**CITIZEN’S CHARTER   
HUMAN RESOURCE DEVELOPMENT OFFICE**

**ADMINISTRATIVE DIVISION**

1. **ISSUANCE OF 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.

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| **Office or Division:** | Administrative Unit |
| **Classification:** | Simple |
| **Type of Transaction:** | G2G – Government to Government |
| **Who may avail:** | Casual and regular personnel with Salary Grade - 22 and below and job order personnel |

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| **CHECKLIST OF REQUIREMENTS** | **WHERE TO SECURE** |
| Request for Overtime Authorization signed by Department Head or Chief of Office. | Employee account on Pasig GEMS |

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| **#** | **CLIENT STEPS** | **OFFICE ACTIONS** | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1 | Requesting Department or Office uploads filled-out Request for Overtime Authorization online via  Pasig GEMS | HRDO Administrative Unit receives and, evaluates request and recommends action including mode of compensation  HR Head reviews Admin Unit recommendation and approves or disapproves request for OT authorization.  **END PROCESS** | N/A  N/A | 5 minutes  Within 15 calendar days | Lou Cabrias  Erick Rayos  Edwin Correa  Elvira Flores |
| **TOTAL:** | | | **15 days and 5 minutes maximum** | | |

1. **APPEAL 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.

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| **Office or Division:** | Administrative Unit |
| **Classification:** | Complex |
| **Type of Transaction:** | G2G – Government to Government |
| **Who may avail:** | All casual and permanent personnel |

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| **CHECKLIST OF REQUIREMENTS** | | | **WHERE TO SECURE** | | | |
| Letter to the City Mayor requesting for service extension. | | |  | | | |
| **#** | **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 | 5 days | City Mayor / OCM Office Staff |
| Request is received by the Records Section, recorded and forwarded to the HR Head | | N/A | 30 minutes | Michael Portuguez, Robert Estayani or Totong Salandanan |
| Request is evaluated by HR Head and issues instructions to Admin Unit | | N/A | 30 minutes | Elvira Flores |
| 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 | Edwin Correa |
|  |  | Approved appeal is sent to Records Section for releasing | | N/A | 15 minutes | Michael Portuguez, Robert Estayani or Totong Salandanan |
|  |  | City Mayor signs appeal then returns appeal back to HRDO | | N/A | 5 days | City Mayor / OCM Office Staff |
|  |  | Signed appeal is received by the Records Section recorded and sent to requesting party. | | N/A | 30 minutes | Michael Portuguez, Robert Estayani or Totong Salandanan |
| **TOTAL:** | | | | **10 days & 2.25 hours** | | |

1. **GRANT OF HAZARD PAY**

Agency personnel exposed to hazardous work conditions may qualify for the grant of Hazard Pay based on national and local statutes, specifically the Magna Carta for Public Health Workers, Magna Carta for Social Workers, SP Ordinance No. 3, series of 2008 as amended by SP Ordinance No. 9, Series of 2016 and SP Ordinance No.31, Series of 2017.

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| **Office or Division:** | Administrative Unit |
| **Classification:** | Simple |
| **Type of Transaction:** | G2G – Government to Government |
| **Who may avail:** | Casual and regular personnel |

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| **CHECKLIST OF REQUIREMENTS** | **WHERE TO SECURE** |
| Letter to the City Mayor, through the HR Head requesting for the grant of hazard pay. | To be prepared by applicant duly-signed by the Department Head or Chief of Office |

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| **#** | **CLIENT STEPS** | **OFFICE ACTIONS** | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1 | Request for grant of hazard pay through a formal letter is submitted to the City Mayor, through the HR Head duly endorsed by the Head of the Department or Office. | N/A | N/A | N/A | Applicant, Department Head or Chief of Office |
|  |  | Request is received by Records Section, recorded and sent to the HR Head | N/A | 15 minutes | Michael Portuguez, Robert Estayani or Tototng Salandanan |
|  |  | Request is sent to HR Head and referred to Admin Unit for evaluation. | N/A | 30 minutes | Elvira Flores |
|  |  | Admin Unit conducts initial evaluation of request and determines requesting party's eligibility to receive the benefit based on applicable laws and ordinances. | N/A | 1 hour | Edwin Correa /  Lou Cabrias /  Erick Rayos |
|  |  | Approval or disapproval of request is prepared by Admin Unit via official memorandum. Memo is returned to HR Head for signature. | N/A | 30 minutes | Edwin Correa /  Lou Cabrias /  Erick Rayos |
|  |  | HR Head affixes signature to official memorandum and sends signed document to Appointment Section for releasing | N/A | 30 minutes | Elvira Flores |
|  |  | Signed memorandum is received by Records Section, recorded and sent to requesting party, copy furnished the Payroll Section of HR.  **END PROCESS** | N/A | 2 hours | Michael Portuguez, Robert Estayani or Tototng Salandanan |
| **TOTAL:** | | | **4.75 hours** | | |

1. **PREPARATION OF INTEROFFICE & INTERAGENCY COMMUNICATIONS**

Interoffice and inter-agency communications are official documents that may contain a reply, ruling, opinion, directive, referral, approval or disapproval of a proposal/request directed to an individual or group of individuals in a particular office or various offices or departments within and beyond the city government. Interoffice and inter-agency communications may take several forms such as letters, memoranda, draft ordinances, executive orders, policy guidelines, endorsements, ticklers, training/travel orders and other written correspondences.

