



**OFFICE OF THE CITY ASSESSOR**

**EXTERNAL SERVICES**



## 1. AVAILING THE TRANSFER OF OWNERSHIP OF REAL PROPERTY

The transfer or change of ownership to the new property owner and update the records of the office.

<b>Office or Division:</b>	Office of the City Assessor			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Client			
<b>Who may avail:</b>	Real Property Owner or authorized representative			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1.Duly accomplished request form			Frontliners of the Office	
2.Deed of Conveyance duly registered with the Register of Deeds			Property owner or representative	
3.Electronic copy of the Title			Register of Deeds	
4.Transfer tax fee			City Treasurer's Office	
5.Processing Fee			City Treasurer's Office	
6.Sketch/Subdivision Plan (if necessary)			Licensed Engineer	
7.Latest Tax Declaration			City Assessor's Office	
8.Special Power of Attorney (if necessary)			Attorney	
9.Certificate Authorizing Registration			Bureau of Internal Revenue	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Sign in the Client Log Book in the office lobby	1.Give the logbook to the client	None	2 minutes	<i>Administrative Aide III Draftsman I (City Assessor's Office)</i>
2.Client fills up request form for transfer of ownership from the Appraisal and Assessment Div.-Land	2.Received the required documents and check for completeness 2.1 Issue Order of Payment		20 minutes	<i>2.LAOO IV, LAOO III, LAOO I 2.3 Taxmapper II, LAOO III, 2.4 Draftsman I, Admin. Aide III, 2.5 Assistant City Assessor &amp; City Assessor (City Assessor's Office)</i>
3.Pay the processing fee at the City Treasurer's Office	3.Accept the payment	P100.00	2 minutes	<i>Cash Receipt Division (City Treasurer's Office)</i>



4.Return to Assessor's Office for processing of Transfer of Ownership of Real Property to the New Owner	4. Check the Official Receipt 4.1 Computes the Property assessment 4.2 Pinning, land sketch and boundaries 4.3 Numbering and encoding 4.4 Recommending Approval and Final Approval	None	30 minutes	4. LAOO IV, LAOO III, LAOO I, 4.1 LAOO IV, LAOO III, LAOO I  4.2 Taxmapper II, LAOO III  4.3 Draftsman I, Admin. Aide III  4.4 Assistant City Assessor & City Assessor (City Assessor's Office)
5.Receives the New Tax Declaration	5.Records and releases the New Tax Declaration	None	2 minutes	Administrative Aide III Draftsman I (City Assessor's Office)
<b>TOTAL</b>		PHP100.00	56 minutes	



## 2. REQUEST FOR ANNOTATION OF LEVY/ATTACHMENT/LIS PENDENS

This is the act of reflecting on the face of the face of the tax declaration that the real property is subject of levy/attachment/lis pendens by the virtue of a court order and notice of lis pendens, respectively.

<b>Office or Division:</b>	Office of the City Assessor			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Client			
<b>Who may avail:</b>	Real Property Owner or authorized representative			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1.Duly accomplished request form			Frontliners of the Office	
2.Court Order duly registered with the Register of Deeds			Property owner or representative	
3.Valid identification Card			Property owner or representative	
4.Processing Fee			Property owner or representative	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Sign in the Client Log Book in the office lobby	1.Give the logbook to the client	None	1 minute	<i>Administrative Aide III Draftsman I (City Assessor's Office)</i>
2.Client fills up request form from the Officer of the Day	2.Received the required authorization and check the identification card 2.1Check status of the property in computers 2.2Issue Order of Payment		3 minutes	<i>Administrative Aide III Draftsman I (City Assessor's Office)</i>
3.Pay the required fee at the City Treasurer's Office	3.Accept the payment	P100.00	3 minutes	<i>Cash Receipt Division (City Treasurer's Office)</i>
4.Return to Assessor's Office for Annotation of levy/attachment/lis pendens	4.Check the Official Receipt 4.Issue the new Tax Declaration with Annotation of	None	5 minutes	<i>Administrative Aide III Draftsman I (City Assessor's Office)</i>



	levy/attachment/lis pendens			
5.Receives the new Tax Declaration with Annotation of levy/attachment/lis pendens	5.Records and releases the new Tax Declaration with Annotation of levy/attachment/lis pendens	None	2 minutes	<i>Administrative Aide III Draftsman I (City Assessor's Office)</i>
<b>TOTAL</b>		P100.00	14 minutes	



### 3. REQUEST FOR ASSESSMENT OF BUILDING AND MACHINERY

This pertains to the Assessment of newly constructed buildings and newly installed machineries.

