



Republic of the Philippines
 Province of Pangasinan
 Municipality of Manaoag

OFFICE OF THE MUNICIPAL ASSESSOR

CITIZEN'S CHARTER

| <i>TYPE OF TRANSACTION/ FRONTLINE SERVICE</i> | <i>FEES</i> | <i>FORMS</i> | <i>PROCESSING TIME</i> | <i>RESPONSIBLE PERSON/SECTION</i> |
|--|--------------------|---------------------|-------------------------------|--|
| A. ISSUANCE OF CERTIFIED TRUE COPIES OF TAX DECLARATION | P75.00 | | <i>10-15 minutes</i> | <i>Lilibeth Rancudo Vilma AVECILLA Nelía Banayat</i> |
| B. ISSUANCE OF CERTIFICATE OF LANDHOLDINGS | P75.00 | | <i>10-15 minutes</i> | <i>Lilibeth Rancudo Vilma AVECILLA Nelía Banayat</i> |
| C. ISSUANCE OF CERTIFICATE OF NO IMPROVEMENTS | P75.00 | | <i>10-15 minutes</i> | <i>Lilibeth Rancudo Vilma AVECILLA Nelía Banayat</i> |
| D. ISSUANCE OF CERTIFICATE OF NO PROPERTIES | P75.00 | | <i>10-15 minutes</i> | <i>Lilibeth Rancudo Vilma AVECILLA Nelía Banayat</i> |
| E. ISSUANCE OF OTHER CERTIFICATES | P75.00 | | <i>10-15 minutes</i> | <i>Lilibeth Rancudo Vilma AVECILLA Nelía Banayat</i> |
| F. VERIFICATION OF TAX DECLARATIONS, CARDS AND MAPS | | | <i>10-15 minutes</i> | <i>Lilibeth Rancudo Vilma AVECILLA Nelía Banayat</i> |
| G. REVISION OF TAX DECLARATION | | | <i>10-15 MINUTES</i> | <i>Nelía Banayat</i> |
| H. DECLARATION OF NEW BUILDINGS AND RE-ASSESSMENT | | | <i>10-15 MINUTES</i> | <i>Nelía Banayat</i> |

A. ISSUANCE OF CERTIFIED TRUE COPIES OF TAX DECLARATION

Who May Avail of the Service: Taxpayers/Landowners

What are the Requirements: RPT Receipt and Certification Receipt

Duration: 10-15 minutes

How to Avail the Service:

| STEP | Applicant/Client (What To Do) | Service Provider (What To Do) | Duration of Activity (Time To Wait) | Person In Charge | Fees | Form |
|-------------|--|--|--|---|-------------|-------------|
| 1 | Pay the required fee | Receive the payment and issue official receipt | 5 minutes | Municipal Treasury Office | P75.00 | |
| 2 | Submit the Real Property Tax Receipt and the certification receipt | Receive the receipts and prepare the document | 5 minutes | Lilibeth Rancudo Vilma Avecilla Nelia Banayat | | |
| 3 | Receive the document from the person in-charge | Release the document to the client | 5 minutes | Lilibeth Rancudo Vilma Avecilla Nelia Banayat | | |

B. ISSUANCE OF CERTIFICATE OF LANDHOLDINGS

Who May Avail of the Service: Taxpayers/Landowners

What are the Requirements:

- supporting papers, RPT and certification fee receipt

Duration: 10-15 minutes

How to Avail the Service:

| STEP | Applicant/Client (What To Do) | Service Provider (What To Do) | Duration of Activity (Time To Wait) | Person In Charge | Fees | Form |
|-------------|--|---|--|---|-------------|-------------|
| 1 | Pay the required fee | Receive the payment and issue official receipt | 5 minutes | Municipal Treasury Office | P75.00 | |
| 2 | Submit required documents/supporting papers, RPT and certification fee receipt | Receive the requirements and prepare the document | 5 minutes | Lilibeth Rancudo Vilma Avecilla Nelia Banayat | | |
| 3 | Receive the document from the person in-charge | Release the document to the client | 5 minutes | Lilibeth Rancudo Vilma Avecilla Nelia Banayat | | |

C. ISSUANCE OF CERTIFICATE OF NO IMPROVEMENTS

Who May Avail of the Service: Taxpayers/Landowners

What are the Requirements:

