



Republic of the Philippines

CITY OF LAPU-LAPU

Office of the City Assessor

LAPU-LAPU CITIZEN'S CHARTER



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E.2 FOR REGISTERED OR TITLED PARCEL OF LAND

Office/Division Involved	Office of the City Assessor, Real Property Appraisal & Assessment Division, Tax Mapping Division, Assessment Records Management Division, Administrative Division				
Service Category:	External				
Classification:	Highly Technical Type of Transaction				
Type of Transaction	G2C - Government to Citizen G2G - Government to Government				
Who may avail:	Declared Owners of Real Property in Lapu-lapu City and their Authorized Representatives				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
• Request Letter with contact information			Client / Applicant		
• Special Power of Attorney (SPA) or Letter of Authorization/Consent from the Owner or Declarant if processor is not the Owner/Declarant of the involved RPU			Client / Applicant		
In case of Juridical Entities – Board Resolution/Secretary's Certificate & copy of latest General Information Sheet (GIS)			Client / Applicant		
• Original & Photocopy of Valid Identification Card (ID) of Property Owner/Requestor and the Authorized Person, if applicable			Client / Applicant		
• Certified True Copy of the Patent, Homestead, Miscellaneous Sales Application (MSA) and the like, of subject RPU.			Client / Applicant		
• Survey Plan with Technical Description prepared by a Licensed Geodetic Engineer and duly approved by the Land Management Bureau (LMB) of the Department of Environment and Natural Natural Resources (DENR)			LMB - DENR		
• An Ocular Inspection with Investigation Report by the City Assessor or his/her Authorized Representative.			Real Property Appraisal & Assessment Division		
• FAAS			Client / Applicant		
• Proof of payment for ten (10) years back of the Real Property Taxes (RPT)			Client / Applicant		
Steps in Processing			Processing Time	Persons Responsible	Fees to be paid
Client Steps		Agency/LGU Action			
1.	Submit the letter-request & supporting documents and wait for the result of initial evaluation.	Receive the letter-request with the required documents and forward the same to Evaluator/Officer.	30 minutes per RPU	Admin Aide III, AO II	None
2.	Receive the stamped "Received" copy of request	Determine the completeness of documents and forward to Real Property Appraisal & Assessment Division for inspection	60 minutes	AO IV, Assigned Officer of the Day	
3.	Applicant/client should allow entry to premises for taking of measurements, pictures, and videos during the conduct of Ocular Inspection for documentation purposes	Conduct Ocular Inspection	120 Minutes	LAOO III, AO V, LAOO I	Assistant Dept. Head II City Assessor II Tax Mapping Division Head, Alternate Officer Assessment Clerk II, Admin Asst. IV, Assigned Encoding Staff, Tax Mapping Division Head, Alternate Officer LAOO III Assistant Dept. Head II City Assessor II
		Prepare Inspection Report/FAAS	30 minutes		
		Review and recommend for approval of the FAAS	60 minutes		
		Approve the FAAS	60 minutes		
		Assign Property Identification Number (PIN)	30 minutes		
		Encode details at the Real Property Assessment System (RPAS), Print Tax Declaration (TD) and Notice of Assessment (NOA)	60 minutes		
		Update the Post Tax Mapping Control Roll (PTMCR) and Review of assigned PIN	30 minutes		
		Check and review Tax Declaration Entries	60 minutes		
		Recommend for approval of the Tax Declaration (TD) and Notice of Assessment (NOA)	60 minutes		
		Approve the Tax Declaration (TD) and NOA	60 minutes		
4.	Pay the Real Property Tax at the City Treasurer's Office	Secure the issued TD and require the payment of Ten (10) years Back Taxes	10 minutes	Assistant Dept. Head II	
		Receive the Official Receipt of the of 10 years Back Taxes and forward to encoder	30 minutes	Admin Aide III, Admin Officer II	
5.	Claim Tax Declaration (TD) and Notice of Assessment (NOA)	Validate the approved TD in the Real Property Assessment System (RPAS)	30 minutes	Assistant Dept. Head II, City Assessor II	
		Scan and Upload the TD with the Supporting Documents to the Data Management System (DMS) and file the same accordingly.	30 minutes	Admin Aide III, Assessment Clerk I, Assigned Records Staff	
		Log TD with NOA and Release the Tax-payer's Copy.	30 minutes	Admin Aide III, Assessment Clerk I, Assigned Records Staff	

