



Republic of the Philippines
City of Canlaon
OFFICE OF THE CITY ASSESSOR
assessorcanlaon@gmail.com/0977-856-0913



I. Mandate: The Assessor shall be mandatory for provincial, City and Municipal Governments, shall take charge of the Assessor's Office; and perform the duties provided for under Book II of R. A. 7160.

II. Vision:

We envision the City Assessor's Office of Canlaon to be a dynamic, friendly, and transparent agency of the local government which promote and preserve the public trust by observing fairness, and equity in the taxation of real property through adherence to establish valuation standards, appraisal and assessment process and procedures, and ensuring the proper and efficient administration of the real property tax.

III. Mission:

To act as an effective arm of the city government of Canlaon in the attainment of progress and financial stability through the optimization of revenue from the real property tax while maintaining the highest degree of professionalism and deep commitment to public service and without losing sight of our noble purpose to be of service God and mankind.

IV. Internal Services (Transactions within the office)

1. ISSUANCE OF TAX DECLARATION (Issuance of Tax Declaration on Real Properties Acquired, Newly-Constructed, and/or Renovated.)

Office/Division:	City Assessor's Office
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen/ G2B- Government to business

Who may avail:	All persons owning real properties.			
CHECKLIST OF REQUIREMEMTS				
a. Registered Deeds of Conveyances (Sale, Donation, Exchange, etc.) b. Sworn Statements of Real Properties per City Ordinance # 25 series of 2006 c. Building Permits, Bill of Materials, etc.				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills out request/Submits supporting documents	Records documents submitted	None	5 - 10 minutes / minutos	JOAQUINA B. VILLANUEVA/ ARLENE O. ALGAR
Magsulat ug hangyu/ maghatag insaktong papeles.	Talaan sa gihatag nga papeles.			
2.	Inspects documents for completeness and validity		5 – 10 minutes / minutos	Carlodivino B. Tapis
	Magsusi sa mga papeles ug completo o insakto na.			
3.	Verifies properties in tax maps		5 - 10 minutes / minutos	Arturo L. Avila /Joemarie Marquez
	Magsusi sa prepedad sa mapa.			
4.	Conducts field inspection		1 - 3 days depending on the location of property.	Arturo I. Avila/Mary Ann M. Saga/Ferdinand C. Coruña/Richard A.
	Magsusi sa mga propedad sa		1 – 3 ka adlaw depende sa	

	Barangay.		nahimutangan sa propedad.	Agdol / Field men (Assessor's team)
5.	Prepares FAAS		5 - 10 minutes / minutos	Arturo L. Avila/Mary Ann M. Saga/Ferdinand C. Coruña
	Magbuhat sa FAAS sumala sa pagpresyo sa propedad.			
6.	Assigns PIN		5 - 10 minutes / minutos	Arturo L. Avila/Ferdinand C. Coruña / Edwin Peral
	Magbutang ug PIN			
7.	Approves FAAS		5 - 10 minutes / minutos	Carlodivino B. Tapis
	Pag uyon ug pagpirma sa FAAS.			
8.	Prepares TD by encoding all pertinent data based on approved FAAS.		5 - 10 minutes / minutos	Julie Bern V. Salinguhay / Jean Rose C. Sabellano
	Magbuhat ug deklarasyon sa propedad pinaagi sa pag encode sa komputer basi sa gi aprubahang FAAS.			
9.	Reviews typed data on TDs		5 - 10 minutes / minutos	Arturo L. Avila/Mary Ann M. Saga/Ferdinand C. Coruña
	Susihon ug insakto na ang na encode nga papeles.			
10.	Reviews PIN & affix initial		5 - 10 minutes / minutos	Arturo L. Avila / Ferdinand C. Coruña
	Pagsusi ug ang PIN unya inisyalan			
11.	Reviews TD & affix initial		5 - 10 minutes /	Arturo L. Avila

