



REPUBLIC OF THE PHILIPPINES
CITY OF CANLAON



OFFICE OF THE CITY ACCOUNTANT

**CITIZEN'S CHARTER
2022 (1ST Edition)**



I. MANDATE:

As mandated under Section 474 of the Republic Act No. 7160 otherwise known as the Local Government Code of 1991, this Office shall take charge of the following services:

1. Installs and maintains an internal audit system in the local government unit concerned;
2. Prepares and submits financial statements to the governor or mayor, as the case may be, and to the Sangguniang Panlungsod concerned;
3. Appraises the Sangguniang Panlungsod and other local government officials on the financial condition and operations of the local government unit concerned;
4. Certifies the availability of budgetary allotment to which expenditures and obligations may be properly charged;
5. Reviews supporting documents before preparation of vouchers to determine completeness of requirements;
6. Prepares statements of cash advances, liquidation, salaries, allowances, reimbursements, and remittances pertaining to the local government unit;
7. Prepares statements of journal vouchers and liquidation of the same and other adjustments related thereto;
8. Posts individual disbursements to the subsidiary ledger and index cards;
9. Maintains individual ledgers for officials and employees of the local government unit pertaining to payrolls and deductions;
10. Records and posts in index cards details of purchased furniture, fixtures, and equipment, including disposal thereof, if any;
11. Accounts for all issued requests for obligations and maintain and keep all records and reports related thereto;
12. Prepares journals and the analysis of obligations and maintain and keep all records and reports related thereto; and
13. Exercises such other powers and perform such other duties and functions as may be provided by law or ordinance.

As provided under Section 334c of Republic Act 7160, the financial records of the barangays shall be kept in the Office of the City Accountant in a simplified manner as prescribed by the Commission on Audit. The City Accountant's office shall prepare the financial statements of the Barangays. Copies are furnished to the Sangguniang Barangay and the COA's Audit Team Leader.

II. VISION

Financial Statements/Reports fairly presented in accordance with the Generally Accepted Accounting Standards and the Philippine Public Sector Accounting Standards



III. MISSION

To provide City Government with updated Financial Statements/Reports.

IV. SERVICE PLEDGE

We commit to:

- At all times, serve the public properly, diligently, efficiently, and with utmost courtesy from Mondays to Fridays, 8:00 am to 5:00 pm.
- Prepare financial statements in a clear, comprehensive, and timely manner in accordance and in compliance with accounting and reporting standards.
- Advise the local government officials on the status and financial condition of the city government's operations
- Examine the reasonableness and veracity of claims by determining the completeness and validity of its attachment/required documents.
- Respond immediately and promptly to all questions and provide assistance before end of office hours and during lunch breaks
- Maintain and safe keep all records and reports related to disbursements such as obligation request, journal entry vouchers and index card details
- Improve and develop the proficiency and effectiveness and quality of services by continuing professional development
- Provide service to everyone without prejudice and without regard of party affiliation or preference
- Strive for the best and taking pride in the calling and practice of one's profession according to ethical standards and applying technical knowledge to best serve the public.



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OFFICE OF THE CITY ACCOUNTANT
EXTERNAL SERVICES



1. PROCESSING OF VARIOUS CLAIMS OF SUPPLIERS AND CONTRACTORS

Processing Disbursement Vouchers complete with attachments on claims on infrastructure project, procurement of goods, consultancy services, and other related disbursements for the services rendered by contractors and goods provided by suppliers under Contracts, Purchase Order, et.al;

OFFICE/DEPARTMENT	Office of the City Accountant
CLASSIFICATION	Simple
TYPE OF TRANSACTION	G2G-Government to Government G2B- Government to Business
WHO MAY AVAIL	Canlaon City Government Employees Suppliers, Contractors and Consultants of Canlaon LGU
REQUIREMENTS	WHERE TO SECURE
<i>I. Procurement of Goods</i> <ol style="list-style-type: none"> 1. Duly Certified Budget/ Obligation Request Slip (OBR) 2. Disbursement Voucher (DV) 3. Project Procurement Management Plan (PPMP) 4. Purchase Request (PR) with Certification of Availability of Funds and stamped with the type of procurement (e.g small value procurement) 5. Request for Sealed Quotation 6. Abstract of Quotation of Prices (at least 3 price quotations from bonafide dealers) 	City Budget Office (CBO) Requesting Office