F. ISSUANCE OF NEW TAX DECLARATIONS FOR PARTITION OR SUBDIVISION OF LOT

Office/Division Involved	Office of the City Assessor, Real Property Appraisal & Assessment Division, Tax Mapping Division, Assessment Records Management Division, Administrative Division				
Service Category:	External				
Classification:	Highly Technical Type of Transaction				
Type of Transaction	G2C - Government to Citizen G2G - Government to Government				
Who may avail:	Declared Owners of Real Property in Lapu-lapu City and their Authorized Representatives				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
• Request Letter with contact information			Client / Applicant		
• Special Power of Attorney (SPA) or Letter of Authorization/Consent from the Owner or Declarant if processor is not the Owner/Declarant of the involved RPU/s			Client / Applicant		
In case of Juridical Entities – Board Resolution or Secretary's Certificate and latest copy of the General Information Sheet (GIS)			Client / Applicant		
• Original & Photocopy of Valid Identification Card (ID) of Property Owner/Requestor and the Authorized Person, if applicable			Client / Applicant		
• Partition Survey Plan with Technical Description prepared by a Licensed Geodetic Engineer and duly approved by the Land Management Bureau (LMB) of the Department of Environment and Natural Resources			LMB - DENR		
• Certified True Copy from the RoD of registered Deed of Partition, Extra-judicial Partition, and other instruments for subdivision of solely or commonly owned lot			Client / Applicant		
• Court Order or Decision ordering the Partition of property, in case of judicial partition			Local Courts (RTC/MCTC)		
• Certificate of Tax Clearance for the current year			City Treasurer's Office		
Steps in Processing					
Client Steps	Agency/LGU Action		Processing Time	Persons Responsible	Fees to be paid (In Peso)
1. Submit the letter-request & documents and wait for the result of initial evaluation.	Receive the letter-request with the required documents and forward to evaluation Officer		30 minutes per RPU	Administrative Aide III, AO II, Receiving counter Staff	None
2. Receive the stamped "Received" copy of request	Determine the completeness of documents and forward to Real Property Appraisal & Assessment Division for inspection		60 minutes	AO IV, assigned Officer of the Day	
3. Applicant/client should allow entry to premises for taking of measurements, pictures, and videos during the conduct of Ocular Inspection for documentation purposes	Conduct Ocular Inspection		120 Minutes	LAOO I, LAOO III, AO V, Assessment Officer assigned	
	Prepare Field Appraisal & Assessment Sheet (FAAS)		30 minutes	Assistant Dept. Head II, City Assessor II	
	Review FAAS & Recommend for approval.		60 minutes		
	Approve the FAAS		60 minutes		
	Assign Property Identification Number (PIN)		30 minutes	Tax Mapping Division Head, Alternate Officer	
	Encode details at the Real Property Assessment System (RPAS), and print Tax Declaration (TD) and Notice of Assessment (NOA)		60 minutes	Assessment clerk II, Admin Assistant IV, assigned encoding staff	
	Update the Post Tax Mapping Control Roll (PTMCR) and Review of assigned PIN		30 minutes	Tax Mapping Division Head, Alternate Officer	
	Check and review Tax Declaration		60 minutes	LAOO III	
	Recommend for approval of the (TD) and (NOA)		60 minutes	Assistant Dept. Head II	
	Approve the FAAS, Tax Declaration (TD) and NOA		60 minutes	City Assessor II	
4. Pay the Real Property Tax at the City Treasurer's Office	Instruct payment of Ten (10) years Back Taxes		60 minutes	Assistant Dept. Head II	
	Receive the Official Receipt of the 10 years Back Taxes and transmit the same to the Assessment Division		30 minutes	Administrative Aide III, AO II	
	Validate the approved TD in the Real Property Assessment System (RPAS)		30 minutes	Assistant Dept. Head II, City Assessor II	
	Scan and Upload the TD with the Supporting Documents to the Data Management System (DMS) and file the same accordingly.		30 minutes	Admin Aide III, Assessment Clerk I, Assigned Records Staff	
5. Claim Tax Declaration (TD) and Notice of Assessment (NOA)	Log the TD with Notice of Assessment (NOA)s and Release the Tax-payer's Copy		30 minutes		

