



Republic of the Philippines
 Province of Misamis Occidental
 OFFICE OF THE PROVINCIAL ASSESSOR
 Capitol Drive, Oroquieta City



CITIZEN'S CHARTER

I. ASSESSMENT OF REAL PROPERTIES

- A. Frontline Service** : **TRANSFER OF REAL PROPERTY OWNERSHIP FOR LAND, BUILDING AND MACHINERY**
- Schedule of Availability of Service** : MONDAY TO FRIDAY
 8:00 am to 5:00 pm without noon break
- Who may avail of the Service** :
- What are the Requirements** :
- a. Accomplished Transaction Request Form (to be secured from the Public Assistance and Complaint Desk In-Charge)
 - b. Duly Registered Deed of Conveyance
 - c. Sworn Statement of Real Property Market Value
 - d. Certificate Authorizing Registration
 - e. Transfer Tax
 - f. Current Realty Tax
 - g. Proof of Payment [Official Receipt from the Provincial Treasurer's Office (PTO)] *
- Duration** : 54 minutes to 1 hour

HOW TO AVAIL OF THE SERVICE:

Steps	Applicant/Client	Service Provider	Duration of the Activity	Person in Charge	Fees	Form
1	Client signs client logbook	Public Assistance and Complaint Desk In-Charge reads the Transaction Request Form to be accomplished by the client	2 minutes	Public Assistance and Complaint Desk In-charge	-none-	Transaction Request Form
2	Secure Transaction Request	Public Assistance Desk In-Charge				

	Form (TRF) from the Public Assistance and Complaint Desk In-Charge, fill-up and give the accomplished form back to the in-charge.	examines the accomplished TR Form and refers the client to the appropriate Assessment Clerk for the processing of request for transfer of real property ownership	2 minutes	Public Assistance and Complaint Desk In-charge	-none-	-
3	Client presents supporting documents to the assessment in-charge for the processing of the request for transfer of ownership	Assessment Clerk examines the documentary requirements as to completeness, authenticity and appropriateness, advises the client to complete missing documents if any and issues an Order of Payment (OP) to the client for the transaction	5 minutes	Assessment Clerk In-charge	-none-	Order of Payment
4	Client brings the Order of Payment to the PTO and pays the corresponding amount as computed by the assisting clerk at the Provincial Treasurer's Office (PTO), collects the official receipt and head back to the Provincial Assessor's Office (PASSO)	Assessment Clerk In-Charge prepares documents of transfer and submits the prepared documents to the Provincial Assessor or to this Assistant for review and approval.	45 minutes to 1 hour	Assessment Clerk In-charge	Depends on the Market Value and Zonal Valuation of the Property	Field Appraisal and Assessment Sheet (FAAS)
6	Client submits the official receipt to the assessment clerk in-charge as proof of payment, and settles at the waiting area while the request is being processed	Assessment Clerk In-Charge records and releases the documents of transfer after review and approval of the Head of Office	1 minute	Assessment Clerk In-charge	None	None
7	Client receives the duly accomplished and approved document of transfer	Assessment Clerk files duplicate copies/office copies of the document for future reference.				
END OF TRANSACTION						

B. Frontline Service : **REVISION OF REAL PROPERTY ASSESSMENTS FOR LAND, BUILDING AND MACHINERY**
Schedule of Availability of Service : MONDAY TO FRIDAY, 8:00 am to 5:00 pm (no noon break)

Who may avail of the Service :

What are the Requirements :

- a. Current Year Real Property Tax Receipts
- b. Municipal Assessor’s Reports of Actual Ocular Inspection
- c. Sworn Statement of the Fair and Current Market Value of the Real Property (To be secured from the Municipal Assessor’s Office of the locality where the property is located)

Duration : 56 minutes to 1 hour

HOW TO AVAIL OF THE SERVICE:

