

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.

Office or Division:	Evaluation/ Apprais	al/ Tax Ma	apping/ Recor	ds		
Classification:	Complex					
Type of Transaction:	Government to Clie	ent (G2C)				
Who may avail:		Real property owners within the City Government of Legazpi				
CHECKLIST OF REQU	JIREMENTS		WHERE 1	TO SECURE		
a. Letter request or duly according form	nplished request		Informati	ion Officers		
b. certified true copy of Transfe Title (TCT) issued by Registry copies)			Registry	of Deeds		
c. Original duplicate copy of De (i.e., Deed of Absolute Sale; D Judicial Settlement of Estate; I 2 copies	eed of Extra					
d. Original Owner's Copy or Copy of Tax Declaration subject for			City Asse	ssor's Office		
e. Photocopy of Certifica Registration (CAR) issued b		Bureau of Internal Revenue				
f. Tax Clearance (present year		City Treasurer's Office				
g. Photocopy of Official Receip Processing Fee		City Treasurer's Office				
CLIENT STEPS	AGENCY	FEES	PROCESS	PERSON		
	ACTIONs	TO BE PAID	-ING TIME	RESPONSIBLE		
Clients submits duly filled- up Request Form together	1. Check completeness	Р	5 minutes per request	Assessment Clerk II		
with the complete documentary requirements	and forwarded to the City Assessor to seek approval of request	100.00 process ing fee		Administrative Aide I		
	1.1 Assigns request to Assessment Officers	none	10 Minutes per request	Tax Mapper III Local Assessment		
	1.2 The LAOO Evaluates submitted documentary	none	20 Minutes per request	Operations Officer II		



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	City Government Assistant Department Head I Supervising Administrative Officer Local Assessment III Tax Mapper II Local Assessment Operations Officer II
	2.1 Approves FAAS	None	15 Minutes/ FAAS	CGDH I/ City Assessor
	2.2 Assigns PIN & records FAAS in the Tax Mapping Roll	None	15 Minutes/ FAAS	Supervising Administrative Officer Local Assessment Operations Officer I Draftsman II Assessment Clerk II Administrative Aide I
	2.3 Encodes FAAS and print- outs	None	15 Minutes/T D	CGADH I Tax Mapper Aide
	2.4 Signs Tax Declaration	None	15 Minutes/T D	CGADH I SAO Tax Mapper III Local Assessment Operations Officer II
	2.5 Cancellation of previous Tax Declaration	None	10 Minutes/T D	Local Assessment Operations Officer I



				Local Assessment Operations Officer II
	2.6 Reviews and Signs the new Tax Declaration	None	5 Minutes/T D	CGDH I/ City Assessor
3. Acknowledges receipt of the new tax declaration	3. Segregates documents and releases new Tax Declaration	None	10 Minutes /TD	Tax Mapping Aide Assessment Clerk II Administrative Aide 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 owner	Real property owners within the City Government of Legazpi				
CHECKLIST OF REQU	JIREMENTS		WHERE T	O SECURE		
 a) Letter request or duly ac request form 	ccomplished		Informati	on Officers		
b) Sworn Statement as to installed machineries	cost of the newly		Registry	of Deeds		
c) Copy of the approved B /or Certificate of Comple Permit (for building)	•	City Engineer's Office				
d) Blueprint copy of the ap	d) Blueprint copy of the approved plan		City Engineer's Office			
e) Photocopy of Official Re Tax & Processing Fee	eceipt of Transfer	City Treasurer's Office				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSI NG TIME	PERSON RESPONSIBLE		
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	Assessment Clerk II Administrative Aide I		



				CIAL
	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 transportati on)	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



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				Tax Mapper III
				Local Assessment Operations Officer II Administrative Assistant 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
Acknowledges receipts of new Tax Declaration	3. Segregates documents and releases the Tax	None	2 Minutes/TD	Tax Mapper Aide
	Declaration; for online, sends e-copy of Owner's			Assessment Clerk II Assessment Clerk II
	Copy via email			Assessinent Olerk II

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		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/ Apprais	al/ Tax Ma	apping/ Record	ds		
Classification:	Complex	Complex				
Type of Transaction:	Government to Clie	Government to Client (G2C)				
Who may avail:	Real property owne	rs within t				
CHECKLIST OF REQU	JIREMENTS			TO SECURE		
request form	luly accomplished		Informat	ion Officers		
b) Barangay Certification (for C	Cancelation)	Ba		property is located		
C. Tax Clearance				surer's Office		
d. Photocopy of Official Recei	pts of Transfer Tax		City Treas	surer's Office		
& Processing Fee						
CLIENT STEPS	AGENCY ACTIONs	FEES TO BE PAID	PROCESS ING TIME	PERSON RESPONSIBLE		
1. Client submits request/e-copy of request at the City	1. Receiving Officer checks as to completeness of requirements and forwarded the same to the City Assessor's for approval request 1.1 For online, IT personnel acknowledgement receipts of	None	5 Minutes per request 5 Minutes per request	Assessment Clerk II Administrative Aide I Assessment Clerk II Tax Mapper Aide		
Assessor's Office e-mail address together with documentary requirements	request and attached documents, forwards to the	110.10		тах ічарры ліце		



