



2019 CITIZEN'S CHARTER OF ANTIPOLO CITY



1) ISSUANCE OF DECLARATION OF REAL PROPERTY VALUE (TAX DECLARATION) UNDER NEW OWNER

Any person who shall transfer real property ownership to another shall notify the City Assessor and submit all necessary documents within sixty (60) days from the date of such transfer. A subsequent Declaration of Real Property Value (Tax Declaration) under the new owner will be issued based on the newly issued title.



- : Real property owners
- : Real estate brokers, subdivision developers
- : Banks



- : Certified true copy of the new Transfer Certificate of Title (TCT)
- : Photocopies of the following:
 - a. Deed of Conveyance (Deed of Absolute Sale, Deed of Donation) / Extrajudicial Settlement of Estate (with Affidavit of Publication)
 - b. Tax Clearance Certificate / Certificate Authorizing Registration (CAR) from the B.I.R.
 - c. Transfer Tax Receipt
 - d. Real Property Tax Receipt (current year)
 - e. Transfer Fee Receipt of Tax Declaration
 - f. Valid ID of real property owner / presenter
 - g. Valid ID of real property owner and or his/her authorized representative
- : Authorization letter of the representative signed by the owner, if applicable
- : Notarized Sworn Statement of the True Current & Fair Market Value of Real Properties



- : Monday to Friday, 8am to 5pm
- No Noon Break



- : 25 minutes
- : 1 to 5 days – for multiple transactions



- : Transfer fee of Php 100.00 per Transfer of Tax Declaration

PROCESS OF AVAILING THE SERVICE:

CLIENT'S STEPS	ACTIONS OF THE CITY ASSESSOR'S OFFICE	TRANSACTION TIME	RESPONSIBLE PERSON
1. Submit the requirements to the City Assessor's Office and fill out Request Form.	Check the documents as to completeness and validity. Issue Request Form and Order of Payment.	5 minutes	Assessment Clerk/ LAOO I
2. Proceed to the designated Payment Window of the City Treasurer's Office, present the Order of Payment and pay the transfer fee	(City Treasurer's Office) Receive payment and issue Official Receipt.	3 minutes	Revenue Collection Clerk



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3. Return to the City Assessor's Office and present the Official Receipt for the issuance of new tax declaration.	Check the Official Receipt. Prepare the Real Property Field Appraisal & Assessment Sheet (RP-FAAS).	5 minutes	Assessment Clerk LAOO I, LAOO II
	Check RP-FAAS and recommend approval of the transfer of Tax Declaration.	3 minutes	LAOO III / IV / Assistant City Assessor
	Review and approve the RP-FAAS.	3 minutes	City Assessor
	Encode and print the Tax Declaration for final approval.	5 minutes	IT Officer II / Computer Programmer III / Administrative Assistant III
	Approve and sign the Tax Declaration.	2 minutes	City Assessor
	Request the client to sign in the Release Logbook and issue the new Tax Declaration/s.	2 minutes	Assessment Clerk



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2) ISSUANCE OF UPDATED TAX DECLARATION BASED ON THE RESULT OF SEGREGATION / CONSOLIDATION / RECLASSIFICATION OF THE REAL PROPERTY

The City Assessor's Office issues updated Tax Declarations of parcels of land being reclassified based on actual use as found out during ocular inspections. Likewise, the Office issues updated tax declarations of parcels of land being consolidated/segregated based on newly issued Certificates of Title / Approved Plans.



