



**OFFICE OF THE MUNICIPAL ASSESSOR**  
**External Services**

**CITIZEN'S CHARTER**

2022(3<sup>rd</sup> Edition)



**Mandate:**

To serve primarily as a general-purpose government for the coordination and delivery of basic, regular and delivery of effective governance of the inhabitants within its territorial jurisdiction.

**Vision:**

We envision the Assessor's Office to be a model office of accommodating, cooperative and dedicated public servants, which maintains the highest degree of professionalism and deep commitment to service, in pursuance to its goal of generating more income for the property assessments, while providing honest, prompt and courteous service to the people of Dipaculao.

**Mission:**

Is to discover, list, appraise and properly assessed all real properties in accordance with existing assessment rules and regulations in order to generate more income for the Municipality.



## SERVICE PLEDGE:

We, the officials and employees of the Municipal Government of Dipaculao, Aurora, do hereby pledge our firm commitment to perform our duties and functions with the goals to:

**D**eliver services to the people with respect, proficiency, ease and immediacy to their satisfaction;

**I**nitiate public service that is truly God-centered, customer-oriented and efficiency-driven;

**P**ractise constantly the sense of honesty, transparency, loyalty and dedication in our work and gain the trust and confidence of the people;

**A**nnihilate every thought of self, thereby giving first priority to the needs of the inhabitants/constituents.

**C**ultivate the foster good working relationship with other human resources in each office so as to create an atmosphere of friendliness among us that will lead to an easy and smooth flow of business transaction.

**U**nite in the pursuit of common goal of development and prosperity in our community regardless of position, economic status, religious and political affiliation, cultural and ethnic differences.

**L**ove and value our job no matter how low or high our position is and give the best of our skills and abilities;

**A**spire for greater achievements that will bring glory and pride to our community; and

**O**btain a well-acclaimed municipality which is worthy of emulation when it comes to excellent delivery of services by efficient and dedicated public servants



## LIST OF SERVICES

### MUNICIPAL ASSESSOR OFFICE

#### External Services

1. Issuance of Tax Map
2. Processing of Transfer of Ownership
3. Issuance of Certification
4. Trace Back Old Tax Declaration and Documents



## 1. Issuance of Tax Map

Identify the location of Property

<b>Office or Division:</b>	Municipal Assessor Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C-Government to Citizen			
<b>Who may avail:</b>	Property Owner			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
ID of property Owner		LTO/BIR/GSIS/PHILHEALTH/ GOVERNMENT ID/BARANGAY ID		
Special Power of Attorney & ID of representative in absence of own-		LTO/BIR/GSIS/PHILHEALTH/GOVERNMENT ID/ BARANGAY ID		
<b>CLIENTS STEP</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill-up Request slip	1.Receive Request slip of client	None	2 minutes	<i>Municipal Assessor Personnel</i> Office of the Municipal Assessor
2. Submits documents, ID or SPA	2. 1 Verify identification and requirements.	None	10 minutes	<i>Municipal Assessor Personnel</i> Office of the Municipal Assessor
	2.2 Provide order of payment	200.00	2 minutes	<i>Municipal Assessor Personnel</i> Office of the Municipal Assessor
3. Present Official Receipt (OR)	3.1 Check OR	None	2 minutes	<i>Municipal Assessor Personnel</i> Office of the Municipal Assessor
	3.2 Issue Claim stub indicating when to claim copy of request		2 minutes	<i>Municipal Assessor Personnel</i> Office of the Municipal Assessor



CLIENTS STEP	AGENCY ACTION	FEES TO BE	PROCESSING TIME	PERSON RESPONSIBLE
4. Return on date indicated on claim stub	4.1 Verify claim and re-lease document		2 minutes	<i>Municipal Assessor Personnel</i> Office of the Municipal Assessor
<b>TOTAL:</b>		200.00	20 minutes	

## 2. Processing of Transfer of Ownership

Declaration of Real Property by the Owner or Administrator

<b>Office or Division:</b>	Municipal Assessor Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C-Government to Citizen			
<b>Who may avail:</b>	Property Owner			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Certified True Copy of documents (Certificate of Title, BIR/ CAR, Deed of Sale), (2 photocopies each)		Land Registration Authority/BIR/Notary Public		
Tax Clearance (2 photocopies)				
Official Receipt of Transfer of Tax (2 photocopies)				
Sworn Statement/Official Receipt (2 photocopies)		Municipal Treasury Office		
Approved Plan / Lot Plan / Sub-division Plan (2 photocopies)		Geodetic Engineer		
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up Request slip	1.Receive Re-request slip of client	None	2 minutes	<i>Municipal Assessor Personnel</i> Office of the Municipal Assessor



CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Submits documents, I D or SPA	2.1 Receive, verify identification and check completeness of requirements.		2 minutes	<i>Municipal Assessor Personnel Office of the Municipal Assessor</i>
	2.2 Provide order of payment		1 minutes	
3. Present Official Receipt (OR)	3.1 Check Official Receipt		2 minutes	<i>Municipal Assessor Personnel Office of the Municipal Assessor</i>
	3.2 Issue Claim stub indicating when to claim copy of request		2 minutes	
4. Return on date indicated on claim stub	4. Verify claim and release document		2 minutes	<i>Municipal Assessor Personnel Office of the Municipal Assessor</i>
<b>TOTAL:</b>		PHP 200.00	11 minutes	

### 3. Issuance of Certification

Issue upon request of the property owner or his authorized representatives certifies pertaining to, or certified copies of the assessment records of real property and other records of real property, and other concerns relative to assessments.

