



## Accounting Services

### **Mandate:**

- Takes charge of both the accounting and internal audit services of the LGU
- Prepare and submit financial statements to the mayor.

### **VISION:**

The resources of the LGU shall be efficiently and effectively used/utilized for the people of Kasibu and there will be transparency on the affairs of the Local Government Unit.

### **MISSION:**

To provide an effective and efficient accounting and auditing services for more responsive fiscal management and sound financial management.

**1. Review of Supporting Documents and Preparation of Disbursement Voucher- Payroll**

Review of supporting documents is necessary to ascertain the validity, legality and completeness of supporting documents of salaries and wages to be paid.

<b>Office/Division:</b>	Municipal Accounting Office	
<b>Classification:</b>	Complex	
<b>Type of Transaction:</b>	G2G – Government to Government	
<b>Who may avail:</b>	MLGU Offices	
	<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
	<p><b>1. Regular monthly payroll and Hazard Pay</b>            Certified Obligation Request (ObR) (1 copy original, 3 copies duplicate)            Payroll certified by Head of Office (1 copy original, 3 copies duplicate)            Duly approved daily time record (DTR) (1 original)            Approved Application for Leave, if applicable (1 copy)            Any other document as may be required by the Commission on Audit and any other documents that would complete supporting documents/ support validity of payment</p>	<p>Municipal Budget Office             Municipal Accounting Office             Human Resource Office (HRMO)</p>
	<p><b>2. First Payment of Salary: additional</b>            Certified True Copy of approved Appointment (1 copy)            Certified true Copy of Oath of Office (1 copy)            Statement of Assets, liabilities and Net Worth (1 copy)            Certified True Copy of Certificate of Assumption (1 copy)</p>	<p>Human Resource Office            Human Resource Office            Human Resource Office            Human Resource Office             BIR Bayombong (RDO 14)</p>

<p>BIR withholding Certificates (Registration 1902 or Updated 2305) (stamped received by BIR)  Pag-ibig MID number  Philhealth PIN number  Gsis No</p>	<p>PhilHealth  PAG-IBIG  GSIS</p>
<p><b>3. Step Increment and Salary Adjustment: Additional</b></p> <p>Certified True Copy of Notice of Step Increment/Notice of Salary Adjustment (1 copy)</p>	<p>Human Resource Office</p>
<p><b>4. Differential Pay: Additional</b></p> <p>Certified true copy of approved Appointment (1 copy)  Certified True Copy of Certificate of Assumption (1 copy)  Certified true Copy of Oath of Office (1 copy)</p>	<p>Human Resource Office  Human Resource Office  Human Resource Office</p>
<p><b>5. Last Salary: Additional</b></p> <p>Clearance from money, property and legal accountabilities (1 original, 1 duplicate)  To heirs of deceased employee:  Death Certificate (1 copy)  Marriage Contract authenticated by PSA, if applicable (1 copy)  Birth Certificates of surviving legal heirs authenticated by PSA, if applicable (1 copy)  Designation of next of kin (1 original)  Waiver of right of children 18 years old and above (1 original)</p>	<p>PSA  PSA  PSA  Payee  Payee</p>
<p><b>6. Representation and Traveling Allowance (RATA)</b></p>	

<p>Certified Obligation Request (1 copy original, 3 copies duplicate)</p> <p>RATA Payroll – approved (1 original, 3 duplicates)</p> <p>Certified True Copy of Appointment (1<sup>st</sup> Payment) (1 copy)</p> <p>Certified True Copy of Assumption (1<sup>st</sup> Payment) (1 copy)</p> <p>Certification that the official/employee did not use government vehicle and is not assigned any government vehicle (1 original)</p> <p>Approved DTR (1 original)</p> <p>Any other document as may be required by the Commission on Audit and any other documents that would complete supporting documents/ support validity of payment</p>	<p>Municipal Budget Office</p> <p>Municipal Accounting Office</p> <p>Human Resources Office</p> <p>Human Resource Office</p> <p>Municipal Mayor’s Office</p> <p>Payee</p>
<p><b>7. Clothing Allowance</b></p> <p>Certified Obligation Request (1 copy original, 3 copies duplicate)</p> <p>Clothing Allowance Payroll (1 original, 3 duplicates)</p>	<p>Municipal Budget Office</p> <p>Municipal Accounting Office</p>

<p>Individual Claims: Additional  Certified True copy of Approved Appointment of new employees (1 copy)</p> <p>Certificate of Assumption of New Employees (1 certified True Copy)</p> <p>Certificate of Non-payment from Previous Agency, for transferees (1 original copy)</p> <p>Any other document as may be required by the Commission on Audit and any other documents that would complete supporting documents/ support validity of payment</p>	<p>Human Resource Office</p> <p>Human Resource Office</p> <p>Previous Employer</p>
<p><b>8. Honoraria</b>  Bids and Awards Committee  Office order creating and designating BAC Composition and authorizing members to collect honoraria (1 original)</p> <p>Minutes of BAC meeting (1 original)</p> <p>Notice of Award to the winning bidder of procurement activity being claimed (1 original)</p>	<p>Municipal Mayor's Office</p> <p>Bids and Awards Committee</p> <p>Bids and Awards Committee</p> <p>Bids and Awards Committee</p>

<p>Certification that the procurement involves competitive bidding (1 original)</p> <p>Attendance Sheet listing the names and attendees to the BAC Meeting (1 original)</p> <p>Honoraria Payroll (1 original, 3 duplicate)</p> <p>Any other document as may be required by the Commission on Audit and any other documents that would complete supporting documents/ support validity of payment</p> <p>Other Honoraria</p> <p>Certified ObR (1 original, 3 duplicate)</p> <p>LCE noted Accomplishment report (1 original)</p> <p>Any other document as may be required by the Commission on Audit and any other documents that would complete supporting documents/ support validity of payment</p>	<p>Bids and Awards Committee</p> <p>Municipal Accounting Office</p> <p>Municipal Budget Office</p> <p>Payee</p>
<p><b>9. Year-End Bonus and Cash Gift</b></p> <p>Certified Obligation Request (1 copy original, 3 copies duplicate)</p>	<p>Municipal Budget Office</p>

