



**City Assessor's Office
Real Property
External Services**



- **External Services**

1. TRANSFER OF REAL PROPERTY OWNERSHIP

A New Tax Declaration (TD) is issued to the new owner when there is a transfer of ownership of real property. This is done to update the records of the City Government and for taxation purposes. Since original copies of documents are required, online application is not allowed.

Office or Division:	Evaluation/ Appraisal/ Tax Mapping/ Records			
Classification:	Complex			
Type of Transaction:	Government to Client (G2C)			
Who may avail:	Real property owners within the City Government of Legazpi			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
a. Letter request or duly accomplished request form		Information Officers		
b. certified true copy of Transfer Certificate of Title (TCT) issued by Registry of Deeds (2 copies)		Registry of Deeds		
c. Original duplicate copy of Deed of Conveyance (i.e., Deed of Absolute Sale; Deed of Extra Judicial Settlement of Estate; Deed of Donation) 2 copies				
d. Original Owner's Copy or Certified True Copy of Tax Declaration subject for Transfer		City Assessor's Office		
e. Photocopy of Certificate Authorizing Registration (CAR) issued by BIR (2 copies)		Bureau of Internal Revenue		
f. Tax Clearance (present year)		City Treasurer's Office		
g. Photocopy of Official Receipt of Transfer Tax & Processing Fee		City Treasurer's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESS-ING TIME	PERSON RESPONSIBLE
FOR WALK-IN CLIENTS				
1. Clients submits duly filled-up Request Form together with the complete documentary requirements	1. Check completeness and forwarded to the City Assessor to seek approval of request	P 100.00 processing fee	5 minutes per request	<i>Assessment Clerk I</i> <i>Administrative Aide I</i>
	1.1 Assigns request to Assessment Officers	none	10 Minutes per request	<i>Tax Mapper II</i>



	1.2 The LAOO Evaluates submitted documentary	none	20 Minutes per request	<i>Local Assessment Operations Officer II</i>
2. Client submits other requirements upon evaluation	2. The LAOO to whom it is assigned prepares, signs and submits FAAS for approval	none	1 Hour per request	<i>Local Assessment Operations Officer IV</i> <i>Local Assessment III</i> <i>Tax Mapper II</i> <i>Local Assessment Operations Officer II</i>
	2.1 Approves FAAS	None	15 Minutes/ FAAS	<i>CGDH I/ City Assessor</i>
	2.2 Assigns PIN & records FAAS in the Tax Mapping Roll	None	15 Minutes/ FAAS	<i>Local Assessment Operations Officer III</i> <i>Local Assessment Operations Officer I</i> <i>Draftsman II</i> <i>Assessment Clerk II</i> <i>Administrative Aide I</i>
	2.3 Encodes FAAS and print-outs	None	15 Minutes/T D	<i>Local Assessment Operations Officer IV</i> <i>Tax Mapping Aide</i>
	2.4 Signs Tax Declaration	None	15 Minutes/T D	<i>Local Assessment Operations Officer IV</i> <i>Local Assessment Operations Officer III</i> <i>Tax Mapper II</i>



				<i>Local Assessment Operations Officer II</i>
	2.5 Cancellation of previous Tax Declaration	None	10 Minutes/T D	<i>Assessment Clerk II</i>
	2.6 Reviews and Signs the new Tax Declaration	None	5 Minutes/T D	<i>CGDH I/ City Assessors</i>
3. Acknowledges receipt of the new tax declaration	3. Segregates documents and releases new Tax Declaration	None	10 Minutes /TD	<i>Tax Mapping Aide Assessment Clerk I Administrative Aide I</i>
	Total:	100	3 Days	

2. ASSESSMENT OF BUILDING, MACHINERY AND OTHER STRUCTURES

Newly constructed buildings and other structures and newly installed machineries have to be declared for taxation purposes by the owner. Consequently, declarations have to be issued.

