LUNGSOD NG PASIG
UMAAGOS ANG PAG-ASA

CITY ASSESSOR'S OFFICE

FOR : **HON. VICTOR MA. REGIS N. SOTTO**
City Mayor

ATTY. JERONIMO U. MANZANERO
City Administrator

MS. ELVIRA R. FLORES, MNSA, CESE
City Human Revenue Development Officer

THRU : **hradmin.pasiglgu@gmail.com**

FROM : The City Assessor's Office

RE : Updated Citizen's Charter

DATE :

We respectfully submit our updated Citizen's Charter in English and Filipino versions.

For your kind consideration.

ROBERT D. MINA
City Assessor
REA License No. 005632

c.c.: Records
File

I. Request for Assessment of Land, Building/Improvement & Machinery

Upon receipt of a duly accomplished request form from the requester and upon submission of the necessary documentary requirements, the Office of the City Assessor conducts an assessment on lands, buildings/improvements, and machinery. A corresponding computer-generated tax declaration and notice of assessment, which is directly and operationally connected to the City Treasurer's Office is issued to the requester.

Office or Division	1. Office of the City Assessor 2. Property Appraisal Division
Classification	1. Highly Technical (Work that requires training and professional license as a Real Property Appraiser)
Type of Transaction	1. Citizens to Government 2. Businesses to Government 3. Government to Government
Who may avail	1. Real Property Owner or his / her authorized representative. 2. Awardee of government land distribution 3. Awardee of government housing project 4. Lessee with a written authorization letter from lot owner or with a duly notarized lease contract or a usufruct agreement authorizing the lessee to build improvements thereon. 5. Lessee with a written authorization letter from lot owner or building owner or with a duly notarized lease contract or usufruct agreement authorizing the lessee to install machineries thereon. 6. Natural person who is given a written authorization letter by the lot owner to build improvements thereon. 7. Natural person who is acting on behalf of a corporation with a duly signed Secretary's Certificate.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Assessment of Land **1.1. for Untitled Property** 1.1.1. Valid ID of the owner / Authorized Representative 1.1.2. A survey plan prepared by a Licensed Geodetic Engineer duly approved by the Land Management Bureau (LMB) of the Department of Environment and Natural Resources (DENR).	Lot Owner Bureau of Land/Land Registration Authority

1.1.3. Certification from the Community Environment and Natural Resources Office (CENRO), stating among others, that the land is within an alienable and disposable area.	CENRO
1.1.4. An Affidavit of Ownership and/or Sworn Statement declaring the Market Value of Real Property filed by the owner/administrator; Affidavit that the applicant is in long continuous and notorious possession of the property	Lot Owner
1.1.5. A certification from the Barangay Captain that the declarant is the present possessor and occupant of the land and the certification of the adjoining owners duly sworn to by the Barangay Captain and/or the City Mayor	Barangay
1.1.6. Affidavit of waiver giving the Assessor the authority to cancel tax declaration in case there is any person or party having stronger evidence in claiming the same such as title	Lot Owner
1.2. For Titled property	
1.2.1. A certified true copy of Title / OCT / Free Patent / Miscellaneous Sales Application	Register of Deeds/Bureau of Land
1.2.2. Approved Plan	Bureau of Land/ LRA
1.2.3. Proof of Tax Exemption if asking for tax exemption	CHED / Dep Ed / PCSO / CDA
1.2.4. Photos of Land	Lot Owner
1.3. New Assessment of Building / Improvement	
1.3.1. Valid ID	Lot owner / Building Owner
1.3.2. Building Permit, as-built Floor Plan, Certificate of Completion, Certificate of Occupancy	Office of Building Official
1.3.3. Photos of Improvement	Lot Owner / Building Owner
1.3.4. Proof of Tax Exemption if asking for tax exemption	CHED / Dep Ed / PCSO / CDA
1.3.4.1. If the requester is a Lessee	
1.3.4.1.1. Lease Contract or Usufruct Agreement	Lessor
1.3.4.2. For Condominiums	

