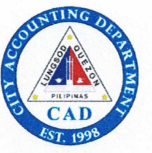




**Citizen's Charter Handbook
2025 1st Edition**



City Accounting Department

CITIZEN'S CHARTER

2025 (1st 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 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 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.
- 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

*Pagkuha ng Goods/Kalanda, Imprastraktura at Serbisyonag
Pagkonsulta/Consultancy Services*

Disbursement Voucher 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.

Ang Disbursement Voucher na sumasaklaw sa mga paghahabol o claim para sa INFRA, Supplies at Materials Maintenance, Security at iba pang serbisyo mula sa mga kontratista at supplier na kasama sa kontrata, purchase order at iba pa, bilang kabayaran sa mga serbisyo.

Office/Division	Fiscal Management and Control Division (FMCD)			
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
A. Bid docs for BAC-Goods and BAC-Infra from the Procurement Department shall be transmitted to this office. <i>Isusumite ng Procurement Department (BAC) ang mga bidding documents mula sa BAC Goods / BAC Infrastructure</i>	A1. Initial checking of the completeness and propriety of the documents based on the checklist. <i>Paglakip ng checklist, paunang pagsusuri kung kumpleto ang mga dokumento</i> A2. Receiving Clerk shall accept the docs and thereby assign Accounting No. for proper monitoring of the disbursement Voucher. <i>Tatanggapin at itatalaga ang mga natanggap na dokumento at lalagyan ng accounting number para sa mga Disbursement Voucher (DV)</i> A3. Disbursement Vouchers with Accounting Numbers shall be distributed among the respective examiners of the pre-audit teams. <i>Ibibigay ang mga DVs sa mga nakatalagang pre - audit team</i>	None Wala	A1-3. 1 Day 1 Araw	A1-3. FMCD RECEIVING CLERK

<p>A4. DVs and pertinent attachments shall be examined, checked, verified to determine their propriety and authenticity.</p> <p><i>Susuriin ng examiner/tagasuri kung kumpleto at lehitimo o tunay ang mga dokumentong kasama ng Disbursement Voucher</i></p> <p>A5. When the DVs with complete and proper attachments are numbered already, they are now ready to be taxed [VAT, Income, and City taxes]</p> <p><i>Magkukwenta ng withholding tax</i></p>		<p>A4-7. 3 Day 3 Araw</p>	<p>A4-7. Thirteen [13] PRE – AUDIT TEAMS</p>
<p>A6. Taxes put on the face of the DV, the examiner can now put all the details of the transaction in the respective Index Cards for future reference.</p> <p><i>Isusulat ang mga detalye ng impormasyong pampinansyal sa contractor index cards at isusulat ang kabuoang kwenta</i></p> <p>A7. Examiner assigned can now close [write the net amount [in words and in figures] on the face of the disbursement voucher, then he/she affixes his/her initials.</p> <p><i>Maglalagay ng mga inisyal ng pangalan</i></p>			
<p>A8. After confirming the correct charging of necessary accounts, the examiner or analyst assigned shall put the obligated amount based on the amount on the OBR, then he/she will write all the financial information on the box provided for the purpose, then affixes his or her initials.</p> <p><i>Kukumpirmahin ang charging ng mga Account codes; Paglalagay ng pondong obligado batay sa nakasulat sa OBR; Isusulat ang impormasyong pinansyal; Maglalagay ng mga inisyal ng pangalan</i></p>		<p>A8-9. 1 Day 1 Araw</p>	<p>A.8. FMCD FUND CONTROL SECTION (Fiscal Examiner, Audit Analyst)</p>

	<p>A9. The Head of the division shall check again for the completeness and propriety of all the attachments of the DV, then after careful evaluation, he/she may now affix his/her initials on the face of the DV.</p> <p><i>Suriin kung kumpleto ang mga dokumento para sa kwenta ng pagsingil / charging of accounts</i></p>			A9. FMCD Head
	<p>A10. Final Review / Initial</p> <p><i>Pinal na pagsusuri/ Inisyal ng hepe</i></p>		A10. 1 Day 1 Araw	A10. FMCD Head
	<p>A11. The Head of office and his/her Assistant shall do the final evaluation on the DV presented as to propriety and completeness, then signs the box provided for the purpose</p> <p><i>Pipirmahan ang sertipikasyon ng pagkakumpleto at kawastuhan ng mga suportang dokumento ng transaksyon</i></p>		A11-B1. Day 1 Araw	A11. CITY ACCOUNTANT / Assistant City Accountant
B. Release of processed Disbursement Voucher	<p>B1. Signed voucher may now be transmitted to the Financial Management Unit of the City Treasurer's Office by the releasing clerk of the originating office.</p> <p><i>Ipadadala sa Financial Management Unit (FMU) ng City Treasurer's Office</i></p>			B1. FMCD Releasing Clerk
TOTAL: KABUUAN		None Wala	7 Days 7 Araw	