Office or Division:	Evaluation/ Appraisal/ Tax Mapping/ Records
Classification:	Complex
Type of Transaction:	Government to Client (G2C)
Who may avail:	Real property owners within the City Government of Legazpi
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
a) Letter request or duly accomplished request form	Information Officers
b) Sworn Statement as to cost of the newly installed machineries	Registry of Deeds
c) Copy of the approved Building Permit and /or Certificate of Completion of Occupancy Permit (for building)	City Engineer's Office
d) Blueprint copy of the approved plan	City Engineer's Office
e) Photocopy of Official Receipt of Transfer Tax & Processing Fee	City Treasurer's Office



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client submits request/e-copy of request at the City Assessor's office e-mail address together with documentary requirements	1. Receiving Officer checks as to completeness of requirements and forwarded the same to the City Assessor for approval of request	None	5 Minutes per request	<i>Assessment Clerk I</i> <i>Administrative Aide I</i>
	1.1 For online, IT personnel acknowledge receipts of request and attached documents, forwards to the City Assessor for approval	None	5 Minutes per request	<i>Assessment Clerk II</i> <i>Tax Mapping Aide</i>
	1.2 City Assessor assigns request to Assessment Officers	None	5 Minutes per request	<i>CGDH II/ City Assessor</i>
	1.3 Checks/ verifies submitted requirements & calendar date of inspection	None	20 Minutes per request	<i>Local Assessment Operations Officer IV</i> <i>Local Assessment Operations Officer III</i> <i>Tax Mapper II</i> <i>Local Assessment Operations I</i> <i>Materials Laboratory Technician I</i>
2. Confirms schedule of inspection	2. Informs client of the schedule of inspection thru text or online messaging	None	3 Minutes per client	<i>Assessment Clerk I</i> <i>Administrative Aide I</i> <i>Assessment Clerk II</i>



				<i>Tax Mapping Aide</i>
2.1 Conducts ocular inspection & assessment; prepares and signs report	None	3-4 Hours (may vary due to distance size of property & availability of transportation)	<i>Local Assessment Operations Officer IV</i> <i>Local Assessment Operations Officer III</i> <i>Tax Mapper II</i> <i>Local Assessment Operations Officer II</i> <i>Local Assessment Operations Officer I</i> <i>Materials Laboratory Technician I</i>	
2.2 Prepares and signs FAAS	None	1 Hour per tax declaration	<i>Local Assessment Operations Officer IV</i> <i>Local Assessment Operations Officer III</i> <i>Tax Mapper II</i> <i>Local Assessment Operations Officer II</i> <i>Materials Laboratory Technician I</i>	
2.3 Approves FAAS	None	15 Minutes/FAAS	<i>CGDH I/ City Assessor Officer</i>	
2.4 Assigns PIN & records FAAS in the Tax Mapping Roll	None	15 Minutes/FAAS	<i>Local Assessment Operations Officer III</i> <i>Local Assessment Operations Officer I</i> <i>Draftsman II</i>	



				Assessment Clerk II Administrative Aide I
	2.5 Assigns PIN & records FAAS in the Tax Mapping Roll	None	15 Minutes/FA AS	Local Assessment Operations Officer III Local Assessment Operations Officer I Draftsman II Assessment Clerk II Administrative Aide I
	2.6 Encodes FAAS and print-outs	None	15 Minutes/FA AS	Local Assessment Operations Officer IV Tax Mapper Aide
	2.7 LAOO signs Tax Declaration	None	15 Minutes/TD	Local Assessment Operations Officer IV Local Assessment Operations Officer III Tax Mapper II Local Assessment Operations Officer II
	2.8 Reviews and Approved the Tax Declaration	None	5 Minutes/TD	CGDH I/ City Assessor
3. Acknowledges receipts of new Tax Declaration	3. Segregates documents and releases the Tax Declaration; for online, sends e-copy of Owner's Copy via email	None	2 Minutes/TD	Tax Mapper Aide Assessment Clerk I Assessment Clerk II



				Administrative Aide I
	Total:		3 Days	

3. RE-ASSESSMENT, REVISION, CANCELLATION OF ASSESSMENT OF REAL PROPERTY

The Assessment records are being used as basis for annual real property tax computation. Property owners may request for this service for tax payment purposes