1.3.4.2.1. Condominium Certificate of Title	Condominium Developer
1.3.4.2.2. Master Deed	Condominium Developer
1.3.4.2.3. Floor Area Tabulation	Condominium Developer
1.3.4.3. For socialized housing	
1.3.4.3.1. HOA Certification and Master list	HOA
1.3.4.4. In the Absence of a Building Permit, Building Plan, Certificate of Completion, Certificate of Occupancy, the requester is required to submit the following:	
1.3.4.4.1. Barangay Certificate indicating the date of completion of the improvement.	Barangay
1.3.4.4.2. Meralco Bill or Water Bill indicating the name of the requester in the bill.	Lot Owner / Building Owner
1.3.4.4.3. 3 Copies Notarized Sworn Statement	Lot Owner / Building Owner
1.4. New Assessment of Machinery	
1.4.1. Valid ID	Lot / Building Owner / Lessee
1.4.2. Duly signed list of Machineries with Acquisition Cost	Lot / Building Owner / Lessee
1.4.3. Photos of the Machinery	Lot / Building Owner / Lessee
1.4.4. Proof of Exemption if asking for tax exemption	CHED / Dep Ed / PCSO / CDA
1.4.5. Notarized Sworn Statement	Lot / Building Owner / Lessee
1.4.5.1. If the requester is a Lessee	
1.4.5.1.1. Lease agreement	Lessor
1.4.5.1.2. Usufruct Agreement or Authorization from Building Owner or Lot owner whichever is applicable	Lot Owner / Building Owner
1.4.5.2. If the requester is an authorized representative of the property owner, the Administrative Aide asks the requester to submit the following additional documentary requirements:	
1.4.5.2.1. Valid ID of the owner	Lot/ Building / Machinery Owner
1.4.5.2.2. Authorization Letter or Notarized SPA	Lot/ Building / Machinery Owner

1.4.5.2.3. SEC Certificate with SPA	Corporation
1.4.5.2.4. Death Certificate of the owner or Birth Certificate of the requester to establish kinship	Lot/ Building / Machinery Owner
1.4.5.2.5. Marriage Contract	Lot/ Building / Machinery Owner
1.4.5.2.6. Loan Agreement (Notarized)	Lot/ Building / Machinery Owner
1.4.5.2.7. Deed of Absolute Sale (Notarized)	Lot/ Building / Machinery Owner
1.4.5.2.8. Deed of Assignment (Notarized)	Lot/ Building / Machinery Owner
1.4.5.2.9. Transfer of Rights (Notarized)	Lot/ Building / Machinery Owner
1.4.5.2.10. Extrajudicial Settlement (Notarized)	Lot/ Building / Machinery Owner
1.4.5.2.11. HOA Master list or Certificate of Membership	HOA

CLIENT STEPS	LGU ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Request for Assessment of Land, Building / Improvement and Machinery	Receiving of Request	None	1 day	Administrative Aide
Attend during ocular inspection	Inspection & Verification	None	5 days	LAOO II / LAOO III /
	Valuation	None	5 days	LAOO II / LAOO III /
	Review and Recommend for Approval of FAAS	None	2 days	LAOO III / LAOO II
	Approval of FAAS	None	1 day	City Assessor / Asst. City Assessor
	Recording	None	1 day	LAOO III
	Tax Mapping	None	1day	Tax Mapper
	Encoding, Printing & Checking	None	1 day	Assessment Clerk / LAOO

	Stamping & Numbering	None	1 day	Administrative Aide
	Approval of Tax Declaration	None	1 day	City Assessor / Asst. City Assessor
Receive Owner's Copy of Tax Dec and Notice of Assessment	Releasing of Tax Declaration	None	1 day	Administrative Aide
TOTAL		**Twenty (20) working days**		

Notes:

1. *In cases of Condominium Buildings with hundreds of units and Housing Associations with dozens of members, the twenty (20) working days processing time can be extended to a reasonable time.*

2. *If the property owner is not satisfied with the action of the City Assessor in the assessment of his property may appeal, within sixty (60) days from the date of receipt of the Notice of Assessment. See sec. 226 to sec 231 p. 77-79 of the Local Government Code of 1991 (RA 7160).*

II - Request for Re-Assessment and/or Reclassification of Land, Building/Improvement, & Machinery

Upon receipt of a duly accomplished request form from the requester and upon submission of the necessary documentary requirements, the Office of the City Assessor conducts reassessment on lands, buildings/improvements, and machineries. A corresponding computer-generated tax declaration and notice of assessment, which is directly and operationally connected to the City Treasurer's Office is issued to the requester.

