



**MUNICIPAL GOVERNMENT OF BANSUD  
FRONTLINE SERVICES**

**CITIZEN'S CHARTER**

**2<sup>nd</sup> Edition Series of 2023**

---

Municipal Government Center, Poblacion, Bansud Oriental Mindoro 5210

Email Address: [maso\\_bansud@yahoo.com](mailto:maso_bansud@yahoo.com)

*“Ang Gusto Natin Simple lang, Malinis, Mapayapa at Maunlad Na Bayan Ng Bansud”*

## I. Mandate

The Constitution of the Philippines, states that the local governments “shall enjoy local autonomy”, and in which the Philippine president exercises “general supervision”. Congress enacted the Republic Act 7160 otherwise known as the Local Government Code of 1991 to “provide for a more responsive and accountable local government structure instituted through a system of decentralization with effective mechanisms of recall, initiative, and referendum, allocate among the different local government units their powers, responsibilities, and resources, and provide for the qualifications, election, appointment and removal, term, salaries, powers and function and duties of local officials, and all other matters relating to the organization and operation of local units.”

## II. Vision

### **BANSUD “A ROBUST AGRICULTURAL TOWN”**

A town with a well-kept, balanced environment where peace and opportunities for development abound, inhabited by God-centered, healthy, educated and empowered citizenry in a participatory governance.

The province’s leading supplier of quality banana and other agricultural products.

## III. Mission

To enhance the delivery of basic services for the entire Bansud Citizenry.

To utilize all resources that will contribute to the rapid growth of the economic through a concerted effort, capable of providing the need of an urbanizing community

## IV. Service Pledge

The Officials and Employees of the Municipal Government of Bansud do hereby pledge and commit to:

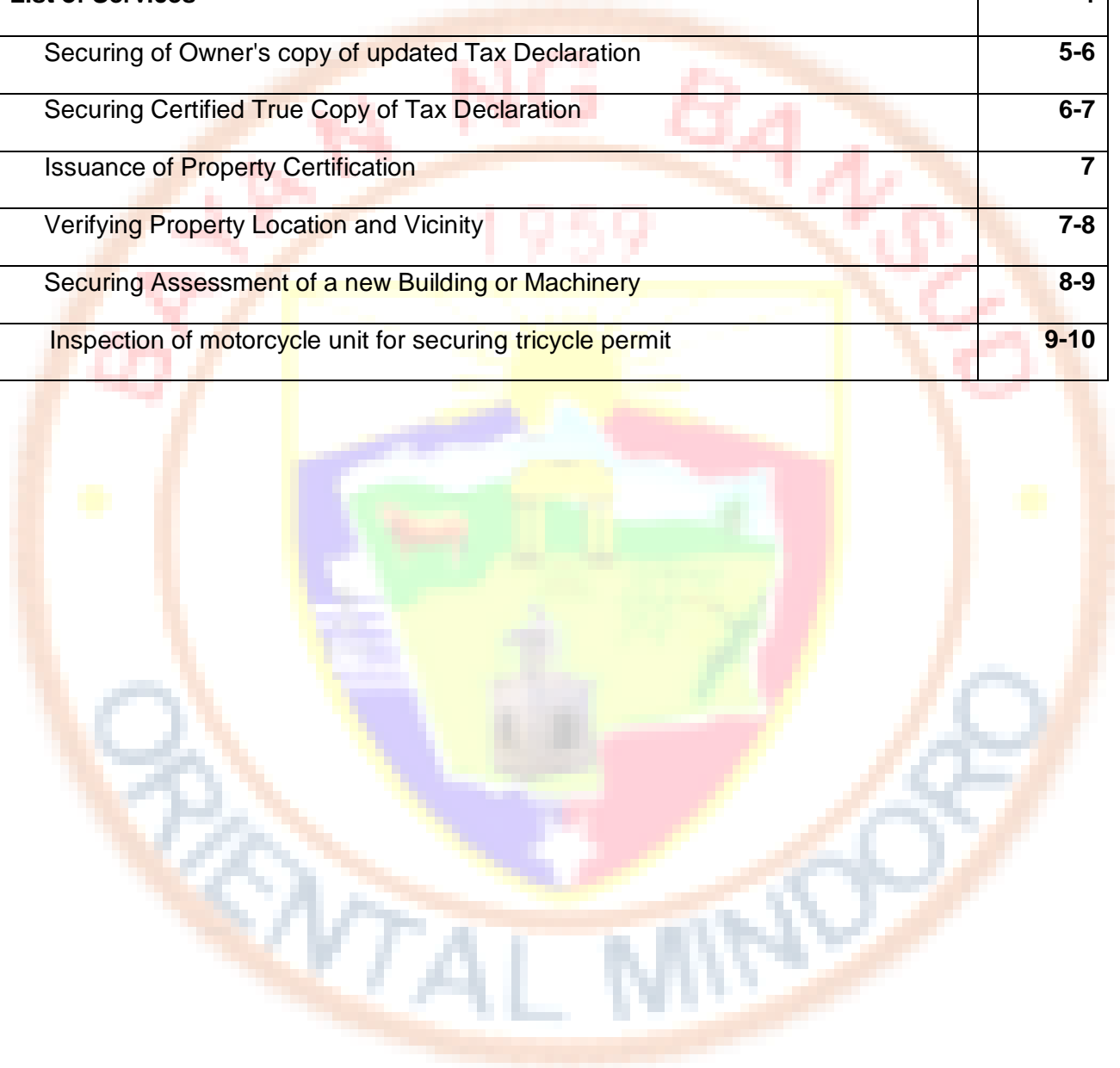
- Deliver efficient government service to the entire Bansud citizenry through the core values of Integrity with utmost Professionalism in Responsive and Client-Friendly working environment.
- Serve all applicants or department concerned prior to the end of official working hours and during lunch break shall be attended to.