2. Verification of Application for Refund of Retention Fees
(Guarantee / Security Deposits Payable)
Katibayan ng Application for Refund of Retention Fees (Guarantee / Security Deposits Payable)

Verification on the suppliers / contractors Retention Money withheld, recorded and release by the City.

Katibayan ng perang naibawas/napigil mula sa mga Retention Money ng mga suplayer at kontratista na inirekord at inilabas ng Lungsod Quezon

Office/Division	Fiscal Management and Control Division (FMCD)			
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
A. The Client submits the documents to FMCD <i>Isusumite ang mga dokumento sa Fiscal Management and Control Division (FMCD)</i>	A1. Accepts the documents for checking, then have the DV prepared, together with the supporting attachments <i>Tatanggapin at susuriin ang mga isinuniteng dokumento at ihahanda ang Disbursement Voucher (DV) kasama ang nakakabit na mga dokumento</i>	None Wala	A1. 4 hours 4 na oras	A1-2. FMCD RECEIVING Clerk
	A2. Transmits the documents to the FAAD for verification procedure <i>Dadalhin at ibibigay sa Financial Account at Analysis Division (FAAD) ang Disbursement Voucher (DV) para sa pagpapatunay ng account na hinahabol o ibig i-refund</i>		A2. 4 hours 4 na oras	
	A3. Confirms and certifies that the claim for refund is having been recorded in the JEV and TV of the SL with proper account codes <i>Patutunayan kung ang account na hinahabol o ibig i-refund ay naitala bilang withheld at available para sa refund; ipakita sa Journal Entry Voucher (JEV) number, Treasury Voucher (TV) number sa Subsidiary Ledger (SL) code ng nasabing account</i>		A3. 4 hours 4 na oras	A3. Financial Account and Analysis Division (FAAD) Assigned Personnel

	<p>A4. The FAAD head puts initials in the DV <i>Ang FAAD Division Head ang mag-i-initial sa Disbursement Voucher (DV)</i></p>		<p>A4. 15 minutes <i>15 minutos</i></p>	<p>A4. Financial Account and Analysis Division (FAAD) Head</p>
	<p>A5. FAAD submits the signed DV for Refund back to FMCD for pre-audit and processing <i>Isusumite sa FMCD receiving section ang Disbursement Voucher para sa paghahabol/ claim sa account na na-withheld para sa pagsusuri at at pagpo-proseso</i></p>		<p>A5-6. 4 hours <i>4 na oras</i></p>	<p>A5. Financial Account at Analysis Division (FAAD) personnel</p>
	<p>A6. Processing at auditing ng Disbursement Voucher <i>Ang DV ay sumasailalim na sa kaukulang panimulang pagsusuri at pagpo-proseso</i></p>			<p>A6. Thirteen (13) PRE – AUDIT TEAMS (Fiscal Examiners, Audit Analysts at Office Aides)</p>
	<p>A7. The City Accountant or the Assistant City Accountant signs the Voucher of the correct Refund amount. <i>Pipirmahan ng City Accountant o Asst. City Accountant ang Disbursement Voucher kasama ang mga dokumentong pangsuporta depende sa kwentang ibinabalik</i></p>		<p>A7. 4 hours <i>4 na oras</i></p>	<p>A7. City Accountant / Asst. City Accountant</p>
	<p>A8. The DV of the Refund claim is now ready to be released <i>Ilalabas ang Disbursement Voucher ng Refund sa aplikante</i></p>		<p>A8. 15 minutes <i>15 minutos</i></p>	<p>A8. FMCD Releasing Clerk</p>
<p>TOTAL: KABUUAN</p>		<p>None Wala</p>	<p>20 hours and 30 minutes 20 na oras at 30 minutos</p>	

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.

