

**CITY
ACCOUNTANT
OFFICE**

MR. HECTOR A. SALE, CPA
City Accountant Officer I

Tel. No. (086) 214-3651

PROCESSING OF CLAIMS

✓ UNSA KINI?

Every monetary transaction particularly on disbursement of government's funds will go through the usual accounting and auditing rules and regulations set forth by the Commission on Audit (COA)

Approval of disbursement by the Local Chief Executive (LCE) himself shall be required whenever local funds are disbursed, except for regularly recurring administrative expenses where the authority to approve may be delegated. Expenditures appropriated for the operation of the Sanggunian shall be approved by the City Vice-Mayor.

☑ KINAHANGLANON

- Disbursement Voucher (DV)
- Purchase Request and
- Payroll and its supporting documents
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✓ UNSAY BUHATON?

PAMAAGI	KADUGAYON	PALIHOG DUOLA
<p>A. Submission or the City Budget Office forwards the Disbursement Voucher (DVs), payrolls, PR's to the Office of the City Accountant</p> <p>1. Receiving and stamping of the DVs, Payrolls and PR's</p>	5 minutes	<p>Jenevive O. Abrio Raquel G. Mendez Accounting Staff</p>
<p>2. Register to registry of appropriation and obligation</p>	3 minutes	<p>Jenevive O. Abrio Accounting Staff</p>
<p>3. a) Review the claims per DV or payroll and forward to Accountant b) Return the DV or payroll to the claimant/CBO if lacking of the supporting documents</p>	5 minutes	<p>Evelyn T. Romaraog Mgt. & Audit Analyst II</p> <p>Ruby Ann C. Pejo Mgt. & Audit Analyst I (General Fund Proper and SEF)</p> <p>Maria Elena B. Navarro Mgt. & Audit Analyst I (20 % Development Fund (Economic Enterprise)</p> <p>Jacqueline S Martinez Computer Operator IV (Trust Funds)</p>

<p>4.Final Review and signing of the claims per DV's or payrolls</p>	<p>5 minutes</p>	<p>Jocelyn D Plaza Mgt. and Audit Analyst IV</p> <p>Hector A. Sales, CPA City Accountant</p>
<p><i>B. Submission or the City Accountant's office forwards the reviewed /signed disbursement vouchers (DVs') or payrolls to the City Treasurer (CTO)</i></p> <p>5.Forwarding the duly signed DV's or payrolls with its supporting documents to the Receiving Clerk</p> <p>6.Recording and releasing of the (DVs) for payrolls to claimants or forwarding to CTO</p>	<p>5 minutes</p>	<p>Jenevive Abreo Raquel G. Mendez Jefry D. Campado Alvin Bermillo Accounting Staff</p>
<p>C. Check ADVICE:</p> <p>6. Preparation of check and advice</p> <ul style="list-style-type: none"> - Signing of Check Advice - Submission of Check Advice to the respective banks 	<p>15 minutes</p>	<p>Julie Ann A Paradela Jenevive Abreo Raquel G. Mendez Accounting Staff</p> <p>Maria Elena B. Navarro Mgt. & Audit Analyst I</p> <p>Hector A. Sales, CPA City Accountant</p> <p>Alvin Bermillo Accounting Staff</p>



**Republic of the Philippines
Province of Surigao del Sur
City of Tandag**

Office of the City Accountant

CUSTOMER FEEDBACK FORM

Please let us know how we served you. This form may be used for compliment. Suggestion and/ or complaint.

Name: _____
 Address: _____
 Tel. No.: _____ Date: _____
 Email : _____

Service Availed of (please check):

<input type="checkbox"/>	Receive Voucher	<input type="checkbox"/>	Issue Certification
<input type="checkbox"/>	Receive Payroll	<input type="checkbox"/>	
<input type="checkbox"/>	Journal Entry of Voucher / Payroll Receive	<input type="checkbox"/>	
<input type="checkbox"/>	Issue Check Advice	<input type="checkbox"/>	
<input type="checkbox"/>	Receive Purchase Request	<input type="checkbox"/>	
<input type="checkbox"/>	Issue Vat Certificate	<input type="checkbox"/>	

Purpose of Transaction: _____

Person/Unit/Office transacted with : _____

Part I Customer Satisfaction Rating:

For the following question, this rating scale shall be used:

- 5 - Outstanding 2 - Fair or Needs improvement
- 4 - Very Satisfactory 1 - Poor
- 3 - Satisfactory

Question	5	4	3	2	1
How would you rate your OVERALL SATISFACTION with regard to the quality of service delivery?					
How satisfied were you in terms of the response time to your transaction given by the office?					
How satisfied were you with the outcome of the service provided?					
How satisfied were you with the service provider's extensive information on/ understanding of the service being provided?					
How satisfied were you with the service provider's competence or the skill in delivering service?					
How satisfied were you with the service provider's friendliness, courteousness/ politeness, fair treatment and willingness to do more than what is expected or going the extra mile?					

Part II: Customer Feedback

Please check if you are providing a compliment, suggestion or complaint:

<input type="checkbox"/>	Compliment
<input type="checkbox"/>	Suggestion
<input type="checkbox"/>	Complaint

2. Facts or details about the incident:

3. Recommendation/ Suggestion / Desired Action from Office:
