



**LOCAL GOVERNMENT UNIT OF MANAOAG
CITIZEN'S CHARTER
LIST OF SERVICES**

Office of the Municipal Assessor

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**Office of the Municipal Assessor
External Services**

1. ISSUANCE OF CERTIFIED TRUE COPIES OF TAX DECLARATION

| | | | | |
|---|--|---------------------------|------------------------|-----------------------------------|
| Office or Division: | Office of the Municipal Assessor | | | |
| Classification: | Simple Transaction | | | |
| Type of Transaction: | Government to Citizens (G2C) | | | |
| Who may avail: | Taxpayers/Land Owners | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| RPT Receipt | | Municipal Treasury Office | | |
| Certification Receipt | | Municipal Treasury Office | | |
| | | | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Pay the required fee | Receive the payment and issue official receipt | 75.00 | 5 minutes | <i>Municipal Treasury Staff</i> |
| 2. Submit the Real Property Tax Receipt and the certification receipt | Receive the receipts and prepare the document | | <i>5 minutes</i> | Lilibeth Rancudo Nelía Banayat |
| 3. Receive the document from the person in-charge | Release the document to the client | | 5 minutes | Lilibeth Rancudo Nelía Banayat |

2.ISSUANCE OF CERTIFICATE OF LANDHOLDINGS

| | | | | |
|--|---|---------------------------|------------------------|-----------------------------------|
| Office or Division: | Office of the Municipal Assessor | | | |
| Classification: | Simple Transaction | | | |
| Type of Transaction: | Government to Citizens (G2C) | | | |
| Who may avail: | Taxpayers/Land Owners | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| RPT Receipt | | Municipal Treasury Office | | |
| Certification Receipt | | Municipal Treasury Office | | |
| Supporting papers | | Client | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1.Pay the required fee | Receive the payment and issue official receipt | 75.00 | 5 minutes | <i>Municipal Treasury Staff</i> |
| 2.Submit required documents/supporting papers, RPT and certification fee receipt | Receive the requirements and prepare the document | | <i>5 minutes</i> | Lilibeth Rancudo Nelía Banayat |
| 3.Receive the document from the person in-charge | Release the document to the client | | 5 minutes | Lilibeth Rancudo Nelía Banayat |

3.ISSUANCE OF CERTIFICATE OF NO IMPROVEMENTS

| | | | | |
|--|---|---------------------------|------------------------|-----------------------------------|
| Office or Division: | Office of the Municipal Assessor | | | |
| Classification: | Simple Transaction | | | |
| Type of Transaction: | Government to Citizens (G2C) | | | |
| Who may avail: | Taxpayers/Land Owners | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| Certification Receipt | | Municipal Treasury Office | | |
| Supporting papers | | Client | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1.Pay the required fee | Receive the payment and issue official receipt | 75.00 | 5 minutes | <i>Municipal Treasury Staff</i> |
| 2.Submit required documents/supporting papers, RPT and certification fee receipt | Receive the requirements and prepare the document | | 5 minutes | Lilibeth Rancudo Nelía Banayat |
| 3.Receive the document from the person in-charge | Release the document to the client | | 5 minutes | Lilibeth Rancudo Nelía Banayat |

4. ISSUANCE OF CERTIFICATE OF NO PROPERTIES

| | | | | |
|---|---|---------------------------|------------------------|-----------------------------------|
| Office or Division: | Office of the Municipal Assessor | | | |
| Classification: | Simple Transaction | | | |
| Type of Transaction: | Government to Citizens (G2C) | | | |
| Who may avail: | Taxpayers/Land Owners | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| Certification Receipt | | Municipal Treasury Office | | |
| Supporting papers | | Client | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| Pay the required fee | Receive the payment and issue official receipt | 75.00 | 5 minutes | <i>Municipal Treasury Staff</i> |
| Submit required documents/supporting papers and certification fee receipt | Receive the requirements and prepare the document | | 5 minutes | Lilibeth Rancudo Nelía Banayat |
| Receive the document from the person in-charge | Release the document to the client | | 5 minutes | Lilibeth Rancudo Nelía Banayat |

5. ISSUANCE OF OTHER CERTIFICATES

| | | | | |
|---|---|---------------------------|------------------------|-----------------------------------|
| Office or Division: | Office of the Municipal Assessor | | | |
| Classification: | Simple Transaction | | | |
| Type of Transaction: | Government to Citizens (G2C) | | | |
| Who may avail: | Taxpayers/Land Owners | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| Certification Receipt | | Municipal Treasury Office | | |
| Supporting papers | | Client | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| Pay the required fee | Receive the payment and issue official receipt | 75.00 | 5 minutes | <i>Municipal Treasury Staff</i> |
| Submit required documents/supporting papers and certification fee receipt | Receive the requirements and prepare the document | | <i>5 minutes</i> | Lilibeth Rancudo Nelía Banayat |
| Receive the document from the person in-charge | Release the document to the client | | 5 minutes | Lilibeth Rancudo Nelía Banayat |

6. VERIFICATION OF TAX DECLARATIONS, CARDS AND MAPS

| | | | | |
|---|--|------------------------|------------------------|-----------------------------------|
| Office or Division: | Office of the Municipal Assessor | | | |
| Classification: | Simple Transaction | | | |
| Type of Transaction: | Government to Citizens (G2C) | | | |
| Who may avail: | Taxpayers/Land Owners | | | |
| CHECKLIST OF REQUIREMENTS | | | WHERE TO SECURE | |
| Supporting papers | | | Client | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| Present the necessary information to the person in charge | Verify the Tax Declaration, cards and maps | None | 10-15 minutes | Lilibeth Rancudo Nelía Banayat |

7. REVISION OF TAX DECLARATION

| | | | | |
|--|---|------------------------|------------------------|---------------------------|
| Office or Division: | Office of the Municipal Assessor | | | |
| Classification: | Simple Transaction | | | |
| Type of Transaction: | Government to Citizens (G2C) | | | |
| Who may avail: | Taxpayers/Land Owners | | | |
| CHECKLIST OF REQUIREMENTS | | | WHERE TO SECURE | |
| Supporting papers | | | Client | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| Submit required documents/supporting papers | Receive the requirements and prepare the document | None | 5 minutes | Nelía Banayat |
| Receive the document from the person in-charge | Release the document to the client | | 5 minutes | Nelía Banayat |

8. DECLARATION OF NEW BUILDINGS AND RE-ASSESSMENT

| | | | | |
|--|---|------------------------|------------------------|---------------------------|
| Office or Division: | Office of the Municipal Assessor | | | |
| Classification: | Simple Transaction | | | |
| Type of Transaction: | Government to Citizens (G2C) | | | |
| Who may avail: | Taxpayers/Land Owners | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| Supporting papers | | Client | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| Submit required documents/supporting papers | Receive the requirements and prepare the document | None | 5 minutes | Nelia Banayat |
| | Perform ocular inspection/reassessment/appraises/assesses lands and buildings | | 5 minutes | Nelia Banayat |
| Receive the document from the person in-charge | Release the document to the client | | 5 minutes | Nelia Banayat |

