



**CITY ASSESSOR'S OFFICE**  
**Real Property**

**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.

<b>Office or Division:</b>	Evaluation/ Appraisal/ Tax Mapping/ Records			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	Government to Client (G2C)			
<b>Who may avail:</b>	Real property owners within the City Government of Legazpi			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
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		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONs</b>	<b>FEES TO BE PAID</b>	<b>PROCESS -ING TIME</b>	<b>PERSON RESPONSIBLE</b>
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 II</i>  <i>Administrative Aide I</i>
	1.1 Assigns request to Assessment Officers	none	10 Minutes per request	<i>Tax Mapper III</i>  <i>Local Assessment Operations Officer II</i>
	1.2 The LAOO Evaluates submitted documentary	none	20 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	<p><i>City Government Assistant Department Head I</i></p> <p><i>Supervising Administrative Officer Local Assessment III</i></p> <p><i>Tax Mapper II</i></p> <p><i>Local Assessment Operations Officer II</i></p>
	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	<p><i>Supervising Administrative Officer</i></p> <p><i>Local Assessment Operations Officer I</i></p> <p><i>Draftsman II</i></p> <p><i>Assessment Clerk II</i></p> <p><i>Administrative Aide I</i></p>
	2.3 Encodes FAAS and print-outs	None	15 Minutes/T D	<p><i>CGADH I</i></p> <p><i>Tax Mapper Aide</i></p>
	2.4 Signs Tax Declaration	None	15 Minutes/T D	<p><i>CGADH I</i></p> <p><i>SAO</i></p> <p><i>Tax Mapper III</i></p> <p><i>Local Assessment Operations Officer II</i></p>
	2.5 Cancellation of previous Tax Declaration	None	10 Minutes/T D	<i>Local Assessment Operations Officer I</i>



				<i>Local Assessment Operations Officer II</i>
	2.6 Reviews and Signs the new Tax Declaration	None	5 Minutes/T D	<i>CGDH I/ City Assessor</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</i> <i>Assessment Clerk II</i> <i>Administrative Aide I</i>
	<b>Total:</b>	<b>100</b>	<b>3 Days</b>	

## 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.

<b>Office or Division:</b>	Evaluation/ Appraisal/ Tax Mapping/ Records			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	Government to Client (G2C)			
<b>Who may avail:</b>	Real property owners within the City Government of Legazpi			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
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			
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONs</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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	None	5 Minutes per request	<i>Assessment Clerk II</i> <i>Administrative Aide I</i>



	approval of request			
	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	Assessment Clerk II Tax Mapping Aide
	1.2 City Assessor assigns request to Assessment Officers	None	5 Minutes per request	CGDH I/ City Assessor
	1.3 Checks/ verifies submitted requirements & calendar date of inspection	None	20 Minutes per request	CGADH I Supervising Administrative Officer Tax Mapper III Local Assessment Operations II Administrative Assistant I
2. Confirms schedule of inspection	2. Informs client of the schedule of inspection thru text or online messaging	None	5 Minutes per client	Assessment Clerk II Administrative Aide I Assessment Clerk II Tax Mapping Aide
	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)	CGADH I Supervising Administrative Officer Tax Mapper III Local Assessment Operations Officer II Administrative Assistant VI(Computer Operator III) Administrative Assistant I
	2.2 Prepares and signs FAAS	None	1 Hour per tax declaration	CGADH I Supervising Administrative Officer



				<i>Tax Mapper III</i>  <i>Local Assessment Operations Officer II</i> <i>Administrative Assistant I</i>
	2.3 Approves FAAS	None	15 Minutes/FA AS	CGDH I/ City Assessor Officer
	2.4 Assigns PIN & records FAAS in the Tax Mapping Roll	None	15 Minutes/FA AS	CGADH I Administrative Aide I Administrative Aide I Administrative Assistant VI (Computer Operator III) Assessment Clerk II
	2.5 Assigns PIN & records FAAS in the Tax Mapping Roll	None	15 Minutes/FA AS	CGADH I Local Assessment Operations Officer II  Administrative Assistant VI (Computer Operator III) Assessment Clerk II  Administrative Aide I
	2.6 Encodes FAAS and print-outs	None	15 Minutes/FA AS	CGADH I Tax Mapper Aide
	2.7 LAOO signs Tax Declaration	None	15 Minutes/TD	CGADH I SAO Tax Mapper III 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 II  Assessment Clerk II



				Administrative Aide I
		<b>Total:</b>	<b>3 Days</b>	

### 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

<b>Office or Division:</b>	Evaluation/ Appraisal/ Tax Mapping/ Records			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	Government to Client (G2C)			
<b>Who may avail:</b>	Real property owners within the City Government of Legazpi			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
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		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONs</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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's for approval request	None	5 Minutes per request	<i>Assessment Clerk II</i> <i>Administrative Aide I</i>
	1.1 For online, IT personnel acknowledgement receipts of request and attached documents, forwards to the	None	5 Minutes per request	<i>Assessment Clerk II</i> <i>Tax Mapper Aide</i>



