



PROVINCIAL ASSESSOR'S OFFICE

CITIZEN'S CHARTER
2021 (1ST Edition)



**PROVINCIAL ASSESSOR'S
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I. QUALITY POLICY

The **Provincial Government of Sorsogon** is committed to provide quality, effective and efficient local government structure and services to ensure the satisfaction of, and be responsive to the needs of its constituents and stakeholders in the areas of healthcare, environment and education, agriculture, rural advancement, tourism promotion, social welfare and other administrative services. It shall encompass all the functional areas of the Provincial Government, thereby making Sorsogon and Sorsogonons truly First.

To uphold this commitment, we shall:

- Formulate Quality Objectives on all functional areas aligned with the National Government Standards
- Strongly comply with the provisions set forth by RA 7160 and other applicable statutory and regulatory requirements;
- Develop human resources in order for them to achieve their full potentials and ensure their active participation through innovative approaches;
- Uphold client focused and output-oriented services at all levels of the Organization through effective communication, collaboration, and values – laden environment thereby achieving client satisfaction as well as that of other stakeholders.

All employees, including those outsourced processes, are enjoined to know the importance of the Quality Management System and their responsibility to ensure the effectiveness and responsiveness of the Organization to anyone who may ask for our help, assistance and guidance.

The Provincial Government of Sorsogon shall demonstrate strong leadership and management in the establishment, implementation and continual improvement of the Quality Management System aligned to ISO 9001: 2015 across all levels.



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Services



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Issuance of Certified Photocopy of Tax Declaration

The Provincial Assessor's Office provides/issues Certified Photocopy of Tax Declaration upon request of the owner or his authorized representative, any government agencies or private entities. The Certified Photocopy of Tax Declaration is used to authenticate owner's copy of real property appraisal and assessment.

Office or Division:	Provincial Assessor's Office / Records Management Division			
Classification:	Frontline / Complex			
Type of Transaction:	External / Internal			
Who may Avail:	General Public			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Presentation of the following : <ul style="list-style-type: none"> - Tax Declaration - Property Owner - Location of Property 			Owner's Copy Municipal Assessor	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME / DURATION	PERSON RESPONSIBLE
Submits request for certified photocopies of tax declarations	Receives and records request	None	5 minutes	Officer of the Day
Pays the corresponding fees to the Provincial Treasurer's Office	Receives <i>Official Receipt</i> for verification fee			Officer of the Day



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CLIENT STEP	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME / DURATION	PERSON RESPONSIBLE
	Reviews payment and signs requested Tax Declaration	None	2 minutes	Records Division Head / LAOO III
Receives authenticated Tax Declaration	Records and Releases issued Tax Declaration		2 minutes	Officer of the Day
Affixes signature			1 minute	Officer of the Day



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Transfer of Ownership of Real Property

The transfer of ownership of real property enables the tax owners name to be listed in the tax assessment roll for taxation purposes. The Local Government Code of 1991 provides for the notice of transfer of real property ownership to the provincial, city or municipal assessor concerned within sixty (60) days from date of such transfer. The notice thereof includes the mode of transfer, description of the property, and the name and address of transferee.

Office or Division:	Provincial Assessor's Office / Assessment Division	
Classification:	Simple / Complex	
Type of Transaction:	External	
Who may Avail:	Property Owner / General Public	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Presentation of the following : <ul style="list-style-type: none"> - Tax Declaration - Notarized documents for Acquisition (Mode of Transfer) - Updated Land Tax / Real Property Tax Clearance - Transfer Tax Receipt, Realty Tax Receipt - Transfer Cert. of Title (if titled) - Approved Plan - Partition Agreement - Technical Description - Approved Sketch Plan - Affidavits needed - Special Power of Attorney (SPA) - Certificate of Award (NHA) 		Provincial / Municipal Assessor Property Owner Provincial/Municipal Treasurer Register of Deeds BIR DENR / Private Surveyor



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CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME / DURATION	PERSON RESPONSIBLE
Request for transfer of ownership	Receives and records pertinent documents	None	5 minutes	Officer of the Day
	Receives and review documents needed for the transfer		5 minutes	Assessment Division Head / LAOOIV
	Verify and validate tax declaration or map		10 minutes	Tax Mapping Aide
	Projection of Survey Number to the Base map and Property Index Map		10 minutes	Draftsman
	Encodes Completed documents and prints Field Assessment & Appraisal Sheet (FAAS), Tax Dec. & Notice of Assessment		10 minutes	Computer Operator
	Sign prepared FAAS		5 minutes	Assessment Division Head / LAOO
	Signs Prepared FAAS and Recommends for its approval			Asst. Prov'l. Assessor Provincial Assessor