<p>YEB and CG Payroll (1 original, 3 duplicates)</p> <p>For individual Claims Clearance from money, property and legal accountabilities (1 original)</p> <p>Certification from head of Office that employee is qualified (1 original)</p> <p>Any other document as may be required by the Commission on Audit and any other documents that would complete supporting documents/ support validity of payment</p>	<p>Municipal Accounting Office</p> <p>Human Resource Office</p> <p>Head of Office where the claimant is appointed</p>
<p><b>10. Terminal Leave Benefits</b></p> <p>Certified Duplicate of employees Leave Card as at Last date of Service audited by COA (1 original)</p> <p>Clearance from money, property and legal accountabilities (1 original)</p> <p>Complete Service Record (1 original)</p> <p>Certified Duplicate of Appointment/NOSA showing Highest salary received (1 copy)</p> <p>Approved Leave Application (1 original)</p>	<p>HRMO</p> <p>HRMO</p> <p>HRMO</p> <p>HRMO</p> <p>HRMO</p> <p>HRMO</p>

Statements of Assets, Liabilities and Net Worth (SALN) (1 original)	Payee
Affidavit of Undertaking for Authority to deduct accountabilities (1 original)	Payee
Affidavit of applicant that there is no pending criminal investigation or prosecution against him/her	Payee
In case of resignation: Employee's Letter of Resignation duly accepted by head of agency	Municipal Accounting Office
Computation of terminal Leave benefits certified by the accountant	
In case of Death of Claimant	PSA
Death Certificate authenticated	PSA
Marriage Contract authenticated	PSA
Birth Certificates of all surviving legal heirs authenticated	
Designation of next-of-kin	Payee
Waiver of rights of children 18 yrs. old and above	Payee
Certified Obligation Request (1 copy original, 3 copies duplicate)	Municipal Budget Office



<p>Any other document as may be required by the Commission on Audit and any other documents that would complete supporting documents/ support validity of payment</p>	
<p><b>11. Monetization of Leave Credits</b></p> <p>Certified Obligation Request (1 copy original, 3 copies duplicate)</p> <p>Approved Leave Application (1 original)</p> <p>Approved Request for leave covering more than 10 days (1 original)</p> <p>For 50% or more  Clinical Abstract/medical Procedures to be undertaken in case of health, medical and hospital needs (1 original)</p> <p>Barangay Certification in case of need for financial assistance brought about by calamities, typhoons, fire, etc. (1 original)</p> <p>Any other document as may be required by the Commission on Audit and any other documents that would complete supporting documents/ support validity of payment</p>	<p>Municipal Budget Office</p> <p>HRMO</p> <p>LCE</p> <p>Medical Service Provider</p> <p>Punong Barangays Office</p>

<p><b>12. Mid Year Bonus and Performance Enhancement Incentive</b></p> <p>Certified Obligation Request (1 copy original, 3 copies duplicate)</p> <p>Payroll (1 original, 3 duplicates)</p> <p>Certification of satisfactory performance</p> <p>Any other document as may be required by the Commission on Audit and any other documents that would complete supporting documents/ support validity of payment</p>	<p>Municipal Budget Office</p> <p>Municipal Accounting Office</p> <p>Human Resource Division</p>
<p><b>12. Productivity Based Bonus</b></p> <p>Certified Obligation Request (1 copy original, 3 copies duplicate)</p> <p>Payroll (1 original, 3 duplicates)</p> <p>Requirements as per applicable Circulars to be issued</p> <p>Any other document as may be required by the Commission on Audit and any other documents that</p>	<p>Municipal Budget Office</p> <p>Municipal Accounting Office</p> <p>Applicable Office</p>

would complete supporting documents/ support validity of payment				
<b>12. Collective Negotiation Agreement</b>				
Certified Obligation Request (1 copy original, 3 copies duplicate)		Municipal Budget Office		
Payroll (1 original, 3 duplicates)		Municipal Accounting Office		
Resolutions and Appropriation Ordinances		Sangguniang Bayan Office		
Any other document as may be required by the Commission on Audit and any other documents that would complete supporting documents/ support validity of payment				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Transmit required documents to the receiving area	1. Receive required documents and list the OBR No., Payee Name and Amount in the logbook	None	5 Minutes	Christine T. Sacpa/ Cristina P. Binbinon Administrative Aide- COS Municipal Accountant's Office

	<p>2. Check for the availability of Allotment Release Order</p> <p>3. Review documents for the completeness of supporting documents and validity of claim</p> <p>4. If failed, the documents will be returned to the respective office</p> <p>5. If passed, issue disbursement voucher for certification</p>		<p>5 Minutes</p> <p>6 days</p> <p>20 Minutes</p> <p>15 minutes</p>	<p>Cristy France D. Batuna Administrative Officer II Municipal Accountant's Office</p> <p>Guillermo M. Sagabaen Administrative Officer V Cristy France D. Batuna Administrative Office II Municipal Accountant's Office</p> <p>Christine T. Sacpa/ Cristina P. Binbinon Administrative Aide-COS Municipal Accountant's Office</p> <p>Armie B. Gaoay Administrative Aide-COS Municipal Accountant's Office</p>
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	6. Certification of Disbursement Voucher		10 minutes	Ferdinand A. Bañaga Municipal Accountant Municipal Accountant's Office
	7. Transmit to Municipal Treasury Office		5 minutes	Armie B. Gaoay Administrative Aide- COS Municipal Accountant's Office
<b>TOTAL:</b>		None	7 days	

- 2. Review of Supporting Documents and Preparation of Disbursement Voucher- Infrastructure through Public Bidding**  
Review of supporting documents and preparation of disbursement vouchers for the payment of government infrastructure projects ensuring that all documents are complete and that all clauses of the contract are met before payment.

<b>Office/Division:</b>	Municipal Accounting Office
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<b>Classification</b>	Complex	
<b>Type of Transaction:</b>	G2G – Government to Government	
<b>Who may avail:</b>	MLGU Offices	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
Approved ABC (1 copy original)		Bids and Awards Committee
Invitation to Bid (Philgeps) (1 duplicate)		Bids and Awards Committee
Invitation to Observers (1 duplicate)		Bids and Awards Committee
Financial Documents Bill of Quantities (1 copy original) Detailed estimates (1 copy original) Payment Schedule (1 copy original)		Bids and Awards Committee
Technical Documents Philgeps Registration (1 duplicate) DTI Certificate (1 duplicate) Mayor's Permit (1 duplicate) Tax Clearance (1 duplicate) Audited FS (1 duplicate) PCAB license (1 duplicate) On-going Contracts (government & private) including awarded but not yet started (1 original) SSLCC (1 original) Completed Contracts Similar in Nature (1 original) NFCC (1 original copy) Bid Securing Declaration (1 original copy) Affidavit of Inspection (1 original Copy) Organizational Flowchart for the contract to be Bid (1 original) List of Key Personnels/ Qualification (1 original)		Bids and Awards Committee

