



Republic of the Philippines
Department of Education
 REGION III
 SCHOOLS DIVISION OFFICE OF OLONGAPO CITY

DEPARTMENT OF EDUCATION
SCHOOLS DIVISION OFFICE OF OLONGAPO CITY

CITIZEN'S CHARTER

I. OFFICE OF THE SCHOOLS DIVISION SUPERINTENDENT (OSDS)

A. CASH UNIT

1. Issuance of Check for payment

Payment of salary and other emoluments of teaching and non-teaching employees, replacement of stalled/lost checks, remittance to other Government entity, onetime payment for suppliers, payment for utilities.

Office or Division:	Cash Section					
Classification:	Simple					
Type of Transaction:	G2C – for services whose client is the transacting public G2B – for services whose client is a business entity G2G – for services whose client is another government agency, government employee, or official					
Who may avail:	All					
CHECKLIST OF REQUIREMENTS				WHERE TO SECURE		
<ul style="list-style-type: none"> Valid IDs to be presented must have photo with validity period, signature for claimant and authorized representatives Letter request of stalled/lost checks Affidavit of Loss issued by the claimant in case of lost checks 				<ul style="list-style-type: none"> Other government offices 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	SUBSTANTIVE COMPLIANCE COST	PROCESSING TIME	REQUIRED NO. OF SIGNATURES	PERSON RESPONSIBLE
1.Proceed to Cash Unit and present valid IDs, representative authorization letter and IDs	1.1 Verify the validity/completeness of documents presented and release the treasury Warrant	none		10 mins		Cash personnel
2.Sign DV/logbook and issue Official Receipt if applicable	1.2 Give the logbook for signature and release check	none		5mins	2	Cash personnel
	TOTAL			15 mins		



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2. Issuance of Official Receipts for all collections

Official receipts are issued to clients such as proof of payments for overpayment, disallowances, suppliers/business establishment, and other transactions.

Office or Division:	Cash Section					
Classification:	Simple					
Type of Transaction:	G2G – for services whose client is another government agency, government employee, or official					
Who may avail:	All					
CHECKLIST OF REQUIREMENTS				WHERE TO SECURE		
<ul style="list-style-type: none"> Order of payment 				<ul style="list-style-type: none"> Accounting office For payment for bid documents: Bids and awards Committee 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	SUBSTANTIVE COMPLIANCE COST	PROCESSING TIME	REQUIRED NO. OF SIGNATURES	PERSON RESPONSIBLE
1.Proceed to Cash Unit and present the order of payment from respective office depending on the nature of transaction	2.1 Receive and verify the validity of order of payment form	none		5 mins		Cash personnel
2.Give the necessary fee to the collecting officer	2.2. Accept the payment and issue the official receipt to the payee	none		5mins	2	Cash personnel
	Total:			10 mins		



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3. Issuance of Land Bank of the Philippines (LBP) Endorsement Form

Endorsement for opening ATM payroll Account for newly hired teaching and non-teaching personnel and with closed ATM payroll account.

Office or Division:	Cash Section					
Classification:	Simple					
Type of Transaction:	G2G – for services whose client is another government agency, government employee, or official					
Who may avail:	<ul style="list-style-type: none"> Teaching and Non-Teaching personnel 					
CHECKLIST OF REQUIREMENTS				WHERE TO SECURE		
<ul style="list-style-type: none"> Assignment Order BIR issued ID/number 				<ul style="list-style-type: none"> HR office BIR 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	SUBSTANTIV E COMPLIAN CE COST	PROCESS ING TIME	REQUIRED NO. OF SIGNATUR ES	PERSON RESPONSIB LE
1. Proceed to Cash and present the issued assignment order from HR/BIR ID/number	3.1 Verify /validate documents and issue Endorsemen t Form	none		5 mins		Cash personnel
2. Fill-up Form	3.2 .Check entries, sign and forward to Head of Office for signature	none		5mins		Cashier / Head of Office
3. Receive and proceed to LBP for the processing of ATM payroll account						
Total:				10 mins.		