



VISION: A socioeconomically developed town with empowered people who nurture their heritage and sustainably manage their resources through shared and service-oriented governance
MISSION: To create a socioeconomically developed environment through sustainable management of resources and enhancement of people's capabilities for inclusive growth

CITIZEN'S CHARTER

MUNICIPAL ASSESSOR'S OFFICE

Mission: To attain total commitment by means of tax mappings, appraisals and assessments of real properties through quality, effective and efficient services that will help and improve tax collections.

Vision: Community's growth and people's attitude for self-reliance through dependable, quality service and reasonable real property tax assessments.

Allowable period for extension due to unusual circumstances:

Allowable time frames extension depends on the nature of services, volume and its requirements.

Workforce:

ALAN L. RELATOR	- OIC-Municipal Assessor	Artemio P. Sangarios	- Administrative Aide III	Noel Q. Oreña	- Data Encoder
Cipriana V. Bullen	- Assessment Clerk III	Luisito J. Patentes	- Office Staff	Annaliza Baratas	- Office Staff

Frontline Service 1: ISSUANCE OF TRUE COPY OF REAL PROPERTY OLD/LATEST/REVISED TAX DECLARATION.

STEP	ACTIVITIES/PROCESS		DURATION	REQUIREMENTS	FEES	PERSON RESPONSIBLE	LOCATION
	CLIENT	OFFICE					
1	Request for service at front desk, complete the data/lot description	Let the client fill out billing slip Verify tax payment as to date	3 mins.	Billing Slip, Updated Real Property Tax		L. Patentes A. Sangarios A. Baratas	Assessor's Office
2	Pay at MTO present OR at front desk	Verify records if, positive, instruct client to pay at MTO	3 mins	OR	50/pc.	L. Patentes C. Bullen A. Baratas	Assessor's Office MTO
3	Wait	Produce True Copy Review and check records Supply name of signatory	3mins.			N. Oreña	Assessor's Office
4	Wait	Affix initial and official seal	2 mins.			N. Saco	Assessor's Office
5	Wait	Authenticate, approve copy	2 mins.			N. Saco	Assessor's Office
6	Receive true copy, sign on logbook	Post and record the Tax Declaration, release copy to client	2 mins.			N. Oreña	Assessor's Office

15 mins

Frontline Service 2: REQUEST/SECURING REAL PROPERTY CERTIFICATE(S) OF IMPROVEMENTS/NO IMPROVEMENT.

STEP	ACTIVITIES/PROCESS		DURATION	REQUIREMENTS	FEES	PERSON RESPONSIBLE	LOCATION
	CLIENT	OFFICE					
1	Request for service at front desk, complete the data/lot description	Let the client fill out billing slip Verify tax payment as to date	3 mins.	Billing Slip Updated Real Property Tax		A. Sangarios L. Patentes G. California A. Baratas	Assessor's Office
2	Pay at MTO present OR at front desk	Verify records if, positive, instruct client to pay at MTO	4 mins	OR	50/pc.	L. Patentes C. Bullen A. Baratas	Assessor's Office MTO
3	Wait	Produce certificate(s) Review and check records Supply name of signatory	5mins.			N. Oreña	Assessor's Office
4	Wait	Affix initial and official seal	2 mins.			N. Saco	Assessor's Office
5	Wait	Authenticate, and approve the certificate	2 mins.			N. Saco	Assessor's Office
6	Receive certificate(s), sign on logbook	Post and record the certificate, release copy to client	2 mins.			N. Oreña	Assessor's Office

18 mins.

Frontline Service 3: REQUEST/SECURING REAL PROPERTY CERTIFICATE(S) OF LANDHOLDINGS/NO LANDHOLDING.

STEP	ACTIVITIES/PROCESS		DURATION	REQUIREMENTS	FEES	PERSON RESPONSIBLE	LOCATION
	CLIENT	OFFICE					
1	Request for service at front desk, complete the names	Let the client fill out requisition slip Verify tax payment as to date	3 mins.	Billing Slip Updated Real Property Tax		G. California A. Sangarios L. Patentes A. Baratas	Assessor's Office
2	Wait Pay at MTO, submit OR at front desk	Verify records if, positive, instruct client to pay at MTO	4 mins	OR	50/pc.	L. Patentes N. Oreña A. Baratas	Assessor's Office MTO
3	Wait	Produce certificate(s) Review and check records Supply name of signatory	5 mins.			N. Oreña	Assessor's Office
4	Wait	Affix initial and official seal	2 mins.			N. Saco C. Bullen	Assessor's Office
5	Wait	Authenticate, and approve the certificate	2 mins.			N. Saco	Assessor's Office
6	Receive certificate(s), sign on logbook	Post and record the certificate(s), release copy to client	2 mins.			L. Patentes	Assessor's Office

18 mins.

Frontline Service 4: REQUEST/SECURING REAL PROPERTY TRANSFER OF OWNERSHIP (TITLED/UNTITLED).

