

**MUNICIPALITY OF
CALAUAN
ASSESSOR'S OFFICE**

CITIZEN'S CHARTER
2020 (1st Edition)

I. Mandate:

The Office is responsible for the appraisal and assessment of all real properties within the political jurisdiction the local government unit is charge to perform the following duties provided under Book II of R.A. 7160, The Local Government Code of 1991, which are:

- Ensure that all laws and policies governing appraisal and assessment of real properties for taxation purposes are properly executed;
- Initiate, review and recommend changes in policies and objectives, plans and programs, techniques, procedures and practices in the valuation and assessment of real properties for taxation purposes;
- Establish a systematic method of real property assessment;
- Install and maintain a real property identification and accounting system;
- Prepare, install and maintain a system of tax mapping, showing graphically all property subject to assessment and gather all data concerning the same;
- Conduct frequent physical surveys to verify and determine whether all real properties within the cities are properly listed in the assessment rolls;
- Exercise the functions of appraisal and assessment primarily for taxation purposes of all real properties within the jurisdiction of the City/Municipal;
- Prepare a schedule of the fair market value for the different classes of real properties, in accordance with Title Two under Book II of the Code (RA 7160);
- Issue, upon request of any interested party, other records relative to its assessment, upon payment of a charge or fee to the City/Municipal Assessor;
- Submit every semester a report of all assessment, as well as cancellations and modifications of assessment to the City/Municipal Mayor and the Sangguniang Panlungsod/Bayan; and
- Exercise such other powers and perform such other duties and functions as may be prescribed by law or ordinance.

II. Vision:

The Municipal Assessor's office, as partner in the transformation of Calauan into financially self-sustaining local gov't. unit shall;
Discover, list, appraise and assess all real property situated within the jurisdiction of Calauan in accordance with existing assessment rules and regulation,
Maintain systematic and effective accounting and inventory of real property unit through computerized RPTA System.

III. Mission:

Fair and updated appraisal of all real property for assessment purposes, with laws and policies pertaining thereto properly executed.

IV. Service Pledge:

R – Reliability, dependability, in workforce and assessment records

P – Perseverance, devotion and dedication to duty

A – Accountability, responsible and liable for results and actions

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

S – Service excellence with integrity and professionalism

LIST OF SERVICES

Mandate Vision, Mission, Service Pledge

External Services

Simple Transactions

Page Number

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

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

Complex Transactions

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

Highly Complex Transactions

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

1.0 REQUEST FOR ISSUANCE OF NEW TAX DECLARATION

Tax Declaration is a document that reflects the value of real property (Land, Building/Improvement or Machinery) for purposes of Real Property Tax, assessed against the owner/taxable person or entity, as authorized under the Local Government Code (RA 7160).

The Owner's Copy of a tax declaration is issued upon registration of transfer of ownership of real property from the previous owner to a new owner, or upon declaration of new building or improvement and machinery. Under existing laws, **it is the duty of all persons acquiring property to declare the same with the Municipal Assessor's Office within a period of sixty (60) days from the issuance of its Transfer Certificate of Title (TCT).**

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

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

1.1 Transfer of Ownership of Tax Declaration

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

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

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

	3.1 Encode FAAS 3.2 Print FAAS 3.4 Track & Transmit			
4.0	4.0 Review & Verify encoded FAAS 4.1 Recommend editing (if necessary)	None	30 mins	Municipal Assessor
5.0	5.0 Review & submit FAAS 5.1 Assign TDN; 5.2 Encode annotation 5.3 Print/ generate NOA/TD	None	30 mins	Municipal Assessor/ Assessment Clerk
6.0	6.0 Final review and Pre-Approval 6.1 Counter-sign on NOA/TD	None	15 minutes	Municipal Assessor
7.0	7.0 Approval, 7.1 Posting and Sorting of TD for release	None	30 minutes	Municipal Assessor
8.0 Receives new copy of Tax Declaration	8.0 Releases Tax Declaration	None	15 minutes	Municipal Assessor/ Assessment Clerk
	TOTAL :		5 days	