Ito ay naglalaman ng 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.)

Office/Division	Barangay Accounting Services Division (BASD)
Classification	Highly Technical
Type of Transaction	Government to Government (G2G)
Who may avail	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
A. DSCAF (Daily Statement of Collections & Accountable Forms) Submit DSCAF with Deposit Slip <i>I-submit ang DSCAF na may kasamang Deposit Slip</i>	Bookkeepers receives and check the accuracy of the reports submitted. A1. Abstract DSCAF <i>I-Abstract and DSCAF</i>	None <i>Wala</i>	A1-2. 3 Days 3 Araw	A1-2. Bookkeepers
	A2. Prepares Journal Voucher (JV) <i>Ihanda ang Journal Voucher (JV)</i>			
	A3. Reviews and Initial JV's <i>Suriin at mag-initial sa JV's</i>		A3. 1 Day 1 Araw	A3. Asst. and Head of BASD
	A4. Approves and signs JV's <i>Aprubahan at piramahan ang JV's</i>		A4. 1 Day 1 Araw	A4. City Accountant
B. Paid Disbursement Voucher Submit disbursement vouchers with supporting documents and PBC <i>(Punong Brgy. Cert.)</i> <i>Isumite ang disbursement vouchers kasama ang supporting documents at PBC (Punong Brgy. Cert.)</i>	B1. The receiving clerk receives and check the accuracy of the reports submitted then have it receive by the bookkeeper <i>linspeksyunin ng receiving clerk kung tama ang mga isinuniteng report at ipapasa ito sa bookkeeper.</i>	None <i>Wala</i>	B1. 3 Days 3 Araw	B1. Receiving clerk

	<p>B2. Journalize Brgy. Transactions <i>I-journal ang mga transaksyon sa Brgy.</i></p>		<p>B2. 3-4 Days 3-4 Araw</p>	<p>B2. Bookkeepers</p>
	<p>B3. Transmit disbursement vouchers to COA <i>I-transmit ang disbursement vouchers to COA</i></p>		<p>B3. No entry of time <i>Walang oras</i></p>	<p>B3. Transmittal encoder</p>
<p>C. Preparation of Financial Statements <i>Paghahanda ng Financial Statements</i></p>	<p>C1. Prepare Journal Vouchers (JV's) for IRA, RPT's, CTC, other adjustments and Bank Reconciliation <i>Ihanda ang Journal Vouchers (JV's) para sa IRA, RPT's, CTC, ibang adjustments at Bank Reconciliation</i></p> <p>C2. Prepare Financial Statements <i>Ihanda ang Financial Statements</i></p> <p>C3. Reviews and Initials financial statements. <i>Suriin at mag-initial sa financial statements.</i></p> <p>C4. Reviews and signs Financial Statement <i>Inspeksyunin at pirmahan ang Financial Statement</i></p>	<p>None Wala</p>	<p>C1-4. Depends on the availability of bank statement submitted. <i>Nakadepende sa availability ng isinuniteng bank statement</i></p>	<p>C1-2. Bookkeepers</p> <p>C3. Assistant and Head of Division</p> <p>C4. City Accountant</p>
<p>TOTAL: KABUUAN</p>		<p>None Wala</p>	<p>11 to 12 Days (11 hanggang 12 na araw)</p>	

2. Annual and Supplemental Budget

Reviews and approved the Annual and Supplemental Budget of 142 Barangays
Pagreview at pag-apruba ng Annual at Supplemental Budget ng 142 Barangays

Office/Division	Barangay Accounting Services Division (BASD)			
Classification	Highly Technical			
Type of Transaction	Government to Government (G2G)			
Who may avail	The Barangay Treasurer's			
CHECKLIST REQUIREMENTS		WHERE TO SECURE		
A. Barangay Ordinance with Certified Statement of Income for Annual Budget B. Barangay Ordinance with computation of Supplemental Budget		Barangay Treasurer		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. ANNUAL AND SUPPLEMENTAL BUDGET	A1. Checks, verify and initial the actual income realized for the next preceding year. <i>I-check, suriin, at mag-initial sa aktwal an income para sa sunod na taon.</i>	None Wala	No entry of time <i>Walang oras</i>	A1. Asst. and Head of BASD
	A2. Review and signs the Annual/Supplemental Budget <i>I-review at pirmahan ang Annual/Supplemental Budget</i>			A2. City Accountant
TOTAL: KABUUAN		None Wala	No entry of time <i>Walang oras</i>	

