

CITIZEN'S CHARTER  
**Human Resource Development Office**

**1. REQUEST FOR TRAVEL AUTHORITY FOR PERSONAL OR PRIVATE FOREIGN TRIP**

Personal or private foreign trips of agency personnel require a Travel Authority issued by the city government to comply with the pre-departure requirements of the Bureau of Immigration. Personal or private trips refer to foreign travel pursued for personal or private purpose such as medical reason, emergency or special occasion. A personal or private trip shall be undertaken while on Official Leave of Absence.

<b>Office or Division:</b>	HRDO Administrative Unit
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2G - Government to Government
<b>Who may avail:</b>	All casual, regular, co-terminous, temporary, fixed-term and elective officials except the Local Chief Executive.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Formal letter-request for travel authority.	To be done by employee concerned
2. Application for Leave	Front desk Records Section - HRDO

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Employee submits request for Travel Authority together with approved Application for Leave.	HRDO Appointment Section receives request, records the document and transmits to HR Head.	N/A	10 minutes	Joseph San Andres
		HR Head reviews request and issues instructions to Admin Unit.	N/A	15 minutes	Tyrone Valencia / Elvira Flores
		Admin Unit checks trip schedule and Approved Leave	N/A	15 minutes	Edwin Correa / Lou Cabrias / Erick Rayos
		Admin Unit prepares Travel Authority	N/A	15 minutes	Edwin Correa / Lou Cabrias / Erick Rayos
		Travel Authority is sent to HR Head for signature.	N/A	10 minutes	Tyrone Valencia

		Signed Travel Authority is sent to Appointment Section for releasing	N/A	10 minutes	Tyrone Valencia
		Duplicate of Travel Authority is retained by Appointment Section for filing.	N/A	10 minutes	Joseph San Andres
		Travel Authority is sent to requesting party  END PROCESS	N/A	4 hours	Joseph San Andres
TOTAL:				5.42 hours	

## 2. REQUEST FOR AUTHORITY TO RENDER OVERTIME SERVICE

Requests for rendition of overtime services by agency personnel require prior authority to warrant compensation via overtime pay or Compensatory Time Off pursuant to CSC and DBM regulations. Relatedly, the city government grants additional allowances at a fixed rate to job order personnel rendering work beyond the 8-hour workday. The mandatory authority to render overtime service is required in both cases.

<b>Office or Division:</b>	HRDO Administrative Unit
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2G - Government to Government
<b>Who may avail:</b>	Casual and regular personnel with Salary Grade - 22 and below and job order personnel

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Properly filled-out pro-forma, "Request for Overtime Authorization" signed by Department Head or Chief of Office.	Front desk Appointment Section and/or Administrative Unit, HRDO.

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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1	Requesting Department or Office submits filled-out Request for Overtime Authorization to HRDO at least 3 days prior to the OT schedule.	HRDO Appointment Section receives request, records the document and transmits to HR Head.	N/A	10 minutes	Joseph San Andres / Tyrone Valencia
		HR Head conducts initial review of request then forwards document to Admin Unit.	N/A	30 minutes	Elvira Flores / Tyrone Valencia
		Admin Unit evaluates request in terms of completeness of data, signatures, assigns mode of payment and stamps approval of the request, either thru cash or COC.	N/A	15 minutes	Edwin Correa / Lou Cabrias / Erick Rayos
		Request for OT Authorization is returned by Admin Unit to HR Head for signature.		1 hour	Tyrone Valencia Elvira Flores
		Approved request is sent to Appointment Section for releasing.  END PROCESS		15 minutes	Tyrone Valencia Joseph San Andres
TOTAL:				2.17 hours	

### 3. REQUEST FOR EXTENSION OF SERVICE

Casual and permanent agency personnel approaching the mandatory retirement age of 65 years old are allowed under CSC laws and regulations to file and extension of service for a maximum period of one (1) year "in the exigency of the service" subject to the approval of the Civil Service Commission. The extension period may stretch further to a maximum period of two (2) years for those employees completing the 15-year service requirement under the GSIS law. The appeal for extension, among other administrative requirements, is signed by the City Mayor.