**OFFICE OF THE MUNICIPAL ASSESSOR**  
**Frontline Services**

## List of Services

<b>Municipal Government of Bansud Frontline Services</b>	<b>1</b>
<b>Mandate, Mission, Vision and Service Pledge</b>	<b>2</b>
<b>Municipal Assessor's Office</b>	<b>3</b>
<b>List of Services</b>	<b>4</b>
Securing of Owner's copy of updated Tax Declaration	<b>5-6</b>
Securing Certified True Copy of Tax Declaration	<b>6-7</b>
Issuance of Property Certification	<b>7</b>
Verifying Property Location and Vicinity	<b>7-8</b>
Securing Assessment of a new Building or Machinery	<b>8-9</b>
Inspection of motorcycle unit for securing tricycle permit	<b>9-10</b>





Republic of the Philippines  
Province of Oriental Mindoro  
**MUNICIPALITY OF BANSUD**



**OFFICE OF THE MUNICIPAL ASSESSOR**

**CITIZEN'S CHARTER**

<b>SECURING OF OWNER'S COPY OF UPDATED TAX DECLARATION</b>				
The owner's copy of updated Tax Declaration is secured upon transfer of ownership of real property from the previous to the new owner. This is done to update the records of the Municipal Government and transfer Real Property taxation to the new owner.				
Office/Division	<b>Municipal Assessor's Office</b>			
Classification	<b>Complex</b>			
Type of Transaction	<b>G2C</b>			
Who may avail	<b>Any person, natural or juridical or their duly authorized representatives, owning or administering real property may avail of this service</b>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. OCT/TCT of Title 2. Real Property Tax Official Receipt 3. Certificate Authorizing Registration (CAR) 4. Other documents as maybe required		Registry of Deeds Municipal Treasurer's Office  Bureau of Internal Revenue  Other concerned agencies		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE COLLECTED</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit photocopy of the requirements	Interview client, receive/examine supporting documents.  Conduct ocular inspection (as needed)	None	10 minutes	LAOO – I Administrative Aide II Administrative Aide (Job Order)
	Prepare Field Appraisal & Assessment Sheet – Land/Other Improvements (FAAS)	None	30 minutes	LAOO – I Administrative Aide II
2. Sign Sworn Statement of Ownership	Type into Sworn Statement Form	None	5 minutes	Administrative Aide II Administrative Aide (Job Order)
3. Sign prepared FAAS and Tax Declaration	Final Request/Sign Recommending Approval of the Tax Declaration for endorsement	None	5 minutes	Municipal Assessor

of Owner/ Representative				
	Approval of Tax Declaration/FAAS	None		Provincial Assessor
4. Receive Owner's Copy of Tax Declaration/FAAS	Release of Tax Declaration Preparation of Notice of Assessment	None	5 minutes	LAOO – I Administrative Aide II Administrative Aide (Job Orders)
<b>TOTAL</b>			<b>55 minutes</b>	

