





# City Accounting Department

## CITIZEN'S CHARTER 2024 (1<sup>st</sup> Edition)



## **I. Mandates:**

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

### **AN ACT PROVIDING FOR A LOCAL GOVERNMENT CODE OF 1991**

#### **ARTICLE IV The Accountant**

##### **Section 474. Qualifications, Powers and Duties.**

a) No person shall be appointed accountant unless he is a citizen of the Philippines, a resident of the local government unit concerned, of good moral character, and a certified public accountant. He must have acquired experience in the treasury or accounting service for at least five (5) years in the case of the provincial or city accountant, and three (3) years in the case of the municipal accountant. The appointment of an accountant is mandatory for the provincial, city and municipal governments.

(b) The accountant shall take charge of both the accounting and internal audit services of the local government unit concerned and shall:

- (1) Install and maintain an internal audit system in the local government unit concerned;
- (2) Prepare and submit financial statements to the governor or mayor, as the case may be, and to the sanggunian concerned;
- (3) Appraise the sanggunian and other local government officials on the financial condition and operations of the local government unit concerned;
- (4) Certify to the availability of budgetary allotment to which expenditures and obligations may be properly charged;
- (5) Review supporting documents before preparation of vouchers to determine completeness of requirements;
- (6) Prepare statements of cash advances, liquidation, salaries, allowances, reimbursements and remittances pertaining to the local government unit;
- (7) Prepare statements of journal vouchers and liquidation of the same and other adjustments related thereto;
- (8) Post individual disbursements to the subsidiary ledger and index cards;
- (9) Maintain individual ledgers for officials and employees of the local government unit pertaining to payrolls and deductions;
- (10) Record and post in index cards details of purchased furniture, fixtures, and equipment, including disposal thereof, if any;
- (11) Account for all issued requests for obligations and maintain and keep all records and reports related thereto;
- (12) Prepare journals and the analysis of obligations and maintain and keep all records and reports related thereto; and
- (13) Exercise such other powers and perform such other duties and functions as may be provided by law or ordinance.

(c) The incumbent chief accountant in the office of the treasurer shall be given preference in the appointment to the position of accountant



## **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 verify 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.
- Carry out the duties and responsibilities as public servants with utmost and genuine courtesy, fairness, honesty and in compliance with the law.



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# EXTERNAL SERVICES



# **Fiscal Management and Control Division (FMCD)**

## **External Services**





## 1. 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.

<b>Office/Division:</b>	Fiscal Management and Control Division (FMCD)			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	Government to Consumer (G2C)			
<b>Who may avail:</b>	Quezon City Officials and employees, Contractors, Suppliers and Others			
<b>CHECKLIST REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
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) City General Services Department / Engineering Department Engineering Department		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Procurement Department (BAC) submits the 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 to be withheld	None	3 days	Eleven (11) PRE – AUDIT TEAMS (Fiscal Examiners, Audit Analysts and Office Aides)
	– Records the details of the financial information in contractor index cards and indicate amount in words – Affix initials			



	<ul style="list-style-type: none"> <li>- Verifies charging of Account codes</li> <li>- Obligates fund based on the OBR</li> <li>- Records the financial information</li> <li>- Affixes initials in the voucher</li> </ul>	None	1 day	FMCD FUND CONTROL SECTION (Fiscal Examiner, Audit Analyst)
	- Checks & Reviews completeness of supporting documents and charging of accounts			FMCD Assistant Division Head
	Final Review / Initial	None	1 day	FMCD Division Head
	Sign's certification of completeness and propriety of supporting documents pertinent to the transaction	None	1 day	CITY ACCOUNTANT/ Assistant City Accountant
Released processed Disbursement Voucher	Transmit to Financial Management Unit (FMU) of the City Treasurer's Office			FMCD Releasing Clerk
<b>TOTAL:</b>		<b>None</b>	<b>7 days</b>	



## 2. 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.

<b>Office/Division:</b>	Fiscal Management and Control Division (FMCD)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Business (G2B)			
<b>Who may avail:</b>	Suppliers / Contractors with Retention money withheld by the City			
<b>CHECKLIST REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
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	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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	FMCD RECEIVING Receiving / Office Aide
	Forwards to the Financial Account and Analysis Division (FAAD) the Disbursement Voucher (DV) for verification of the account being claimed / refunded	None	4 hours	FMCD Office Aide
	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) Assigned Personnel
	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			Eleven (11) PRE – AUDIT TEAMS (Fiscal Examiners, Audit Analysts and Office Aides)
	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
<b>TOTAL:</b>		<b>None</b>	<b>20 hours and 15 mins.</b>	



# **Barangay Accounting Services Division (BASD)**

## **External Services**



## 1. Barangay Financial Statement

The Financial Statements include Statement of Financial Position, Statement of Financial Performance, Statement of Net Assets/Equity, Statement of Cash Flows, Statement of Comparison of Budget and Actual Amounts and Notes to Financial Statements.

