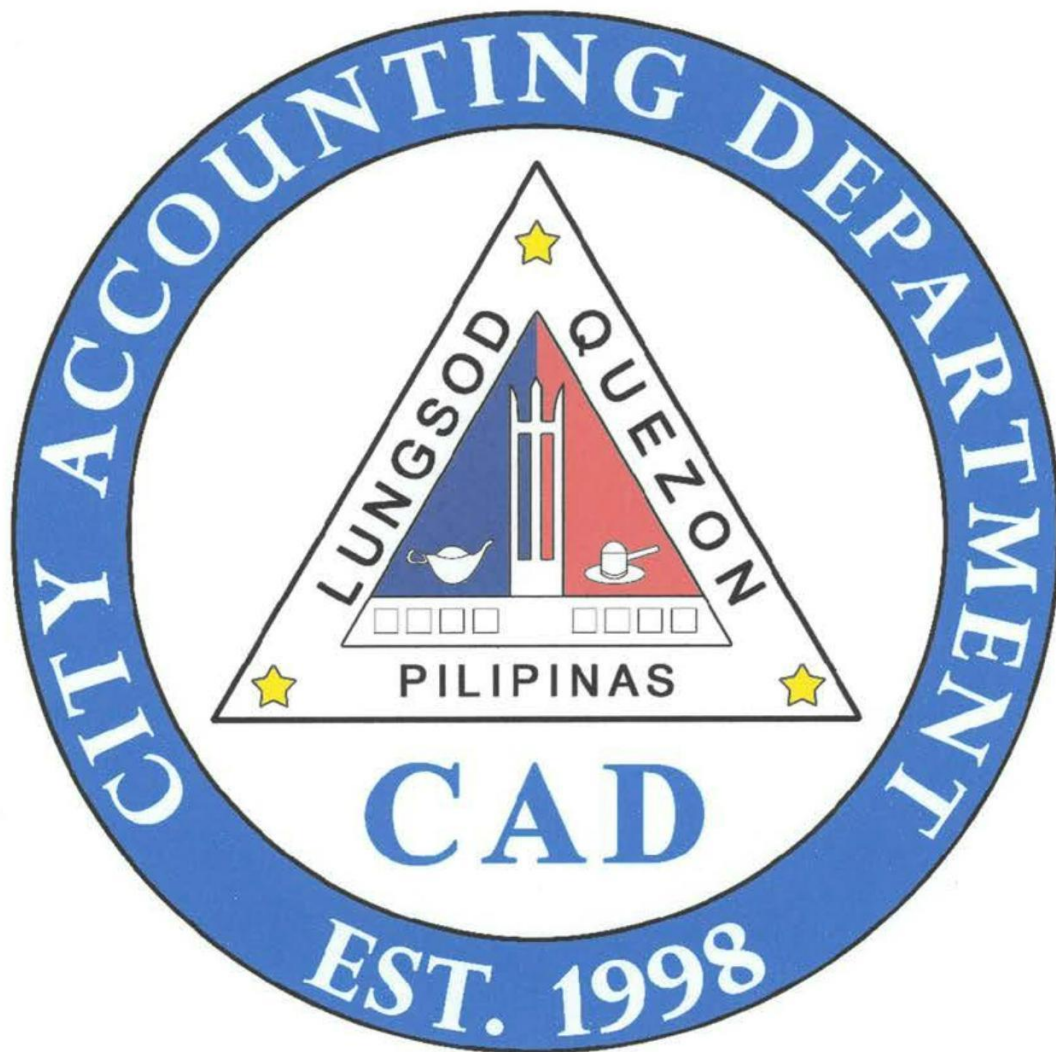


City Accounting Department

CITIZEN'S CHARTER

2020
(First Edition)



City Accounting Department

CITIZEN'S CHARTER

**2020
(First Edition)**



I. Mandate

As mandated in Republic Act No. 7160, otherwise known as the Local Government Code of 1991.

