

I. Mandate:

Improved the capacity of its workforce to fully respond to the needs and demands in achieving the overall goal and to meet the expectations of Borongan stakeholders.

II. Vision:

The City Human Resource Management Office envisioned being an extremely standardized local government unit establishing a more effective and proficient workforce able to lead the government in providing the best and quality service to its constituents and stakeholders.

III. Mission:

The CHRM Office Charter aims to promote the concept of providing quality and efficient public service to every clientele we serve:

1. To hire personnel in accordance to merit and fitness;
2. To be able to provide only the finest service, welfare and development of the workforce of the City Government;
3. To act as liaison of the employees in their inquiries in the aspect of civil service rights and accountabilities;
4. To spearhead programs that aim to motivate and boost employees morale; and
5. To be the prime mover and introduce activities that primarily intend to develop the competencies of the personnel and to enhance their work related skill for the improvement of yield and productivity in the workplace.

List of Services

1. Receiving of Job Application

Application for work in the City Government of Borongan is open to anyone provided they meet the qualifications required for the job vacancy. Job vacancies are posted in the bulletin board. Job application should be submitted to the Office of the Mayor and furnish a copy to the Office of the City Human Resource Management.

Office/ Division:	Office of the City Human Resource Management
Classification:	Simple
Type of Transaction:	Government-to-citizens
Who may avail:	All interested applicants is open to anyone provided they meet the qualifications required for the job vacancy

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter of application addressed to the Local Chief Executive (1 copy);	
2. Fully accomplished Personal Data Sheet (PDS) with recent passport-sized picture (CS Form No. 212, Revised 2017) (1 copy);	Revised PDS Form 212 can be downloaded at www.csc.gov.ph ;
3. Performance rating in the present position for one (1) year (for Promotion/Transfer) (1 copy);	Previous employer
4. Authenticated copy of certificate of eligibility/rating/license (1 copy);	PRC; SUPREME COURT; CSC
5. Authenticated copy of Transcript of Records (1 copy);	Schools where the applicant graduated/ last attended
6. Authenticated copy of Certificate of Training/s attended (1 copy)	
7. Service Record/ Certificate of Employment (if applicable) (1 copy)	Previous employer
8. Clearances (1 copy) ✚ NBI Clearance ✚ Police Clearance ✚ Barangay Clearance ✚ Court Clearances (MTCC, Office of the Prosecutor, RTC) ✚ Mayor's Clearance	
9. Medical Certificate (attached laboratory tests) (1 copy) ✚ Blood Test ✚ Urinalysis ✚ Drug Test ✚ Chest X-Ray ✚ Psychological Test ✚ Neuro-Psychiatric Examination (if applicable) Note: Medical certificate should be accomplished/issued by a licensed government physician	
10. Clearance from money, property and work-related accountabilities (if applicable) (1 copy)	Previous employer
11. Authenticated Certificate of Live Birth (1 copy)	PSA, City Civil Registry Office
12. Authenticated Marriage Certificate (if applicable) (1 copy)	PSA, City Civil Registry Office

	CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.	Submit job application	Checks requirements submitted.	None	5 minutes	Mr. EDDPHER A. RACAL, Adm. Officer II
2.	Undergo preliminary screening	Evaluate and screen the applicants If qualified to the job applied: Advise the applicant to come back on scheduled date of preliminary screening upon receipt of notice from the PSB Chairman. If not qualified: Advise the applicant to apply for another position commensurate to his/her qualifications		20 minutes	Ms. LORNA B. CABALLA, OIC CHRMO
	END OF TRANSACTIONS				

2. Filing Leave of Absence

Leave of absence is generally defined as a right granted to officials and employees not to report for work with or without pay as maybe provided by law. All appointive employees and elective officials shall be entitled to 15 days' vacation and 15 days sick leave annually with full pay exclusive of Saturdays, Sundays, Public Holidays, without limitations as to the number of days of vacation and sick leave that they may accumulate. Application for vacation leave must be filed at least five (5) days before going on leave while application for sick leave must be filed immediately after an employee resume for work.

Office/ Division:	Office of the City Human Resource Management
Classification:	Simple
Type of Transaction:	Government – to – citizens
Who may avail:	Permanent, Temporary, Coterminous Employees and Elected Officials

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Fully accomplished leave form application (CSC Form No. 06); - For Sick Leave: As a general rule, application must be immediately upon reporting back to work; - For Vacation Leave and Special Privileges Leave: Application must be at least 5 days before intended date of absence	CHRM Office
2. Attached medical certificate in case of sick leave application for more than five days or as the need arises. Medical Certificate should be original and with official seal of the attending physician;	Licensed Physician

	CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.	Get Leave Form at the Incoming Section of the CHRMO	Leave Form are accessible at the box/tray provided for leave forms	None	30 seconds	
2.	Accomplished fully 3 copies of leave application form and submit it to the Incoming Section of the CHRM Office.	Screen the application form and the documentary requirements (if applicable) and forward to Leave Administration and Retirement Section. If complete: The person in charge will accomplish the	None	15 minutes	ALLYSA SUMAGANG In coming/ Office Support Staff Ms. CHARLOTTE CRISTINE M. DULFO, Adm. Officer V Leave Administration

