



QUEZON CITY GOVERNMENT
Quezon City General Hospital
Accounting Division
CITIZEN'S CHARTER



Preparation and Processing of Payroll for the Salary and Benefits to Hospital Employees

Schedule of Availability of Service

- Days** : Monday – Friday
Hours : 8:00 am to 5:00 pm
Who May Avail of the Service : Hospital personnel, concerned Department Heads, Division and Section Chiefs Different agency
Documentary Requirements : Daily Time Record (DTR), Notice of Deductions (GSIS, Pag-IBIG, LandBank, Cooperative)
Processing Period : 4 days
How to avail of the Service

Step	Applicant/Client	Service Process	Duration of Activity	Person In Charge	Fees	Forms
1	Personnel Division - Office Staff presents Daily Time Records of all Employees with complete supporting documents.	Receives Daily Time Records of all Employees with complete supporting documents.	30 min.	Office Staff	None	None
2		Prepares Payroll of Permanent Employees including Payroll of RATA	4 days	Office Staff		Payroll
		Prepares Payroll of Contractual Employees on a 15 th and 30 th basis	3 days	Office Staff		Payroll
3		Prepares Financial Data Entry System (FinDES) with USB Flash Drive	4 hours	Office Staff		None
4		Release FinDES to Processing section for Disbursement Voucher.	1 hour	Office Staff		FinDES & Disbursement Voucher
5		Print Payroll and Journal Entry Voucher (JEV) and prepares obligation request	1 day	Office Staff		Payroll, Obligation Request, JEV & Disbursement Voucher
6		Review and sign Payroll and JEV	1 day	Accountants	Payroll, DV & JEV	
END OF TRANSACTION						



QUEZON CITY GOVERNMENT
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Preparation and Processing of Remittances to concerned Government Agency and/or other Financial Institutions

Schedule of Availability of Service

Days : Monday – Friday
Hours : 8:00 am to 5:00 pm
Who May Avail of the Service : Hospital personnel, concerned Department Heads, Division and Section Chiefs Different agency
Documentary Requirements : Payroll, Electronic Billing (GSIS & Pag-IBIG) and Notice of Deductions (LandBank & Cooperative)
Processing Period : Variable
How to avail of the Service

Step	Applicant/Client	Service Process	Duration of Activity	Person In Charge	Fees	Forms
1	Concern Government Agency emails Electronic Billing Files	Receives, prints and checks the Electronic Billing Files if applicable	4 hrs	Accounting Clerk II	None	None
2		Prepares the Monthly Notice of Deduction from the Electronic Billing Files	2hrs	Accounting Clerk II		Notice of Deduction
3-a	Payroll Section – Office Aide presents file copies of payrolls	Receives payrolls	5 min	Office Staff		Payroll
3-b	Processing Section – Office Aide presents DV. Cashier III presents Cash Book	Receives DV and Cash Book	10 min	Office Staff		Disbursement Voucher
4		Post all deductions to Liabilities Control Ledger	4 hrs	Accounting Clerk II		Liabilities Control Ledger
5		Prepares Monthly Remittance Reports and Disbursement Vouchers	10 days	Accounting Clerk II		Remittance List DV & JEV
6		Release Monthly Remittance Reports to Processing Section	2 hrs	Accounting Clerk II		Remittance List DV & JEV
7		Review and sign Remittance report and Disbursement Voucher	1 day	Accountants		Remittance List DV & JEV
8		Filing of duplicate copies	2 days	Accounting Clerk II		Remittance List DV & JEV
9		Posting to Employees' Index Card if applicable	5 days	Accounting Clerk II	Index of Remittance	
END OF TRANSACTION						



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Provision of documentary assistance for application, processing and certification of personal transaction (loans, accreditation)

Schedule of Availability of Service

- Days** : Monday – Friday
Hours : 8:00 am to 5:00 pm
Who May Avail of the Service : Hospital personnel, concerned Department Heads, Division and Section Chiefs Different agency
Documentary Requirements : Request slip, Pag-IBIG Forms
Processing Period : Variable
How to avail of the Service

Step	Applicant/Client	Service Process	Duration of Activity	Person In Charge	Fees	Forms
1	From Different Department Staff presents request for pay slip	Payroll section prepares and print pay slips	1 day	Office Staff	None	None
2		Internal Control Unit distributes pay slips to different departments	1 day	Office Staff		Pay slip
3		Hospital employees who agrees to personally receive their pay slip shall proceed to Accounting Division to claim their pay slip	30 min	Office Staff		Pay slip
4	From Different Department Staff presents request for certificates	Remittance section prepares and print certificates	2 days	Office Staff		Certificate, HMDF Form, BIR Form
5		Reviews and signs certificates and forms	30 min	Accountant V		Certificate, HMDF Form, BIR Form
END OF TRANSACTION						



QUEZON CITY GOVERNMENT
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Preparation and Processing of Payments for Utility Bills

Schedule of Availability of Service

- Days** : Monday – Friday
Hours : 8:00 am to 5:00 pm
Who May Avail of the Service : Hospital personnel, concerned Department Heads, Division and Section Chiefs Different agency
Documentary Requirements : Disbursement Voucher (DV) and other supporting documents
Processing Period : Variable
How to avail of the Service

Step	Applicant/Client	Service Process	Duration of Activity	Person In Charge	Fees	Forms
1	From MERALCO, PLDT and Converge Supplier	Receives billing statement and prepares Disbursement Voucher	5 min.	Office Staff	None	Logbook
2		Prepares Journal Entry Voucher and other required documents.	20 min.	Office Staff		Journal Entry Voucher, BIR 2306 & 2307 and other computations
3		Checks supporting documents and initials.	30 min.	Accountant II		None
4		Reviews computations, records Disbursement Vouchers in Control Ledger and initials.	30 min.	Accountant III		Control Ledger
5		Reviews all documents and initials	30 min.	Accountant IV		None
6		Reviews, certifies and signs Disbursement Vouchers, Journal Entry Voucher and other documents	20 min	Accountant V		Disbursement Voucher, Journal Entry Voucher, BIR 2306 & 2307 and other computations
7		Files and release Disbursement Vouchers with complete supporting documents.	20 min.	Office Staff.		Logbook
END OF TRANSACTION						