<b>SECURING OF CERTIFIED TRUE COPY OF TAX DECLARATION</b>				
Tax declaration (Declaration of Real Property Value) assessment record containing all information pertaining real property (land, building and machinery) appraised and assessed accordingly based on the prevailing schedule of market value which is prepared, processed, approved and issued for taxation purposes only.				
Office/Division	<b>Municipal Assessor's Office</b>			
Classification	<b>Simple</b>			
Type of Transaction	<b>G2C</b>			
Who may avail	<b>Any person, natural or juridical or their duly authorized representatives, owning or administering real property may avail of this service</b>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Request Form 2. Valid ID 3. Authorization Letter/Special Power of Attorney		Municipal Assessor's Office Any government issued ID Client		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE COLLECTED</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit Request Form together with valid ID (or authorization if applicable)	Evaluate the form with the requirements	None	3 minutes	LAOO – I Administrative Aide II Administrative Aide (Job Order)
	Verify records		10 minutes	
	Issue of Order of Payment		1 minute	
2. Pay required fee(s) at the Municipal Treasurer's Office (MTO)	Issue official receipt	P80.00	5 minutes	Revenue Collection Clerk (MTO)
3. Submit Official Receipt	Produce copy of Tax Declaration	None	3 minutes	LAOO – I Administrative Aide II Administrative Aide (Job Order)
	Sign		1 minute	

5. Claim Certified True Copy of Tax Declaration	Issue Certified true Copy to the client	None	2 minutes	Administrative Aide II Administrative Aide (Job Order)
<b>TOTAL</b>			<b>25 minutes</b>	

<b>ISSUANCE OF PROPERTY CERTIFICATION</b>				
Certification as to with, without or no property is issued upon request of Property Holding, Property Verification and other certifications.				
Office/Division	<b>Municipal Assessor's Office</b>			
Classification	<b>Simple</b>			
Type of Transaction	<b>G2C</b>			
Who may avail	<b>Any person, natural or juridical or their duly authorized representatives, owning or administering real property may avail of this service</b>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Request Form 2. Valid ID 3. Authorization Letter/Special Power of Attorney		Municipal Assessor's Office Any government issued ID Client		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE COLLECTED</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit Request Form together with valid ID (or authorization if applicable)	Evaluate the form with the requirements  Verify records  Issue of Order of Payment	None	3 minutes  10 minutes  1 minute	LAOO – I Administrative Aide II Administrative Aide (Job Order)
2. Pay required fee(s) at the Municipal Treasurer's Office (MTO)	Issue Official Receipt	P 100.00	5 minutes	Revenue Collection Clerk (MTO)
3. Submit Official Receipt	Encode and print   Sign	None	3 minutes   1 minute	LAOO – I Administrative Aide II Administrative Aide (Job Order)  Municipal Assessor
4. Claim Certified True Copy of Tax Declaration	Issue Certified True Copy to Client	None	2 minutes	Administrative Aide II Administrative Aide (Job Order)
<b>TOTAL</b>			<b>25 minutes</b>	

<b>VERIFYING PROPERTY LOCATION AND VICINITY</b>				
Verification of History of Real Property Tax Assessment or Tax Declaration				
Office/Division	<b>Municipal Assessor's Office</b>			
Classification	<b>Simple</b>			
Type of Transaction	<b>G2C</b>			
Who may avail	<b>Any person, natural or juridical or their duly authorized representatives, owning or administering real property may avail of this service</b>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Tax Declaration or OCT/TCT of Title		Municipal Assessor's Office/RDs		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE COLLECTED</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Inform any of the staff regarding the request	The Tax Mapper verifies and researches the location of the property in the tax map	None	10 minutes	LAOO – I Administrative Aide II Administrative Aide (Job Order)
1. Pay required fee(s) at the Municipal Treasurer's Office (MTO)	Issue Official Receipt	P 100.00	5 minutes	Revenue Collection Clerk (MTO)
	The Tax Mapper presents the vicinity of the property to the client	None	5 minutes	LAOO – I Administrative Aide II Administrative Aide (Job Order)
<b>TOTAL</b>			<b>20 minutes</b>	

