

CGPP Citizens' Charter

Table 5. Office of the Human Resource Management Officer

SERVICE STANDARDS

FRONTLINE SERVICES	STEPS/PROCEDURES		DOCUMENTARY REQUIREMENTS	FEES (P)	PROCESSING TIME	RESPONSIBLE PERSON
	Applicant/Client	Service Provider				
Request for Issuance of Official Documents						
a. Certificate of Employment and Compensation	1. Pay to the Cashier the processing fee (for inactive employees), proceed to the Admin. & Records Division, and fill-out the Request Form 2. Submit accomplished Request Form to the Admin. & Records Division	1. Give client Request Form 2. Receive and record accomplished request form 3. Approve the request 4. Encode and proofread the certificate 5. Print and initial for signature of the CPO 6. Sign the certificate	1. Official Receipt from the City Treasurer's Office (for inactive employees only) 2. Approved Request Form	100.00	10 seconds 10 minutes 3 minutes 15 minutes 2 minutes 2 minutes	Lydia Herrera/ Christine T. Dacuan Lydia Herrera/ Christine T. Dacuan CPO Felimon R.Sabas/ Asst. CPO Wenifreda J. Arcegono Nelita T. Hitois Cleofe M. Ogdamin CPO Felimon R.Sabas/ Asst. CPO Wenifreda J. Arcegono

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	Applicant/Client	Service Provider				
	3. Receive the certificate requested	7. Release the signed certification thru the Administrative Division			8 minutes	Lydia Herrera/ Christine T. Dacuan
b. Certificate of Leave Balances	1. Pay to the Cashier the processing fee (for inactive employees), proceed to the Admin. & Records Division, and fill-out the Request Form 2. Submit accomplished Request Form to the Admin. & Records Division	1. Give client Request Form	1. Official Receipt from the City Treasurer's Office (for inactive employees only)	100.00	10 seconds	Lydia Herrera/ Christine T. Dacuan
		2. Receive and record accomplished request form	2. Approved Request Form		10 minutes	Lydia Herrera/ Christine T. Dacuan
		3. Approve the request			3 minutes	CPO Felimon R. Sabas/ Asst. CPO Wenifreda J. Arcegono
		4. Compute and encode leave balances			15 minutes	Nelly Solina, Elma Villaverde, Mylene Atienza, Jean Paul Delos Reyes
		5. Print and initial for signature of the CPO			2 minutes	Cleofe M. Ogdamin

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	Applicant/Client	Service Provider				
		6. Sign the certificate			2 minutes	CPO Felimon R. Sabas/ Asst. CPO Wenifreda J. Arcegono
	3. Receive the certificate requested	7. Release the signed certification thru the Administrative Division			8 minutes	Lydia Herrera/ Christine T. Dacuan
c. Service Records	1. Pay to the Cashier the processing fee (for inactive employees), proceed to the Admin. & Records Division, and fill-out the Request Form 2. Submit accomplished Request Form to the Admin. & Records Division	1. Give client Request Form 2. Receive and record accomplished request form 3. Approve the request 4. Prepare the Service Records 5. Print and initial for signature of the CPO	1. Official Receipt from the City Treasurer's Office (for inactive employees only) 2. Approved Request Form	100.00	10 seconds 10 minutes 3 minutes 15 minutes 2 minutes	Lydia Herrera/ Christine T. Dacuan Lydia Herrera/ Christine T. Dacuan CPO Felimon R. Sabas/ Asst. CPO Wenifreda J. Arcegono Nelita T. Hitosis/ Nelly Solina, Mylene Atienza, Elma Villaverde Cleofe M. Ogdamin