Office or Division:	Evaluation/ Appraisal/ Tax Mapping/ Records			
Classification:	Complex			
Type of Transaction:	Government to Client (G2C)			
Who may avail:	Real property owners within the City Government of Legazpi			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
a) Letter request or duly accomplished request form		Information Officers		
b) Barangay Certification (for Cancellation)		Barangay where property is located		
c. Tax Clearance		City Treasurer's Office		
d. Photocopy of Official Receipts of Transfer Tax & Processing Fee		City Treasurer's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. Receiving Officer checks as to completeness of requirements and forwarded the same to the City Assessor's for approval request	None	5 Minutes per request	<i>Assessment Clerk I</i> <i>Administrative Aide I</i>
1. Client submits request/e-copy of request at the City Assessor's Office e-mail address together with documentary requirements	1.1 For online, IT personnel acknowledgement receipts of request and attached	None	5 Minutes per request	<i>Assessment Clerk II</i> <i>Tax Mapper Aide</i>



	documents, forwards to the City Assessor for approval			
	1.2 City Assessor assigns request to Assessment Officers	None	5 Minutes per request	<i>CGDH I/ City Assessor</i>
	1.3 Verifies records and evaluates, whether there is a basis for cancellation of assessment, revision or re-assessment; when inspection is necessary request forwarded to LAOO	None	30 Minutes per request	<i>Local Assessment Operations Officer IV</i> <i>Tax Mapper Aide</i> <i>Assessment Clerk II</i> <i>Administrative Aide I</i>
	1.4 LAOO Checks/ verifies submitted requirements & calendar date of inspection	None	20 Minutes per request	<i>Local Assessment Operations Officer IV</i> <i>Local Assessment Operations Officer III</i> <i>Tax Mapper II</i> <i>Local Assessment Operations Officer II</i> <i>Local Assessment Operations Officer I</i> <i>Materials Laboratory Technician I</i>
2. Confirms schedule of inspection	2. Informs client of the schedule of inspection thru text or online messaging	None	10 Minutes per client	<i>Assessment Clerk I</i> <i>Administrative Aide I</i> <i>Assessment Clerk II</i>



				<i>Tax Mapper Aide</i>
3. Accompany Assessment Officers during inspection	3. Conducts ocular inspection & Assessment; prepares and signs report	None	3-4 Hours (may vary due to distance size of property & availability of transportation)	<i>Local Assessment Operations Officer IV</i> <i>Local Assessment Operations Officer III</i> <i>Tax Mapper II</i> <i>Local Assessment Operations Officer II</i> <i>Local Assessment Operations Officer I</i> <i>Draftsman II</i> <i>Material Laboratory Technician I</i>
	3.1 Prepares and signs FAAS	None	1 Hour per tax declaration	<i>Local Assessment Operations Officer IV</i> <i>Local Assessment Operations Officer III</i> <i>Tax Mapper II</i> <i>Local Assessment Operations Officer II</i> <i>Material Laboratory Technician I</i>
	3.2 Approves FAAS	None	15 Minutes/ FAAS	CGDH I/ City Assessor
	3.3 Prepares Notice of Cancellation, Revision or Correction	P 100.00 Processing Fee	20 Minutes per document	<i>Local Assessment Operations Officer IV</i> <i>Tax Mapper Aide</i>



	3.4 Verifies, cancels previous TD	None	15 Minutes per Notice	Assessment Clerk II Administrative Aide I
	3.5 Approves Notice	None	5 Minutes per Notice	CGDH I/ City Assessor
4. Acknowledges receipts	4. Releases Notice; for online, sends e-copy of Owners Copy	None	5 Minutes/ TD	Tax Mapper Aide Assessment Clerk I Assessment Clerk II Administrative Aide I
	Total:	100.00	7 hours & 15 mins.	

