



ADMINISTRATIVE ORDER NO. 23 COMPLIANCE REPORT

NAME OF DEPARTMENT/AGENCY/LGU: HUMAN RESOURCE MANAGEMENT OFFICE / LGU – ORMOC CITY

SUBMITTED UPDATED CITIZEN'S CHARTER TO ARTA ON JULY 25, 2020: Yes No

LIST OF ALL FRONTLINE SERVICES AND CORRESPONDING LEGAL BASIS:

GOVERNMENT SERVICE	LEGAL BASIS		OFFICE/AGENCY REGULATIONS		
	Governing Law(s) (Number and Short Title)	Specific Provision in the Governing Law(s) as Basis	Issuance/Policy Title	Date of Effectivity	Other Issuances/Policies it Effectively Repeals/Amends
1. APPLICATION FOR RETIREMENT	- Republic Act 7641 - EO 292, Administrative Code of 1988 (Book V)	An Act Amending Article 287 Of Presidential Decree No. 442, as Amended, Otherwise Known As The Labor Code Of The Philippines, By Providing For Retirement Pay To Qualified Private Sector Employees In The Absence Of Any Retirement Plan In The Establishment	- Ormoc PRAISE - EO 207, series of 2021, Reconstituting Program on PRAISE	July 1, 2013 September 22, 2021	EO 51 – A, series 2017 Nov. 16, 2017
2. APPOINTMENT PREPARATION (REGULAR)	- 2017 Omnibus Rules on Appointments and Other Human Resource Actions (Revised July 2018) Re: Amendments and Additional Provisions to CSC Resolution No. 1701009				
3. APPOINTMENT PREPARATION (CASUAL)	- CSC MC 24-2017 - CSC MC 14, s. 2020 - CSC Resolution 2000659, July 8, 2020	- 2017 Omnibus Rules on Appointment and Other Human Resource Actions - Interim Guidelines on Appointments and Other Human Resource Actions for the Period of State of Calamity Due to COVID-19 Pandemic - Interim Guidelines on Appointments and Other Human Resource Actions for the Period of State of Calamity Due to COVID-19 Pandemic			
4. APPOINTMENT PREPARATION (JOB ORDER)	- CSC-COA-DBM Joint Circular No. 1, s. 2017	- Rules and Regulations Governing Contract of Service and Job Order Workers in the Government			



5. CERTIFICATE OF EMPLOYMENT	<ul style="list-style-type: none"> - CSC MC 8, s. 1997 - CSC MC 8-a, s. 1997 - CSC MC 25, s. 2002 	<ul style="list-style-type: none"> - Recording of Services Rendered in the Government - Amendment to CSC MC No. 8, s. 1997 on Recording of Services Rendered in the Government Service - Amendment to CSC MC No. and 8-A, s. 1997 on Recording of Services Rendered in the Government Service 			
6. CERTIFICATE OF LEAVE CREDITS	<ul style="list-style-type: none"> - CSC Omnibus Rules on Leave 				
7. ISSUANCE OF CLERANCE	<ul style="list-style-type: none"> - CSC MC No. 15, s. 2013 - Republic Act 10154 - CSC Form No. 7 	<ul style="list-style-type: none"> - Request for Clearance of Dependency/Non-Dependency of Administrative Case - An Act requiring all concerned Government Agencies to Ensure the Early release of the retirement pay, pensions, gratuities and other benefits of retiring government employees - Clearance Form or Clearance as to money, Property Accountability 			
8. ISSUANCE OF SERVICE RECORD	<ul style="list-style-type: none"> - CSC MC 8, s. 1997 - CSC MC 8-A, s. 1997 - CSC MC 25, s. 2002 	<ul style="list-style-type: none"> - Recording of Services Rendered in the Government - Amendment to CSC MC No. 8, s. 1997 on Recording Services Rendered in the Government Service - Amendment to CSC MC No. and 8-A, s. 1997 on Recording of Services Rendered in the Government Service 			
9. DTR PRINTING	<ul style="list-style-type: none"> - Administrative Code Executive Order No. 292 - CSC MC No. 16 dtd. Aug. 6, 2010 - CSC MC. No. 17 dtd Aug 6, 2010 - CSC MC No. 25 	<ul style="list-style-type: none"> - Instituting the "Administrative Code of 1987" - Policy on Undertime - Policy on Half Day Absence - Guidelines on the Availment of the Special 			