<b>Office or Division:</b>	HRDO Administrative Unit
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	G2G - Government to Government
<b>Who may avail:</b>	All casual and permanent personnel

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CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter to the City Mayor requesting for service extension.	To be made by the employee concerned

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Request for extension is sent through a formal letter is submitted to the City Mayor, duly-endorsed by the Head of the Department or Office.	City Mayor approves the request for extension and transmits letter to HRDO	N/A	3 days	City Mayor / OCM Office Staff
		Request is received by the Appointment Section, recorded and sent to the Head of HR.	N/A	30 minutes	Joseph San Andres / Tyrone Valencia
		Request is evaluated by HR Head and issues instructions to Admin Unit	N/A	30 minutes	Elvira Flores / Tyrone Valencia
		Admin Unit prepares appeal for extension addressed to CSC Chairperson	N/A	2 hours	Edwin Correa / Lou Cabrias / Erick Rayos
		Appeal for extension is returned to HR Head for approval	N/A	30 minutes	Tyrone Valencia / Elvira Flores
		Approved appeal is sent to Appointment Section for transmittal to the City Mayor	N/A	15 minutes	Tyrone Valencia / Joseph San Andres
		City Mayor signs appeal then returns appeal back to HRDO	N/A	3 days	City Mayor / OCM Office Staff
		Signed appeal is received by the Appointment Section, recorded and sent to requesting party.	N/A	30 minutes	Joseph San Andres
TOTAL:				6 days & 4.75 hours	

#### 4. APPLICATION FOR GSIS AND PAG-IBIG LOANS

The Human Resource Development Office strictly adheres to the policies of GSIS and PAG-IBIG to expedite processing of employees' benefits/claims. The loans being offered to the City employees are Multi-Purpose Loan, Policy Loan, Emergency Loan and Computer Loan for GSIS; Multi-Purpose Loan (MPL) and Calamity Loan (PCL) for Pag-IBIG.

<b>Office or Division:</b>	HRDO Claims and Benefits Section
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2G - Government to Government
<b>Who may avail:</b>	Qualified Casual and Permanent City employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Duly accomplished application form: a. GSIS Clearance/Undertaking form (1 copy, original) b. Pag-IBIG Multi-Purpose Loan Application Form (1 copy, original) or Calamity Loan Application Form (1 copy, original) 2. Photocopy/scanned copy of valid I.D. cards (front and dorsal side): 2.1 GSIS UMID Card/Temporary e-Card 2.2 Pasig City Hall I.D. 2.3 LAND BANK ATM Card 2.4 Pag-IBIG Loyalty Card Plus w/ EMV chip 2.5 Any valid government issued ID 3. Certified true copy of latest payslip	HRDO-Claims and Benefits Division window  Downloadable thru Pag-IBIG website; HRDO-Claims and Benefits Division window  } From applicant  } HRDO-Payroll Division window

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Applicant to apply for GSIS Loan through the GSIS Kiosk	1.1 Provide clearance/undertaking form to be filled out by the employee	None	15 minutes	Melba L. De Leon, Exequiel S. Sardea, Jr.
2	Applicant to submit accomplished loan application forms with complete attachments	2.1 Check and receives loan application forms and attachments	None	3 minutes	Jocelyn R. Melendres, Raphael Benedict E. Chan
		2.2 Route the GSIS clearance/undertaking forms to seek authorized representative's	None	45 minutes	Claims and Benefits Division staff: Jocelyn R. Melendres,/Raphael

		<p>signature and to certify that the employee has:</p> <ul style="list-style-type: none"> <li>- No Pending Administrative Case</li> <li>- Enough take home pay to cover the amortization</li> <li>- Not on Leave Without Pay</li> </ul>			<p>Benedict E. Chan</p> <p>Appointment Division: John Carlo Villarete</p> <p>Admin Division: Edwin B. Correa/Raoul Enrico V. Rayos</p> <p>Payroll Division: John Lazaro M. Magboo/Ronald A. Magsalin/Richard B. Afurong, Aida L. Cortez</p> <p>Records Division: Arturo C. Ramos/Robert S. Estayani/Catherine M. David/Elaine D. De Castro/Aileen C. Lirio/Celestino P. Ladica</p>
		2.3 Agency Authorized Officer (AAO) approves loan in the GSIS AAO Certification website	None	45 minutes	Ma. Luisa N. Buenafe (AAO)
		2.4 Prepare transmittal of PAG-IBIG loan applications to be	None	15 minutes	Evelyn M. Anglo,

		signed by the authorized representative			Ma. Luisa N. Buenafe
		2.5. Transmit the loan applications to the Pag-IBIG Fund	None	1 hour (on a weekly basis)	Evelyn M. Anglo
TOTAL:				3 hours and 2 minutes	