Steps	Applicant/Client	Service Provider	Duration of the Activity	Person in Charge	Fees	Form
1	Client signs client logbook	Public Assistance and Complaint Desk In-Charge readies the Transaction Request Form to be accomplished by the client	2 minutes	Public Assistance and Complaint Desk In-charge	-none-	Transaction Request Form
2	Secure Transaction Request Form (TRF) from the Public Assistance and Complaint Desk In-Charge, fill-up and give the accomplished form back to the in-charge.	Public Assistance Desk In-Charge examines the accomplished TR Form and refers the client to the appropriate Assessment Clerk for the processing of request for the revision of real property assessments	2 minutes	Public Assistance and Complaint Desk In-charge	-none-	-
3	Client presents supporting documents to the assessment in-charge for the processing of the request for revision of real property assessments	Assessment Clerk examines the documentary requirements as to completeness, authenticity and appropriateness, advises the client to complete missing documents if any and issues an Order of Payment (OP) to the	5 minutes	Assessment Clerk In-charge	-none-	Order of Payment

		client for the transaction				
4	Client brings the Order of Payment to the PTO and pays the corresponding amount as computed by the assisting clerk at the Provincial Treasurer's Office (PTO), collects the official receipt and head back to the Provincial Assessor's Office (PASSO)	Assessment Clerk In-Charge prepares documents for the revision of real properties and submits the prepared documents to the Provincial Assessor or to this Assistant for review and approval.	45 minutes to 1 hour	Assessment Clerk In-charge	Depends on the Market Value and Zonal Valuation of the Property	Field Appraisal and Assessment Sheet (FAAS)
6	Client submits the official receipt to the assessment clerk in-charge as proof of payment, and settles at the waiting area while the request is being processed	Assessment Clerk In-Charge records and releases the documents of revision of real property assessments after review and approval of the Head of Office	1 minute	Assessment Clerk In-charge	None	None
7	Client receives the duly accomplished and approved document/s of revision of real property assessments	Assessment Clerk files duplicate copies/office copies of the document for future reference.	1 minute			

END OF TRANSACTION

C. Frontline Service : **DECLARATION OF NEWLY DISCOVERED REAL PROPERTY FOR LANDS BUILDINGS AND MACHINERIES**
Schedule of Availability of Service : MONDAY TO FRIDAY
8:00 am to 5:00 pm without noon break

Who may avail of the Service :

What are the Requirements :

1. For Newly Acquired Land:
 - a. DENR certification as to the A&D of the property
 - b. Municipal Assessor’s Reports on Actual Ocular Inspection
 - c. Sworn Statement of the Fair and Current Market Value of the Real Property
2. For Newly Acquired Building:
 - a. Building Permit
3. For Newly Acquired Machinery
 - a. Acquisition Cost Receipts

Duration : 56 minutes to 1 hour

HOW TO AVAIL OF THE SERVICE:

Steps	Applicant/Client	Service Provider	Duration of the Activity	Person in Charge	Fees	Form
1	Client signs client logbook	Public Assistance and Complaint Desk In-Charge readies the Transaction Request Form to be accomplished by the client	2 minutes	Public Assistance and Complaint Desk In-charge	-none-	Transaction Request Form
2	Secure Transaction Request Form (TRF) from the Public Assistance and Complaint Desk In-Charge, fill-up and give the accomplished form back to the in-charge.	Public Assistance Desk In-Charge examines the accomplished TR Form and refers the client to the appropriate Assessment Clerk for the processing of request for the Declaration of Newly Discovered Real Property	2 minutes	Public Assistance and Complaint Desk In-charge	none-	
3	Client presents supporting	Assessment Clerk examines the				

	documents to the assessment in-charge for the processing of the request for declaration of newly discovered real properties	documentary requirements as to completeness, authenticity and appropriateness, advises the client to complete missing documents if any and issues an Order of Payment (OP) to the client for the transaction	5 minutes	Assessment Clerk In-charge	-none-	Order of Payment
4	Client brings the Order of Payment to the PTO and pays the corresponding amount as computed by the assisting clerk at the Provincial Treasurer's Office (PTO), collects the official receipt and head back to the Provincial Assessor's Office (PASSO)	Assessment Clerk In-Charge prepares documents for the declaration of newly discovered real properties and submits the prepared documents to the Provincial Assessor or to this Assistant for review and approval.	45 minutes to 1 hour	Assessment Clerk In-charge	150.00/copy	Field Appraisal and Assessment Sheet (FAAS)
6	Client submits the official receipt to the assessment clerk in-charge as proof of payment, and settles at the waiting area while the request is being processed	Assessment Clerk In-Charge records and releases the documents of declaration of newly discovered real properties after review and approval of the Head of Office	1 minute	Assessment Clerk In-charge	None	None
7	Client receives the duly accomplished and approved document of declaration of newly discovered real properties.	Assessment Clerk files duplicate copies/office copies of the document for future reference.	1 minute			
END OF TRANSACTION						