	- Executive Order 2923 Rule XVII	Leave Benefits for Women under RA No. 9710			
10. NOTICE OF STEP INCREMENT	- CSC DBM Joint Circular No. 1. S. 2012	- Rules and Regulations on the Grant of Step Increment/s due to Meritorious Performance and Step Increment due to Length of Service			
11. NOTICE OF SALARY ADJUSTMENT	- Senate Bill 1219 - House Bill 5712 - Republic Act 11466	- An Act Modifying the Salary Schedule for Civilian Government Personnel and Authorizing the Grant of Additional Benefits and for other purposes - An Act Modifying the Salary Schedule for Civilian Government Personnel and Authorizing the Grant of Additional Benefits, and for other purposes - Salary Standardization Law of 2019			
12. LOYALTY AWARD	- Salary Standardization Law - MC no. 6, s. 2002 - CSC MC no. 42, s. 1992 - CSC MC. No. 01 s. 2019 - CSC MC No. 01 s. 2001	- Revised Policies on Grant of Loyalty Award - Revised Guidelines on the Search for Outstanding Government Workers for 2019 and Years Thereafter - Program on Awards and Incentives for Service Excellence (PRAISE)			
13. INDIVIDUAL PERFORMANCE COMMITMENT AND REVIEW	- MC No. 6, s. 2012	- Guidelines in the Establishment and Implementation of Agency SPMS			
14. LOAN APPLICATIONS	- Commonwealth Act No. 186	- Government Service Insurance Act			
15. OFFICE ORDER (GENERAL)	- Republic Act 6713 - Executive Order 292 Administrative Code of 1987	- Code of Conduct and Ethical Standards for Public Officials and Employees - Instituting the "Administrative Code of 1987"			
16. OFFICE ORDER (BIOMETRIC EXEMPTION)	- Executive Order 292 Rule XVII				
17. OFFICE ORDER (QUARANTINE)	- CSC MC 23, s. 2020	- Interim Guidelines on Absences of Government Officials and Employees during the Community Quarantine due to COVID-19 Pandemic			



	<ul style="list-style-type: none"> - CSC MC 8, s. 2020 - CSC MC 18, s. 2020 - DOH Administrative Order No. 2020-0015 dtd April 27, 2020 	<ul style="list-style-type: none"> - Revised Interim Guidelines on the Use of Leave Credits for Absences Due to Quarantine and/or Treatment Relative to the Coronavirus Disease-2019 (COVID_19) - Amendment to the Revised Interim Guidelines for Alternative Work Arrangements and Support Mechanisms for Workers in the Government during the Period of State of Public Health Emergency due to COVID-19 Pandemic - Guidelines on the Risk-Based Public Health Standards for COVID-19 Mitigation 			
18. OFFICE ORDER (SHOW-CAUSE)	- CSC MC No. 1701077 (July 3, 2017)	- 2017 Rules on Administrative Cases in the Civil Service (20174 RACCS)			
19. OVERTIME REQUEST	- Joint Circular CSC-DBM No, 1, s. 2015	- Policies and Guidelines on Overtime Services and Overtime for Government Employees			
20. PAYROLL (REGULAR)	<ul style="list-style-type: none"> - Executive Order 292 – Rule XVII - PERA DBM Budget Circular – 2009-3 8/18/2009 	<ul style="list-style-type: none"> - Policies and Guidelines on Overtime Services and Overtime for Government Employees - Rules and Regulations on the Grant of the Personnel Economic Relief Allowance at Php 2,000 per month 			
21. PAYROLL (CASUAL)	- CSC-DBM-COA JMC 1, s. 2017	- Rules and Regulations Governing Contract of Service and Job Order Workers in the Government			
22. PAYROLL (JOB ORDER)	- CSC-DBM-COA JMC 1, s. 2017	- Rules and Regulations Governing Contract of Service and Job Order Workers in the Government			
23. RANDOM DRUG TEST	<ul style="list-style-type: none"> - CSC MC No. 13, s. 2017 - CSC MC No. 5, s. 2019 	<ul style="list-style-type: none"> - Guidelines in the Mandatory Random Drug Test for Public Official and Employees and for Other Purposes - Amendment to CSC Resolution No. 1700653 dated March 15, 2017 (Guidelines in the Mandatory Random Drug Test for Public Officials and Employees and for Other Purposes) 			
24. RECRUITMENT, SELECTION AND	- CSC Omnibus Rules on Appointments and Other				



