



CITY BUDGET OFFICE
OLONGAPO CITY

CITIZEN'S CHARTER
2023 (3rd Edition)



I. Mandate

The Olongapo City Budget Office performs its mandates embodied under Section 435 of Republic Act 7160, otherwise known as the “1991 Local Government Code” to promote the sound, efficient and effective management and utilization of government resources as instrument in the achievement of development goals and objectives of the city government.

II. Vision

An office that continues to provide efficient and effective budgetary support services to the Local Chief Executive's program in the delivery of basic services and facilities as mandated by the Local Government Code which is composed of highly competent and motivated public servants who observe the highest standards of professionalism and integrity.

III. Mission

To provide appropriate and responsive technical services to the Local Chief Executive, the Sangguniang Panlungsod, all the city's departments/office and the 17 Barangays in all aspects of budgeting to ensure the equitable, prudent, transparent and accountable allocation and use of public funds.

IV. Service Pledge

We commit to:

1. Ensure Fiscal Sustainability;
2. Effective Resource Allocation; and,
3. Efficiency in government operations across Programs, Projects and Activities



LIST OF SERVICES

City Budget Office: Administrative Support

Internal Services

1. Issuance of Certification on Appropriations, Funds and Obligation of Allotment (General Fund, Trust Fund and Special Education Fund)
2. Trust Fund Loan Application
3. Annual Barangay Budget Review

Feedback and Complaints Mechanism



City Budget Office: Administrative Support

Internal Services



1. Issuance of Certifications on Appropriations, Funds and Obligation of Allotment (CAFOA) (General Fund, Trust Fund and Special Education Fund)

Office/Division:	Office of the City Budget
Classification:	Simple / Complex
Type of Transaction:	G2G – Government Agency, Employee or Official G2C – Government Agency to Client
Who may avail:	All Government Officials and Employees of LGU Olongapo City; Client
Processing Time:	Within the day, subject to the availability of the signatory
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
a. Procurement a.1 Purchase Request (PR)	Concerned Department
b. Payment of Bills/Loan Amortization b.1 Billing Statement b.2 Disbursement Voucher (DV)	Accounting Office
c.1 Travel Allowances c.2 Approved Travel Mission Order c.3 Itinerary of Travel c.4 Certificate of Appearance	Concerned Department/Individual
d. Payroll Fund for Salaries, Wages, Honoraria and Other Similar Expenses d.1 Approved Payroll/DV d.2 <i>Approved directive to render Overtime (OT) (for OT Pay)</i> d.3 <i>Certification of Total Earned Leaves (for Terminal Leave and Monetization of Leave Credits)</i> d.4 <i>Certified Copy of Duly signed Appointment/ Contract of Service (for First Salary claim)</i> d.5 <i>Verified List of beneficiaries (for Senior Citizens Monthly Pension)</i>	Concerned Department/Individual Mayor's Office Personnel Office Personnel Office
e. Donations / Assistance e.1 Payroll / DV e.2 Approved letter request	City Social Welfare & Dev't. Office (CSWD) / Mayor's Office Client
f. Infrastructure Projects f.1 Approved Program of Works <i>*with approved AIP; PPMP; APP; APP CSE</i>	Special Project Office