List and Certification on availability of Owned Equipment (1 original) Omnibus Sworn Statement (1 original)	
Minutes of Pre bid Conference (1M above) (1 copy)	Bids and Awards Committee
Minutes of Bid Opening (1 copy)	Bids and Awards Committee
Abstract of Bid as Read (1 original copy)	Bids and Awards Committee
Post Qualification and Evaluation Report (1 original)	Bids and Awards Committee
BAC Resolution declaring the winning Bidder (1 original)	Bids and Awards Committee
Notice of Award (1 original)	Bids and Awards Committee
Duly signed and Notarized Contract (1 original)	Bids and Awards Committee
Notice to Commence (1 original)	Municipal Mayor's Office
Performance Bond (30%) (1 original)	Bids and Awards Committee
Surety Bond (15%-mobilization or 10%-retention substitution (1 original)	Bids and Awards Committee
Program of Work (1 copy)	Municipal Engineering Office
Site Development Plan/As built Plan (1 copy)	Municipal Engineering Office
Variations if any (1 original)	Municipal Engineering Office
Statement of Time Elapsed (1 original)	Municipal Engineering Office
Bar Chart/PERT CPM Chart (1 original)	Municipal Engineering Office
Statement of Work Accomplished (1 original, 3 duplicate)	Municipal Engineering Office
Request Letter for Inspection/Billing (1 original copy)	Contractor
Request for retention substitution if applicable (1 original copy)	Contractor
Inspection Report (1 original, 3 duplicate)	Municipal Inspectorate Team
Pictures- Before, during (especially on Embedded items of Work), After Construction (3 copies)	Contractor Municipal Inspectorate Team
Certificate of Project Completion and Acceptance (1 original, 3 duplicate)	Municipal Engineering Office

Contractor's Affidavit pertaining to labor and materials (1 original)		Contractor		
Tax Clearance from Provincial Treasury- sand and gravel obligations (1 original copy)		Provincial Treasury Office-Bayombong		
Billing of tax on sand and gravel (1 copy)		PENRO		
Certified true copy of Vouchers of all previous payments (1 copy) (payment of 25 pesos per copy before issuance)		Municipal Accounting Office		
Notice of Suspension, if applicable (1 copy)		Municipal Mayor's Office		
Notice to Resume, if applicable (1 copy)		Municipal Mayor's Office		
Certified Obligation Request (1 original copy, 3 duplicate)		Municipal Budget Office		
Checklist of requirements (1 copy)		Procuring office		
Any other document as may be required by the Commission on Audit and any other documents that would complete supporting documents/ support validity of payment				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Transmit required documents to the receiving area	1. Receive required documents and list the OBR No., Payee Name and Amount in the logbook	25 pesos	5 Minutes	Christine T. Sacpa/ Cristina P. Binbinon Administrative Aide- COS Municipal Accountant's Office
	2. Check for the availability of Allotment Release Order		5 Minutes	Cristy France D. Batuna Administrative Officer II



	<p>3. Review documents for the completeness of supporting documents and validity of claim</p> <p>4. If failed, the documents will be returned to the respective office</p> <p>5. If passed, issue disbursement voucher for certification</p>		<p>6 days</p> <p>20 Minutes</p> <p>15 minutes</p>	<p>Municipal Accountant's Office</p> <p>Guillermo M. Sagabaen Administrative Officer V Cristy France D. Batuna Administrative Office II Municipal Accountant's Office</p> <p>Christine T. Sacpa/ Cristina P. Binbinon Administrative Aide-COS Municipal Accountant's Office</p> <p>Armie B. Gaoay Administrative Aide-COS Municipal Accountant's Office</p>
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	6. Certification of Disbursement Voucher		10 minutes	Ferdinand A. Bañaga Municipal Accountant Municipal Accountant's Office
	7. Transmit to Municipal Treasury Office		5 Minutes	Armie B. Gaoay Administrative Aide- COS Municipal Accountant's Office
<b>TOTAL:</b>		25 pesos	7 days	

**3. Review of Supporting Documents and Preparation of Disbursement Voucher – Infrastructure by admin (labor payroll)**

Review of supporting documents is necessary to ascertain the validity, legality and completeness of supporting documents of labor to be paid.

<b>Office/Division:</b>	Municipal Accounting Office
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	G2G – Government to Government
<b>Who may avail:</b>	MLGU Offices
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	
Certified Obligation Request (1 original, 3 duplicate)	Municipal Budget Office
Program of Work (1 copy)	Municipal Engineering Office

	Summary of Payroll (1 original, 3 duplicate)	Municipal Engineering Office		
	Labor Payroll (1 original, 3 duplicate)	Municipal Engineering Office		
	Statement of Work Accomplished (1 original, 3 duplicate)	General Services Office		
	Partial or Final Inspection report (1 original, 3 duplicate)	Municipal Planning and Development Office		
	Request of Inspection (1 original copy)	Payee		
	Billing Statement (1 original copy)	Payee		
	Certificate of Completion and Acceptance (for final payment) (1 original, 3 duplicate)	Municipal Engineering Office		
	Documentation (pictures) before, during and after the construction of the project. (3 copies)	Contractor Municipal Engineering Office		
	Contract of Labor, for accounts payable (1 original, 3 duplicate)	Municipal Mayor's Office		
	Any other document as may be required by the Commission on Audit and any other documents that would complete supporting documents/ support validity of payment			
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Transmit required documents to the receiving area	1. Receive required documents and list the OBR No., Payee Name and Amount in the logbook	None	5 Minutes	Christine T. Sacpa/ Cristina P. Binbinon Administrative Aide- COS Municipal Accountant's Office

	<p>2. Check for the availability of Allotment Release Order</p> <p>3. Review documents for the completeness of supporting documents and validity of claim</p> <p>4. If failed, the documents will be returned to the respective office</p> <p>5. If passed, issue disbursement voucher for certification</p>		<p>5 Minutes</p> <p>6 days</p> <p>20 Minutes</p> <p>15 minutes</p>	<p>Cristy France D. Batuna Administrative Officer II Municipal Accountant's Office</p> <p>Guillermo M. Sagabaen Administrative Officer V Cristy France D. Batuna Administrative Office II Municipal Accountant's Office</p> <p>Christine T. Sacpa/ Cristina P. Binbinon Administrative Aide-COS Municipal Accountant's Office</p> <p>Armie B. Gaoay Administrative Aide-COS Municipal Accountant's Office</p>
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	6. Certification of Disbursement Voucher		10 minutes	Ferdinand A. Bañaga Municipal Accountant Municipal Accountant's Office
	7. Transmit to Municipal Treasury Office		5 Minutes	Armie B. Gaoay Administrative Aide- COS Municipal Accountant's Office
<b>TOTAL:</b>		None	7 days	

**4. Review of Supporting Documents and Preparation of Disbursement Voucher – Non-Infrastructure**

Review of supporting documents is necessary to ascertain the validity, legality and completeness of supporting documents of obligations to be paid.