<b>Office/Division:</b>	Barangay Accounting Services Division (BASD)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Government (G2G)			
<b>Who may avail:</b>	The Barangay Treasurer's Commission on Audit DILG			
CHECKLIST REQUIREMENTS		WHERE TO SECURE		
A. Collection and Deposits 1. Summary Report of Collection and Deposits 2. Duplicate copy of Official Receipts (OR's) B. Paid Disbursement Vouchers 1. Punong Barangay Certificate 3. Supporting Documents		Barangay Treasurer		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>A. DSCAF</b> (Daily Statement of Collections & Accountable Forms)  Submit DSCAF with Deposit Slip	Bookkeepers receives and check the accuracy of the reports submitted. 1. Abstract DSCAF 2. Prepares Journal Voucher (JV)	None	3 days	Bookkeepers
	Reviews and Initial JV's	None	1 day	Asst. and Head of BASD
	Approves and signs JV's	None	1 day	City Accountant



<p><b>B. Paid Disbursement Voucher</b></p> <p>Submit disbursement vouchers with supporting documents and PBC (Punong Brgy. Cert.)</p>	<p>1.The receiving clerk receives and check the accuracy of the reports submitted then have it receive by the bookkeeper</p> <p>2. Journalize Brgy. Transactions</p> <p>3. Transmit disbursement vouchers to COA</p>	<p>None</p>	<p>3 days</p> <p>3-4 days</p> <p>No entry of time</p>	<p>Receiving clerk</p> <p>Bookkeepers</p> <p>Transmittal encoder</p>
<p><b>C. Preparation of Financial Statements</b></p>	<p>1. Prepare Journal Vouchers (JV's) for IRA, RPT's, CTC, other adjustments and Bank Reconciliation</p> <p>2.Prepare Financial Statements</p> <p>3. Reviews and Initials financial statements.</p> <p>4. Reviews and signs Financial Statement</p>	<p>None</p>	<p>Depends on the availability of bank statement submitted.</p>	<p>Bookkeepers</p> <p>Assistant and Head of Division</p> <p>City Accountant</p>
<b>TOTAL:</b>		<p>None</p>	<p><b>11 to 12 days</b></p>	



## 2. Other Function

This includes other services rendered by the division. Annual and Supplemental Budget of 142 Barangays

<b>Office/Division:</b>	Barangay Accounting Services Division (BASD)			
<b>Classification:</b>	Simple / Complex			
<b>Type of Transaction:</b>	Government to Government (G2G)			
<b>Who may avail:</b>	The Barangay Treasurer's			
<b>CHECKLIST REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
A. Barangay Ordinance with Certified Statement of Income for Annual Budget B. Barangay Ordinance with computation of Supplemental Budget		Barangay Treasurer		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>A. ANNUAL AND SUPPLEMENTAL BUDGET</b>	Checks, verify and initial the actual income realized for the next preceding year.	None	No entry of time	Asst. and Head of BASD
	Review and signs the Annual/Supplemental Budget	None		City Accountant
<b>TOTAL:</b>		<b>None</b>	<b>No entry of time</b>	