Payrolls, Bills and Remittance Division (PBRD)

External Services



Office/Division	Payrolls, Bills and Remittance Division
Classification	Simple – Complex
Type of Transaction	Government to Business (G2B)
Who may avail	Quezon City officials and employees & Contractor's

B. Remittance <i>Padala ng ipinataw na bawas / kontribusyon</i>	B1. Payments / Remittances via online or check <i>Pagbayad / Padala ng ipinataw na bawas / kontribusyon sa pamamagitan ng ONLINE o CHEKE</i>			B1. Assigned Personnel
TOTAL: KABUUAN		None Wala	On or before the 10 th of the following month. <i>Bago mag o sa ika- sampung(10) araw ng susunod na buwan</i>	

Revenue Abstract and Statistics Division (RASD)

External Services

	<p>A4. O.R. will then be returned to the person concerned with the Signature and Verification proof at the back.</p> <p><i>Pagkatapos ang O.R. ay ibabalik na may pirma at Verification proof sa likod.</i></p> <p>A5. If found not in order, O.R will be for confiscation and will need to prepare an incident report.</p> <p><i>Kung may makitang hindi tama, ang O.R ay kukumpiskahin at kakailanganing maghanda ng ulat ng insidente.</i></p>			
<p>B1. Sign in the Logbook to indicate that the transaction is completed</p> <p><i>Pumirma sa Logbook upang ipahiwatig na nakumpleto na ang transaksyon</i></p>	<p>B1. Have the client sign in the verification transaction logbook for future references.</p> <p><i>Hayaang pumirma ang kliyente sa Verification transaction logbook.</i></p>		<p>B1. 5 minutes 5 minutos</p>	<p>B1. Authorized RASD personnel</p>
<p>TOTAL: KABUUAN</p>		<p>None Wala</p>	<p>45 mintues 45 minutos</p>	

Immediate Staff (IS)

External Services

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

Check Disbursement made by the City Government

Office/Division	Immediate Staff (IS)
Classification	Simple
Type of Transaction	Government to Government / Government to Consumer /Government to Business (G2G / G2C / G2B)
Who may avail	Quezon City – Treasurer's Office (for disbursement officers, employees, taxpayers claiming refunds and financial assistance, contractors and suppliers.)

CHECKLIST REQUIREMENTS		WHERE TO SECURE		
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)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A1. Cash Division, City Treasurer's Office transmit fully processed Disbursement Voucher/payroll with corresponding accomplished & signed checks <i>Ipapadala ng Cash Division, Tanggapan ng Ingat-Yaman ang mga natapos na Disbursement Voucher/payroll na may kalakip na pirmadong tseke</i>	A1. Received official transmittal from Cash Division, City Treasurer's Office, the Disbursement Voucher / payrolls with complete supporting documents. <i>Tatanggapin ang opisyal na transmittal mula sa Cash Division, Tanggapan ng Ingat-Yaman, ang Disbursement Voucher / payrolls na may kumpletong dokumento.</i>	None Wala	Received and released before the closing of banking hours (3:00 p.m.) of the same day <i>Tatanggap at ilalabas bago magsara ang bangko (3:00 p.m.) sa mismong araw</i>	A1-4. Administrative Officer II Administrative Assistant I
	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 <i>Tingnan ang mga transaksyon ayon sa fund account (General Fund, Special Education Fund o Trust Fund). Kung may mga mali sa transaksyon, pormal itong isosoli sa Cash Division, Tanggapan ng Ingat-Yaman para palitan o ikansela.</i>			