<b>Office/Division:</b>	Municipal Accounting Office	
<b>Classification:</b>	Complex	
<b>Type of Transaction:</b>	G2G – Government to Government	
<b>Who may avail:</b>	MLGU Offices	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
Certified Obligation Request (1 original, 3 duplicate)		Municipal Budget Office

Inspection and acceptance report (1 original, 3 duplicate)	Procuring Office
Purchase/Job Order/ Contract of Services (1 original, 3 duplicate)	General Services Office
Notice of Award (1 original, 3 duplicate)	General Services Office
Abstract of bids and BAC Resolution (1 original, 3 duplicate)	General Services Office
Price Quotation(3 original copies for small value procurement, 1 copy for emergency purchase)	General Services Office
Approved Purchase Request (1 original, 3 duplicate)	Procuring Office
Mayor's Permit of Payee	General Services Office
Omnibus Sworn Statement (50,000 and above)	General Services Office
Billing Statement/Charge Invoice/Delivery Receipt (1 original)	Payee
Any other document as may be required by the Commission on Audit and any other documents that would complete supporting documents/ support validity of payment	
<b>Consumable Goods and Vehicle Hire: Additional</b>  Attendance sheet (1 original) Documentation (Pictures)	Procuring Office
<b>For Repair and Maintenance of Equipment: Additional</b>  Pre and Post Inspection and Evaluation Report - for repair of equipment (1 original, 3 duplicate)	Procuring Office

Waste material report - repair of equipment (1 original, 3 duplicate)		General Services Office		
<b>For Procurement of Equipment: Additional</b>				
Property Acknowledgement Receipt of Equipment (1 original)		General Services Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Transmit required documents to the receiving area	1. Receive required documents and list the OBR No., Payee Name and Amount in the logbook	None	5 Minutes	Christine T. Sacpa/ Cristina P. Binbinon Administrative Aide- COS Municipal Accountant's Office
	2. Check for the availability of Allotment Release Order		5 Minutes	Cristy France D. Batuna Administrative Officer II Municipal Accountant's Office
	3. Review documents for the completeness of supporting documents and validity of claim		6 days	Guillermo M. Sagabaen

				Administrative Officer V Cristy France D. Batuna Administrative Office II Municipal Accountant's Office
	4. If failed, the documents will be returned to the respective office		20 Minutes	Christine T. Sacpa/ Cristina P. Binbinon Administrative Aide- COS Municipal Accountant's Office
	5. If passed, issue disbursement voucher for certification		15 minutes	Armie B. Gaoay Administrative Aide- COS Municipal Accountant's Office
	6. Certification of Disbursement Voucher		10 minutes	Ferdinand A. Bañaga Municipal Accountant Municipal Accountant's Office



	7. Transmit to Municipal Treasury Office		5 Minutes	Armie B. Gaoay Administrative Aide- COS Municipal Accountant's Office
<b>TOTAL:</b>		None	7 days	

**5. Review of Supporting Documents and Preparation of Disbursement Voucher – Travelling and Fuel Expenses**

Review of supporting documents is necessary to ascertain the validity, legality and completeness of supporting documents of expenses to be paid.

<b>Office/Division:</b>	Municipal Accounting Office
<b>Classification</b>	Complex
<b>Type of Transaction</b>	G2G – Government to Government
<b>Who may avail:</b>	MLGU Offices
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	
Certified Obligation Request (1 original, 3 duplicate)	Municipal Budget Office
Invitation to attend seminar, conference, meeting, trainings (1 copy)	Training Provider
Travel Order (1 original/certified true copy)	Human Resource Office
Certificate of Appearance (1 original per destination)/Certificate of Trainings (1 duplicate)	Training Provider, transaction recipient
Official receipts of registration fee (1 original copy)	Training Provider
Bus tickets, plane tickets, boarding pass (original copy)	Transportation Provider
Duly approved Itinerary of travel (1 original copy, 3 duplicate)	Payee
Duly approved trip tickets for fuel (1 original, 3 duplicate)	Payee

Liquidation report, in case of liquidation (1 original, 3 duplicate)		Payee		
Any other document as may be required by the Commission on Audit and any other documents that would complete supporting documents/ support validity of payment				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEE TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Transmit required documents to the receiving area	1. Receive required documents and list the OBR No., Payee Name and Amount in the logbook	None	5 Minutes	Christine T. Sacpa/ Cristina P. Binbinon Administrative Aide- COS Municipal Accountant's Office
	2. Check for the availability of Allotment Release Order		5 Minutes	Cristy France D. Batuna Administrative Officer II Municipal Accountant's Office
	3. Review documents for the completeness of supporting documents and validity of claim		6 days	Guillermo M. Sagabaen Administrative Officer V

	4. If failed, the documents will be returned to the respective office		20 Minutes	Cristy France D. Batuna Administrative Office II Municipal Accountant's Office
	5. If passed, issue disbursement voucher for certification		15 minutes	Christine T. Sacpa/ Cristina P. Binbinon Administrative Aide- COS Municipal Accountant's Office
	6. Certification of Disbursement Voucher		10 minutes	Armie B. Gaoay Administrative Aide- COS Municipal Accountant's Office
			5 Minutes	Ferdinand A. Bañaga Municipal Accountant Municipal Accountant's Office
				Armie B. Gaoay

	7. Transmit to Municipal Treasury Office			Administrative Aide-COS Municipal Accountant's Office
<b>TOTAL:</b>		None	7 days	

**6. Review of Supporting Documents and Preparation of Disbursement Voucher – Financial Assistance**

Review of supporting documents is necessary to ascertain the validity, legality and completeness of supporting documents of assistance to be paid.