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| **Office or Division:** | Administrative Unit |
| **Classification:** | Simple |
| **Type of Transaction:** | G2G – Government to Government |
| **Who may avail:** | All agency personnel regardless of status of appointment. |

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| **CHECKLIST OF REQUIREMENTS** | **WHERE TO SECURE** |
| N/A | N/A |

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| **#** | **CLIENT STEPS** | **OFFICE ACTIONS** | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
|  | Written correspondence is submitted to HR | Correspondence is received and recorded by the Records Section (Receiving/Releasing) | N/A | 15 minutes | Michael Portuguez, Robert Estayani or Totong Salandanan |
|  |  | Document is transmitted to the HR Head | N/A | 15 minutes | Michael Portuguez, Robert Estayani or Totong Salandanan |
|  |  | HR Head peruses the document, issues instructions and transmits the document to the Administrative Unit for evaluation and preparation of appropriate response. | N/A | 30 minutes | Elvira Flores |
|  |  | Admin Unit proceeds with the preparation of the written communications and returns output to the HR Head | N/A | 30 minutes | Edwin Correa /  Lou Cabrias /  Erick Rayos |
|  |  | HR Head affixes signature/imprimatur on the document and sends the document to the Records Section for releasing | N/A | 30 minutes | Elvira Flores / |
|  |  | Document is recorded and released by the Appointment Section.  **END PROCESS** | N/A | 30 minutes | Michael Portuguez, Robert Estayani or Totong Salandanan |
| **TOTAL:** | | | **2.5 hours** | | |

**RECRUITMENT, SELECTION AND PLACEMENT DIVISION**

1. **ISSUANCE OF 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.

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| **Office or Division:** | City Human Resource Development Office / Recruitment, Selection and Placement Division |
| **Classification:** | Simple |
| **Type of Transaction:** | G2C – Government to Citizens |
| **Who may avail:** | Casual and Regular employees, Active/Resigned |

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| **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 Development Office, RSP Division @ 4th floor, Pasig City Hall Bldg., Caruncho Ave., Brgy. San Nicolas Pasig City. |

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| # | **CLIENT STEPS** | **OFFICE ACTIONS** | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1 | Fill-out form at the reception desk of RSP Division and present valid identification card. | Provide prescribed form. | None |  | Jeimboy B. Mendoza |
| 2 | Submit Filled out form | 2.1 Receive accomplished form | None | 3 days | Jeimboy B. Mendoza |
| 2.2 Retrieve from computer database employee’s service record data/COE and print hardcopy. | Novelita L. Tagaya, Jacqueline B. Magno and Ma.Victoria M. Mosquite |
| 2.3 Sign Service Record/COE. | Elvira R. Flores, MNSA, CESE / Minerva V. Rosas |
| 3 | Receive Service Record/COE. | Release Service Record/COE. | None |  | Novelita L. Tagaya, Jacqueline B. Magno and Ma.Victoria M. Mosquite |
| **TOTAL:** | | | **None** | **3 working**  **days upon request** | |

1. **PROCESSING OF JOB APPLICATIONS 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).

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| --- | --- |
| **Office or Division:** | City Human Resource Development Office / Recruitment, Selection and Placement Division |
| **Classification:** | Complex |
| **Type of Transaction:** | G2C – Government to Citizens |
| **Who may avail:** | All aspiring applicants |

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| **CHECKLIST OF REQUIREMENTS** | **WHERE TO SECURE** |
| Initial Requirements:   1. Complete fill-out of personal information thru Pasig GEMS 2. Job Application thru Pasig Gems | (<https://hrdo.pasigcity.gov.ph>) *Sign in as guest (new applicant) Sign in as employee* |
| Standard Requirements:   1. Personal Data Sheet with Notary (2 sets) | * Downloadable online * HRDO RSP Division |
| 1. SALN with Notary (2 sets) | * Downloadable online * HRDO RSP Division |
| 1. Medical Certificate with attached copy of medical exam results | * 5th Floor , City Health Office |
| 1. NBI Clearance | - NBI |
| 1. Birth Certificate | * PSA |
| 1. Photocopy of CS Eligibility/ Certified True Copy of PRC License (if applicable) | * CSC or PRC |
| 1. Certified True Copy of Diploma and TOR | * School Registrar |
| 1. IPCR last rating period (2 copies) (for promotion only) | * Pasig City GEMS account |

