

magandang JenSan!



City Accountant's Office
City Government of General Santos

CITIZEN'S CHARTER

2026 1st Edition



I. Mandate:

Pursuant to Republic Act No. 7160, otherwise known as the *Local Government Code of 1991*, the City Accountant's Office is mandated to take charge of the accounting services of the City Government. The City Accountant shall:

- (1) Install and maintain an internal audit system in the local government unit concerned;
- (2) Prepare and submit financial statements to the governor or mayor, as the case may be, and to the sanggunian concerned;
- (3) Appraise the sanggunian and other local government officials on the financial condition and operations of the local government unit concerned;
- (4) Certify to the availability of budgetary allotment to which expenditures and obligations may be properly charged;
- (5) Review supporting documents before preparation of vouchers to determine completeness of requirements;
- (6) Prepare statements of cash advances, liquidation, salaries, allowances, reimbursements and remittances pertaining to the local government unit;
- (7) Prepare statements of journal vouchers and liquidation of the same and other adjustments related thereto;
- (8) Post individual disbursements to the subsidiary ledger and index cards;
- (9) Maintain individual ledgers for officials and employees of the local government unit pertaining to payrolls and deductions;
- (10) Record and post in index cards details of purchased furniture, fixtures, and equipment, including disposal thereof, if any;
- (11) Account for all issued requests for obligations and maintain and keep all records and reports related thereto;
- (12) Prepare journals and the analysis of obligations and maintain and keep all records and reports related thereto; and
- (13) Exercise such other powers and perform such other duties and functions as may be provided by law or ordinance.



II. Vision:

A pro-active partner committed to provide reliable information and innovative services.

III. Mission:

To provide quality and relevant financial information and services to all stakeholders.

IV. Service Pledge:

We, the Local Government of General Santos City, aspire to be globally competitive while enhancing the quality of life of our citizens towards a sustainable future. We are committed to providing quality services to all members of our society. We shall continually strive to improve our city, our people, and our services while we foster the rule of law and equal opportunity for all.



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INTERNAL SERVICES



1. Request for Certification of GSIS, HDMF, SSS and PhilHealth account contributions and settlement

This is the process for request of Certification for GSIS, HDMF, SSS and PhilHealth related records and information by City Government personnel, National Government Agencies, and former City Government personnel or their heirs.

Office or Division:	City Accountant's Office - Financial Records and Information Division			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government, G2C - Government to Citizen			
Who may avail:	City Government Personnel, National Government Agencies, and former City Government personnel or their heirs			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request letter		At citizen availing the service		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Request letter	1.1 Receive request letter	None	5 min	<i>Accountant II</i> (Financial Records and Information Division - Account Verification, Settlement and Remittance Section)
	1.2 Verify and refer in the books, records and other reports the details of the account requested for certification	None	2 days and 6hours	<i>Accountant II</i> (Financial Records and Information Division - Account Verification, Settlement and Remittance Section)
	1.3 Prepare Certification	None	45 min	<i>Accountant II</i> (Financial Records and Information Division - Account Verification, Settlement and Remittance Section)
	1.4 Approve Certification	None	5 min	<i>City Accountant</i> (City Accountant's Office)
2. Pay certification fee	2. Issue Official Receipt	Documentary Stamp Fees - P30.00 Certification fee P6.00	10 min	<i>City Treasurer's Office (Cash Receipts Division)</i>
3. Present Official Receipt (1 original copy)	1.5 Indicate Official Receipt Number in the certification	None	2 min	<i>Accountant II</i> (Financial Records and Information Division - Account Verification,



				Settlement and Remittance Section)
2. Receive certification and affix name, signature, date and time in logbook	2. Release certification	None	5 min	<i>Accountant II</i> (Financial Records and Information Division - Account Verification, Settlement and Remittance Section)
	TOTAL	P36.00	2 days, 7 hours and 12 mins	
END OF TRANSACTION				



2. Request for Order of Payment

This outlines the process that City Government personnel must follow prior to making any payment or refund to the City Government.

