



# HUMAN RESOURCE MANAGEMENT OFFICE



## EXTERNAL SERVICES

### 1. Applying for a job in the City Government of Tuguegarao

Service Description: It is a service wherein all qualified and interested applicants may apply to the posted vacant positions in the City Government of Tuguegarao.

<b>Office or Division:</b>	<b>Human Resource Management Office</b>			
<b>Classification:</b>	Highly Technical Application			
<b>Type of Transaction:</b>	G2C– Government to Client			
<b>Who may avail:</b>	All qualified applicants for the posted vacant positions.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Application Letter for the job you are applying for addressed to the City Mayor or City Vice-Mayor (seven (7) copies) 2. Personal Data Sheet (PDS) seven (7) copies duly notarized (2 Original copies and 5 Xerox Copies) (3. Authenticated License or Eligibility a.) Civil Service Career Professional and CS Career Sub Professional Eligibility (if applicable) b.) Professional License (if applicable) c.) Driver's License (if applicable) 4. Copies of Certificate of Trainings/Seminars attended 5. School Records ( Xerox copy Transcript of Records (TOR) and Diploma)		Human Resource Management Office  Civil Service Commission Region 02  Professional Regulatory Commission (PRC) Land Transportation Office (LTO) Training Institution  Educational Institution		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Visit CSC website/ CSC Bulletin Board/ HRMO Bulletin Board/ Tuguegarao City website for posted or opening of vacant positions in the City Government of Tuguegarao	1. Publish opening of vacant positions in the CSC website and Bulletin Board, HRMO Bulletin Board and Tuguegarao City Website and three (3) conspicuous places.	None	15 days	<i>Sr. Administrative Assistant II</i> Human Resource Management Office and Civil Service Commission
2. Submit application letter specifying the position applied for together with the requirements to the Human Resource Management Office, 4th floor, City Hall	1. Receive application folder with the documentary requirements and check for completeness 2. Assessment and evaluation process	None	10 minutes	<i>Sr. Administrative Assistant II/HRM Aide</i>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>2.1 Undergo initial interview by a Human Resource Management Officer upon filing of application.</p> <p>3. Wait for a call or Notice of Deliberation from the Human Resource Management Office</p>	<p>2.1 Wait for the required 15 days posting of vacant positions in accordance to RA 7041</p> <p>2.2 Conduct preliminary interview of the applicant. To evaluate if he/she meets the minimum qualifications standard (QS) requirements for the position.</p> <p>2.3 Input data of applicants in the assessment form</p> <p>2.4 Check for the availability of the Appointing Officer for the schedule of deliberation</p> <p>2.5 Prepare the Notice of Deliberation</p> <p>2.6 Distribute Notice of Deliberation to the Personnel Selection Board (PSB)</p> <p>2.7 Inform the applicants of the schedule of deliberation</p> <p>4. HRMPSB (deliberation)</p> <p>5. Prepare a appointment papers of hired/selected application.</p> <p>6. Notify hired and selected applicants.</p>	<p>None</p>		



## 2. Securing of Service Record and Certificate of Employment

Service Description: The Service Record and Certificate of Employment is issued to employees of the City Government of Tuguegarao who were separated from the service.

<b>Office or Division:</b>	<b>Human Resource Management Office</b>			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Client G2G - Government to Government			
<b>Who may avail:</b>	All employees of the City Government of Tuguegarao either active or separated from the service			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Personal appearance of the requesting party <ul style="list-style-type: none"> <li>If the requesting party is not available an Authorization letter is required and in cases of death of the concern employee personal appearance of the immediate family or representative of the requesting party)</li> </ul> 2. Request letter indicating the purpose of the request or make verbal request		Human Resource Management Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit request letter indicating the purpose of the request or make verbal request 2. Receive the approved Service Record and Certificate of Employment	1. Receive the request letter or the verbal request and register the request in the log book	None	5 minutes	<i>HRM Aide</i>
	2. Check and print the service record and certificate of employment		5 minutes	<i>HRM Officer</i>
	3. Approval of the Service Record and Certificate of employment		5 minutes	<i>Supervising Admin Officer</i>
	4. Issuance of the record		2 minutes	<i>HRM Aide</i>



## INTERNAL SERVICES

### 1. Request copy of Plantilla of Positions and other related data pertaining to employees of the City Government of Tuguegarao

Service Description: It is a service that cater to the request of other government agencies who contributes to the general welfare of employees of the City Government of Tuguegarao.