PLACEMENT	Human Resource Actions (Revised July 2018) - Civil Service Commission Qualification Standards Manual				
25. REQUEST FOR LEAVE APPLICATION	- RA 8282, as Amended by RA 11210 - RA 8187 - RA 8972 - RA 9262 -RA 9710	- Maternity Leave - Paternity Leave - Paternal Leave for Solo Parents - Leave for victims of violence against women and their children - Special Leave for women			
26. TARDINESS	- CSC MC No. 16, dtd August. 6, 2010 - CSC MC No. 17, dtd August 6, 2010 - CSC MC No. 1, s. 2017	- Policy on Undertime - Policy on half Day Absence - Reiteration of the Policy on Government hours; and the Administrative Offenses of Frequent Unauthorized Absences (Habitual Absenteeism); Tardiness in Reporting for Duty; and Loafing from Duty during Regular Office Hours			
27. TERMINAL LEAVE	- Rule XVI of the Omnibus Rules Implementing Book V of EO No. 292, as amended by CSC MC Nos. 41, s. 1998, 6 and 14 s. 1999 - DBM Budget Circular No. 2002-1 dtd January 14, 2002. - DBM Budget Circular No. 2016-3 dtd March 29, 2016	- Computation and Funding of Terminal Leave Benefits and Monetization of Leave Credits - Computation and Funding of Terminal Leave Benefits and Monetization of Leave Credits			



SERVICE INFORMATION PER GOVERNMENT SERVICE

GOVERNMENT SERVICE: APPLICATION FOR RETIREMENT

SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
1. Letter of Intent to Retire	Republic Act 7641	1. Submit a letter to the HRM Office indicating his/her intention to retire.	Republic Act 7641	5 mins.	
2. Acceptance of Notice to Retire	EO 292, Administrative Code of 1988 Book V	2. Wait for the Acceptance Letter with the City Mayor's Signature	EO 292, Administrative Code of 1988 Book V	15 mins.	
3. Clearance As To Money, Property Accountability		3. Secure receipt from City Treasurer's Office		15 mins.	PHP 50.00
4. Service Record		4. Wait for the issuance of Clearance as to Money, Property Accountability.		5 days	
5. Receipt from CTO		5. Sign for the different signatories.		15 mins.	
		6. Submit duly accomplished GSIS Forms to HRMO for issuance of Service Record needed to support the GSIS claim for retirement.		15 mins.	PHP 50.00
		7. Wait for the HRMO Officer II to update the service record for the status of its effectivity and for the HR Head			
		8. City Administrator signature			
		9. Receive the GSIS Form			
TOTAL				6 days & 5 mins.	PHP 100.00



GOVERNMENT SERVICE: APPOINTMENT PREPARATION (REGULAR)

SERVICE INFORMATION

LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
1. Personal Data Sheet	2017 Omnibus Rules on Appointments and Other Human Resource Actions (revised July 2018)	1. Appointee receives list of requirements from HRMO and complies all the requirements	2017 Omnibus Rules on Appointments and Other Human Resource Actions (revised July 2018)	5 days	
2. Work Experience Sheet		2. Submit complete requirements to HRMO		15 mins.	
3. Certificate of Eligibility		3. Appointee sign the documents		15 mins.	
4. Assets and Liabilities					
5. Medical Certificate (Form 211)					
6. NBI Clearance					
7. Drug Test					
8. Medical Test (must be signed by Gov't. physician Form 211)					
9. Chest X-ray					
10. Urinalysis					
11. Blood Test (Cholesterol, FBS, Uric Acid, Creatinine, Complete Hematology)					
12. Transcript of Record					
13. Diploma- duly authenticated by the school registrar					
14. Certificate of Employment-previous employer					
15. Certificate of Trainings attended relevant to the position					