Office or Division	1. Office of the City Assessor 2. Property Appraisal Division
Classification	1. Highly Technical (Work that requires training and professional license as a Real Property Appraiser)
Type of Transaction	1. Citizens to Government 2. Businesses to Government 3. Government to Government
Who may avail	1. Real Property Owner or his / her authorized representative. 2. Awardee of government land distribution 3. Awardee of government housing project 4. Lessee with a written authorization letter from lot owner or with a duly notarized lease contract or a

	usufruct agreement authorizing the lessee to build improvements thereon. 5. Lessee with a written authorization letter from lot owner or building owner or with a duly notarized lease contract or usufruct agreement authorizing the lessee to install machineries thereon. 6. Natural person who is given a written authorization letter by the lot owner to build improvements thereon. 7. Natural person who is acting on behalf of a corporation with a duly signed Secretary's Certificate.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
2.1 Reassessment and/or reclassification of Land	
2.1.1 Existing Tax Declaration	Lot Owner
2.1.2 Proof for Reassessment and/or reclassification (Zoning Clearance)	Lot Owner
2.1.3 A survey plan prepared by a Licensed Geodetic Engineer duly approved by the Land Management Bureau (LMB) of the Department of Environment and Natural Resources (DENR).	LRA
2.1.4. Proof of Tax Exemption if asking for tax exemption	CENRO
2.1.5. Photos of Land	Lot Owner
2.2. Reassessment and or reclassification of Building / Improvement	
2.2.4. Valid ID	Lot Owner
2.2.5. Building Permit, as-built Floor Plan, Certificate of Completion, Certificate of Occupancy	Office of Building Official
2.2.6. Photos of Improvement	Lot Owner
2.2.7. Proof of Tax Exemption if asking for tax exemption	CHED / Dep Ed / PCSO / CDA
2.2.7.1. **If the requester is a** Lessee	
2.2.7.1.1. Lease Contract or Usufruct Agreement	Lot Owner
2.2.7.2. For Condominiums	
2.2.7.2.1. Condominium Certificate of Title	Condominium Developer
2.2.7.2.2. Master Deed	Condominium Developer
2.2.7.2.3. Floor Area Tabulation	Condominium Developer

2.2.7.3. For socialized housing 2.2.7.3.1. HOA Certification and Master list	HOA
2.2.7.4. In the Absence of a Building Permit, Building Plan, Certificate of Completion, Certificate of Occupancy, the requester is required to submit the following:	
2.2.7.4.1. Barangay Certificate indicating the date of completion of the improvement.	Barangay
2.2.7.4.2. Meralco Bill or Water Bill indicating the name of the requester in the bill.	Lot owner / Building Owner
2.2.7.4.3. 3 Copies Notarized Sworn Statement	Lot Owner / Building Owner
2.3 Reassessment and/or reclassification of Machinery	
2.2.8. Valid ID	Lot Owner / Building Owner
2.2.9. Duly signed list of Machinery with Acquisition Cost	Lot Owner / Building Owner
2.2.10. Photos of the Machinery	Lot Owner / Building Owner
2.2.11. Proof of Exemption if asking for tax exemption	CHED / Dep Ed / PCSO / CDA
2.2.12. Notarized Sworn Statement	Lot Owner / Building Owner
2.2.12.1. If the requester is a Lessee	
2.2.12.1.1. Lease agreement	Lot / Building Owner / Lessee
2.2.12.1.2. Usufruct Agreement or Authorization from Building Owner or Lot owner whichever is applicable	Lot / Building Owner / Lessee
2.2.12.2. If the requester is an authorized representative of the property owner, the Administrative Aide asks the requester to submit the	

