
| Contact Information of CCB, PCC, ARTA | |



| Office | Address | Contact Information |
|----------------------------------|--|---|
| Office of the City Assessor | Rm 102 Ground Floor City Hall, Olongapo | (047) 611-4812 Loc 121-123 Email lgu.assessor.olongapo@gmail.com m FB Page Office of the City Assessor – Olongapo |
| Office of The City Administrator | Second Floor City Hall | (047) 611-4821 |
| Office of the City Mayor | Second Floor City Hall | (047) 611-4800 611-4801 |