II. Vision

To assist management in attaining operational efficiency, fiscal discipline and strategic allocation of the Quezon City's resources.

III. Mission

To provide management with timely, relevant and useful financial information and reports in making rational, prudent government spending and investment decisions responsive to the needs of its constituents.

IV. Service Pledge

We commit to:

- Prepare clearly, comprehensively, and fairly present the financial statements on a timely manner in compliance with reportorial requirements.
- Inform local government officials and sanggunian of the financial condition and operations of the city government.
- Know what needs to be done in the examination of supporting documents to determine completeness of requirements to very claim for payments.
- Promptly attend to all queries and provide assistance prior to the end of working hours and during lunch breaks.
- Record, maintain and keep all records and reports related to disbursements, obligation of funds, journals and index card details payments to contractors/suppliers, employees regardless of status.
- Develop and nurture employees of the department by providing responsive values and competency enhancement mechanism for personnel development and competitiveness.
- At all times, perform official duties properly and diligently. Fully commit to the duties and responsibilities of the office during working hours.
- Carry out the duties and responsibilities as public servants with utmost and genuine courtesy, fairness, honesty and in compliance with the law.
- Providing service to everyone without unfair discrimination and regardless of party affiliation or preference.
- Performing one's duties with the highest degree of excellence, intelligence, skills and utmost devotion and dedication to duty. Endeavour to discourage wrong perceptions as dispensers or peddlers of undue patronage.
- Striving for the best and taking pride, in the calling and practice of one's profession according to ethical standards and applying appropriate technical knowledge to best serve the public.
- Not engage in conduct incompatible with the faithful discharge of official duties.



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External Services

Fiscal Management and Control Division (FMCD)



PRE-AUDIT OF PAYROLL/S EMPLOYEES				
Payrolls covering Personnel Services, Disbursement voucher/s and MOOE (regular plantilla, salaries and other benefits; contract of service, consultant, job order) as remuneration for services rendered.				
Office/Division	City Accounting Department : Fiscal Management and Control Division			
Classification	Complex			
Type of Transaction	Government to Government / Government to Consumer (G2C / G2G)			
Who may avail	Employees of QC LGU, Nat'l. Gov't. Employees assigned in QC LGU's			
CHECKLIST REQUIREMENTS		WHERE TO SECURE		
1. Obligation Request Slip (OBR) 2. Payroll/ Disbursement Voucher 3. Daily Time Record / Certificate of Services Rendered / Attendance Report 4. Accomplishment Report 5. Collection Lists		City Budget Department Originating Office Originating Office Originating Office Originating Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
City Budget Department Transmittal of Payroll, DTR, Accomplishment Report and other attachments	– Receives, records and designates accounting no. for all incoming payroll / DV – Forwards Payroll / DV to respective pre – audit team in – charge	None	1 day	FMCD RECEIVING Clerk / Office Aide
	– Examiner checks the payroll / Disbursement Voucher if supporting documents are complete and valid – Write carded and close the amount involved	None		FMCD PRE – AUDIT TEAM Eleven (11) Pre- Audit Teams (Fiscal Examiners, Audit Analysts and Office Aides)
	– Verify checks charging of Account – Obligates fund – Encoding / Initial	None	1 day	FMCD FUND CONTROL SECTION (Fiscal Examiner, Audit Analyst)
	– Checks & Reviews completeness of supporting documents and charging of accounts /Initial payroll / DV	None		FMCD Assistant Division Head
	Final Review / Initial payroll / DV	None		FMCD Division Head
	Signed Box A	None		ASSISTANT CITY ACCOUNTANT

Released processed Payroll/ Disbursement Voucher	Transmit to the Financial Management Unit (FMU) of the City Treasurer's Office	None		FMCD Releasing Clerk
Send request via E-mail account: <u>accountingdepartment@Quezoncity.gov.ph</u> (ATTN: FMCD) for Certification of Last Salary; Certification of Availability of Funds	Check Database records vs. requesting agency/personnel for veracity of information	None	1 day	Fiscal Examiners, Audit Analysts, Office Aides
	Final Review /Affix Initial	None		FMCD Division Head
	Affix Signature	None		CITY ACCOUNTANT
TOTAL:		None	3 days	
END OF TRANSACTION				