- : Real property owners
- : Real estate brokers, subdivision developers
- : Banks



: For Segregation/Consolidation:

- Letter of Request
- Certified True Copy of Individual Transfer Certificate of Titles
- Approved Segregated Plan
- Development Permit with attached Sangguniang Panlungsod Resolution, if applicable
- License to Sell (HLURB), if applicable
- Ocular Inspection Report, if any
- Realty Tax Receipt (current year)
- Valid ID of real property owner and or his/her authorized representative
- Authorization letter of the representative signed by the owner, if applicable

For Reclassification

- Letter of Request
- Transfer Certificates of Title
- Approved Plan
- Development Permit with attached Sangguniang Panlungsod Resolution (if applicable)
- Zoning Certificate (if applicable)
- DAR Clearance (if applicable)
- Ocular Inspection
- Realty Tax Receipt (current year)
- Valid ID of real property owner and or his/her authorized representative
- Authorization letter of the representative signed by the owner, if applicable



: Monday to Friday, 8am to 5pm, No Noon Break



- : 13 minutes – Filing of request and payment of transfer fee/s
- : 2 to 3 working days (1-5 TCTs)
- : Up to 13 working days (more than 5 TCTs)



: Php 100.00 for every Transfer of Tax Declaration

PROCESS OF AVAILING THE SERVICE:

CLIENT'S STEPS	ACTIONS OF THE CITY ASSESSOR'S OFFICE	TRANSACTION TIME	RESPONSIBLE PERSON
1. Submit the requirements to the City Assessor's Office and fill out Request Form.	Check the documents as to completeness and validity. Issue Request Form and Order of Payment.	5 minutes	Assessment Clerk/ LAOO I

CITY ASSESSOR'S OFFICE
Ground Floor, Antipolo City Hall Building
Tel. Nos. 689-4503



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<p>2. Proceed to the designated Payment Window of the City Treasurer's Office, present the Order of Payment and pay the corresponding fee/s.</p>	<p>(City Treasurer's Office) Receive payment and issue Official Receipt.</p>	<p>3 minutes</p>	<p>Revenue Collection Clerk</p>
<p>3. Return to the City Assessor's Office and present the Official Receipt for the schedule of inspection.</p>	<p>Check the Official Receipt, and set schedule of ocular inspection, if applicable.</p>	<p>5 minutes</p>	<p>LAOO III / LAOO IV</p>
<p>4. Extend cooperation during the ocular inspection.</p>	<p>Conduct ocular inspection. Advise the client of the release date of the Tax Declaration.</p> <p>Prepare the Real Property Field Appraisal & Assessment Sheet (RP-FAAS).</p> <p><i>For consolidated/segregated Real Property Units (RPUs):</i> Assign Property Index Number (PIN).</p> <p>Check RP-FAAS and recommend approval of the transfer of Tax Declaration.</p> <p>Review and approve the RP-FAAS.</p> <p>Encode and print the Tax Declaration.</p> <p>Approve and sign the Tax Declaration.</p>	<p>1 day</p> <p>5 minutes per RPU</p> <p>Depends on the number of consolidated / segregated RPUs</p> <p>5 minutes per RPU</p> <p>5 minutes Per RPU</p> <p>5 minutes</p> <p>2 minutes</p>	<p>LAOO III / LAOO IV</p> <p>Assessment Clerk/ LAOO I</p> <p>Tax Mapper I / Draftsman I/II</p> <p>Tax Mapper IV / LAOO IV / Assistant City Assessor</p> <p>City Assessor</p> <p>IT Officer II / Computer Programmer III / Administrative Assistant III</p> <p>City Assessor</p>
<p>5. Return to the City Assessor's Office and claim the revised tax declaration/s.</p>	<p>Request the client to sign in the Release Logbook and issue the tax declaration.</p>	<p>2 minutes</p>	<p>Assessment Clerk</p>



3) ISSUANCE OF TAX DECLARATION ON NEWLY DISCOVERED REAL PROPERTY – LAND

All real properties, whether taxable or tax-exempt, shall be appraised at the current and fair market value prevailing in the City. It shall be the duty of all persons, natural or juridical, owning or administering real property including the improvements thereon within the city, or their duly authorized representative to prepare or cause to prepare, and submit all the necessary documents showing proofs of ownership together with the notarized sworn statement declaring the true value of their property, to the city assessor, within sixty (60) days after the acquisition of such property or upon completion or occupancy of the improvement, whichever comes earlier.



