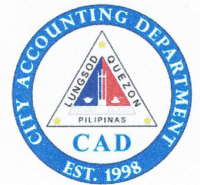


City Accounting Department

CITIZEN'S CHARTER

**2023
(First Edition)**



AGENCY PROFILE

I. Mandate

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

REPUBLIC OF THE PHILIPPINES
Congress of the Philippines
Metro Manila

Eighth Congress



Republika ng Pilipinas
Lungsod Quezon
SANGGUNIANG PANLUNGSOD
(City Council)

123rd Regular Session

PO97-276

Republic Act No. 7160 October 10, 1991
Section 41(b) Amended by RA 8553
Section 43 Amended by RA 8553

ORDINANCE NO. SP 635 28-98

AN ORDINANCE ESTABLISHING THE CITY ACCOUNTING DEPARTMENT AS MANDATED UNDER REPUBLIC ACT NO. 7160, PROVIDING FOR ITS ORGANIZATION, DEFINING ITS FUNCTIONS AND RESPONSIBILITIES AND APPROPRIATING THE NECESSARY FUNDS FOR ITS OPERATION

AN ACT PROVIDING FOR A LOCAL GOVERNMENT CODE OF 1991

Be it enacted by the Senate and House of Representatives of the Philippines in Congress assembled:

ARTICLE IV The Accountant

Introduced by Councilors MOISES S. SAMSON, ANTONIO L. SIOSON, CESAR A. DARO, JR., GODOFREDO T. LIBAN II, ALBERTO M. GALARPE, MARCIANO P. MEDALLA, MICHAEL F. PLANAS and BAYANI V. HIPOL.
Co-introduced by Councilors Winston "Winnie" T. Castelo, Ma Fresca M. Biglang-awa, Victor V. Ferrer, Jr., Wilma Amoranto-Sarino, Emilio G. Tamayo, Antonio V. Hernandez (Anthony Alonzo), Enrico S. Serrano, Corinne S. Angeles, Franz S. Purnaren, Jorge L. Banal, Joseph Peter S. Sison, Nanette Castelo Daza, Herminda C. Altuna, Alfredo A. Francisco (Fred Mennilla), Ramon G. Mathay, Almaro E. Francisco and Marvin C. Rillo

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:

WHEREAS, Section 474 of Republic Act No. 7160, otherwise known as the Local Government Code of 1991, mandated the appointment of a City Accountant with functions and responsibilities provided therein;

WHEREAS, the position of the City Accountant was created in 1994 under the City Treasurer's Office;

WHEREAS, the transfer of the position of the City Accountant from the City Treasurer's Office is deemed imperative;

WHEREAS, the creation of positions and its personnel complement that will constitute the City Accounting Department is necessary to give full force and effect to the provisions of Republic Act No. 7160;

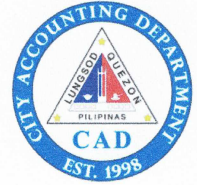
WHEREAS, it is also necessary to define its duties and responsibilities in accordance with the provisions of the Code and to appropriate funds for its operation thereof;

NOW, THEREFORE,

BE IT ORDAINED BY THE CITY COUNCIL OF QUEZON CITY IN SESSION ASSEMBLED:

- (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



I. Vision

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

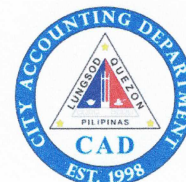
II. Mission

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.

III. 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.



AGENCY PROFILE

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- IV. Service Pledge

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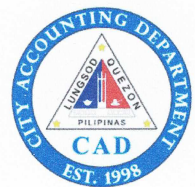
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External Services

FISCAL MANAGEMENT AND CONTROL DIVISION (FMCD)

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.

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
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	None		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	None	1 day	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		FMCD FUND CONTROL SECTION (Fiscal Examiner, Audit Analyst)

	– Checks & Reviews completeness of supporting documents and charging of account /Initials	None		FMCD FUND CONTROL SECTION (Fiscal Examiner, Audit Analyst)
	Final Review / Initial	None	1 day	FMCD Division Head
	Sign's certification of completeness and propriety of supporting documents pertinent to the transaction	None		CITY ACCOUNTANT/ Assistant City Accountant
Released processed Disbursement Voucher	Transmit from Financial Management Unit (FMU) to the City Treasurer's Office	None		FMCD Releasing Clerk
TOTAL:		None	3 days	
END OF TRANSACTION				

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.