Office or Division:	City Accountant's Office - Financial Records and Information Division			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	All City Government Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Filled-out Request form Liquidation Report, if for refund of travel (1 original copy) Invoice or BIR Form 2307, if for withholding of tax (1 original copy)		At the client availing the service		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Documents	1.1 Receive and examine document(s)	None	10 min	<i>Administrative Aide III</i> (Financial Records and Information Division)
	1.2 Prepare the order of payment with details (payee, voucher number, particulars, amount, fund source, account type, and department of the personnel) and countersign	None	15 min	<i>Administrative Aide III</i> (Financial Records and Information Division)
	1.3 Approve Order of Payment.	None	10 min	City Accountant
2. Receive approved order of payment and affix signature, date and time in logbook	2. Release order of payment.	None	5 min	<i>Administrative Aide III</i> (Financial Records and Information Division)
	TOTAL	None	40 min	
END OF TRANSACTION				



EXTERNAL SERVICES



3. Request for Certification of Lot Payments

The Certification of Lot Payments is among the requirements for the lot titling of beneficiaries under the housing projects facilitated by the City Housing and Land Management Office.

Office or Division:	City Accountant's Office - Financial Records and Information Division			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen, G2G – Government to Government			
Who may avail:	Lot owners of relocation sites, Regulatory Bodies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Certificate for titling (1 original copy)		City Housing and Land Management Office (CHLMO)		
2. Official receipt(s) of lot payment(s) (1 original copy)		City Treasurer's Office - Cash Receipts Division		
3. Official receipt for certification fee (1 original copy)		City Treasurer's Office - Cash Receipts Division		
4. Valid Government-issued ID (present the original and submit 1 photocopy)		At citizen availing the service		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the requirements	1.1 Receive and check completeness of requirements	None	3 min	<i>Administrative Aide IV</i> (Financial Records and Information Division)
	1.2 Verify official receipts and the certificate for titling as to name and details of lot and update ledger	None	10 min	<i>Administrative Aide IV</i> (Financial Records and Information Division)
	1.3 Prepare Certification & Indicate Official Receipt Number, Date & Amount	None	10 min	<i>Administrative Aide IV</i> (Financial Records and Information Division)
	1.4 Approve Certification	None	5 min	<i>City Accountant</i> (City Accountant's Office)
2. Receive certification and affix name, signature, date and time in logbook	2. Release certification	None	2 min	<i>Administrative Aide IV</i> (Financial Records and Information Division)
	TOTAL	None	30 min	
END OF TRANSACTION				



4. Request for Clearance from Money, Property and Work-related accountabilities

This is the process for the City Government personnel or their heirs and officials of the barangays requesting for clearance from money, property and work-related accountabilities in the Finance and Assets Management column of the Civil Service (CS) Form No. 7 Revised 2018.

Office or Division:	City Accountant's Office - Financial Records and Information Division			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government, G2C – Government to Citizen			
Who may avail:	City Government personnel or their heirs and officials of the barangays and other government agency requesting for clearance from money, property and work-related accountabilities			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Civil Service (CS) Form No. 7 Revised 2018 (3 original copies)		Commission on Civil Service Commission (Can be downloaded in Civil Service Commission website http://www.csc.gov.ph/2014-02-21-08-28-23/pdf-files/category/951-2017-omnibus-rules-on-appointments-and-other-hr-actions.html)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Clearance Form	1.1 Receive Clearance Form and encode details (name, office, purpose, and date/period)	None	20 min	<i>Administrative Assistant IV</i> (Administrative Division)
	1.2 Check the Index of Payment if cleared from any outstanding cash advance and countersign	None	30 min	<i>Admin Aide IV</i> (Financial Management Review and Development Division)
	1.4 Check the books if cleared from any accountability in all funds, and countersign.	None	30 min	<i>Accountant II</i> (Financial Records and Information Division – General Bookkeeping Section)
	1.5 Check the remittance records if cleared from any deficiency on tax or contributions and countersign.	None	20 min	<i>Accountant II</i> (Financial Records and Information Division – Remittance Section)
	1.6 Approve Clearance Form	None	10 min	<i>City Accountant</i> (City Accountant's Office)



2. Receive Clearance Form and affix name, signature, date and time in logbook	Release Clearance Form	None	10 min	<i>Administrative Assistant III</i> (Administrative Division)
	TOTAL	None	2 hours	
END OF TRANSACTION				



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.