<b>Office/Division:</b>	Municipal Accounting Office		
<b>Classification</b>	Complex		
<b>Type of Transaction</b>	G2G – Government to Government		
<b>Who may avail:</b>	MLGU Offices		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
Certified Obligation Request (1 original, 3 duplicate)		Municipal Budget Office	
For individual Solicitation			
Approved Request Letter (1 copy)		Payee	
Voter's Certification, if minor, Parent's Voter's Certification (1 copy)		Payee	
Certificate of Indigency (1 original copy)		Payee	
Certification of Eligibility for Cash Grants for 10,000 above (1 original copy)		Municipal Social Welfare and Development Office	
Educational Assistance: (1 copy)			
Certificate of Enrollment		Payee	
Medical Assistance: (1 copy)			
Clinical Abstract/Medical Certificate		Payee	

<p>Burial Assistance: (1 copy) Death Certificate/ Death Certification</p> <p>Fire Victim: (1 copy each) Barangay Fire Report BFP Certification Photos of Burned House</p> <p>Typhoon Victim Assistance: (1 copy each) Damage Report Validation Report Photos of Damaged House</p>		<p>Punong Barangay/Municipal Civil Registrar</p> <p>Punong Barangay Bureau of Fire Department Bureau of Fire Department/Municipal Disaster Risk Reduction Management Office (MDRRMO)</p> <p>Punong Barangay's Office MDRRMO MDRRMO, BFP</p>		
<p>For Project/Programs/Activities Support Resolutions Supported by Projects proposal for programs or activities (1 copy) Program of work for Projects (1 copy) For Barangays additional requirements: Certificate of Unliquidated Cash Advances (1 copy)</p>		<p>Payee</p> <p>Municipal Accounting Office</p>		
<p>Any other document as may be required by the Commission on Audit and any other documents that would complete supporting documents/ support validity of payment</p>				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Transmit required documents to the receiving area	1. Receive required documents and list the OBR	None	5 Minutes	Christine T. Sacpa/ Cristina P. Binbinon

	<p>No., Payee Name and Amount in the logbook</p> <p>2. Check for the availability of Allotment Release Order</p> <p>3. Review documents for the completeness of supporting documents and validity of claim</p> <p>4. If failed, the documents will be returned to the respective office</p>		<p>5 Minutes</p> <p>6 days</p> <p>20 Minutes</p> <p>15 minutes</p>	<p>Administrative Aide-COS Municipal Accountant's Office</p> <p>Cristy France D. Batuna Administrative Officer II Municipal Accountant's Office</p> <p>Guillermo M. Sagabaen Administrative Officer V Cristy France D. Batuna Administrative Office II Municipal Accountant's Office</p> <p>Christine T. Sacpa/ Cristina P. Binbinon Administrative Aide-COS Municipal Accountant's Office</p> <p>Armie B. Gaoay</p>
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	5. If passed, issue disbursement voucher for certification			Administrative Aide-COS Municipal Accountant's Office
	6. Certification of Disbursement Voucher		10 minutes	Ferdinand A. Bañaga Municipal Accountant Municipal Accountant's Office
	7. Transmit to Municipal Treasury Office		5 Minutes	Armie B. Gaoay Administrative Aide-COS Municipal Accountant's Office
<b>TOTAL:</b>		None	7 days	

**7. Preparation and Submission of municipal monthly reports and documents to COA**

Submission of Documents to the Commission on Audit for examination

<b>Office/Division:</b>	Municipal Accounting Office			
<b>Classification</b>	Highly Complex			
<b>Type of Transaction</b>	G2G – Government to Government			
<b>Who may avail:</b>	Commission on Audit			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
<b>1. Municipal Transactions</b> <ul style="list-style-type: none"> <li>a. Monthly Journals</li> <li>b. Monthly Trial Balances</li> <li>c. Monthly Progress Report</li> <li>d. Bank Reconciliation Statements</li> <li>e. Report of Cash Advances</li> <li>f. Any other document as may be required by the Commission on Audit</li> </ul>			Municipal Accounting Office	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEE TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Receive Prepared and Certified Reports	1. Prepare Monthly Reports	None	10 days	Gretchen B. Pollek Administrative Officer IV Yolanda G. Villaflores Administrative Assistant III



	2. Certify correctness of Monthly Report		5 minutes	Municipal Accountant's Office  Ferdinand A. Bañaga Municipal Accountant Municipal Accountant's Office
	3. Submit required reports to the Commission		1 hour and 30 Minutes	Ferdinand A. Bañaga Municipal Accountant Guillermo M. Sagabaen Administrative Office V Concepcion A. Madiam Administrative Officer IV Gretchen B. Pollek Administrative Officer IV Cristy France D. Batuna Administrative Officer II Yolanda G. Villaflores Administrative Assistant III

				Ryandel I. Rebolledo Administrative Assistant II Renz Vincent A. Bilayan Administrative Aide IV Armie B. Gaoay Christine T. Sacpa Elvira Jeanne T. Joaquin Cristina P. Binbinon Administrative Aide – COS Municipal Accountant's Office Municipal Accountant's Office
<b>TOTAL:</b>			None	10 days 1 hour and 35 Minutes

**8. Preparation and Submission of municipal quarterly reports and documents to COA**

Submission of Documents to the Commission on Audit for examination

<b>Office/Division:</b>	Municipal Accounting Office			
<b>Classification</b>	Highly Complex			
<b>Type of Transaction</b>	G2G – Government to Government			
<b>Who may avail:</b>	Commission on Audit			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
<b>1. Municipal Transactions</b>			Municipal Accounting Office	
<ul style="list-style-type: none"> <li>a. Quarterly Financial Statements</li> <li>b. Any other document as may be required by the Commission on Audit</li> </ul>				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Receive Prepared and Certified Reports	1.Prepare Quarterly Reports	None	21 days	Gretchen B. Pollek Administrative Officer IV Yolanda G. Villaflores Administrative Assistant III Municipal Accountant's Office
	2. Certify correctness of Quarterly Report		5 minutes	Ferdinand A. Bañaga Municipal Accountant Municipal Accountant's Office

	3. Submit required reports to the Commission		1 hour and 30 Minutes	<p>Ferdinand A. Bañaga Municipal Accountant Guillermo M. Sagabaen Administrative Office V Concepcion A. Madiam Administrative Officer IV Gretchen B. Pollek Administrative Officer IV Cristy France D. Batuna Administrative Officer II Yolanda G. Villaflores Administrative Assistant III Ryandel I. Rebolledo Administrative Assistant II Renz Vincent A. Bilayan Administrative Aide IV Armie B. Gaoay Christine T. Sacpa Elvira Jeanne T. Joaquin</p>
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				Cristina P. Binbinon Administrative Aide – COS Municipal Accountant's Office Municipal Accountant's Office
<b>TOTAL:</b>		None	21 days, 1 hour and 35 Minutes	