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 1% 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				

BARANGAY ACCOUNTING SERVICES DIVISION (BASD)

3. Barangay Financial Statement

The Financial Statement 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.

Office/Division	City Accounting Department : Barangay Accounting Services Division
Classification	Simple
Type of Transaction	Government to Government (G2G)
Who may avail	The Barangay Treasurers 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 2. 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	Bookkeepers receives and check the accuracy of the reports submitted.	None	3 days	Bookkeepers
	1. Abstract DSCAF 2. Prepares Journal Voucher (JV)	None	1 day	Asst. and Chief of BASD
	Reviews and Initial JV's	None	1 day	City Accountant
B. Paid Disbursement Voucher Submit disbursement vouchers with supporting documents and PBC (Punong Brgy. Certification)	1. The receiving clerk receives and check the accuracy of the reports submitted then have it receive by the bookkeeper	None	3 days	Receiving clerk
	2. Journalize Brgy. Transactions	None	3-4 days	Bookkeepers
	3. Transmit disbursement vouchers to COA	None	No entry of time	Transmittal encoder
C. Preparation of Financial Statements	1. Prepares Journal Vouchers (JV's) for IRA, RPT's, CTC, other adjustments and Bank Reconciliation	None	Depends on the availability of bank statement submitted	Bookkeepers
	2. Prepares Financial Statements			Asst. & Division Head – BASD
	3. Reviews and Initials financial statements			



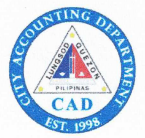
	4. Reviews and signs Financial Statement			City Accountant
		TOTAL:	None	11 to 12 days
END OF TRANSACTION				

4. Other Function

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

Office/Division	City Accounting Department : Barangay Accounting Services Division
Classification	Simple / Complex
Type of Transaction	Government to Government (G2G)
Who may avail	The Barangay Treasurers

CHECKLIST REQUIREMENTS		WHERE TO SECURE		
A. Barangay Ordinance with Certified Statement of Income for Annual Budget		Barangay Treasurer		
B. Barangay Ordinance with computation of Supplemental Budget				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. Annual and Supplemental Budget	Checks, verify and initial the actual income realized for the next preceding year.	None	No entry of time	Asst. & Division Head – BASD
	Review and signs the Annual / Supplemental Budget	None		City Accountant
TOTAL:		None	No entry of time	
END OF TRANSACTION				



PAYROLLS, BILLS AND REMITTANCES DIVISION (PBRD)

5. Issuance of Certificate 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 my avail	Quezon City officials and employees & Contractors

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: pbrd.CityAccounting@quezoncity.gov.ph Attention to : PBRD-BIR Section	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	-SIMPLE TRANSACTION : Receive & Release on the same day or Upon receipt of eMail request -COMPLEX TRANSACTION : 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
TOTAL:		None	One (1) to Three (3) day/s	
END OF TRANSACTION				

REVENUE ABSTRACT AND STATISTICS DIVISION (RASD)

6. Verification of Taxes paid

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

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

CHECKLIST REQUIREMENTS		WHERE TO SECURE		
<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.		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>Present Original Receipt of paid Taxes</p> <p>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
TOTAL:		None	45 minutes	
END OF TRANSACTION				

IMMEDIATE STAFF

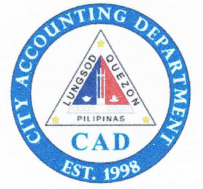
7. Processing of Accountant's Advice for Local Check Disbursement (AALCD)

Check Disbursement made by the City Government

Office/Division	City Accounting Department : Immediate Staff
Classification	Simple - Complex
Type of Transaction	Government to Government / Government to Consumer (G2G / G2C)
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	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	1 hour	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>
TOTAL:		None	1 hour	
END OF TRANSACTION				



Internal Services

FISCAL MANAGEMENT AND CONTROL DIVISION (FMCD)