<ol style="list-style-type: none"> 7. Performance Bond of Winning Bidder 8. Notice of Award 9. Purchase Order 10. Notice to Proceed 11. Request for Inspection 12. Official Receipt 13. Inspection and Acceptance Report/Waiver of Inspection 14. Waste Material Report, for purchases for the replacement of spare parts 15. Inventory Custodian Slip (for Semi-Expendable Items) 16. Acknowledgment Receipt for Equipment (for Capital Outlays) 17. Bids and Awards Committee (BAC) Resolution (if needed) 18. Certificate of Exclusive Distributorship (purchase thru exclusive Distributors) 19. Certificate of Certificate that there are no sub-dealers selling at lower price (purchase thru exclusive Distributors) 	<p>General Services Office (GSO) General Services Office (GSO)</p> <p>General Services Office (GSO)</p> <p>Bids and Awards Committee (BAC)</p> <p>Supplier/Distributor</p> <p>Supplier/Distributor</p>
<p>II. Procurement of Civil Works/Services for Infrastructures</p> <ol style="list-style-type: none"> 1. Items 1 to 11 of Procurement of Goods 2. Contractors' documents and accreditation 3. Performance / Security Bond / Retention Bond 4. Plans and specification 5. Program of Works and Detailed Estimates 6. Notice to Commence Work 7. Certificate of Acceptance 8. Inspection Report by Inspectorate team 9. Advertisement/Call to Bid thru PhilGeps and Bulletin 	<p>Contractor/Requesting Office Contractor</p>



<p><i>(for Contract thru Public Bidding)</i></p> <ol style="list-style-type: none">10. Abstract if Bids with winning Bidder's Offer and Bid Tenders of Other Participants <i>(for Contract thru Public Bidding)</i>11. Letter of Award/Acceptance of Bid Proposal <i>(for Contract thru Public Bidding)</i> <p>Succeeding Payments</p> <ol style="list-style-type: none">12. Statement of Work Accomplished / Progress Billing13. Bill of Creditor <p>Payment for Change Order and Additional Work</p> <ol style="list-style-type: none">14. Approved change or extra work order15. Approval by Proper Authorities of Price Adjustment <p>Final Payment</p> <ol style="list-style-type: none">16. Photocopy of vouchers of all previous payments17. Result of Test Analysis (if applicable)18. Certificate of Final Inspection and Contractor's Affidavit on Payment of Laborers and Materials19. Pictures, before, during and after construction20. Certificate of Completion and Final Acceptance21. Statement of Time Elapsed <i>(Justification of Delays)</i> <p>III. Claims for Repairs</p> <ol style="list-style-type: none">1. Claims for Infra Projects except Plans and Specification2. Job Order/Contract3. Job Estimates (Repair of Motor Vehicles)4. Waste Materials Report (for spare parts replacement)5. Certification that damages is due to wear and tear and not due to negligence6. Guaranty of Repairman7. Pre/Post Repair Inspection Report	<p>Bids and Awards Committee (BAC)</p> <p>Contractor/CEO/Requesting Office</p>
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CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit Documents	1.1 Receive documents, designate accounting control number, record in the logbook and forwards the same to the pre-audit in-charge	None	2 minutes	Gemma Malones , Administrative Officer IV Gliceria Altubar , Job Order Joseph Tanilon , Plantilla
	1.2 Check and verify as to the completeness of supporting documents and as to the accuracy of computations. Review the attached disbursement vouchers, documents, and records for further accounting processes 1.3. Compute corresponding withholding taxes and business taxes <i>(for suppliers from outside Canlaon City)</i> 1.3.1 Attach notice to the documents on the deficiencies/error discovered in the review/pre-audit	None	5 minutes	Anecita Jorolan , Administrative Officer V Virgie Delubio , Administrative Officer IV
<i>In case of deficiencies/errors discovered in the pre-audit of vouchers and its attachments...</i>				
* <i>Receives the voucher/</i>	Returns voucher/OBR to office concerned for compliance on deficiencies/requirements	None	5 minutes	Gliceria Altubar , Job Order