**9. Preparation and Submission of municipal annual reports and documents to COA**

Submission of Documents to the Commission on Audit for examination

<b>Office/Division:</b>	Municipal Accounting Office				
<b>Classification</b>	Highly Complex				
<b>Type of Transaction</b>	G2G – Government to Government				
<b>Who may avail:</b>	Commission on Audit				
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>		
<b>1. Municipal Transactions</b> a. Complete set of Annual Financial Statements b. Journals c. Schedules d. Any other document as may be required by the Commission on Audit			Municipal Accounting Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEE TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>	

1. Receive Prepared and Certified Reports	1.Prepare Annual Reports	None	45 days	Ferdinand A. Bañaga Municipal Accountant Gretchen B. Pollek Administrative Officer IV Yolanda G. Villaflores Administrative Assistant III Municipal Accountant's Office
	2. Certify correctness of Annual Report		1 day	Ferdinand A. Bañaga Municipal Accountant Municipal Accountant's Office
	3. Submit required reports to the Commission		1 hour and 30 Minutes	Ferdinand A. Bañaga Municipal Accountant Guillermo M. Sagabaen Administrative Office V Concepcion A. Madiam Administrative Officer IV Gretchen B. Pollek

				Administrative Officer IV Cristy France D. Batuna Administrative Officer II Yolanda G. Villaflores Administrative Assistant III Ryandel I. Rebolledo Administrative Assistant II Renz Vincent A. Bilayan Administrative Aide IV Armie B. Gaoay Christine T. Sacpa Elvira Jeanne T. Joaquin Cristina P. Binbinon Administrative Aide – COS Municipal Accountant's Office Municipal Accountant's Office
<b>TOTAL:</b>			None	46 days, 1 hour and 30 minutes

## 10. Preparation and Submission of Other Reportorial Services

Other financial reports are required or requested by other government agencies

<b>Office/Division:</b>	Municipal Accounting Office			
<b>Classification</b>	Highly Complex			
<b>Type of Transaction</b>	G2G – Government to Government			
<b>Who may avail:</b>	MPDO, MDRRMO, NGA's			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Monthly Utilization Report of LDRRM Fund – MDRRMO (1 original, 2 duplicate)		Municipal Accounting Office		
2. Quarterly Utilization Report of LDRRM Fund – MPDO (1 original, 2 duplicates, 1 e-copy)		Municipal Accounting Office		
3. Quarterly Report on Special Education Fund Receipts and Disbursements – MPDO (1 original, 2 duplicates, 1 e-copy)		Municipal Accounting Office		
4. Liquidation Report on Trust Liabilities – NGA's		Municipal Accounting Office		
5. Quarterly Cash Flow Statement – MPDO (1 original copy, 2 Duplicates, 1 e-copy)		Municipal Accounting Office		
6. Quarterly Report on Unliquidated Cash Advances – MPDO (1 original, 2 duplicates, 1 e-copy)		Municipal Accounting Office		
7. Annual Withholding Certificate-2316-BIR (3 original Copies)		Municipal Accounting Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Receive Prepared and Certified Reports	1. Prepare Other Required Reports	None	10 days	Guillermo M. Sagabaen Administrative Officer V Gretchen B. Pollek



				<p>Administrative Officer IV Cristy France D. Batuna Administrative Officer II Municipal Accountant's Office</p>
	2. Certify Correctness of Reports		5 minutes	<p>Ferdinand A. Bañaga Municipal Accountant Municipal Accountant's Office</p>
	3. Submit required reports to different offices and National Government Agencies		10 Minutes	<p>Ferdinand A. Bañaga Municipal Accountant Guillermo M. Sagabaen Administrative Office V Concepcion A. Madiam Administrative Officer IV Gretchen B. Pollek Administrative Officer IV Cristy France D. Batuna Administrative Officer II Yolanda G. Villaflores Administrative Assistant III</p>

				Ryandel I. Rebolledo Administrative Assistant II Renz Vincent A. Bilayan Administrative Aide IV Armie B. Gaoay Christine T. Sacpa Elvira Jeanne T. Joaquin Cristina P. Binbinon Administrative Aide – COS Municipal Accountant's Office Municipal Accountant's Office
<b>TOTAL:</b>			None	10 days and 15 Minutes

### 11. Preparation and submission of Check Advice

Submission of Accountant's advice to the depository banks gives the bank security to pay checks drawn against the account.

<b>Office/Division:</b>	Municipal Accounting Office
<b>Classification</b>	Simple
<b>Type of Transaction</b>	G2G – Government to Government
<b>Who may avail:</b>	Land Bank of the Philippines, Development Bank of the Philippines

<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Duplicate of Checks		Municipal Treasury Office		
Prepared and Certified Check advice		Municipal Accounting Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEE TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Receive Prepared and Certified Check Advice	1. Receive duplicate of checks	None	10 Minutes	Armie B. Gaoay Administrative Aide – COS Municipal Accountant's Office
	2. Prepare Check Advice		20 Minutes	Armie B. Gaoay Administrative Aide – COS Municipal Accountant's Office
	3. Review and Certify Check Advice		10 Minutes	Ferdinand A. Bañaga Municipal Accountant Municipal Accountant's Office
				Ferdinand A. Bañaga

	<p>4. Submit Check advice *travel from Official station to LBP and to DBP</p>		<p>3 hours</p>	<p>Municipal Accountant Guillermo M. Sagabaen Administrative Office V Concepcion A. Madiam Administrative Officer IV Gretchen B. Pollek Administrative Officer IV Cristy France D. Batuna Administrative Officer II Yolanda G. Villaflores Administrative Assistant III Ryandel I. Rebolledo Administrative Assistant II Renz Vincent A. Bilayan Administrative Aide IV Armie B. Gaoay Christine T. Sacpa Elvira Jeanne T. Joaquin Cristina P. Binbinon Administrative Aide – COS</p>
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				Municipal Accountant's Office Municipal Accountant's Office
<b>TOTAL:</b>		None	3 hours and 40 minutes	

## 12. Inspection of Supplies, Materials and Services

Inspection of supplies and materials to ascertain that delivered goods and services are actually delivered and met specifications provided by the procuring office.