	following additional documentary requirements:	
	2.2.12.2.1. Valid ID of the owner	Lot/ Building / Machinery Owner
	2.2.12.2.2. Authorization Letter or Notarized SPA	Lot/ Building / Machinery Owner
	2.2.12.2.3. SEC Certificate with SPA	Corporation
	2.2.12.2.4. Death Certificate of the owner or Birth Certificate of the requester to establish kinship	Lot/ Building / Machinery Owner
	2.2.12.2.5. Marriage Contract	Lot/ Building / Machinery Owner
	2.2.12.2.6. Loan Agreement (Notarized)	Lot/ Building / Machinery Owner
	2.2.12.2.7. Deed of Absolute Sale (Notarized)	Lot/ Building / Machinery Owner
	2.2.12.2.8. Deed of Assignment (Notarized)	Lot/ Building / Machinery Owner
	2.2.12.2.9. Transfer of Rights (Notarized)	Lot/ Building / Machinery Owner
	2.2.12.2.10. Extrajudicial Settlement (Notarized)	Heirs of Property Owner
	2.2.12.2.11. HOA Master list or Certificate of Membership	HOA

CLIENT STEPS	**LGU ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Request for Reassessment of Land, Building / Improvement and Machinery	Receiving of Request	None	1 day	Administrative Aide
Attend during ocular inspection	Inspection & Verification	None	5 days	LAOO II / LAOO III /
	Valuation	None	5 days	LAOO II / LAOO III /

	Review and Recommend for Approval of FAAS	None	1 day	LAOO III / LAOO II
	Approval of FAAS	None	1 day	City Assessor / Asst. City Assessor
	Recording	None	1 day	LAOO III
	Cancellation	None	1 day	Administrative Aide
	Tax Mapping	None	1day	Tax Mapper
	Encoding, Printing & Checking	None	1 day	Assessment Clerk / LAOO
	Stamping & Numbering	None	1 day	Administrative Aide
	Approval of Tax Declaration	None	1 day	City Assessor / Asst. City Assessor
Receive Owner's Copy of Tax Dec and Notice of Assessment	Releasing of Tax Declaration	None	1 day	Administrative Aide
TOTAL		**Twenty (20) working days**		

Notes:

1. *In cases of Condominium Buildings with hundreds of units and Housing Associations with dozens of members, the twenty (20) working days processing time can be extended to a reasonable time.*

2. *If the property owner is not satisfied with the action of the City Assessor in the assessment of his property may appeal, within sixty (60) days from the date of receipt of the Notice of Assessment. See sec. 226 to sec 231 p. 77-79 of the Local Government Code of 1991 (RA 7160)*

III. Request for Cancellation of Assessment of Real Properties

Upon receipt of a duly accomplished request form from the requester and upon submission of the necessary documentary requirements, the Office of the City Assessor cancels buildings / improvements and machineries. A corresponding computer-generated notice of cancellation is issued to the requester. The City Treasurer's Office is likewise furnished a duplicate copy of the notice of cancellation for their reference.

Office or Division	1. Office of the City Assessor 2. Property Appraisal Division
Classification	1. Highly Technical (Work requires technical training)
Type of Transaction	1. Citizens to Government 2. Businesses to Government 3. Government to Government
Who may avail	1. Real Property Owner or his / her authorized representative. 2. Awardee of government housing project 3. Lessee with a written authorization letter from lot owner or with a duly notarized lease contract or a usufruct agreement authorizing the lessee to build improvements thereon. 4. Lessee with a written authorization letter from lot owner or building owner or with a duly notarized lease contract or usufruct agreement authorizing the lessee to install machineries thereon. 5. Natural person who is given a written authorization letter by the lot owner to build improvements thereon. 6. Natural person who is acting on behalf of a corporation with a duly signed Secretary's Certificate.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Cancellation of Building / Improvement	
1.1. Demolition Permit	Office of the Building Official
1.2. Incident Report (in case of fire)	Bureau of Fire
1.3. Barangay Certificate	Barangay
1.4. Updated Real Property Tax Receipt or Statement of Account	Property Owner / Treasurer's Office
2. Cancellation of Machinery	
2.1. Updated Real Property Tax Receipt or Statement of Account	Property Owner / Treasurer's Office

CLIENT STEPS	LGU ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Request for Cancellation of Building / Improvement and Machinery	Receiving of Request	None	1 day	Administrative Aide

