



1) PROCESSING OF REQUEST FOR PAYMENT OF PHILHEALTH REFUND

Upon availability of the requirements enumerated below, a PhilHealth member who has been released after his/her confinement in any of the Rizal Provincial Hospital System (RPHS) Annexes in Antipolo City may proceed to the City Accounting Office (CAO) to process the payment of the PhilHealth Refund.



: PhilHealth members with PhilHealth Refund after confinement in any of the RPHS Annexes in the City



: Letter of request

: Original copy of the following

- Certification of PhilHealth Refund issued by the hospital
- Statement of Accumulated Charges / PhilHealth Reimbursement
- Official Receipts of payment of medicines
- Benefit Payment Notice (BPN) from PhilHealth
- Statement of Account issued by the hospital

: 2 valid IDs (present original and submit photocopy when claiming the check)



: Monday to Friday, 8am to 5pm
No Noon Break



: 10 minutes – Filing of request

: 7 days – Whole process



: None

PROCESS OF AVAILING THE SERVICE:

CLIENT'S STEPS	ACTIONS OF THE CITY ACCOUNTING OFFICE	TRANSACTION TIME	RESPONSIBLE PERSON
1. Proceed to the City Accounting Office (CAO) and present the requirements for verification.	Check the name of the client in the subsidiary ledger if he/ she is already in the pick-up list. If yes, receive and check the requirements as to completeness and validity.	5 to 10 minutes	Staff-in-Charge
	Prepare Disbursement Voucher (DV) attached the requirements, and forward to CAO Administrative Division for appropriate action.	10 to 15 minutes	Staff-in-Charge
	Assign DV number, enter in the data monitoring system and put a routing slip then forward the documents to Audit Division for Pre-Audit.	3 to 5 minutes	Admin. Staff / Receiving Personnel
	Conduct Pre-Audit of the documents.	15 minutes	Audit Personnel



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	<p>Approve and sign the Disbursement Voucher.</p> <p>Forward the documents to the City Treasurer's Office (CTO) for the preparation of check.</p> <p>Enter in the data monitoring system the date and time of DV transmittal to CTO.</p>	<p>3 minutes</p> <p>3 to 5 minutes</p> <p>5 minutes</p>	<p>CAO Head / OIC</p> <p>Staff-in-Charge</p> <p>Admin. Staff</p>
	<p>Upon availability of check, prepare Accountant's Advice.</p> <p>Check and approve Accountant's Advice.</p> <p>Record the Accountant's Advice for transmittal to CTO.</p> <p>Deliver Accountant's Advice to transacting bank.</p> <p>Advise the client to claim his/her check at the City Treasurer's Office.</p>	<p>5 days</p>	<p>Admin. Staff</p> <p>CAO Head / OIC</p> <p>Admin. Staff</p> <p>Admin. Staff</p> <p>Staff-in-Charge</p>
<p>2. Proceed to the designated Payment Window of the City Treasurer's Office and present 2 valid IDs to claim the check.</p>	<p>(City Treasurer's Office) Check the IDs, request the client to sign in the release logbook then release the check.</p>	<p>3 minutes</p>	<p>Admin. Staff</p>



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2) ISSUANCE OF CERTIFIED PHOTOCOPY OF DOCUMENTS FOR THE RELEASE OF RETENTION OF INFRASTRUCTURE PROJECTS

The City Accounting Office issues certified photocopy of documents upon request of the contractor for the release of retention after the completion of the contracted infrastructure project of the City Government of Antipolo.



: Contractors of infrastructure projects implemented by the City Government



: Letter of request



: Monday to Friday, 8am to 5pm
No Noon Break



: 1 to 2 working days



: P100.00 for the major documents plus
P10.00 for every supporting document

PROCESS OF AVAILING THE SERVICE:

CLIENT'S STEPS	ACTIONS OF THE CITY ACCOUNTING OFFICE	TRANSACTION TIME	RESPONSIBLE PERSON
1. Submit letter of request to the City Accounting Office.	Receive the letter and forward to the Audit Team. Get the contact number of the client for feedback purposes.	5 minutes	Receiving Personnel
	Validate the request and check if the same is already available. Collate and photocopy all the documents needed then certify the photocopies. Give feedback to the client through call / text regarding the status of his/her request.	2 days	Audit Team Audit Team
2. Return to the City Accounting Office for the issuance of Order of Payment.	Issue Order of Payment.	3 minutes	Audit Staff
3. Proceed to the designated Payment Window of the City Treasurer's Office, present the Order of Payment and pay the corresponding fees.	(City Treasurer's Office) Check Order of Payment and issue Official Receipt.	3 minutes	Revenue Collection Clerk
4. Return to the City Accounting Office, present the Official Receipt and claim the certified photocopies of documents.	Request the client to sign in the Release Logbook and issue the documents.	3 minutes	Audit Staff



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3) ISSUANCE OF CERTIFICATE OF PREMIUM CONTRIBUTIONS AND / OR LOAN PAYMENTS

Upon request of the employee, the City Accounting Office issues Certificate of Premium Contributions and or Loan Payments (GSIS, HDMF, PHIC) for the reconciliation of his/her account with the said agencies.