DISBURSEMENT VOUCHER – PROCUREMENT OF GOODS, INFRASTRUCTURE PROJECTS, AND CONSULTANCY SERVICES

Disbursement Voucher of sorts covering claims on INFRA, Supplies and Materials Maintenance, Security and other related Services rendered by contractors & suppliers under Contracts, Purchase Order, et.al; as payment for services rendered or goods delivered.

Office/Division	City Accounting Department : Fiscal Management and Control Division
Classification	Complex
Type of Transaction	Government to Consumer (G2C)
Who may avail	Quezon City Officials and employees, Contractors, Suppliers and Others

CHECKLIST REQUIREMENTS	WHERE TO SECURE
1. Obligation Request Slip (OBR) 2. Purchase Order / Infrastructure project – Bidding documents 3. Inspection Report / Progress Billing 4. Certificate of Completion & Acceptance Report (INFRA)	City Budget Department Procurement Department (BAC) CGSD / Engineering Department Engineering Department

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
City Budget Department Transmittal of Bidding Documents from BAC Goods / BAC Infrastructure	– Attached checklist, Initial evaluation of completeness of documents – Receives, records and designates accounting no. for all incoming DVs – Forward DVs to respective pre – audit team in – charge	None	1 day	FMCD RECEIVING Receiving / Office Aide
	– Examiner checks the Disbursement Voucher if supporting documents are complete and valid – Checks computation of taxes – Writes carded and close the amount involved. Initials	None		FMCD PRE – AUDIT TEAM (Fiscal Examiners, Audit Analyst and Office Aides)
	– Checks charging of Account – Obligates fund /Encodes – Initials	None	1 day	FMCD FUND CONTROL SECTION (Fiscal Examiner, Audit Analyst)
	– Checks & Reviews completeness of supporting documents and charging of account /Initials	None		FMCD Assistant Division Head
	Final Review / Initial	None		FMCD Division Head

	Signs Box A	None		CITY ACCOUNTANT/ Assistant City Accountant
Released processed Payroll/ Disbursement Voucher	Transmit from Financial Management Unit (FMU) to the City Treasurer's Office	None		FMCD Releasing Clerk
Send request via E-mail account: <u>accountingdepartment@ Quezoncity.gov.ph</u> (ATTN: FMCD) For Certification of Availability of Funds, 1% Retention on Disbursement claims	Check Database records vs requesting agency / personnel for veracity of information	None	1 day	Fiscal Examiners, Audit Analyst, Office Aides
	Final Review / Affix Initial	None		FMCD Division Head
	Affix Signature	None		City Accountant
TOTAL:		None	3 days	
END OF TRANSACTION				



Barangay Accounting Services Division (BASD)



PREPARATION OF BARANGAY FINANCIAL STATEMENT

The Division keep records of all accounts and financial records of all the barangays in the City. Maintain books of accounts to enable those concerned to ascertain the assets, the liabilities, the government equity, the income and the expenditures of the barangay unit as of a given time.

Office/Division	City Accounting Department : Barangay Accounting Services Division
Classification	Simple
Type of Transaction	Government to Government (G2G)
Who may avail	The Barangay Treasurer's Any person who wants to get information on barangay financial records

CHECKLIST REQUIREMENTS	WHERE TO SECURE
<p>A. Submission of Daily Statement & Collection& Accountable Forms</p> <ol style="list-style-type: none"> 1. Accountable form 2. Deposit Slip 3. Form #51 <p>B. Monthly Submission of Paid Disbursement Vouchers</p> <ol style="list-style-type: none"> 1. Reportorial Requirements 2. Paid Disbursement Vouchers 3. Supporting Documents 4. Punong Barangay Certificate <p>C. Submission of Proposed Annual/Supplemental Budget</p> <ol style="list-style-type: none"> 1. Propose Annual / Supplemental Budget <p>D. Information on Barangay Financial Transactions</p> <ol style="list-style-type: none"> 1. Letter request 	LGU - Barangay