## 5. APPLICATION OF LANDBANK LIVELIHOOD LOAN SYSTEM

The Human Resource Development Office strictly adheres to the policies of Land Bank of the Philippines to expedite processing of employees' benefits/claims. The loan being offered to the City employees is the Land Bank Livelihood Loan System (LLS).

<b>Office or Division:</b>	HRDO Claims and Benefits Section
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2G - Government to Government
<b>Who may avail:</b>	Permanent City employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Land Bank LLS Application form (1 copy, original)	HRDO-Claims and Benefits Division window
2. Photocopy/scanned copy of Pasig City Hall I.D. card (front and dorsal side)	From applicant
3. Photocopy of latest pay slip	HRDO-Payroll Division window

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Applicant to submit accomplished forms with complete attachments	1.1 Check and receives application forms and attachments	None	3 minutes	Melba L. De Leon, Exequiel S. Sardea, Jr.
		1.2 Prepare transmittal of Land Bank loan application and save into a CD to be signed by the HRDO head	None	1 hour	Sheila S. Leonidas  Elvira R. Flores (City HR Officer)

		1.3 Loan applications will be validated by Land Bank and will provide the HRDO a copy of statement of account per applicant.	None	1 to 2 working days	Hannah Grace K. Mendoza (Land Bank)
TOTAL:				2 days, 1 hour and 3 minutes	

## 6. APPLICATION FOR GSIS SEPARATION/RETIREMENT BENEFIT

The Human Resource Development Office strictly observes the GSIS policies, rules and regulations to expedite the processing of employees' benefits.

<b>Office or Division:</b>	HRDO Claims and Benefits Section
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C - Government to Client G2G - Government to Government
<b>Who may avail:</b>	Casual and Permanent City employees who have been separated from the service

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Duly accomplished Application form for Retirement/Separation/Life Insurance Benefits (1 copy, original)	Downloadable thru GSIS website; HRDO-Claims and Benefits Division window
2. Service Record (1 copy, original)	HRDO-Appointment Division
3. Certificate of Employment (1 copy, original)	HRDO-Appointment Division
4. Certificate of No Pending Administrative Case (1 copy, original)	HRDO-Appointment Division
5. Certificate of Leave Without Pay (1 copy, original)	HRDO-Records Division
6. Declaration of Pendency / Non Pendency of Case (DPNPC), to be submitted upon receipt of notice from GSIS (1 copy, original)	Downloadable thru GSIS website HRDO-Claims and Benefits Division window

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Applicant to submit accomplished separation/retirement form with complete attachments	1.1 Check and receives application form for separation/retirement and attachments	None	15 minutes	Melba L. De Leon, Exequiel S. Sardea, Jr.
		1.2 Log the data of the applicant	None	10 minutes	Melba L. De Leon, Exequiel S. Sardea, Jr.



		1.3 Submit the application for signature of Authorized Official	None	1 hour	Elvira R. Flores (City HR Officer)
2	Applicant receives the duly signed application form and attachments to be submitted to the GSIS office (optional)	2.1 Prepares receiving copy of application form for file copy to be received by the applicant	None	5 minutes	Melba L. De Leon
		2.2 Prepare transmittal of application forms to be signed by the authorized representative	None	10 minutes	Melba L. De Leon, Ma. Luisa N. Buenafe
		2.3 Transmit the application forms and attachments to the GSIS office	None	1 hour and 30 minutes (on a weekly basis)	Ma. Luisa N. Buenafe
		2.4 Advise the applicant to wait for the notification of claim approval from GSIS and prepare for the submission of Declaration of Pendency / Non Pendency of Case (DPNPC)	None	5 minutes	Melba L. De Leon
3	The applicant requests for Certification/Clearance for the processing of Terminal Leave Pay, upon receipt of GSIS voucher	3.1 Prepares Certification/Clearance for the processing of Terminal Leave Pay of the applicant	None	1 hour	Ma. Luisa N. Buenafe
TOTAL:				4 hours and 15 minutes	

## 7. APPLICATION FOR PHILHEALTH CLAIM

The Human Resource Development Office strictly observes the PhilHealth policies, rules and regulations to expedite the processing of employees' benefits.