: Real property owners, banks, persons with legal interest in ownership of real properties



: UNTITLED PROPERTY

- Letter of Request
- Approved survey plan prepared by a licensed Geodetic Engineer duly approved by the Land Management Bureau.
- Certification from the CENRO stating among others, that the land is within the alienable and disposable area
- Affidavit of ownership / Notarized Sworn Statement
- Barangay Clearance
- Valid ID of real property owner and or his/her authorized representative
- Authorization letter of the representative signed by the owner, if applicable
- Subject to ten years back taxes

: TITLED PROPERTY

- Letter of Request
- Certified true copy of Free Patent Homestead or Miscellaneous Sales application
- Certified true copy of Title issued by the Registry of Deeds
- Certification issued by the LRA, Registry of Deeds that the original copy of title is intact and existing in said Registry
- Subject to ten years back taxes
- Affidavit of Ownership / Notarized Sworn Statement
- Valid ID of real property owner and or his/her authorized representative
- Authorization letter of the representative signed by the owner, if applicable



: Monday to Friday, 8am to 5pm
No Noon Break



: 2 to 14 working days



: None

PROCESS OF AVAILING THE SERVICE:

CLIENT'S STEPS	ACTIONS OF THE CITY ASSESSOR'S OFFICE	TRANSACTION TIME	RESPONSIBLE PERSON
1. Submit the requirements to the City Assessor's Office and fill out Request Form.	Check the documents as to completeness and validity. Set schedule of ocular inspection.	10 minutes	Assessment Clerk/ LAOO I



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<p>2. Extend cooperation during the ocular inspection.</p>	<p>Conduct ocular inspection. Advise the client of the release date of the Tax Declaration.</p>	<p>1 day</p>	<p>LAOO I / II / III</p>
	<p>Verify with government agencies concerned the validity of the requirements submitted by the client.</p> <p>Prepare the Real Property Field Appraisal & Assessment Sheet (RP-FAAS).</p> <p>Assign Property Index Number (PIN).</p> <p>Check RP-FAAS and recommend approval of the Tax Declaration.</p> <p>Review and approve the RP-FAAS.</p> <p>Encode and print the Tax Declaration.</p> <p>Approve and sign the document.</p>	<p>5 days</p> <p>5 minutes per RPU</p> <p>5 minutes per Real Property Unit (RPU)</p> <p>5 minutes per RPU</p> <p>5 minutes per RPU</p> <p>5 minutes per RPU</p> <p>2 minutes Per RPU</p>	<p>LAOO I / II / III</p> <p>LAOO I / II / III</p> <p>Tax Mapper II / Draftsman II</p> <p>LAOO IV / Assistant City Assessor</p> <p>City Assessor</p> <p>IT Officer II / Computer Programmer III / Administrative Assistant III</p> <p>City Assessor</p>
<p>3. Return to the City Assessor's Office on the release date and claim the Tax Declaration.</p>	<p>Request the client to sign in the Release Logbook, issue the document, and advise him/her to secure Statement of Account (SOA) from the City Treasurer's Office.</p>	<p>3 minutes</p>	<p>Assessment Clerk</p>
<p>4. Proceed to the designated Payment Window of the City Treasurer's Office and present the Tax Declaration for the issuance of Statement of Account.</p>	<p>(City Treasurer's Office) Prepare and issue the SOA.</p>	<p>3 minutes</p>	<p>Revenue Clerk</p>



4) ISSUANCE OF TAX DECLARATION ON NEWLY DISCOVERED REAL PROPERTY – BUILDING / MACHINERY

For purposes of taxation, improvements (building / houses) shall be assessed upon completion / occupancy of the said improvements, in the name of the person/s owning or administering the same. Likewise, machineries shall be assessed on the year following the time of installation.