<i>payroll for compliance</i>				Merlita Hernani, Job Order
<i>* Correct the errors noted & submit the necessary documents</i>	Receives “returned” documents			Gliceria Altubar, Job Order Merlita Hernani, Job Order
	Evaluates the documents as to completeness and correctness. Review if deficiencies/error was corrected by concerned personnel.			Anecita Jorolan, Administrative Officer V Virgie Delubio, Administrative Officer IV
	1.4. Post Obligation Request (OBR) to respective registries to record the existence of obligation.	None	3 minutes	Ma. Victoria V. Gantalao, Administrative Assistant II Nieves R. Encabo-SEF
	1.5 Get copy of voucher for accounting file/indexing to supplier cards	None	1 minute	Mary Grace M. Gador, Plantilla
	1.6 Certify as to completeness of supporting documents and allotment obligated by approving and signing on the disbursement voucher and journal entry voucher	None	10 minutes	Rowena F. Oralde, Acting City Accountant



	1.7 Designate accounting control number for documents to be released to CTO (disbursement voucher/journal entry voucher and OBR) and scans the same for record-keeping	None	1 minute	Gregel Anggoy , Job Order Employee Carol Joy Himuta , Job Order Employee
	1.8 Record the complete and approved voucher set to be transmitted to the Treasurer's Office for issuance of check	None	1 minutes	Gemma Malones , Administrative Officer IV Gliceria Altubar , Job Order Employee Merlita Hernani , Job Order Employee
TOTAL		NONE	23 MINUTES	



2. PROCESSING OF CASH ADVANCE

This service involves receiving complete supporting documents from concerned offices for the preparation of disbursement vouchers for cash advances. It checks and certifies as to the completeness of supporting documents and as to the obligation of allotment for the purpose indicated in the Disbursement Voucher/Obligation Request. In case of defective vouchers, documents are returned to concerned offices for checking of errors and reconciliation

OFFICE/DEPARTMENT	Office of the City Accountant		
CLASSIFICATION	Simple		
TYPE OF TRANSACTION	G2G-Government to Government		
WHO MAY AVAIL	All Special Disbursing Officers of the City Government		
REQUIREMENTS		WHERE TO SECURE	
1. Obligation Request (OBR)		City Budget Office	
2. Disbursement Voucher and Journal Entry Voucher (JEV)			
I. Field/Activity Current Operating Expenses		Requesting Office	
▪ Approved Budget for COE of the office or agency activity			
II. Payroll Fund for Salaries, Wages, Allowances, Honoraria and Other Similar Expenses:			
1. Approved contracts (for initial payment)			
2. Approved payroll or list of payees indicating their net payments			
3. Approval/authority or legal basis to pay any allowances, salaries, wages, fringe benefits			



4. Daily Time Record (DTR) approved by supervisor

III. Local Travel:

1. Office Order/Travel Order
2. Duly approved itinerary of travel

Employee (Duly signed by Dept. Head & LCE)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit Documents	1.1 Receive documents, designate accounting control number, record in the logbook and forwards the same to the person in-charge	None	2 minutes	Gemma Malones, Administrative Officer IV Gliceria Altubar, Job Order Joseph Tanilon
	1.2 Check and verify as to the completeness of supporting documents and as to the accuracy of computations. Review the attached disbursement vouchers, documents, and records for further accounting processes	None	5 minutes	Anecita Jorolan, Administrative Officer V Virgie Delubio, Administrative Officer V
	1.3 Determine if disbursing officer/employee has any existing unliquidated cash advances or impending overdue liquidations	None	5 minutes	Apolonia Montero, Supervising Administrative Officer