	Pagsusi sa deklarasyon sa Propedad ug inisyalan.		minutos	
12.	Approves TD		5 - 10 minutes / minutos	Carlodivino B. Tapis
	Aprubahan ang deklarasyon sa Propedad.			
13.	Prepares Notice of Assessment, Assigns TD Number & Releases TD (either delivered personally or thru mail).		5 - 10 minutes / minutos	Mary Ann TM. Saga/ Arlene O. Algar/Richard O. Agdol / Nahshon Luague / Cliff Lester Cambang
	Magbuhat sa Pahibalo sa Pag takos/assess sa Propedad, Butangan ug TD No. ug ipanghatag ang kopya sa TD ngadto sa tag-iya, pwde personal o e padala sa Post Office.			
TOTAL		NONE	3 days / Adlaw	

2. Transfer of Property Ownership

Office/Division:	City Assessor's Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen; G2B – Government to Business; G2G – Government toGovernment			
Who may avail:	All persons owning real property			
CHECKLIST OF REQUIREMENTS				
a. Title b. Registered Deed of Conveyances (Sale, Donation, Exchange, etc.) c. Tax Receipts d. Tax Clearance e. Transfer Tax				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBL E
1. Fills out request/Submits supporting documents (Magsulat ug kinahanglan/maghatag ug insaktong papeles.)	Records documents submitted (Talaan sa gikinahanglang papeles)	None	5 to 10 mins. / minutos	Joaquina B. Villanueva/ Arlene O. Algar
2.	Inspects documents for completeness and validity. If		5 to 10 mins. /	Carlodivino B. Tapis, REA

	documents are not complete/valid, taxpayers are advised to complete/validate documents. If documents are complete/valid, processing is continued. (Magsusi sa papeles ug complete na ug valido. Ug ang papeles dili complete ug valido, ang kliyente gi awdag sa pag complete para mapadayon ang proseso.)		minutos	
3.	Verifies properties in tax maps (Pagtan-aw sa propedad sa mapa.)		5 to 10 mins. / minutos	Arturo L. Avila / Jomarie Marquez
4.	Conduct field inspection, if warranted (Mangawas para magsusi sa propedad sa barangay.)		1 to 3 days depending on the location of property. (1-3 ka adlaw depende kon asa dapita ang propedad.)	Arturo L. Avila/Mary Ann M. SagaFerdinand C. Coruña/ Richard A. Agdol/Edwin B. Peral
5.	Prepares FAAS (Magbuhat sa FAAS)		5 to 10 mins./ minutos	Arturo L. Avila/Mary Ann M. Saga/Ferdinand C.

				Coruña
6.	Assigns PIN (Magbutang ug PIN)		5 to 10 mins.	Arturo L. Avila / Edwin Peral / Ferdinand C. Coruña
7.	Approves FAAS (Mag aprubar sa FAAS.)		5 to 10 mins. / minutos	Carlodivino B. Tapis, REA
8.	Prepares TD by typing all pertinent data based on approved FAAS. (Magbuhat deklarasyon sa propedad pinaagi sa pag encode sa komputer basi sa gi aprubahang FAAS)		5 to 10 mins. / minutos	Julie Bern V. Salinguhay/Jean Rose Sabellano
9.	Reviews typed data on TDs (Magsusi sa gipang type sa deklarasyon sa propedad.)		5 to 10 mins. / minutos	Arturo L. Avila/Mary Ann M. Saga/Ferdinand C. Coruña
10.	Reviews PIN & affix initial (Magsusi sa PIN dayon inisyalan.)		5 to 10 mins. / minutos	Arturo L. Avila
11.	Reviews TD & affix initial (Magsusi sa deklarasyon sa propedad dayon initialan.)		5 to 10 mins. / minutos	Arturo L. Avila
12.	Approves TD (Aprubahan ang deklarasyon sa propedad.)		5 to 10 mins. / minutos	Carlodivino B. Tapis, REA

13.	Prepares Notice of Assessment, Assigns TD Number & Releases TD (either delivered personally or thru mail). (Magbuhat ug Pahibalo sa Assessment, butangan ug TD number ug e hatag ang deklarasyon pwedi personal o mail.)		5 to 10 mins. / minutos	Mary Ann M. Saga/Ferdinand C. Coruña/Arlene O. Algar/Richard O. Agdol / White Bushnell Zerna /Nahshon Luage / Cliff Lester Cambang / Randy Cancellor
TOTAL		NONE	3 DAYS /Adlaw	

