

**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.

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

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

#	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		

2. 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 an appeal for 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.

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

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		

3. 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.

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

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

#	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		

4. 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.

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.

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

#	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

5. 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.

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

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 @ 4 th floor, Pasig City Hall Bldg., Caruncho Ave., Brgy. San Nicolas Pasig City.

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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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	

6. 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).

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

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<u>Initial Requirements:</u> 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
<u>Standard Requirements:</u> 1. Personal Data Sheet with Notary (2 sets)	- Downloadable online - HRDO RSP Division
2. SALN with Notary (2 sets)	- Downloadable online - HRDO RSP Division
3. Medical Certificate with attached copy of medical exam results	- 5 th Floor , City Health Office
4. NBI Clearance	- NBI
5. Birth Certificate	- PSA
6. Photocopy of CS Eligibility/ Certified True Copy of PRC License (if applicable)	- CSC or PRC
7. Certified True Copy of Diploma and TOR	- School Registrar

8. IPCR last rating period (2 copies) (for promotion only)	- 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) <i>* Sign in as guest (new applicant)</i> <i>*Sign in as employee</i>	1.1. Receive application thru Pasig City GEMS.	None	5 working days	Luzviminda E. Bato
		1.2. Assess the received job application.			Josephine D. Nefiel / Felicitas S. Avis / Braian G. Rosales
		1.3. Review the Assessment Form.			Luzviminda E. Bato
		1.4. Conduct Background Investigation			Ma. Victoria Mosquite and Jarbel B. Andrada
2	Attend on scheduled Competency-Based Interview with the concerned Department Head	2.1 All received Assessment Forms shall be endorsed to concerned Department Heads for their interview and administration of trade practical exams	None	4 working days	Jarbel B. Andrada and Jeimboy B. Mendoza
		2.2 Set the interview with Department/Office Head and exam date within 2 days from receipt of assessment form			Axl Rose A. Labis
		2.3 Retrieve, collate and check assessment of applicants			Axl Rose A. Labis
		2.4 Endorse the application documents to the Team Leader of the next step			Axl Rose A. Labis

3	Take online pre-employment testing (Psychometric Examination)	<p>3.1 Schedule and invite qualified applicants for pre-employment testing</p> <p>3.2 Conduct online pre-employment testing</p> <p>3.3 Prepare and review all results</p> <p>3.4 Endorse all results to the Team leader of the next step</p>	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	<p>4.1 Prepare RSP Individual and Comparative Assessment results</p> <p>4.2 Review RSP Individual and Comparative results</p> <p>4.3 Prepare Human Resource Merit Promotion and Selection Board (HRMPSB) Agenda</p> <p>4.4 Schedule and invite qualified applicants for Human Resource Merit Promotion and Selection Board (HRMPSB) deliberation</p> <p>4.5 Prepare the Deliberation Forms</p>	None	6 working days	<p>Katherine Joy A. Romualdo & Kristen G. Pastor</p> <p>Rovina E. Gacutan</p> <p>Rovina E. Gacutan</p> <p>Katherine Joy A. Romualdo & Rovina E. Gacutan</p> <p>Katherine Joy A. Romualdo & Michael Vincent L. Marasigan</p>

		<p>4.6 On the day of HRMPSB Deliberation, Set up the materials to be used such as: laptops, internet connections etc. on the venue</p> <p>4.7 Check the attendance of all applicants and arrange the applicant's scheduled time of interview</p> <p>4.8 Conduct HRMPSB Deliberation</p> <p>4.9 Prepare the Minutes of HRMPSB Meeting</p> <p>4.10 Endorse the signed deliberation forms to the team leader of the next step</p>			<p>Michael Vincent L. Marasigan</p> <p>Kristen G. Pastor , Jacqueline B. Magno and Rovina E. Gacutan</p> <p>HRMPSB Panelist</p> <p>Minerva V. Rosas and Irish May C. Azusano</p> <p>Rovina E. Gacutan</p>
5	Receive the Job Offer thru email	<p>5.1 Prepare and send Job Offer letter for those selected applicants thru email</p> <p>5.2 Notify non-selected applicants thru email</p>	None	1 working day	Irish May C. Azusano
6	Submit the documentary requirements	<p>6.1 Check and Verify the submitted documentary requirements</p> <p>6.2 Prepare the appointments of those selected</p>	None	5 working days	<p>Janelle C. Caeg</p> <p>Denise Allison R. Hernandez</p>

		<p>applicants</p> <p>6.3 Print the appointment paper</p> <p>6.4 Print the other attachments such as: Oath, Assumption, Accounting Certificate, and Certificate 7160</p> <p>6.5 Prepare and print the Position Description Form</p> <p>6.6 Process the appointment documents (signatories)</p> <p>6.7 Once signed, forward the appointment documents to the next team leader for the next step</p>			<p>Denise Allison R. Hernandez</p> <p>Katherine Joy A. Romualdo</p> <p>Michael Vincent L. Marasigan</p> <p>Denise Allison R. Hernandez</p> <p>Denise Allison R. Hernandez</p>
7	Proceed to HRDO for contract signing and Onboarding	<p>7.1 Schedule appointees for contract signing and Onboarding</p> <p>7.2 Check and arrange the appointment documents</p> <p>7.3 Assist the appointees in contract</p>	None	2 working days	<p>Jacqueline B. Magno and Lareine Roncales</p> <p>Jacqueline B. Magno and Jarbel B. Andrada</p> <p>Jacqueline B. Magno and Jarbel B. Andrada</p>