: Real property owners/banks/persons with legal interest in real properties
(Walk-in and those who received notice of discovery of building & machinery)



: Photocopies of the following:

BUILDING:

- Floor Plan
- Building Permit
- Certificate of Occupancy / Completion
- Notarized Sworn statement
- Valid ID of real property owner and or his/her authorized representative
- Authorization letter of the representative signed by the owner, if applicable

MACHINERY:

- Itemized List of Machineries Installed with book value sworn by the owner / responsible officer
- Notarized Sworn statement
- Valid ID of real property owner and or his/her authorized representative
- Authorization letter of the representative signed by the owner, if applicable



: Monday to Friday, 8am to 5pm
No Noon Break



: 2 to 3 working days



: None

PROCESS OF AVAILING THE SERVICE:

CLIENT'S STEPS	ACTIONS OF THE CITY ASSESSOR'S OFFICE	TRANSACTION TIME	RESPONSIBLE PERSON
1. Submit the requirements to the City Assessor's Office and fill out Request Form.	Check the documents as to completeness and validity. Set schedule of ocular inspection.	10 minutes	Assessment Clerk/ LAOO I
2. Extend cooperation during the ocular inspection.	Conduct ocular inspection. Advise the client of the release date of the Tax Declaration.	1 day	LAOO I / II / III



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	<p>Prepare the Real Property Field Appraisal & Assessment Sheet (RP-FAAS).</p> <p>Check RP-FAAS and recommend approval of the Tax Declaration.</p> <p>Review and approve the RP-FAAS.</p> <p>Encode and print the Tax Declaration.</p> <p>Approve and sign the document.</p>	<p>5 minutes per RPU</p> <p>5 minutes per RPU</p> <p>5 minutes per RPU</p> <p>5 minutes per RPU</p> <p>2 minutes Per RPU</p>	<p>LAOO I / II / III</p> <p>LAOO IV / Assistant City Assessor</p> <p>City Assessor</p> <p>IT Officer II / Computer Programmer III / Administrative Assistant III</p> <p>City Assessor</p>
3. Return to the City Assessor's Office on the release date and claim the Tax Declaration.	Request the client to sign in the Release Logbook, issue the document, and advise him/her to secure Statement of Account (SOA) from the City Treasurer's Office.	3 minutes	Assessment Clerk
4. Proceed to the designated Payment Window of the City Treasurer's Office and present the Tax Declaration for the issuance of Statement of Account.	(City Treasurer's Office) Prepare and issue the SOA.	3 minutes	Revenue Collection Clerk



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5) ISSUANCE OF TAX DECLARATION WITH ANNOTATION OF NOTICE OF LEVY, MORTGAGES, ENCUMBRANCES, ETC.

Annotations of mortgage, levy and encumbrances are requested by the owners / persons with legal interest in the property/ies in order to protect their rights of ownership of such property/ies.



: Real property owners, banks, persons with legal interest in ownership of real properties



: Notice of Levy, Loan Mortgage, Encumbrances, etc.
: Request letter
: Valid ID of real property owner and or his/her authorized representative
: Authorization letter of the representative signed by the owner, if applicable



: Monday to Friday, 8am to 5pm
No Noon Break



: 20 minutes



: Php 200.00 for less than Php 10,000 amount of consideration
: Php 300.00 for more than Php 10,000 amount of consideration
: Php 100.00 for cancellation of encumbrances

PROCESS OF AVAILING THE SERVICE:

CLIENT'S STEPS	ACTIONS OF THE CITY ASSESSOR'S OFFICE	TRANSACTION TIME	RESPONSIBLE PERSON
1. Submit the requirements to the City Assessor's Office and fill out Request Form.	Check the documents as to completeness and validity. Issue Request Form and Order of Payment.	3 minutes	Assessment Clerk/ LAOO I
2. Proceed to the designated Payment Window of the City Treasurer's Office, present the Order of Payment and pay the corresponding fee/s.	(City Treasurer's Office) Receive payment and issue Official Receipt.	3 minutes	Revenue Collection Clerk
3. Return to the City Assessor's Office and present the Official Receipt for the issuance of Tax Declaration with Annotation.	Check the Official Receipt. Record manually the annotation/s on the Real Property – Field Appraisal & Assessment Sheet (RP-FAAS).	3 minutes	LAOO IV / Assistant City Assessor
	Review and sign the RP-FAAS with annotation/s.	2 minutes	City Assessor



