

**CITIZEN'S CHARTER
CITY ACCOUNTING OFFICE**

Frontline Service: Processing and Approval of Vouchers

Description of service: Preparation and Pre-Audit of all disbursements including checking the propriety of claims and completeness of documentary requirements relating to:

- Payroll and other personal services
- Purchases of goods or services
- Reimbursement of expenses
- Utilities
- Cash advance
- Remittances
- Infrastructure Projects
- Other MOOE
- Financial Assistance
- Other Claims

Office or Division:	City Accounting Office
Classification:	Complex
Type of Transaction:	G2C – Government to Citizens G2B – Government to Business G2G – Government to Government
Who may avail:	Suppliers, Contractors, City Hall Personnel, NGAs, and other individuals who have claims with the City Government

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Certificate of Availability of Funds issued by the City Treasurer	Treasurer's Office
2. Existence of lawful and sufficient allotment duly obligated as certified by City Budget Officer	Budget Office
3. Sufficient and relevant documents to establish validity of claim and legality of transaction in conformity with laws, rules and regulations	To be provided by the client's designated office
4. Approval of expenditure by Head of Office or his authorized representative	To be provided by the client's designated office
5. Other documents may be required depending on the nature of the transaction	Depends on the nature of transaction

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Submit complete supporting documents	Record in the logbook	none	15 minutes	Receiving Clerk: Ms. Elizabeth Silvestre
		Review and check the propriety and completeness of documents	none	Simple – 15 minutes Complex – 45 minutes	Pre-Audit Staffs: Ms. Rowena Dayrit Ms. Lydia Mateo Ms. Marivic Quiroz Ms. Ana Ong
		Printing of Disbursement Voucher (DV) and Journal Entry Voucher (JEV)	none	15 minutes	Data Encoders: Ms. Catherine Concepcion Ms. Abdulia Panopio Mr. Noel Canino
		Check correctness of DV, JEV and Indexing of transactions	none	5-10 minutes	Pre-Audit Staffs: Ms. Rowena Dayrit Ms. Lydia Mateo Ms. Marivic Quiroz Ms. Ana Ong
		Final review and approval of disbursement vouchers	none	10-15 minutes	Asst. City Accountant: Ms. Romelanie Narciso City Accountant: Ms. Juvy Cuenco
		Releasing of approved disbursement vouchers	none	10 minutes	Releasing Clerk: Ms. Flocerfina Perez
TOTAL:					

Feedback and Complaints

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Clients are encouraged to accomplish feedback forms & drop them at the designated drop box located at the table (near the front door) outside the accounting office.
How feedback is processed	Feedback is gathered and reviewed by the management for verification. Thereafter, a report of customer feedback will be prepared to document the action plan and monitor the actions taken.
How to file a complaint	File a written complaint with complete information to the head office, following the below details: Ms. Juvy A. Cuenco 3 rd Floor Pasig City Hall Building Caruncho Ave., San Nicolas, Pasig City and/or file the complaint to: Ugnayan sa Pasig 2 nd Floor Pasig City Hall Building Caruncho Ave., San Nicolas, Pasig City
How complaints are processed	Complaint/s received, whether verbal or written shall be referred/forwarded to the upper management of the Accounting Office who will act first on the complaint and provide feedback to the client on the actions to be taken.
Contact Information	You may reach us at: 8-643-1111 (loc. 310-311) and/or 8-643-1111 (loc. 458) or email us at: pasigcityaccountingoffice@gmail.com