3. Case A - Reassessment Due to Disputed Assessment

Office/Division:	City Assessor's Office
Classification:	Complex

Type of Transaction:	G2C – Government to Citizen; G2B – Government to Business;			
Who may avail:	All persons owning real property			
CHECKLIST OF REQUIREMENTS				
a. Letter Request b. Tax Clearance c. Other pertinent documents				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills out request/Submits supporting documents (Pagsulat/ pagbutang sa hangyo/paghatag sa dokumento nga mag suporta.)	Records request (Pagtala sa dokumento nga gihatag/gipresenta)	None	5 to 10 mins./minutos	Joaquina B. Villanueva/Arlene O. Algar
2.	Verifies data against Assessment Roll. Based on the complaint of the taxpayer, data is evaluated for technical, market and assessment considerations. Possibilities are: a) <u>Simple Error</u> – Errors in computation, in application of market value and/or assessment levels, and other obvious errors that can be easily detected and corrected. b) <u>Error requiring field work</u> –		2 – 4 days/2-4 ka adlaw sa buhat	Arturo L. Avila/ Ferdinand C. Coruña

	Error may require field work, e.g., verification of measurements, verification of materials used, etc. Recommends action to take. (Pag usisa sa kumpleto ug balido nga mga dokumento. Kon dili kuntento ang tag-iya, sila paga tambagan sa pag kumpleto niini. Kon nakuntento, ang pag proseso ipadayon.)			
3.	Identifies course of action: a) If desired change is fully approved, TD is corrected/revised for the desired changes; b) If totally disapproved (i.e., original assessment stays w/o change), TD is filed as basis for informing the taxpayer; c) If only partial concession is granted to taxpayer, the TD is revised for the approved changes based on the FAAS. ((Pagseguro/analisahon ang mga dokumento aron ihatag		15 to 30 mins./ minutos	Arturo L. Avila/Carlodivino B. Tapis, REA

	ang IPADAYON/AYAW IPADAYON nga timailhan. (Ang pag aprubar sa transaksyon ining bahina, nagpasabot nga kini walay problema ug pagka langay). Kon AYAW IPADAYON, ang tag-iya pahibal-on ug ang mosunod nga pamaagi paga usbon hangtod nga masulbad. Kon IPADAYON, bag-o nga FAAS paga- andamon ko pipila ka mga luna ang naa sa sulod sa plano sa pagbalhin ug kon sa natipak nga luna.)			
4.	Prepares TD by encoding all pertinent data based on approved FAAS. (Mag andam ug mga deklarasyon ug mga nagka igong mga kinahanglanon base sa FAAS nga na aprubahan.)		5 to 10 mins./ minutos	Julie Bern V. Salinguhay / Jean Rose Sabellano
5.	Reviews typed data on TD (Pag susi sa deklarasyon og inisyalan.)		5 to 10 mins./ minutos	Arturo L. Avila/MTM Saga/FCCoruña
6.	Reviews PIN & affix initial (Pagsusi sa PIN didto sa Tax Map og inisyalan.)		5 to 10 mins./ minutos	Arturo L. Avila/FCCoruña

7.	Reviews TD & affix signature (Pagsusi sa deklarasyon og inisyalan)		5 to 10 mins./ minutos	ALAvila
8.	Approves TD (Pag aprobar sa deklarasyon)		5 to 10 mins./ minutos	Carlodivino B. Tapis, Rea
9.	Prepares Notice of Assessment, Assigns TD Number & Releases TD (either delivered personally or thru mail). TD (Mag andam sa Pasayod sa Pagpanag-iya, Pagbutang ug numero sa deklarasyon ug magpagawas sa deklarasyon (mahimong ihatod kini personal o ipadala pinaagi sa koreo).)		5 to 10 mins./ minutos	Mary Ann TM. Saga/Arlene O. Algar/FCCoruña/RA Agdol
TOTAL		NONE	5 DAYS / Adlaw	

Note 1: The taxpayer may still be dissatisfied and may subsequently question the assessment again. The issue may be elevated to the City Board of Assessment Appeals then to the Central Board of Assessment Appeals.