<b>SECURING ASSESSMENT OF A NEW BUILDING OR MACHINERY</b>				
New tax Declaration of Real Property have to be prepared for newly constructed building and newly installed machinery.				
Office/Division	<b>Municipal Assessor's Office</b>			
Classification	<b>Simple</b>			
Type of Transaction	<b>G2C</b>			
Who may avail	<b>Any person, natural or juridical or their duly authorized representatives, owning or administering real property may avail of this service</b>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Request Letter 2. Real Property Tax Official Receipt (Land)		Client Municipal Treasurer's Office		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE COLLECTED</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit Request Letter to the Municipal Assessor's Office	Schedule a date for ocular inspection	None	2 minutes	LAOO – I Administrative Aide II Administrative Aide (Job Order)



	Conduct ocular inspection		30 minutes	Municipal Assessor/ LAOO – I/Administrative Aide II
	Prepare Field Appraisal & Assessment Sheer (FAAS) and Tax Declaration (TD)		20 minutes	LAOO – I/Administrative Aide II
2. Pay required fee(s) at the Municipal Treasurer's Office (MTO)	Issue Official Receipt	P 100.00	5 minutes	Revenue Collection Clerk (MTO)
3. Sign Prepared FAAS and Tax Declaration of Owner/ Representative	Sign recommending Approval of the Tax Declaration for endorsement  Approval of Tax Declaration/ FAAS	None	2 minutes	Municipal Assessor  Provincial Assessor
4. Receive Owner's Copy of Tax Declaration & Notice of Assessment	Release of Tax Declaration/ FAAS  Preparation of Notice of Assessment	None	1 minute  5 minutes	LAOO – I Administrative Aide II Administrative Aide (Job Order)
<b>TOTAL</b>			<b>25 minutes</b>	

<b>INSPECTION OF MOTORCYCLE UNIT FOR SECURING TRICYCLE PERMIT</b>	
Inspection report of motorcycle unit whether it is still serviceable or not. One of the requirements in securing Tricycle Permit	
<b>Office/Division</b>	<b>Municipal Assessor's Office</b>
<b>Classification</b>	<b>Simple</b>
<b>Type of Transaction</b>	<b>G2C</b>
<b>Who may avail</b>	<b>Any person, natural or juridical or their duly authorized representatives, owning or administering motorcycle unit may avail of this service</b>
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
1. Request Form	Municipal Assessor's Office
2. Barangay Clearance	Barangay Hall
3. Cedula	Barangay Hall / Municipal Treasurer's Office
4. Health and Sanitary Permit	Municipal Health Office
5. Judge Clearance	Municipal Trial Court
6. Police Clearance	Bansud Municipal Police Station
7. Roadworthy Certificate	Bansud Municipal Police Station
8. Copy of OR. CR.	Owner

9. Clearances (SSS, Philhealth, Pag-ibig) if any 10. Copy of Driver's License 11. Deed of Sale (if any)		Owner/Driver Owner		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE COLLECTED	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Request Form together with valid ID (or authorization if applicable)	Evaluate the form with the requirements	None	3 minutes	LAOO – I Administrative Aide II Administrative Aide (Job Order)
	Verify Records		3 minutes	LAOO – I Administrative Aide II Administrative Aide (Job Order)
	Inspection of Motorcycle Unit		10 minutes	LAOO – I Administrative Aide II Administrative Aide (Job Order)
	Certify the correctness of the inspection report		3 minutes	LAOO – I
	Approve and Sign the inspection report		1 minute	Municipal Assessor
2. Claim/Receive Inspection Report	Release of approved and signed inspection report	None	2 minutes	Administrative Aide II Administrative Aide (Job Order)
<b>TOTAL</b>			<b>22 minutes</b>	