# **Payrolls, Bills and Remittance Division (PBRD)**

## **External Services**



## 1. Issuance of Certificate for Taxes Withheld

Taxes withheld of Contractor/s and Supplier/s

<b>Office/Division:</b>	Payrolls, Bills and Remittance Division (PBRD)			
<b>Classification:</b>	Simple - Complex			
<b>Type of Transaction:</b>	Government to Government / Government to Citizen (G2G / G2C)			
<b>Who may avail:</b>	Quezon City officials and employees & Contractor's			
CHECKLIST REQUIREMENTS		WHERE TO SECURE		
-Tax Payers Identification Number (T.I.N.), Contractor's Business Name & Address		-Bureau of Internal Revenue (BIR)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A1. Fill up request form or send request via eMail account:  <a href="mailto:pbrd.CityAccounting@quezoncity.gov.ph">pbrd.CityAccounting@quezoncity.gov.ph</a>  <b>Attention to : PBRD-BIR Section</b>	A1. Receive request slip or acknowledge eMail request  A2. Record & Encode Transaction  A3. Verify Withholding taxes and TIN.  A4. Prepare BIR Form No. 2307 and City Tax  A5. Print Certificate of BIR & City Tax Withheld  A6. Affix Signature	None	<b>-SIMPLE TRANSACTION :</b>  Receive & Release on the same day  or  Upon receipt of eMail request  <b>-COMPLEX TRANSACTION :</b>  Maximum 3 days	A1-2. Receiving Clerk  A3-5. Assigned Personnel  A6. PBRD Head / City Accounting Department Head
B. Receive Certificate (BIR form 2307 & City Tax Certification) or scanned copy (eMail)	B. Record & Release of certificate/s or scanned copy (eMail)			B. Receiving / Releasing Clerk
<b>TOTAL:</b>		<b>None</b>	<b>One (1) to Three (3) day/s</b>	



## 2. Preparation of Disbursement Voucher (DV) and processing of payments via online or check for remittances of employees mandatory deductions

Report of employees earnings and deductions, Collection lists and Special Payrolls

<b>Office/Division:</b>	Payrolls, Bills and Remittance Division (PBRD)			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	Government to Government (G2G)			
<b>Who may avail:</b>	Collecting Agencies (BIR, GSIS, PhilHealth, HDMF and others)			
<b>CHECKLIST REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
-Report of employees earnings and deductions -Collection lists -Special payrolls		-Human Resource Management Department (HRMD) -Fiscal Control and Management Division (FMCD)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
A1. BIR – Section 2, National Internal Revenue Code of 1997 as amended by RA Nos. 10963, 11256, 11346, 11467 & 11534 GSIS - Commonwealth Act No. 186 -RA 8291 (GSIS Act of 1997) PhilHealth – Article III, Section 5 of RA 7875 as amended Home Development Mutual Fund (PAG-IBIG) - Presidential Decree (PD) No. 1530 as	A1. Receive documents (Payroll, Report of employees earnings and deductions, Collection lists) A2. Identify documents as per account and distribute to account managers for processing A3. Processing of documents A4. Preparation of DV and supporting documents for payment/submission to collecting agencies. A5. Affix signature	None	<b>-COMPLEX TRANSACTION :</b> On or before the 10 <sup>th</sup> of the following month.	A1-2. Receiving Clerk A3-4. Assigned Personnel A5. PBRD Head / City Accounting Department Head



Amended by PD 1752 - RA 9679  & Monthly Billing for loan amortizations				
B. Collection	B. Payments / Remittances via online or check			B. Assigned Personnel
<b>TOTAL:</b>		<b>None</b>	On or before the 10 <sup>th</sup> of the following month	



# **Revenue Abstract and Statistics Division (RASD)**

## **External Services**



## 1. Verification of Taxes paid

For verification of documents if such payments previously made have been entered and/or registered in the Collection Registry Database

<b>Office/Division:</b>	Revenue Abstract and Statistics Division (RASD)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Citizen (G2C)			
<b>Who may avail:</b>	Taxpaying Public and other private personnel with Tax payment-related concerns			
<b>CHECKLIST REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<p>The person concerned shall bring with him the original copy of the Official Receipt as proof of payment.</p> <p>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 Acts of God.</p>		Client must bring original documents to be verified.		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<p>Present Original Receipt of paid Taxes</p> <p style="text-align: center;">Or</p> <p>Present Affidavit of Loss and photocopy of the misplaced / destroyed O.R.</p>	<p>Check veracity of the document/s presented.</p> <p>Go to computer records to verify if payments have been recorded in the database. Check O.R No, date of Payment, Name of Taxpayer</p>	None	10 minutes	Authorized RASD personnel
	<p>Upon verification, and If proven true and correct, the OR shall be presented to the RASD Chief or authorized personnel for signature.</p> <p>O.R. will then be returned to the person concerned with the Signature and Verification proof at the back.</p> <p>If found not in order, O.R will be for confiscation and will need to prepare an incident report.</p>	None	30 minutes	RASD Chief / Authorized RASD personnel



Sign in the Logbook to indicate that the transaction is completed	Have the client sign in the verification transaction logbook for future references.	None	5 minutes	Authorized RASD personnel
<b>TOTAL:</b>		<b>None</b>	<b>45 minutes</b>	