16. Certificate of Marriage-PSA original						
17. Certificate of Birth-PSA original						
18. Photocopy Res. Cert. 2021 and valid ID						
19. Blue Folder with plastic cover						
20. Appointment (Form 33A)						
21. PDF (CSC-DBM Form No. 1)						
22. Oath of Office						
23. Assumption of Office						
24. Certificate of Availability of Funds						
25. Cert Sec. 325 RA7160						
				TOTAL	9 days	NONE



GOVERNMENT SERVICE: APPOINTMENT PREPARATION (CASUAL)

SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
1. Blue Folder	CSC MC 24-2017	1. HRMO receives list from the Office of the City Mayor	CSC MC 24-2017	6 days & 10 mins.	None
2. Drug Test	CSC MC 14, s. 2020	2. Appointees must submit complete requirements	CSC MC 14, s. 2020		
3. Photocopy of 2 valid IDs	CSC Resolution 2000659, July 8, 2020	3. HRMO staff prepares the following documents: a. Appointment b. Transmittal c. Oath of Office d. Assumption of Duty	CSC Resolution 2000659, July 8, 2020		
4. Appointment		4. Appointee sign the documents			
5. Transmittal		5. For signature of Authorized Official a. Appointment b. Transmittal c. Oath of Office d. Assumption of Duty			
6. Oath of Office		6. HRMO submit Appointment, Transmittal and PDS (for new and reemployment) to CSC Western Leyte filed office			
7. Assumption of Duty		7. Appointee receive the approved appointment from CSC			
			TOTAL	6 days & 10 mins.	None



GOVERNMENT SERVICE: <u>APPOINTMENT PREPARATION (JOB ORDER)</u>					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
Job Order List of Posting	CSC-COA-DBM Joint Circular No. 1, s. 2017	1. Liaison receives print-out JO appointment for individual signatures of Job Order employees and Office Head	CSC-COA-DBM Joint Circular No. 1, s. 2017	5 days & 55 mins.	None
For new JO: 1. Biodata 2. 1 valid ID 3. PagIBIG No.		2. Liaison submits to HRMO original copy of JO appointment for filing.			
TOTAL				5 days & 55 mins.	None

GOVERNMENT SERVICE: <u>CERTIFICATE OF EMPLOYMENT</u>					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
1. Receipt (from CTO)	CSC MC 8, s. 1997	1. Client must secure receipt of Certification Fee from CTO	CSC MC 8, s. 1997	1 hr. & 15 mins.	PHP 50.00
2. Service Record (for JO)	CSC MC 8-a, s. 1997	2. For JO, secure a copy of service record from accounting, for Casual and Regular, receipt only	CSC MC 8-a, s. 1997		
	CSC MC 25, s. 2002	3. Submit the receipt to the receiving section for proper recording and monitoring	CSC MC 25, s. 2002		
		4. Client receives the signed Certificate of Employment			
TOTAL				1 hr. & 15 mins.	PHP 50.00



GOVERNMENT SERVICE: <u>CERTIFICATE OF LEAVE CREDITS</u>					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
1. Letter request	CSC Omnibus Rules on Leave	1. Client must submit to the HRMO his/her letter request	CSC Omnibus Rules on Leave	35 mins.	PHP 50.00
2. Receipt (from CTO)		2. Secure a certification fee from the Office of the City Treasurer			
		3. Client receives the Certification of Leave of Credits			
TOTAL				35 mins.	PHP 50.00

GOVERNMENT SERVICE: <u>ISSUANCE OF CLEARANCE</u>					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
1. Receipt (from CTO)	CSC MC No. 15, s. 2013	1. Secure Receipt for Certification Fee from CTO or Letter of Intent to Travel (for Travel Abroad)	CSC MC No. 15, s. 2013	5 days & 30 mins.	PHP 50.00
	Republic Act 10154	2. Release to the client the Clearance Form for signature of concerned departments	Republic Act 10154		
	CSC Form No. 7	3. Submit to HRMO the duly signed Clearance Form from client for 201 filing	CSC Form No. 7		
TOTAL				5 days & 30 mins.	PHP 50.00