STEP	ACTIVITIES/PROCESS		DURATION	REQUIREMENTS	FEES	PERSON RESPONSIBLE	LOCATION
	CLIENT	OFFICE					
1	Request for service at front desk, complete the forms	Provide forms Let the client fill out requisition slip Verify tax payment as to date	5 mins.	Billing Slip Updated Real Property Tax		N.Oreña	Assessor's Office MTO
2	Pay at MTO submit OR at front desk	Verify records and check data, review documents submitted initially; if incomplete return immediately if, complete let client pay at MTO	8 mins	OR	50/pc.	C. Bullen	Assessor's Office MTO
3	Wait	Prepare FAAS, TDs and adjustments Prepare endorsement of the request	10 mins.			C. Bullen A. Sangarios L. Patentes	Assessor's Office
4	Wait	Check (final) for endorsement	20 mins.			N. Saco	Assessor's Office
5	Wait	Submit to Provincial Assessor's Office Follow-up request	Depends on schedule of Provincial Assessors Office			N. Saco	Assessor's Office
6	Receive copy, sign on logbook	Post and record the TD Release copy to client	2 mins.			N. Oreña	Assessor's Office
7	Wait		1 day or more			PASSO Staff or officer	Provincial Assessor's Office

18 mins at LGU& 1 day or more at PASSO

Frontline Service 5: REQUEST/SECURING REAL PROPERTY SKETCH PLAN(S) / VICINITY MAP(S).

STEP	ACTIVITIES/PROCESS		DURATION	R REQUIREMENTS	FEES	PERSON RESPONSIBLE	LOCATION
	CLIENT	OFFICE					
1	Request for service at front desk Complete lot data	Let the client fill out requisition slip Verify tax payment as to date	3 mins.	Billing Slip Updated Real Property Tax		A. Sangarios L. Patentés A. Baratas	Assessor's Office
2	Wait Pay at MTO present OR at front desk	Verify records if, positive, instruct client to pay at MTO Produce the plan(s)/map(s)	5 mins	OR	50/pc.	A. Sangarios L. Patentés	Assessor's Office MTO
3	Wait	Draw plan/map based on file Review and check records Supply name of signatory	25 mins Vicinity Map 20 mins Sketch Plan			A. Sangarios L. Patentés A. Baratas	Assessor's Office
4	Wait	Affix initial and official seal	2 mins.			N. Saco	Assessor's Office
5	Wait	Authenticate, and approve the certificate	2 mins.			N. Saco	Assessor's Office
6	Receive copy, sign on logbook	Post and record the plan/map	2 mins.			N. Oreña	Assessor's Office

35 mins. (Vicinity Map)
30 mins. (Sketch Plan)

Frontline Service 6: REQUEST/SECURING REAL PROPERTY TRANSFER OR SUBDIVISION/CONSOLIDATION.

STEP	ACTIVITIES/PROCESS		DURATION	REQUIREMENTS	FEES	PERSON LOCATION	RESPONSIBLE
	CLIENT	OFFICE					
1	Request for service at front desk Complete the forms provided	Let the client fill out requisition slip Verify tax payment as to date	3 mins.	Billing Slip Updated Real Property Tax		N.Oreña	Assessor's Office
2	Wait Pay at MTO present OR at front desk	Verify records and check data, review documents submitted initially; if incomplete return immediately if, complete let client pay at MTO	5 mins	OR	50/pc.	A. Sangarios	Assessor's Office MTO
3	Wait	Prepare FAAS, TDs and adjustments Prepare endorsement of the request signatory	10 mins			C. Bullen	Assessor's Office
4	Wait	Check (final) for endorsement	15 mins.			N. Saco	Assessor's Office
5	Wait	Submit to Provincial Assessor's Office Follow-up request	Depends on schedule of Provincial Assessors Office			N. Saco	Assessor's Office
6	Wait	Draw and updating map with approved sub-division/consolidation	25mins.	Approved cancellation/consolidation		N. Saco	Assessor's Office
7	Receive copy, sign on logbook	Post and record TD Release copy to client	2 mins			N. Oreña	Assessor's Office
8	Wait		1 day or more			PASSO Staff or officer	Provincial Assessor's Office

1 hr at LGU & 1 day or more at PASSO

Frontline Service 7: REQUEST/SECURING REAL PROPERTY CANCELLATION OF TAX DECLARATION.

