

VISION

A proactive and efficient realty assessment services with a main goal of ensuring the taxpayers with effective systems and procedures for their satisfaction.



MUNICIPALITY OF STA. TERESITA
Province of Cagayan
ASSESSOR'S OFFICE
CITIZEN'S CHARTER
INFORMATION BILLBOARD

MISSION

To implement innovative changes in systems, policies and procedures provided by law in order to generate sustainable revenues from realty taxes with minimal cost to the LGU and with due care and convenience to taxpayers and the clientele.

FRONTLINE SERVICES	STEPS/PROCEDURES	RESPONSIBLE PERSON (Name & Designation)	MAXIMUM WAITING TIME	REQUIREMENTS	AMOUNT OF FEES IF ANY
A. Issuance of Certified True Copy of Tax Declaration.	(Note: A,B & C have the same procedure) Client proceed to any employee of the Assessor's Office to request the document and get order of payment.	JEANNE G. YADAO Assessment Clerk III MYRNA T. BAÑEZ Administrative Assistant I	10 minutes	O.R. of the updated RPT Tax or Tax Clearance	Certification Fee P 50.00 DST P30.00
B. Issuance of Certificate of Landholdings and or/ No Holdings.	Client proceed to the Mun. Treasury Office to pay the required fees.	LORENZO P. BERNALES Tax Mapping Aide I MELVIN MADRID Acting Assessment Clerk	10 minutes	Order of Payment issued by the assessor	Certification Fee P 50.00 DST P30.00
C. Issuance of Certificate of Improvement and or/ No Improvement	Client get the requested document duly signed by the Municipal Assessor.	PEPITO R. SOBERANO, REA Municipal Assessor	10 minutes	Official Receipts	Certification Fee P 50.00 DST P30.00
D. Issuance of Tax Declaration for land, improvements and machineries.	Client submit required documents for review and evaluation. Note: Checklist of requirements will be provided by the assessor's office.	JEANNE G. YADAO Assessment Clerk III MYRNA T. BAÑEZ Administrative Assistant I	10 minutes	For Buildings: Blue print of approved building plan	None
	Client accompany the Assessor or Ass. Clerks to conduct ocular inspection for the preparation of Field Appraisal and Assessment Sheet (FAAS) and Tax Declaration to be submitted to be Provincial Assessor for approval.	LORENZO P. BERNALES Tax Mapping Aide I MELVIN MADRID Acting Assessment Clerk	5 minutes	For Machineries: Official Receipt or sworn statement of the owner as to prices, year acquired, installed and operated	
	Client proceed to the municipal treasury office to pay 10 years back taxes.	PEPITO R. SOBERANO, REA Municipal Assessor	1 day		
	Client is advised to come back after 5-7 working days. The revised tax declaration will be transmitted to the Provincial Assessor for approval.		5 minutes		Payment based on the computation of taxes.
			5-7 working days		
E. Traceback/trace forward & verify previous tax & current tax declaration	Client proceed to any personnel of the Assessor's Office to verify & trace previous tax declaration.	JEANNE G. YADAO Assessment Clerk III MYRNA T. BAÑEZ Administrative Assistant I	20 minutes	Old tax declaration, title, survey/subd. plan or any related documents showing lot number.	Certification Fee P 50.00 DST P30.00
		LORENZO P. BERNALES Tax Mapping Aide I			

<p>F. Revision of Old Tax Declaration</p>	<p>Client submit required documents for review and verification on the data base of the Real Property Records for process. Note: Checklist of requirements will be provided by the assessor's</p> <p>Client is advised to come back after 5-7 working days. The revised tax declaration will be forwarded to the Provincial Assessor for approval.</p> <p>Client submit required documents for review and verification on the data base of the Real Property Records for process.</p> <p>Client accompany the Assessor to conduct ocular inspection for:</p> <ul style="list-style-type: none"> > Change due to increase/decrease of area & improvements. > Change in actual use. <p>Client is advised to come back after 5-7 working days. The revised tax declaration will be forwarded to the Provincial Assessor for approval.</p>	<p>MELVIN MADRID Acting Assessment Clerk PEPITO R. SOBERANO, REA Municipal Assessor</p>	<p>10 minutes</p> <p>5-7 working days</p> <p>10 minutes</p> <p>1 day</p> <p>5-7 working days</p>	<p>None</p> <p>Change due to increase/decrease of improvements & change in classification/actual use</p> <ul style="list-style-type: none"> >Current RP Tax Receipt and Tax Declaration <p>Change in boundaries</p> <ul style="list-style-type: none"> >Current RP Tax Receipt and Tax Declaration >Affidavit of adjoining owners >Sketch Plan <p>Change in area</p> <ul style="list-style-type: none"> >Current RP Tax Receipt and Tax Declaration >Approved survey plan, title or certified technical description <p>Subdivision/Consolidation of untitled property with same owner</p> <ul style="list-style-type: none"> >Current RP Tax Receipt and Tax Declaration 	<p>None</p>
<p>H. Transfer of ownership of Tax Declaration</p>	<p>Client submit required documents for review and verification on the data base of the Real Property Records for process.</p> <p>Client will get an Order of Payment</p>	<p>JEANNE G. YADAO Assessment Clerk III MYRNA T. BAÑEZ Administrative Assistant I LORENZO P. BERNALES Tax Mapping Aide I</p>	<p>10 minutes</p>	<p>>Approved subdivision consolidation plan Splitting of TD's consolidated during the tax mapping for untitled.</p> <ul style="list-style-type: none"> >Current RP Tax Receipt and Tax Declaration >Deed of conveyance (sale, donation, quitclaim, etc.) > Deed of partition (if subdivided) > Tax Clearance 	<p>Transfer Tax based on the market value or selling price of the property whichever</p>

to be presented at the MTO for the payment of the transfer tax & RPT.

Client is advised to come back after 5-7 working days. The revised tax declaration will be forwarded to the Provincial Assessor for approval.

MELVIN MADRID
Acting Assessment Clerk

PEPITO R. SOBERANO, REA
Municipal Assessor

5-7 working days

> Photocopy of Title (if titled)
> Copy of approved subdivision plan/consolidation plan (whichever is applicable)
> BIR Clearance
> DAR Clearance (if agricultural)
> NIA Certifications
> Official Receipt (Transfer Fee)

is higher.

SERVICE PLEDGE

We, the employees of the Municipal Assessor's Office commit to deliver the basic services to the constituents of Sta. Teresita, Cagayan with competence and dedication to generate sustainable revenues from realty taxes with minimal cost to LGU and with due care and convenience to taxpayers and the clientele.

JEANNE G. YADAO
Assessment Clerk III

MYRNA T. BAÑEZ
Administrative Assistant I

LORENZO P. BERNALES
Taxmapping Aide I

MELVIN MADRID
Acting Assessment Clerk

PEPITO R. SOBERANO, REA
Municipal Assessor

FEEDBACK/COMPLAINTS MECHANISMS

"Customers satisfaction is our business" If your request has not been attended promptly and courteously, please send your inquiries, suggestions, recommendations and complaints by filling out the prescribed form obtained from the Officer of the Day and drop it in the suggestion box provided for this purpose.