4. ISSUANCE OF TRUE COPY OF TAX DECLARATION, CERTIFICATION OF PROPERTY HOLDING, NO IMPROVEMENT AND OTHER CERTIFICATION

Office or Division:	Evaluation/Records			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Real Property owners within the City of Legazpi			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
a. Letter request or duly accomplished request form		Information Officers		
b. Xerox copy of ID and SPA or authorization of requesting party, if not the owner				
c. Official Receipt (for online, client sends receipts paid thru Legazpi City's Online)		City Treasurer's Office		
CLIENT STEPS	AGENCY ACTIONs	FEES TO BE PAID	PROCESsing TIME	PERSON RESPONSIBLE
	1. Receiving Officer checks as to completeness	None	5 Minutes per request	<i>Assessment Clerk I</i>



1. Client submits request/e-copy of request at the City Assessor's Office e-mail address together with documentary requirements	of requirements and verifies			<i>Administrative Aide I</i>
	1.1 For Online, IT personnel acknowledges receipts or request and attached documents, forwards to Evaluation	None	5 Minute per request	<i>Assessment Clerk II</i> <i>Tax Mapping Aide</i>
2. Client pays for the requested document	2. Prepares the requested documents	P 50.00 per document	20 Minutes per document	<i>Local Assessment Operations Officer IV</i> <i>Tax Mapping Aide</i>
	2.1 Verifies data in the print -out	None	5 Minute	<i>Assessment Clerk II</i>
	2.2 Approves the document	None	5 Minute	<i>CGDH I/ City Assessor</i>
3. Acknowledge receipt of the requested document	3. Releases requested document; for online, send e-copy via e-mail	None	5 Minutes/ Document	<i>Tax Mapping Aide</i> <i>Assessment Clerk I</i> <i>Assessment Clerk II</i> <i>Administrative Aide I</i>
Total:		P 100.00	45 Minutes	

5. VERIFYING HISTORY OF REAL PROPERTY

No online transaction for this service since original copies of documents are required.

Office or Division:	Records Management Division
Classification:	Simple
Type of Transaction:	G2C – Government to Client
Who may avail:	Real property owners within the City Government of Legazpi
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	



a. Letter request or duly accomplished request form		Information Officers		
b. Xerox copy of ID and SPA or authorization of requesting party, if not the owner				
c. Official Receipt (for online, client sends receipt paid thru Legazpi City's Online		City Treasurer's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client submits request/e-copy of request at the City Assessor's Office e-mail address together with documentary requirements	1. Receiving Officer checks as to completeness of requirements and verifies request	None	5 Minutes per request	Assessment Clerk I Administrative Aide I
	1.1 For Online, IT personnel acknowledges receipts or request and attached documents forwards to evaluation	None	5 Minutes per request	Assessment Clerk II Tax Mapping Aide
2. Pays research fee	2. Verifies, researches and documents history of the real property	None	1-2 Hours (may vary due to distance size of property & availability of transportation)	Assessment Clerk II Administrative Aide I
	2.1 Result of research presented to the City Assessor for approval of release of documents	None	15 Minutes per request	Assessment Clerk II
3. Acknowledgement receipt of the requested document	3. Releases requested document; for online, send e-copy via e-mail	None	5 Minutes/document	Tax Mapper Aide Assessment Clerk I Assessment Clerk II



				Administrative Aide I
TOTAL:		P 100.00	2 hours & 30 mins.	

6. SEGREGATION/CONSOLIDATION/SUBDIVISION OF REAL PROPERTY

Office or Division:	Records Management Division			
Classification:	Complex			
Type of Transaction:	G2C			
Who may avail:	Real property owners within the City Government of Legazpi			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
a. Letter request or duly accomplished request from		Information Officers		
b. Original Owner's Copy or Certified True Copy of Tax Declaration subject for transfer		City Assessor's Office		
c. Original duplicate copy of Deed of Conveyance (ie Deed of Absolute Sale; Deed of Extra Judicial Settlement of Estate; Deed of Donation) 2 copies				
d. Certified true copy of Transfer Certificate of Title (TCT) issued by Registry of Deeds (2 copies)				
e. Photocopy of Certificate Authorizing Registration (CAR) issued by BIR (2 copies)				
f. Tax Clearance (present year)				
g. Photocopy of Official Receipt of Transfer Tax & Processing Fee				
CLIENT STEPS	AGENCY ACTIONS	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client submits duly filled-up Request form together with the complete documentary requirements	1. Checks completeness and forwarded to the City Assessor to seek approval or request	P 100.00	5 Minutes per request	<i>Assessment Clerk I</i> <i>Administrative Aide I</i>
	1.1 Assigns request to	None	10 Minutes per request	<i>Tax Mapper II</i>



