

CITY GOVERNMENT OF SAN PABLO



Citizen's Charter **2024 (1st Edition)**



City Government of San Pablo

City Accountant's Office

1) PROCESSING OF CLAIMS

Processing of Claims pertains to the Disbursement Vouchers and Payrolls for pre-audit before payment.



Office or Division	City Accountant's Office
Classification	G2E - Government to Employee
Type of Transaction	Simple
Who may avail:	San Pablo City Government Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. COA Circular No. 2012-001 dated June 14, 2012 (Revised Documentary Requirements for Common Government Transactions)	General Services Office for government forms
2. COA Circular No.2012-033 dated October 29, 2012. Guidelines for the Prevention of Irregular, Unnecessary, Excessive, Extravagant and Unconscionable Expenditures.	General Services Office for government forms
Note: All Payments should be covered by Obligation Request (ObR) except for Trust Fund Account.	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE
Submit Vouchers/Payroll with the required supporting documents .	Received and encoded in the computer vouchers/payroll with supporting documents and assign Internal Audit Staff for the pre-audit.	None		5 minutes	<i>Administrative Aide I</i> - City Accountant's Office

	Pre-Audited the Vouchers and Payrolls	None		35 minutes	<i>Administrative Aide VI - City Accountant's Office, Administrative Assistant I - City Accountant's Office, Administrative Aide IV - City Accountant's Office, Administrative Aide III - City Accountant's Office, Administrative Aide I - City Accountant's Office</i>
	Reviewed/verified Pre-Audited payrolls and disbursement vouchers. If passed in the Audit forwarded to General Accounting for Journal Entry. If lacking of documents return to concern employee.	None		10 minutes	<i>Accountant IV - City Accountant's Office, Supervising Administrative Officer - City Accountant's Office</i>
	Journal Entry Prepared*General Fund*Special Education Fund*Trust Fund	None		5 minutes	<i>Administrative Assistant III - City Accountant's Office, Administrative Officer V - City Accountant's Office</i>
	Approved Pre-Audited Voucher/Payroll with complete supporting documents.	None		5 minutes	<i>City Accountant - 's Office</i>

Received the Pre-Audited Voucher/Payroll with complete supporting documents.	Released of Pre-Audited Payroll and Disbursement Voucher with complete supporting documents without findings	None		1 minute	<i>Administrative Aide I</i> - City Accountant's Office
TOTAL		0.00		1 hour 1 minute	



2) PROCESSING OF REFUNDS

Processing of Refund is the request for the overpayment of taxes paid, overpayment of deductions on loans and refund of tuition fees.

Office or Division	City Accountant's Office				
Classification	G2C - Government to Client, G2G - Government to Government				
Type of Transaction	Simple				
Who may avail:	City Government Employees, Taxpayers and Students				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
1. Photocopy of payroll			Accounting Division		
2. Original Official Receipt (for refund of tuition fees and overpayment of taxes)			Client		
3. Letter Request for refund of payment duly approved by the City Treasurer or his duly authorized representative			Client/Office of the City Treasurer		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE
Submit the required supporting documents.	Verified with records and prepared Disbursement Vouchers with Journal Entry * GSIS * Pag-ibig, LBP, UCPB Loans * Unclaimed salaries/benefits * Tuition fees, overpayments of taxes	None		30 minutes	Administrative Aide IV - City Accountant's Office

	Encoded in the computer for the Pre-Audit	None		5 minutes	<i>Administrative Aide I</i> - City Accountant's Office
	Pre-Audited	None		10 minutes	<i>Administrative Aide IV - City Accountant's Office, Administrative Aide III - City Accountant's Office, Security Guard I - City Accountant's Office, Administrative Officer IV - City Accountant's Office</i>
	Approved	None		5 minutes	<i>City Accountant - 's</i> Office
Received the Pre-Audited Disbursement Voucher.	Released of Pre-Audited Disbursement Voucher	None		1 minute	<i>Administrative Aide I</i> - City Accountant's Office
TOTAL		0.00		51 minutes	



3) ASSISTANCE TO VETERANS

Assistance To Veterans is the processing of claims for the financial assistance to the heirs of Veterans in the City of San Pablo.