		<p>signing</p> <p>7.4 Orient the newly-hired employees about Biometrics, BIR, ATM application for payroll, GSIS, PhilHealth, Pag-ibig Membership and ID Capturing</p> <p>7.5 Endorse the newly hired employees to their respective office/division</p>			<p>Representative per division (Records, RSP, Claims & Benefits and Payroll)</p> <p>Lareine Roncales</p>
8	Attend New Employee Orientation	<p>8.1 Forward the list of appointed employees to Learning and Development Division</p> <p>8.2 Schedule and conduct of New Employees Orientation</p>	None	3 working days	<p>Kristen G. Pastor, Josephine D. Nefiel and Denise Alison R. Hernandez</p> <p>Learning and Development Staffs headed by Ana V. Tatco</p>
TOTAL:			None	30 working days	

PAYROLL SECTION

7. APPLICATION FOR ATM FOR NEWLY HIRED EMPLOYEES

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
<p>Printed copy of confirmed online application number</p> <p>Two (2) valid government issued ID</p>	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	

8. PROCESSING OF FIRST SALARY

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
Assumption to duty Approved Plantilla Oath of Office DTR 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
2		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
3		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
4		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
5		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.	

9. PROCESSING OF OVERTIME WITH APPROVED OT REQUEST

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
Approved Overtime Request	HRDO Admin Section

Approved DTR Accomplishment Report					
#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Submit the approved request for overtime with DTR and accomplishment report	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 and verify overtime payroll as to correctness of the following: <ul style="list-style-type: none"> - Amount of overtime - List of personnel as per approved overtime request - Withholding tax if any 	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 overtime payroll with OBR to various departments for double checking and 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 HRDO 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 day, 1 hour and 50 mins.	

CLAIMS AND BENEFITS DIVISION

10. 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.

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: <ol style="list-style-type: none"> a. GSIS Clearance/Undertaking form (1 copy, original) b. Pag-IBIG Multi-Purpose Loan Application Form (1 copy, original) 	HRDO-Claims and Benefits Division window Downloadable thru Pag-IBIG website; HRDO-Claims and Benefits Division window
2. Photocopy/scanned copy of valid I.D. cards (front and dorsal side): <ol style="list-style-type: none"> 2.1 GSIS UMID Card/Temporary e-Card 2.2 Pasig City Hall I.D. 2.3 LandBank Payroll ATM Card 2.4 Pag-IBIG Loyalty Card Plus w/ EMV chip 2.5 Any valid government issued ID 	From applicant
3. Certified true copy of latest payslip	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	None	45 minutes	Claims and Benefits Division staff: Jocelyn R. Melendres

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		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			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	

11. 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.

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,	HRDO-Claims and Benefits Division window

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
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	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		

12. 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.

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)	Downloadable thru GSIS website; HRDO-Claims and Benefits Division window } HRDO-RSP Division

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
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)	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) and prepare for the submission of Declaration of Pendency / Non Pendency of Case	None	5 minutes	Nilgene C. Mandreza

¹ As per GSIS Citizen's Charter 2023 (5th edition) issued 27 February 2023

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		(DPNPC)			
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	

13. 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)	Downloadable thru PhilHealth website; HRDO-Claims and Benefits Division window			
2.	Certificate of PhilHealth Contribution (1 copy, original)	City Accounting Office			
3.	Members Data Record (MDR) (1 copy, original)	Request print-out from HRDO-Claims and Benefits Division window			
#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Applicant to fill-out CSF form	1.1 Advise the applicant to request for a copy of Certificate of PhilHealth Contribution and MDR	None	3 minutes	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	3.1 Prepares and issue Certificate of PhilHealth Contribution	None	5 minutes	City Accounting Staff: Alma Crisostomo, Sheryll Nicabera, Juvy A. Cuenco

CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
	Office				
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

14. 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:	<ol style="list-style-type: none"> 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
2. HRDO Clearance Form	HRDO – Records Section
3. Application for Terminal Leave Form	HRDO – Records Section
4. Service Record	HRDO – Appointment Division
5. SALN	PCH- Ground floor
6. Last daily time record	HRDO – Record Section
7. Company ID	
8. Photo copy of last payroll	HRDO – Payroll Section
9. GSIS Clearance	GSIS Main Office
10. Property Accountability Clearance	Office of General Services – Fourth Floor
11. Landbank Certification (for permanent employee only)	Landbank of the Philippines, Pasig City Hall branch
Additional Requirements	
12. Birth Certificate	PSA
13. Marriage Contract or CENOMAR	PSA
14. Death Certificate if employee is	PSA

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
deceased	
15. Affidavit of Waiver of siblings (if the deceased employee is single without dependent)	City Legal Office or any other Law Office
16. 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	

15. 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
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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 10 th 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 15 th 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

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
TOTAL:			14 days		

16. 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	none	5 mins	Haydie Santos Elaine de Castro Catherine David Arturo Ramos Celestino Ladica Robert Estayani

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		and voucher			Aileen Lirio Michael Portuguez Edilberto Salandanan Nilgene Manreza
TOTAL:			2 days & 25 mins.		

17. 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
2. 3 pcs. Blank white daily time record with applicants signature and heads/chiefs of office signature	Provided by applicant
3. Medical certificate with documentary stamp	From the applicant's attending physician

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	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

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
					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		

18. 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	Receive / Acknowledge request	none	5 minutes	Robert Estayani/Michael

CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
needs/request				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

19. 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

20. 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		

21. 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/disapp	N/A	3 working days	Elvira Flores / Manny Deduyo

		roves the request for a speaker.			
		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		

22. 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		

23. 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