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



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 transportati on)	CGADHI I Supervising Administrative Officer Tax Mapper III Local Assessment Operation Officer II Local Assessment Operation Officer II Administrative Assistant Vi (Computer Operator III) Administrative Assistant I
	3.1 Prepares and signs FAAS	None	1 Hour per tax declaration	CGADHI I Supervising Administrative Officer Tax Mapper III Local Assessment Operation Officer II Administrative Assistant 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 Proces sing Fee	20 Minutes per document	CGADHI I Tax Mapper Aide
	3.4 Verifies, cancels previous TD	None	15 Minutes per Notice	Local Assessment Operations Officer I
				Local Assessment Operations Officer II

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	3.5 Approves	None	5 Minutes	CGDH I/ City Assessor
	Notice		per Notice	
	4. Releases Notice; for online, sends e-copy of Owners Copy	None	5 Minutes/ TD	Tax Mapper Aide Assessment Clerk II
4. Acknowledges receipts				Assessment Clerk II
				Administrative Aide I
	Total:	100.00	7 hours & 25 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 REQU	JIREMENTS		WHERE TO	SECURE			
a. Letter request or duly according	mplished request	Information Officers					
b. Xerox copy of ID and SPA	or authorization of						
requesting party, if not the ow	ner						
c. Official Receipt (for online,			City Treasur	er's Office			
receipts paid thru Legazpi Cit							
CLIENT STEPS	AGENCY	FEES TO	PROCES	PERSON			
	ACTIONs	BE PAID	SING	RESPONSIBLE			
	4. December		TIME				
	Receiving Officer checks as		5 Minutes	Assessment Clerk II			
			per	Assessment Olerk II			
1. Client submits request/e-	to completeness of requirements		request	Administrative Aide I			
copy of request at the City	and verifies	None					
Assessor's Office e-mail	and verifies						
address together with							
documentary requirements							
accamonary requirements	1.1 For Online, IT		5 Minute				
	personnel	None	per				
	acknowledges		request	Assessment Clerk II			



	receipts or request and attached documents, forwards to Evaluation			Tax Mapping Aide
Client pays for the requested document	2. Prepares the requested documents	P 50.00 per document	20 Minutes per documen t	CGADH I Tax Mapping Aide
	2.1 Verifies data in the print -out 2.2 Approves the document	None None	5 Minute 5 Minute	Local Assessment Operation Officer I CGDH I/ City Assessor
Acknowledge receipt of the requested document	3. Releases requested document; for online, send e- copy via e-mail	None	5 Minutes/ Documen t	Tax Mapping Aide Assessment Clerk II Assessment Clerk II Administrative Aide I
Total:	1	P 100.00	45 Minutes	

5. HISTORY VERIFICATION 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 REQ	UIREMENTS WHERE TO SECURE				
a. Letter request or duly accord	Information Officers				
form					
b. Xerox copy of ID and SPA	or authorization of				
requesting party, if not the ow	/ner				
c. Official Receipt (for online,					
paid thru Legazpi City's Onlin	е				



CLIENT STERS	ACENCY ACTIONS	EFFC	DDOCEC	PERSON
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCES SING TIME	PERSON RESPONSIBLE
1. Client submits request/e-copy of request at the City Assessor's Office e-mail address together with documentary requirements	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 & availabilit y of transport ation)	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 ecopy via e-mail	None	5 Minutes/ document	Tax Mapper Aide Assessment Clerk II Assessment Clerk II Administrative Aide I



TOTAL:		2 hours	
	P/ 50.00	& 30	
		mins.	