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>A. DSCA</p> <p>(Daily Statement of Collections & Accountable Forms)</p> <p>Present DSCAF with Deposit Slip</p>	Bookkeepers receives and check the accuracy of the reports submitted.	None	3 days	Bookkeepers
	<ol style="list-style-type: none"> 1. Abstract DSCAF 2. Prepares Journal Voucher (JV) 	None	1 day	Asst. and Chief of BASD
	<p>Reviews and Initial JV's</p> <p>Approves and signs JV's</p>	None	1 day	City Accountant
<p>B. Submission of Paid Disbursement Voucher</p> <p>Present Reportorials, with PBC (PunongBgy. Cert.) and complete documentations</p>	<p>1.The receiving clerk receives and check the accuracy of the reports submitted then have it receive by the bookkeeper</p>	None	3 days	Receiving clerk
	<ol style="list-style-type: none"> 2. Journalize Bgy. Transactions 	None	3 days	Bookkeepers

	3. Prepares transmittal of vouchers to Commission on Audit (COA)	None	2 days	Encoder
C. Preparation of Financial Statements	1. Prepares Journal Vouchers (JV's) for IRA, RPT's, CTC and other adjustments	None	3 days	Bookkeepers
	2. Prepares Bank Reconciliation			
	3. Checks and print financial statement	None	1 day	Asst. & Division Head - BASD City Accountant
	4. Reviews and Initials Financial Statement			
	5. Approves and signs financial statements	None	1 day	Staff of the Division
	Transmit Financial Statements to COA, Bgy. Or other requesting local offices			
D. ANNUAL BUDGET for Approval	Receives said proposed Annual Budget	None	1 day	Receiving Clerk
	1. Checks and verify the actual RPTS realized for next preceding years	None	1 day	Asst. & Division Head - BASD
	2. Approves and sign Annual Budget	None	1 day	City Accountant
E. SUPPLEMENTAL BUDGET				
a. Submit Income and Expenditures as of Dec. 31	1. Prepares Statement of Surplus	None	3 days	Staff in charge
	2. Initials Statement of Surplus	None	1 day	Asst. & Division Head - BASD
b. Submission of Propose S/Budget	3. Approves and signs Statements of Surplus	None	1 day	City Accountant
	4. Release Statement of Surplus	None	1 day	Staff in charge
	Receives said proposed Supplemental Budget	None	1 day	
	1. Checks and verifies the figures in the Statement of Surplus	None	1 day	Staff in charge
	2. Initial Proposed Supplemental Budget Review and Initial Supplemental Budget	None	1 day	Asst. Division Head
				Division Head
	Approves and signs Proposed Supplemental Budget	None	1 day	City Accountant

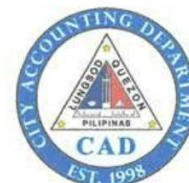
F. LETTER REQUEST	Receives letter request	None	10 minutes	Receiving Clerk
	Draft answer to the request	None	3 days	Division Head
	Approves letter request	None	1 day	City Accountant
TOTAL:		None	33 days and 10mins.	
END OF TRANSACTION				



Payrolls, Bills and Remittances Division (PBRD)