# **Immediate Staff (IS)**

## **External Services**





## 1. Processing of Accountant's Advice for Local Check Disbursement (AALCD)

Check Disbursement made by the City Government

<b>Office/Division:</b>	Immediate Staff (IS)			
<b>Classification:</b>	Simple - Complex			
<b>Type of Transaction:</b>	Government to Government / Government to Consumer (G2G / G2C)			
<b>Who may avail:</b>	Quezon City – Treasurer's Office (for disbursement officers, employees, taxpayers claiming refunds and financial assistance, contractors and suppliers.)			
<b>CHECKLIST REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Official Transmittal from Cash Division, City Treasurer's Office (CTO), Quezon City 2. Fully processed disbursement voucher or payroll. 3. Accomplished and signed check.		City Treasurer's Office (CTO)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
A1. Cash Division, City Treasurer's Office transmit fully processed Disbursement Voucher/payroll with corresponding accomplished & signed checks	A1. Received official transmittal from Cash Division, City Treasurer's Office, the Disbursement Voucher / payrolls with complete supporting documents.  A2. Sort transactions according to fund account (General Fund, Special Education Fund and Trust Fund). If discrepancies are noted, transactions are officially returned to the Cash Division, City Treasurer's Office for rectification/ cancellation and replacement  A3. Verify transactions from the systems file, if there are no discrepancies, assign AALCD No. and encode the necessary details (check no., date, payee and amount of check).	None	Received and released before the closing of banking hours (3:30 p.m.) of the same day	A1-4. Administrative Officer IV  Administrative Assistant I



	<p>A4. Prepare five (5) copies of AALCD addressed to the Manager of Land Bank of the Philippines, Quezon City Hall branch.</p> <p>A5. Scanned documents and indicate the AALCD No. at the foot of the original copy of disbursement voucher.</p> <p>A6. Signed AALCD</p> <p>A7. After the AALCD is signed, five (5) copies of transmittal are prepared and delivered to the following:          *Original copy for the Land Bank of the Philippines, Quezon City Hall Branch          *City Treasurer's Office          *Commission on Audit (Office of the City Auditor),          *Payrolls, Bills and Remittance Division, City Accounting Department          *Immediate Staff for this Department</p>			<p>A5. Accountant's Representative</p> <p>A6. City Accountant / Assistant City Accountant</p> <p>A7. Accountant's Representative</p>
<b>TOTAL:</b>		<b>None</b>	<b>within the day</b>	



# INTERNAL SERVICES



# **Fiscal Management and Control Division (FMCD)**

## **Internal Services**



## 1. Pre-audit of Payrolls for Employees and Teachers

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.

<b>Office/Division:</b>	Fiscal Management and Control Division (FMCD)			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	Government to Government / Government to Consumer (G2G / G2C)			
<b>Who may avail:</b>	Employees of QC LGU, Nat'l. Gov't. Employees assigned in QC LGU's			
<b>CHECKLIST REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
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, signed by HRMD Originating Office Originating Office Originating Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
	<b>Preliminary Checking</b>			
Originating office submits the payroll duly signed by the Department/Office Head and the HRMD	- Checks the payroll if supporting documents are computed correctly  -Returns the documents to the Originating office to submit the same to the City Budget Department for approval of OBR	None	1 day	Eleven (11) PRE – AUDIT TEAMS (Fiscal Examiners, Audit Analysts and Office Aides)
	<b>Pre-Audit Proper</b>			



Originating office submits the payroll duly signed by the Department/Office Head and HRMD together with the signed Obligation Request (OBR) by the City Budget Department	– Receives, records and designates accounting no. for all incoming payroll	None	3 days	FMCD RECEIVING Clerk / Office Aide
	– Forwards Payroll to respective pre – audit team in – charge – Re-checks the payroll for propriety and completeness of supporting documents in accordance to applicable laws or stipulation – Records the details of the individual payroll information in salary index cards and indicate amount in words			Eleven (11) PRE – AUDIT TEAMS (Fiscal Examiners, Audit Analysts and Office Aides)
	– Verifies charging of Account codes – Obligates fund based on the OBR – Records the financial information – Affixes initials in the voucher	None	1 day	FMCD FUND CONTROL SECTION (Fiscal Examiner, Audit Analyst)
	– Checks & Reviews completeness of supporting documents and charging of accounts /Initial payroll			FMCD Assistant Division Head
	Final Review / Initial payroll	None	1 day	FMCD Division Head
	Sign’s certification of completeness and propriety of supporting documents pertinent to the transaction	None	1 day	ASSISTANT CITY ACCOUNTANT
Released processed Payroll	Transmit to the Financial Management Unit (FMU) of the City Treasurer’s Office			FMCD Releasing Clerk
<b>TOTAL:</b>		<b>None</b>	<b>7 days</b>	



## 2. Issuance of Certification of Last Salary

Request for certification for last salary which is a requirement for various transaction including claims for terminal leave benefit.

