



**LOCAL GOVERNMENT UNIT OF MANAOAG
CITIZEN'S CHARTER
LIST OF SERVICES**

ACCOUNTING OFFICE

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Office of the Municipal Accountant

Internal Services

1. Receipt and Signing of Disbursement Voucher

Service Information

Office or Division:	Office of the Municipal Accountant			
Classification:	Complex Transaction			
Type of Transaction:	Government to Client Government to Government			
Who may avail:				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Allotment and Obligation form		Office of the Municipal Budget Officer		
PO/PR and other BAC Documents		Bids and Awards Committee Office		
Disbursement Vouchers		Office of the Municipal Accountant		
Other pertinent documents as enumerated in COA Circular 2012-001 based on the type of transaction being processed		Various Offices		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit voucher and pertinent supporting documents	Receives disbursement voucher and other documents from claimant/payee for all funds	None	5 minutes	Valentina Montemayor Administrative Assistance II (Trust and SEF Fund) Danielle Galas Administrative Aide(General Fund) Kareen Dela Cruz Administrative Aide(General Fund)
2. Receives voucher if incomplete and rectify the deficiency then re-submit	Checks supporting documents attached thereto	None	1 day	Frelyn M. Palisoc Municipal Accountant

	and return the same if voucher has lacking documents i			Valentina Montemayor Administrative Assistance II
	Review and signs disbursement voucher	None	15 minutes	Frelyn M. Palisoc Municipal Accountant
	Assigns' voucher number, log and retains copy for accounting use and reference	None	10 minutes	Valentina Montemayor Administrative Assistance II Danielle Galas Administrative Aide(General Fund) Kareen Dela Cruz Administrative Aide(General Fund)
3. Receives signed disbursement voucher and sign in the logbook	Return the signed voucher to the client, make the client sign in the logbook and instruct to go to the treasurer's office	None	5 minutes	Danielle Galas Administrative Aide Kareen Dela Cruz Administrative Aide

2. Issuance of Accountant's Advice

Office or Division:	Office of the Municipal Accountant			
Classification:	Simple Transaction			
Type of Transaction:	Government to Client Government to Government			
Who may avail:	Employees, Entities and/or Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Approved disbursement voucher		Office of the Municipal Accountant, Office of the Municipal Treasurer, and Office of the Mayor		
Duly signed check		Municipal Treasurer's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit approved disbursement voucher with corresponding signed check and request for the accountant's advice	Receives approved disbursement voucher with corresponding signed check and prepare accountant's advice	None	15 minutes	Digi-Anna Palisoc Administrative Aide (General Fund) Fatima Gajisan Admin Aide IV (Trust and Sef Fund) Ma. Theresa Calip Admin Aide I (Trust and Sef Fund)
	Signs accountant's advice	None	5 minutes	Frelyn M. Palisoc, Municipal Accountant

2. Receives approved disbursement voucher, signed check and the corresponding accountant's advice	Release approved disbursement voucher, signed check and the corresponding accountant's advice then file the duplicate for reference	None	10 minutes	Danielle Galas Administrative Aide (Trust and Sef Fund) Kareen Dela Cruz Administrative Aide(General Fund)
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3. Government Remittance (GSIS, BIR, PAG-IBIG, PhilHealth and Banks

Office or Division:	Office of the Municipal Accountant			
Classification:	Simple Transaction			
Type of Transaction:	Government to Government			
Who may avail:				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Billing statements		Various government agencies and financial institutions		
CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Transmit monthly billing	Receives billing statements and prepare list for remittance	None	1hour	Ma. Theresa Calip Admin. Aide (GSIS,Pag-ibig and Philhealth) Valentina Montemayor Admin. Asst. II (BIR , Phil Health and SEF) Digi-Anna Palisoc Admin Aide (Decorp, Globe, PLDT and Water District) Treasury Staff (otherlending Institution)

	Checks and reconcile monthly billing statements against the amount posted in the ledger and other subsidiary accounts	None	1 day	Digi-Anna Palisoc Admin Aide Valentina Montemayor Administrative Assistance II Fatima Gajisan Admin Aide IV Frelyn M. Palisoc Municipal Accountant
	Encodes and finalizes remittance and prepare corresponding disbursement voucher and forward the same to the treasury department for check preparation	None	1 day	Ma. Theresa Calip Admin Aide I Fatima Gajisan Admin Aide IV Valentina Montemayor Admin Assist II
2. Receive payment and issue receipt	remittance of money to various government offices	None	1 hour	Ma. Theresa Calip Admin Aide I (GSIS and PAGIBIG) Valentina Montemayor Admin .Asst. II (BIR and PHILHEALTH)