<b>Office or Division:</b>	<b>Human Resource Management Office</b>			
<b>Classification:</b>	High Technical Application			
<b>Type of Transaction:</b>	G2G– Government to Government			
<b>Who may avail:</b>	Civil Service Commission, GSIS, DILG, Pag-ibig Fund, Philhealth and other partner agencies.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Request Letter or Electronic copy of Request Letter address to the City Mayor or City Vice-Mayor 2. Endorsement of City Mayor's Office/City Vice-Mayor's Office to Human Resource Management Office for appropriate action		City Mayor's Office  Human Resource Management Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit request letter indicating the purpose of the request or make verbal request in case of personal appearance	1. Receive the request letter or the verbal request and register the request in the log book 1.1. Check and print the records	None	5 minutes  15 days	<i>HRM Aide</i>  <i>HRM Officer</i>
2. Receive the approved records of employees	1. Approval of records 1.1. Issuance of the records		15 minutes 5 minutes	<i>Supervising Admin Officer</i> <i>HRM Aide</i>



## 2. Securing of Service Record, Certificate of Employment, Certificate of Leave Balance and copy of Pay Slip

Service Description: This is a service rendered to employees of the City Government of Tuguegarao issued upon request

<b>Office or Division:</b>	<b>Human Resource Management Office</b>			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	G2G– Government to Government			
<b>Who may avail:</b>	Employees of the City Government of Tuguegarao			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Personal appearance of the requesting party • If the requesting party is not available an Authorization letter is required 2. Request letter indicating the purpose of the request or make verbal request		Human Resource Management Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit request letter indicating the purpose of the request or make verbal request in case of personal appearance	1. Receive the request letter or the verbal request and register the request in the log book	P50.00 for each record	5 minutes	<i>HRM Aide</i>
2. Receive approved, Certificate of Leave Balance and copy of Pay Slip	2. Check and print the Certificate of Leave Balance and copy of Pay Slip		5 minutes	<i>HRM Officer/Sr. Admin Officer/ Computer Operator</i>
	3. Approval of the records		5 minutes	<i>Supervising Admin. Officer</i>
	4. Issuance of the records		2 minutes	



### 3. Request for confirmation of GSIS loans

Service Description: This service is for the employees of the City Government of Tuguegarao who are qualified and eligible to avail of GSIS loans and incentives.

<b>Office or Division:</b>	<b>Human Resource Management Office</b>			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	G2G– Government to Government			
<b>Who may avail:</b>	Employees of the City Government of Tuguegarao			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Personal appearance and/or verbal request of the requesting party  • If the requesting party is not available an Authorization letter is required		Human Resource Management Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit request letter indicating the purpose of the request or make verbal request	1. Receive the request letter or the verbal request and register the request in the log book	None	5 minutes	<i>Authorized Agency Officer (AAO) or Alternate Authorized Agency Officer</i>
2. Check GSIS UMID Card if request was confirmed	2. Check the Authorized Agency Officer, GSIS website for list of loans to confirm		5 minutes	<i>Authorized Agency Officer (AAO) or Alternate Authorized Agency Officer</i>
	3. Confirmation of loan/s		2 minutes	



#### 4. Request for correction of entries or information in the GSIS Web Database

Service Description: This service is for the employees of the City Government of Tuguegarao who are qualified and eligible member of GSIS.