<b>Office or Division:</b>	Office of the City Assessor			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Client			
<b>Who may avail:</b>	Real Property Owner or authorized representative			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1.Duly accomplished request form			Frontliners of the Office	
2. Building Permit/Occupancy Permit			City Engineer/City Architect Offices	
3.Sworn Statement of the Owner of the Building/Machinery			City Assessor's Office	
4.Latest Tax Declaration of the Lot where the building is constructed or machinery is installed			City Assessor's Office	
5.Processing Fee			City Treasurer's Office	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Sign in the Client Log Book in the office lobby	1.Give the logbook to the client	None	2 minutes	<i>Administrative Aide III Draftsman I (City Assessor's Office)</i>
2.Client fills up request form for inspection of building/machinery	2.Received the required documents and check for completeness 2.1 Issue Order of Payment		2 minutes	<i>LAOO IV, Draftsman II Administrative Aide VI (City Assessor's Office)</i>
3.Pay the processing fee at the City Treasurer's Office	3.Accept the payment	PHP300.00	2 minutes	<i>Cash Receipt Division (City Treasurer's Office)</i>
4.Return to Assessor's Office for processing of New Tax Declaration	4. Check the Official Receipt 4.1 Conducts ocular inspection and prepares report 4.2 Computes the Property assessment 4.3 Pinning	None	2 hours & 7 minutes	<i>4.LAOO IV 4.1 LAOO IV, Draftsman II, Admin. Aide VI 4.2 LAOO IV 4.3 LAOO IV</i>



	4.4 Numbering and encoding 4.5 Recommending Approval and Final Approval			4.4 Draftsman I, Admin. Aide III 4.5 Asst. City Assessor, City Assessor (City Assessor's Office)
5.Receives the New Tax Declaration	5.Records and releases the New Tax Declaration	None	2 minutes	Administrative Aide VI (City Assessor's Office)
<b>TOTAL</b>		PHP300.00	2 Hours, 15 Minutes	



#### 4. REQUEST FOR CANCELLATION OF LEVY/ATTACHMENT/LIS PENDENS

This is the act of reflecting on the face of the face of the tax declaration that the real property is subject of levy/attachment/lis pendens by the virtue of a court order and notice of lis pendens, respectively.

<b>Office or Division:</b>	Office of the City Assessor			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Client			
<b>Who may avail:</b>	Real Property Owner or authorized representative			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1.Duly accomplished request form			Frontliners of the Office	
2.Court Order duly registered with the Register of Deeds			Property owner or representative	
3.Valid identification Card			Property owner or representative	
4.Processing Fee			Property owner or representative	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Sign in the Client Log Book in the office lobby	1.Give the logbook to the client	None	1 minute	<i>Administrative Aide III Draftsman I (City Assessor's Office)</i>
2.Client fills up request form from the Officer of the Day	2.Received the required authorization and check the identification card 2.1Check status of the property in computers 2.2Issue Order of Payment		3 minutes	<i>Administrative Aide III Draftsman I (City Assessor's Office)</i>
3.Pay the required fee at the City Treasurer's Office	3.Accept the payment	PHP100.00	3 minutes	<i>Cash Receipt Division (City Treasurer's Office)</i>
4.Return to Assessor's Office for Cancellation of levy/attachment/lis pendens	4.Check the Official Receipt 4.Issue the new Tax Declaration with Annotation of	None	5 minutes	<i>Administrative Aide III Draftsman I (City Assessor's Office)</i>





	levy/attachment/lis pendens			
5.Receives the new Tax Declaration with Cancellation of levy/attachment/lis pendens	5.Records and releases the new Tax Declaration with Annotation of levy/attachment/lis pendens	None	2 minutes	<i>Administrative Aide III Draftsman I (City Assessor's Office)</i>
<b>TOTAL</b>		PHP100.00	15 Minutes	



## 5. REQUEST FOR CANCELLATION OF REAL PROPERTY-BUILDING

This is the act of cancelling the tax declaration of the real property-building from the roll of real property assessment.