ISSUANCE OF CERTIFICATION FOR TAXES WITHHELD				
Taxes withheld of Contractor/s and Supplier/s				
Office/Division	City Accounting Department : Payrolls, Bills and Remittance Division			
Classification	Simple - Complex			
Type of Transaction	Government to Government / Government to Citizen (G2G / G2C)			
Who may avail	Quezon City officials and employees & Contractor's			
CHECKLIST REQUIREMENTS		WHERE TO SECURE		
SCANNED COPY -Tax Payers Identification Number (T.I.N.) , Contractor's & Business Name		Certificates will be sent to the E-mail account of the client (requesting party)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSIN G TIME	PERSON RESPONSIBLE
Send request via E-mail account: <u>accountingdepartment@quezoncity.gov.ph</u> (ATTN : PBRD) with Tax Identification No.(TIN)&Contractor / Business Name <i>(Scanned copy)</i>	Receive request slip and log in record book	None	Received and released on the same day	Receiving Clerk
	Verify Withholding taxes and TIN.	None		Assigned Personnel
	Prepare BIR Form No. 2306, 2307 and City Tax	None		
	Print BIR & City Tax Certification	None		
	Signature	None		
Receive via E-mail the scanned copy of BIR form 2306 / 2307 & City Tax Certification	Release of certificate/s via E-mail account of client (requesting party) / Log out transaction via record book	None		Depends on personnel assigned
TOTAL:		None	1 day	
END OF TRANSACTION				



ISSUANCE OF CERTIFICATION FOR EMPLOYEES MANDATORY DEDUCTIONS / CONTRIBUTION

Employees mandatory deductions/ contributions

Office/Division	City Accounting Department : Payrolls, Bills and Remittance Division
Classification	Simple – Complex
Type of Transaction	Government to Government / Government to Consumer (G2G / G2C)
Who may avail	LGU-Quezon City Officials and Employees / Employee Representative

CHECKLIST REQUIREMENTS	WHERE TO SECURE
SCANNED COPY Government Service Insurance System Unified Multi-purpose ID (GSIS-UMID) / Home Development Mutual Fund Loyalty Card (PAG-IBIG ID) Philhealth ID. (OPTIONAL)	Certificates will be sent to the E-mail account of the client (requesting party)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Send request via E-mail account: <u>accountingdepartment@Quezoncity.gov.ph</u> (ATTN: PBRD)	Receive request slip and log in record book	None	Received and released on the same day	Receiving Clerk
	Verify mandatory deductions/ contributions and Membership Identification No. (MIN)	None		Assigned Personnel
	Prepare Certification	None		
	Print certification of mandatory deductions / contributions or other requested certification/s	None		
	Signature	None		PBRD Head City Accounting Department Head
Receive via E-mail the scanned copy of the Certification Mandatory Deductions / other requested certification/s	Release of certificate/s via E-mail account of client (requesting party) / Log out transaction via record book	None		Depends on personnel assigned
TOTAL:		None	1 day	
END OF TRANSACTION				



Internal Services

Financial Account and Analysis Division (FAAD)



VERIFICATION OF APPLICATION FOR REFUND OF RETENTION FEES (GUARANTEE / SECURITY DEPOSITS PAYABLE)				
Verification on the suppliers / contractors Retention Money withheld, recorded and release by the City.				
Office/Division	City Accounting Department : Financial Account and Analysis Division			
Classification	Simple			
Type of Transaction	Government to Business (G2B)			
Who may avail	Suppliers / Contractors with Retention money withheld by the City			
CHECKLIST REQUIREMENTS		WHERE TO SECURE		
Disbursement Vouchers, Sales Invoice, Purchase Order, Delivery Receipt, Request Letter for release of 10% Retention and Certification of Good Condition and Quality of items delivered.		Originating Office / Individual		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submits required documents to Fiscal Management and Control Division (FMCD)	Receives required documents and prepares Disbursement Voucher (DV) with notation of the supporting documents attached	None	4 hours	Fiscal Management and Control Division (FMCD)
	Forwards to the Financial Account and Analysis Division (FAAD) the Disbursement Voucher (DV) for verification of the account being claimed / refunded	None	4 hours	Fiscal Management and Control Division (FMCD)
	Verifies if the account being claimed / refunded is recorded as withheld and is still available for refund by indicating on the Disbursement Voucher claim the Journal Entry Voucher (JEV) number, Treasury Voucher (TV) number and the Subsidiary Ledger (SL) code of the said account.	None	4 hours	Financial Account and Analysis Division (FAAD)