	1.4 Post Obligation Request (OBR) to respective registries to record the existence of obligation	None	2 minutes	Ma. Victoria V. Gantalao, Administrative Assistant II
	1.5 Get copy of voucher for accounting file/indexing to employee cards	None	1 minute	Mary Grace M. Gador, Plantilla
	1.6 Certify as to completeness of supporting documents and allotment obligated by approving and signing on the disbursement voucher and journal entry voucher	None	5 minutes	Rowena F. Oralde, Acting City Accountant
	1.7 Designate accounting control number for documents to be released to CTO (disbursement voucher/journal entry voucher and OBR) and scans the same for record-keeping	None	1 minute	Gregel Anggoy, Job Order Employee Carol Joy Himuta, Job Order Employee
	1.8 Record the complete and approved voucher set to be transmitted to the Treasurer's Office for issuance of check	None	2 minutes	Gemma Malones/Gliceria Altubar/Joseph Tanilon/Merlita R. Hernani
TOTAL		NONE	32 MINUTES	



3. LIQUIDATION OF CASH ADVANCES AND PREPAYMENTS

This service involves receiving complete supporting documents from concerned offices for the liquidation of cash advances and prepayments. It checks and certifies as to the completeness of supporting documents and as to the validity of payments made. In case of defective vouchers and or liquidation report, documents are returned to concerned offices for checking and correction of error.

OFFICE/DEPARTMENT	Office of the City Accountant		
CLASSIFICATION	Simple		
TYPE OF TRANSACTION	G2G (Government to Government)		
WHO MAY AVAIL	All Departments and Employees of the City Government		
REQUIREMENTS		WHERE TO SECURE	
<i>I. Payroll Fund for Salaries, Wages, Allowances, Honoraria and Other Similar Expenses:</i> 1. Liquidation report 2. Photocopy of vouchers and OBRs of related Cash Advance 3. Report of Disbursements certified correct by the accountable/special disbursing officer 4. Approved payrolls/vouchers duly acknowledged/signed by the payee/s 5. Approved daily time records (DTRs) 6. Approved application for leave 7. In case of personnel under “job order” status, duly verified/accepted accomplishment report 8. Official Receipt (OR) in case of refund for unclaimed salaries		Disbursing Officer/Requesting Office	



<p>9. Such other supporting documents as are required by the nature of expense</p>	
<p>II. For Prepayments</p> <ol style="list-style-type: none"> 1. Obligation Request 2. Disbursement Voucher 3. Approved purchase request with Certificate of Emergency Purchase, if necessary 4. Bills, receipts, sales invoices 5. Certificate of Inspection and Acceptance 6. Report of Waste Materials in case of replacement/repair 7. Approved trip ticket for gasoline expenses 8. Canvass from at least 3 suppliers for purchases involving P1, 000.00 and above except for purchases made while on official travel 9. Abstract of Bid 10. OR in case of refund <p>• For reimbursement of toll receipts</p> <ul style="list-style-type: none"> ○ Toll receipts ○ Trip tickets 	<p>General Services Office</p>
<p>III. For Travelling Expenses</p> <ol style="list-style-type: none"> 1. Liquidation Report 2. Paper/electronic plane, boat, or bus tickets, boarding pass, terminal fee 3. Certificate of Appearance/Attendance 4. Copy of Previously Approved itinerary of travel 5. Revised or supplemental office order or any proof supporting the change of schedule 6. Revised Itinerary of Travel if the previous approved 	<p>Employee (from airline, boat or bus companies)</p> <p>Office Visited/Host of Event/Training</p>



itinerary was not followed

7. Certification by the Head of Office duly signed by the Local Chief Executive as to the absolute necessity of the expenses together with the corresponding bill of receipts
8. Reimbursement Expense Receipt (RER)
9. OR in case of refund of excess cash advance
10. Certificate of Travel/ Training Completed
11. Hotel room/lodging bills with official receipts in the case of official travel outside the 50KM radius from the city

Employee duly signed by Dept. Head

IV. For Financial Assistance:

- **Assistance to College Students**

1. Load Slip/Enrollment Form
2. School ID/Any Valid ID
3. Certificate of Indigency
4. Recommendation of Hon. Bermil
5. Voter's Affidavit (for new applicants)
6. CSWDO Case Summary
7. CSWDO Form 200
8. Certificate of Eligibility

- **Assistance to Indigents**

1. CSWDO Case Summary
2. CSWDO Form 200
3. Certificate of Eligibility
4. Certificate of Death (for Burial Assistance)
5. Doctor's Prescription (for Medicine Assistance)
6. Hospital Billing/Statement of Account (for Hospital Bill Assistance)



