



HUMAN RESOURCE MANAGEMENT OFFICE

CITIZEN'S CHARTER 2020 (1st Edition)



1. ISSUANCE OF CERTIFIED TRUE COPIES OF DOCUMENTS (Appointment, 201 File)

This service is for securing copy/copies of personal records filed in the 201 folder.

Office	Human Resource Management Office			
Classification	Simple			
Type of Transaction	Government to Government (G2G)			
Who may avail	1. Any requesting permanent employees and elective officials as it pertains to his/her personal records; 2. Such other officials or entities duly authorized by competent authorities.			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Accomplished Personnel Records Request Form (PRRF); <i>*If the request is filed through a representative, an Authorization Letter and one (1) valid ID of the representative and the requesting client.</i>			Human Resource Management Office	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
STEP 1. Get priority number and accomplish Personnel Records Request Form (PRRF)	Receive and review the accomplished PRR form	NONE	1 minute	TAPAY, Queen Kathleen Y. (HRMO I,HRMO)
STEP 2. Wait while the requested records are being retrieved.	2.1 Retrieve the requested records. <i>*If records are not available, inform the client in writing.</i>		14 minutes	PETRAS, Jonathan M. (JO), under the supervision of TAPAY, Queen Kathleen Y. (HRMO I,HRMO)
	2.2 Photocopy the requested records from the original and have it certified as true copy by the OIC-HRMO			



<p>STEP 3. Receive the requested records and sign the log book to acknowledge receipt</p>	<p>Release certified true copy of the requested records to client, log it out stating date and time of release</p>		<p>2 minutes</p>	
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2. ISSUANCE OF CERTIFICATE OF EMPLOYMENT, CERTIFICATE OF NO PENDING ADMINISTRATIVE/CRIMINAL CASE AND CERTIFICATE OF GOOD MORAL CHARACTER

This service is for whatever purpose that needs an official document.

Office	Human Resource Management Office
Classification	Simple
Type of Transaction	Government to Government (G2G)
Who may avail	Any requesting permanent employees, Job Orders and Elective Officials.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>Accomplished Personnel Records Request Form (PRRF);</p> <p><i>*If the request is filed through a representative, an Authorization Letter and one (1) valid ID of the representative and the requesting client.</i></p>	<p>Human Resource Management Office</p>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>STEP 1. Get priority number and accomplish Personnel Records Request Form (PRRF)</p>	<p>1.1 Receive and review the accomplished form</p>	<p>NONE</p>	<p>12 minutes</p>	<p>LJ ALEXIA NELLE D. JAMIS (JO), under the supervision of TAPAY, Queen Kathleen Y. (HRMO I,HRMO)</p>
<p>Wait while the requested certificate is being prepared.</p>	<p>1.2 Prepare the requested certificate and have it signed/certified by the OIC-HRMO.</p>			



STEP 2. Receive the requested certificate and sign the log book to acknowledge receipt	Release the requested certificate to client, log it out stating date and time of release		2 minutes	
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3. ISSUANCE OF SERVICE RECORDS

This service is for retirement purposes.

Office or Division	Human Resource Management Office			
Classification	Simple			
Type of Transaction	Government to Government (G2G)			
Who may avail	Any requesting permanent employees and elective officials.			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Accomplished Personnel Records Request Form (PRRF); <i>*If the request is filed through a representative, an Authorization Letter and one (1) valid ID of the representative and the requesting client.</i>			Human Resource Management Office	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
STEP 1. Get priority number and accomplish Personnel Records Request Form (PRRF)	1.1 Receive and review the accomplished form	NONE	22 minutes	MANABAT, Merlina B. <i>(Bookbinder III, HRMO)</i>
Wait while the requested service record is being prepared.	1.2 Prepare the requested service record and have it noted by the OIC-HRMO and approved by the LCE. <i>*If LCE is not around, the client is advised</i>			



	<i>in writing; get mobile no. of client for contact when document is now ready for release.</i>			
STEP 2. Receive the requested service record and sign the log book to acknowledge receipt	Release the requested service record to client, log it out stating date and time of release		1 minute	

4. RESPONSE TO SIMPLE QUERIES, ASSISTANCE ON CIVIL SERVICE MATTERS (Walk-In)

This service is for providing basic information on Civil Service laws and rules, coaching and mentoring.