<b>Office/Division:</b>	Municipal Accounting Office			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2G – Government to Government			
<b>Who may avail:</b>	All LGU Offices			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Request Letter (1 original)			Client	
2. Purchase Request				
3. Unsigned Inspection Report				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit Request Letter to the Receiving Area (1 original copy)	1. Receive Request Letter	None	3 Minutes	Christine T. Sacpa Cristina P. Binbinon

<p>2. Present Purchase Request during Inspection</p>	<p>2. Inspect supplies and materials</p>		<p>3 hours</p>	<p>Administrative Aide – COS Municipal Accountant’s Office</p> <p>Guillermo M.Sagabaen Administrative Office V Concepcion A. Madiam Administrative Officer IV Gretchen B. Pollek Administrative Officer IV Cristy France D. Batuna Administrative Officer II Yolanda G. Villaflores Administrative Assistant III Ryandel I. Rebolledo Administrative Assistant II Renz Vincent A. Bilayan Administrative Aide IV Armie B. Gaoay Christine T. Sacpa</p>
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				<p>Elvira Jeanne T. Joaquin  Cristina P. Binbinon  Administrative Aide – COS  Municipal Accountant’s Office</p>
<p>2. After inspection, Submit Inspection Report for Certification (1 original, 3 duplicate)</p>	<p>1. If passed, accept inspection report for affixing of signature</p>		<p>3 Minutes</p>	<p>Ferdinand A. Bañaga  Municipal Accountant  Guillermo M. Sagabaen  Administrative Office V  Concepcion A. Madiam  Administrative Officer IV  Gretchen B. Pollek  Administrative Officer IV  Cristy France D. Batuna  Administrative Officer II  Yolanda G. Villaflores  Administrative Assistant III  Ryandel I. Rebolledo  Administrative Assistant II</p>

	2. Hand Inspection Report to Client		2 Minutes	<p>Renz Vincent A. Bilayan  Administrative Aide IV  Armie B. Gaoay  Christine T. Sacpa  Elvira Jeanne T. Joaquin  Cristina P. Binbinon  Administrative Aide – COS  Municipal Accountant's Office</p> <p>Ferdinand A. Bañaga  Municipal Accountant  Guillermo M. Sagabaen  Administrative Office V  Concepcion A. Madiam  Administrative Officer IV  Gretchen B. Pollek  Administrative Officer IV  Cristy France D. Batuna  Administrative Officer II  Yolanda G. Villaflores</p>
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				Administrative Assistant III Ryandel I. Rebolledo Administrative Assistant II Renz Vincent A. Bilayan Administrative Aide IV Armie B. Gaoay Christine T. Sacpa Elvira Jeanne T. Joaquin Cristina P. Binbinon Administrative Aide – COS Municipal Accountant's Office
<b>TOTAL:</b>			None	3 hours and 8 minutes

### 13. Inspection of Infrastructure Projects

Inspection of infrastructure projects is to confirm that infrastructure projects are built as per program of work.

<b>Office/Division:</b>	Municipal Accounting Office
<b>Classification</b>	Simple
<b>Type of Transaction</b>	G2G – Government to Government

<b>Who may avail:</b> Municipal Mayor's Office				
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Request Letter		Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit Request Letter to the Receiving Area (1 copy)	1. Receive Request Letter  2. Inspect infrastructure projects	None	1 Minute  2 Days	Christine T. Sacpa Cristina P. Binbinon Administrative Aide – COS Municipal Accountant's Office  Ferdinand A. Bañaga Municipal Accountant Guillermo M. Sagabaen Administrative Office V Municipal Accountant's Office
2. After inspection, Submit Inspection Report for Certification	1. If passed, accept inspection report for affixing of signature		2 Minutes	Ferdinand A. Bañaga Municipal Accountant Municipal Accountant's Office

	2. Hand Inspection Report to Client		1 Minute	Ferdinand A. Bañaga Municipal Accountant Municipal Accountant's Office
<b>FTOTAL:</b>		None	2 Days and 4 Minutes	

**14. Preparation and Submission of barangay transactions monthly reports and documents to COA**

Submission of Documents to the Commission on Audit for examination

<b>Office/Division:</b>	Municipal Accounting Office		
<b>Classification</b>	Highly Complex		
<b>Type of Transaction</b>	G2G – Government to Government		
<b>Who may avail:</b>	Commission on Audit		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
<b>1. Barangay Transactions</b>		Municipal Accounting Office	
<ul style="list-style-type: none"> <li>a. Monthly Transmittal Letter for Submission of Barangay Accounts</li> <li>b. Cash and Check Disbursement Journals</li> <li>c. Cash Receipt Journals</li> <li>d. General Journals</li> <li>e. Any other document as may be required by the Commission on Audit</li> </ul>			

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receive Prepared and Certified Reports	1.Prepare Monthly Reports	None	10 days	Ryandel I. Rebolledo Administrative Assistant II Renz Vincent A. Bilayan Administrative Aide IV Elvira Jeanne T. Joaquin Administrative Aide – COS Municipal Accountant's Office
	2. Certify correctness of Monthly Report		5 minutes	Ferdinand A. Bañaga Municipal Accountant Municipal Accountant's Office

	3. Submit required reports to the Commission		1 hour and 30 Minutes	<p>Ferdinand A. Bañaga Municipal Accountant Guillermo M. Sagabaen Administrative Office V Concepcion A. Madiam Administrative Officer IV Gretchen B. Pollek Administrative Officer IV Cristy France D. Batuna Administrative Officer II Yolanda G. Villaflores Administrative Assistant III Ryandel I. Rebolledo Administrative Assistant II Renz Vincent A. Bilayan Administrative Aide IV Armie B. Gaoay Christine T. Sacpa Elvira Jeanne T. Joaquin Cristina P. Binbinon Administrative Aide – COS</p>
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				Municipal Accountant's Office
<b>TOTAL:</b>		None	10 days, 1 hour and 5 minutes	

**15. Preparation and Submission of barangay transactions annual reports and documents to COA**

Submission of Documents to the Commission on Audit for examination

<b>Office/Division:</b>	Municipal Accounting Office				
<b>Classification</b>	Highly Complex				
<b>Type of Transaction</b>	G2G – Government to Government				
<b>Who may avail:</b>	Commission on Audit				
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>		
<b>1. Barangay Transactions</b>			Municipal Accounting Office		
<ul style="list-style-type: none"> <li>a. Complete set of Annual Financial Statements</li> <li>b. Schedules</li> <li>c. Journals</li> <li>d. Annual BDRRMF Utilization</li> <li>e. Any other document as may be required by the Commission on Audit</li> </ul>					
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>	
1. Receive Prepared and Certified Reports	1.Prepare Annual Reports	None	45 days	Ryandel I. Rebolledo Administrative Assistant II	