Office or Division:	City Accountant's Office - Financial Records and Information Division			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen, G2B – Government to Business, G2G - Government to Government			
Who may avail:	All citizens with transaction to the City Government of General Santos City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
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		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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	
END OF TRANSACTION				



FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<p>You may scan the QR Code generated for each service by the different offices, posted in the frontline area or near the feedback box, to be redirected to the online CSM Survey Form for your feedback, suggestions, complaints, and appreciation.</p> <p>Or you may answer the CSM Survey Form manually and drop it in the designated drop/feedback box located in front of the office visited.</p>
How feedback are processed	<p>Every week, the Human Resource Management and Development Office (HRMDO) collects the CSM Survey Forms from the feedback boxes of all offices. The assigned HRMDO personnel will open the boxes, compile, and record all feedback submitted. Online feedback will be reflected in the database in real-time.</p> <p>The HRMDO will be solely responsible for managing the feedback boxes of all LGU GSC departments/divisions. As such, they will facilitate the collection and consolidation of all CSM Survey Forms.</p> <p>After collection and consolidation, the HRMDO will forward a copy or copies of the CSM forms to the concerned department, with a request to furnish the HRMDO with a copy of the action taken on the complaint/feedback within three (3) calendar days upon receipt.</p> <p>Additionally, the HRMDO will submit, on a monthly basis, the information and data gathered from the CSM Forms to CIAS, being the CSM Focal Office, to process the data and disseminate it to all departments.</p> <p>For inquiries and follow-ups, clients may contact the following email or telephone number: lgugensan.cartsec@gensantos.gov.ph hr.wcdd@gensantos.gov.ph (083) 553 9109</p>



How to file a complaint	<p>In Filing a Complaint, Please Ensure the Following:</p> <ol style="list-style-type: none">1. Identify the Concern:<ul style="list-style-type: none">● Clearly define the issue you are experiencing, such as:● Delay in the processing of services.● Inaction or lack of response from the concerned office.● Overregulation or unnecessary requirements.● Any violation of RA 11032 (Ease of Doing Business and Efficient Government Service Delivery Act of 2018).● Or any other concerns or problems that arise in the availment of a service2. Ensure that you include all relevant details to support your complaint:<ul style="list-style-type: none">● Name of the office, department, or division involved within LGU General Santos City.● Description of the service or transaction being applied for.● Dates of transaction or attempted transaction.● Names of officials or employees involved, if applicable.● Copies of relevant documents (e.g., receipts, forms, letters, memorandums, etc.).● Proof of follow-up actions taken, such as acknowledgment receipts, screenshots of emails, or other forms of communication. <p>You may file your complaint through any of the following channels:</p> <ol style="list-style-type: none">1.) LGU GENSAN CSM Survey Form:<ul style="list-style-type: none">● Scan the QR Code posted in frontline areas or near the feedback boxes in various LGU offices to access the online CSM Survey Form.● Provide your feedback, suggestions, complaints, or accountability form completely.2.) Manual Submission:<ul style="list-style-type: none">● Fill out the printed CSM Survey Form available in the frontline area of the concerned office.● Drop it in a printed CSM designated drop/feedback box located in the office visited.3.) Direct Submission to HRMDO (Human Resource Management and Development Office):<ul style="list-style-type: none">● Visit the HRMDO office at LGU General Santos City and submit your complaint personally.4.) Email Submission:<ul style="list-style-type: none">● Send your complaint to these email addresses: gensancao@gmail.com lgugensan.cartsec@gensantos.gov.ph hr.wcdd@gensantos.gov.ph● Attach all relevant documents and provide your contact information.
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<p>How Complaints Are Processed</p>	<p>As part of our procedure, all complaints received through the feedback box, email, CSMS QR, 8888, ARTA, or other channels are initially forwarded to HRMDO, which is responsible for preparing the Corrective Action Report (CAR, Part 1). Each CAR is then relayed to the concerned department(s) for necessary action, and they will complete Part 2 of the CAR before returning it to HRMDO for validation, during which Part 3 will be finalized.</p> <p>This process ensures that complaints are properly addressed through a Root Cause Analysis, which is crucial in identifying solutions and preventing recurrence.</p> <p>For inquiries and follow-ups, clients may contact the following email or telephone number: gensancao@gmail.com lgugensan.cartsec@gensantos.gov.ph br.wcdd@gensantos.gov.ph (083) 553 9109</p>
<p>Contact information of CCB, PCC, ARTA</p>	<p>ARTA: complaints@arta.gov.ph 1-ARTA (2782) PCC: 8888 CCB: 0908-881-6565 (SMS)</p>