D. Frontline Service : ISSUANCES OF ASSESSMENT RECORDS AND VARIOUS CERTIFICATIONS

- a. Certified True Copy of Tax Declaration
- b. History of Property Origin and Tax Declaration
- c. Certification of Landholdings
- d. Certified True Copy of Deed of Conveyance

Schedule of Availability of Service: MONDAY TO FRIDAY
8:00 am to 5:00 pm without noon break

What are the Requirements :

- a. Official Receipt / Proof of Payment from PTO

Transaction Fee :

- a. Certified True Copy of Tax Declaration : 50.00 per copy
- b. History of Property Origin and Tax Declaration : 100.00 per page
- c. Certification of Landholdings : 75.00 per page
- d. Certified True Copy of Deed of Conveyance : 50.00 per page
- e. Various/Other Certifications : 50.00 per page

Duration : 56 minutes – 1 hour

HOW TO AVAIL OF THE SERVICE:

Steps	Applicant/Client	Service Provider	Duration of the Activity	Person in Charge	Fees	Form
1	Client signs client logbook	Public Assistance and Complaint Desk In-Charge readies the Transaction Request Form to be accomplished by the client	2 minutes	Public Assistance and Complaint Desk In-charge	none	Transaction Request Form
2	Secure Transaction Request Form (TRF) from the Public Assistance and Complaint Desk In-Charge, fill-up and give the accomplished form back to the in-charge.	Public Assistance Desk In-Charge examines the accomplished TR Form and refers the client to the appropriate Assessment Clerk for the processing of request for the issuance of assessment records and various certifications	2 minutes	Public Assistance and Complaint Desk In-charge	-none-	-

3	Client presents supporting documents to the assessment in-charge for the processing of the request for declaration of newly discovered real properties	Assessment Clerk examines the documentary requirements as to completeness, authenticity and appropriateness, advises the client to complete missing documents if any and issues an Order of Payment (OP) to the client for the transaction	5 minutes	Assessment Clerk In-charge	-none-	Order of Payment
4	Client brings the Order of Payment to the PTO and pays the corresponding amount as computed by the assisting clerk at the Provincial Treasurer's Office (PTO), collects the official receipt and head back to the Provincial Assessor's Office (PASSO)	Assessment Clerk In-Charge prepares the assessment documents and records requested and submit the prepared documents to the Provincial Assessor or to this Assistant for review and approval.	45 minutes to 1 hour	Assessment Clerk In-charge	-	-
6	Client submits the official receipt to the assessment clerk in-charge as proof of payment, and settles at the waiting area while the request is being processed	Assessment Clerk In-Charge records and releases the documents after review and approval of the Head of Office	1 minute	Assessment Clerk In-charge	None	None
7	Client receives the duly accomplished and approved assessment records and/or certifications	Assessment Clerk files duplicate copies/office copies of the document for future reference.	1 minute			
END OF TRANSACTION						

- E. Frontline Service** : **REPRODUCTION OF TAX MAPS**
a. Sketch Plan
b. Section Maps
- Schedule of Availability of Service** : MONDAY TO FRIDAY
8:00 am to 5:00 pm without noon break
- What are the Requirements** :
a. Official Receipt / Proof of Payment from PTO
- Transaction Fee** :
a. Bond Paper Size : P 50.00 per page
b. Section Map Size : 100.00 per copy
c. Base Map Size : 150.00 per copy
- Duration** : 56 minutes to 1 hour
- HOW TO AVAIL OF THE SERVICE** :

Steps	Applicant/Client	Service Provider	Duration of the Activity	Person in Charge	Fees	Form
1	Client signs client logbook	Public Assistance and Complaint Desk In-Charge readies the Transaction Request Form to be accomplished by the client	2 minutes	Public Assistance and Complaint Desk In-charge	-none-	Transaction Request Form
2	Secure Transaction Request Form (TRF) from the Public Assistance and Complaint Desk In-Charge, fill-up and give the accomplished form back to the in-charge.	Public Assistance Desk In-Charge examines the accomplished TR Form and refers the client to the appropriate Assessment Clerk for the processing of request for reproduction of tax maps	2 minutes	Public Assistance and Complaint Desk In-charge	-none-	-
3	Client presents details of the request to the tax mapping in-charge for the processing of the request for tax maps, may present	Taxmapping in-charge examines the documentary requirements and issues an Order of Payment (OP) to the client for the transaction	5 minutes	Taxmapping Clerk In-charge	-none-	Order of Payment