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

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

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

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

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

1.2 SEGREGATION/CONSOLIDATION OF LOT

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

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

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

2.0	<p>2.0 Prints property record and latest tax map</p> <p>2.1 Researches and checks parcel configuration/platting</p> <p>2.2 Conducts ocular inspection (if necessary)</p> <p>2.3 Validates, checks & approves for computerized platting</p> <p>2.4 Prepares FAAS (Assign respective PIN; Prepare computation and final completion of manual FAAS)</p>	None	2 days or more depending on lot area and number of parcels	Municipal Assessor/Assessment Clerk
3.0	<p>3.0 Validate/verify property record; Check payment</p> <p>3.1 Encode FAAS</p> <p>3.2 Print FAAS</p>	None	30 mins	Assessment Clerk
4.0	<p>4.0 Review & Verify encoded FAAS</p> <p>4.1 Recommend editing (if necessary)</p> <p>4.2 Route for Approval</p> <p>4.3 Record & Track transaction</p>	None	30 mins	Municipal Assessor/Assessment Clerk

5.0	5.0 Review & submit FAAS 5.1 Assign TDN 5.2 Print/ generate NOA/TD 5.3 Encode annotations	None	30 mins	Municipal Assessor/ Assessment Clerk
6.0	6.0 Final review and Pre-Approval 6.1 Counter-sign on NOA/TD	None	15 minutes	Municipal Assessor
7.0	7.0 Approval, Posting and Sorting of TD for release	None	30 minutes	Municipal Assessor
8.0 Receives new copy of Tax Declaration	8.0 Releases Tax Declaration	None	15 minutes	Municipal Assessor/ Assessment Clerk
TOTAL:			5 days	

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

Processing Period :

Complex

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

-1-5 parcels with improvement, 6 days

Highly Technical

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

-6-10 parcels with improvement, 10 days

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

**1.3 NEW ASSESSMENT/DISCOVERY/REASSESSMENT/
RECLASSIFICATION**

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

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

Office or Division:	MUNICIPAL ASSESSOR'S OFFICE			
Classification:	SIMPLE, COMPLEX			
Type of Transaction:	G2G-Government to Government, G2B-Government to Business, G2C-Government to Citizens			
Who may avail:	All Calauan real property owners/tax payers, buyers, brokers, Consultants, realtors/developers, and other parties of interest.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Properly Filled-up FORM 103 (QCG-CAO-QP/S B03-v03), If property owner declaring Photo copy of Tax Declaration (Land Record) Certified true copy of latest tax declaration (for re-assessment/reclassification)		Assessor's Office		
Approved Building Permit Approved Building Plan Occupancy Permit (if any)		Department of Building Official		
Realty Tax Clearance or present original and photo copy of current year full payment (if necessary)		Municipal Treasurer's Office		
Sworn Statement of owner declaring the property		Property Owner		
Picture of property (3" x 5" colored, photo paper) – frontage/facade (showing full view of the structure)		Property Owner		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.0 Submits letter-request	1.0 Receives properly accomplished	None	15-30 mins	Municipal Assessor/Assessment Clerk

<p>or properly filled Sworn Statement declaring details of property; Fills-out application Form 103 (QCG-CAO-QP/SOI-B03-v03) for reassessment/reclassification inclusive of all documents required</p>	<p>Form 103 (QCG-CAO-QP/SOI-B03-v03) 1.2 Checks and validates submitted documents.</p>			
<p>2.0</p>	<p>2.0 Conducts ocular inspection (if necessary) 2.1 Prepares FAAS -Confirms location & PIN -Prepares computation & final completion of manual FAAS</p>	<p>None</p>	<p>1 day or more depending on number of RPUs</p>	<p>Municipal Assessor/Assessment Clerk</p>
<p>3.0</p>	<p>3.0 Validate/verify property record; 3.1 Encode FAAS 3.2 Print FAAS</p>	<p>None</p>	<p>30 mins</p>	<p>Municipal Assessor/Assessment Clerk</p>
<p>4.0</p>	<p>4.0 Review & Verify encoded FAAS</p>	<p>None</p>	<p>15 mins</p>	<p>Municipal Assessor/Assessment Clerk</p>