LIQUIDATION OF CASH ADVANCE FOR PAYROLL FUND, TRAVEL EXPENSE AND OTHER PREPAYMENTS

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Disbursing officer/Requesting office submit documents	1.1 Receive documents, designate accounting control number, record in the logbook and forwards the same to the person in-charge	None	2 minutes	Gemma Malones, Administrative Officer IV Gliceria Altubar, Job Order Joseph Tanihon, Plantilla
	1.2 Check and verify as to the completeness of supporting documents and as to the accuracy of computations.	None	5 minutes	Anecita Jorolan, Administrative Officer V Virgie Delubio, Administrative Officer IV
	1.3 Review the attached disbursement vouchers, documents, and records for further accounting processes			
	1.4 Certify as to completeness of supporting documents and allotment obligated by approving and signing on the disbursement voucher and journal entry voucher	None	10 minutes	Rowena F. Oralde, Acting City Accountant
	1.5 Record the liquidated cash advance in the CA monitoring	None	2 minutes	Apolonia Montero, Supervising Administrative Officer



	1.8 Record the complete and approved liquidation. Prepare transmittal and release the same to Commission on Audit (COA)	None	2 minutes	Gregel Anggoy
TOTAL		NONE	24 MINUTES	

LIQUIDATION OF CASH ADVANCE FOR FINANCIAL ASSISTANCE

Disbursing officer/Requesting office submit documents	1.1 Encode and record the financial assistance to indigent clients.	None	2 minutes	Gregel Anggoy
	1.2 Receive documents, designate accounting control number, record in the logbook and forwards the same to the person in-charge	None	2 minutes	Gemma Malones, Administrative Officer IV Joseph Tanilon, Plantilla
	1.3 Check and verify as to the completeness of supporting documents and as to the accuracy of computations.	None	5 minutes	Anecita Jorolan, Administrative Officer V Virgie Delubio, Administrative Officer IV
	1.4 Review the attached disbursement vouchers, documents, and records for further accounting processes			
	1.5 Get copy of voucher for accounting file/indexing to employee cards	None	1 minute	Mary Grace M. Gador, Plantilla



	1.6 Certify as to completeness of supporting documents and allotment obligated by approving and signing on the disbursement voucher and journal entry voucher	None	5 minutes	Rowena F. Oralde , Acting City Accountant
	1.7 Record the complete and approved voucher set to be transmitted to the Treasurer's Office for compilation for subsequent liquidation of total cash advance.	None	2 minutes	Gemma Malones , Gliceria Altubar , Job Order
TOTAL		NONE	17 MINUTES	

4. PROCESSING OF PAYROLL

This service involves receiving complete supporting documents from concerned offices for the review and approval of payrolls covering personnel services, disbursement vouchers, and MOOE (regular, plantilla, salaries and wages and other benefits; contract of service; job order and consultant, if any) as remuneration of service rendered. It checks and certifies as to the completeness of supporting documents and as to the validity of payments to be made. In case of defective vouchers and or liquidation report, documents are returned to concerned offices for checking and correction of errors.

OFFICE/DEPARTMENT	Office of the City Accountant
CLASSIFICATION	Simple
TYPE OF TRANSACTION	G2G-Government to Government



WHO MAY AVAIL		All employees of the LGU (Regular, Job Orders, Other Claimants)		
REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none">1. Duly Certified Budget/ Obligation Request Slip (OBR)2. Disbursement Voucher3. Payroll4. Certificate of Service or Daily Time Record (DTR)5. Accomplishment Report (for job order employees)6. Summary of Payroll (job order and plantilla)7. Copy of Approved Plantilla (for plantilla employees)8. Signed job order (for Jos)9. Approved appointment or notice of salary adjustment (Promotions and Salary Differentials)10.Duly Approved DTR (Promotions and Salary Differentials)11.Certificate of Assumption (Promotions and Salary Differentials)		<div>City Budget Office</div> <div>Payroll Officer/Clerks Employee/Payroll Officer</div>		
Additional Requirements for First Salary of New Employees (Regular and Plantilla)				
<ul style="list-style-type: none">1. Appointment duly approved by appointing authority2. Pertinent Plantilla (in case of plantilla casual)3. Oath of Office4. Certificate of Assumption5. Statement of Assets, Liabilities and Net Worth (SALN)6. Clearance from Previous Employer in case of transfer7. Certificate of Last Salary received from previous office		<div>Employee</div> <div>Employee duly signed by LCE</div>		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