<b>Office or Division:</b>	Office of the City Assessor			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Client			
<b>Who may avail:</b>	Real Property Owner or authorized representative			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1.Duly accomplished request form			Frontliners of the Office	
2.Inspection Report			Appraisal & Assessment Div.-Building	
3.Valid identification Card			Property owner or representative	
4.Processing Fee			Property owner or representative	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Sign in the Client Log Book in the office lobby	1.Give the logbook to the client	None	1 minute	<i>Administrative Aide III Draftsman I (City Assessor's Office)</i>
2.Client fills up request form from the Officer of the Day	2. Received the required form/authorization and check the identification card 2.1 Inspect the real property-building 2.2 Issue Order of Payment	None	2 hours and 30 minutes	<i>Administrative Aide VI Draftsman II (City Assessor's Office)</i>
3.Pay the required fee at the City Treasurer's Office	3.Accept the payment	PHP300.00	2 minutes	<i>Cash Receipt Division (City Treasurer's Office)</i>
4.Return to Assessor's Office for cancellation of tax declaration-building	4.Check the Official Receipt 4.1 Issue the inspection report for tax declaration-building cancellation	None	5 minutes	<i>Administrative Aide VI Draftsman II (City Assessor's Office)</i>
5.Receives the letter of cancellation of the tax declaration-building	5.Records and releases the letter of cancellation of Tax Declaration-building	None	5 minutes	<i>Administrative Aide VI Draftsman II (City Assessor's Office)</i>
<b>TOTAL</b>		PHP300.00	2 Hours, 43 Minutes	



## 6. SECURING CERTIFICATE OF LANDHOLDING

This certificate Land Holding provides information that a particular person is the declared owner of aggregate real properties.

<b>Office or Division:</b>	Office of the City Assessor			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Client			
<b>Who may avail:</b>	Real Property Owner or authorized representative			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1.Duly accomplished request form			Frontliners of the Office	
2.Authorization from property owner			Property owner	
3.Valid identification Card			Property owner or representative	
4.Processing Fee			City Treasurer's Office	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Sign in the Client Log Book in the office lobby	1.Give the logbook to the client	None	1 minute	<i>Administrative Aide III Draftsman I (City Assessor's Office)</i>
2.Client fills up request form from the Officer of the Day	2.Received the required authorization and check the identification card 2.1Check status of the property in computers 2.2 Issue Order of Payment	None	3 minutes	<i>Administrative Aide III Draftsman I (City Assessor's Office)</i>
3.Pay the required fee at the City Treasurer's Office	3.Accept the payment	PHP200.00	3 minutes	<i>Cash Receipt Division (City Treasurer's Office)</i>
4.Return to Assessor's Office for processing of Certificate of Land Holding	4.Check the Official Receipt 4.1Issue the Certificate of Latest and Existing Tax Declaration	None	5 minutes	<i>Administrative Aide III Draftsman I (City Assessor's Office)</i>



5.Receives the Certificate of Land Holding	5.Records and releases the Certificate of Latest and Existing Tax Declaration	None	2 minutes	<i>Administrative Aide III Draftsman / (City Assessor's Office)</i>
<b>TOTAL</b>		PHP200.00	16 Minutes	



## 7. SECURING CERTIFICATE OF LAND WITH IMPROVEMENTS

This certifies that based from the existing records of the office there is a building constructed and/or machinery is installed on the land of the declared owner. This a requirement in the issuance of DAR clearance and in the computation of estate tax.

<b>Office or Division:</b>	Office of the City Assessor			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Client			
<b>Who may avail:</b>	Real Property Owner or authorized representative			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1.Duly accomplished request form			Frontliners of the Office	
2.Authorization from property owner			Property owner	
3.Valid identification Card			Property owner or representative	
4.Processing Fee			City Treasurer's Office	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Sign in the Client Log Book in the office lobby	1.Give the logbook to the client	None	1 minute	<i>Administrative Aide III Draftsman I (City Assessor's Office)</i>
2.Client fills up request form from the Officer of the Day	2.Received the required authorization and check the identification card 2.1Check status of the property in computers 2.2 Issue Order of Payment	None	3 minutes	<i>Administrative Aide III Draftsman I (City Assessor's Office)</i>
3.Pay the required fee at the City Treasurer's Office	3.Accept the payment	PHP200.00	3 minutes	<i>Cash Receipt Division (City Treasurer's Office)</i>
4.Return to Assessor's Office for processing of Certificate of Land with Improvement	4.Check the Official Receipt	None	5 minutes	<i>Administrative Aide III Draftsman I</i>