	4.1 Recommend editing (if necessary) 4.2 Route for Approval			
5.0	5.0 Review & submit FAAS 5.1 Assign TDN 5.2 Print/ generate NOA/TD 5.3 Encode annotations	None	30 mins	Assessment Clerk
6.0	6.0 Final review and Pre-Approval 6.1 Counter-sign on NOA/TD	None	10 minutes	Municipal Assessor/Assessment Clerk
7.0	7.0 Approval, Posting and Sorting of TD for release	None	10 minutes	Municipal Assessor
8.0 Receives new copy of Tax Declaration	8.0 Releases Tax Declaration	None	10 minutes	Municipal Assessor/Assessment Clerk
TOTAL :			3 days	

Note: Findings as a result of Sec. 204 (Declaration of Real Property by the Assessor) upon actual/ocular inspection, shall originate from the respective Appraisers in-charge, followed by the issuance of corresponding Notice to property owner/s.

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

1.4 CORRECTION/UPDATING OF ENTRY

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

inclusive of all documents required	1.1 Receives application			
2.0	2.0 Prepares FAAS - Confirms location & PIN - Prepares computation & final completion of manual FAAS	None	30 minutes	Municipal Assessor /Assessment Clerk
3.0	3.0 Validate/verify property record; 3.1 Encode FAAS 3.2 Print FAAS	None	30 mins	Municipal Assessor/Assessment Clerk
4.0	4.0 Review & Verify encoded FAAS 4.1 Recommend editing (if necessary) 4.2 Route for Approval	None	30 mins	Municipal Assessor/Assessment Clerk
5.0	5.0 Review & submit FAAS 5.1 Assign TDN 5.2 Print/ generate NOA/TD 5.3 Encode annotations	None	30 mins	Municipal Assessor/Assessment Clerk

6.0	6.0 Final review and Pre-Approval 6.1 Counter-sign on NOA/TD	None	15 minutes	Municipal Assessor/Assessment Clerk
7.0	7.0 Approval, Posting and Sorting of TD for release	None	15 minutes	Municipal Assessor
8.0 Receives new copy of Tax Declaration	8.0 Releases Tax Declaration	None	15 minutes	Municipal Assessor/Assessment Clerk

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

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

Office or Division:	MUNICIPAL ASSESSOR'S OFFICE			
Classification:	SIMPLE			
Type of Transaction:	G2G-Government to Government, G2B-Government to Business, G2C-Government to Citizens			
Who may avail:	All Calauan real property owners/tax payers, buyers, brokers, Consultants, realtors/developers, and other parties of interest.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Properly Filled-up FORM 106 (QCG-CAO-QP/SOI-B06-v01) Certified true copy of latest tax declaration (subject of correction)		Assessor's Office		
Realty Tax Clearance or present original and photo copy of current year full payment (if necessary)		Municipal Treasurer's Office		
Letter-request of the owner specifying requested correction and purpose for which the document will be used Owner's authorization/special power of attorney (for other parties requesting) Picture of property (3"x5" colored, photo-paper)		Owner/Authorized Representative		
Demolition Permit (in case of demolition)		Department of Building Official		
Certification from Fire Department (if razed/destroyed by Fire)		Bureau of Fire		
Barangay Certification (if necessary)		Office of the Barangay where property is located		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.0 Fills-out application form FORM 106 (QCG-CAO-QP/SOI-B06-v01) inclusive of all documents required	1.0 Checks and validates submitted documents; 1.1 Receives application	None	15 mins	Municipal Assessor/Assessment Clerk

	2.0 Prepares Cancellation Report - TD confirmation - Field Inspection (if necessary) - Prepares corresponding Appraiser's Report	None	1 day	Assessment Clerk
3.0	3.0 Validate/verify property record; 3.1 Encode FAAS 3.2 Print FAAS	None	30 mins	Assessment Clerk
4.0	4.0 Review & Verify encoded FAAS 4.1 Recommend editing (if necessary) 4.2 Route for Approval	None	30 mins	Municipal Assessor/Assessment Clerk
5.0	5.0 Print/ generate Notice of Cancellation (NOC)	None	10 mins	Assessment Clerk
6.0	6.0 Final review and Pre-Approval 6.1 Counter-sign on NOA/TD	None	10 minutes	Municipal Assessor
7.0	7.0 Approval, Posting and Sorting of TD for release	None	15 minutes	Municipal Assessor

8.0 Receives new copy of Tax Declaration	8.0 Releases Tax Declaration through Counter 6	None	10 minutes	Municipal Assessor/Assessment Clerk
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Processing Period : Within three (3) working days or earlier being a simple transaction only

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

2.1.1 CERTIFIED COPY OF TAX MAP/S

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

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

3. Photo copy of Title/TD or real property tax receipt and other reference for property identification		Owner		
4.Or by merely identifying & confirming property location thru RPV		Owner/TMD Representative		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.0 Submits duly accomplished TMD Form 1 (QCG-CAO-QP/SOI-B08-v02) inclusive of required document/information to Window/Counters 1-3	1.0 Validates and receives request; 1.2 Verifies property being requested	None	10 minutes	Municipal Assessor/Assessment Clerk
2.0 Owners pay corresponding fee	2.0 Miscellaneous Fees Section, Municipal Treasurer's Office	Php100/property	10 minutes	Office of the Municipal Treasurer, Billing/Cashier Officer
3.0 Pictures Tax Map and print	3.0 Certifies Tax Map	None	5 minutes	Assessment Clerk
4.0 Receives copy of Tax Map	4.0 Releases Tax Map with the Official Receipt	None	5 minutes	Municipal Assessor/Assessment Clerk
	TOTAL :	PHP 100	30 Minutes	

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

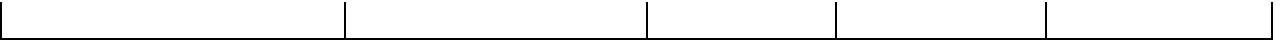
2.2.0 ISSUANCE OF PROPERTY HOLDING CERTIFICATION (WITH PROPERTY/NO PROPERTY) & CERTIFICATION OF NO IMPROVEMENT (WITH IMPROVEMENT/NO IMPROVEMENT)

The Municipal Assessor's Office provides Certificate of Property Holdings or Certificate of No Property Holding upon the request of the owner or his authorized representatives, any government agency or private entity. This service allows the taxpayer to obtain a listing of his/her property holdings as reference for payment of taxes, and for other legal purposes it may serve.

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

Office or Division:	MUNICIPAL ASSESSOR'S OFFICE	
Classification:	SIMPLE/COMPLEX	
Type of Transaction:	G2G-Government to Government, G2B-Government to Business, G2C-Government to Citizens	
Who may avail:	All Calauan real property owners/tax payers, buyers, brokers, Consultants, realtors/developers, and other parties of interest.	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Properly filled-up EDP Form (QCG-CAO-QP/SOI-B10-v02) or can be submitted thru an official letter-request 2. Photo copy of valid ID		Assessor's Office
3. Photo copy of Title/TD or real property tax receipt and other reference for property identification		Owner
4. Additional requirements for authorized representative requesting: - Owner's authorization/special power of attorney - Photo copy of valid ID		Owner/Authorized Representative

