

CITIZEN 'S CHARTER

CASH SECTION – Administrative Division

ISSUANCE OF CHECKS (PAYMENT OF OBLIGATIONS)

Availability of the Service:

Monday to Friday (8AM - 5PM) **NO NOONBREAK POLICY**

***Releasing of Check/s Transaction only at the window*

Who may avail of the Service:

Clients from Private, Non-Government & Other Government Institutions; Teaching and Non-Teaching Personnel

What are the Requirements:

- a. Payee's Two (2) Valid IDs and/or Authorization Letter/SPA from the Representative
- b. Official Receipt/s (Payment to Utility Companies/External Creditors)

Procedure

STEP	APPLICANT/CLIENT	SERVICE PROVIDED	DURATION OF ACTIVITIES	PERSON IN-CHARGE
1a	Client presents requirements needed, signs the disbursement voucher and if needed, issues Official Receipt/s	Verifies Payee's Information and validates requirements presented then releases check/s	3-5 mins	Disbursing Officer
*** If Clients' Check Release Schedule is after the Submission of Reports of Checks Issued (RCI), Client is advised to proceed to the Office of Budget and Finance Division (BFD) and/or Commission on Audit's (COA)				
2*	Client proceeds to the Office of the Budget and Finance Division (BFD) or Commission on Audit (COA) to present the needed requirements in releasing of check/s, issues Official Receipt (if needed) then signs the Disbursement Voucher	Gives Check Details then being accommodated by the BFD/COA's Personnel to give the Disbursement Voucher	5-15 mins	BFD/COA's staff
3*	Client returns to Cash Section and shows the document with check/s details duly signed by	Presents the Warranty Register Logbook for Client/s to affix signature and date of	3-5 mins	Disbursing Officer

	authorized BFD/COA's personnel	transaction then releases the Check/s		
END OF TRANSACTION				

ISSUANCE OF OFFICIAL RECEIPTS FOR PAYMENTS/FEES

Availability of the Service:

Monday to Friday (8AM - 5PM) NO NOONBREAK POLICY

*****Releasing of Check/s Transaction only at the window***

Who may avail of the Service:

Clients from Private, Non-Government & Other Government Institutions; Teaching and Non-Teaching Personnel

What are the Requirements:

- a. Order of Payment Form
- b. Applicable Fees

Procedure

STEP	APPLICANT/CLIENT	SERVICE PROVIDED	DURATION OF ACTIVITIES	PERSON IN-CHARGE
1	Proceeds to the window and presents the Duly Signed Order of Payment Form (together with the Necessary Documents) (if none, Client Secures the form from a particular Division/Unit)	Checks the issued Order of Payment Form, if none, Advises the Client to proceed to the particular Division/Unit for the issuance of the Form	5-15 min	Collecting Officer and/or Particular Division/Unit Staff
2	Gives Necessary Fees for Payment	Verifies Information from the Order of Payment to the Documents presented then requests clients to be seated and wait for the name to be called while preparing the receipt	3-5 mins	Collecting Officer
3	Proceeds to the window to get the Official Receipt/s	Issues the Official Receipt/s	3-5 mins	Collecting Officer

END OF TRANSACTION