	<p>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).</p> <p><i>I-Verify ang mga transaksyon mula sa systems file. Kung walang mali, lagyan ng numero ng Accountant's Advice (AALCD), at ipasok ang mga sumusunod na detalye sa systems file: petsa, numero,halaga at pangalan sa tseke.</i></p> <p>A4. Prepare five (5) copies of AALCD addressed to the Manager of Land Bank of the Philippines, Quezon City Hall branch.</p> <p><i>Ihanda ang limang (5) kopya ng AALCD na naka-address sa Manager ng Land Bank of the Philippines sa Quezon City Hall branch.</i></p> <p>A5. Scanned documents and indicate the AALCD No. at the foot of the original copy of disbursement voucher.</p> <p><i>I-scan ang mga dokumento at ilagay ang AALCD No. sa ibaba ng orihinal na kopya ng disbursement voucher.</i></p> <p>A6. Signed AALCD <i>Pipirmahan ang AALCD.</i></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,</p>			<p>A5. Accountant's Representative</p> <p>A6. City Accountant / Assistant City Accountant</p> <p>A7. Accountant's Representative</p>
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	City Accounting Department *Immediate Staff for this Department <i>Matapos piramahan, ipapadala ang limang (5) kopya ng transmittal sa mga sumusunod:</i> *Orihinal na kopya para sa Land Bank of the Philippines, Quezon City Hall Branch na may kalakip na selyo *Tanggapan ng Ingat Yaman *Commission on Audit (Office of the City Auditor) *Payrolls, Bills and Remittance Division, City Accounting Department *Immediate Staff ng City Accounting Department			
TOTAL: KABUUAN		None Wala	within the day (mismong araw)	

INTERNAL SERVICES

Fiscal Management and Control Division (FMCD)

Internal Services

1. Pre-audit of Payrolls for Employees and Teachers

Pre-audit ng Payrolls para sa mga Empleyado at Guro

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. *Payrolls patungkol sa Personnel Services, Disbursement voucher/s at MOOE (regular plantilla, sweldo at ibang benepisyo; contract of service, consultant, job order) bilang kabayaran sa serbisyo*

Office/Division	Fiscal Management at Control Division (FMCD)
Classification	Complex
Type of Transaction	Government to Government / Government to Consumer (G2G / G2C)
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, signed by HRMD Originating Office Originating Office Originating Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. Signed payroll from HRMD is submitted to FMCD for pre-checking, then back to originating office for correcting entries <i>Magsusumite ang opisina ng payroll na pirmado ng Department/Office Head ng HRMD</i>	Preliminary Checking <i>Inisyal na Pagsusuri</i>			
	A1. Payroll submitted is scrutinized as part of the pre-checking procedure, then sends back to the originating office for potential correction of entries <i>Susuriin ang payroll at iinspeksyunin kung tama ng mga mga kalakip na dokumento, Ibabalik ang mga dokumento sa pinagmulang opisina at isumite sa City Budget Department para sa pag-apruba ng OBR pagkatapos</i>	None Wala	A1. 1 Day 1 Araw	A1. Thirteen (13) PRE – AUDIT TEAMS (Fiscal Examiners, Audit Analysts at Office Aides)
B. Payroll from originating office, with OBR attachment from the CBD is submitted back to FMCD for pre-audit <i>Isusumite ng pinagmulang Opisina ang payroll na pirmado ng Department / Office Head ng HRMD kasama ang Obligation Request (OBR) ng City Budget Department</i>	Pre-Audit			
	B1. Receives and records payroll and its particulars, then assigns an accounting number for future references. <i>Tatanggapin at ire-record ang payroll at magtalaga ng accounting number</i>	None Wala	B1-4. 3 Days 3 Araw	B1. FMCD RECEIVING Clerk / Office Aide

	<p>Payroll with accounting number will now be forwarded to the concerned pre-audit team for proper checking, auditing, closing & carding procedures</p> <p>B2. Forwards Payroll to respective pre – audit team in – charge <i>I-forward ang payroll sa nakatalagang pre-audit team</i></p> <p>B3. Re-checks the payroll for propriety and completeness of supporting documents in accordance to applicable laws or stipulation <i>Muling i- ang payroll kung lehitimo at kumpleto ang mga dokumento na naaayon sa batas</i></p> <p>B4. Records the details of the individual payroll information in salary index cards and indicate amount in words <i>(I-record ang detalye ng individual payroll information sa salary index cards at ang amount in words)</i></p>			<p>B2-4. Thirteen (13) PRE – AUDIT TEAMS (Fiscal Examiners, Audit Analysts at Office Aides)</p>
	<p>B5. Verifies propriety of charging of account codes, obligates afterwards, then encodes and initials</p> <p>B6. Obligates fund based on the OBR <i>Obligates fund batay sa nasa OBR</i></p> <p>B7. Records the financial information <i>I-record ang impormasyon pinansyal</i></p> <p>B8. Affixes initials in the voucher <i>I-Affix ang initials sa voucher</i></p>		<p>B5-9. 1 Day 1 Araw</p>	<p>B5-8. FMCD FUND CONTROL SECTION</p>