<b>Office or Division:</b>	HRDO Claims and Benefits Section
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C - Government to Client G2G - Government to Government
<b>Who may avail:</b>	Casual and Permanent City employees with at least six (6) months of paid premium contribution

<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
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1. Duly accomplished Claim Form Signature (CSF) (1 copy, original)	Downloadable thru PhilHealth website; HRDO-Claims and Benefits Division window
2. Certificate of PhilHealth Contribution (1 copy, original)	City Accounting Office
3. Members Data Record (MDR) (1 copy, original)	Request print-out from HRDO-Claims and Benefits Division window

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Applicant to fill-out CSF form	1.1 Advise the applicant to request for a copy of Certificate of PhilHealth Contribution and MDR	None	3 minutes	Melba L. De Leon, Exequiel S. Sardea, Jr.
2	Applicant requests for MDR copy	2.1 Prepares and issue print-out copy of MDR request	None	3 minutes	Jocelyn R. Melendres/ Raphael Benedict E. Chan/Sheila S. Leonidas
3	Applicant requests for Certificate of PhilHealth Contribution to Accounting Office	3.1 Prepares and issue Certificate of PhilHealth Contribution	None	5 minutes	City Accounting Staff: Alma Mortifero/Sheryll Nicabera/Juvy A. Cuenco
4	Applicant to submit accomplished CSF form	4.1 Check and receives application form and attachments	None	3 minutes	Melba L. De Leon, Exequiel S. Sardea, Jr.
		4.2 Submit the application form for signature of Authorized Official	None	10 minutes	Ma. Luisa N. Buenafe
5	Applicant receives the duly signed application form and attachments	5.1 Log the data of the applicant in the logbook	None	5 minutes	Melba L. De Leon, Exequiel S. Sardea, Jr.
TOTAL:				29 minutes	

## 8. REQUEST FOR APPROVAL OF TRAINING

This process is for determining the training fund allocation of requesting offices.

<b>Office or Division:</b>	HRDO Learning and Development Section
<b>Classification:</b>	Simple transaction
<b>Type of Transaction:</b>	G2G - Government to Government

<b>Who may avail:</b>	All Department/Offices/Unit
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<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
1. Formal letter of request indicating the following: a. Type of training b. Training needs to be addressed c. Number and profile of target d. participants e. Preferred venue f. Proposed schedule g. Name of agency, address, contact number h. Name and position of contact /focal person	Requesting Department/ unit
2. Capacity Development Plan (if funding is from the Training Fund allocated to the office/unit.	HRDO - Learning and Development Section

<b>#</b>	<b>CLIENT STEPS</b>	<b>OFFICE ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1	Submit letter request to HRDO	HRDO - Appointment Section receives request, records the document and transmits to HR Head	N/A	10 minutes	Joseph San Andres/ Mctyrone Zyrge L. Valencia
		HR Head conducts initial review of request then forward documents to Learning & Development Section.	N/A	30 minutes	Elvira R. Flores / Mctyrone Zyrge L. Valencia
		L&D evaluates request and check training fund allocation thru submitted Capacity Development Plan.	N/A	15 minutes	Analiza V. Tatco / Kimberly May Natividad /
		Training Order is prepared and attached to approve request.	N/A	15 minutes	Analiza V. Tatco / Kimberly May Natividad /
		Training Order is sent back to HR Head for signature.	N/A	20 minutes	Elvira R. Flores / Mctyrone Zyrge L. Valencia
		Signed Training Order is sent to Appointment section for releasing.	N/A	10 minutes	Mctyrone Zyrge L. Valencia Joseph San Andres/
		END PROCESS			

TOTAL:		1 hour and 40 minutes	
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## 9. APPLICATION FOR TERMINAL LEAVE BENEFIT

Terminal leave benefit is the commutation or conversion of cash of leave credits earned by an employee during his/her employment with the city government. It was given to an employee upon his/her official separation from service via voluntary resignation, retirement, non-renewal of temporary appointment and other mode of severances from the service. An employee has to apply first for this benefit before he/she will claim it.