<b>Office/Division:</b>	Fiscal Management and Control Division (FMCD)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Government (G2G)			
<b>Who may avail:</b>	Teachers & Employees of QC LGU, City-Paid Gov't. Employees			
<b>CHECKLIST REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter of Request for Certification of Last Salary		Teachers & Employees individually prepare their own letter of request		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Send request via E-mail account: <a href="mailto:fmcd.CityAccounting@quezoncity.gov.ph">fmcd.CityAccounting@quezoncity.gov.ph</a>  for Certification of Last Salary; Certification of Availability of Funds  - or -  Submits letter of request to CAD Receiving	Verify Database records for veracity of information	None	1 day	Eleven (11) PRE – AUDIT TEAMS (Fiscal Examiners, Audit Analysts and Office Aides)
	Final Review /Affix Initial			FMCD Division Head
Receives Certification	Affix Signature	None	1 day	CITY ACCOUNTANT/ Assistant City Accountant
	Record and release of certificate			Assigned Personnel
<b>TOTAL:</b>		<b>None</b>	<b>2 days</b>	



# **Payrolls, Bills and Remittance Division (PBRD)**

## **Internal Services**





## 1. Issuance of Certification for Employees Mandatory Deductions / Contribution

Employees mandatory deductions/ contributions

<b>Office/Division:</b>	Payrolls, Bills and Remittance Division (PBRD)			
<b>Classification:</b>	Simple – Complex			
<b>Type of Transaction:</b>	Government to Government / Government to Consumer (G2G / G2C)			
<b>Who may avail:</b>	LGU-Quezon City Officials and Employees / Employee Representative			
<b>CHECKLIST REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
-Government Service Insurance System Unified Multi-purpose ID (GSIS-UMID) -Home Development Mutual Fund Loyalty Card (PAG-IBIG ID) -Philhealth ID.			-Human Resource Management Department (HRMD) or Agency concerned	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
A1. Fill up request form or send request via eMail account:  <a href="mailto:pbrd.CityAccounting@quezoncity.gov.ph">pbrd.CityAccounting@quezoncity.gov.ph</a>  <b>Attention to : PBRD (GSIS, PhilHealth or HDMF / Pag-ibig Section )</b>	A1. Receive request slip or acknowledge eMail request  A2. Record & Encode Transaction  A3. Verify mandatory deductions/ contributions and Membership Identification No. (MIN)  A4. Prepare certificate of mandatory deductions/contribution or other requested certification/s  A5. Print certificate of mandatory deductions / contributions or other requested certification/s  A6. Affix signature	None	<b>-SIMPLE TRANSACTION :</b>  Receive & Release on the same day  or  Upon receipt of eMail request  <b>-COMPLEX TRANSACTION :</b>  Maximum 3 days	A1-2. Receiving Clerk   A3-5. Assigned Personnel   A6. PBRD Head / City Accounting Department Head



B. Receive certificate of mandatory deduction/ contribution ( <i>GSIS, Philhealth or HDMF / Pag ibig</i> ) or scanned copy (eMail)	B. Record & Release of certificate/s or scanned copy (eMail)			B. Receiving / Releasing Clerk
<b>TOTAL:</b>		<b>None</b>	One (1) to Three (3) day/s	



# **Financial Accounts and Analysis Division (FAAD)**

## **Internal Services**



## 1. Certification of No Unliquidated Cash Advance

A certification issued by the City Accounting Department to the concerned officials / personnel who requested for the grant of Cash Advances from the City. A supporting document required for the request / availment of Cash Advances.

<b>Office/Division:</b>	Financial Accounts and Analysis Division (FAAD)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Government (G2G)			
<b>Who may avail:</b>	Officers / Personnel who received Cash Advance for City Government			
<b>CHECKLIST REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Request Letter for Certification of Unliquidated Cash Advance / Outstanding Cash Advance Balance.			Originating Office / Individual	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Send request via E-mail account: <a href="mailto:faad.CityAccounting@quezoncity.gov.ph">faad.CityAccounting@quezoncity.gov.ph</a> For Certification of NO Unliquidated Cash Advance / Outstanding Cash Advance Balance or Request letter with specific purpose duly signed by employee or Department Head	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	Receiving Clerk Administrative Division
	Verify Cash Advance Balances from the Three (3) Funds (General Fund, Trust Fund and SEF)  Prepares Certification  Initials Certification	None	4 hours	Fiscal Examiner / Controller Financial Accounts and Analysis Division (FAAD)  Head - Financial Accounts 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	Release Certification of NO Unliquidated Cash Advance / Cash Advance Balances to the applicant	None	4 hours	City Accounting Admin / Releasing Clerk
<b>TOTAL:</b>		<b>None</b>	<b>16 hours</b>	