4. Case B - Reassessment due to destruction / demolition

Office/Division:	City Assessor's Office			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen; G2B – Government to Business;			
Who may avail:	All persons owning real property			
CHECKLIST OF REQUIREMENTS				
a. Letter Request b. Tax Clearance c. Other pertinent documents				
CLIENT STEPS	AGENCY ACTION	FEEs TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Taxpayer notifies assessor about destruction of property and fills up request for reassessment/ cancellation.(Ang tag iya magpahibalo sa buhatan sa pagkaguba/kadaot sa iyang pagkabutang pinaagi sa pagsulat sa iyang hangyo nga kini tantiyahon pag usab o kanselahon.)	Records request (Pagtala sa hangyo)	None	5 to 10 mins./minutos	Joaquina B. Villanueva/Arlene O. Algar
2.	Validates request (Pagbalido sa hangyo)		5 to 10 mins./minutos	Carlodivino B. Tapis/ALAvila
3.	Conducts ocular inspection (Magpasiugda ug pagsusi sa gawas sa buhatan.)		1 to 3 days depending on location of property/ sulod	ALAvila/MTMSaga/Ferdinand C. Coruña/Richard A.

			sa 1-3 ka adlaw buhaton depende sa nahimutangan sa propedad	Agdol/Edwin B. Peral/ Assessor's Team (Field Men)
4.	Based on report of findings: a) If totally destroyed, Notice of Cancellation is prepared; (Sandig sa nasuta pinaagi sa pagsusi, a). kon ang tibuok nga butang nadaot, paga andamon ang Pagpahibalo sa Pagwala sa maong butang;)		5 to 10 mins./minutos	Mary Ann M. Saga/Arlene O. Algar/FCCoruña
5.	b) If partially destroyed, a new assessment is made based on partial destruction. . (b) kon dili tanan nadaot, may bag-ong pagtantiya nga pagahimoon base sa kadaot/pagkaguba.)		5 to 10 mins /minutos	MTMSaga/FCCoruña/ Arturo L. Avila
6.	Prepares TD by encoding all pertinent data based on approved FAAS. (Mag andam ugdeklarasyon ug ibutang ang detalye base sa naaprubahan.)		5 to 10 mins. / minutos	Julie Bern V. Salinguhay / Jean Rose Sabellano
7.	Reviews typed data TD (Tan awon ang nakabutang sa deklarasyon.)		5 to 10 mins./ minutos	ALAvila/MTMSaga/F CCoruña

8.	Reviews PIN & affix initial (Tan awon ang PIN ug pirmahan.)		5 to 10 mins./ minutos	Arturo L. Avila
9.	Reviews TD & affix signature (Tan awon ang deklarasyon ug pirmahan.)		5 to 10 mins./ minutos	Arturo L. Avila
10.	Approves TD (Aprubahan ang deklarasyon.)		5 to 10 mins. /minutos	Carlodivino B. Tapis, Rea
11.	Prepares Notice of Assessment, Assigns TD Number & Releases TD (either delivered personally or thru mail). Mag andam ug Pagpahibalo sa Pagtantiya, pagbutang ug numero sa deklarasyon ug pagpagawas niini. (Mahimong ihatod personal o ipadala pinaagi sa koreo.)		5 to 10 mins. / minutos	Mary Ann TM. Saga/AOAlgar/ FCCoruña/RAAgdol /Nahshon Luague /Cliff Lester Cambang/white Bushnell Zerna /Randy Cancellor / Afredo Algar
TOTAL		NONE	5 DAYS/ Adlaw	