Office or Division	City Accountant's Office				
Classification	G2C - Government to Client				
Type of Transaction	Simple				
Who may avail:	Veterans of the City of San Pablo				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
1. Service Records (from Veteran’s Office)			Client		
2. Marriage Contract (if wife) Birth Certificates (if children) of Claimant			Client		
3. Waiver of brother/s and sister/s			Client		
4. Certification from PVAO			Client		
5. Death Certificate			Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE
Submit the required supporting documents.	Prepared Vouchers, ObR and JEV (Journal Entry Voucher)	None		30 minutes	Security Guard I - City Accountant's Office
	Received and encoded in the computer the disbursement voucher and assign Internal Audit Staff for Pre-Audit	None		5 minutes	Administrative Aide I - City Accountant's Office

	Pre-Audited	None		20 minutes	<i>Administrative Aide IV - City Accountant's Office, Administrative Aide III - City Accountant's Office, Administrative Officer II - City Accountant's Office</i>
	Approved	None		5 minutes	<i>City Accountant - 's Office</i>
Received the Pre-Audited Disbursement Voucher	Released of Pre-Audited Disbursement Voucher	None		1 minute	<i>Administrative Aide I - City Accountant's Office</i>
TOTAL		0.00		1 hour 1 minute	

4) ISSUANCE OF CERTIFICATION

Issuance of Certification is the request for the net take home pay of the employees , premium and loan contributions to GSIS, Pag-ibig, Philhealth and other authorized lending institutions that were deducted from payroll and the tax withheld from suppliers/contractors.




Office or Division		City Accountant's Office			
Classification		G2C - Government to Client, G2E - Government to Employee			
Type of Transaction		Simple			
Who may avail:		City Government Employees, Suppliers and Contractors			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
1. Net Take Home Pay - Original Copy of Payroll			Accounting		
2. Taxes Withheld from Suppliers/Contractors - Original Copy of Disbursement Voucher			Accounting		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE
File request of Tax withheld - (Form 2316 for employees) - (Form 2307 for Suppliers/Contractors)	Received , processed and issued the Request Certification	None		10 minutes	Security Guard I - City Accountant's Office
Request of Office Clearance - For disallowances/charges - For Cash Advances	Received, processed and issued the Request Certification	None		5 minutes	Administrative Assistant II - City Accountant's Office

Request for Certification of Philhealth Contributions	Received, processed and issued the Request Certification	None		5 minutes	<i>Administrative Aide III - City Accountant's Office</i>
Request for Certification of Premium Payments/Loans - GSIS - Pag-ibig	Received, processed and issued the Request Certification	None		30 minutes	<i>Security Guard I - City Accountant's Office</i>
TOTAL		0.00		50 minutes	



5) ISSUANCE OF ACCOUNTANT’S ADVICE

Issuance of Accountant’s advice is required by Land Bank for the encashment of checks issued by the LGU.



Office or Division	City Accountant's Office				
Classification	G2E - Government to Employee				
Type of Transaction	Simple				
Who may avail:	City Treasurer's Cash Division				

CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
Approved Voucher with check			Office of the City Treasurer		

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE
Request for Accountant"s Advice	Prepared Accountant’s Advice	None		2 minutes	Administrative Aide III - City Accountant's Office
Received the Accountant"s Advice	Released the Approved Accountant's Advice	None		5 minutes	City Accountant - 's Office
TOTAL		0.00		7 minutes	



6) ACKNOWLEDGEMENT OF BARANGAY REPORTS

Acknowledgement of Barangay Reports is the receipt and verification of all financial transaction documents submitted by the eighty (80) barangays.

Office or Division	City Accountant's Office				
Classification	G2B - Government to Business, G2C - Government to Client, G2E - Government to Employee, G2G - Government to Government				
Type of Transaction	Simple				
Who may avail:	Barangay Treasurer and Officials				
CHECKLIST OF REQUIREMENTS				WHERE TO SECURE	
1. Transmittal letter of barangay reports together with paid Disbursement Vouchers/Payroll and Liquidation Report with complete supporting documents.				Barangay	
2. Duplicate copy of Official Receipts issued and validated deposit slip.				Barangay	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	LEGAL BASIS	PROCESSING TIME	PERSON RESPONSIBLE

Submit the barangay reports together with the paid Disbursement Vouchers/Payroll with supporting documents and Official Receipt with validated deposit slip	Received, reviewed and verified Pre-Audited payrolls and disbursement vouchers, checked Liquidation Report with supporting documents and Official Receipt with validated deposit slip	None		30 minutes	<i>Administrative Aide VI - City Accountant's Office, Administrative Aide IV - City Accountant's Office, Administrative Aide III - City Accountant's Office, Administrative Aide I - City Accountant's Office, Administrative Officer V - City Accountant's Office</i>
TOTAL		0.00		30 minutes	