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Forwards DV/Payroll/PR with documentary requirements	<p>1a. Receives DV - forwards documents to the Budget Personnel in-charged of the department for checking</p> <p>1b. For PRs - Acknowledge receipt at the Transmittal Slip and at the Procurement Processing Monitoring System and forwards documents to the Budget Personnel in-charged of the department for checking</p> <p>1c. For Payroll – Forwards Payroll to Budget Personnel in-charged for checking of Trust Fund Deductions.</p>	None	2 minutes	<p>Frontline Personnel:</p> <p>Ofelia Quilarto Ronnie R. Sulvita Ernest John David Imelda M. Gutierrez Jef Mikael Eroa</p>
	<p>2. Reviews/ verifies completeness of documents; checks appropriation/allotment availability; if request within their AIP & PPMP, else return</p> <p>3. If documents are OK, forward to the Front-line Personnel for issuance of Transaction Number else, return documents to requesting department</p>	None	10 minutes	<p>Technical Personnel in-charge of the department:</p> <p>Bernadette B. Bombales Lorna I.Eroa Denis A. Guiang Shiela Mae S. Cañeda Anafe P. Advincula Dolores G. David Julius T. Lumapas</p>
	4. Records received documents in the corresponding logbook		3 minutes	<p>Frontline Personnel:</p> <p>Ofelia Quilarto</p>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>and assigns Transaction Number</p> <p>5. Forwards the received documents to the Budget Personnel in-charged of the department</p>			<p>Ronnie R. Sulvita Ernest John David Imelda M. Gutierrez Jef Mikael Eroa</p>
	<p>6. Prepares the CAFOA in triplicate and affix initials under the Budget Officer's name</p> <p>7. Posts the transaction in the Registry of Allotment and Obligations (RAAO)</p> <p>8. Forwards the accomplished OBR together with all the supporting documents to the Asst. City Budget Officer for signature</p>	None	5 minutes	<p>Technical Personnel in-charge of the department:</p> <p>Bernadette B. Bombales Lorna I. Eroa Denis A. Guiang Shiela Mae S. Cañeda Anafe P. Advincula Dolores G. David Julius T. Lumapas</p>
	<p>9. Checks/Reviews the completeness of the documents and signs or affix initials under the City Budget Officer's name under Box B of CAFOA Form</p>	None	5 minutes	<p>Evangeline B. Lorenzo (Assistant City Budget Officer)</p>
	<p>10. Checks/Reviews the completeness of the documents and signs Box B of CAFOA Form</p> <p>11. Forwards signed CAFOA with supporting documents to Frontline Personnel</p>	None	5 minutes	<p>Joy Fernandez-Cahilig (City Budget Officer)</p>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	12. Records in the logbook for releasing and forwards CAFOA Form together with all the supporting documents to the department concerned for signature and forward the same to the Accounting Office for processing	None	5 minutes	Frontline Personnel: Ofelia Quilarto Ronnie R. Sulvita Ernest John David Imelda M. Gutierrez Jef Mikael Eroa
	TOTAL	None	35 minutes	



2. Trust Fund Loan Application

Office/Division:	Office of the City Budget			
Classification:	Simple			
Type of Transaction:	G2G – Government Agency, Employee or Official			
Who may avail:	All Government Officials and Employees of LGU Olongapo City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of Loan Application		Concerned Personnel		
a. Medical Loan - Medical Certificate or Medical Abstract of patient;		Medical Practitioner		
b. Salary Index of City Employee		Accounting Office		
c. Educational Loan - Assessment Fees from school; Student School ID,		School where the child is enrolled		
d. Salary Index of City Employee		Accounting Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Forwards Application Letter for Trust Fund (TF) Loan	1. Receives Application Letter for Trust Fund Loan	None	5 minutes	Frontline Personnel: Ofelia Quilarto Ronnie R. Sulvita Ernest John David Imelda M. Gutierrez Jef Mikael Eroa
	2. Forwards the request to Technical Personnel in-charge for processing			
	3. Checks if loan balances is updated and completeness of documentary requirements	None	15 minutes	Technical Personnel in-charge: Shiela Mae S. Cañeda
	4. Recommends the amount to be approved, affixed initials, issues the TF Loan Application Forms and forwards the same to the City Budget Officer for approval			



	else, instruct the concerned personnel to settle the balance and/or provide the lacking documentary requirement/s			
	5. Signed the recommended amount / TF Loan Application Forms and forward the document to the Front-Line Personnel	None	5 minutes	Joy Fernandez-Cahilig (City Budget Officer)
	6. Release the approved request and forward to the Office of the City Mayor, for approval	None	5 minutes	Frontline Personnel: Ofelia Quilarto Ronnie R. Sulvita Ernest John David Imelda M. Gutierrez Jef Mikael Eroa
TOTAL		None	30 Minutes	