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| **#** | **CLIENT STEPS** | **OFFICE ACTIONS** | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1 | Fill-out and submit job application form through Pasig City GEMS  (https://hrdo.pasigcity.gov.ph)  *\* Sign in as guest (new applicant)*    *\*Sign in as*  *employee* | * 1. Receive application thru Pasig City GEMS.   2. Assess the received job application.   3. Review the Assessment Form.   4. Conduct Background Investigation | None | 5 working days | Luzviminda E. Bato |
| Josephine  D. Nefiel / Felicitas S. Avis / Braian G. Rosales |
| Luzviminda E. Bato |
| Ma. Victoria Mosquite  and  Jarbel B. Andrada |
| 2 | Attend on scheduled Competency-Based Interview with the concerned Department Head | * 1. All received Assessment Forms shall be endorsed to concerned Department Heads for their interview and administration of trade practical exams   2. Set the interview with Department/Office Head and exam date within 2 days from receipt of assessment form   3. Retrieve, collate and check assessment of applicants   4. Endorse the application documents to the Team Leader of the next step | None | 4 working days | Jarbel B. Andrada  and  Jeimboy B. Mendoza |
| Axl Rose A. Labis |
| Axl Rose A. Labis |
| Axl Rose A. Labis |
| 3 | Take online pre-employment testing (Psychometric Examination) | * 1. Schedule and invite qualified applicants for pre-employment testing   2. Conduct online pre-employment testing   3. Prepare and review all results   4. Endorse all results to the Team leader of the next step | None | 4 working days | Axl Rose A. Labis & Luzviminda E. Bato |
| 4 | Qualified applicants to report at HRDO for Human Resource Merit Promotion and Selection Board (HRMPSB) deliberation | * 1. Prepare RSP Individual and Comparative Assessment results   2. Review RSP Individual and Comparative results   3. Prepare Human Resource Merit Promotion and Selection Board (HRMPSB) Agenda   4. Schedule and invite qualified applicants for Human Resource Merit Promotion and Selection Board (HRMPSB) deliberation   5. Prepare the Deliberation Forms   6. On the day of HRMPSB Deliberation, Set up the materials to be used such as: laptops, internet connections etc. on the venue   7. Check the attendance of all applicants and arrange the applicant's scheduled time of interview   8. Conduct HRMPSB Deliberation   9. Prepare the Minutes of HRMPSB Meeting   10. Endorse the signed deliberation forms to the team leader of the next step | None | 6 working days | Katherine Joy A. Romualdo & Kristen G. Pastor |
| Rovina E. Gacutan |
| Rovina E. Gacutan |
| Katherine Joy A. Romualdo & Rovina E. Gacutan |
| Katherine Joy A. Romualdo & Michael Vincent L. Marasigan |
| Michael Vincent L. Marasigan |
| Kristen G. Pastor  ,Jacqueline B. Magno and Rovina E. Gacutan |
| HRMPSB Panelist |
| Minerva V. Rosas and Irish May C. Azusano |
| Rovina E. Gacutan |
| 5 | Receive the Job Offer thru email | * 1. Prepare and send Job Offer letter for those selected applicants thru email   2. Notify non-selected applicants thru email | None | 1 working day | Irish May C. Azusano |
| 6 | Submit the documentary requirements | * 1. Check and Verify the submitted documentary requirements   2. Prepare the appointments of those selected applicants   3. Print the appointment paper   4. Print the other attachments such as: Oath, Assumption, Accounting Certificate, and Certificate 7160   5. Prepare and print the Position Description Form   6. Process the appointment documents (signatories)   7. Once signed, forward the appointment documents to the next team leader for the next step | None | 5 working days | Janelle C. Caeg |
| Denise Allison R. Hernandez |
| Denise Allison R. Hernandez |
| Katherine Joy A. Romualdo |
| Michael Vincent L. Marasigan |
| Denise Allison R. Hernandez |
| Denise Allison R. Hernandez |
| 7 | Proceed to HRDO for contract signing and Onboarding | * 1. Schedule appointees for contract signing and Onboarding   2. Check and arrange the appointment documents   3. Assist the appointees in contract signing   4. Orient the newly-hired employees about Biometrics, BIR, ATM application for payroll, GSIS, PhilHealth, Pag-ibig Membership and ID Capturing   5. Endorse the newly hired employees to their respective office/division | None | 2 working days | Jacqueline B. Magno and Lareine Roncales |
| Jacqueline B. Magno and Jarbel B. Andrada |
| Jacqueline B. Magno and Jarbel B. Andrada |
| Representative per division (Records, RSP, Claims & Benefits and Payroll) |
| Lareine Roncales |
| 8 | Attend New Employee Orientation | * 1. Forward the list of appointed employees to Learning and Development Division   2. Schedule and conduct of New Employees Orientation | None | 3 working days | Kristen G. Pastor, Josephine D. Nefiel and Denise Alison R. Hernandez |
| Learning and Development Staffs headed by Ana V. Tatco |
| **TOTAL:** | | | **None** | **30 working days** | |

**PAYROLL SECTION**

1. **APPLICATION FOR ATM FOR NEWLY HIRED EMPLOYEES**

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| **Office Or Division:** | | | HRDO-Payroll Section | | |
| **Classification:** | | | Simple | | |
| **Type Of Transaction:** | | | G2G – Government to Government | | |
| **Who May Avail:** | | | All newly hired employees of the City Government | | |
| **CHECKLIST OF REQUIREMENTS** | | | **WHERE TO SECURE** | | |
| 1. Printed copy of confirmed online application number 2. Two (2) valid government issued ID | | | Landbank of the Philippines | | |
| **#** | **CLIENT STEPS** | **OFFICE ACTIONS** | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1 | Apply online via Landbank website to open an atm payroll savings account and secure application number | Issuance of endorsement to Landbank for the submitted printed copy of the application for scheduling | None | 20 minutes | Renardo Padoga |
| 2 | After receiving a text message of schedule, proceed to Landbank for data capturing, specimen signature and issuance of ATM card for submission to Payroll Division | Uploading of ATM account to payroll system | None | 5 minutes | Renardo Padoga |
| **TOTAL:** | | | **None** | **Estimated: 25 minutes** | |