Attend during ocular inspection	Inspection & Verification	None	5 days	LAOO II & III
	Preparation of Notice of Cancellation	None	5 days	LAOO II & III
	Review and Recommend for Approval of Notice of Cancellation	None	1 day	LAOO III
	Approval of Notice of Cancellation	None	1 day	City Assessor / Asst. City Assessor
	Recording	None	1 day	LAOO III
	Cancellation	None	1day	Administrative Aide
	Tax Mapping	None	1 day	Tax Mapper
	Encoding, Printing & Checking	None	1 day	Assessment Clerk / LAOO II
	Stamping & Numbering	None	1 day	Administrative Aide
	Approval of Notice of Cancellation	None	1 day	City Assessor / Asst. City Assessor
Receive Owner's Copy of Notice of Cancellation	Releasing of Notice of Cancellation	None	1 day	Administrative Aide
TOTAL		**Twenty (20) working days**		

Note:

1. *In cases of Condominium Buildings with hundreds of units and Housing Associations with dozens of members, the twenty (20) working days processing time can be extended to a reasonable time.*

IV. Request for Transfer, Segregation, Consolidation, Con-segregation and Update of Tax Declaration.

Upon receipt of a duly accomplished request form from the requester and upon submission of all necessary documentary requirements, and after payment of the processing fees, the Office of the City Assessor transfers, segregates, consolidates, con-segregates, and updates the tax declarations of land, buildings, and other improvements and machineries to new owners. A corresponding computer-generated tax declaration, which is directly and operationally connected to the City Treasurer's Office is issued to the requester.

Office or Division	1. Office of the City Assessor / 2. Records Division
Classification	1. Complex 2. Highly Technical
Type of Transaction	1. Citizens to Government 2. Businesses to Government 3. Government to Government
Who may avail	1. Real Property Owner or his / her authorized representative. 2. Person who is acting on behalf of a corporation with a duly signed Secretary's Certificate. 3. National or Local Government Unit 4. Banks or Financial Institutions

CHECKLIST OF REQUIREMENTS (All photocopies)	**WHERE TO SECURE**
1. For Transfer and Update of Tax Declaration	
1.1. Special Power of Attorney if an authorized representative is making the request on behalf of property owner	Property Owner
1.2. Photocopy of Transfer Certificate of Title under New Owner	Property Owner
1.3. Documents used (Deed of Absolute Sale/Deed of Donation/Deed of Assignment/Extrajudicial Settlement/Court Decision/Partition Agreement, Dacion en Pago, and forms of a deed of reconveyance)	Property Owner
1.4. Certificate Authorizing Registration (CAR)	BIR
1.5. Photo Copy of Transfer Tax Receipt (with validation from Treasurer's Office)	Property Owner / Treasurer's Office
1.6. Real Property Tax Clearance (Current Year)	Treasurer's Office

2. For Segregation, Consolidation, & Consolidation – Segregation 2.1. Special Power of Attorney if an authorized representative is making the request on behalf of property owner 2.2. Photocopy of Transfer Certificate of Title under New Owner 2.3. Documents used (Deed of Absolute Sale/Deed of Donation/Deed of Assignment/Extrajudicial Settlement/Court Decision/Partition Agreement, Dacion en Pago, and forms of a deed of reconveyance) 2.4. Certificate Authorizing Registration (CAR) issued by BIR 2.5. Photo Copy of Transfer Tax Receipt (with validation from Treasurer's Office) 2.6. Real Property Tax Clearance (Current Year) 2.7. Approved Plan 2.8. Partition Agreement 2.9. Sketch Plan with conformity of the owners (for untitled property)	Property Owner Property Owner Property Owner BIR Treasurer's Office Treasurer's Office LRA Property Owner Property Owner

CLIENT STEPS	LGU ACTION	FEES TO BE PAID	PROCESSING TIME		PERSON RESPONSIBLE
			Complex	Highly Technical	
Request for Transfer, Segregation, Consolidation, Con-segregation and Update of Tax Declaration	Receiving of Request and Issuance of Order of Payment and Claim Stub	**Residential** Land - 100 Building - 100 Townhouse - 200 Apartments – 200 Condominium – 200 Machinery – 200 **Commercial** Land - 300 Building - 300 Condominium – 400 Machinery – 400 **Industrial** Land - 400 Building - 400 Machinery – 400	½ day	½ day	LAOO II & III