Office or Division	Human Resource Management Office			
Classification	Simple			
Type of Transaction	Government to Government (G2G)			
Who may avail	Any requesting permanent employees, Job Orders and Elective officials.			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
NONE			N/A	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
STEP 1. Accomplish logbook for client information	Provide reply to simple queries and assistance on Civil Service matters	None	5 minutes each client	TAPAY, Queen Kathleen Y. (HRMO I, HRMO) And/or MANABAT, Merlina B. (Bookbinder III, HRMO)



5. RESPONSE TO COMPLEX QUERIES

This service is for facilitating the employees and Civil Service Field Office regarding complex queries.

Office or Division	Human Resource Management Office			
Classification	Simple			
Type of Transaction	Government to Government (G2G)			
Who may avail	Any requesting Permanent employees, Job Orders and Elective officials.			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
NONE			N/A	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
STEP 1. Get priority number and accomplish logbook for client information	For complex queries/concerns, request client to fill-out AKSYON form and inform him/her in writing that the matter will be referred to the CSC Regional or Field Office. *Feedback from CSCRO/FO will take 2 days; client will be notified through phone call and/or in writing.	None	10 minutes	SAJONIA, Romela Q. <i>HRMO IV,</i> <i>OIC-HRMO</i>



6. LEAVE APPLICATION

This service is for applying leave of absence observing the guidelines.

Office or Division	Human Resource Management Office			
Classification	Simple			
Type of Transaction	Government to Government (G2G)			
Who may avail	All permanent employees and elective officials			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Duly approved Leave Application form by the Department Head			Human Resource Management Office	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
STEP 1. Log the duly approved Leave Application in the logbook then submit it to the in-charge	1.1 Receive and review the accomplished Leave Application form with the following conditions: •VACATION LEAVE – application should be done 5 days before the leave; effective only upon approval of the Department Head concern or else leave application can be revoked and employee is under AWOL subject to penalty. •SICK LEAVE – application is done upon return to work; attached medical certificate for 3-day consecutive absence •SOLO PARENT LEAVE – application can be done ahead of time or in emergency cases relating to family matters approved by the Department Head concern; attached photocopy of active	NONE	1 minute per leave application form	MANABAT, Merlina B. <i>(Bookbinder III, HRMO)</i>



	<p>Solo Parent ID</p> <ul style="list-style-type: none"> • SPECIAL LEAVE – application should be done 5 days before the leave; effective only upon approval of the Department Head concern or else leave application can be revoked and employee is under AWOL subject to penalty. • FORCE LEAVE – application should be done 5 days before the leave; effective only upon approval of the Department Head concern or else leave application can be revoked and employee is under AWOL subject to penalty. • PATERNITY LEAVE – can be filed and availed before, during or after birth of child; attached birth certificate of the newly born • MATERNITY LEAVE – can be filed and availed before or after giving birth; attached birth certificate of the newly born 			
	<p>1.2 Put entry/ies on each Leave Application form as to leave credits</p>			



Step 2.	Entries on each Leave Application form shall be certified by the OIC-HRMO and for final approval by the Head of Agency		one (1) day	SAJONIA, Romela Q. HRMO IV, OIC-HRMO
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7. APPLICATION FOR INDEFINITE LEAVE

This service is for applying longer period of leave of absence with or without definite date of return to work and only upon the discretion of the Head of Agency to be granted or denied.

Office or Division	Human Resource Management Office			
Classification	Simple			
Type of Transaction	Government to Government (G2G)			
Who may avail	All permanent employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
N/A				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
STEP 1. Submit letter of intent for approval of the Head of Agency	1.1 Receive & discuss letter of intent	NONE	20 minutes; depends on the availability of the Head of Agency	SAJONIA, Romela Q. HRMO IV, OIC-HRMO
	1.2 Present the letter of intent to the Head of Agency for approval or disapproval <i>If approved, employee concern will now file his/her leave application in the usual manner</i>			



8. APPLICATION FOR RETIREMENT

This service is for facilitating the processing of retirement claim.