1. **PROCESSING OF FIRST SALARY**

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| **Office Or Division:** | | | HRDO-Payroll Section | | |
| **Classification:** | | | Simple | | |
| **Type Of Transaction:** | | | G2G – Government to Government | | |
| **Who May Avail:** | | | All newly hired employees of the City Government (Permanent, Casual, Contractual, Job Order and Contract of Service) | | |
| **CHECKLIST OF REQUIREMENTS** | | | **WHERE TO SECURE** | | |
| 1. Assumption to duty 2. Approved Plantilla 3. Oath of Office 4. DTR 5. Statement of Assets, Liabilities and Networth | | | 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 | Richard Afurong  Ronald Magsalin  John Magboo  Erwin Santos  Algie Eco |
|  |  | Forward printed payroll to payroll clerks for checking and verification of the attached requirements | None | 20 minutes | Georgina Avellano  Divina Andal  Lorna Reyes  Maureen Bepinoso  Rodalyn Reyes  Joseph San Andres  Erwin Santos  Algie Eco  Kaye San Buenaventura  Bryan Turingan |
|  |  | Forward checked//verified payroll/s to Budget Office for Obligation Request (OBR) | None |  | Georgina Avellano  Divina Andal  Lorna Reyes  Maureen Bepinoso  Rodalyn Reyes  Joseph San Andres  Erwin Santos  Algie Eco  Kaye San Buenaventura  Bryan Turingan |
|  |  | Forward first salary payroll with OBR to various departments for signature of the head of office | None |  | Georgina Avellano  Divina Andal  Lorna Reyes  Maureen Bepinoso  Rodalyn Reyes  Joseph San Andres  Erwin Santos  Algie Eco  Kaye San Buenaventura  Bryan Turingan |
|  |  | 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 | Georgina Avellano  Divina Andal  Lorna Reyes  Maureen Bepinoso  Rodalyn Reyes  Joseph San Andres  Erwin Santos  Algie Eco  Kaye San Buenaventura  Bryan Turingan |
| **TOTAL:** | | | **None** | **Estimated: 1 hour and 50 mins.** | |

1. **PROCESSING OF OVERTIME WITH APPROVED OT REQUEST**

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| **Office Or Division:** | | | HRDO-Payroll Section | | |
| **Classification:** | | | Simple | | |
| **Type Of Transaction:** | | | G2G – Government to Government | | |
| **Who May Avail:** | | | All permanent, contractual, casual and job order employees | | |
| **CHECKLIST OF REQUIREMENTS** | | | **WHERE TO SECURE** | | |
| 1. Approved Overtime Request 2. Approved DTR | | | HRDO Admin Section | | |
| **#** | **CLIENT STEPS** | **OFFICE ACTIONS** | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1 | Submit the approved request for overtime with DTR | Check submitted approved overtime authorization and DTR for verification in the system’s automated overtime summary | None | 1 day | Georgina Avellano  Divina Andal  Lorna Reyes  Maureen Bepinoso  Rodalyn Reyes  Joseph San Andres  Erwin Santos  Algie Eco  Kaye San Buenaventura  Bryan Turingan |
| 2 | System processing of verified overtime | Printing of payroll to be forwarded to payroll clerks | None | 30 minutes | Richard Afurong  Ronald Magsalin  John Magboo  Erwin Santos  Algie Eco |
|  |  | Check, verify and prepare certification as to correctness of the following:   * 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 | 20 minutes | Georgina Avellano  Divina Andal  Lorna Reyes  Maureen Bepinoso  Rodalyn Reyes  Joseph San Andres  Erwin Santos  Algie Eco  Kaye San Buenaventura  Bryan Turingan |
| **TOTAL:** | | | **None** | **Estimated: 1 day and 50 mins.** | |

**CLAIMS AND BENEFITS DIVISION**

1. **FACILITATION OF 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 and Policy Loan for GSIS; Multi-Purpose Loan (MPL) for Pag-IBIG.

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| **Office or Division:** | Human Resource Development Office – Claims and Benefits Division |
| **Classification:** | Simple |
| **Type of Transaction:** | G2G – Government to Government |
| **Who may avail:** | Qualified Casual and Permanent City employees |

| **CHECKLIST OF REQUIREMENTS** | **WHERE TO SECURE** |
| --- | --- |
| 1. Duly accomplished application form: 2. GSIS Clearance/Undertaking form (1 copy, original) 3. Pag-IBIG Multi-Purpose Loan Application Form (1 copy, original) 4. Photocopy/scanned copy of valid I.D. cards (front and dorsal side):    1. GSIS UMID Card/Temporary e-Card    2. Pasig City Hall I.D.    3. LandBank Payroll ATM Card    4. Pag-IBIG Loyalty Card Plus w/ EMV chip    5. Any valid government issued ID 5. 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  From applicant (printed copy thru GEMS) |