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CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME / DURATION	PERSON RESPONSIBLE
	<p>Segregates and Records Tax Declaration, FAAS, documents and tax payments.</p> <p>Releases the approved Tax Declaration and Notice of Assessment to the property owner</p>	None	10 minutes	Records Management Staff



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Request for Photocopy of Lot Plan (Cadastral Map, Survey Claimants, Subdivision Plan, Base Map, Section Index Map, Property Index Map, Barangay Index Map)

A photocopy of the lot plan is issued by the Provincial Assessor's Office to establish a permanent link between the real property in the field and the property assessment and the tax records in the office, providing the public with vital real property information.

Office or Division:	Provincial Assessor's Office / Tax Mapping Division	
Classification:	Simple / Complex	
Type of Transaction:	External	
Who may Avail:	Property Owner / General Public	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Presentation of the pertinent documents containing the following: <ul style="list-style-type: none"> • Name of landowner • Lot number • Location of concerned property • Survey Number • Name of claimants 		Property Owner
Tax Declaration		Provincial / Municipal Assessor
TCT (if titled)		Register of Deeds



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CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME / DURATION	PERSON RESPONSIBLE
Request of lot plan	Assists and Obtains information from the client	None	3 minutes	Officer of the Day
	Forward request for validation		1 minute	Tax Mapper / Draftsman
	Search of records from filed hard copies of PIM		5 minutes / more	Tax Mapping Aide
	Submits Data for Review		4 minutes	Tax Mapping Division Head
Affixes signature in the logbook	Release of photocopy of the Lot Plan and request client to affix signature		2 minutes	Tax Mapping Aide



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Request for Appraisal and Ocular Inspection of Real Properties

The Provincial Assessor's Office upon request issues Tax Maps which serves as the foundation of adequate real property tax record and accounting system by establishing a permanent link between the real properties in the field and the property assessment and tax records in the office.

Office or Division:	Provincial Assessor's Office / Valuation Division			
Classification:	Simple / Complex			
Type of Transaction:	External			
Who may Avail:	Property Owner / General Public			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Presentation of the pertinent documents: - Letter Request address to the Governor/Provincial Assessor - Offer to Sell - Tax Declaration - Philares Copy of Title or Certificate of No Title - Brgy. SB Resolution - Map or Survey Plan - Feasibility Study, Development Plan - Inspection Fee Receipt			Property Owner Provincial / Municipal Assessor Registry of Deeds Valuation Division	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME / DURATION	PERSON RESPONSIBLE
Request letter addressed to the Governor or the Provincial Assessor	Receives and record request; schedule date of appraisal	None	Within the day of request	LAOO IV (Valuation Division Chief LAOO I Tax Mapping Staff



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CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME / DURATION	PERSON RESPONSIBLE
	<p>Prepare communication letter requesting the PEO and PTO (member of appraisal committee) for the scheduled appraisal and ocular inspection of the requested Property;</p> <p>Coordinate with the PGSO for the use of transportation vehicle on scheduled date;</p> <p>Coordinate with the Municipal Assessors and Barangay concerned before the scheduled date;</p>		Within 15 days	<p>LAOO IV (Valuation Division Head)</p> <p>LAOO I Tax Mapping Staff</p>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME / DURATION	PERSON RESPONSIBLE
	<p>Conducts actual appraisal and ocular inspection of the particular lot / site and make proper documentation as scheduled;</p> <p>Prepare Valuation and Ocular Inspection Report upon completion of the requirements</p>			<p>LAOO IV (Valuation Division Head)</p> <p>LAOO I Tax Mapping Staff</p>



FEEDBACKS AND COMPLAINTS MECHANISM	
How to send feedback	External Client Satisfaction Monitoring Form (ECSM) or Internal Client Satisfaction Monitoring Form (ICSM)
How feedbacks are processed	ECSM and ICSM are being evaluate and rated per month and submitted to Provincial DICO
How to file complaint	Complaint could be address to the Governor - copy furnish PASSO



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Office	Address	Contact Information
Provincial Assessor's Office	Capitol Building, Capitol Compound, Brgy. Burabod, Sorsogon City	assessors@sorsogon.gov.ph