GOVERNMENT SERVICE: <u>ISSUANCE OF SERVICE RECORD</u>					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
1. Request from client	CSC MC 8, s. 1997	1. Secure Receipt for Certification Fee from CTO or Letter of Intent to Travel (for Travel Abroad)	CSC MC 8, s. 1997	45 mins.	PHP 50.00
2. Receipt (from CTO)	CSC MC 8-A, s. 1997	2. Release to the client the Clearance Form for signature of concerned departments	CSC MC 8-A, s. 1997		
	CSC MC 25, s. 2002	3. Submit to HRMO the duly signed Clearance Form from client for 201 filing	CSC MC 25, s. 2002		
TOTAL				45 mins.	PHP 50.00

GOVERNMENT SERVICE: <u>DTR PRINTING</u>					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
1. Job Order Appointment (for Job Order)	Administrative Code Executive Order No. 292	1. Client must request from HRM staff for printing of their DTR (for Job Order, present duly signed Job Order appointment)	Administrative Code Executive Order No. 292	35 mins.	None
	CSC MC No. 16 dtd. Aug. 6, 2010	2. Client waits for the DTR to be printed	CSC MC No. 16 dtd. Aug. 6, 2010		
	CSC MC. No. 17 dtd Aug 6, 2010	3. Client receives the DTR's	CSC MC. No. 17 dtd Aug 6, 2010		
	CSC MC No. 25		CSC MC No. 25		
	Executive Order 2923 Rule XVII		Executive Order 2923 Rule XVII		
TOTAL				35 mins.	None



GOVERNMENT SERVICE: <u>NOTICE OF STEP INCREMENT</u>					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES			
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis	Total Processing Time	Total Fees to be Paid
	CSC DBM Joint Circular No. 1. S. 2012	1. HRM staff reviews service record for services rendered. The actual salary (in a given step of a salary grade of a position) of an incumbent who is qualified to be granted one (1) or two (2) Step increments due to Length of Service shall be adjusted to the salary corresponding to the next step, as the case may be, but only up to step 8, in the Salary Schedule.	CSC DBM Joint Circular No. 1. S. 2012	5 days, 1 hr & 5 mins.	None
		2. HRM Officer concerned shall prepare the Notice of Step Increment due to Length of Service			
		3. Forward to agency head for approval and signature			
		4. Receive and distribute signed Notice of Step Increment.			
		5. Make necessary payroll for the increment			
		6. For release			
			TOTAL	5 days, 1 hr. & 5 mins.	None

GOVERNMENT SERVICE: <u>NOTICE OF SALARY ADJUSTMENT</u>					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES			
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis	Total Processing Time	Total Fees to be Paid
1. Memorandum Circular from DBM with four tranches	Senate Bill 1219	1. The Department of Budget and Management (DBM) issues a circular that comes with four tranches. Yearly issuance of salary adjustment	CSC DBM Joint Circular No. 1. S. 2012	10 days	None
	House Bill 5712	2. Issues Notice of Salary Adjustment to 536 regular employees and 636 casual employees. DBM issues upgrading of the Entry Level of Nurse Positions. FROM TO NURSE II SG-15 NURSE I SG-15 NURSE III SG-17 NURSE II SG-17 NURSE IV SG-19 NURSE IV SG-20			



		NURSE VI SG-22 NURSE V SG-22 NURSE VII SG-24 NURSE VI SG-24 DBM issues Modification of Nurse Positions FROM TO NURSE 1 SG-15 NURSE 1 SG-15 NURSE 1 SG-15 NURSE II SG-16 NURSE II SG-17 NURSE III SG-17 NURSE III SG-19 NURSE IV SG-19 NURSE IV SG-20 NURSE V SG-20 NURSE V SG-22 NURSE VI SG-22 NURSE VI SG-24 NURSE VII SG-2		
	Republic Act 11466	3. Forward to agency head for approval and signature		
		4. Receive signed Notice of Salary Adjustment and distribute to the ff.: (1 copy each for...) <ul style="list-style-type: none"> • 201 filing • employee • payroll GSIS		
		5. Compute Salary Differential of all Casual and Regular employees		
		6. Prepare payroll for the Salary Differential		
		7. For release		
TOTAL			10 days	None