	<p>B9. Checks and reviews the voucher attachments for completeness and proper charging of accounts</p> <p><i>Itse-check at ire-review kung kumpleto ang mga kalakip na dokumento at charging ng accounts /Initial payroll</i></p>			B9. FMCD Assistant Division Head
	<p>B10. Final review and evaluation of the document</p> <p><i>Huling review / Paunang Payroll</i></p>		B10. 1 Day 1 Araw	B10. FMCD Head
	<p>B11. Signs the certification of propriety & completeness of the voucher and the corresponding attachments</p> <p><i>Pipirmahan ang sertipikasyon ng completeness at propriety, kalakip ng mga suportang dokumento ng transaksyon</i></p>		B11-C1. 1 Day 1 Araw	B11. ASSISTANT CITY ACCOUNTANT
<p>C. Release processed Payroll</p> <p><i>Pagkatapos ng kaukulang proseso, pakakawalan na ang payroll</i></p>	<p>C1. Transmits to the Financial Management Unit of the City Treasurer's Office.</p> <p><i>Ipadadala sa Financial Management Unit (FMU) ng City Treasurer's Office</i></p>			C1. FMCD Releasing Clerk
TOTAL: KABUUAN		None Wala	7 Days 7 Araw	

2. Issuance of Certification of Last Salary

Pagbibigay ng Sertipikasyon ng Huling Sweldo

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

Request para sa sertipikasyon ng huling sweldo na kinakailangan sa iba't ibang transaksyon kagaya ng claims para sa terminal leave benefit)

Office/Division	Fiscal Management at Control Division (FMCD)			
Classification	Simple			
Type of Transaction	Government to Government (G2G)			
Who may avail	Teachers & Employees of QC LGU, City-Paid Gov't. Employees			
CHECKLIST REQUIREMENTS		WHERE TO SECURE		
Letter of Request for Certification of Last Salary		Teachers & Employees individually prepare their own letter of request		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>A. For Certification of Last Salary / Certification of Availability of Funds the request can be sent via email address below or submit letter of request to CAD Receiving</p> <p><i>Para sa Sertipikasyon ng Huling Sweldo / Sertipikasyon ng Availability of Funds magpadala ng request sa E-mail account</i></p> <p>- o -</p> <p><i>Sumulat ng request sa CAD Receiving</i></p> <p>fmcd.CityAccounting@quezoncity.gov.ph</p>	<p>A1. The receiving end of the letter shall check from the database for legitimacy of the information given by the sender</p> <p><i>Tingnan sa Database records kung lehitimo ang impormasyon</i></p>	None Wala	A1-2. 1 Day 1 Araw	A1. Thirteen (13) PRE – AUDIT TEAMS (Fiscal Examiners, Audit Analysts at Office Aides)
	<p>A2. Final Evaluation in Pre-Audit/ Initials will be affixed in the document</p> <p><i>Huling pagsusuri / la-Affix ang Initial</i></p>			A2. FMCD Chief
	<p>A3. Signature is being affixed by the City Accountant/ Assistant City Accountant upon evaluation</p> <p><i>Pirma ng City Accountant/Assistant City Accountant</i></p>		A3-B1. 1 Day 1 Araw	A3. CITY ACCOUNTANT / Assistant City Accountant
<p>B. The request will be be accepted accordingly</p> <p><i>Tanggapin ang hiling na Sertipikasyon</i></p>	<p>B1. The desired Certificate shall be recorded and released thereafter</p> <p><i>Ire-record at ire-release ang kinakailangang sertipiko</i></p>			B1. Releasing Clerk
TOTAL: KABUUAN		None Wala	2 Days 2 Araw	

Payrolls, Bills and Remittance Division (PBRD)

Internal Services

B. Receive certificate of mandatory deduction/ contribution or scanned copy (eMail) <i>Tanggapin ang sertipiko ng ipinataw na bawas / kontribusyon</i>	B1. Record & Release of certificate/s or scanned copy (eMail) <i>Pagtala sa libro / computer ng transaksyon at pagbibigay ng dokumento</i>			B1. Receiving / Releasing Clerk
TOTAL: KABUUAN		None Wala	One (1) to Seven (7) day/s <i>Iisa (1) hanggang pito (7) araw</i>	

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.