## 2. 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).

<b>Office/Division:</b>	Financial Accounts and Analysis Division (FAAD)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Government (G2G)			
<b>Who may avail:</b>	Officers / Personnel who have Cash Advance liquidation			
<b>CHECKLIST REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Fully processed Audited Disbursement Vouchers for Liquidation with complete supporting documents		Originating Office / Individual		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Submits required documents to Fiscal Management and Control Division (FMCD)	Receive processed Cash Advance with notation of the supporting documents (Liquidation Report)	None	8 hours	Receiving Clerk Fiscal Management and Control Division (FMCD)
	Forwards to the Financial Accounts and Analysis Division (FAAD) the Liquidation Report with supporting documents			Releasing Clerk Fiscal Management and Control Division (FMCD)
Submit required documents to Financial Accounts and Analysis Division (FAAD)	Receives the Liquidation Report (LR) and indicate LR No.	None	4 hours	Fiscal Examiner / Controller Financial Accounts and Analysis Division (FAAD)



	Process the LR and prepare JEV taking up the Liquidation			Fiscal Examiner / Controller Financial Accounts and Analysis Division (FAAD)
	Releases copy of the received Liquidation Report (LR) with LR No. to the COA/client			Fiscal Examiner / Controller Financial Accounts and Analysis Division (FAAD)
<b>TOTAL:</b>		<b>None</b>	<b>12 hours</b>	



FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback?	<p><b>For walk-ins:</b> Client may answer the Client Satisfaction Measurement (CSM) survey form located in front of the receiving area of CAD (3<sup>rd</sup> &amp; 4<sup>th</sup> floor) and drop it in the suggestion box provided.</p> <p><b>For online:</b> Client Satisfaction Measurement (CSM) survey form can be access through <a href="https://docs.google.com/forms/d/e/1FAIpQLSd9EMdNANI6su7xd2pE6V8PamFk6ApBJ2tpSi_pV2ld3xckhg/viewform?fbclid=IwAR3lg0tH5lx1Ex0WlqZNUg8W6KQTHxWLLY4HaiVPMLWjfNwK4AZCP5PytEo&amp;pli=1">https://docs.google.com/forms/d/e/1FAIpQLSd9EMdNANI6su7xd2pE6V8PamFk6ApBJ2tpSi_pV2ld3xckhg/viewform?fbclid=IwAR3lg0tH5lx1Ex0WlqZNUg8W6KQTHxWLLY4HaiVPMLWjfNwK4AZCP5PytEo&amp;pli=1</a></p> <p>Other concerns / complaint letter may be coursed through the Department's official email. Email Address: <a href="mailto:CityAccounting@quezoncity.gov.ph">CityAccounting@quezoncity.gov.ph</a> Contact Number: 8-988-4242 loc. 8328</p>
How feedback is processed?	<p><b>For walk-ins:</b> The Quezon City Citizen Services Department (QCCSD) collects the Client Satisfaction Measurement (CSM) form in the suggestion box then prepared a monthly report and expected to be presented during ExeCom meetings.</p> <p><b>For online:</b> Requiring action will be routed to the concerned ACA and/or OCA Division for processing and coordination with the city department(s)/office(s) and transmit the report to the involved department(s)/office(s).</p>
How to file a complaint?	<p>To file a complaint, provide the following details:</p> <ul style="list-style-type: none"> <li>- Full name and Contact Information of the Complainant</li> <li>- Sex (Male or Female)</li> <li>- Narrative/Details of the complaint</li> <li>- Evidence</li> <li>- Name of the person/office being complained</li> </ul> <p>You may send all complaints via email <a href="mailto:CityAccounting@quezoncity.gov.ph">CityAccounting@quezoncity.gov.ph</a> Or call us at 8-988-4242 loc. 8328,</p>