	The Disbursement Voucher (DV) will be initialed by the FAAD division Head	None	15 mins.	Financial Account and Analysis Division (FAAD) Head
	Forwards the Disbursement Voucher claim on the account withheld to the FMCD receiving section for audit and processing.	None	4 hours	Financial Account and Analysis Division (FAAD) personnel
	Disbursement Voucher undergo processing / audit			Fiscal Management and Control Division (FMCD)
	Disbursement Voucher for refund signed by the City Accountant or Asst. City Accountant depending on the amount of refund	None	4 hours	City Accountant Asst. City Accountant
	Releases Disbursement Voucher for refund to the applicant	None	15 mins.	FMCD Releasing Clerk
TOTAL:		None	20 hours and 30 mins	
END OF TRANSACTION				



CERTIFICATION OF OUTSTANDING CASH ADVANCE BALANCE				
A certification issued by the City Accounting Department to the concerned officials / personnel who requested for the status of their Cash Advances from the City. A supporting document required for the request / availment of Cash Advances.				
Office/Division	City Accounting Department : Financial Account and Analysis Division			
Classification	Simple			
Type of Transaction	Government to Government (G2G)			
Who may avail	Officers / Personnel who received Cash Advance for City Government			
CHECKLIST REQUIREMENTS		WHERE TO SECURE		
Request Letter for release of Certification of Outstanding NO Unliquidated Cash Advance / Cash Advance Balance.		Originating Office / Individual		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Send request via E-mail account: <u>accountingdepartment@quezoncity.gov.ph</u> (ATTN: FAAD) For Certification of NO Unliquidated Cash Advance / Cash Advance Balance	Receives required documents and forwards to the Financial Account and Analysis Division (FAAD) the request letter for certification of NO Unliquidated Cash Advance	None	4 hours	Administrative Division (Admin)
	Verifies Cash Advance Balances from the Three (3) Funds (General Fund, Trust Fund and SEF) Prepares Certification Initials Certification	None	4 hours	Financial Account and Analysis Division (FAAD) Head - Financial Account and Analysis Division (FAAD)
	Certification signed by the City Accountant or Asst. City Accountant	None	4 hours	City Accountant Asst. City Accountant
Receives Certification of NO Unliquidated CA / CA Balance thru email	Releases Certification of NO Unliquidated Cash Advance / Cash Advance Balances to the applicant	None	4 hours	City Accounting Admin / FAAD
TOTAL:		None	16 hours	
END OF TRANSACTION				



PREPARATION OF LIQUIDATION REPORT				
Report on the official / personnel Cash Advances which were duly liquidated and for transmittal / submission to the Commission on Audit (COA).				
Office/Division	City Accounting Department : Financial Account and Analysis Division			
Classification	Simple			
Type of Transaction	Government to Government (G2G)			
Who may avail	Officers / Personnel who have Cash Advance liquidation			
CHECKLIST REQUIREMENTS		WHERE TO SECURE		
Fully processed Audited Disbursement Vouchers for Liquidation with complete supporting documents		Originating Office / Individual		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submits required documents to Fiscal Management and Control Division (FMCD)	Receives processed required Cash Advance with notation of the supporting documents attachment	None	8 hours	Fiscal Management and Control Division (FMCD)
	Forwards to the Financial Account and Analysis Division (FAAD) the Liquidation Report with supporting documents attached	None		Fiscal Management and Control Division (FMCD)
	Receives the Liquidation Report (LR) and indicate on the LR its LR No.	None	4 hours	Financial Accounts and Analysis Division (FAAD)
	Releases copy of the received Liquidation Report (LR) with LR No. to the client	None		
TOTAL:		None	12 hours	
END OF TRANSACTION				



Revenue Abstract and Statistics Division (RASD)



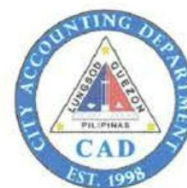
ABSTRACT OF REVENUE

The Division performs abstracting of all receipts and revenues, consolidating them into proper account classification and prepares monthly report of actual receipts and revenues accruing to the city and money collected for the account of other agencies / entities.