5. Records Verification, Certifications, True Copies and Other Requests

Office/Division:	City Assessor's Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen; G2B – Government to Business; G2G – Government to Government			
Who may avail:	All real property owners and/or any person having legal interest on the property.			
CHECKLIST OF REQUIREMENTS				
a. Letter-request b. Tax Clearance c. Certification Fee/Service Fee d. Documentary Stamps				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills out request/ (Magsulat ug sugyot)	Records request (Isulat ang sugyot.)	Cert. Fee – P100 Doc. Stamp – 30	5 to 10 mins./ minutos	Joaquina B. Villanueva/Arlene O. Algar
2.	Validates request (Susihon ug unsa ka valido o unsa ka insakto ang sugyot)		5 to 10 mins./ minutos	Carlodivino B. Tapis/ALAvila
3. OR, Documentary Stamps &	Records verification (Isulat ang veripikasyon.)		5 to 10 mins./	Julie Bern Salinguhay/Jean

other requirements (Magkuha ug resibo, documentary stamp ug uban pa.)			minutos	Rose Sabellano / Arlene Algar
4.	Prepares requested documents (Mag andam sa gisugyot nga dokumento)		5 to 10 mins./ minutos	Julie Bern Salinguhay / Jean Rose Sabellano / Arlene Algar
5.	Reviews/Checks prepared documents for approval (Susihon ug insakto ba ang gi andam nga dokumento ug aprubahan.)		5 to 10 mins/ minutos	MTMSaga/FCCoruñ a
6.	Approves documents (Aprubahan ang dokumento)		5 to 10 mins./ minutos	Carlodivino B. Tapis, REA
7.	Records and releases documents (Isulat ug ipagawas ang dokumento.)		5 to 10 mins. /minutos	Joaquina Villanueva / Arlene Algar /
TOTAL		P130.00	5 DAYS Adlaw	

6.Valuation for payment of Just Compensation

Office/Division:	City Assessor's Office
Classification:	Highly Technical

Type of Transaction:	G2G – Government toGovernment			
Who may avail:	All real property owners and/or any person having legal interest on the property.			
CHECKLIST OF REQUIREMENTS				
Requests from LCE and/or other government agencies.				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Local Chief Executive and/or other government agencies requests for valuation of real property for just compensation. (Mayor/ o lain nga opisina sa buhat mo sugyot para paghatag bili sa propedad para just compensation)	Receives & records requests (Modawat o mo records sa iyang gipangayo.)		5 to 10 mins / minutos	Joaquina B. Villanueva/ Arlene O. Algar/
2.	Examines/evaluates requests (Magsusi, mag evaluate sa mga kinahanglan.)		30 mins. to 1 hour /30 minutos hangtod 1 ka oras	Carlodivino B. Tapis, REA
3.	Convenes City Appraisal Committee (Makighimamat sa Appraisal Committee sa Siyudad.)		Within 1 to 2 working days / Sulod sa 1-2 ka adlaw sa buhat.	Carlodivino B. Tapis, REA
4.	Conducts ocular inspection (Magbuhat ug pagsusi.)		Within 2 to 3 working days (Sulod sa 2-3 ka	City Appraisal Committee

			adlaw sa buhat)	
5.	Submits recommendations of findings to LCE &/or requesting gov't agencies (Maghatag ug rekomendasyon o nadiskubrehan adto sa LCE o sa uban nga ahensya sa gobyerno)		Within 5 to 10 working days (Sulod sa 5-10 ka adlaw sa buhat.)	Carlodivino B. Tapis, REA
6.	Files pertinent documents (Taguan mga importanteng papeles.)		5 to 10 mins. /minutos	Carlodivino B. Tapis, REA
TOTAL		None	16 DAYS/Adlaw	

7. SIMPLE RECLASSIFICATION

Office/Division:	City Assessor's Office
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Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen; G2B – Government to Business; G2G – Government to Government			
Who may avail:	All persons owning real properties.			
CHECKLIST OF REQUIREMENTS				
a. Letter Request b. Tax Clearance c. Other Pertinent Documents				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills out request/ submits supporting documents (Magsulat ug panginahanglan ug maghatag ug insaktong papeles.)	Records documents submitted (Talaan sa papeles nga gihatag.)		5 to 10 minutes /minutos	Joaquina B. Villanueva/AOAlgar
2.	Validates request (Tan awon ug valido ang request.)		5 to 10 minutes /minutos	Carlodivino B. Tapis, REA
3.	Verifies properties in tax maps (Susihon ang papeles sa mapa sa buhis.)		5 to 10 minutes /minutos	Arturo L. Avila /Joemarie Marquez