<p>How complaints are processed?</p>	<p>The City Administrator (CA) transmit the reports and relayed to the concerned department/s.</p> <p>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.</p> <p>The decision of the department is relayed to the client.</p>
<p>Contact Information of</p> <p>City Accounting Department</p> <p>CCB, PCC, ARTA</p> <p>CSC Central Office Trunk lines</p>	<p>Email: <a href="mailto:CityAccounting@quezoncity.gov.ph">CityAccounting@quezoncity.gov.ph</a></p> <p>Telephone: 8-988-4242 loc 8328</p> <p>ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> : 1-ARTA (2782)</p> <p>PCC: 8888</p> <p>CCB: 0908-881-6565 (SMS)</p> <p>8931-7935 8931-7939 8931-8092</p>



## List of Divisions

Division	Address	Contact / Email Information
Fiscal Management and Control Division	3 <sup>rd</sup> Floor, Finance Building, Quezon City Hall, KalayaanAvenue, Elliptical Road, Quezon City	8-988-4242 Loc. 8326 <a href="mailto:fmcd.CityAccounting@quezoncity.gov.ph">fmcd.CityAccounting@quezoncity.gov.ph</a>
Barangay Accounting Services Division	4 <sup>th</sup> Floor, Finance Building, Quezon City Hall, KalayaanAvenue, Elliptical Road, Quezon City	8-988-4242 Loc. 8325 <a href="mailto:basd.CityAccounting@quezoncity.gov.ph">basd.CityAccounting@quezoncity.gov.ph</a>
Payrolls, Bills and Remittance Division	4 <sup>th</sup> Floor, Finance Building, Quezon City Hall, KalayaanAvenue, Elliptical Road, Quezon City	8-988-4242 Loc. 8324 <a href="mailto:pbrd.CityAccounting@quezoncity.gov.ph">pbrd.CityAccounting@quezoncity.gov.ph</a>
Financial Accounts and Analysis Division	3 <sup>rd</sup> Floor, Finance Building, Quezon City Hall, KalayaanAvenue, Elliptical Road, Quezon City	8-988-4242 Loc. 8323 <a href="mailto:faad.CityAccounting@quezoncity.gov.ph">faad.CityAccounting@quezoncity.gov.ph</a>
Revenue Abstract and Statistics Division	3 <sup>rd</sup> Floor, Finance Building, Quezon City Hall, KalayaanAvenue, Elliptical Road, Quezon City	8-988-4242 Loc. 8322 <a href="mailto:rasd.CityAccounting@quezoncity.gov.ph">rasd.CityAccounting@quezoncity.gov.ph</a>
Administrative Division	4 <sup>th</sup> Floor, Finance Building, Quezon City Hall, KalayaanAvenue, Elliptical Road, Quezon City	8-988-4242 Loc. 8328 <a href="mailto:admin.CityAccounting@quezoncity.gov.ph">admin.CityAccounting@quezoncity.gov.ph</a>

# ANNEX A

Control No: \_\_\_\_\_



ANTI-RED TAPE AUTHORITY  
CLIENT SATISFACTION MEASUREMENT  
FORM  
PSA Approval No.: ARTA-2342-4

This Client Satisfaction Measurement (CSM) tracks the customer experience of government offices. Your feedback on your recently concluded transaction will help this office provide a better service. Personal information shared will be kept confidential and you always have the option to not answer this form.

*(Ang Client Satisfaction Measurement (CSM) na ito ay sinusubaybayan ang bawat karanasan ng mga kliyente sa tanggapan ng Gobyerno. Ang inyong tugon sa katalapos lang na transaksyong isinagawa ay makakatulong sa tanggapan ito para sa mas maayos at mabisang serbisyo. Ang personal na impormasyong ibinahagi ay mananatiling kumpidensyal, ang hindi pagsagot sa form na ito ay opsyonal.)*

Client type (Uri ng Kliyente):  Citizen  Business  Government (Employee or another agency)

Date (Petsa): \_\_\_\_\_ Sex (Kasarian):  Male  Female Age (Edad): \_\_\_\_\_

Region of residence (Rehiyon ng Paninirahan): \_\_\_\_\_

Service Availed (Nakuhang Serbisyo): \_\_\_\_\_

**INSTRUCTIONS:** Check mark (✓) your answer to the Citizen's Charter (CC) questions. The Citizen's Charter is an official document that reflects the services of a government agency/office including its requirements, fees, and processing times among others.

**TAGUBILIN:** Lagyan ng tsek (✓) ang iyong sagot sa bawat tanong sa Citizen's Charter (CC). Ang Citizen's Charter ay isang opisyal na dokumento na sumasailalim sa mga serbisyo ng isang ahensya/opisina ng gobyerno kasama ang mga kinakailangan, bayad, at oras ng pagproseso nito bukod sa iba pa.