	4.1 Issue the Certificate of Latest and Existing Tax Declaration			(City Assessor's Office)
5. Receives the Certificate of Land with Improvement	5. Records and releases the Certificate of Latest and Existing Tax Declaration	None	2 minutes	<i>Administrative Aide III Draftsman I</i> (City Assessor's Office)
<b>TOTAL</b>		PHP200.00	17 Minutes	



## 8. SECURING CERTIFICATE OF LATEST AND EXISTING TAX DECLARATION

This certification attests that a certain tax declaration still exists and considered the latest and still applicable until the general revision of assessment.

<b>Office or Division:</b>	Office of the City Assessor			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Client			
<b>Who may avail:</b>	Real Property Owner or authorized representative			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1.Duly accomplished request form			Frontliners of the Office	
2.Authorization from property owner			Property owner	
3.Valid identification Card			Property owner or representative	
4.Processing Fee			City Treasurer's Office	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Sign in the Client Log Book in the office lobby	1.Give the logbook to the client	None	1 minute	<i>Administrative Aide III Draftsman I (City Assessor's Office)</i>
2.Client fills up request form from the Officer of the Day	2.Received the required authorization and check the identification card 2.1Check status of the property in computers 2.2 Issue Order of Payment	None	3 minutes	<i>Administrative Aide III Draftsman I (City Assessor's Office)</i>
3.Pay the required fee at the City Treasurer's Office	3.Accept the payment	P200.00	3 minutes	<i>Cash Receipt Division (City Treasurer's Office)</i>
4.Return to Assessor's Office for processing of Certificate of Latest and Existing Tax Declaration	4.Check the Official Receipt 4.1 Issue the Certificate of Latest and Existing Tax Declaration	None	5 minutes	<i>Administrative Aide III Draftsman I (City Assessor's Office)</i>



5.Receives the Certificate of Latest and Existing Tax Declaration	5.Records and releases the Certificate of Latest and Existing Tax Declaration	None	2 minutes	<i>Administrative Aide III Draftsman I (City Assessor's Office)</i>
<b>TOTAL</b>		PHP200.00	18 Minutes	





## 9. SECURING CERTIFICATE OF NO IMPROVEMENTS

This certification shows that there is no building or any improvements erected on the lot covered by a certain tax declaration.

<b>Office or Division:</b>	Office of the City Assessor			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Client			
<b>Who may avail:</b>	Real Property Owner or authorized representative			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1.Duly accomplished request form			Frontliners of the Office	
2.Authorization from property owner			Property owner	
3.Valid identification Card			Property owner or representative	
4.Processing Fee			City Treasurer's Office	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Sign in the Client Log Book in the office lobby	1.Give the logbook to the client	None	1 minute	<i>Administrative Aide III Draftsman I (City Assessor's Office)</i>
2.Client fills up request form from the Officer of the Day	2.Received the required authorization and check the identification card 2.1 Check status of the property in computers 2.2 Issue Order of Payment	None	3 minutes	<i>Administrative Aide III Draftsman I (City Assessor's Office)</i>
3.Pay the required fee at the City Treasurer's Office	3.Accept the payment	PHP200.00	3 minutes	<i>Cash Receipt Division (City Treasurer's Office)</i>
4.Return to Assessor's Office for processing of Certificate of No improvement	4.Check the Official Receipt 4.1 Issue the Certificate of Latest and Existing Tax Declaration	None	5 minutes	<i>Administrative Aide III Draftsman I (City Assessor's Office)</i>



5.Receives the Certificate of No improvment	5.Records and releases the Certificate of Latest and Existing Tax Declaration	None	2 minutes	<i>Administrative Aide III Draftsman I (City Assessor's Office)</i>
<b>TOTAL</b>		PHP200.00	19 Minutes	



## 10. SECURING CERTIFICATE OF NO REAL PROPERTY

This certification provides information that as to date of its issuance no real property is declared in the name of the particular person within Iriga City.