G. ISSUANCE OF CERTIFIED TRUE MACHINE COPY OF LATEST TAX DECLARATION

Office/Division Involved	Assessment Records Management Division				
Service Category:	External				
Classification:	Simple Type of Transaction				
Type of Transaction	G2C - Government to Citizen G2G - Government to Government				
Who may avail:	Declared Owners of Real Property in Lapu-lapu City and their Authorized Representatives				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
• Filled-up Requisition Form			Client / Applicant		
• Special Power of Attorney (SPA) or Letter of Authorization/Consent from Owner/Declarant if requestor is not the Owner or Declarant of the involved RPU			Client / Applicant		
In case of Juridical Entities – Board Resolution or Secretary's Certificate designating the authorized representative			Client / Applicant		
• Proof of requestor's Filiation or heirship in case the RPU involved is an Estate or a property of deceased Owner/Declarant			Client / Applicant		
• Original & Photocopy of Valid Identification Card (ID) of the Property Owner/Requestor and the Authorized Person, if applicable			Client / Applicant		
• Copy of the Official Receipt (OR) on the payment Required Fees			City Treasurer's Office		
Steps in Processing					
Client Steps		Agency/LGU Action	Processing Time	Persons Responsible	Fees to be paid (In Peso)
1.	Filled-out Request Form and present the documents, and request computation for the exact amount to be paid.	Check the filled-up form and the required documents, and provide the exact charges to be paid by the client at the CTO	30 minutes per TD	Admin Aide III, Assessment Clerk I, Assigned Records Staff	P55.00 per TD
2.	Pay the charges at the City Treasurer's office then submit Filled-up Form with OR & supporting documents to the Receiving Section	Receive the required documents & the Official Receipt (OR) and forward the same to Counter Staff for printing of CTMC	30 minutes		
		Review the documents and print the Certified True Machine Copy of Tax Declaration (TD)	60 minutes		
		Approve the Certified True Machine Copy of TD	60 minutes	Special Agent II, Admin Aide III, Assessment Clerk I, Assigned Records Staff	
				Records Officer, Authorized Signatory	
		Log and Release the Certified True Machine Copy of TD	30 minutes	Admin Aide III, Assessment Clerk I, Assigned Records Staff	
3.	Claim Certified True Machine Copy of latest Tax Declaration (TD)	File the Supporting Documents.	30 minutes		

H. ISSUANCE OF CERTIFIED COPY OF OLD TAX DECLARATION AND SUPPORTING DOCUMENTS

Office/Division Involved	Assessment Records Management Division				
Service Category:	External				
Classification:	Simple Type of Transaction				
Type of Transaction	G2C - Government to Citizen G2G - Government to Government				
Who may avail:	Declared Owners of Real Property in Lapu-lapu City and their Authorized Representatives				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
• Filled-up Requisition Form			Client / Applicant		
• Special Power of Attorney (SPA) or Letter of Authorization/Consent from Owner/Declarant if requestor is not the Owner or Declarant of the involved RPU			Client / Applicant		
In case of Juridical Entities – Board Resolution or Secretary's Certificate designating the authorized representative			Client / Applicant		
• Proof of requestor's Filiation or heirship in case the RPU involved is an Estate or a property of deceased Owner/Declarant;			Client / Applicant		
• Original & Photocopy of Valid Identification (ID) of Property Owner/Requestor and the Authorized Person, if applicable;			Client / Applicant		
• Copy of the Official Receipt (OR) on the payment of Required Fees;			City Treasurer's Office		
Steps in Processing			Processing Time	Persons Responsible	
Client Steps	Agency/LGU Action			Fees to be paid (In Peso)	
1. Submit Filled-out Form with supporting documents and wait for the computation of reproduction Fees.	Receive the Filled-out Request Form with supporting documents and forward to records vault custodian for retrieval of records and files.		30 minutes	Assessment Clerk I, Assigned Records Staff	P20.00 For every page of document, and fraction thereof, reproduced by photocopying or any machine copy, not including any certification of correctness.
	Retrieve the files and compute photo-copying fees and advise client to pay the total charges at the CTO.		60 minutes		
2. Pay the required Fees at the CTO and submit OR to the receiving counter	Receive the required documents & the Official Receipt (OR) and forward the same to the records vault custodian for printing/photocopying of requested documents.		30 minutes	Admin Aide III, Assessment Clerk I,	
	Check the OR and supporting documents and Photo-Copy the old Tax Declaration (TD) and/or specific Supporting documents		120 minutes	Admin Aide III, Assessment Clerk I, Assigned Records Staff	
	Approve the Certified Copy of Old Tax Declaration & Supporting Documents		60 minutes	Records Officer, Authorized Signatory	
	Ensure completeness of old Tax Declaration (TD)/Supporting documents and Return to the filing vaults and cabinets.		60 minutes	Admin Aide III, Assessment Clerk I, Assigned Records Staff	
3. Claim certification, photocopy of old TD and Supporting documents	Log the certifications, photocopied TD and support documents and release to client		30 minutes	Assessment Clerk I, Assigned Records Staff	P20.00 per Certification of photocopied document.
	File the Data privacy Documents.		30 minutes		