<b>Office or Division:</b>	HRDO Leave Records Section
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C - Government to Citizens Separated
<b>Who may avail:</b>	City Government of Pasig Employee

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Employees Clearance Form	HRDO - Records Section
2. Application for leave	HRDO - Records Section
3. Service Record	HRDO - Appointment Division
4. SALN	PCH - Ground floor
5. Last daily time record	HRDO - Record Section
6. Company ID	
7. Photo copy of last payroll with certification on deductions	HRDO - Payroll Section
8. Printed copy of loan schedule with certification	HRDO - Claims & Benefit Section
Additional Requirements	
9. Birth Certificate	PSA
10. Marriage Contract or CENOMAR	PSA
11. Death Certificate	PSA

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Submit complete documents	Check the validity and Completeness of documents submitted	none	1 day	Haydie Santos Elaine de Castro/Catherine David/Arturo Ramos/Celestino Ladica/Robert Estayani/Aileen Lirio/Michael Portuguez/Edilberto Salandanan/ Nilgene Manreza

		Finalized leave card and computes terminal leave benefits of applicant	none	1 day	Haydie Santos Elaine de Castro/Catherine David/Arturo Ramos/Celestino Ladica/Robert Estayani/Aileen Lirio/Michael Portuguez/Edilberto Salandanan/ Nilgene Manreza
2	Leave contact details	Leave Clerk in-charge contacts the applicant	none	1 day	Haydie Santos Elaine de Castro/Catherine David/Arturo Ramos/Celestino Ladica/Robert Estayani/Aileen Lirio/Michael Portuguez/Edilberto Salandanan/ Nilgene Manreza
TOTAL:				3 days	

#### 10. REQUEST FOR MONETIZATION OF LEAVE

Advance and partial commutation of leave credits earned by an active employee due to important and emergency expenses that needs immediate settlement.

<b>Office or Division:</b>	HRDO Leave Records Section
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C - Government to Citizens
<b>Who may avail:</b>	City Government of Pasig Employee

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Request Monetization Letter with supporting attachment	Provided by applicant

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Submit request letter for monetization	Leave clerk in-charge will secure tickler and collate data of applicant	none	5 mins.	Haydie Santos Elaine de Castro/Catherine David/Arturo Ramos/Celestino Ladica/Robert Estayani/Aileen

					Lirio/Michael Portuguez/Edilberto Salandanan/ Nilgene Manreza
		HR Officer approved the number days of monetization of leave	none	15 mins	Haydie Santos Elaine de Castro/Catherine David/Arturo Ramos/ Celestino Ladica/Robert Estayani/Aileen Lirio/Michael Portuguez/Edilberto Salandanan/ Nilgene Manreza
2	Follow up after 2 days	Leave clerk returned the approved monetization of leave to the applicant for processing of OBR and voucher	none	5 mins	Haydie Santos Elaine de Castro/Catherine David/Arturo Ramos/ Celestino Ladica/Robert Estayani/Aileen Lirio/Michael Portuguez/Edilberto Salandanan/ Nilgene Manreza
TOTAL:					2 days & 25 mins.

## 11. APPLICATION FOR MATERNITY LEAVE

Every married or unmarried woman who gets pregnant may go on maternity leave for 105 days or 60 days, as applicable.