	Preparation of FAAS	None	1 day	3 days	LAOO II / LAOO III
	Review and Recommend for Approval of FAAS	None	1 day	2 days	LAOO IV
	Recording	None	½ day	2 days	LAOO III / Admin. Aide IV
	Cancellation	None	½ day	2 days	Administrative Aide
	Tax Mapping	None	n/a	2 days	Tax Mapper
	Encoding, Printing & Checking	None	½ day	2 days	Assessment Clerk
	Stamping & Numbering	None	½ day	2 days	Administrative Aide
	Approval of Tax Declaration	None	1 day	2 days	City Assessor / Asst. City Assessor
Receiving of New Tax Declaration	Releasing	None	1 day	2 days	Administrative Aide
TOTAL			**Seven (7) to twenty (20) working days**		

V. Issuance of Certified True Copy and Certifications

Upon receipt of a duly accomplished request form from the requester and upon submission of all necessary documentary requirements, and after payment of the processing fees, the Office of the City Assessor issues a computer-generated certified true copy and certifications to the requester.

Office or Division	1. Office of the City Assessor / 2. Computer Section
Classification	1. Simple

Type of Transaction	1. Citizens to Government 2. Businesses to Government 3. Government to Government
Who may avail	1. Real Property Owner or his / her authorized representative. 2. Person who is acting on behalf of a corporation with a duly signed Secretary's Certificate. 3. National or Local Government Unit 4. Banks or Financial Institutions

CHECKLIST OF REQUIREMENTS (All photocopies)	**WHERE TO SECURE**
1. If the requester is also the property owner	
1.1. Valid ID	Property Owner
2. If the requester is an Authorized Representative	
2.1. Authorization Letter from the Owner / Special Power of Attorney	Property Owner
2.2. Valid ID of the Owner	Property Owner
2.3. Valid ID of the Representative	Authorized Representative
3. If the Requester is a Lessee	
3.1. Contract of Lease / Lease Agreement	Lessor / Property Owner
3.2. Valid ID of the owner	Property Owner
3.3. Valid ID of the Lessee	Lessee
4. If the Requester is a Corporation	
4.1. Secretary's Certificate w/ SPA	Corporation
4.2. Valid ID	Authorized Representative
5. If the Requester is a HOA	
5.1. HOA Certification and Master List	HOA

CLIENT STEPS	**LGU ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Request for Certified True Copy and Certifications	Receiving of Request and Issuance of Order of Payment	Certified True Copy of Tax Declaration - ₱100.00 Certified Xerox Copy of Supporting Documents ₱100.00 Certification of Property Holdings	30 minutes	Administrative Aide

		Individual - ₱150.00 Corporation - ₱200.00 Certification of With Improvement Individual - ₱150.00 Corporation - ₱200.00		
	Verification, Printing & Checking	None	60 minutes	Assessment Clerk
	Approval of Certified and Certification	None	15 minutes	Administrative Aide
Receive Certified True Copy and Certifications	Releasing	None	15 minutes	LAOO III / Admin. Aide IV
TOTAL			**2 hours**	

Note:

1. *In cases of Condominium Buildings with hundreds of units and Housing Associations with dozens of members, the processing time is extended to 3 days.*

VI. Issuance of Certificate of No Improvement

Upon receipt of a duly accomplished request form from the requester and upon submission of all necessary documentary requirements, after payment of the processing fees and after ocular inspection, the Office of City Assessor issues a computer-generated Certificate of No Improvement to the requester.

Office or Division	1. Office of the City Assessor / 2. Computer Section
Classification	1. Complex
Type of Transaction	1. Citizens to Government 2. Businesses to Government 3. Government to Government
Who may avail	1. Real Property Owner or his / her authorized representative. 2. Person who is acting on behalf of a corporation with a duly signed Secretary's Certificate. 3. National or Local Government Unit

	4. Banks or Financial Institutions

CHECKLIST OF REQUIREMENTS (All photocopies)	WHERE TO SECURE
1. If the requester is also the property owner 1.1. Valid ID	Property Owner
2. If the requester is an Authorized Representative 2.1. Authorization Letter from the Owner / Special Power of Attorney 2.2. Valid ID of the Owner 2.3. Valid ID of the Representative	Property Owner Property Owner Authorized Representative
3. If the Requester is a Lessee 3.1. Contract of Lease / Lease Agreement 3.2. Valid ID of the owner 3.3. Valid ID of the Lessee	Lessee / Property Owner Property Owner Lessee
4. If the Requester is a corporation 4.1. Secretary's Certificate w/ SPA 4.2. Valid ID	Corporation Authorized Representative
5. If the Requester is a HOA 5.1. HOA Certification and Master List	HOA