1. Pre-audit of Payrolls

Payrolls covering Personnel Services 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 (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
Originating office submits the payroll duly signed by the Department/Office Head and the HRMD	Preliminary Checking			
	- Check 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)
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	Pre-Audit Proper			
	– Receives, records and designates accounting no. for all incoming payroll / DV	None	1 day	FMCD RECEIVING Clerk / Office Aide
– Forwards Payroll to respective pre – audit team in – charge – Re-checking the payroll for propriety and completeness of supporting documents in accordance to applicable laws or stipulation	Eleven (11) PRE - AUDIT TEAMS (Fiscal Examiners, Audit Analysts and Office Aides)			

	<ul style="list-style-type: none"> – Records the details of the individual payroll information in salary index cards and indicate amount in words 			<p>Eleven (11) PRE - AUDIT TEAMS (Fiscal Examiners, Audit Analysts and Office Aides)</p>
	<ul style="list-style-type: none"> – Verifies charging of Account codes – Obligates fund based on the OBR – Records the financial information – Affixes initials in the voucher 			<p>FMCD FUND CONTROL SECTION (Fiscal Examiner, Audit Analyst)</p>
	<ul style="list-style-type: none"> – Checks & Reviews completeness of supporting documents and charging of accounts / Initial payroll 			<p>FMCD Assistant Division Head</p>
	Final Review / Initial payroll			<p>FMCD Division Head</p>
	Sign's certification of completeness and propriety of supporting documents pertinent to the transaction			<p>City Accountant / Assistant City Accountant</p>
Released processed Payroll	Transmit to the Financial Management Unit (FMU) of the City Treasurer's Office			<p>FMCD Releasing Clerk</p>
TOTAL:		None	2 days	
END OF TRANSACTION				

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.

Office/Division	City Accounting Department : Fiscal Management and Control Division
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 of QC LGU, City-Paid Gov't. Employees		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Send request via E-mail account: fmcd.CityAccounting@quezoncity.gov.ph for Certification of Last Salary; Certification of Availability of Funds - or - Submits letter of request to CAD Receiving	Check Database records vs. requesting agency/personnel for veracity of information	None	1 day	Eleven (11) PRE - AUDIT TEAMS (Fiscal Examiners, Audit Analysts and Office Aides)
	Final Review /Affix Initial	None		FMCD Division Head
	Affix Signature	None		CITY ACCOUNTANT/ Assistant City Accountant
Received Certification	Record and release of certificate	None		Assigned Personnel
TOTAL:		None	1 day	
END OF TRANSACTION				

PAYROLLS, BILLS AND REMITTANCES DIVISION (PBRD)

3. 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		
-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		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A1. Fill up request form or send request via eMail account: pbrd.CityAccounting@quezoncity.gov.ph Attention to : PBRD (GSIS, PhilHealth or HDMF / Pag-ibig Section)	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	-SIMPLE TRANSACTION : Receive & Release on the same day or Upon receipt of eMail request -COMPLEX TRANSACTION : 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 (GSIS, Philhealth or HDMF / Pag-ibig) or scanned copy (eMail)	B. Record & Release of certificate/s or scanned copy (eMail)			B. Receiving / Releasing Clerk
TOTAL:		None	One (1) to Three (3) day/s	
END OF TRANSACTION				

FINANCIAL ACCOUNTS AND ANALYSIS DIVISION (FAAD)

4. 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

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 Certification of Unliquidated Cash Advance / Outstanding Cash Advance Balance.		Originating Office / Individual		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Send request via E-mail account: faad.CityAccounting@quezoncity.gov.ph 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
TOTAL:		None	16 hours	
END OF TRANSACTION				

5. Preparation of Liquidation Report

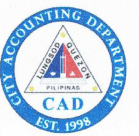
Report on the official / personnel Cash Advances which were duly liquidated and for transmittal / submission to the Commission on Audit (COA).

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)	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)
TOTAL:		None	12 hours	
END OF TRANSACTION				

FEEDBACK AND COMPLAINTS MECHANISM

<p>How to send feedback?</p>	<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=IwAR3lg0tH5lx1Ex0WlqZNUg8W6KQTHxWLLY4HaiVPMLWjfNwK4AZCP5PytEo&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>
<p>How feedback is processed?</p>	<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>
<p>How to file a complaint?</p>	<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>
<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. The decision of the department is relayed to the client.</p>



FEEDBACK AND COMPLAINTS MECHANISM

Contact Information of

City Accounting Department
CCB, PCC, ARTA

Email: CityAccounting@quezoncity.gov.ph
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