GOVERNMENT SERVICE: <u>LOYALTY AWARD</u>					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
1. Receipt (from CTO)	Salary Standardization Law	1. Qualified employees must submit/secure official receipt from CTO for the employee in charge to issue a service record	Salary Standardization Law	6 days, 1 hr. & 45 mins.	PHP 50.00
	MC no. 6, s. 2002	2. Distribute Plaque and Gift Certificate	MC no. 6, s. 2002		
	CSC MC no. 42, s. 1992		CSC MC no. 42, s. 1992		
	CSC MC. No. 01 s. 2019		CSC MC. No. 01 s. 2019		
	CSC MC No. 01 s. 2001		CSC MC No. 01 s. 2001		
TOTAL				6 days, 1 hr. & 45 mins.	50.00



GOVERNMENT SERVICE: <u>INDIVIDUAL PERFORMANCE COMMITMENT AND REVIEW</u>					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
	MC No. 6, s. 2012	1. Casual and Regular create IPCR Target	MC No. 6, s. 2012	6 days & 30 mins.	None
		2. Department Heads or Supervising Heads rate their employees IPCR Forms			
		3. Submit duly accomplished (with rating and signature) IPCR Form to HRMO			
TOTAL				6 days & 30 mins.	None

GOVERNMENT SERVICE: <u>LOAN APPLICATIONS</u>					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
1. Borrower's Profile	Common wealth Act No. 186	1. Casual and Regular create IPCR Target	Common wealth Act No. 186	15 mins.	PHP 50.00
2. Net Take Home Pay		2. Department Heads or Supervising Heads rate their employees IPCR Forms			
3. CDR		3. Submit duly accomplished (with rating and signature) IPCR Form to HRMO			
TOTAL				15 mins.	PHP 50.00

GOVERNMENT SERVICE: <u>OFFICE ORDER (GENERAL)</u>					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
1. Letter Request	Republic Act 6713	1. Concerned office/s submits request/s to HRMO	Republic Act 6713	1 day & 40 mins.	None
	Executive Order 292 Administrative Code of 1987	2. Concerned office/s receive Office Order	Executive Order 292 Administrative Code of 1987		
TOTAL				1 day & 40 mins.	None



GOVERNMENT SERVICE: <u>OFFICE ORDER (BIOMETRIC EXEMPTION)</u>					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
1. Letter Request (w/ names of employee/s)	Executive Order 292 Rule XVII	1. Concerned office/s submits request/s to HRMO	Executive Order 292 Rule XVII	1 day & 40 mins.	None
		2. Concerned office/s receive Office Order			
TOTAL				1 day & 40 mins.	None

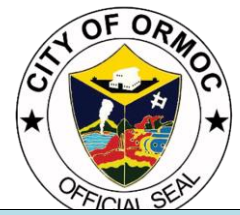
GOVERNMENT SERVICE: <u>OFFICE ORDER (QUARANTINE)</u>					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
1. Letter Request (w/ names of employee/s)	Executive Order 292 Rule XVII	1. Employee submits request/s to HRMO	Executive Order 292 Rule XVII	1 day & 40 mins.	None
2. Quarantine Clearance		2. Employee receive Office Order			
3. Brgy. Clearance					
TOTAL				1 day & 40 mins.	None

GOVERNMENT SERVICE: <u>OFFICE ORDER (SHOW-CAUSE)</u>					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
1. List of Non-compliant employees	CSC MC No. 1701077 (July 3, 2017)	1. Collect result and list of non-compliant employees	CSC MC No. 1701077 (July 3, 2017)	1 day, 1 hr & 15 mins.	None
		2. Encode and double check list			
		3. Print list			
		4. Countersign by OIC - HRMO			
		5. Signature of Approval			
		6. Release			
TOTAL				1 day, 1 hr. & 15 mins.	None