Office/Division	City Accounting Department : Revenue Abstract and Statistics Division			
Classification	Simple			
Type of Transaction	Government to Citizen (G2C)			
Who may avail	Taxpaying Public and other private personnel with Tax payment-related concerns and needs to be addressed with prompt.			
CHECKLIST REQUIREMENTS		WHERE TO SECURE		
For verification of documents such as if Payments previously made have been entered and/or registered in the Collection Registry Database with the correct O.R. No., Date of payment, and in some cases, the Name of the taxpayer, the person with concern shall bring with him Original copy of Official Receipt as proof of payment. An Affidavit of Loss shall be presented together with the photocopy of the O.R. in case the original receipt is lost, misplaced or destroyed by the acts of God.		Client must bring original documents to be verified.		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Present Original Receipt of paid Taxes	Check veracity of the document/s presented	None	1 minute	Authorized RASD personnel
In place of Step 1, present Affidavit of Loss and photocopy of the lost O.R.	Go to computer records to verify if payments have been recorded in the database. Check O.R No, date of Payment, Name of Taxpayer	None	10 mins.	Authorized RASD personnel
Upon verification, receive the same OR with sign and verification proof at the back	If proven true and correct, the OR presented shall be presented to RASD Chief or authorized personnel for signature. If found not in order, for confiscation and prepare incident report.	None	1 minute	RASD Chief/ Authorized RASD personnel
Put name & sign in the Logbook to indicate that the transaction is completed	Have the client signed in the verification transaction logbook for future references.	None	30 seconds	Authorized RASD personnel
TOTAL:		None	12 mins. and 30 seconds	
END OF TRANSACTION				



Administrative Division (ADMIN)



PROCESSING OF ACCOUNTANT'S ADVICE FOR LOCAL CHECK DISBURSEMENT TRANSMITTED BY CASH DIVISION, CTO

Check Disbursement made by the City Government

Office/Division	City Accounting Department :Administrative Division
Classification	Simple - Complex
Type of Transaction	Government to Government /Government to Consumer (G2G / G2C)
Who may avail	Quezon City – City Treasurer's (for disbursement officers, employees, taxpayers claiming refunds, contractors and suppliers.)

CHECKLIST REQUIREMENTS	WHERE TO SECURE
1. Official Transmittal from Cash Division, City Treasurer's Office, Quezon City (CTO) 2. Fully processed disbursement voucher or payroll. 3. Corresponding accomplished and signed disbursement check.	City Treasurer's Office (CTO)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Cash Division, City Treasurer's Office transmit fully processed Disbursement Voucher/payroll with corresponding accomplished & signed disbursement checks	Received transmitted transactions from Cash Division, City Treasurer's Office, Quezon City.	None	Received and released before the closing of banking hours (3:30 p.m.) of the same day.	Administrative Officer IV Administrative Assistant I
	Sort transactions according to fund account (General Fund, Special Education Fund and Trust Fund (13ACCTS.) If discrepancies are noted, transactions are officially returned to the Cash Division, City treasurer's Office Quezon City for rectification/ cancellation/ replacement	None	1 day	Administrative Officer IV Administrative Assistant I
	Verify transactions from the systems file, assign accountant's advice no. and encode the necessary details (check no. and date)	None	1 day	Administrative Officer IV Administrative Assistant I