<b>Office or Division:</b>	HRDO Leave Records Section
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C - Government to Citizens
<b>Who may avail:</b>	City Government of Pasig Employee Married or unmarried female employees who gets pregnant

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Application for maternity leave	HRDO - Records Section
2. 3 pcs. Blank white daily time record with applicants signature and heads/chiefs of office signature	Provided by applicant
3. Medical certificate with documentary stamp	From the applicant's attending physician

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Submit complete documents (application for maternity leave, DTR, medical certificate)	Check the validity and Completeness of documents submitted	none	1 minute	Haydie Santos Elaine de Castro/Catherine David/Arturo Ramos/Celestino Ladica/Robert Estayani/Aileen Lirio/Michael Portuguez/Edilberto Salandanan/Nilgene Manreza
		Prepare and computes maternity leave	none	10 minutes	Haydie Santos Elaine de Castro/Catherine David/Arturo Ramos/Celestino Ladica/Robert Estayani/Aileen Lirio/Michael Portuguez/Edilberto Salandanan/Nilgene Manreza
3	Leave contact details	Leave Clerk in-charge contacts the applicant when leave form is ready	None	1 day	Haydie Santos Elaine de Castro/Catherine David/Arturo Ramos/Celestino Ladica/Robert Estayani/Aileen Lirio/Michael Portuguez/Edilberto Salandanan/Nilgene Manreza
TOTAL:					1 day 11 minutes

## 12. APPLICATION FOR ATM FOR NEWLY HIRED EMPLOYEES

Every employee should have ATM bank account and the employers include the salaries and wages of employees each pay day thru payroll system.

<b>Office or Division:</b>	HRDO Payroll Section
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2G - Government to Government

<b>Who May Avail:</b>		All newly hired employees of the City Government			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>			
Duly accomplished Landbank ATM form Two (2) original pictures of any size Two (2) valid government issued ID Photocopy of Plantilla/Appointment		Landbank of the Philippines  HRDO Appointment Section			
#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Accomplished Landbank ATM form with requirements	Check and validate information/s in the application form for ID and signature capturing and encoding	None	25 minutes	Renardo Padoga
		Forwarding of database and application form to Landbank for processing of ATM	None	1 week	Renardo Padoga
		Forwarding of database to third party (Banner Plasticard Inc.) for ATM card printing with endorsement signed by the HRDO head	None	1 week	Renardo Padoga
		Notice of availability of ATM to be released by Landbank	None		Renardo Padoga
TOTAL:			None	Estimated: 10 days and 25 minutes	

### 13. PROCESSING OF FIRST SALARY

This process requires all the necessary documents of the newly hired and promoted personnel to process the computation and adjustment of salary including the membership contributions and updating of employment status.

<b>Office Or Division:</b>	HRDO Payroll Section
<b>Classification:</b>	Simple
<b>Type Of Transaction:</b>	G2G - Government to Government
<b>Who May Avail:</b>	All newly hired employees of the City Government (Permanent, Casual, Job Order, Contract of Service)
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
Assumption of duty Approved Plantilla Oath of Office DTR Personal Data Sheet (PDS) Statement of Assets, Liabilities and Network	HRDO Appointment Section  HRDO Records Section HRDO Appointment Section



#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Submission of daily time record and accomplishment report	Checking and verification of submitted requirements; printing of payroll	None	30 minutes	Mr. Richard Afurong / Mr. Ronald Magsalin / Mr. John Magboo / Erwin Santos / Algie Eco
		Forward printed payroll to payroll clerks for checking and verification of the attached requirements	None	15 minutes	Nemencia Buendia / Georgina Avellano / Lucita Dimaano / Divina Andal / Lorna Reyes / Erwin Santos / Algie Eco
		Forward checked//verified payroll/s to Budget Office for Obligation Request (OBR):	None		Nemencia Buendia / Georgina Avellano / Lucita Dimaano / Divina Andal / Lorna Reyes / Erwin Santos / Algie Eco
		Forward first salary payroll with OBR to various departments for signature of head of office	None		Nemencia Buendia / Georgina Avellano / Lucita Dimaano / Divina Andal / Lorna Reyes / Erwin Santos / Algie Eco
		Accomplished payroll with OBR for preparation of certification for signature of payroll section head and HRDO head to be forwarded to accounting office	None	1 hour	Nemencia Buendia / Georgina Avellano / Lucita Dimaano/ Divina Andal / Lorna Reyes / Erwin Santos / Algie Eco
TOTAL:			None	Estimated: 1 hour and 45 mins.	