GOVERNMENT SERVICE: <u>OVERTIME REQUEST</u>					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
1. Letter Request (w/ names of employee/s)	Joint Circular CSC-DBM No, 1, s. 2015	1. Concerned Office/s submit letter request duly signed by the City Administrator's approval in rendering such overtime	Joint Circular CSC-DBM No, 1, s. 2015	1 day & 50 mins.	None
		2. Concerned Office/s receives Office Order			
TOTAL				1 day & 50 mins.	None

GOVERNMENT SERVICE: <u>PAYROLL (REGULAR)</u>					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
1. Billing of GSIS Loans and Premiums	Executive Order 292 – Rule XVII	1. Encode and compute salaries of employees	Executive Order 292 – Rule XVII	2 days & 5 hrs.	None
	PERA DBM Budget Circular – 2009-3 8/18/2009	2. Encode & check the billing of GSIS Loans & Premiums	PERA DBM Budget Circular – 2009-3 8/18/2009		
		3. Encode and check Philhealth Premiums			
		4. Encode and check Pag-ibig Loans and Premiums			
		5. Encode and check billing of LBP and DBP Bank Loans			
		6. Encode and check COGEA Multi-purpose Assistance/COGEA Miscellaneous & COGEA Premiums			
		7. Check and Review Payroll deductions and correctness of entries			
		8. Print Payroll w/ their corresponding changes and amount with their respective assigned heads for signature			
		9. Print CAFOA w/ their corresponding charges with amount of their respective assign heads for signature			
		10. Record to logbook all payroll printed with CAFOA & summary list			
		11. Record to logbook all payroll and CAFOA and release with signature of liaison officer			
TOTAL				2 days & 5 hrs.	None



GOVERNMENT SERVICE: PAYROLL (CASUAL)

SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES			
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis	Total Processing Time	Total Fees to be Paid
1. Billing of GSIS Pag-ibig and COGEA	CSC-DBM-COA JMC 1, s. 2017	1. Check and encode GSIS, Pag-ibig and COGEA Deduction	CSC-DBM-COA JMC 1, s. 2017	10 days & 15 mins.	None
		2. Set number of days based on working days per quincena			
		3. Print payroll and CAFOA per department basis			
		4. Record the payroll numbers and payroll group on logbook for release			
		5. Forward to Mayor's Office for signatory			
		6. Forward to Budget Office for Budget review and signatory			
		7. Forward to Accounting for Audit; if subject to correction, return to HR			
		8. Receive returned payroll from Accounting			
		9. HR will process corrections: Change the number of days if no leave credits are available and compute tardiness deduction on salary.			
		10. For releasing. Forward to Accounting			
		11. Forward to City Admin for ADA			
		12. Forward to Accounting for Disbursement			
TOTAL				10 days & 15 mins.	None



GOVERNMENT SERVICE: <u>PAYROLL (JOB ORDER)</u>					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
1. Approved Job Order Appointment	CSC-DBM-COA JMC 1, s. 2017	1. Receive photocopy of appointments with corresponding no. of days, tardiness, undertime	CSC-DBM-COA JMC 1, s. 2017	10 days & 15 mins.	None
2. Total Number of Days		2. Encode no. of days service rendered for salaries and wages			
		3. Check and review entries and deductions			
		4. Printing of payroll			
		5. Printing CAFOA with their corresponding charges and amount			
		6. Records payrolls printed to release			
		7. Records payrolls printed to release			
TOTAL				10 days & 15 mins.	None

GOVERNMENT SERVICE: <u>RANDOM DRUG TESTING</u>					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
	CSC MC No. 13, s. 2017 CSC MC No. 5, s. 2019	1. Encode name of employees	CSC-DBM-COA JMC 1, s. 2017	5 days	None
		2. Random Selection of employees			
		3. Print List of Employees <ul style="list-style-type: none"> • Regular (20) • Casual (20) Job Order (50)			
		4. Countersigned by HRMO Head			
		5. Signature of Approval			
		6. Releasing			
TOTAL				1 day, 4 hrs. & 50 mins.	None