| **#** | **CLIENT STEPS** | **OFFICE ACTIONS** | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| --- | --- | --- | --- | --- | --- |
| 1 | Applicant to apply for GSIS Loan through the GSIS Kiosk/GSIS Touch/eGSISMo | 1.1 Provide clearance/undertaking form to be filled out by the employee | None | 15 minutes | Nilgene C. Mandreza/  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 (GSIS), Evelyn M. Anglo (Pag-IBIG) |
|  |  | 2.2 Route the GSIS clearance/undertaking forms to seek authorized representative’s signature and to certify that the employee has:   * No Pending Administrative Case * Enough take home pay to cover the amortization * Not on Leave Without Pay | None | 45 minutes | Claims and Benefits Division staff:  Jocelyn R. Melendres  RSP Division:  John Carlo Villarete,  Novelita L. Tagaya  Payroll Division:  John Lazaro M. Magboo, Richard B. Afurong, Robert Henry H. Flores  Records Division:  Arturo C. Ramos, Robert S. Estayani, Catherine M. David, Elaine D. De Castro, Aileen C. Lirio, Celestino P. Ladica,  Edilberto C. Salandanan |
|  |  | 2.3 AAO approves loan in the GSIS AAO Certification website | None | 45 minutes | Ma. Luisa N. Buenafe (AAO),  Raphael Benedict E. Chan (AAO) |
|  |  | 2.4 Prepare transmittal of PAG-IBIG loan applications to be signed by the authorized representative | None | 15 minutes | Evelyn M. Anglo (Liaison Officer),  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 3 minutes** | |

1. **FACILITATION 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.

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| **Office or Division:** | Human Resource Development Office – Claims and Benefits Division |
| **Classification:** | Simple |
| **Type of Transaction:** | G2G – Government to Government |
| **Who may avail:** | Permanent City employees |

| **CHECKLIST OF REQUIREMENTS** | **WHERE TO SECURE** |
| --- | --- |
| 1. Land Bank LLS Application form (1 copy, original) 2. Photocopy/scanned copy of Pasig City Hall I.D. card (front and dorsal side) 3. Photocopy of BIR TIN ID or ITR 4. Copy of latest pay slip | HRDO-Claims and Benefits Division window  From applicant  From applicant (printed copy thru GEMS) |

| **#** | **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 | Sheila S. Leonidas |
|  |  | 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 | Abigael Hernandez (Land Bank personnel) |
| **TOTAL:** | | | **2 days, 1 hour and 3 minutes** | | |

1. **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.

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| --- | --- |
| **Office or Division:** | Human Resource Development Office – Claims and Benefits Division |
| **Classification:** | Simple |
| **Type of Transaction:** | G2C – Government to Client  G2G – Government to Government |
| **Who may avail:** | 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) 2. Service Record (1 copy, original) 3. Certificate of Employment (1 copy, original) 4. Certificate of No Pending Administrative Case (1 copy, original) 5. Certificate of Leave Without Pay (1 copy, original) 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  HRDO-RSP Division  HRDO-Records Division  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 | Nilgene C. Mandreza/  Exequiel S. Sardea, Jr. |
|  |  | 1.2 Log the data of the applicant | None | 10 minutes | Nilgene C. Mandreza/  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 | Nilgene C. Mandreza |
|  |  | 2.2 Prepare transmittal of application forms to be signed by the authorized representative | None | 10 minutes | Nilgene C. Mandreza,  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) | Nilgene C. Mandreza (Liaison Officer) |
|  |  | 2.4 Advise the applicant to wait for the notification of claim approval from GSIS (may take up to 20 working days processing[[1]](#footnote-1)) and prepare for the submission of Declaration of Pendency / Non Pendency of Case (DPNPC) | None | 5 minutes | Nilgene C. Mandreza |
| 3 | The applicant requests for Certification/Clearance from GSIS for the processing of Terminal Leave Pay, upon receipt of GSIS voucher | 3.1 Certifies the Clearance for the processing of Terminal Leave Pay of the applicant | None | 30 minutes | Ma. Luisa N. Buenafe |
| **TOTAL:** | | |  | **3 hours and 45 minutes** | |

1. **APPLICATION FOR PHILHEALTH CLAIM**  
     
   The Human Resource Development Office strictly observes the PhilHealth policies, rules and regulations to expedite the processing of employees’ benefits.

|  |  |
| --- | --- |
| **Office or Division:** | Human Resource Development Office – Claims and Benefits Division |
| **Classification:** | Simple |
| **Type of Transaction:** | G2C – Government to Client  G2G – Government to Government |
| **Who may avail:** | Casual and Permanent City employees with at least six (6) months of paid premium contribution |

| **CHECKLIST OF REQUIREMENTS** | | | **WHERE TO SECURE** | | |
| --- | --- | --- | --- | --- | --- |
| 1. Duly accomplished Claim Form Signature (CSF) (1 copy, original) 2. Certificate of PhilHealth Contribution (1 copy, original) 3. Members Data Record (MDR) (1 copy, original) | | | Downloadable thru PhilHealth website; HRDO-Claims and Benefits Division window  City Accounting Office  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 | Exequiel S. Sardea, Jr. |
| 2 | Applicant requests for MDR copy | 2.1 Prepares and issue print-out copy of MDR request | None | 3 minutes | Exequiel S. Sardea, Jr. |
| 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 Crisostomo,  Sheryll Nicabera,  Juvy A. Cuenco |
| 4 | Applicant to submit accomplished CSF form | 4.1 Check and receives application form and attachments | None | 3 minutes | Exequiel S. Sardea, Jr. |
|  |  | 4.2 Endorse the documents for signature of Authorized Official | None | 10 minutes | Maria 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 | Exequiel S. Sardea, Jr. |
| **TOTAL:** | | |  | **29 minutes** | |