<b>Office or Division:</b>	Office of the City Assessor			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Client			
<b>Who may avail:</b>	Real Property Owner or authorized representative			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1.Duly accomplished request form			Frontliners of the Office	
2.Authorization from property owner			Property owner	
3.Valid identification Card			Property owner or representative	
4.Processing Fee			City Treasurer's Office	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Sign in the Client Log Book in the office lobby	1.Give the logbook to the client	None	1 minute	<i>Administrative Aide III Draftsman I (City Assessor's Office)</i>
2.Client fills up request form from the Officer of the Day	2.Received the required authorization and check the identification card 2.1 Check status of the property in computers 2.2 Issue Order of Payment	None	3 minutes	<i>Administrative Aide III Draftsman I (City Assessor's Office)</i>
3.Pay the required fee at the City Treasurer's Office	3.Accept the payment	PHP200.00	3 minutes	<i>Cash Receipt Division (City Treasurer's Office)</i>
4.Return to Assessor's Office for processing of Certificate of No Real Property	4.Check the Official Receipt 4.1 Issue the Certificate of Latest and Existing Tax Declaration	None	5 minutes	<i>Administrative Aide III Draftsman I (City Assessor's Office)</i>



5.Receives the Certificate of No Real Property	5.Records and releases the Certificate of Latest and Existing Tax Declaration	None	2 minutes	<i>Administrative Aide III Draftsman I (City Assessor's Office)</i>
<b>TOTAL</b>		PHP200.00	20 Minutes	



## 11. SECURING HISTORY TRACE TAX DECLARATION

It provides the chronological order of the tax declaration of a certain real property from its first assessment up to the present.

<b>Office or Division:</b>	Office of the City Assessor			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Client			
<b>Who may avail:</b>	Real Property Owner or authorized representative			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1.Duly accomplished request form			Frontliners of the Office	
2.Authorization from property owner			Property owner	
3.Valid identification Card			Property owner or authorized representative	
4.Processing Fee			Property owner or authorized representative	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Sign in the Client Log Book in the office lobby	1.Give the logbook to the client	None	1 minute	<i>Administrative Aide III Draftsman I (City Assessor's Office)</i>
2.Client fills up request form from the Officer of the Day	2.Received the required authorization and check the identification card 2.1Check status of the property in computers 2.2Issue Order of Payment	None	3 minutes	<i>Administrative Aide III Draftsman I Supervising Admin. Officer Asst. City Assessor (City Assessor's Office)</i>
3.Pay the required fee at the City Treasurer's Office	3.Accept the payment	PHP500.00	3 minutes	<i>Cash Receipt Division (City Treasurer's Office)</i>
4.Return to Assessor's Office for processing of	4.Check the Official Receipt	None	1 day	<i>Administrative Aide III Draftsman I</i>



History Trace of Tax Declaration	4.Issue the History Trace of Tax Declaration			<i>Supervising Admin. Officer Asst. City Assessor (City Assessor's Office)</i>
5.Receives the Certificate of History Trace of Tax Declaration	5.Records and releases the Certificate of Latest and Existing Tax Declaration	None	2 minutes	<i>Administrative Aide III Draftsman I (City Assessor's Office)</i>
<b>TOTAL</b>		PHP500.00	1 Day , 9 Minutes	



# **OFFICE OF THE CITY ASSESSOR**

## **INTERNAL SERVICE**



## 1. RECEIPT/HANDLING OF OFFICE COMMUNICATION

One of the major functions of the Administrative Division is receiving office communications from clients and other offices.

<b>Office or Division:</b>	Office of the City Assessor			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Client			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
None				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Sign in the Client Log Book in the office lobby	1. Give the logbook to the client	None	1 minute	<i>Administrative Aide I</i> (City Assessor's Office)
2. Delivers letter	2.1 Checks the authenticity of the letter and receives using the office stamp pad.	None	2 minutes	<i>Supervising Administrative Officer</i> (City Assessor's Office)
	2.2. Indorses the letter to the Assistant City Assessor for his information	None	2 minutes	<i>Supervising Administrative Officer</i> (City Assessor's Office)
	2.3 Forwards the letter to the City Assessor for referral to the appropriate division	None	2 minutes	ACA (City Assessor's Office)
	2.4 The assigned division makes the reply	None	2 minutes	<i>Assigned division</i> (City Assessor's Office)
	2.5 Assistant City Assessor reviews the reply	None	2 minutes	ACA
	2.6 The City Assessor signs the reply	None	2 minutes	CA
3. Receives the reply	3. Admin. Div. releases the reply	None	2 minutes	<i>Administrative Officer</i>
<b>TOTAL</b>		None	15 Minutes	