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		6. Sign the Service Record			2 minutes	CPO Felimon R. Sabas/ Asst. CPO Wenifreda J. Arcegono
	3. Receive the Service Record requested	7. Release the signed Service Record thru the Administrative Division			8 minutes	Lydia Herrera/ Christine T. Dacuan
d. Training List Attended	1. Proceed to the Admin. & Records Division and fill-out the Request Form	1. Give client Request Form	- Latest Certificate of Training Attended, if there is any	None	10 seconds	Lydia Herrera/ Christine T. Dacuan
	2. Submit accomplished Request Form to the Admin. & Records Division	2. Receive and record accomplished request form			10 minutes	Lydia Herrera/ Christine T. Dacuan
		3. Approve the request			3 minutes	CPO Felimon R. Sabas/ Asst. CPO Wenifreda J. Arcegono
		4. Print the Training Records			20 minutes	Delilah Fontanilla
		5. Sign the printed Training Records			2 minutes	Flora M. Aurelio
	3. Receive the Training List requested	6. Release the signed Training Records thru the Administrative Division			8 minutes	Lydia Herrera/ Christine T. Dacuan
e. Copy of Appointment and Other Pertinent Documents	1. Proceed to the Admin. & Records Division and fill-out the Request Form	1. Give client Request Form		None	10 seconds	Lydia Herrera/ Christine T. Dacuan

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	Applicant/Client	Service Provider				
	2. Submit accomplished Request Form to the Admin. & Records Division	2. Receive and record accomplished request form	- Approved Request Form		10 minutes	Lydia Herrera/ Christine T. Dacuan
		3. Approve the request			3 minutes	CPO Felimon R.Sabas/ Asst. CPO Wenifreda J. Arcegono
		4. Locate from 201 Files requested documents			13 minutes	Angelina E. Magbanua/ Elena Cuison
	3. Receive the Documents requested	5. Release the requested documents thru the Administrative Division			8 minutes	Lydia Herrera/ Christine T. Dacuan
f. Authentication of Documents	1. Proceed to the Admin. & Records Division and fill-out the Request Form	1. Give client Request Form	- Approved Request Form	None	10 seconds	Lydia Herrera/ Christine T. Dacuan
	2. Submit accomplished Request Form to the Admin. & Records Division	2. Receive and record accomplished request form			10 minutes	Lydia Herrera/ Christine T. Dacuan
		3. Approve the request			3 minutes	CPO Felimon R.Sabas/ Asst. CPO Wenifreda J. Arcegono
		4. Authenticate the documents			5 minutes	Remedios D.Redoña/ Angelina E. Magbanua


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	3. Receive the requested documents	5. Release the requested data thru the Administrative Division			8 minutes	Lydia Herrera/ Christine T. Dacuan
g. List of Existing Vacant Positions	1. Proceed to the Admin. & Records Division and fill-out the Request Form 2. Submit accomplished Request Form to the Admin. & Records Division 3. Receive the requested List of Vacant Positions	1. Give client Request Form 2. Receive and record accomplished request form 3. Approve the request 4. Photocopy the list of vacant positions 5. Sign the list 6. Release the requested list of vacant positions thru the Administrative Division	- Approved Request Form	None	10 seconds 10 minutes 3 minutes 5 minutes 2 minutes 8 minutes	Lydia Herrera/ Christine T. Dacuan Lydia Herrera/ Christine T. Dacuan CPO Felimon R.Sabas/ Asst. CPO Wenifreda J. Arcegono Nelia T. Badilla/ Melanie M. Sabas Pacencia A. Contreras Lydia Herrera/ Christine T. Dacuan
h. Human Resource Data and Statistics Services	1. Proceed to the Admin. & Records Division and fill-out the Request Form 2. Submit accomplished Request Form to the Admin. & Records Division	1. Give client Request Form 2. Receive and record accomplished request form	- Approved Request Form	None	10 seconds 10 minutes	Lydia Herrera/ Christine T. Dacuan Lydia Herrera/ Christine T. Dacuan

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		3. Approve the request			3 minutes	CPO Felimon R. Sabas/ Asst. CPO Wenifreda J. Arcegono
		4. Print the necessary data			10 minutes	Nelia T. Badilla/ Melanie M. Sabas
		5. Sign the printed data			2 minutes	Pacencia A. Contreras
	3. Receive the requested data	6. Release the requested data thru the Administrative Division			8 minutes	Lydia Herrera/ Christine T. Dacuan

Approved by:


FELIMON R. SABAS
 CG Department Head II
 (City Personnel Officer)