<b>Office or Division:</b>	Municipal Assessor Office		
<b>Classification:</b>	Simple		
<b>Type of</b>	G2C Government to Citizen		
<b>Who may avail:</b>	Property Owner		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
<b>Certification of Tax Declaration:</b>			
ID of property Owner		LTO/BIR/GSIS/PHILHEALTH/ GOVERNMENT ID/BARANGAY ID	



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<b>Certification of Tax Declaration:</b>				
Special Power of Attorney & ID of representative in absence of owner	LTO/BIR/GSIS/PHILHEALTH/ GOVERNMENT ID/BARANGAY ID			
Official Receipt evidencing full payment of real property tax for the current year	Municipal Treasury Office			
<b>Certificate of Property Holdings:</b>				
ID of property Owner	LTO/BIR/GSIS/PHILHEALTH/ GOVERNMENT ID/BARANGAY ID			
Special Power of Attorney & ID of representative in absence of owner	LTO/BIR/GSIS/PHILHEALTH/ GOVERNMENT ID/BARANGAY ID			
Official Receipt evidencing full payment of real property tax for the current year	Municipal Treasury Office			
<b>Certification of No Property Holdings:</b>				
ID of property Owner	LTO/BIR/GSIS/PHILHEALTH/ GOVERNMENT ID/BARANGAY ID			
Special Power of Attorney & ID of representative in absence of owner	LTO/BIR/GSIS/PHILHEALTH/ GOVERNMENT ID/BARANGAY ID			
Official Receipt evidencing full payment of real property tax for the current year	Municipal Treasury Office			
CLIENTS STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up Request slip	1.Receive Request slip of client	None	2 minutes	<i>Municipal Assessor Personnel</i> Office of the Municipal Assessor
2.Submits documents, ID or SPA, Official Receipt of Real Property for current year	2.1Receive, verify identification and check completeness of requirements.		2 minutes	<i>Municipal Assessor Personnel</i> Office of the Municipal Assessor





CLIENTS STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Provide order of payment	200.00	1 minute	<i>Municipal Assessor Personnel Office of the Municipal Assessor</i>
3.Present Official Receipt (OR)	<p>Check Official Receipt for appropriate payments</p> <p>Verify Photocopies of Identification or SPA/ Authorization, and official receipts</p> <p>3.3 Validates documents from records</p> <p>3.4 Certify to correctness</p>	None	<p>1 minute</p> <p>2 minutes</p> <p>1 minute</p> <p>1 minute</p>	<p><i>Municipal Assessor Personnel Office of the Municipal Assessor</i></p> <p><i>Municipal Assessor Personnel Office of the Municipal Assessor</i></p>
4.Receive request	4.1 Stamp certifications, secures the receipt of the client from the duplicate copy then release to client	None	3 minutes	<i>Municipal Assessor Personnel Office of the Municipal Assessor</i>
<b>TOTAL:</b>		Php 200.00	13 minutes	



#### 4. Trace Back Old Tax Declaration and Documents

Verification of documents.

<b>Office or Division:</b>	Municipal Assessor Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C-Government to Citizen			
<b>Who may avail:</b>	Property Owner			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>Certification of Tax Declaration:</b>				
ID of property Owner	SSS/LTO/BIR/GSIS/PASSPORT/BARANGAY ID			
Special Power of Attorney & ID of representative in absence of owner	SSS/LTO/BIR/GSIS/PASSPORT/BARANGAY ID			
In case owner is deceased, Birth Certificate of Marriage Contract to connect the relation of legal heirs as proof of relationship to owner	Municipal Civil Registry Office			
<b>CLIENTS STEP</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill-up Request slip	1.Receive Request slip of client	None	2 minutes	<i>Municipal Assessor Personnel</i> Office of the Municipal Assessor
2.Submits documents, ID or SPA,	Receive, verify identification and check completeness of requirements.  Provide order of payment	200.00	2 minutes  1 minutes	<i>Municipal Assessor Personnel</i> Office of the Municipal Assessor



CLIENTS STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Present Official Receipt (OR)	3.1 Check Official Receipt for appropriate payments  3.2 Verify Photocopies of Identification or SPA/ Authorization, and official re-	None	2 minutes  2 minutes	<i>Municipal Assessor Personnel Office of the Municipal Assessor</i>
4. Receive documents	4.1 Stamp certifications, secures the receipt of the client from the duplicate copy then release to client	None	2 minutes	<i>Municipal Assessor Personnel Office of the Municipal Assessor</i>
<b>TOTAL:</b>		200.00	11 minutes	