Office or Division	Human Resource Management Office			
Classification	Simple			
Type of Transaction	Government to Government (G2G)			
Who may avail	All permanent employees and elective officials			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
N/A				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
STEP 1. Log request for Application for Retirement in the logbook then submit it to the in-charge	1.1 Receive & review request	NONE	30 minutes	LJ ALEXIA NELLE D. JAMIS (JO) , under the supervision of TAPAY, Queen Kathleen Y. (HRMO I,HRMO)
	1.2 Let client fill-out form for GSIS Application for Retirement; <i>*Advise client to wait for updates on his/her application two (2) days after filing.</i>			
	1.3 Review the accomplished form for GSIS Application for Retirement; <i>*OIC-HRMO will fill-out and sign the endorsement at the bottom portion of the form</i>			
	1.4 Prepare retiree endorsement to GSIS to be signed by the Head of Agency		Depends on the availability of the Head of Agency	
STEP 2.	Prepare service record of the retiree to be signed by the OIC-HRMO and		15 minutes	MANABAT, Merlina B. (Bookbinder III, HRMO)



	Head of Agency			
STEP 3.	3.1 Gather & review requirements as to completeness		30 minutes	LJ ALEXIA NELLE D. JAMIS (JO) , under the supervision of TAPAY, Queen Kathleen Y. (HRMO I,HRMO)
	3.2 Turn-over all requirements to the officially designated GSIS liaison officer, TAPAY, Queen Kathleen Y. for transmittal to GSIS			
STEP 4.	Transmit GSIS Application for Retirement to GSIS Cagayan de Oro Branch Office		1 day	TAPAY, Queen Kathleen Y. (HRMO I,HRMO)
STEP 5.	Feedbacking to clients/retirees thru phone call and/or in writing regarding status of their retirement application		2 days from date of receipt from GSIS office	SAJONIA, Romela Q. HRMO IV, OIC-HRMO



9. PROCESSING OF TERMINAL LEAVE BENEFITS FOR SEPARATED EMPLOYEES (RETIREMENT, RESIGNATION, TRANSFER AND DEATH)

This service is for facilitating the processing of terminal leave benefit claim.

Office or Division	Human Resource Management Office			
Classification	Simple			
Type of Transaction	Government to Government (G2G)			
Who may avail	All permanent employees and elective officials			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
N/A				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
STEP 1. Present duly approved letter of intent for optional retirement, resignation and transfer to other government agency *For death of an employee, immediate family shall present death certificate	1.1 Computation of employees total earned vacation leave and sick leave	NONE	20 minutes per employee	MANABAT, Merlina B. <i>(Bookbinder III, HRMO)</i>
	1.2 Submit computation of total earned vacation leave and sick leave to City Budget Office for appropriation			
	1.3 Submit requirements to City Accounting Office for processing of terminal leave benefits			



STEP 2.	Notify client thru phone call when check is ready for pick up at the City Treasury Office		One week	
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10. ISSUANCE OF EMPLOYEE'S CLEARANCE (RETIREMENT, RESIGNATION, TRANSFER AND DEATH)

This service is for facilitating the mandated clearance of an employee prior to separation from the agency.

Office or Division	Human Resource Management Office			
Classification	Simple			
Type of Transaction	Government to Government (G2G)			
Who may avail	All permanent employees and elective officials			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
N/A				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
STEP 1. Present/submit duly approved letter of intent for optional & mandatory retirement, resignation and transfer to other government agency	1.1 Receive & verify the approval of the letter of intent	NONE	5 minutes	MITZI ANN C. LABIS (JO) , under the supervision of TAPAY, Queen Kathleen Y. (HRMO I,HRMO)
	1.2 Prepare the Clearance form and have the client affix his/her signature			
STEP 2.	2.1 Facilitate the routing of the clearance form to different offices;		One week	



	2.2 advise client to wait for notification that his/her clearance is ready for pick up			
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11. PROCESSING OF EMPLOYEES RESIGNATION

This service is for facilitating the proper procedure with the intention to separate from the agency.

Office or Division		Human Resource Management Office		
Classification		Simple		
Type of Transaction		Government to Government (G2G)		
Who may avail		All permanent employees and Job Orders		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
N/A				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
STEP 1. Submit letter of intent for resignation	1.1 Receive & evaluate details of resignation; advise the employee to wait for the approval of the Head of Agency	NONE	20 minutes	SAJONIA, Romela Q. HRMO IV, OIC- HRMO
	1.2 Present the letter of intent to the Head of Agency for approval or disapproval		1 day; depending on the availability of the Head of Agency	
STEP 2.	2.1 Notify the employee if letter of intent has been approved or disapproved by the Head of Agency		Upon approval/disapproval of letter of intent by the Head of Agency	



12. PROCESSING OF PAYROLL FOR JOB ORDERS (Every 15th and 30th of every Month)

This service is for facilitating the pay of Job Orders with the corresponding required proper attachments and signatories.