Ito ay certification mula sa City Accounting Department para sa opisyal o empleyado na humiling ng grant of Cash Advances mula sa lungsod; isa itong supporting document para sa request / availment of Cash Advances.

Office/Division	Financial Accounts and Analysis Division (FAAD)
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 Certification of Unliquidated Cash Advance / Outstanding Cash Advance Balance.		Originating Office / Individual		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>A. Send request via E-mail account: <i>(Sumulat ng request sa E-mail account:)</i></p> <p>faad.CityAccounting@quezoncity.gov.ph</p> <p>For Certification of NO Unliquidated Cash Advance / Outstanding Cash Advance Balance</p> <p><i>Para sa Sertipikasyon ng NO Unliquidated Cash Advance / Outstanding Cash Advance Balance</i></p> <p>or</p> <p>Request letter with specific purpose duly signed by employee or Department Head</p> <p><i>Sumulat ng liham na pirmado ng empleyado at ng Department Head</i></p>	<p>A1. Receives required documents and forwards to the Financial Account and Analysis Division (FAAD) the request letter for certification of NO Unliquidated Cash Advance</p> <p><i>Tanggapin ang mga dokumento at ipadala sa Financial Account at Analysis Division (FAAD) ang request letter para sa sertipikasyon ng NO Unliquidated Cash Advance</i></p>	<p>None</p> <p><i>Wala</i></p>	<p>A1. 4 hours</p> <p><i>4 na oras</i></p>	<p>A1. Receiving Clerk</p> <p>Administrative Division</p>

	<p>A2. Verify Cash Advance Balances from the Three (3) Funds (General Fund, Trust Fund and SEF) <i>I-Verify ang cash advance balances mula sa tatlong (3) Funds (General Fund, Trust Fund, at SEF)</i></p> <p>A3. Prepares Certification <i>Ihanda ang Sertipikasyon</i></p> <p>A4. Initials Certification <i>Inisyal para sa Setipikasyon</i></p>		<p>A2-4. 4 hours <i>4 na oras</i></p>	<p>A2-A3. Fiscal Examiner / Controller – Financial Accounts and Analysis Division (FAAD)</p>
	<p>A5. Certification signed by the City Accountant or Asst. City Accountant <i>Sertipikasyon na pirmado ng City Accountant o Asst. City Accountant</i></p>		<p>A5. 4 hours <i>4 na oras</i></p>	<p>A4. Head - Financial Accounts and Analysis Division (FAAD)</p> <p>A5. City Accountant / Asst. City Accountant</p>
	<p>B. Receives Certification of NO Unliquidated CA <i>Tanggapin ang Sertipikasyon ng NO Unliquidated CA</i></p>	<p>B1. Release Certification of NO Unliquidated Cash Advance / Cash Advance Balances to the applicant <i>Ilabas ang Setipikasyon ng NO Unliquidated Cash Advance / Cash Advance Balances sa aplikante</i></p>	<p>B1. 4 hours <i>4 na oras</i></p>	<p>B1. City Accounting Admin / Releasing Clerk</p>
<p>TOTAL: KABUUAN</p>		<p>None Wala</p>	<p>16 hours 16 na oras</p>	

2. Preparation of Liquidation Report

Paghananda ng Liquidation Report

Report on the official / personnel Cash Advances which were duly liquidated and for transmittal / submission to the Commission on Audit (COA).

Report tungkol sa opisyal o personnel Cash Advances na liquidated at nakatakdang i-transmit at i-sumite sa Commission on Audit (COA).