#### 14. REQUEST FOR COMPUTATION ON APPROVED OVERTIME REQUEST

This is to evaluate the attachments and daily time records and approved documents/letter submitted for computation as per CSC and DBM Joint Circular No. 1, s. 2015 Guidelines.

<b>Office or Division:</b>	HRDO Payroll Section
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2G - Government to Government
<b>Who May Avail:</b>	All permanent and casual employees

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE			
Approved Overtime Request DTR		HRDO Admin Section HRDO Records Section			
#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Submit the approved request for overtime with DTR	Check/ verify submitted approved overtime authorization and DTR for computation	None	1 day	Lea Reyes / Nemencia Buendia
2	Encoding of computed overtime and printing of payroll	Check and verify if details encoded are correct: - Amount of overtime - List of personnel as per approved overtime request - Withholding tax if any Signature of HRDO payroll section head and HDRO Head	None	30 minutes	Lea Reyes / Nemencia Buendia
TOTAL:			None	Estimated: 1 day and 30 mins.	

#### 15. REQUEST FOR SERVICE RECORD AND CERTIFICATE OF EMPLOYMENT (CoE)

Service records are official documents which show the employment history of active or separated employees. Normally used for loan applications, employment purposes, GSIS membership and for Terminal leaves claims.

<b>Office or Division:</b>	HRDO Recruitment, Selection & Placement Section
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C - Government to Citizens
<b>Who may avail:</b>	Casual and Regular employees, Active/Resigned

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Valid Identification Card (City Government I.D., Passport, Driver's License, Company I.D., etc.)	
2. Request Form	Request Form can be secured at City Human Resource Dev't Office, RSP Division @ 4 <sup>th</sup> floor, Pasig City Hall Bldg, Caruncho Ave., Brgy. San Nicolas Pasig City.

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Approach reception desk of RSP Division and present valid identification card.  <i>Fill-out form.</i>	Provide prescribed form.	None	3 days	Joseph San M. Andres
2	Submit filled-out form.	2.1 Receive accomplished form.  2.2 Retrieve from computer database employee's service record data/COE and print hardcopy.  2.3 Sign Service Record/COE.	None		Joseph M. San Andres  Novelita L. Tagaya/ Jacqueline B. Magno  Elvira R. Flores, MNSA, CESE
3	Receive Service Record/COE.	Release Service Record/COE.	None		Novelita L. Tagaya/ Jacqueline B. Magno
	TOTAL:		None	3 working days upon request	

## 16. APPLICATION FOR EMPLOYMENT AND APPLICATION FOR REAPPOINTMENT AND PROMOTION

Hiring of efficient and competent applicants and where the individual meets the Qualification Standards set by the Civil Service Commission (CSC).

<b>Office or Division:</b>	HRDO Recruitment, Selection & Placement Section
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	G2C - Government to Citizens
<b>Who may avail:</b>	All aspiring applicants

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<b><u>Initial Requirements:</u></b> 1. Application Letter with specific position applied addressed to City Mayor thru City Human Resource Dev't Officer (2 sets)	
2. Updated Resume/Personal Data Sheet (CS Form No.212 revised 2017)	

3.	Photocopy of Eligibility (if applicable)	
4.	Photocopy of Diploma and TOR	
<b>Standard Requirements:</b>		
1.	Personal Data Sheet with Notary (2 sets)	- Downloadable online - HRDO RSP Division
2.	SALN with Notary (2 sets)	- Downloadable online - HRDO RSP Division
3.	Medical Certificate with attached copy of medical exam results	- 5 <sup>th</sup> Floor , City Health Office
4.	NBI Clearance	- NBI
5.	Birth Certificate	- PSA
6.	Authenticated CS Eligibility/ PRC License (if applicable)	- CSC or PRC
7.	Certified True Copy of Diploma and TOR	- School Registrar
8.	IPCR last rating period (2 copies) (for promotion only)	