**RECORDS DIVISION**

1. **APPLICATION FOR TERMINAL LEAVE BENEFIT**Payment in cash value are employees accumulated leave credits upon separation from the service

|  |  |
| --- | --- |
| **Office or Division:** | Record Section |
| **Classification:** | Simple |
| **Type of Transaction:** | G2C – Government to Citizens  Separated |
| **Who may avail:** | 1. Employees who have been separated from the service 2. Legitimate claimants of deceased employees |

| **CHECKLIST OF REQUIREMENTS** | **WHERE TO SECURE** |
| --- | --- |
| 1. Employees Clearance Form | HRDO – Records Section |
| 1. HRDO Clearance Form | HRDO – Records Section |
| 1. Application for Terminal Leave Form | HRDO – Records Section |
| 1. Service Record | HRDO – Appointment Division |
| 1. SALN | PCH- Ground floor |
| 1. Last daily time record | HRDO – Record Section |
| 1. Company ID |  |
| 1. Photo copy of last payroll | HRDO – Payroll Section |
| 1. GSIS Clearance | GSIS Main Office |
| 1. Property Accountability Clearance | Office of General Services – Fourth Floor |
| 1. Landbank Certification (for permanent employee only) | Landbank of the Philippines, Pasig City Hall branch |
| Additional Requirements |  |
| 1. Birth Certificate | PSA |
| 1. Marriage Contract or CENOMAR | PSA |
| 1. Death Certificate if employee is deceased | PSA |
| 1. Affidavit of Waiver of siblings (if the deceased employee is single without dependent) | City Legal Office or any other Law Office |
| 1. Special Power of Attorney (if needed) | City Legal Office or any other Law Office |

| **#** | **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  Manny Deduyo |
| 2 |  | Finalized leave card and computes terminal leave benefits of applicant | None | 3 days | Haydie Santos  Elaine De Castro  Catherine David  Arturo Ramos  Celestino Ladica  Robert Estayani  Aileen Lirio  Michael Portuguez  Edilberto Salandanan  Manny Deduyo |
| 3 | Leave contact details | Leave Clerk in-charge contacts the applicant.  Note: The applicant or the attorney-in-fact should receive the terminal leave benefits documents. | None | 1 day | Haydie Santos  Elaine De Castro  Catherine David  Arturo Ramos  Celestino Ladica  Robert Estayani  Aileen Lirio  Michael Portuguez  Edilberto Salandanan  Manny Deduyo |
| **TOTAL:** | | | **5 days** | | |

1. **DAILY TIME RECORD PREPARATION**

DTRs are downloaded, processed, rectified and certified.

|  |  |
| --- | --- |
| **Office or Division:** | Record Section |
| **Classification:** | Simple |
| **Type of Transaction:** | G2C – Government to Citizens |
| **Who may avail:** | City Government of Pasig Employee |

| **CHECKLIST OF REQUIREMENTS** | **WHERE TO SECURE** |
| --- | --- |
| I-Face Biometric Machine | Every floor and vicinity of Pasig City Hall |
| Outside and Satellite Offices |

| **#** | **CLIENT STEPS** | **OFFICE ACTIONS** | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| --- | --- | --- | --- | --- | --- |
| 1 |  | Collate logs on all i-face biometrics machine inside and outside offices | None | 2 days | Celestino Ladica  Michael Portuguez  Aileen Lirio |
| 2 |  | Download and Process logs of all city employees | None | 2 days | Celestino Ladica  Michael Portuguez  Aileen Lirio  Darrel Espejo |
| 3 | HR coordinator will submit DTR with Unauthorized Leave from the time DTRs are available on GEMS until 10th of the month | Rectification of DTR of all city employees with unauthorized leave | None | 5 days | Haydie Santos  Elaine de Castro  Catherine David  Arturo Ramos  Celestino Ladica  Robert Estayani  Aileen Lirio  Michael Portuguez  Edilberto Salandanan  Manny Deduyo |
| 4 | HR Coordinator will submit DTR of all employees with complete signature of employee and department head for hazard pay, OT pay and regular payroll certification every 15th of the month. | Certification of DTR of all city employees for hazard pay and OT pay | None | 2 days | Haydie Santos  Elaine De Castro  Catherine David  Arturo Ramos  Celestino Ladica  Robert Estayani  Aileen Lirio  Michael Portuguez  Edilberto Salandanan  Manny Deduyo |
|  |  | Certification of DTR of all DTR regular payroll | None | 3 days | Haydie Santos  Elaine De Castro  Catherine David  Arturo Ramos  Celestino Ladica  Robert Estayani  Aileen Lirio  Michael Portuguez  Edilberto Salandanan  Manny Deduyo |
| **TOTAL:** | | | **14 days** | | |

1. **APPLICATION FOR MONETIZATION OF LEAVE**Officials and employees whether permanent, casual or coterminous with accumulated vacation leave credits shall be allowed to monetized.

|  |  |
| --- | --- |
| **Office or Division:** | Record Section |
| **Classification:** | Simple |
| **Type of Transaction:** | G2C – Government to Citizens |
| **Who may avail:** | City Government of Pasig Employee |

| **CHECKLIST OF REQUIREMENTS** | **WHERE TO SECURE** |
| --- | --- |
| Request letter for monetization with supporting documents | 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 |
| 2 |  | 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 |
| 3 | 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.** | | |