	<p>Prepare Accountant's Advice in four (4) copies on the form specified by the Commission on Audit and the corresponding transmittal, also in four (4) copies, both addressed to the Manager, Land Bank of the Philippines, Quezon City Hall Branch, for signature of the officially designated Bookkeeper. Accountant's Representative to the Land Bank of the Philippines Quezon City Hall Branch and; the City Accountant.</p>	None	1 day	<p>Administrative Officer IV</p> <p>Administrative Assistant I</p>
	<p>Record transactions on respective logbooks. Each fund account has separate logbook. Note the Accountant's Advice no. At the back of check and at the foot of the original copy of disbursement voucher.</p>	None	1 day	Accountant's Representative
	<p>After the advice and transmittal are signed, segregate copies for the following: Original copy for the Land Bank of the Philippines, Quezon City Hall Branch; Duplicate copy for the City Auditor, Quezon City and 4th copy for Accounting file.</p>	None	1 day	Accountant's Representative
	<p>Deliver the transmitted transactions with Accountant's Advice issued to Cash Division, City Treasurer's Office, Quezon City and the original copy of Accountant's Advice with transmittal to the Land Bank of the Philippines. Copy for the City Auditor is attached to the original copy of the disbursement voucher. A summary of Accountant's Advice issued is submitted as monthly report also to the Office of the City Auditor, Quezon City.</p>	None	1 day	Accountant's Representative

Receive transactions with Accountant's Advice No.		None	1 day	Accountant's Representative
TOTAL:		None	8 days	
END OF TRANSACTION				



FEEDBACK AND COMPLAINTS MECHANISMS	
How to send feedback	<ul style="list-style-type: none"> ➤ Answer the client service experience survey form (SES) and drop it at the suggestion box in front of the receiving area of City Accounting Department (3rd & 4th floor). ➤ Send an email complaint letter at Accounting@quezoncity.gov.ph ➤ Contact info: 8988-4242 loc. 8328
How feedback is processed	<ul style="list-style-type: none"> ➤ Feedbacks are forwarded to different departments thru online transactions ➤ Email is being monitored by a designated person on a day-to-day basis ➤ For inquiries and follow-ups, clients may contact the following email / telephone number
How to file a complaint	<ul style="list-style-type: none"> ➤ Complaints can be filed thru the Service Experience Survey (SES) ➤ Via email: Accounting@quezoncity.gov.ph ➤ Thru telephone 8988-4242 loc. 8328
How complaints are processed	<ul style="list-style-type: none"> ➤ The City Administrator (CA) collects the Service Experience Survey (SES) form in the drop box then relayed the result to the concerned department/s. ➤ The Department then forwards the complaint to the relevant division Chief to assess and investigate it then summoned the concerned employee/s to ask for the written explanation and the Department Head will take the proper action. ➤ The decision of the department is relayed to the client.
Contact Information of City Accounting Department CCB, PCC, ARTA CSC Central Office Trunk lines	Email: Accounting@quezoncity.gov.ph Telephone: 8988-4242 local 8328 ARTA: complaints@arta.gov.ph :1-ARTA(2782) PCC:8888 CCB: 0908-881-6565 (SMS) 8931-7935 8931-7939 8931-8092



List of Divisions

Division	Address	Contact Information
Fiscal Management and Control Division	3 rd Floor, Finance Building, Quezon City Hall, Kalayaan Avenue, Elliptical Road, Quezon City	8988-4242 Local 8326
Barangay Accounting Services Division	4 th Floor, Finance Building, Quezon City Hall, Kalayaan Avenue, Elliptical Road, Quezon City	8988-4242 Local 8325
Payrolls, Bills and Remittance Division	4 th Floor, Finance Building, Quezon City Hall, Kalayaan Avenue, Elliptical Road, Quezon City	8988-4242 Local 8324
Financial Account and Analysis Division	3 rd Floor, Finance Building, Quezon City Hall, Kalayaan Avenue, Elliptical Road, Quezon City	8988-4242 Local 8323
Revenue Abstract and Statistics Division	3 rd Floor, Finance Building, Quezon City Hall, Kalayaan Avenue, Elliptical Road, Quezon City	8988-4242 Local 8322
Administrative Division	4 th Floor, Finance Building, Quezon City Hall, Kalayaan Avenue, Elliptical Road, Quezon City	8988-4242 Local 8328