	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>CGADH I</i> <i>Tax Mapper Aide</i> <i>Local Assessment Operation Officer I</i> <i>Local Assessment Operation Officer II</i>
	1.4 LAOO Checks/ verifies submitted requirements & calendar date of inspection	None	20 Minutes per request	<i>CGADH I</i> <i>Supervising Administrative Officer</i> <i>Tax Mapper III</i> <i>Local Assessment Operations Officer II</i> <i>Local Assessment Operations Officer II</i> <i>Administrative Assistant 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 II</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)	<p><i>CGADHI I</i></p> <p><i>Supervising Administrative Officer</i></p> <p><i>Tax Mapper III</i></p> <p><i>Local Assessment Operation Officer II</i></p> <p><i>Local Assessment Operation Officer II</i></p> <p><i>Administrative Assistant Vi (Computer Operator III)</i></p> <p><i>Administrative Assistant I</i></p>
	3.1 Prepares and signs FAAS	None	1 Hour per tax declaration	<p><i>CGADHI I</i></p> <p><i>Supervising Administrative Officer</i></p> <p><i>Tax Mapper III</i></p> <p><i>Local Assessment Operation Officer II</i></p> <p><i>Administrative Assistant I</i></p>
	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	<p><i>CGADHI I</i></p> <p><i>Tax Mapper Aide</i></p>
	3.4 Verifies, cancels previous TD	None	15 Minutes per Notice	<p><i>Local Assessment Operations Officer I</i></p> <p><i>Local Assessment Operations Officer II</i></p>



	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 II Assessment Clerk II Administrative Aide I
	<b>Total:</b>	<b>100.00</b>	<b>7 hours &amp; 25 mins.</b>	

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

<b>Office or Division:</b>	Evaluation/Records			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	Real Property owners within the City of Legazpi			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
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		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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	None	5 Minutes per request	<i>Assessment Clerk II</i> <i>Administrative Aide I</i>
	1.1 For Online, IT personnel acknowledges	None	5 Minute per request	<i>Assessment Clerk II</i>



	receipts or request and attached documents, forwards to Evaluation			<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>CGADH I Tax Mapping Aide</i>
	2.1 Verifies data in the print -out	None	5 Minute	<i>Local Assessment Operation Officer I</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 Assessment Clerk II Assessment Clerk II Administrative Aide I</i>
<b>Total:</b>		<b>P 100.00</b>	<b>45 Minutes</b>	

## 5. HISTORY VERIFICATION OF REAL PROPERTY

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

<b>Office or Division:</b>	Records Management Division
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Client
<b>Who may avail:</b>	Real property owners within the City Government of Legazpi
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	
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 II 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	P/50.00 per property	1-2 Hours (may vary due to distance size of property & availability of transportation)	Local Assessment Operations Officer I Local Assessment Operations Officer II
	2.1 Result of research presented to the City Assessor for approval of release of documents	None	15 Minutes per request	Local Assessment Operations Officer I Local Assessment Operations Officer 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 II Assessment Clerk II Administrative Aide I



<b>TOTAL:</b>	<b>P/ 50.00</b>	<b>2 hours &amp; 30 mins.</b>	
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## 6. SEGREGATION/CONSOLIDATION/SUBDIVISION OF REAL PROPERTY

<b>Office or Division:</b>	Records Management Division			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	Real property owners within the City Government of Legazpi			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
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				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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 processing fee	5 Minutes per request	<i>Assessment Clerk II</i> <i>Administrative Aide I</i>
	1.1 Assigns request to Assessment Officers	None	10 Minutes per request	<i>Tax Mapper III</i> <i>Local Assessment Operations Officer II</i>
	1.2 The LAOO Evaluates submitted documentary	None	10 Minutes Per request	
	2. The LAOO to whom it is	None	1 Hour per request	<i>CGADH I</i>



2. Client submits other requirements upon evaluation	assigned prepares, signs and submits FAAS for approval			Supervising Administrative Officer  Tax Mapper III  Local Assessment Operations Officer II
	2.1 Approves FAAS	None	15 Minutes/ FAAS	CGDH II/ City Assessor
	2.2 Assigns PIN & records FAAS in the Tax Mapping Roll	None	15 Minutes/ FAAS	Supervising Administrative Officer Administrative Aide I  Administrative Assistant VI (Computer Operator III)  Assessment Clerk II  Administrative Aide I
	2.3 Encodes FAAS and print -outs	None	15 Minutes/ TD	CGADH I  Tax Mapping Aide
	2.4 Signs Tax Declaration	None	15 Minutes/ TD	CGADH I  Supervising Administrative Officer  Tax Mapper III  Local Assessment Operations Officer II
	2.5 Cancellation of previous Tax Declaration	None	10 Minutes/ TD	Local Assessment Operation I
	2.6 Reviews and Signs the new Tax Declaration	None	5 Minutes/ TD	CGDH II/ City Assessor
3. Acknowledges Receipt of the new TD	3. Segregates documents and	None	10 Minutes TD	Tax Mapper Aide



	releases new Tax Declaration			<i>Assessment Clerk II</i> <i>Administrative Aide I</i>
	<b>Total</b>	<b>P/100.00</b>	<b>3 Hours</b>	