4. Receipts of Barangay Transactions

Service Information

Office or Division:	Office of the Municipal Accountant
Classification:	Simple Transaction
Type of Transaction:	Government to Government
Who may avail:	

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Paid Vouchers and Payroll		Barangay Treasurers		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit paid vouchers, payroll and other documents on or before the 10 th day of the month	Verify and count the accounts submitted from barangay treasurer	None	30 minutes	Danielle Galas Admin Aide
2. Get the received copy from the receiving officer	Mark the copy of the barangay treasurer as received	None	5 minutes	Danielle Galas Admin Aide

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Answer the client feedback form and drop it at the designated drop box in front of the Public Assistance and Complaints Desk Contact Info: (075) 600-8060 loc. 100
How feedbacks are processed	Every Friday, the Information Officer assigned opens the drop box and forward all feedback submitted. Feedback requiring answers are forwarded to the relevant offices and they are required to answer within three (3) days upon the receipt of the feedback. The answer of the offices is then relayed to the citizens. For inquires and follow-ups. Client may contact the following telephone number: (075) 600-8061 loc. 101
How to file a complaint	Answer the client Complaint Form and drop it at the designated drop box in front of the Public Assistance and Complaints Desk Complaints can be also be filed via telephone or email. Make sure to provide the following information: -Name of person being complained -Incident -Evidence For inquiries and follow-ups, clients may contact the following telephone number/email: (075) 600-8061 loc. 101 hrmomanaoag@gmail.com
How complaints are processed	The Officer in Charge opens the complaints drop box on a daily basis and evaluates each complaint. Upon evaluation, the complaints officer shall start the investigation and forward the complaint to the relevant office for their explanation. The Officer in Charge will give the feedback to the client. For inquiries and follow-ups, clients may contact the following telephone number: (075) 600-8061 loc. 101
Contact Information of CCB, PCC, ARTA	ARTA: complaints@arta.gov.ph

Office	Address	Contact Information
Office of the Municipal Mayor	Main Building, Municipal Hall, Manaoag, Pangasinan	(075) 529-0301 (075) 600-8061 loc. 200
Office of the Human Resource and Management Officer	Main Building, Municipal Hall, Manaoag, Pangasinan	(075) 600-8061 loc. 101
Office of the PESO Manager-Designate	Main Building, Municipal Hall, Manaoag, Pangasinan	(075) 600-8061 loc. 101
Zoning Section	Annex Building, Municipal Hall, Manaoag, Pangasinan	(075) 600-8061 loc. 301
Office of the Municipal Vice Mayor	Main Building, Municipal Hall, Manaoag, Pangasinan	(075) 600-8061 loc. 201
Office of the Sangguniang Bayan	Main Building, Municipal Hall, Manaoag, Pangasinan	(075) 600-8061 loc. 204
Office of the Municipal Budget Officer	Annex Building, Municipal Hall, Manaoag, Pangasinan	(075) 600-8061 loc. 305
Office of the Municipal Assessor	Main Building, Municipal Hall, Manaoag, Pangasinan	(075) 600-8061 loc. 102
Office of the Municipal Treasurer	Main Building, Municipal Hall, Manaoag, Pangasinan	(075) 600-8061 loc. 105/106
Office of the Municipal Engineer	Annex Building, Municipal Hall, Manaoag, Pangasinan	(075) 600-8061 loc. 301
Office of the Municipal Agriculturist	Veteran's Building, Municipal Hall, Manaoag, Pangasinan	(075) 600-8061 loc. 600
Office of the MPDC	Annex Building, Municipal Hall, Manaoag, Pangasinan	(075) 600-8061 loc. 304
Office of the MSWDO	Annex Building, Municipal Hall, Manaoag, Pangasinan	(075) 600-8061 loc. 300
Office of the Municipal Civil Registrar	Main Building, Municipal Hall, Manaoag, Pangasinan	(075) 600-8061 loc. 108
Office of the Municipal Health Officer	Tourism Building, Municipal Hall, Manaoag, Pangasinan	(075) 600-8061 loc. 402
Office of the Municipal Accountant	Annex Building, Municipal Hall, Manaoag, Pangasinan	(075) 600-8061 loc. 303