	Assessment Officers			<i>Local Assessment Operations Officer II</i>
	1.2 The LAOO Evaluates submitted documentary	None	10 Minutes Per request	
2. Client submits other requirements upon evaluation	2. The LAOO to whom it is assigned prepares, signs and submits FAAS for approval	None	1 Hour per request	<i>Local Assessment Operations Officer IV</i> <i>Local Assessment Operations Officer III</i> <i>Tax Mapper II</i> <i>Local Assessment Operations Officer II</i>
	2.1 Approves FAAS	None	15 Minutes/ FAAS	<i>CGDH I/ City Assessor</i>
	2.2 Assigns PIN & records FAAS in the Tax Mapping Roll	None	15 Minutes/ FAAS	<i>Local Assessment Operations Officer III</i> <i>Local Assessment Operations Officer I</i> <i>Draftsman II</i> <i>Assessment Clerk II</i> <i>Administrative Aide I</i>
	2.3 Encodes FAAS and print -outs	None	15 Minutes/ TD	<i>Local Assessment Operations Officer IV</i> <i>Tax Mapping Aide</i>
	2.4 Signs Tax Declaration	None	15 Minutes/ TD	<i>Local Assessment Operations Officer IV</i> <i>Local Assessment Operations Officer III</i> <i>Tax Mapper II</i> <i>Local Assessment Operations Officer II</i>



	2.5 Cancellation of previous Tax Declaration	None	10 Minutes/ TD	<i>Assessment Clerk II</i>
	2.6 Reviews and Signs the new Tax Declaration	None	5 Minutes/ TD	<i>CGDH I/ City Assessor</i>
3. Acknowledges Receipt of the new TD	3. Segregates documents and releases new Tax Declaration	None	10 Minutes TD	<i>Tax Mapper Aide</i> <i>Assessment Clerk I</i> <i>Administrative Aide I</i>
	Total		2 hours & 25 mins.	
*Time may vary depending on the documents filed				



FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback?	<p>Answer the Feedback Form located in the Frontline Desk of the City Assessor's Office, then place it inside the drop box or personally hand it over to the Officer of the Day (OD).</p> <p>City Assessor's Office Contact Number: 0977-421-7005</p>
How feedback is processed?	<p>The Administrative Division verifies the nature of the queries and feedback within one (1) working day. The same shall be referred to the concerned Division. Upon receipt of reply from the concerned Division, the Client will be informed via email, text or phone call.</p> <p>For follow-ups or inquiries, the contact information are as follows: legazpi.assessorsoffice@gmail.com 0977-421-7005</p>
How to file complaint?	<p>To file a complaint against the City Assessor's Office, provide the following details through writing on the Complaint Form (CSC Form #3), or via e-mail:</p> <ul style="list-style-type: none">- Full name, address and contact information of the Complainant- Narrative of the Complaint- Evidences- Name of the Person being Complained <p>Send all complaints against the City Assessor's Office, through writing on the COMPLAINT FORM (CSC Form #3) or to legazpi.assessorsoffice@gmail.com</p> <p>For follow-ups or inquiries, the contact information is: 0977-421-7005</p>
How complaints are processed?	<p>All complaints received against the City Assessor's Office will be processed by the Administrative Division.</p> <p>The ADMIN reads (Complaint Form - CSC Form 3), browses, evaluates and determines the complaints</p>



	<p>received on a daily basis. The ADMIN shall coordinate with the concerned Division to answer the complaint and shall investigate, if necessary. After the concern has been addressed or after conduct of investigation, the ADMIN shall prepare an Incident Report and refer it to the Legal Office, for further review. Then the Legal Office shall forward its findings to the City Mayor, copy furnished the City Assessor's Office, for appropriate action &/or final decision.</p> <p>The ADMIN shall give the feedback to the clients via email, or through writing.</p>
Contact Information of CITY ASSESOR'S OFFICE	<p>Engr. EDUARDO A. LUNA, JR. CGDH I/ City Assessor</p> <p>Engr. ANTHONY JEMAR G. SARTORIO CGADH I/ Asst. City Assessor</p> <p>Office Number: 0977-421-7005 Email Address: legazpi.assessorsoffice@gmail.com</p>