	other supporting documents (TD, Title, etc.) for easy reference and reproduction of requested tax maps					
4	Client brings the Order of Payment to the PTO and pays the corresponding amount as computed by the assisting clerk at the Provincial Treasurer's Office (PTO), collects the official receipt and head back to the Provincial Assessor's Office (PASSO)	Taxmapping Clerk In-Charge prepares the tax maps requested and submit the prepared documents to the Provincial Assessor or to this Assistant for review and approval.	45 minutes to 1 hour	Taxmapping Clerk In-charge	-	-
6	Client submits the official receipt to the assessment clerk in-charge as proof of payment, and settles at the waiting area while the request is being processed	Assessment Clerk In-Charge records and releases the documents after review and approval of the Head of Office	1 minute	Taxmapping Clerk In-charge	None	None
7	Client receives the duly accomplished and approved assessment records and/or certifications	Assessment Clerk files duplicate copies/office copies of the document for future reference.	1 minute			

END OF TRANSACTION

F. Frontline Service : **CONDUCT OF OCULAR INSPECTIONS / INVESTIGATIONS**

Schedule of Availability of Service : MONDAY TO FRIDAY
8:00 am to 5:00 pm without noon break

What are the Requirements :

- a. Written request for ocular inspection
- b. Official Receipt / Proof of Payment from PTO

Duration : 1 hour

HOW TO AVAIL OF THE SERVICE:

Steps	Applicant/Client	Service Provider	Duration of the Activity	Person in Charge	Fees	Form
1	Client signs client logbook	Public Assistance and Complaint Desk In-Charge readies the Transaction Request Form to be accomplished by the client	2 minutes	Public Assistance and Complaint Desk In-charge	-none-	Transaction Request Form
2	<ul style="list-style-type: none"> a. Client presents his oral request for ocular inspection; or b. Client presents/submits his written request for ocular inspection c. Secure Transaction Request Form (TRF) from the Public Assistance and Complaint Desk In-Charge, fill-up and give the accomplished form back to the in-charge. 	Public Assistance Desk In-Charge examines the request and the accomplished TR Form and refers the request to the Head of Office or to the Assistant Head of Office for the assignment of ocular inspectors and scheduling of the ocular inspection	10 minutes	Public Assistance and Complaint Desk In-charge	-none-	-
3	Client settles at the waiting area and wait for instructions as to the details of the schedules and availability of ocular inspectors	Assessment Clerk in-charge secures instructions from the head of office as to the approval and details of the schedules of	5 minutes	Assessment Clerk In-Charge	As indicated in the Order of payment	Order of Payment

		ocular inspection. When the request is approved, the assessment clerk in-charge issues an Order of Payment (OP) to the client for the transaction				
4	Client brings the Order of Payment to the PTO and pays the corresponding amount as computed by the assisting clerk at the Provincial Treasurer's Office (PTO), collects the official receipt and head back to the Provincial Assessor's Office (PASSO)	Assessment Clerk confers with the Provincial Assessor or the Assistant Provincial Assessor in organizing a team of ocular inspectors, processing of travel orders and finalization of schedules.	45 minutes to 1 hour	Assessment Clerk In-Charge	300 per parcel	-
6	Client submits the official receipt to the assessment clerk in-charge as proof of payment, and settles at the waiting area while the request is being processed	Assessment Clerk In-Charge instructs the client as to the details of the ocular inspection, introduces the team to conduct ocular inspection and finalizes the date and time of the inspection	1 minute	Assessment Clerk In-charge	None	None
7	Client confers and acknowledges the details and schedules of the ocular inspection, awaits for the actual ocular inspection by the ocular inspection team	Assessment Clerk records the schedules and confers with the Administrative Division for the preparation of the necessary travel documents.	2 minutes	Assessment Clerk In-Charge	None	none
END OF TRANSACTION						

- G. Frontline Service** : **ANNOTATIONS/CANCELLATION OF LOANS/MORTGAGES, BAIL BONDS AND OWNERS NOTICES TO OFFICE**
- Schedule of Availability of Service** : MONDAY TO FRIDAY
8:00 am to 5:00 pm without noon break
- What are the Requirements** :
- a. Latest Tax Declaration
 - b. Mortgage/Bail bond documents; and/or cancellation of loans and bail bond papers duly registered in the Register of Deeds (ROD)
 - c. Official Receipt / Proof of Payment from PTO
- Duration** : 30 minuets