- supporting papers and certification fee receipt

Duration: 10-15 minutes

How to Avail the Service:

| STEP | Applicant/Client (What To Do) | Service Provider (What To Do) | Duration of Activity (Time To Wait) | Person In Charge | Fees | Form |
|-------------|--|---|--|---|-------------|-------------|
| 1 | Pay the required fee | Receive the payment and issue official receipt | 5 minutes | Municipal Treasury Office | P75.00 | |
| 2 | Submit required documents/supporting papers, RPT and certification fee receipt | Receive the requirements and prepare the document | 5 minutes | Lilibeth Rancudo Vilma AVECILLA Nelia Banayat | | |
| 3 | Receive the document from the person in-charge | Release the document to the client | 5 minutes | Lilibeth Rancudo Vilma AVECILLA Nelia Banayat | | |

D. ISSUANCE OF CERTIFICATE OF NO PROPERTIES

Who May Avail of the Service: Taxpayers/Landowners

What are the Requirements:

- supporting papers and certification fee receipt

Duration: 10-15 minutes

How to Avail the Service:

| STEP | Applicant/Client (What To Do) | Service Provider (What To Do) | Duration of Activity (Time To Wait) | Person In Charge | Fees | Form |
|-------------|---|---|--|---|-------------|-------------|
| 1 | Pay the required fee | Receive the payment and issue official receipt | 5 minutes | Municipal Treasury Office | P75.00 | |
| 2 | Submit required documents/supporting papers and certification fee receipt | Receive the requirements and prepare the document | 5 minutes | Lilibeth Rancudo Vilma AVECILLA Nelia Banayat | | |
| 3 | Receive the document from the person in-charge | Release the document to the client | 5 minutes | Lilibeth Rancudo Vilma AVECILLA Nelia Banayat | | |

E. ISSUANCE OF OTHER CERTIFICATES

Who May Avail of the Service: Taxpayers/Landowners

What are the Requirements:

- supporting papers and certification fee receipt

Duration: 10-15 minutes

How to Avail the Service:

| STEP | Applicant/Client (What To Do) | Service Provider (What To Do) | Duration of Activity (Time To Wait) | Person In Charge | Fees | Form |
|-------------|---|---|--|---|-------------|-------------|
| 1 | Pay the required fee | Receive the payment and issue official receipt | 5 minutes | Municipal Treasury Office | P75.00 | |
| 2 | Submit required documents/supporting papers and certification fee receipt | Receive the requirements and prepare the document | 5 minutes | Lilibeth Rancudo Vilma AVECILLA Nelía Banayát | | |
| 3 | Receive the document from the person in-charge | Release the document to the client | 5 minutes | Lilibeth Rancudo Vilma AVECILLA Nelía Banayát | | |

F. VERIFICATION OF TAX DECLARATIONS, CARDS AND MAPS

Who May Avail of the Service: Taxpayers/Landowners

What are the Requirements:

-Supporting documents (if necessary)

Duration: 10-15 minutes

How to Avail the Service:

| STEP | Applicant/Client (What To Do) | Service Provider (What To Do) | Duration of Activity (Time To Wait) | Person In Charge | Fees | Form |
|-------------|---|--|--|---|-------------|-------------|
| 1 | Present the necessary information to the person in charge | Verify the Tax Declaration, cards and maps | 10-15 minutes | Lilibeth Rancudo Vilma AVECILLA Nelía Banayát | | |

G. REVISION OF TAX DECLARATION

Who May Avail of the Service: Taxpayers/Landowners or Bank Clients

What are the Requirements:

-Supporting papers

Duration: 10-15 minutes

How to Avail the Service:

| STEP | Applicant/Client (What To Do) | Service Provider (What To Do) | Duration of Activity (Time To Wait) | Person In Charge | Fees | Form |
|-------------|--|---|--|-------------------------|-------------|-------------|
| 1 | Submit required documents/supporting papers | Receive the requirements and prepare the document | 5 minutes | Nelia Banayat | | |
| 2 | Receive the document from the person in-charge | Release the document to the client | 5 minutes | Nelia Banayat | | |

H. DECLARATION OF NEW BUILDINGS AND RE-ASSESSMENT

Who May Avail of the Service: Taxpayers/Landowners or Bank Clients

What are the Requirements:

-Supporting papers

Duration: 15-20 minutes

How to Avail the Service:

| STEP | Applicant/Client (What To Do) | Service Provider (What To Do) | Duration of Activity (Time To Wait) | Person In Charge | Fees | Form |
|-------------|--|---|--|-------------------------|-------------|-------------|
| 1 | Submit required documents/supporting papers | Receive the requirements and prepare the document | 5 minutes | Nelia Banayat | | |
| 2 | | Perform ocular inspection/reassessment/appraises/assesses lands and buildings | 5 minutes | Nelia Banayat | | |
| 3 | Receive the document from the person in-charge | Release the document to the client | 5 minutes | Nelia Banayat | | |