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	Encode annotation/s and prepare a certified true copy (CTC) of the Tax Declaration with Annotation/s.	5 minutes	IT Officer II / Computer Programmer III / Administrative Assistant III
	Approve and sign the CTC of the Tax Declaration.	1 minute	City Assessor
	Request the client to sign in the Release Logbook and issue the document.	3 minutes	Assessment Clerk



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6) ISSUANCE OF CERTIFIED TRUE COPIES OF DECLARATIONS OF REAL PROPERTY VALUE (TAX DECLARATION) AND OR DOCUMENTS ON FILE, CERTIFICATIONS OF PROPERTY HOLDINGS AND CERTIFICATIONS OF NO IMPROVEMENT / CANCELLED SERIES OF TAX DECLARATIONS / TRACEBACK OF TAX DECLARATION

The City Assessor's Office issues certified true copies (CTC) of tax declarations, certifications of property holdings and certifications of no improvement for purposes of transfer of titles, loans, legal matters, medical assistance and other related matters.



: Real property owners, banks, government agencies, persons with legal interest in ownership of real properties



: Photocopy of Transfer Certificate of Title
: Photocopy of Deed of Conveyance
: Request letter
: Valid ID of real property owner and or his/her authorized representative
: Authorization letter of the representative signed by the owner, if applicable



: Monday to Friday, 8am to 5pm
No Noon Break



: 15 to 20 minutes



: P100.00 – for every CTC / certification
: P200.00 – for every certification of cancelled series of tax declarations / traceback of tax declarations

PROCESS OF AVAILING THE SERVICE:

CLIENT'S STEPS	ACTIONS OF THE CITY ASSESSOR'S OFFICE	TRANSACTION TIME	RESPONSIBLE PERSON
1. Submit the requirements to the City Assessor's Office and fill out Request Form.	Check the documents as to completeness and validity and issue Request Form.	3 minutes	Assessment Clerk/ LAOO I
	Verify the client's Tax Declaration with the record on file and issue Order of Payment.	3-5 minutes	Administrative Assistant III / Computer Programmer III
	Prepare the certified true copy of tax declaration and/or certification.	3-5 minutes	Administrative Assistant III / Computer Programmer III
	Check and sign the document/s.	1 minute	LAOO IV / Assistant City Assessor



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2. Proceed to the designated Payment Window of the City Treasurer's Office, present the Order of Payment and pay the corresponding fee/s.	(City Treasurer's Office) Receive payment and issue Official Receipt.	3 minutes	Revenue Collection Clerk
3. Return to the City Assessor's Office and present the Official Receipt to claim the requested documents.	Request the client to sign in the Release Logbook and issue the document/s requested.	2-3 minutes	Assessment Clerk



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7) ISSUANCE OF TAX MAPS

Tax maps provide vital information on real properties and help identify property locations. Tax maps also establish a permanent link between real properties in the field and the property assessment and tax records in the City Assessor's Office.



: Real property owners, banks, government agencies, persons with legal interest in ownership of real properties



: Valid ID of the real property owner and or his/her representative
: Authorization letter of the representative signed by the owner, if applicable



: Monday to Friday, 8am to 5pm
No Noon Break



: 17-20 minutes



: Revenue-based GIS parcellary map print-outs
PhP 100.00 – short bond paper
PhP 150.00 – long bond paper
PhP 250.00 – A3 bond paper

: Revenue-based GIS Aerial map print-outs
PhP 300.00 – short bond paper
PhP 350.00 – long bond paper
PhP 400.00 – A3 bond paper

PROCESS OF AVAILING THE SERVICE:

CLIENT'S STEPS	ACTIONS OF THE CITY ASSESSOR'S OFFICE	TRANSACTION TIME	RESPONSIBLE PERSON
1. Proceed to the City Assessor's Office to secure and fill out Request Form.	Issue Request Form and check the same once accomplished by the client.	3 minutes	Assessment Clerk/ LAOO I
	Verify with the record on file the location/tax map of the client's real property and issue Order of Payment.	3-6 minutes	Draftsman II / Tax Mapper II
	Prepare the tax map.	5 minutes	Draftsman II / Tax Mapper II
2. Proceed to the designated Payment Window of the City Treasurer's Office, present the Order of Payment and pay the corresponding fee/s.	(City Treasurer's Office) Receive payment and issue Official Receipt.	3 minutes	Revenue Collection Clerk
3. Return to the City Assessor's Office and present the Official Receipt to claim the requested tax map.	Request the client to sign in the Release Logbook and issue the tax map/s requested.	3 minutes	Assessment Clerk



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8) PROVISION OF INFORMATION TO QUERIES / VERIFICATIONS

The City Assessor's Office attends to verbal and written queries / requests for verification on property assessment and other property related concerns. A verification fee per tax declaration shall be paid to the City Treasurer's Office for the processing of the request for verification. Other queries may be conveyed in a form of a letter submitted to the City Assessor's Office either personally (walk-in), or via mail / telefax / e-mail.

Mailing Address: G/F Antipolo City Hall Building
Carigma St. corner M.L. Quezon St.
Brgy. San Roque
Antipolo City, Rizal 1870

E-mail Address: assessor_antipolocity@yahoo.com

Telefax No.: +632 689-4537

Direct Line: +632 689-4503



: Real property owners, banks, government agencies,
persons with legal interest in ownership of real properties



: Letter of request / inquiries
: Valid ID of real property owner and or his/her authorized representative
: Authorization letter of the representative signed by the owner, if applicable



: Monday to Friday, 8am to 5pm, No Noon Break



: 10 minutes – Submission of request / initial evaluation



: PhP 50.00 – Verification fee

PROCESS OF AVAILING THE SERVICE:

CLIENT'S STEPS	ACTIONS OF THE CITY ASSESSOR'S OFFICE	TRANSACTION TIME	RESPONSIBLE PERSON
1. Submit the requirements to the City Assessor's Office and secure a received copy of the letter.	Receive the letter and return to the client his/her receiving copy. Issue Order of Payment.*	3 minutes	Administrative Officer I
2. Proceed to the designated Payment Window of the City Treasurer's Office, present the Order of Payment and pay the verification fee.*	(City Treasurer's Office) Receive payment and issue Official Receipt.*	3 minutes	Revenue Collection Clerk



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<p>3. Return to the City Assessor's Office, present the Official Receipt and inquire on the release date of reply. *</p>	<p>Check the Official Receipt and forward the letter to concerned staff for processing. *</p> <p>Advise the client of the tentative date for the release of reply.</p>	<p>4 minutes</p>	<p>Assessment Clerk</p>
<p><i>Processing time:</i></p> <p><i>3 days – for simple concern</i></p> <p><i>7 days – for complex matter</i></p> <p><i>20 days – for technical matter</i></p>	<p>Provide timely feedback to the client on the status of his/her queries from time to time within the prescribed period of time for response / action.</p> <p>Prepare letter of reply for perusal and approval of the City Assessor.</p> <p>Check, and approve/sign the letter.</p> <p><i>For mail / telefax / email:</i> Record the reply letter and send it to the client's mailing / e-mail address / telefax number.</p>	<p>Within the 3 / 7 / 20 period whichever is applicable</p>	<p>Staff concerned</p> <p>Administrative Officer I</p> <p>City Assessor</p> <p>Assessment Clerk</p>
<p>4. Return to the City Assessor's Office and receive the reply.</p>	<p>Request the client to sign in the Release Logbook and issue pertinent document/s in reply to his/her verification requests.</p>		<p>Assessment Clerk</p>

* For real property verification requests only