



## 5. Request for documents, records, reports and other information in the possession and/or custody of the City Accountant's Office

This process guides all citizens and business establishments with transactions to the City Government requesting authenticated copy of documents, records, reports and other information in the possession and/or custody of the City Accountant's Office.

<b>Office or Division:</b>	City Accountant's Office - Financial Records and Information Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen, G2B – Government to Business, G2G - Government to Government			
<b>Who may avail:</b>	All citizens with transaction to the City Government of General Santos City			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Duly filled-out request form (1 original copy)		City Accountant's Office - Administrative Division		
2. Government-issued or company ID (1 photocopy )		At the client availing the service		
3. Official Receipt on Certification fees once approved (1 original copy)		City Treasurer's Office - Cash Receipts Division		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Secure and accomplish Request Form	1. Receive duly filled-out Request Form, encode in control registry, and attach tracer slip	None	15 minutes	<i>Administrative Assistant III</i> (Administrative Division)
	1.1 Verify availability of records, documents and information requested	None	30 minutes	<i>Administrative Aide IV</i> (Financial Records and Information Division)
2. Wait for the status of approval and total fees to be paid of the request through sms message	2.1 Approve/ Disapprove Request Form	None	15 minutes	<i>City Accountant</i> (City Accountant's Office)
	2.2 Prepare the records, documents and information requested	None	2 days, 5 hours, 30 minutes	<i>Administrative Aide IV</i> (Financial Records and Information Division)
	2.3 Certify true copy the requested documents	None	1 hour	<i>City Accountant</i> (City Accountant's Office)



3. Pay fees to City Treasurer's Office and Present Official Receipt (1 original copy)	3.1 Prepare Order of Payment and inform the citizen on the total computed fees	Documentary Stamp Fees - P30.00 Certification fee P6.00/copy	15 minutes	<i>Administrative Assistant III</i> (Administrative Division)
	3.2 Indicate Official Receipt Number in the Request Form	None	5 minutes	<i>Administrative Assistant III</i> (Administrative Division)
4. Affix signature in release portion of the Request Form	4. Release requested documents/ reports/records	None	10 minutes	<i>Administrative Assistant III</i> (Administrative Division)
	TOTAL	Documentary Stamp Fees - P30.00 Certification fee P6.00/copy	3 days	
<b>END OF TRANSACTION</b>				