4.	Conducts field inspection & verifies taxpayer's request for reclassification (Manggawas ug mang inspect ug susihon ang request sa manog buhis.)		Within 1-3 days depending on the location of the property. (Sulod sa 1-3 ka adlaw depende sa nahimutangan sa propedad.)	Arturo L. Avila/MTMSaga/Ferdinand C. Coruña/Richard A. Agdol/EBPeral/Nahshon Luaque / Randy Cancellor / Cliff Lester Cambang/Field men(Assessor'sTeam)
5.	Prepares FAAS (Preparar ug FAAS)		5 to 10 minutes / minutos	Arturo L. Avila//MTMSaga/Ferdinand C. Coruna
6.	Assigns PIN (Magbutang ug PIN)		5 to 10 mins. / minutos	Arturo L. Avila/FCCoruña
7.	Approves FAAS (Aprubahan ang FAAS)		5 to 10 mins./ minutos	Carlodivino B. Tapis, REA
8.	Prepares TD by Encoding all pertinent data based on approved FAAS. (Preparar sa deklarasyon sa buhis, makinilyahon ang tanan talaan basi sa na aprubahang FAAS)		5 to 10 mins. / minutos	Julie Bern Salinguhay / Jean Rose Sabellano
9.	Reviews typed data on TD (Magsusi sa gipang type na talaan sa deklarasyon sa buhis)		5 to 10 mins. / minutos	Arturo L. Avila/MTMSaga/FCCoruña
10.	Reviews PIN & affix initial (Magsusi sa PIN ug		5 to 10 mins. / minutos	Arturo L. Avila

	initialan.)			
11.	Reviews TD & affix initial (Tan awon ang deklarasyon ug pirmahan.)		5 to 10 mins. minutos	Arturo L. Avila
12.	Approves TD (Aprubahan ang deklarasyon)		5 to 10 mins. / minutos	Carlodivino B. Tapis, REA
13.	Prepares Notice of Assessment, Assigns TD Number & Releases TD (either delivered personally or thru mail). (Andamon ang Notisya sa Assessment, butangan numero ang deklarasyon ug e release.)		5 to 10 mins. minutos	Mary Ann TM. Saga/ AOAlgar /FCCoruña/RAAgdol / Nahshon Luaque/ Edwin Peral/ White Bushnell Zerna / Randy Cancellor / Cliff Lester Cambang
TOTAL		None	5 DAYS/ Adlaw	

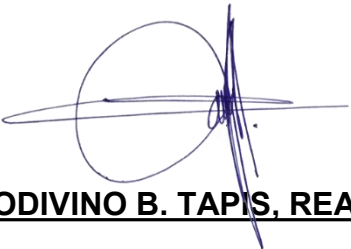
V.

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback?	Answer the feedback form in the office lobby and put it in the feedback and complaints drop box Administrative and Financial Services assessorcanlaon@gmail.com Contact Info: 09778560913
How feedback is processed?	The Administrative Officer verifies the nature of the queries and feedback within one (1) working day. The same will be referred to the concerned Office via e-mail. Upon receiving the reply from the concerned Office, the citizen or client will be informed via e-mail or phone call. For follow-ups or queries, the contact information are as follows: 09778560913 assessorcanlaon@gmail.com
How to file complaint?	To file a complaint against the Authority, provide the following details via e-mail: - Full name and contact information of the complainant - Narrative of the complain - Evidences - Name of the person being complained Send all complaints against the Authority to assessorcanlaon@gmail.com For follow-ups or queries, the contact information are as follows: 09778560913

How complaints are processed?	All complaints received against the Authority will be processed by the Anti-Red Tape Unit (ARTU) of the Authority The ARTU browses, evaluates, and determines the complaints received on a daily basis. The ARTU shall coordinate with the concerned Office to answer the complaint and shall investigate, if
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Prepared by: **MARY ANN M. SAGA**

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Approved by: **CARLODIVINO B. TAPIS, REA, REB, EnP**

City Assessor