3. Annual/Supplemental Barangay Budget Review

Office/Division:	Office of the City Budget
Classification:	Complex
Type of Transaction:	G2G – Government to Government
Who may avail:	All 17 Barangays of LGU Olongapo City
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
<ol style="list-style-type: none"> 1. Transmittal Letter duly signed by the Punong Barangay 2. Budget Message by the Punong Barangay 3. Barangay Appropriation Ordinance duly signed by the Secretary to the Sangguniang Barangay, Barangay Sangguniang Members and Punong Barangay 4. Certified Statement of Income duly signed by the Barangay Treasurer, Punong Barangay and City Accountant 5. Barangay Expenditure Program <ol style="list-style-type: none"> 5.1 Budget of Expenditure and Sources of Financing (BBP Form No. 1) duly signed by the Barangay Treasurer, Barangay Secretary and Punong Barangay 5.2 Programmed Appropriation by PPA, Expense Class, Object of Expenditure and Expected Output (BBP Form No. 2) duly signed by duly signed by the Barangay Treasurer, Barangay Secretary and Punong Barangay 5.3 List of Projects Chargeable against the 20% Development Fund (BBP Form No. 2A) duly signed by the Barangay Secretary and Punong Barangay 5.4 Plantilla of Personnel (BBP Form No. 3) duly signed by the Barangay Secretary and Punong Barangay 	<p>Concerned Barangay</p>



<p>5.5 Statement of Indebtedness (BBP Form No. 4) duly signed Barangay Treasurer and Punong Barangay</p> <p>6. Resolution approving the Annual Investment Program of the Barangay duly signed by the Secretary to the Sangguniang Barangay, Barangay Sangguniang Members and Punong Barangay</p> <p>7. DILG Indorsed Gender and Dev't. Plan duly signed by Chairperson, GFPS-TWG and Punong Barangay</p> <p>8. Barangay Disaster Risk Reduction & Management Plan reviewed by CDRRMO duly signed by the Barangay Treasurer and Punong Barangay</p> <p>9. Indicative Annual Procurement Plan</p> <p>10. SK Budget and Annual Barangay Youth Investment Plan</p> <p>11. Barangay Development Plan</p> <p>12. BPOPS</p> <p>13. BADAC Plan & Programs</p>				
CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Barangay Annual/Supplementa I Budget	1. Receives the Barangay Annual/Supplemental Budget and check for completeness of documents submitted based on the checklist of requirements	None	20 Minutes	Technical Personnel in-charge of the department: Bernadette B. Bombales Lorna I.Eroa



	<p>2. Reviews Barangay Annual/Supplemental budgets to ensure compliance with budgeting rules and regulations</p> <p>3. Prepare the review letter addressed to the Presiding Officer of the Sangguniang Panlungsod recommending the approval of the Barangay Annual/Supplemental Budget</p> <p>4. Else, returns the Barangay Annual/Supplemental Budget to the concerned barangay for appropriate adjustments/actions</p>	<p>None</p> <p>None</p> <p>None</p>	<p>15 days</p>	
	<p>5. Signs the Review Letter and forward the same together with the Barangay Annual/Supplemental Budget to the Front-line personnel</p>	<p>None</p>	<p>30 minutes</p>	<p>Joy Fernandez-Cahilig (City Budget Officer)</p>
	<p>6. Release the approved Barangay Annual/Supplemental budgets to the concerned barangays for reproduction of copies and submission to the Sangguniang Panlungsod</p>		<p>5 minutes</p>	<p>Frontline Personnel: Ofelia Quilarto Ronnie R. Sulvita</p>
TOTAL		<p>None</p>	<p>15 days and 55 Minutes</p>	



FEEDBACK AND COMPLAINTS MECHANISM

How to send a feedback?	Answer the client feedback form and drop it at the designated drop box
How feedbacks are processed?	<p>Weekly, the assigned employee opens the drop box and compiles and records all feedback submitted, to be submitted to the City Budget Officer for her information.</p> <p>Feedback requiring answers are forwarded to the concerned employee and they are required to answer within seven (7) days of the receipt of the feedback.</p> <p>The answer of the office is then relayed to the client.</p>
How to file a complaint?	<p>Answer the client Complaint Form and drop it at the designated drop box.</p> <p>Complaints can also be filed via telephone. Make sure to provide the following information:</p> <ul style="list-style-type: none"> - Name of person being complained - Incident - Evidence <p>For inquiries and follow-ups, clients may contact the following telephone number: 047 611 4811</p>
How complaints are processed?	
Contact Information of ARTA, PCC, CCB	<p>ARTA: complaints@arta.gov.ph 1-ARTA (2782)</p> <p>PCC: 8888</p> <p>CCB: 0908-881-6565 (SMS)</p>