



		Total		40 minutes	
Bonded Accountable Officers/City Collectors					
1.Submit duly approved RIS which indicated the quantity of un-issued Accountable Form	1.Accept the approved RIS and check the fidelity bond effectivity date of the accountable officer			10 minutes	Releasing Clerk Accountable Forms Unit
2.Wait for the preparation of the requested accountable form	2.Prepare and process the requested accountable form			10 minutes	Releasing Clerk Accountable Forms Unit
3.Receive the accountable forms upon checking the quantity and serial numbers of booklet/pad 3.1Sign the receiving log-book, portion of RIS and receive copy of the approved RIS	3.Release the requested accountable form and require to sign the receiving log-book and portion of the RIS 3.1 Encode the serial numbers of received booklet by the accountable officer thru the existing system			20 minutes	Releasing Clerk Accountable Forms Unit
		Total		40 minutes	

RECEIVING INCOMING CORRESPONDENCE

The receiving and/or dissemination of the official documents such as memoranda, letters or correspondence from other Offices/ Agency addressed to the City Treasurer's Office for information, compliance or claim of the requesting party

Office or Division:	Records Section-Administrative Division			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	All company, business establishments and/or government offices, taxpayers, employee with a communication letter, for information or compliance addressed to this Office			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.letter/ memoranda		Agency/Taxpayer / Requesting party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
WALK-IN 1.Present the letter at the Records Section, receiving area with other attached documents to prove your claim or request 1.1Receive the stamped copy (with date and control number) as prove of received of the Records Section (*For follow-up, receive a stub indicated the	1.Accept and stamp the receiving copy and other attached documents by the Records Section (provided with Control number) 1.1Provide the received copy (stamped) to the taxpayer /or requesting party	None	5 minutes	Receiving clerk Records Section



telephone number of this Office with name of personnel)	(if applicable, the stub indicated the name of person and telephone number)			
	2.Register in the log-book and thru existing system, the received letter/ memoranda and attach routing slip 2.1 Evaluate the letter to whom it will be assigned 2.2Release the letter to appropriate personnel for proper action or for dissemination		10 minutes 5 minutes	Receiving clerk Records Section Chief Records Section Releasing Clerk Records Section
ONLINE 1. Send the request letter to official email address of City Treasurer's Office admin.cto@quezoncity.gov.ph	1.Print the emailed letter 1.1.Acknowledge the email letter from taxpayer and provide control number of the request letter	None	5 minutes	Receiving Clerk
	2.Register in the logbook and thru the existing system and attach routing slip 2.1 Evaluate the letter to whom it will be assigned 2.2 Release the letter to appropriate personnel for proper action or for dissemination		10 minutes 5 minutes	Receiving clerk Chief Records Section Releasing Clerk Records Section
Total			20 minutes	