1. **APPLICATION FOR MATERNITY LEAVE**Every married or unmarried woman who gets pregnant may go on maternity leave for 105 days

|  |  |
| --- | --- |
| **Office or Division:** | Record Section |
| **Classification:** | Simple |
| **Type of Transaction:** | G2C – Government to Citizens |
| **Who may avail:** | 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 |
| 1. 3 pcs. Blank white daily time record with applicants signature and heads/chiefs of office signature | Provided by applicant |
| 1. Medical certificate with documentary stamp | From the applicant’s attending physician |

| **#** | **CLIENT STEPS** | **OFFICE ACTIONS** | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| --- | --- | --- | --- | --- | --- |
| 1 | File Maternity Leave thru GEMS. | Certified maternity leave application on GEMS. | none | 1 minute | Haydie Santos  Elaine de Castro Catherine David Arturo Ramos Celestino Ladica Robert Estayani Aileen Lirio  Michael Portuguez  Edilberto Salandanan  Manny Deduyo |
| 2 | File maternity leave thru money value | 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  Manny Deduyo |
|  |  | 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  Manny Deduyo |
| 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  Manny Deduyo |
| **TOTAL** | | | **1 day 12 minutes** | | |

1. **RECEIVING INCOMING/OUTGOING COMMUNICATION**Receives documents/requests for action from the different offices and national agencies for action from the different units of HRDO

|  |  |
| --- | --- |
| **Office or Division:** | Record Section |
| **Classification:** | Simple |
| **Type of Transaction:** | G2C – Government to Citizens |
| **Who may avail:** | City Government of Pasig Different Offices and other  National Agencies |

| **CHECKLIST OF REQUIREMENTS** | **WHERE TO SECURE** |
| --- | --- |
| 1. Letter of request indicating the needs/request for action | From the Requesting Office or party |

| **CLIENT STEPS** | **OFFICE ACTIONS** | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| --- | --- | --- | --- | --- |
| Submit a request indicating the needs/request | Receive / Acknowledge request | none | 5 minutes | Robert Estayani/Michael Portuguez |
|  | 1.2 Evaluate the request and check whom to endorse to the Officer In-charge of each unit in HRDO or to City Human Resource Officer for approval/action | none | 2 days | Robert Estayani/Michael Portuguez |
|  | 1.3 Released of action regarding the request (if its memorandum, letter, endorsement etc…) | none | 3 days | Elvira R. Flores, City Human Resource Officer |
| **TOTAL:** | | **5 days 5 minutes** | | |

**PERFORMANCE MANAGEMENT DIVISION**

# REQUEST FOR CERTIFICATE OF PERFORMANCE RATING

|  |  |
| --- | --- |
| **Office or Division:** | HRDO Performance Management Unit |
| **Classification:** | Simple |
| **Type of Transaction:** | G2G - Government to Government |
| **Who may avail:** | All Employees except Elective Officials |

|  |  |
| --- | --- |
| **CHECKLIST OF REQUIREMENTS** | **WHERE TO SECURE** |
| Formal letter-request for the Certificate of Performance rating | To be done by employee concerned |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **#** | **CLIENT STEPS** | **OFFICE ACTIONS** | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1 | Client submit a request for a certificate of rating | HRDO receiving(Record Section receives request, records the document and transmits to HR Head | N/A | 10 minutes | Robert Estayani |
|  |  | HR Head reviews requests and issues instructions to the PM Unit. | N/A | 15 minutes | Manny Deduyo / Elvira Flores |
|  |  | PM Unit reviews the IPCR of the employee | N/A | 10 minutes | Clifford Cruz/  Gina Vierne |
|  |  | PM unit prepares certificate of performance rating | N/A | 15 minutes | Clifford Cruz/  Gina Vierne |
|  |  | Certificate of Performance Rating is sent to Office of the HRDO Head for signature | N/A | 1-2 days | Manny Deduyo / Elvira Flores |
|  |  | Releasing of certificate of rating | N/A | 10 minutes | Clifford Cruz |

# REQUEST FOR TAGGING OF STAFF

# Requests for tagging of employees to their assigned office/department in order for their immediate supervisor to provide duties and responsibilities.

|  |  |
| --- | --- |
| **Office or Division:** | HRDO Performance Management Unit |
| **Classification:** | Simple |
| **Type of Transaction:** | G2G - Government to Government |
| **Who may avail:** | Department and division head |

|  |  |
| --- | --- |
| **CHECKLIST OF REQUIREMENTS** | **WHERE TO SECURE** |
| 1. Request letter for the tagging.  2. Letter of re-assignment or deployment. | Front desk Appointment Section and/or PM Unit, HRDO. |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **#** | **CLIENT STEPS** | **OFFICE ACTIONS** | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1 | Requesting Department or Office submits letter to the HRDO together with the attachments (Reassignment, Deployment Order) | HRDO records Section receives request, records the document and transmits to HR Head.  HR Head conducts initial review of request then forwards document to PM Unit. | N/A  N/A | 10 minutes  30 minutes | Robert Estayani  Elvira Flores /  Manny Deduyo |
|  |  | PM evaluates request in terms of completeness of documents and if it will affect the current rating period in terms of accomplishment. | N/A | 15 minutes | Clifford Cruz/  Gina Vierne |
|  |  | PM will provide feedback to the sender and tag if the changes will not affect the current rating period.  END OF PROCESS |  | 1 hour | Clifford Cruz/  Gina Vierne |
| **TOTAL:** | | | **2.17 hours** | | |