I. ISSUANCE OF CERTIFICATE OF LAND HOLDINGS AND RELATED CERTIFICATIONS

Office/Division Involved	Assessment Records Management Division, Administrative Division				
Service Category:	External				
Classification:	Simple Type of Transaction				
Type of Transaction	G2C - Government to Citizen G2G - Government to Government				
Who may avail:	Declared Owners of Real Property in Lapu-lapu City and their Authorized Representatives				
CHECKLIST OF REQUIREMENTS				WHERE TO SECURE	
- Filled-up Request Form - Special Power of Attorney (SPA) or Letter of Authorization/Consent from Owner/Declarant if requestor is not the Owner or Declarant of the involved RPU's - In case of Juridical Entities – Board Resolution or Secretary's Certificate designating the authorized representative - Original & Photocopy of Valid Identification Card (ID) of the Property Owner/Requestor and the Authorized Person, if applicable - Proof of requestor's Filiation or heirship in case the RPU involved is an Estate or a property of a deceased Owner/Declarant - Official Receipts (OR) as proof of payment for the Certification Fee and Documentary Stamps - Current Real Property Tax Clearance				Client / Applicant Client / Applicant Client / Applicant Client / Applicant Client / Applicant Client / Applicant City Treasurer's Office	
Steps in Processing					
Client Steps		Agency/LGU Action	Processing Time	Persons Responsible	Fees to be paid (In Peso)
1.	Present the Fill-out Request Form with supporting documents and wait for the computation of exact amount to be paid.	Receive the required documents and advise client to pay the computed total charges to the City Treasurer's Office (CTO)	30 minutes per RPU	Admin Aide III, Assessment Clerk I, Records Staff,	P50.00 / per Certificate
2.	Pay the required fees to the City Treasurer's office then submit filled-up Form with OR & supporting documents to Receiving Section.	Receive the Request Form, supporting, documents & O.R. and forward the same to Counter Staff for printing of the Certificate.	30 minutes	Admin Officer IV, Assigned Officer of the Day	
3.	Claim the Certificate of Landholding or No Land Holding, etc.	Verify the documents and access RPAS to print the certification.	60 minutes	Admin Aide III, Assessment Clerk I, Special Agent II, Assigned Records Staff	
		Review and Approve the Certificate of Landholding or Certificate of No Landholdings	60 minutes	Records Officer, Authorized Signatory	
		Log the Approved Certificate/s then Release the same to client	30 minutes	Assessment Clerk I, Assigned Records Staff	
		File the Request Form and Supporting DPA Documents.	30 minutes		