City Budget Office transmits/submits Payroll, DTR, Accomplishment Report and other attachments	1.1 Receive documents, designate accounting control number, record in the logbook and forwards the same to the pre-audit team	None	2 minutes	Gemma Malones, Administrative Officer IV Gliceria Altubar, Job Order Joseph Tanilon, Plantilla
	1.2 Check and verify as to the completeness of supporting documents and as to the accuracy of computations. Review the attached disbursement vouchers, documents, and records for further accounting processes. 1.3 Compute corresponding withholding taxes of regular employees 1.3.1	None	5 minutes	Anecita Jorolan, Administrative Officer V Virgie Delubio, Administrative Officer IV Ofelia Resuena, Administrative Officer V Bernie Macahindog, Accounting Clerk
<i>In case of deficiencies/errors discovered in the pre-audit of vouchers and its attachments...</i>				
* <i>Receives the voucher/ payroll for compliance</i>	Returns voucher/OBR with its attachments to office concerned for compliance on deficiencies/requirements			Gliceria Altubar, Job Order Merlita Hernani, Job Order
* <i>Correct the errors noted & submit the necessary</i>	Receives "returned" documents			Gliceria Altubar, Job Order Merlita Hernani, Job Order



<i>documents</i>	Evaluates the documents as to completeness and correctness. Review if deficiencies/error was corrected by concerned personnel.			Anecita Jorolan, Administrative Officer V Virgie Delubio, Administrative Officer IV
	1.4 Post Obligation Request (OBR) to respective registries to record the existence of obligation	None	2 minutes	Ma. Victoria V. Gantalao, Administrative Assistant II
	1.5 Certify as to completeness of supporting documents and allotment obligated by approving and signing on the disbursement voucher and journal entry voucher	None	10 minutes	Rowena F. Oralde, Acting City Accountant
	1.6 Designate accounting control number for documents to be released to CTO (on summary of payroll, disbursement voucher/journal entry voucher and OBR) and scans the same for record-keeping	None	5 minutes	Gregel Anggoy, Job Order Employee Carol Joy Himuta, Job Order Employee
	1.7 Record the complete and approved voucher set to be transmitted to the City Treasurer's Office	None	2 minutes	Gemma Malones/Gliceria Altubar/Joseph Tanilon/Merlita R. Hernani
TOTAL		NONE	26 MINUTES	



5. ISSUANCE OF CERTIFICATE OF TAXES WITHHELD (BIR Form 2307, 2306)

Processing of certification of taxes withheld for contractor/s and supplier/s

OFFICE/DEPARTMENT	Office of the City Accountant
CLASSIFICATION	Simple
TYPE OF TRANSACTION	G2B-Government to Business
WHO MAY AVAIL	Requesting Offices and Contractors and Suppliers

REQUIREMENTS		WHERE TO SECURE		
1. Request for Certification 2. Taxpayers Identification Number (TIN) 3. Contractor's Business Name		Requesting Contractor/Supplier		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Send and submit request	1.1 Receive request slip and log in record book	None	2 minutes	Rosenda O. Magong
	1.2 Verify withholding taxes and TIN	None	5 minutes	Rosenda O. Magong
	1.3 Prepare BIR Form No. 2307, 2306	None	5 minutes	Rosenda O. Magong



	1.4 Print BIR Form 2306/2307 and submit it to the City Treasurer's Office for approval and signing	None	2 minutes	Rosenda O. Magong
	1.5 Approve and sign the Certification	None	10 minutes	Abraham Despi Acting City Treasurer
	1.6 Release certificates to requesting contractor/supplier	None	5 minutes	Rosenda Magong
TOTAL		NONE	29 MINUTES	

6. Issuance of Certificate of Net Take Home Pay

Issuance of Certification of Net Take Home Pay of employees for whatever purposes that may serve them best