6. SEGREGATION/CONSOLIDATION/SUBDIVION OF REAL PROPERTY

Office or Division:	Records Manageme	ent Division	າ			
Classification:	Complex	Complex				
Type of Transaction:	G2C					
Who may avail:	Real property owners within the City Government of Legazpi					
CHECKLIST OF REQ	JIREMENTS WHERE TO SECURE			TO SECURE		
a. Letter request or duly accomplished request from			Informat	ion Officers		
b. Original Owner's Copy or 0	Certified True Copy		City Asse	ssor's Office		
of Tax Declaration subject for	transfer		-			
c. Original duplicate copy of [Deed of Conveyance					
(ie Deed of Absolute Sale; De						
Settlement of Estate; Deed of						
d. Certified true copy of Trans						
Title (TCT) issued by Registry	of Deeds (2					
copies)						
e. Photocopy of Certificate Au						
Registration (CAR) issued by						
f. Tax Clearance (present year						
g. Photocopy of Official Rece	ipt of Transfer Tax &					
Processing Fee	A OFNOV	-	DD00500	DEDOON		
CLIENT STEPS	AGENCY	FEES	PROCESS	PERSON		
	ACTIONs	TO BE	-ING TIME	RESPONSIBLE		
		PAID				
1. Client submits duly filled-	1. Checks	PAID	5 Minutes			
	1. Checks completeness and		5 Minutes per request	Assessment Clerk II		
	1. Checks completeness and forwarded to the	P 100.00	5 Minutes per request	Assessment Clerk II		
up Request form together with the complete	completeness and forwarded to the	P 100.00 process				
up Request form together with the complete	completeness and	P 100.00				
up Request form together with the complete	completeness and forwarded to the City Assessor to	P 100.00 process				
up Request form together with the complete	completeness and forwarded to the City Assessor to seek approval or	P 100.00 process				
up Request form together with the complete	completeness and forwarded to the City Assessor to seek approval or request	P 100.00 process ing fee	per request			
up Request form together with the complete	completeness and forwarded to the City Assessor to seek approval or request 1.1 Assigns request to Assessment	P 100.00 process ing fee	per request 10 Minutes	Administrative Aide I Tax Mapper III		
up Request form together with the complete	completeness and forwarded to the City Assessor to seek approval or request 1.1 Assigns request to	P 100.00 process ing fee	per request 10 Minutes	Administrative Aide I Tax Mapper III Local Assessment		
up Request form together	completeness and forwarded to the City Assessor to seek approval or request 1.1 Assigns request to Assessment Officers 1.2 The LAOO	P 100.00 process ing fee	per request 10 Minutes	Administrative Aide I Tax Mapper III		
up Request form together with the complete	completeness and forwarded to the City Assessor to seek approval or request 1.1 Assigns request to Assessment Officers 1.2 The LAOO Evaluates	P 100.00 process ing fee None	10 Minutes per request 10 Minutes Per	Administrative Aide I Tax Mapper III Local Assessment		
up Request form together with the complete	completeness and forwarded to the City Assessor to seek approval or request 1.1 Assigns request to Assessment Officers 1.2 The LAOO	P 100.00 process ing fee	10 Minutes per request 10 Minutes	Administrative Aide I Tax Mapper III Local Assessment		

1 Hour per request

None

CGADH I

documentary
2. The LAOO to

whom it is



Client submits other requirements upon	assigned prepares, signs			Supervising Administrative Officer
evaluation	and submits FAAS for approval			Tax Mapper III
				Local Assessment Operations Officer II
	2.1 Approves FAAS	None	15 Minutes/ FAAS	CGDH I/ City Assessor
	2.2 Assigns PIN & records FAAS in the Tax Mapping Roll		15 Minutes/ FAAS	Supervising Administrative Officer Administrative Aide I
	Koli	None		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		15 Minutes/ TD	CGADH I
				Supervising Administrative Officer
		None		Tax Mapper III
				Local Assessment Operations Officer II
	2.5 Cancelation 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 I/ City Assessor
3. Acknowledges Receipt of the new TD	3. Segregates documents and	None	10 Minutes TD	Tax Mapper Aide

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releases new Tax Declaration			Assessment Clerk II Administrative Aide I
Total	P/100.0	3 Hours	
	0		

7. ANNOTATION

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

Office or Division: Records Management Division

Classification:	Simple	Simple				
Type of Transaction:	G2C					
Who may avail:	Real property owner	Real property owners within the City Government of Legazpi				
CHECKLIST OF REQ	UIREMENTS		WHERE TO SECURE			
a. Letter request or duly acco	mplished request		Informat	ion Officers		
from						
	b. Xerox copy of ID and SPA or authorization of					
requesting party, if not the ow						
c. Mortagage Agreement, Notice		Bank/Othe	•	tution, Court, City Treasurer,		
Affidavit of Adverse Claim, Notic Will & Testament	e of Lis Pendens, Last		Cla	aimant		
d. Official Receipt (for online, clie			City Treas	surer's Office		
thru Legazpi City's Online Service		_		_		
CLIENT STEPS	AGENCY	FEES	PROCESS	PERSON		
	ACTIONS	TO BE PAID	-ING TIME	RESPONSIBLE		
1. Client submits duly filled-up	1. Checks	P/50.00	5 minutes	Assessment Clerk II		
Request Form together with	completeness and	processi	per request			
the complete documentary	forwarded to the City Assessor to seek	ng fee		Administrative Aide I		
requirements	approval of request					
	2. Forwarded to	none	15 minutes	Local Assessment		
	Records Division for		per request	Operations Officer I		
	verification &					
	Annotation			Local Assessment		
	3. To IT for online		5 minutes	Operations Officer II		
	recording & printing		per request	Tax Mapping Aide		
	of tax declaration(if	none	per request	rax mapping riide		
	requested)					
	4. Approval	none	5 minutes	CGDH I/ City Assessor		
			per request			
	TOTAL:	P/50.00	30 minutes			