CLIENT STEPS	LGU ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Request for Certificate of No Improvement	Receiving of Request and Issuance of Order of Payment	Certification of No Improvement Individual - ₱150.00 Corporation - ₱200.00	1 day	Administrative Aide
Attend during Ocular Inspection	Ocular Inspection	None	4 days	LAOO
	Verification, Printing & Checking	None	½ day	Assessment Clerk
	Approval of Certified and Certification	None	½ day	City Assessor / Asst. City Assessor / Assigned Signatory

Receive Certificate of No Improvement	Releasing	None	1 day	Administrative Aide
TOTAL			**2 hours**	

VII. Issuance of Certified Xerox Copy of Tax Map

Upon receipt of a duly accomplished request form from the requester and upon submission of all necessary documentary requirements, and after payment of the processing fees, the Office of the City Assessor issues a certified Xerox copy of Tax Map to the requester.

Office or Division	1. Office of the City Assessor 2. Tax Mapping Division
Classification	1. Highly Technical
Type of Transaction	1. Citizens to Government 2. Businesses to Government 3. Government to Government
Who may avail	1. Real Property Owner or his / her authorized representative. 2. Person who is acting on behalf of a corporation with a duly signed Secretary's Certificate. 3. National or Local Government Unit 4. Banks or Financial Institutions

CHECKLIST OF REQUIREMENTS (All photocopies)	**WHERE TO SECURE**
1. If the requester is also the property owner 1.1. Valid ID	Property Owner
2. If the requester is an Authorized Representative 2.1. Authorization Letter from the Owner / Special Power of Attorney 2.2. Valid ID of the Owner 2.3. Valid ID of the Representative	Property Owner Property Owner Authorized Representative
3. If the Requester is a Lessee 3.1. Contract of Lease / Lease Agreement 3.2. Valid ID of the owner 3.3. Valid ID of the Lessee	Lessee / Property Owner Property Owner Lessee

4. If the Requester is a corporation 4.1. Secretary's Certificate w/ SPA 4.2. Valid ID **5. If the Requester is a HOA** 5.1. HOA Certification and Master List	Corporation Authorized Representative HOA

CLIENT STEPS	LGU ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Request for Certified Xerox Copy of Tax Map	Receiving of Request and Issuance of Order of Payment	₱ 100.00 per copy	30 minutes	Administrative Aide
	Verification, Photocopying, & Stamping	None	7 to 20 days	Tax Mapper Aide
	Approval	None	15 minutes	Tax Mapper
Receive Certified Xerox Copy of Tax Map	Releasing	None	15 minutes	Administrative Aide
TOTAL			**7 to 20 days**	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Feedback can be sent directly to the City Assessor's Office or thru the Office of the City Administrator or City Mayor
How feedback is processed	Feedback is processed by discussing with the concerned employee/s in a division the feedback from taxpayers or the general public.
How to file a complaint	A complaint can be filed at the Office of Ugnayan at the 2nd floor of Pasig City Hall. Complaints can also be filed with the Office of the City Administrator or City Mayor.

How complaints are processed	Complaints are processed by the following: 1. Receipt of written complaint endorsed by the Office of Ugnayan, City Administrator or City Mayor. 2. The written complaint is reviewed by the City Assessor. 2.1 If the complaint is addressed to a particular employee, this employee is directed to explain his/her side regarding the complaint. 2.2 If the complaint is regarding an assessment of real property, we reply to the complainant that they should appeal our assessment to the Local Board of Assessment Appeal (LBAA) as provided by RA 7160. 2.3 If the complaint is regarding our system and procedure without stating the name of a particular employee, the City Assessor reviews our existing practice to improve services to taxpayers and the general public. 2.4 If the complaint pertains to a violation of Civil Service Rules and Regulation, the complaint is forwarded to the Human Resource Development Office for their appropriate action. 3. The City Assessor's Office looks forward to the resolution of all complaints against its employees or the office itself.
Contact Information	**8643-1111 local 1321 / 1322**