**CC1** Which of the following best describes your awareness of a CC? (Alin sa mga sumusunod ang pinakanaglarawan ng iyong kamalayan sa CC?)

- 1. I know what a CC is and I saw this office's CC. (Alam ko kung ano ang CC at nakita ito sa kanilang opisina.)
- 2. I know what a CC is but I did NOT see this office's CC. (Alam ko kung ano ang CC ngunit hindi ko nakita ito sa kanilang opisina.)
- 3. I learned of the CC only when I saw this office's CC. (Natutunan ko kung ano ang CC nang nakita ko ito sa kanilang opisina.)
- 4. I do not know what a CC is and I did not see one in this office. (Answer 'N/A' on CC2 and CC3) (Hindi ko alam kung ano ang CC at wala akong nakita sa kanilang opisina. (Sagutin ng 'N/A' ang CC2 at CC3))

**CC2** If aware of CC (answered 1-3 in CC1), would you say that the CC of this office was ...? (Kung ikaw ay may nalalaman patungkol sa CC, masasabi mo ba na ang CC ng opisina ng ito ay ...?)

- 1. Easy to see (Madaling makita)  4. Not visible at all (Hindi nakikita)
- 2. Somewhat easy to see (Medyo madaling makita)  5. N/A
- 3. Difficult to see (Mahirap makita)

**CC3** If aware of CC (answered codes 1-3 in CC1), how much did the CC help you in your transaction? (Kung may nalalaman sa CC (Sinagutan ang mga CC 1-3 sa CC1), gaano kalaki ang naitulong nito sa iyong transaksyon?)






- 1. Helped very much (Sobrang nakatulong)  3. Did not help (Hindi nakatulong)
- 2. Somewhat helped (Medyo nakatulong)  4. N/A

Please continue to the next page (at the back)  
Mangyaring magpatuloy sa susunod na pahina

**INSTRUCTIONS:**

For SQD 0-8, please put a **check mark (✓)** on the column that best corresponds to your answer.

**TAGUBILIN:** Para naman sa SQD 0-8, pakilagyan ng tsek (✓) ang hanay na pinaka-angkop sa iyong sagot.

	 Strongly Disagree (Lubos na hindi sumasang-ayon)	 Disagree (Hindi sumasang-ayon)	 Neither Agree nor Disagree (Sapat lamang)	 Agree (Sumasang-ayon)	 Strongly Agree (Lubos na sumasang-ayon)	N/A Not Applicable (Hindi naangkop)
<b>SQD0.</b> I am satisfied with the service that I availed. (Ako ay nasiyahan sa serbisyo.)						
<b>SQD1.</b> I spent a reasonable amount of time for my transaction. (Ako ay gumugol ng tamang oras lamang para sa aking transaksyon.)						
<b>SQD2.</b> The office followed the transaction's requirements and steps based on the information provided. (Ang opisina ay sumunod sa kinakailangang hakbang base sa impormasyong binigay.)						
<b>SQD3.</b> The steps (including payment) I needed to do for my transaction were easy and simple. (Ang hakbang (kasama na ang pagbabayad) na kinailangan kong gawin para sa transaksyon ay madali at simple lamang.)						
<b>SQD4.</b> I easily found information about my transaction from the office or its website. (Madali kong nahanap ang impormasyon patungkol sa aking transaksyon mula sa opisina o sa website nito.)						
<b>SQD5.</b> I paid a reasonable amount of fees for my transaction. (Ako ay nagbayad ng tamang halaga lamang para sa aking transaksyon.)						
<b>SQD6.</b> I feel the office was fair to everyone, or "walang palakasan", during my transaction. (Naramdaman kong pantay ang opisina sa lahat o "walang palakasan", sa aking transaksyon.)						
<b>SQD7.</b> I was treated courteously by the staff, and (if asked for help) the staff was helpful. (Magalang ako na tinrato ng mga empleyado ('pag nagpatulong) ay agad nilang tinutulongan.)						
<b>SQD8.</b> I got what I needed from the government office, or (if denied) denial of request was sufficiently explained to me. (Nakuha ko ang kailangan ko sa ahensya ng gobyerno, o (kung tinanggihan) ang pagtanggap sa kahilingan ay maayos at sapat na ipinaliwanag sa akin.)						

**Suggestions on how we can further improve our services (optional):** \_\_\_\_\_  
Mga suhestiyon kung paano pa mapapabuti ang aming serbisyo (opsyonal)

**Email address (optional):** \_\_\_\_\_

THANK YOU!  
SALAMAT!