Office/Division	Financial Accounts and Analysis Division (FAAD)
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
A. Submit required documents to Fiscal Management and Control Division (FMCD) <i>Isumite ang mga kailangang dokumento sa Fiscal Management and Control Division (FMCD)</i>	A1. Receive processed Cash Advance with notation of the supporting documents (Liquidation Report) <i>Tanggapin ang natapos na Cash Advance kasama ang mga supporting documents (Liquidation Report)</i>	None Wala	A1-2. 8 hours 8 na oras	A1-A2. Receiving Clerk Fiscal Management and Control Division (FMCD)
	A2. Forwards to the Financial Accounts and Analysis Division (FAAD) the Liquidation Report with supporting documents <i>Ibigay sa Financial Accounts at Analysis Division (FAAD) ang Liquidation Report kasama ang supporting documents</i>			
B. Submit required documents to Financial Accounts and Analysis Division (FAAD) <i>Isumite ang mga kinakailangang dokumento sa Financial Accounts and Analysis Division (FAAD)</i>	B1. Receives the Liquidation Report (LR) and indicate LR No. <i>Tanggapin ang Liquidation Report (LR) at i-indicate ang numero ng LR</i>	None Wala	B1-3. 4 hours 4 na Oras	B1-B3. Fiscal Examiner / Controller Financial Accounts and Analysis Division (FAAD)
	B2. Process the LR and prepare JEV taking up the Liquidation <i>I-Proseso ang LR at ihanda ang JEV para sa Liquidation</i>			
	B3. Releases copy of the received Liquidation Report (LR) with LR No. to the COA/client <i>Ilabas ang kopya ng received Liquidation Report (LR) na may LR No. sa COA/kliyente</i>			
TOTAL: KABUUAN		None Wala	12 hours 12 na oras	

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback?	<p>For walk-ins: Client may answer the Client Satisfaction Measurement (CSM) survey form located in front of the receiving area of CAD (3rd & 4th floor) and drop it in the suggestion box provided.</p> <p>For online: Client Satisfaction Measurement (CSM) survey form can be access through https://docs.google.com/forms/d/e/1FAIpQLSd9EMdNANI6su7xd2pE6V8PamFk6ApBJ2tpSi_pV2ld3xckhg/viewform?fbclid=IwAR3Ig0tH5lx1Ex0WlqZNUg8W6KQTHxWLLY4HaiVPMLWifNWk4AZCP5PytEo&pli=1</p> <p>Other concerns / complaint letter may be coursed through the Department's official email. Email Address: CityAccounting@quezoncity.gov.ph Contact Number: 8-988-4242 loc. 8328</p>
How feedback is processed?	<p>For walk-ins: 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>For online: 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"> - Full name and Contact Information of the Complainant - Sex (Male or Female) - Narrative/Details of the complaint - Evidence - Name of the person/office being complained <p>You may send all complaints via email CityAccounting@quezoncity.gov.ph Or call us at 8-988-4242 loc. 8328,</p>
How complaints are processed?	<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. The decision of the department is relayed to the client.</p>

FEEDBACK AND COMPLAINTS MECHANISM

Contact Information of	
City Accounting Department	Email: CityAccounting@quezoncity.gov.ph
CCB, PCC, ARTA	Telephone: 8-988-4242 loc 8328
	ARTA: complaints@arta.gov.ph
	: 1-ARTA (2782)
	PCC: 8888
	CCB: 0908-881-6565 (SMS)
CSC Central Office Trunk lines	8931-7935
	8931-7939
	8931-8092

List of Divisions

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

ANNEX A

Control No. _____



QUEZON CITY GOVERNMENT
CITY ACCOUNTING DEPARTMENT
DEPARTMENT/OFFICE

ANTI-RED TAPE AUTHORITY
CLIENT SATISFACTION MEASUREMENT
FORM
PSA Approval No. ARTA-17127-1

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 katatapos lang na transaksyong isinagawa ay makakatulong sa tanggapan ng 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 pinakanaglalarawan 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 natulong nito sa iyong transaksyon?)

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

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 iyang 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 naaangkop)
SQD0. I am satisfied with the service that I availed. (Ako ay nasiyahan sa serbisyo.)						
SQD1. I spent a reasonable amount of time for my transaction. (Ako ay gumugol ng tamang oras lamang para sa aking transaksyon.)						
SQD2. 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.)						
SQD3. 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.)						
SQD4. 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.)						
SQD5. I paid a reasonable amount of fees for my transaction. (Ako ay nagbayad ng tamang halaga lamang para sa aking transaksyon.)						
SQD6. 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.)						
SQD7. 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.)						
SQD8. 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 pagtanggali 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 (opsiyonal)

Email address (optional): _____

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

THANK YOU!
SALAMATI!