



City Accounting Department

CITIZEN'S CHARTER

2022
(Second Edition)



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Mandate

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

Vision

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

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.

Service Pledge

We commit to:

- Prepare clearly, comprehensively, and fairly present the financial statements on a timely manner in compliance with reportorial requirements.
- Inform local government officials and sanggunian of the financial condition and operations of the city government.
- Know what needs to be done in the examination of supporting documents to determine completeness of requirements to very claim for payments.
- Promptly attend to all queries and provide assistance prior to the end of working hours and during lunch breaks.
- Record, maintain and keep all records and reports related to disbursements, obligation of funds, journals and index card details payments to contractors/suppliers, employees regardless of status.
- Develop and nurture employees of the department by providing responsive values and competency enhancement mechanism for personnel development and competitiveness.
- At all times, perform official duties properly and diligently. Fully commit to the duties and responsibilities of the office during working hours.
- Carry out the duties and responsibilities as public servants with utmost and genuine courtesy, fairness, honesty and in compliance with the law.
- Providing service to everyone without unfair discrimination and regardless of party affiliation or preference.
- Performing one's duties with the highest degree of excellence, intelligence, skills and utmost devotion and dedication to duty. Endeavour to discourage wrong perceptions as dispensers or peddlers of undue patronage.
- Striving for the best and taking pride, in the calling and practice of one's profession according to ethical standards and applying appropriate technical knowledge to best serve



LIST OF SERVICES

External Services

Fiscal Management and Control Division (FMCD)

Pre-Audit of Payroll/s Employees	1
Disbursement Voucher – Procurement of Goods, Infrastructure Project and Consultancy Services	3

Barangay Accounting Services Division (BASD)

Preparation of Barangay Financial Statement	5
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Payrolls, Bills and Remittances Division (PBRD)

Issuance of Certificate for Taxes Withheld	8
Issuance of Certification for Employees Mandatory Deductions / Contribution	9

Internal Services

Financial Account and Analysis Division (FAAD)

Verification of Application for Refund of Retention Fees (Guarantee / Security Deposits Payable)	10
Certification of Outstanding Cash Advance Balance	12
Preparation of Liquidation Report	13

Revenue Abstract and Statistics Division (RASD)

Abstract of Revenue	14
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Administrative Division (ADMIN)

Processing of Account's Advice for Local Check Disbursement Transmitted by Cash Division, CTO	15
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External Services

Fiscal Management and Control Division (FMCD)



Barangay Accounting Services Division (BASD)



Payrolls, Bills and Remittances Division (PBRD)



Internal Services
Financial Account and Analysis Division (FAAD)



Revenue Abstract and Statistics Division (RASD)



Administrative Division (ADMIN)