# PROCESSING OF REQUEST FOR A RESOURCE SPEAKER

Department and Offices requesting the Performance Management Section to be their speaker for their meeting/event especially for topics on the Pasig City Strategic Performance Management System.

|  |  |
| --- | --- |
| **Office or Division:** | HRDO Performance Management Unit |
| **Classification:** | Complex |
| **Type of Transaction:** | G2G - Government to Government |
| **Who may avail:** | Department and division head |

|  |  |
| --- | --- |
| **CHECKLIST OF REQUIREMENTS** | **WHERE TO SECURE** |
| Letter to the HRDO Department Head requesting for PM Section staff as resource speakers. | To be made by the employee concerned |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **#** | **CLIENT STEPS** | **OFFICE ACTIONS** | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1 | Request for speaker is sent through a formal letter to the HRDO Department Head, duly-endorsed by the Head of the Department or Office. | Request is received by the Records Section, recorded and sent to the Head  of HR. | N/A | 30 minutes | Records Section |
|  |  | The HRDO Department Head approves/disapproves the request for a speaker. | N/A | 3 working days | Elvira Flores / Manny Deduyo |
|  |  | Request is evaluated by HR Head and issues instructions to PM Unit | N/A | 30 minutes | Elvira Flores / Manny Deduyo |
|  |  | PM Unit provide feedback to the requesting party  END OF PROCESS | N/A | 2 hours | Clifford Cruz/  Gina Vierne |
| **TOTAL:** | | | **6 days & 4.75 hours** | | |

# PROCESSING OF REQUEST FOR TECHNICAL ASSISTANCE

The Human Resource Development Office is committed to the continuous improvement and enhancement of the Pasig City Strategic Performance Management System, and its application from the top management up to the rank and file employees of the City Government.

|  |  |
| --- | --- |
| **Office or Division:** | HRDO Performance Management unit |
| **Classification:** | Complex |
| **Type of Transaction:** | G2G - Government to Government |
| **Who may avail:** | All employees of the City Government of Pasig |

|  |  |
| --- | --- |
| **CHECKLIST OF REQUIREMENTS** | **WHERE TO SECURE** |
| Letter to the HRDO Department Head requesting for PM Section staff to provide technical assistance in their OPCR/DPCR/IPCR. | Front desk Records Section, HRDO. |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **#** | **CLIENT STEPS** | **OFFICE ACTIONS** | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1 | Request for technical assistance is sent through a formal letter to the HRDO Department Head, duly-endorsed by the Head of the Department or Office. | Request is received by the Records Section, recorded and sent to the Head  of HR. | N/A | 30 minutes | Records Section |
|  |  | The HRDO Department Head approves/disapproves the request for technical assistance. | N/A | 3 working days | Elvira Flores / Manny Deduyo |
|  |  | Request is evaluated by HR Head and issues instructions to PM Unit | N/A | 30 minutes | Elvira Flores / Manny Deduyo |
|  |  | PM Unit provide feedback to the requesting party  END OF PROCESS | N/A | 2 hours | Clifford Cruz/Gina Vierne |
| **TOTAL:** | | | **3 days & 3 hours** | | |

# 

# PROCESSING OF IPCR APPEALS

The Pasig City Strategic Performance Management System, provides an avenue for appeal on the ratings an employee might receive from its immediate supervisor, an employee might appeal until ten days after receiving its rating.

|  |  |
| --- | --- |
| **Office or Division:** | HRDO Performance Management Unit |
| **Classification:** | Complex |
| **Type of Transaction:** | G2G - Government to Government |
| **Who may avail:** | All employees of the City Government of Pasig |

|  |  |
| --- | --- |
| **CHECKLIST OF REQUIREMENTS** | **WHERE TO SECURE** |
| Letter to the HRDO Department Head requesting for PM Section staff to provide technical assistance in their OPCR/DPCR/IPCR. | Front desk Records Section, HRDO. |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **#** | **CLIENT STEPS** | **OFFICE ACTIONS** | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1 | Request for appeal is sent through a formal letter to the PMT through the HRDO Department Head, duly-endorsed by the Head of the Department or Office. | Request is received by the Records Section, recorded and sent to the HRDO Department Head’s Office for review | N/A | 10 minutes | Records Section |
|  |  | The HRDO Department Head review the appeal and ,makes comment and endorses to PM Division for review of the DPCR,IPCR entries including the attached document of the appellant | N/A | 3 days | Elvira Flores /  Manny Deduyo |
|  |  | PM reviews the PCR of the appellant including all attachments , if the appellant needs to submit additional documents, she will be notified by means of a memo | N/A | 2 -3 weeks depending on the bulk of documents submitted including meeting with heads | Gina Vierne /  Clifford Cruz /  Elvira Flores |
|  |  | PM Unit provide feedback to the requesting party  END OF PROCESS | N/A | 2 hours | Clifford Cruz /  Gina Vierne |
| **TOTAL:** | | | **3 weeks, 3 days 2 hours and 10 minutes** | | |

**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 |

1. As per GSIS Citizen’s Charter 2023 (5th edition) issued 27 February 2023 [↑](#footnote-ref-1)