CITIZENS CHARTER

MUNICIPAL ACCOUNTING OFFICE

1. ISSUANCE OF BIR FORM 2307 TO CONTRACTORS AND SUPPLIERS FOR TAXES WITHHELD ON PAYMENTS

Office or Division:	Municipal Accounting Office
Classification:	Simple
Type of Transactions:	Government to Suppliers and Contractors
Who May Avail:	Suppliers and Contractors

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
a. Paid Disbursement Voucher	Municipal Treasurer's Office
b. Official Receipt for the transaction	Municipal Treasurer's Office

CLIENT'S STEP	AGENCY ACTION	FEES	PROCESSING TIME	PERSON RESPONSIBLE
Submit the required documents to the MA	Check and review the documents submitted	0.00	2-5 minutes depending on the document submitted	Municipal Accountant
	Prepares BIR Form 2307	0.00		
	Approves and signs BIR Form 2307	0.00		
	Released the requested documents to the contractor/suppliers	0.00		

2. ISSUANCE OF BIR FORM 2316 TO STAFF AND EMPLOYEES FOR TAXES WITHHELD ON COMPENSATION

Office or Division:	Municipal Accounting Office
Classification:	Simple
Type of Transactions:	Internal
Who May Avail:	Officers and Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
a. Request for an additional copy	Accounting Office staff in-charge of BIR 2316

CLIENT'S STEP	AGENCY ACTION	FEES	PROCESSING TIME	PERSON RESPONSIBLE
	The Municipal Accounting Office does the Annual Alpha list of Employees from whom taxes are withheld on a yearly basis	0.00	January 1- 21 of the following year	Accounting clerk II and the Municipal Accountant
	Original copies of BIR Form 2316 were given to each officer and employees for them to conform and sign	0.00		
	Signed copies will be given back to the Municipal Accounting Office for the Accountant's signature	0.00		
	Fully signed original copies will be released to each officer and employees	0.00		
Inform the Municipal Accounting Office of the request to have an additional copy of the BIR Form 2316	The Accounting aide will look on the files then have the BIR Form 2316 of the concerned employees copied then release the same to the employee making the request	0.00	Within 2- 10 minutes	Accounting Aide

3. ISSUANCE OF CERTIFICATES ON PHILHEALTH CONTRIBUTIONS FOR OFFICERS AND EMPLOYEES

Office or Division:	Municipal Accounting Office
Classification:	Simple
Type of Transactions:	Government to Officers and employees
Who May Avail:	Officers and Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
a. Request for certificates(verbal)	Municipal Accounting Office

CLIENT'S STEP	AGENCY ACTION	FEES	PROCESSING TIME	PERSON RESPONSIBLE
Inform the Municipal Accounting Office of the request	Checks PhilHealth contributions deducted and remitted	0.00	Within 10-30 minutes depending on the availability of records	Accounting Clerk
	Prepares the PhilHealth Certification Form	0.00		Accounting Clerk
	Initials on the PhilHealth form	0.00		Accounting clerk
	Approves the PhilHealth Certificate Form	0.00		Municipal Accountant
	Releases the certificate to the employee making the request	0.00		Accounting clerk

4. ISSUANCE OF CERTIFICATES ON VARIOUS RECEIPTS INTENDED FOR VARIOUS GOVERNMENT AGENCIES

Office or Division:	Municipal Accounting Office
Classification:	Simple
Type of Transactions:	Government to other agencies
Who May Avail:	Concerned government agencies requesting for certification

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
b. Request for certificates(verbal)	Municipal Accounting Office

CLIENT'S STEP	AGENCY ACTION	FEES	PROCESSING TIME	PERSON RESPONSIBLE
Inform the Municipal Accounting Office of the request	Checks record on to the amount that will be given certification	0.00	Within 10-30 minutes depending on the availability of records	Bookkeeper
	Prepares the Certification Form	0.00		Bookkeeper
	Initials on the certification form	0.00		Bookkeeper
	Approves the Certificate Form	0.00		Municipal Accountant
	Releases the certificate to the agency staff making the request	0.00		Bookkeeper

5. ISSUANCE OF ACCOUNTANT'S BANK ADVICE FOR CHECK DISBURSEMENT

Office or Division:	Municipal Accounting Office
Classification:	Simple
Type of Transactions:	Government to Depository Bank
Who May Avail:	LGU-Calumpit

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
a. Approved disbursement voucher	Municipal Treasurer's Office/ Mayor's Office
b. Fully signed check attached to the Disbursement Voucher	Municipal Treasurer's Office/ Mayor's Office

CLIENT'S STEP	AGENCY ACTION	FEES	PROCESSING TIME	PERSON RESPONSIBLE
Submit to the Accounting Office the approved disbursement vouchers with the fully signed check	Compared the check amount in words and in figures against the disbursement voucher. Checks Payee (Check vs the DV)	0.00	Within 30 minutes depending on the bulk of disbursement vouchers and checks	Bookkeeper Accounting clerk
	Encode the check details into ACICDESK	0.00		Bookkeeper
	Upload the file into the We Access platform	0.00		Accountant III
	Approve the Accountant's bank advice via the We Access system of Land Bank	0.00		Municipal Accountant
	Keep a file on all Accountant's Bank Advice issued (Per fund)	0.00	Print the bank approval from We Access and maintains filing system	Bookkeeper

FEEDBACKS AND COMPLAINTS MECHANISM

How to send feedback	Send feedbacks at info@calumpit.gov.ph or accounting@calumpit.gov.ph
How feedbacks are processed	Feedbacks received will pass thru the staff assigned to received feedbacks and relay the same to the department head concerned. The matter will be discussed with the concerned department/employee and will be addressed as urgently as needed.
How to file a complaint	You can email us at info@calumpit.gov.ph or at accounting@calumpit.gov.ph
How complaints are processed	Complaints received will be discussed and investigated. Both sides will be taken into consideration and the issue will be tackled and answered as urgently as it should be.
Contact Information	accounting@calumpit.gov.ph