## 7. ANNOTATION

(Mortgage, Tax Liens, Levy, Last Will & Testament, Bailbond, Lis Pendens & Adverse Claim)

<b>Office or Division:</b>	Records Management Division
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C
<b>Who may avail:</b>	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. Xerox copy of ID and SPA or authorization of requesting party, if not the owner	
c. Mortgage Agreement, Notice of Levy & Tax Lien, Affidavit of Adverse Claim, Notice of Lis Pendens, Last Will & Testament	Bank/Other Lending Institution, Court, City Treasurer, Claimant
d. Official Receipt (for online, client sends receipt paid thru Legazpi City's Online Services)	City Treasurer's Office

CLIENT STEPS	AGENCY ACTIONS	FEES 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 of request	P/50.00 processing fee	5 minutes per request	<i>Assessment Clerk II</i> <i>Administrative Aide I</i>
	2. Forwarded to Records Division for verification & Annotation	none	15 minutes per request	<i>Local Assessment Operations Officer I</i> <i>Local Assessment Operations Officer II</i>
	3. To IT for online recording & printing of tax declaration (if requested)	none	5 minutes per request	<i>Tax Mapping Aide</i>
	4. Approval	none	5 minutes per request	<i>CGDH II / City Assessor</i>
<b>TOTAL:</b>		<b>P/50.00</b>	<b>30 minutes</b>	



### 8. CANCELLATION OF ANNOTATION (Mortgage, Tax Liens, Levy, Last Will & Testament, Bailbond, Lis Pendens & Adverse Claim)

<b>Office or Division:</b>	Records Management Division/Evaluation			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Frontline Service			
<b>Who may avail:</b>	Real Property owners/claimant within the City of Legazpi			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
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. Release of Mortgage, Court Decision, Tax Clearance		Bank/Other Lending Institution, Court, City Treasurer, Claimant		
d. Official Receipt (for online, client sends receipt paid thru Legazpi City's Online Services)		City Treasurer's Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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 of request	P/50.00 processing fee	5 minutes per request	<i>Assessment Clerk II</i> <i>Administrative Aide I</i>
	2. Forwarded to Records Division for cancellation	none	15 minutes per request	<i>Local Assessment Operations Officer I</i> <i>Local Assessment Operations Officer II</i>
	3. To IT for online recording & printing of tax declaration(if requested)	none	5 minutes per request	<i>Tax Mapping Aide</i>
	4. Approval	none	5 minutes per request	<i>CGDH II/ City Assessor</i>
<b>TOTAL:</b>		<b>P/50.00</b>	<b>30 minutes</b>	

### 9. CORRECTION OF ENTRY

<b>Office or Division:</b>	Records Management Division/Evaluation			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Frontline Service			
<b>Who may avail:</b>	Real Property owners/claimant within the City of Legazpi			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
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. Title and Technical Description, Tax Clearance		Registry of Deeds City Treasurer's Office		





CLIENT STEPS	AGENCY ACTIONs	FEES TO BE PAID	PROCESS-ING 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 of request	P/50.00 processing fee	5 minutes per request	<i>Assessment Clerk II</i> <i>Administrative Aide I</i>
	2. Forwarded to Records Division for verification	none	15 minutes per request	<i>Local Assessment Operations Officer I</i> <i>Local Assessment Operations Officer II</i>
	3. To IT for online correction	none	5 minutes per request	<i>Tax Mapping Aide</i> <i>CGADH I</i>
	4. Online Approval	none	5 minutes per request	<i>CGDH I/ City Assessor</i>
	5. Printing of new corrected Tax Declaration	none	5 mins per request	<i>CGADH I</i>
	6. Countersigning/ signing	none	5 mins per request	<i>CGDH I/ City Assessor</i>
<b>TOTAL:</b>		<b>P/50.00</b>	<b>40 minutes</b>	

<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
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: 0966-812-0533</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: <a href="mailto:legazpi.assessorsoffice@gmail.com">legazpi.assessorsoffice@gmail.com</a> 0966-812-0533</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"><li>- Full name, address and contact information of the Complainant</li><li>- Narrative of the Complaint</li><li>- Evidences</li><li>- Name of the Person being Complained</li></ul> <p>Send all complaints against the City Assessor's Office, through writing on the COMPLAINT FORM (CSC Form #3) or to <a href="mailto:legazpi.assessorsoffice@gmail.com">legazpi.assessorsoffice@gmail.com</a></p> <p>For follow-ups or inquiries, the contact information is: 0966-812-0533</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 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 &amp;/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><b>Engr. EDUARDO A. LUNA, JR.</b> CGDH I/ City Assessor</p> <p><b>Engr. ANTHONY JEMAR G. SARTORIO</b> CGADH I/ Asst. City Assessor</p> <p><b>Office Number: 0966-812-0533</b> <b>Email Address: <a href="mailto:legazpi.assessorsoffice@gmail.com">legazpi.assessorsoffice@gmail.com</a></b></p>