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1.0 Submits duly</p> <p>Accomplished EDP Form (QCG-CAO-QP/SOI-B10-v02) inclusive of Required documents/ Information</p>	<p>1.0 Validates and</p> <p>Receive request;</p> <p>1.2 Issues order of Payment</p>	<p>None</p>	<p>10 minutes</p>	<p>Municipal Assessor/Assessment Clerk</p>
<p>2.0 Owners pay corresponding fee</p>	<p>2.0 Window 5-18 Miscellaneous Fees Section, City Treasurer's Office</p> <p>2.1 Verifies property being requested</p> <p>2.2 Checks on improvement, if any; and validate other fields (if necessary)</p>	<p>Php100/ Certificate for No Improvement and Aggregate Land Holding and Php50/Certificate for No Property</p>	<p>15-30 minutes</p>	<p>Office of the Municipal Treasurer, Billing/Cashier Officer</p> <p>Municipal Assessor/Assessment Clerk</p>
<p>3.0 Presents</p> <p>corresponding OR</p>	<p>3.0 Attaches Order of Payment to the request and issues claim stub</p> <p>3.1 Prepares and types certification</p>	<p>None</p>	<p>30 minutes</p>	<p>Municipal Assessor/Assessment Clerk</p>



4.0 Waits for claim number to be called	4.0 Submits certification for review and approval, Affixes Signature	None	30 minutes	Municipal Assessor/Assessment Clerk
4.1 Receives certification		None	5 minutes	Municipal Assessor/Assessment Clerk
	TOTAL :	Php 100.00/50.00	1 hr**	
<i>Note:</i>				
<i>Certificate of property holdings/no property requested as a requirement for medical social service** are given priority and released at shorter waiting time</i>				
<i>Requests can also be made through a formal communication on which case, receipt and release are coursed through the Records Section.</i>				
<i>Lastly, requests for BIR Estate Tax Settlement are considered more complex and will take longer time for the necessary record verification, considering time of death, etc.</i>				

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

2.3 ISSUANCE OF CERTIFIED TRUE COPY OF TAX DECLARATION

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

There are currently two (2) classifications of TDs being certified –the manual copy or those issued from 2006 and below, manually processed; and the other is the electronic ones which to date can be certified electronically as well.

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

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Properly filled-up EDP Form (QCG-CAO-QP/SOI-B07-v02) 2. Photo copy of valid ID		Assessor's Office		
3. Proof of ownership (in case of newly acquired/transferred property)		Owner/Applicant		
4. Photo copy of Title/TD or real property tax receipt and other reference for property identification, if any		Owner/Applicant		
5. Additional requirements for authorized representative requesting: - Owner's authorization/special power of attorney - Photo copy of valid ID - Request letter (for those falling under 5,000sqm and above)		Owner/Authorized Representative		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.0 Submits duly accomplished ARMD Form 1 (QCG-CAO-QP/SOI-B10-v02) inclusive of Required documents/information to Window Counter 10	1.0 Validates request; 1.1 Receives request and issue order of payment	None	5 minutes	Municipal Assessor/Assessment Clerk
2.0 Owners pay corresponding fee	2. Miscellaneous Fees Section, Municipal Treasurer's Office	Php 100.00 Per copy of TD	10 minutes	Office of the Municipal Treasurer, Billing/Cashier Officer
	2.1 Verifies property requested		45 minutes	Assessment Clerk

	2.2 Prints electronic copy of TD or photocopy the manual ones			
3.0 Presents corresponding OR	3.0 Attaches OR to the request and issues claim stub; 3.1 Stamps printed/photocopied TD as "certified"	None	15 minutes	Assessment Clerk
4.0 Waits for claim number to be called; Receives certified copy of TD	4.0 Submits for signature/ approval, Affixes Signature	None	20 minutes	Municipal Assessor/Assessment Clerk
	TOTAL :	Php 100.00		
<p><i>Note:</i></p> <p><i>Requests can also be made through a formal communication on which case, receipt and release are coursed through the Records Section.</i></p>				

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

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

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