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Submit Application Letter with attached updated Resume/PDS; Photocopy of CS Eligibility (if applicable) and Photocopy of TOR/Diploma. <b>(2 sets – HR Copy and Applicants File Copy)</b>	1.1 Receive application letter.  1.2 Assess the received application.  1.3 Review the Assessment Form.	None	3 days	Michael Vincent L. Marasigan / Mctyrone Zyrge L. Valencia  Mark Anthony P. Reyes / Josephine D. Nefiel / Ma. Victoria M. Mosque  Rovina L. Evangelista
2	Wait for a feedback message/call regarding to the job application.	1.1 Give feedbacks regarding job application thru letter, text message or call.  1.2 To those qualified applicants, advise them	None	5 days	Mark Anthony P. Reyes / Josephine D. Nefiel / Ma. Victoria M. Mosque

		to report at HRDO to get the Assessment Form.			
3	Report to HRDO for release of Assessment Form for initial interview of the Head of Office where the applicant is applying in	3.1 Give the Assessment Form that for signature and approval of office head 3.2 Notify the Office Head that there is a qualified applicant that wants to apply on their office and he/she is subject for initial interview by him/her.	None	1 day	Mark Anthony P. Reyes / Josephine D. Nefiel / Ma. Victoria M. Mosquite
4	Return the Assessment Form to HRDO	Receive the signed Assessment Form.	None		Mark Anthony P. Reyes / Josephine D. Nefiel / Ma. Victoria M. Mosquite
5	Wait for Human Resource Merit Promotion and Selection Board (HRMPSB) Meeting scheduled interview	5.1 Comparative Assessment Report 5.2 Background Investigation 5.3 Prepare HRMPSB Agenda 5.4 Advise the applicant regarding to his/her scheduled HRMPSB interview 5.5 Give applicant a list of standard requirements and submit it within the given deadline. 5.6 Prepare the Deliberation Forms	None	3 days	Felicitas S. Avis / Novelita L. Tagaya Jacqueline B. Magno Rovina L. Evangelista Minerva V. Rosas / Rovina L. Evangelista Kristen G. Pastor
6	Submit the standard requirements	Check and Verify the submitted requirements.	None		Ma. Corazon J. Alumno
7	Wait for the scheduled date of contract signing	7.1 Prepare Appointment Papers and other attachments 7.2 Appointment processing	None		Braian G. Rosales / Lois Edd A. Larracas / Jarbel B. Andrada /

8	Contract Signing	Give the appointment papers and other attachments for signature of applicant and other signatories	None	1 day	Jeimboy B. Mendoza / Jarbel B. Andrada / Denise Allison M. Reyes
9	Proceed to HRDO Records Div. for Biometric; Claims and Benefits Div. for Membership Applications /Update (GSIS/Philhealth/Pagibig) ; RSP Div for BIR Update and MISO ID Div. for ID Registration and ATM Application.	8.1 Endorse the newly hired employee to HR Records Division for Biometrics 8.2 Endorse the newly hired employee to HR Claims and Benefits Division for GSIS, Philhealth, Pagibig Membership Application or Updates. 8.3 Instruct the newly hired employee to proceed to MISO ID section for ID Registration	None	1 day	Denise Allison M. Reyes
10	Attend Orientation	Conduct of Orientation on Values Development Seminar	None	1 day	Learning and Development Staffs headed by Ana V. Tatco
	<b>TOTAL:</b>		<b>None</b>	<b>15 working days upon submission of application.</b>	

### Feedback and Complaints

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Client feedback may be sent through various channels, viz.: pasigcity.gov. ph, Ugnayan sa Pasig FB Account, hr@pasigcity.gov.ph
How feedback is processed	Negative feedback indicative of client dissatisfaction is referred to the concerned Section/Department Head and discussed with

	concerned office staff. Remedial action is taken thereafter.
How to file a complaint	Complaints may be filed via the following: Human Resource Development Office, Office of the City Mayor, Ugnayan sa Pasig, Public Assistance and Complaints Desk
How complaints are processed	Complaints are referred to the concerned Department Head / Chief of Office. An initial investigation of the complaint is conducted to ascertain the validity of the complaint and determination of employee culpability if any. Complaints constituting an administrative offense are referred to the Administrative Hearing Board (AHB) for filing for formal charges in the presence of a prima facie case. Administrative proceedings ensue thereafter in accordance with the Rules of Procedures in Administrative Cases.
Contact Information	Trunkline: 643-1111 Local 490, 491, 492 E-mail: hr@pasig city.gov.ph