OFFICE/DEPARTMENT	Office of the City Accountant
CLASSIFICATION	Simple
TYPE OF TRANSACTION	G2G-Government to Government
WHO MAY AVAIL	All Employees of the City Government



REQUIREMENTS		WHERE TO SECURE		
1. Official Receipt 2. Net Take Home Pay Computation		Office of the City Treasurer Payroll Clerk		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Send and submit request	1.1 Receive the Official Receipt and Computation of Net Take Home Pay	None	2 minutes	Bernie Macahindog, Accounting Clerk
	1.2 Verify and review the computation of Net Take Home Pay for any deductions and other items not considered in the computation.	None	5 minutes	Ofelia Resuena, Admin. Officer V Bernie Macahindog, Accounting Clerk
	1.3 Check for any dues, loans, and payables to CCGEMCO	None	5 minutes	Pater A. Lambo Apolonia Montero, Supervising Admin. Officer
	Approve and sign the Computation of Net Take Home Pay certifying its accuracy and validity.	None	5 minutes	Rowena F. Oralde, Acting City Accountant



	Release certification to requesting employee	None	2 minutes	Pater A. Lambo
TOTAL		NONE	19 MINUTES	

7. Issuance of Certification for DCCCO Bonus Loan

Issuance of Certification for DCCCO Bonus Loan to employees for the purpose of availing loans on their Mid-Year and Year-End Bonuses and to certify that they do not have loans payable to other cooperative (i.e CCGEMCO)

OFFICE/DEPARTMENT	Office of the City Accountant
CLASSIFICATION	Simple
TYPE OF TRANSACTION	G2G-Government to Government
WHO MAY AVAIL	All Employees of the City Government
REQUIREMENTS	WHERE TO SECURE
Official Receipt for Certification of DCCCO Bonus Loan	Office of the City Treasurer



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Send and submit request	1.1 Receive the Official Receipt for the payment made for the certification.	None	2 minutes	Pater Lambo
	Check if the requesting employee has liabilities/payable to other cooperative (i.e CCGEMCO).	None	5 minutes	Apolonia Montero, Supervising Admin. Officer Pater Lambo
	Prepare and print the certification and have it signed by CCGEMCO accountant	None	5 minutes	Pater A. Lambo Apolonia Montero, Supervising Admin. Officer
	Sign the certification	None	5 minutes	Rowena F. Oralde, Acting City Accountant
	Release certification to requesting employee	None	2 minutes	Pater A. Lambo
TOTAL		NONE	19 MINUTES	



FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<ul style="list-style-type: none">➤ Accomplish feedback form available in the office and out in the suggestion box➤ Send an email complaint letter at canlaonaccounting@yahoo.com
How feedbacks are processed	<ul style="list-style-type: none">➤ Email is being checked for complaints by designated person daily.➤ Discuss during Weekly Staff Meetings➤ For inquiries and follow-ups, clients may visit the office and email
How to file a complaint	<ul style="list-style-type: none">➤ Write a Letter of Complaint to be addressed to the Local Chief Executive thru the Human Resource Management Office➤ Send an email complaint letter at canlaonaccounting@yahoo.com and to cmo_canlaoncity@yahoo.com with the following details<ul style="list-style-type: none">○ Full name and contact information of the complainant○ Narrative of the complain○ Proof/Evidence if any○ Name of the person being complained
How complaints are processed	<ul style="list-style-type: none">➤ The personnel in charge of checking emailed concerns will relay the same.➤ The personnel in charge the forwards the concern to the head of office/team leaders to assess and investigate it and summon the



	<p>concerned employee. The said employee will be asked for a written explanation and the Department Head will take necessary action.</p> <p>➤ The decision of the department will be relayed to the client</p>
Contact Information of:	
Office of the City Accountant	canlaonaccounting@yahoo.com
CCB	CSC – Contact Center ng Bayan
PCC	Presidential Complaints Center – 8888
ARTA	Anti-Red Tape Authority – 478-5093
CSC Central Office Trunk Lines	8931-7935 8931-8939 8931-8092

Prepared by:

Maribeth N. Blanco

Approved by:

Rowena F. Oralde, CPA

Assistant City Accountant/Acting City Accountant