8. CANCELLATION OF ANNOTATION (Mortgage, Tax Liens, Levy, Last Will &

Testament, Bailbond, Lis Pendens & Adverse Claim)

Office or Division:	Records Management	Division/E	valuation		
Classification:	Simple				
Type of Transaction:	Frontline Service				
Who may avail:	Real Property owners/claimant within the City of Legazpi				
CHECKLIST OF REQ	UIREMENTS		WHERE TO SECURE		
a. Letter request or duly accomp			Informat	tion Officers	
b. Xerox copy of ID and SPA or a					
requesing party, if not the owner					
c. Release of Mortgage, Court D	ecision, Tax	Bank/Othe		tution, Court, City Treasurer,	
Clearance d. Official Receipt (for online, clie	ant aanda raaaint naid			aimant surer's Office	
thru Legazpi City's Online Service			City Treas	surer's Office	
CLIENT STEPS	AGENCY	FEES	PROCESS	PERSON	
02:2::: 0:2: 0	ACTIONS	TO BE	-ING TIME	RESPONSIBLE	
	Acricio	PAID		11201 01101222	
	1. Checks	P/50.00	5 minutes	Assessment Clerk II	
Client submits duly filled-up	completeness and	processi	per request		
Request Form together with	forwarded to the City	ng fee		Administrative Aide I	
the complete documentary	Assessor to seek				
requirements	approval of request 2. Forwarded to	nono	15 minutes	Local Assessment	
	Records Division for	none	per request	Operations Officer I	
	cancellation		perrequest	Operations Officer i	
	Carroonation			Local Assessment	
				Operations Officer II	
	3. To IT for online		5 minutes		
	recording & printing	none	per request	Tax Mapping Aide	
	of tax declaration(if				
	requested)		5 minutos	CCDH I/ City Appassor	
	4. Approval	none	5 minutes per request	CGDH I/ City Assessor	
	TOTAL:	P/50.00	30 minutes		

9. CORRECTION OF ENTRY

Office or Division:	Records Management Division/Evaluation			
Classification:	Simple			
Type of Transaction:	Frontline Service			
Who may avail:	Real Property owners/claimant within the City of Legazpi			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
		Information Officers		
a. Letter request or duly accomplished request form				
b. Xerox copy of ID and SPA or authorization of				
requesing 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
Client submits duly filled-up Request Form together with the complete documentary requirements	1. Checks completeness and forwarded to the City Assessor to seek	P/50.00 processi ng fee	5 minutes per request	Assessment Clerk II
requirements	approval of request			Administrative Aide I
	2. Forwarded to Records Division for verification	none	15 minutes per request	Local Assessment Operations Officer I Local Assessment Operations Officer II
	3. To IT for online correction	none	5 minutes per request	Tax Mapping Aide CGADH I
	4. Online Approval	none	5 minutes per request	CGDH I/ City Assessor
	5. Printing of new corrected Tax Declaration	none	5 mins per request	CGADH I
	6. Countersigning/ signing	none	5 mins per request	CGDH I/ City Assessor
	P/50.00	40 minutes		

FEEDBACK AND COMPLAINTS MECHANISM		
How to send feedback?	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). City Assessor's Office Contact Number: 0966-812-0533	
How feedback is processed?	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. For follow-ups or inquiries, the contact information are as follows: legazpi.assessorsoffice@gmail.com 0966-812-0533	
How to file complaint?	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:	



	 Full name, address and contact information of the Complainant Narrative of the Complaint Evidences Name of the Person being Complained Send all complaints against the City Assessor's Office, through writing on the COMPLAINT FORM (CSC Form #3) or to legazpi.assessorsoffice@gmail.com For follow-ups or inquiries, the contact information is: 0966-812-0533
How complaints are processed?	All complaints received against the City Assessor's Office will be processed by the Administrative Division. 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 &/or final decision. The ADMIN shall give the feedback to the clients via email, or through writing.
Contact Information of CITY ASSESOR'S OFFICE	Engr. EDUARDO A. LUNA, JR. CGDH I/ City Assessor Engr. ANTHONY JEMAR G. SARTORIO CGADH I/ Asst. City Assessor Office Number: 0966-812-0533 Email Address: legazpi.assessorsoffice@gmail.com