GOVERNMENT SERVICE: RECRUITMENT, SELECTION AND PLACEMENT					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
1. Fully accomplished Personal Data Sheet (PDS) with recent passport-sized picture (CS Form No. 212, Revised 2017)	CSC Omnibus Rules on Appointments and Other Human Resource Actions (Revised July 2018)	1. Interested applicants shall submit application letter together with the required requirements to the City Mayor/City Administrator thru the HRMO either in hard or soft copies	CSC Omnibus Rules on Appointments and Other Human Resource Actions (Revised July 2018)	3 days	None
2. Performance rating in the last rating period (if applicable)	Civil Service Commission Qualification Standards Manual	2. Interested applicants will wait for the HRM staff to contact them for deliberation schedule	Civil Service Commission Qualification Standards Manual		
3. Photocopy of certificate of eligibility/rating/license		3. Qualified applicants are advised to appear before the HRMPSB deliberation en banc among the top five (5) applicants deemed most qualified to the vacant position			
4. Photocopy of Transcript of Records		4. The chosen or recommended candidate for the position shall be notified and informed of the procedural requirements in processing his/her appointment.			
TOTAL				3 days	None

GOVERNMENT SERVICE: REQUEST FOR LEAVE APPLICATION					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
1. Leave Application Request	CSC MC No. 13, s. 2017	1. Employee/s submits request for Leave Application Form and Routing Slip at the Receiving Section with necessary supporting documents or requirements	CSC MC No. 13, s. 2017	1 day	None
2. Supporting Documents	CSC MC No. 5, s. 2019	2. Fill-up and submit the Request Leave Application Form and Routing Slip to the Staff of the Receiving Section.	CSC MC No. 5, s. 2019		
		3. Release the Leave Application Form to the employee/s for his/her signature and immediate head.			
		4. Submit the signed Form to HRMO for signature of HRM Head and City Administrator			
		5. Employee/s claim his/her approved Leave Application.			
TOTAL				1 day	None



GOVERNMENT SERVICE: <u>TARDINESS</u>					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
1. Tardiness Report	CSC MC No. 16, dtd August. 6, 2010	1. Liaison submits to HRMO Tardiness Report of Casual/Regular Employees	CSC MC No. 16, dtd August. 6, 2010	15 mins.	None
	CSC MC No. 17, dtd August 6, 2010	2. Wait for the HRM staff for signature to the HRMO Head	CSC MC No. 17, dtd August 6, 2010		
	CSC MC No. 1, s. 2017	3. Claim Tardiness Report	CSC MC No. 1, s. 2017		
TOTAL				15 mins.	None

GOVERNMENT SERVICE: <u>TERMINAL LEAVE</u>					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
1. Receipt (from CTO)	Rule XVI of the Omnibus Rules Implementing Book V of EO No. 292, as amended by CSC MC Nos. 41, s. 1998, 6 and 14 s. 1999	1. Employees who retired or separated from the agency will process first the Clearance as to Money Property Accountabilities. Must present a Certification Fee (receipt from CTO).	Rule XVI of the Omnibus Rules Implementing Book V of EO No. 292, as amended by CSC MC Nos. 41, s. 1998, 6 and 14 s. 1999	6 days & 5 mins.	PHP 50.00
	DBM Budget Circular No. 2002-1 dtd January 14, 2002.	2. HRMO in charge will review Service Record, Encode and Print Clearance as to Money Property Accountability to be signed by different signatories.	DBM Budget Circular No. 2002-1 dtd January 14, 2002.		
	DBM Budget Circular No. 2016-3 dtd March 29, 2016	3. Pass duly signed /approved clearance together with the filled up GSIS form for retirement / cash surrender value to HRMO for issuance of Service Record	DBM Budget Circular No. 2016-3 dtd March 29, 2016		
		4. Fill out GSIS forms for the signature of Agency Head together with the Service Record.			
		5. Release to applicants for submission to GSIS.			
		6. Receive approved from GSIS the applicants GSIS clearance/voucher.			
		7. Having complied all the documentary requirements immediately pass to HRMO in charge of Terminal Leave			



		for processing (in 5 copies)			
		8. Assess and Print Leave application for Terminal Leave together with the Record of Leave for applicant's signature and for the Department Head and Agency Head signature.			
		9. Receive duly approved Application for Leave and Record of Leave. Compute, Encode and Print CAFOA and Disbursement Voucher			
		10. Release documents			
				TOTAL	6 days & 5 mins. 50.00