



Republic of the Philippines  
**PROVINCE OF QUIRINO**  
 Cabarroguis

**CITIZEN'S CHARTER  
 INFORMATION BILLBOARD**

**VISION**

This office shall be an active partner in the transformation of the local government into financially self sustaining institutions operating within the framework of our governments fiscal policies.

**MISSION**

The Office is designed to assist the Local Government in enhancing the financial capability within the framework of our government policies, and in evaluating the fiscal performance of our LGU's against a set of standards measuring the delivery of basic services, economic strategies adopted and implemented, sound fiscal practices, and financial viability.

OFFICE	STEP	STEP BY STEP PROCEDURE		PERSON RESPONSIBLE	MAXIMUM WAITING TIME	REQUIREMENTS/SUPPORTING DOCUMENTS	FEES COLLECTED if any	LOCATION
		CLIENT						
<b>PROVINCIAL ASSESSOR'S OFFICE</b>	1	Submit request letter	Review request letter.	Nenita P. Oligan	5 minutes			First Floor, Capitol, Building Cabarroguis, Quirino
Render technical assistance to the Municipal Assessors in conduct of appraisal and assessments of newly constructed buildings, machineries and other structures.			Assign personnel (Tax Mapping team)	Avelino A. Silao, Jr. Alberto DV. Alcantara Christopher L. Telan Marcial DL. Mina	3 months maximum			

OFFICE	STEP	STEP BY STEP PROCEDURE		PERSON RESPONSIBLE	MAXIMUM WAITING TIME	REQUIREMENTS/SUPPORTING DOCUMENTS	FEES COLLECTED if any	LOCATION
		CLIENT						
Verifying/searching owners property valuation/location	1	Request letter (verbal accepted)	Receive and check documents.	Anita D. Tamondong Janice N. Nicolas Marjorie B. Garcia	2 minutes	Approved survey plan		
	2	Wait for the release of the requested documents	Search in section map/ FAAS/ tax declaration.	Avelino A. Silao, Jr. Benita D. Napudo Alberto DV. Alcantara Christopher L. Telan	10 minutes			

Verifying/searching owners property valuation/location	3		Prepare requested documents.	Jovenie C. Manlapaz Janice N. Nicolas Marjorie B. Garcia	15 minutes			
	4		Release documents to the clients.	Anita D. Tamondong Jovenie C. Manlapaz Janice N. Nicolas Marjorie B. Garcia	3 minutes			
Issuance of re-classified/ transferred/revised Tax Declaration.	1	Submit documents	Receive documents.	Anita D. Tamondong Jovenie C. Manlapaz Janice N. Nicolas Marjorie B. Garcia	3 minutes	Photocopy of Title and approved survey plan Zoning clearance latest tax receipt.		

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		CLIENT						
	2	Wait for the release of assessment documents.	Verify and review documents.	Alma Bella A. Guzman Avelino A. Silao, Jr. Benita D. Napudo	5 minutes			
	3		Review and approve FAAS and tax declaration.	Nenita P. Oligan Alma Bella A. Guzman Avelino A. Silao, Jr.	3 minutes			
	4		Release the documents to the clients	Anita D. Tamondong Jovenie C. Manlapaz Janice N. Nicolas Marjorie B. Garcia	3 minutes			

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		CLIENT						
Issuance of certified true copy and tax declaration & other certifications of landholdings	1	Submit letter request and requirements.	Receive and examine submitted documents.	Anita D. Tamondong Jovenie C. Manlapaz Janice N. Nicolas Marjorie B. Garcia	3 minutes	Certification from the Municipal Assessor wherein the property is located.	P30.00 per certification	
	2	Pay certification fee	Receive payment for certification	PTO Personnel				
	3		Type Certified True copy of tax declaration & other certifications of landholdings.	Jovenie C. Manlapaz Janice N. Nicolas Marjorie B. Garcia	20 minutes			
	4	Wait for the release of the requested documents.	Search from the property records	Anita D. Tamondong Jovenie C. Manlapaz Janice N. Nicolas Marjorie B. Garcia	5 minutes			
	5		Review & sign true copy of Tax Declaration and other certifications of landholdings.	Nenita P. Oligan Alma Bella A. Guzman Avelino A. Silao, Jr.				

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		CLIENT						
Annotation and/or cancellation of encumbrances/mortgaged properties	6		Record the transaction & release the documents.	Anita D. Tamondong Jovenie C. Manlapaz Janice N. Nicolas Marjorie B. Garcia	3 minutes			
	1	Request (verbal)	Verify & identify the subject property in the property records.	Anita D. Tamondong Jovenie C. Manlapaz Janice N. Nicolas Marjorie B. Garcia	5 minutes	Copy of real estate mortgage papers Cancellation of mortgage , bail bond, court order whichever is applicable		
	2	Wait for the release of the requested documents.	Annotate the encumbrance in the hard copy.	Anita D. Tamondong Jovenie C. Manlapaz Janice N. Nicolas Marjorie B. Garcia	5 minutes	Photocopy of official tax receipt		
	3		Release the documents	Anita D. Tamondong Jovenie C. Manlapaz Janice N. Nicolas Marjorie B. Garcia	3 minutes			

### Service Pledge

We, the officials and employees of the Provincial Assessor's Office, pledge to deliver quality public services as promised in this Citizen's Charter. We will provide prompt and reliable service to our clients

**ALMA BELLA A. GUZMAN, REA**  
LAOO IV

**AVELINO A. SILAO, JR., REA**  
TAX MAPPER IV

**ALBERTO DV. ALCANTARA**  
Administrative Assistant IV

**BENITA D. NAPUDO, REA**  
LAOO III

**JANICE N. NICOLAS**  
Assessment Clerk III

**MARJORIE B. GARCIA**  
Data Controller II

**JOVENIE C. MANLAPAZ**  
Administrative Assistant V

**ANITA D. TAMONDONG**  
Administrative Assistant V

**CHRISTOPHER L. TELAN**  
Administrative Assistant I

**MARCIAL DL. MINA**  
Administrative Aide IV

**NENITA P. OLIGAN, REA**  
Acting Provincial Assessor

#### ALLOWABLE PERIOD OF EXTENSION OF THE MAXIMUM RESPONSE TIME

The PLGU gives five (5) working days for the extension of time to the provision of frontline services to its clients in case of unforeseen events, man-made or natural.

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#### FEEDBACK/COMPLAINT MECHANISMS

If your request has not been attended to promptly and courteously, please send your suggestions and complaints to Gov. Junie E. Cua or you may fill-up the prescribed form from the Officer of the Day



and drop it in the Suggestion Box provided for the purpose at the lobby of the Capitol or you may call (078) 692-5088.