<b>Office or Division:</b>	<b>Human Resource Management Office</b>			
<b>Classification:</b>	Complex Transaction			
<b>Type of Transaction:</b>	G2G– Government to Government			
<b>Who may avail:</b>	Employees of the City Government of Tuguegarao			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Personal appearance and/or verbal request of the requesting party • If the requesting party is not available an Authorization letter is required and valid ID of the authorized person 2. Copy of Original PSA Birth Certificate or Marriage Certificate (if applicable) 3. Service Record (if applicable)		Human Resource Management Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit your request letter indicating the purpose of your request or make verbal request	1. Receive the request letter or the verbal request and register the request in the log book	None	5 minutes	Authorized Agency Officer (AAO) or Alternate Authorized Agency Officer
	1.1. Update member's information through GSIS Web-based Member Records Creation and Updating site		5 minutes	
2. Check EGSISMO if request was updated			2 minutes	Authorized Agency Officer (AAO) or Alternate Authorized



## 5. Applying for an Education Assistance for Personnel of LGU-Tuguegarao City

Service Description: The City Government of Tuguegarao is granting educational assistance to permanent employees who want to pursue their graduate school education for career advancement.

<b>Office or Division:</b>	<b>Human Resource Management Office</b>			
<b>Classification:</b>	Complex Transaction			
<b>Type of Transaction:</b>	G2G– Government to Government			
<b>Who may avail:</b>	Employees of the City Government of Tuguegarao			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ol style="list-style-type: none"> <li>1. Letter of intent</li> <li>2. Authenticated copy of Transcript of Records or Diploma</li> <li>3. Service Record</li> <li>4. Xerox copy of IPCR or OPCR for the past 3 years</li> <li>5. Certification of Performance Rating as permanent employee for the past three (3) years</li> <li>6. Certificate of No Pending Case from the City Legal office</li> <li>7. Certificate of No Pending Case or Criminal Case from the Civil Service Commission</li> <li>8. Certificate of No Pending Case or Criminal Case from the Local Court</li> <li>9. Written recommendation from the applicant's department head or City Mayor in case it is a Department Head availing of the assistance</li> <li>10. Voter's ID or Certification</li> <li>11. Residence Tax Certificate (Cedula)</li> </ol>		<p>School where an applicant graduated</p> <p>Human Resource Management Office Human Resource Management Office</p> <p>Human Resource Management Office</p> <p>City Legal Office</p> <p>Civil Service Commission</p> <p>Municipal Trial Court in Cities</p> <p>Commission on Election City Treasurer's Office</p>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit all the requirements to the Human Resource Management Office	1. Receive the requirements and check for completeness	None	5 minutes	<i>HRM Aide</i>



<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
2.Wait for a call or Notice of Deliberation from the Human Resource Management Office 3. Execution of Contract between the City Mayor and applicant	2. Assessment Process	None	15 minutes	<i>HRM Officer Computer Operator / HRM Aide</i>
	2.1 Preliminary interview of the applicant		2 minutes	
	2.2 Input data of applicants in the assessment form		5 minutes	<i>HRM Aide</i>
	2.3 Check for the availability of the EAPP Committee for schedule of deliberation		5 minutes	<i>HRM Aide</i>
	2.4 Prepare the Notice of Deliberation		5 minutes	
	2.5 Distribute Notice of Deliberation to the EAPP Committee Members		2 minutes	<i>HRM Aide</i>
	2.6 Inform the applicants of the schedule of deliberation			<i>HRM Officer and EAPP Committee</i>
	3. Selection and approval of the qualified applicants			
	4. Notify selected applicants			



## 6. Filing for authorized Leave of Absence from work

Service Description: This service is for employees of the City Government of Tuguegarao who are entitled to earn leave credits and may apply for an authorized leave of absence from work with pay.

<b>Office or Division:</b>	<b>Human Resource Management Office</b>			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	G2G– Government to Government			
<b>Who may avail:</b>	Employees of the City Government of Tuguegarao			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Personal appearance and/or verbal request of the requesting party •If the requesting party is not available an Authorization letter is required with valid ID of the authorized person		Human Resource Management Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Fill up Leave Application Form – two (2) copies 2. Secure and accomplish 2 copies of Application for Leave Form and have it approved by the Department Head or Chief of the Office 3. Receive one (1) copy of approved leave.	1. Receive the request letter or the verbal request and register the request in the log book	None	5 minutes	<i>Sr. Admi. Asst. II/ HRM Officer</i>
	2. Process application for leave		5 minutes	<i>Sr. Admi. Asst. II/ HRM Officer</i>
	3. Certification of Leave		2 minutes	<i>HRM Officer IV</i>
	4. Approval of the City Mayor		2 minutes	