J. ISSUANCE OF REAL PROPERTY VERIFICATION, TRACER OR TRACE-BACK HISTORY

Office/Division Involved	Assessment Records Management Division, Administrative Division				
Service Category:	External				
Classification:	Complex Type of Transaction				
Type of Transaction	G2C - Government to Citizen G2G - Government to Government				
Who may avail:	Declared Owners of Real Property in Lapu-lapu City and their Authorized Representatives				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
• Filled-up Request Form			Client / Applicant		
• Special Power of Attorney (SPA) or Letter of Authorization/Consent from Owner/Declarant if requestor is not the Owner or Declarant of the involved RPU or Person, if applicable			Client / Applicant		
In case of Juridical Entities – Board Resolution or Secretary’s Certificate designating the authorized representative			Client / Applicant		
• Proof of requestor’s Filiation or heirship in case the RPU involved is an Estate or a property of deceased Owner/Declarant			Client / Applicant		
• Original & Photocopy of Valid Identification Card (ID) of the Property Owner/Requestor and the Authorized Person, if applicable			Client / Applicant		
• Copy of the Official Receipt (O.R.) on the payment Required Fees			City Treasurer’s Office		
• Current Real Property Tax Clearance			City Treasurer’s Office		
• Street view pictures of the subject property showing improvements			Client / Applicant		
Steps in Processing			Processing Time	Persons Responsible	Fees to be paid (In Peso)
Client Steps	Agency/LGU Action				
1. Present Filled-out Form with supporting DPA documents and wait for computation of exact charges to be paid.	Receive the Filled-up Request Form with the required documents and advise client to pay the computed total charges to the City Treasurer’s Office (CTO)		30 minutes per RPU	Admin Aide III, Assessment Clerk I, Assigned Records Staff,	P50.00 per Lot/ RPU involved
2. Pay the required fees to the City Treasurer’s office then submit filled-up Form with OR & supporting documents to Receiving Section.	Receive the Filled-up Request Form & Official Receipt (OR) and forward the same to Records Vault custodians for the transaction history research.		30 minutes		
	Access old Real Property records & analyze the history of related documents and prepare Transaction flow charts		120 minutes	Admin Aide III, Assessment Clerk I, Assigned Records Staff,	
	Print the summarized real property unit’s history tracer when necessary.		30 minutes	Admin Aide III, Assessment Clerk I, Assigned Records Staff,	
	Review flow-charts and approve the printed Certificate of History/Trace-back of the RPU		60 minutes	Records Officer, Authorized Signatory	
	Ensure the completeness of files and records and return all retrieved documents to the records vault/filing cabinets.		30 minutes	Admin Aide III, Assessment Clerk I, Assigned Records Staff,	
3. Claim the Certificate of Property History/Trace-back Summary.	Log and Release the History tracer/trace-back and file the Supporting DPA Documents.		30 minutes	Assessment Clerk I, Assigned Records Staff,	

K. ANNOTATION OF SALE, DONATION, TRANSFER & OTHER CONVEYANCES INVOLVING UNSEGREGATED PORTION OF THE REAL PROPERTY UNIT

Office/Division Involved	Office of the City Assessor, Real Property Appraisal & Assessment Division, Tax Mapping Division, Assessment Records Management Division, Administrative Division		
Service Category:	External		
Classification:	Complex Type of Transaction		
Type of Transaction	G2C - Government to Citizen G2G - Government to Government		
Who may avail:	Declared Owners of Real Property in Lapu-lapu City and their Authorized Representatives		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Letter request with contact details		Client / Applicant	
Special Power of Attorney (SPA) or Letter of Authorization/Consent from the Owner or Declarant if requestor is not the Owner or Declarant of the involved RPC/s In case of Juridical Entities – Board Resolution or Secretary’s Certificate designating the authorized representative and copy of the latest General Information Sheet (GIS)		Client / Applicant	
Original & Photocopy of Valid Identification Card (ID) of Property Owner/Requestor and the Authorized Person, if applicable		Client / Applicant	
Certified true copy of Certificate of Title (OCT/CTC/CCTC, etc) from the RoD showing the inscribed annotation of the specific transaction		Registry of Deeds (RoD)	
Deed of Conveyance (i.e. Extra-Judicial Declaration or Settlement of Heirs, Affidavit of Adjudication, Sale, Donation, Barter, Exchange, Transfer, etc) – certified true copy from RoD		Registry of Deeds (RoD)	
Original copy of Certificate Authorizing Registration (CAR) from BIR or Certified copy from RoD		Bureau of Internal Revenue (BIR)	
Real Property Tax Clearance – current		City Treasurer’s Office (CTO)	
Official Receipt (OR) of Transfer Tax Payment – photocopy		City Treasurer’s Office (CTO)	
Official Receipt (OR) for payment of Annotation Fee		City Treasurer’s Office (CTO)	
Streetview pictures of the building and other improvements within the real property involved		Client / Applicant	