HOW TO AVAIL OF THE SERVICE:

Steps	Applicant/Client	Service Provider	Duration of the Activity	Person in Charge	Fees	Form
1	Client signs client logbook	Public Assistance and Complaint Desk In-Charge readies the Transaction Request Form to be accomplished by the client	2 minutes	Public Assistance and Complaint Desk In-charge	none	Transaction Request Form
2	Secure Transaction Request Form (TRF) from the Public Assistance and Complaint Desk In-Charge, fill-up and give the accomplished form back to the in-charge.	Public Assistance Desk In-Charge examines the accomplished TR Form and refers the client to the appropriate Assessment Clerk for the processing of the request for the Annotations/cancellation of Loans/Mortgages, bail bonds and owners notices to office, etc	2 minutes	Public Assistance and Complaint Desk In-charge	-none-	-
3	Client presents supporting documents to the assessment in-charge for the processing of the request for declaration of newly discovered real properties	Assessment Clerk examines the documentary requirements as to completeness, authenticity and appropriateness, advises the client to complete missing documents if any and issues an Order of Payment (OP) to the client for the transaction	5 minutes	Assessment Clerk In-charge	-none-	Order of Payment

4	Client brings the Order of Payment to the PTO and pays the corresponding amount as computed by the assisting clerk at the Provincial Treasurer's Office (PTO), collects the official receipt and head back to the Provincial Assessor's Office (PASSO)	Assessment Clerk In-Charge prepares the necessary annotations and/or cancellation of loan/mortgages bail bonds and notices and other necessary documents, and submits the prepared documents to the Provincial Assessor or to this Assistant for review and approval.	10 to 15 minutes	Assessment Clerk In-charge	50.00/copy	-
6	Client submits the official receipt to the assessment clerk in-charge as proof of payment, and settles at the waiting area while the request is being processed	Assessment Clerk In-Charge records and releases the documents after review and approval of the Head of Office	1 minute	Assessment Clerk In-charge	None	None
7	Client receives the duly accomplished and approved documents of annotations and cancellations	Assessment Clerk files duplicate copies/office copies of the document for future reference.				
END OF TRANSACTION						

H. Frontline Service : PROCEDURE FOR THE RESOLUTION OF REDRESS / COMPLAINTS AND GRIEVANCES

Schedule of Availability of Service : MONDAY TO FRIDAY
8:00 am to 5:00 pm without noon break

What are the Requirements : Written Complaint (if any, otherwise, oral complaint is sufficient)

Duration : 30 minutes to 1 hour

HOW TO AVAIL OF THE SERVICE:

Steps	Applicant/Client	Service Provider	Duration of the Activity	Person in Charge	Fees	Form
1	Client signs client logbook	Public Assistance and Complaint Desk In-Charge discusses and gets the details of the grievance from the client	2 minutes	Public Assistance and Complaint Desk In-charge	-none-	-
2	<p>a. Client submits his written complaint or redress or calls the attention of the Public Assistance Desk In-Charge for any irregularity, dissatisfaction, complaints or any grievances; or</p> <p>b. Client may drop a written note of his dissatisfaction, complaints and grievances at the suggestion box provided near the entrance of the Provincial Assessor's Office</p>	<p>The Public Assistance Desk In-charge shall record the document and refers it to the Assistant Provincial Assessor for possible resolution.</p> <p>If the complaint, redress or grievances are not resolved at this level, the Assistant Provincial Assessor shall forward the same to the Provincial Assessor for resolution</p>	2 minutes	Public Assistance and Complaint Desk In-charge	-none-	-
3	a. Client settles at the waiting area and wait for instructions	The Provincial Assessor or the Assistant Provincial Assessor shall discuss with the client his complaints, redress, grievances and dissatisfaction	30 minutes to 1 hour (or as long	Head of Office	-none-	-

	b. Client is summoned for a conference with the head of office to personally air his issues, and discuss a peaceful resolution of his dissatisfactions and grievances	to reach a mutually desired resolution of the issue	as it mattered)			
4	Client goes home with all his redress, grievances and dissatisfaction addressed to the last detail	The Provincial Assessor introduces the necessary reforms to prevent or minimize the occurrence of irregularities in the processes or systems of the office that cause dissatisfaction, redress and grievances of clients, maintain efficient and effective processes and systems and strengthen internal controls	-	Head of Office	-	-
END OF TRANSACTION						