				<p>Renz Vincent A. Bilayan Administrative Aide IV Elvira Jeanne T. Joaquin Administrative Aide – COS Municipal Accountant's Office</p>
	2. Certify correctness of Annual Report		1 day	<p>Ferdinand A. Bañaga Municipal Accountant Municipal Accountant's Office</p>
	3. Submit required reports to the Commission		1 hour and 30 Minutes	<p>Ferdinand A. Bañaga Municipal Accountant Guillermo M. Sagabaen Administrative Office V Concepcion A. Madiam</p>

				Administrative Officer IV Gretchen B. Pollek Administrative Officer IV Cristy France D. Batuna Administrative Officer II Yolanda G. Villaflores Administrative Assistant III Ryandel I. Rebolledo Administrative Assistant II Renz Vincent A. Bilayan Administrative Aide IV Armie B. Gaoay Christine T. Sacpa Elvira Jeanne T. Joaquin Cristina P. Binbinon Administrative Aide – COS Municipal Accountant's Office
<b>TOTAL:</b>			None	46 days, 1 hour and 30 Minutes



### 16. Issuance of Demand Letters to Barangays

Issuance of demand letters to Barangays upon non submission during the reglementary period

<b>Office/Division:</b>	Municipal Accounting Office			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2G – Government to Government			
<b>Who may avail:</b>	Barangays			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Approved Demand Letter			Municipal Accounting Office	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEE TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Receive Prepared and Certified Reports	1. Prepare Demand Letter	None	1 day	Ryandel I. Rebolledo Administrative Assistant II Renz Vincent A. Bilayan Administrative Aide IV Elvira Jeanne T. Joaquin Administrative Aide – COS Municipal Accountant's Office
			5 minutes	Ferdinand A. Bañaga

	2. Approve Demand Letter			Municipal Accountant Municipal Accountant's Office
	3. Deliver Demand Letter		2 days	Ryandel I. Rebolledo Administrative Assistant II Renz Vincent A. Bilayan Administrative Aide IV Municipal Accountant's Office
<b>TOTAL:</b>		None	3 days and 5 Minutes	

### 17. Issuance of Certification

Certifications are issued to individuals needing this document to affirm the validity of the information.

<b>Office/Division:</b>	Municipal Accounting Office				
<b>Classification</b>	Simple				
<b>Type of Transaction</b>	G2G – Government to Government				
<b>Who may avail:</b>	All LGU Officials and Employees				
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>		
1. Request Letter			Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEE TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>	

1. Submit Request Letter to the Receiving Area (1 copy)	1. Receive Request Letter	None	1 Minute	Christine T. Sacpa Cristina P. Binbinon Administrative Aide – COS Municipal Accountant's Office
	2. Prepare Certification		3 hours	Guillermo M. Sagabaen Administrative Office V Concepcion A. Madiam Administrative Officer IV Gretchen B. Pollek Administrative Officer IV Cristy France D. Batuna Administrative Officer II Municipal Accountant's Office
	3. Certify Certification		1 Minute	Ferdinand A. Bañaga Municipal Accountant Municipal Accountant's Office

2. Receive Certification	1. Hand Certification to Client		1 Minute	Guillermo M. Sagabaen Administrative Office V Concepcion A. Madiam Administrative Officer IV Gretchen B. Pollek Administrative Officer IV Cristy France D. Batuna Administrative Officer II Municipal Accountant's Office
<b>TOTAL:</b>		None	3 hours and 3 Minutes	

## FEEDBACK AND COMPLAINTS MECHANISM

<p>How to send feedback?</p>	<p>Answer the client feedback form and drop it at the designated drop box in front of the lobby of Municipal Building 2.</p> <p><b>Contact info:</b>          Public Assistance and Complaints Desk: 0975-565-8265          HRMO: 0915-251-3852          Administrative Officer: 0997-325-8807          Email: mlgukasibu@gmail.com</p>
<p>How feedbacks are processed?</p>	<p>Every Friday, the Designated Personnel manning the Public Assistance and Complaint Desk opens the dropbox and compiles and records all feedback submitted.</p> <p>Feedback requiring answers are forwarded to relevant offices and they are required to answer within three (3) days of the receipt of the feedback.</p> <p>The answer of the office is then relayed to the citizen.</p> <p><b>For inquiries and follow-ups, the client may contact the following:</b>          Public Assistance and Complaints Desk: 0975-565-8265          HRMO: 0915-251-3852          Administrative Officer: 0997-325-8807          Email: mlgukasibu@gmail.com</p>
<p>How to complain?</p>	<p>Answer the client Complaint Form and drop it at the designated drop box in front of the lobby of Municipal Building 2.</p> <p>Complaints can be also filed via telephone. Make sure to provide the following information:          Name of person being complained</p>

	<p>Incident Evidence <b>For inquiries and follow-ups client may contact the following:</b> Public Assistance and Complaints Desk: 0975-565-8265 HRMO: 0915-251-3852 Administrative Officer: 0997-325-8807 Email: mlgukasibu@gmail.com</p>
How complaints are processed	<p>The Designated Personnel manning the Public Assistance and Complaint Desk opens the complaint drop box on the daily basis and evaluates each complaint.</p> <p>Upon evaluation, the Complaints Officer shall start the investigation and forward the complaint to the relevant office for their explanation.</p> <p>The Designated Personnel manning the public Assistance and Complaint Desk will create a report after the investigation and shall submit it to the Head of Agency for appropriate action.</p> <p>The Designated Personnel manning the public Assistance and Complaint Desk will give feedback to the client.</p> <p><b>For inquiries and follow-ups, the client may contact the following:</b> Public Assistance and Complaints Desk: 0975-565-8265 HRMO: 0915-251-3852 Administrative Officer: 0997-325-8807 Email: mlgukasibu@gmail.com</p>
<p>Contact Information: <b>Public Assistance and Complaints Desk:</b> <b>Human Resource Management Office:</b> <b>Office of the Municipal Mayor:</b></p>	<p>0975-565-8265 0916-831-4804 0997-325-8807</p>

<b><i>Anti Red Tape Authority (ARTA):</i></b>	(02) 8478-5091 / (02) 8478-5093 / (02) 8478-5099
<b><i>Presidential Complaints Center (PCC):</i></b>	8-2498310 / 8-736-8645 / 8-736-8603 / 8-736-8606 / 8-736-8629 / 8-736-8621
<b><i>CSC Contact Center ng Bayan:</i></b>	09088816565 / 1-6565*