STEP	ACTIVITIES/PROCESS		DURATION	REQUIREMENTS	FEES	PERSON RESPONSIBLE	LOCATION
	CLIENT	OFFICE					
1	Request for service at front desk, complete the forms provided	Let the client fill out requisition slip Verify tax payment as to date	3 mins.	Billing Slip Updated Real Property Tax		N.Oreña A. Sangarios A. Baratas	Assessors Office
2	Wait Pay at MTO, submit OR at front desk	Verify records and check data, review documents submitted initially; if incomplete return immediately if, complete let client pay at MTO	5 mins	OR	50/pc.	C. Bullen A. Sangarios	Assessor's Office MTO
3	Wait	Prepare FAAS, TDs and adjustments Prepare endorsement of the request	10 mins.			C. Bullen A. Sangarios L. Patentes A. Baratas	Assessor's Office
4	Wait	Check (final) for endorsement	20 mins.			N. Saco	Assessor's Office
5	Wait	Submit to Provincial Assessor's Office Follow-up request	Depends on schedule of Provincial Assessors Office			N. Saco	Assessor's Office
6	Wait	Update and cancel records in the computer list of TDs	4 mins.			N. Oreña	Assessor's Office
7	Receive copy, sign on logbook	Post and record the TD Release copy to client	2 min			PASSO Staff or officer	Provincial Assessor's Office

43 mins at LGU & 1 day or more at PASSO

Frontline Service 8: REQUEST TRANSACTIONS INVOLVING (NEW TIE-UP/WRONG TIE-UP & OTHERS) DUPLICATION.

STEP	ACTIVITIES/PROCESS		DURATION	REQUIREMENTS	FEES	PERSON RESPONSIBLE	LOCATION
	CLIENT	OFFICE					
1	Request for service at front desk, complete the forms provided	Provide forms Let the client fill out billing slip Verify tax payment as to date	3 mins.	Billing Slip Updated Real Property Tax		N. Oreña A. Sanagarios L. Patentes A. Baratas	MTO
2	Wait Pay at MTO submit OR at front desk	Verify records and check data, review documents submitted initially; if incomplete return immediately if, complete let client pay at MTO	8 mins	OR	50/pc.	A.Sangarios	Assessor's Office MTO
3	Wait	Prepare FAAS, TDs and adjustments Prepare endorsement of the request	10 mins.			C. Bullen	Assessor's Office
4	Wait	Check (final) for endorsement	20 mins.			N. Saco	Assessor's Office
5	Wait	Submit to Provincial Assessor's Office Follow-up request	Depends on schedule of Provincial Assessors Office			N. Saco	Assessor's Office
6	Receive copy, sign on logbook	Post and record the TD Release copy to client	4 mins.			N. Oreña L. Patentes	Assessor's Office
7	Wait		1 day			PASSO Staff or officer	Provincial Assessor's Office

42 mins. at LGU 1 day or more at PASSO

Frontline Service 9: REQUEST TO LOCATE THE PROPERTY(IES) ON FIELD MAPS, ITS BOUNDARIES, LOCATION AND VICINITY.

STEP	ACTIVITIES/PROCESS	DURATIONREQUIREMENTS	FEEES	PERSON RESPONSIBLE	LOCATION		
	CLIENT	OFFICE					
1	Request for service at front desk, Supply the complete names, lot number and barangay	Verify records		3 mins.			A. Sangarios Assessor's Office
2	Wait	Scan field map and locate the property based on data provided by client		20 mins	50/pc.	L. Patentess A. Sangarios	Assessor's Office MTO
3	Wait	Check records (TMCR, TD books, records of authenticity, perhaps in the cadastral maps on file). If necessary, draw/sketch to satisfy the client		10 mins.		L. Patentess C. Bullen	Assessor's Office
4	Wait	Approve map if necessary		2 mins.		N. Saco	Assessor's Office

35 mins

Frontline Service 10: TAX MAPPING ASSESSMENT FOR NEW DISCOVERIES PROPERTY(IES), RESIDENTIAL, COMMERCIALS, INDUSTRIALS, MACHINERIES AND OTHERS.

STEP	ACTIVITIES/PROCESS	DURATIONREQUIREMENTS	FEEES	PERSON RESPONSIBLE	LOCATION		
	CLIENT	OFFICE					
1	Request for service at front desk, Supply complete data and location	Record the request		3 mins.			L. Patentes N. Oreña Assessor's Office
2	Wait	Prepare needed equipment for inspection Check for exact location Inspect site and assess property(ies), record the data		1hr.			N. Saco L. Patentes A. Sangarios Assessor's Office MTO
3	Wait	Compute the data Prepare FAAS, TDs and adjustments Prepare endorsement of the request		6 hrs			L. Patentes A. Sangarios Assessor's Office
4	Wait	Check (final) for endorsement		30 mins.			N. Saco Assessor's Office
5	Wait	Submit to Provincial Assessors Office Follow-up request		Depends on schedule of Provincial Assesors Office			N. Saco Assessor's Office
6	wait	Update record in the computer		30 mins.	Approved Doc.		N. Oreña Assessor's Office
7	Received/Signed at the logbook	Post and record the TD Release copy to the client		1 min			N. Oreña

7 hrs. at LGU & 1 day or more at PASSO

For complaints, comments and suggestions please contact:

✉ Loon, Bohol 6327 Philippines e✉ lguloon@yahoo.com ☎ (038) 505-9131 📞 (038) 505-7058 (connecting all departments)

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