: Active employees of the City Government



: Statement of Account or other documents issued by the GSIS / HDMF / PHIC related to the request such as Summary of Premium or Loan Payments, Employee's Statement of Accumulated Value (ESAV), CSF / CFI, if applicable



: Monday to Friday, 8am to 5pm
No Noon Break



: 20 to 30 minutes



: P10.00 per certification / clearance

PROCESS OF AVAILING THE SERVICE:

CLIENT'S STEPS	ACTIONS OF THE CITY ACCOUNTING OFFICE	TRANSACTION TIME	RESPONSIBLE PERSON
1. Submit the requirements to the City Accounting Office.	Receive the requirements and check the employee's record on file. Issue Order of Payment.	7 to 10 minutes	Admin. Staff
2. Proceed to the designated Payment Window of the City Treasurer's Office, present the Order of Payment and pay the corresponding fee.	(City Treasurer's Office) Receive payment and issue Official Receipt.	3 minutes	Revenue Collection Clerk
3. Return to the City Accounting Office (CAO) and present the Official Receipt for the issuance of certification / clearance.	Check the Official Receipt, prepare the certification / clearance.	5 minutes	Admin. Staff
	Review and sign the document.	2 minutes	CAO Head / OIC
	Request the client to sign in the Release Logbook and issue the certification / clearance.	3 minutes	Admin. Staff



4) ISSUANCE OF CERTIFICATE / SUMMARY OF PREMIUM CONTRIBUTIONS, LOAN PAYMENTS, CERTIFIED COPY OF REMITTANCE LIST AND OFFICIAL RECEIPTS (GSIS, HDMF) AND CERTIFICATE OF LAST SALARY

Upon request of the separated employee, the City Accounting Office issues Certificate / Summary of Premium Contributions, Loan Payments (GSIS, HDMF) for the reconciliation of his/her account for claim and other legal purposes.



: Separated employees of the City Government



: Statement of Account or other documents issued by the GSIS / HDMF / PHIC related to the request such as Summary of Premium or Loan Payments
: Service Record
: Copy of Disbursement Voucher for last Salary



: Monday to Friday, 8am to 5pm
No Noon Break



: 20 to 30 minutes – for certification
: 2 to 3 working days – for remittance list and official receipts



: P10.00 per certification / clearance
: P10.00 per document – Request for Official Receipt and Remittance List

PROCESS OF AVAILING THE SERVICE (CERTIFICATE):

CLIENT'S STEPS	ACTIONS OF THE CITY ACCOUNTING OFFICE	TRANSACTION TIME	RESPONSIBLE PERSON
1. Submit the requirements to the City Accounting Office.	Receive the requirements and check the employee's record on file. Issue Order of Payment (for request for certification).	7 to 10 minutes	Admin. Staff
2. Proceed to the designated Payment Window of the City Treasurer's Office, present the Order of Payment and pay the corresponding fee.	(City Treasurer's Office) Receive payment and issue Official Receipt.	3 minutes	Revenue Collection Clerk
3. Return to the City Accounting Office (CAO) and present the Official Receipt for the issuance of certification / clearance.	Check the Official Receipt, prepare the certification / clearance.	5 minutes	Admin. Staff
	Review and sign the document.	2 minutes	CAO Head



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	<p>Request the client to sign in the Release Logbook and issue the certification / clearance.</p> <p>For the request for remittance list and official receipts of payments, get the client's contact number for feedback purposes.</p>	<p>3 minutes</p> <p>7 to 10 minutes</p>	<p>Admin. Staff</p> <p>Admin. Staff</p>
4. Anticipate feedback from the City Accounting Office for other requests.	<p>Retrieve pertinent documents from the record on file.</p> <p>If available, collate and photocopy all the documents needed.</p> <p>Certify the photocopies.</p> <p>Advise the client to return for the issuance of Order of Payment.</p>	1 to 2 days	<p>Admin. Staff</p> <p>Personnel-in-Charge</p> <p>Admin. Staff</p>
5. Return to the City Accounting Office for the issuance of Order of Payment.	Issue Order of Payment.	3 minutes	Admin. Staff
6. Proceed to the designated Payment Window of the City Treasurer's Office, present the Order of Payment and pay the corresponding fee/s.	(City Treasurer's Office) Receive payment and issue Official Receipt.	3 minutes	Revenue Collection Clerk
7. Return to the City Accounting Office and present the Official Receipt for the release of other documents requested.	Request the client to sign in the Release Logbook and release the documents.	3 minutes	Admin. Staff