Office or Division		Human Resource Management Office		
Classification		Simple		
Type of Transaction		Government to Government (G2G)		
Who may avail		Job Orders		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
N/A				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
STEP 1. Submit Daily Time Record (DTR), pass slips and/or travel orders; attached Accomplishment Report if it's end of the month	Receive & review DTRs and attachments *Accomplishment reports shall be verified by the OIC-HRMO	NONE	1 day	SUYENNE Y. TOMARONG, REY D. LABADAN and LJ ALEXIA NELLE D. JAMIS (JO) , under the supervision of TAPAY, Queen Kathleen Y. (HRMO I,HRMO)
STEP 2.	2.1 Prepare payroll to be signed by the Department Heads concern, Disbursing Officer, OIC-HRMO and the Head of Agency		1 day	SUYENNE Y. TOMARONG (JOs under Executive branch); REY D. LABADAN (JOs under Legislative branch)
	2.2 Submit to City Budget Office for obligation of appropriation			



13. TREATMENT OF WALK-IN JOB APPLICANTS

This service is for facilitating the intent of the job applicant to join in the agency human resource; whether from the locality or from other places.

Office or Division		Human Resource Management Office		
Classification		Simple		
Type of Transaction		Government to Client (G2C)		
Who may avail		All newly applicants		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
N/A				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
STEP 1. Log applicant information in the logbook	1.1 Interview applicant based on presented credentials	NONE	20 minutes	SAJONIA, Romela Q. <i>HRMO IV, OIC- HRMO</i>
	1.2 Advise client to wait for notification regarding feedback on his/her application		1 week	



14. TREATMENT OF JOB APPLICATION THROUGH MAIL OR EMAIL

This service is for accommodating job applicants who applied through mail or email.

Office or Division	Human Resource Management Office			
Classification	Simple			
Type of Transaction	Government to Client (G2C)			
Who may avail	All newly applicants			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
N/A				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
STEP 1.	1.1 Review application job	NONE	5 minutes per mail or email	SAJONIA, Romela Q. HRMO IV, OIC-HRMO
	1.2 Acknowledge and advise client to wait for further notification regarding feedback on his/her application		1 week	



15. PROCESS IN HIRING APPLICANTS

This service is for recruitment, selection and placement of prospect job applicants.

Office or Division		Human Resource Management Office		
Classification		Simple		
Type of Transaction		Government to Client (G2C)		
Who may avail		Prospect Job Applicants		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
N/A				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
STEP 1.	Submission of vacant positions for publication and posting to the CSC FO/RO; posting of vacant positions at the job portal of the CSC website and in three conspicuous places in the LGU	NONE	15 calendar days	TAPAY, Queen Kathleen Y. (HRMO I,HRMO)
STEP 2.	Posting of the selection line-up amongst qualified applicants in three conspicuous places in the LGU		15 calendar days	
STEP 3.	Conduct Human Resource Merit Promotion and Selection Board (HRMPSB) screening/deliberation to appointees		To be done after the 30 days prescribed period of publication and posting of vacant positions and posting of the selection line-up	Human Resource Merit Promotion and Selection Board (HRMPSB)
STEP 4.	Conduct on-boarding orientation to appointees		1 day	HRMO Team



STEP 5.	Proceed to the usual appointment process		30 day period of compliance of requirements to be submitted to the CSCFO	TAPAY, Queen Kathleen Y. <i>(HRMO I,HRMO)</i> SAJONIA, Romela Q. <i>HRMO IV, OIC-HRMO</i>
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FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Send your commendation, complaints and suggestion through: <ul style="list-style-type: none"> • email add; hrmo.elsalvadorcity@gmail.com • through text message to mobile number 09179732045, • by accomplishing our feedback form (commendation-pink form, complaint-white form, suggestion-blue form) and drop in our Feedback box.
How feedbacks are processed	Feedbacks are evaluated at the end of every transacting day.
How to file a complaint	<ul style="list-style-type: none"> • Written Complaint – Write your complaint (white form) and drop in our Feedback Box • Verbal Complaint – Directly approach the OIC-HRMO
How complaints are processed	Written and verbal complaints shall be attended to immediately by the OIC-HRMO and will give feedback to clients as to action taken.
Contact Information of CCB, PCC, ARTA	