		<p>HRMO certification as to availability of leave credits balances to cover the applied days of absence of the employee.</p> <p>If incomplete: The leave application will be returned to the employee for accomplishment of the deficiency of the supporting documents.</p>			<i>and Retirement Section</i>
		The accomplished HRMO certification will be forwarded to the CHRMO for signature.	None	5 minutes	<i>Ms. LORNA B. CABALLA, OIC CHRMO</i>
		The certified leave application by the HRMO will be forwarded to the Head of Agency for approval.	None	2 minutes	<i>Ms. KAREN C. BROZAS Out-going/ Office Support Staff</i>
		Approves/Disapproves application for leave	None	10 minutes or upon availability of the City Mayor	<i>MAYOR JOSE IVAN DAYAN C. AGDA OR HIS AUTHORIZED REPRESENTATIVE</i>
		The approved/disapproved leave application will be returned to the HRM Office for filing and releasing.	None	2 minutes	<i>CITY MAYOR'S OFFICE STAFF</i>
3.	Get copy of the approved leave of absence application	The person in charge will let the employee affix his/her signature in the logbook to acknowledge receipt of the approved/disapproved leave application.	None	3 minutes	<i>Ms. KAREN C. BROZAS Out-going/ Office Support Staff</i>
END OF TRANSACTIONS					

3. Monetization of accumulated leave credits

Officials and employees in the career and non-career service whether permanent, temporary, casual, or coterminous, who have accumulated fifteen (15) days' vacation leave credits shall be allowed to monetize a minimum of ten days: Provided, that at least five (5) days is retained after monetization and provided further that a maximum of thirty (30) days may be monetized in a given year depending on the availability of funds. (Provided under Section 22, Rule XVI of the Omnibus Rules Implementing Book V of EO No. 292).

Monetization of 50% or more of vacation/sick leave credits may be allowed for valid and justifiable reasons such as:

- a. Health, medical and hospital needs of the employee and the immediate members of his/her family;
- b. Financial aid and assistance brought about by the force majeure events such as calamities, typhoons, fire, earthquake and incidents that affect the life, limb and property of the employee and his/her immediate family;
- c. Educational needs of the employee and the immediate members of his/her family;
- d. Payment of mortgages and loans which were entered into for the benefit or which inured to the benefit of the employee and his/her immediate family;
- e. In cases of extreme financial needs of the employee or his/her immediate family where the present sources of income are not enough to fulfill basic needs such as food, shelter and clothing;
- f. Other analogous cases as may be determined by the Commission.

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Who may avail:	Permanent, Temporary, Coterminous Employees and Elected Officials

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Approved request for monetization by the Head of Agency;	Office of the LCE
2. Fully accomplished leave form application (CSC Form No. 06);	CHRM Office
3. Clearances for money and property accountability.	CHRM Office

	CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.	Get Leave Form at the Incoming Section of the CHRMO	Leave Form are accessible at the box/tray provided for leave forms	None	30 seconds	
2.	Accomplished fully 3 copies of leave application form including	Screen the application form and the documentary requirements (if	None	2 minutes	ALLYSA SUMAGANG In coming/Office Support Staff

	all necessary attachments and submit it to the person in charge.	<p>applicable) and forward to Leave Administration and Retirement Section.</p> <p>For 10 days monetization:</p> <p>Forward to person In charged and process the certification for application for leave credits balance for monetization.</p> <p>For more than 10 days:</p> <p>If complete: Forward to person In charged and process the certification for application for leave credits balance for monetization.</p> <p>.</p> <p>If incomplete: The client will be advice for completion of lacking documentary requirements.</p>			<p><i>MS. CHARLOTTE CRISTINE M. DULFO, Adm. Officer V Leave Administration and Retirement Section</i></p>
3.		The accomplished HRMO certification will be forwarded to the CHRMO for signature.	None	15 minutes	<p><i>Ms. LORNA B. CABALLA, OIC CHRMO</i></p>
		The certified leave application by the HRMO will be forwarded to the Head of Agency for approval.	None	2 minutes	<p><i>Ms. KAREN C. BROZAS Out-going/Office Support Staff</i></p>
		The approved monetization application will be	None	15 minutes	<p><i>CITY MAYOR'S STAFF</i></p>

		returned the HRM Office And CHRM Office In Charge will prepare the tentative computation for the monetization and certification of HRMO.			<i>MS. CHARLOTTE CRISTINE M. DULFO,</i> <i>Adm. Officer V</i> <i>Leave</i> <i>Administration and Retirement Section</i> <i>Ms. LORNA B. CABALLA</i> <i>OIC CHRMO</i>
		The leave credits monetization application together with Certification and Tentative Computation of the CHRM Office will be forwarded to the City Accounting Office for making of payroll/ statement of net pay.	None	3 minutes	<i>BAMBILRY C. SALIWAN</i> <i>Office Support Staff</i>
		Payroll/ statement of net pay will be returned to the CHRMO for certification of entitlement of such claim.	None	2 minutes	<i>Ms. LORNA B. CABALLA</i> <i>OIC CHRMO</i>
		Payroll/ voucher will be forwarded to the City Budget Office for processing.	None	2 minutes	<i>Ms. KAREN C. BROZAS</i> <i>Out-going/Office</i> <i>Support Staff</i>
END OF TRANSACTIONS					

4. Application of Terminal Leave Benefits

Terminal Leave Benefits refers to the money value of the total accumulated leave credits of an employee based on the highest salary rate received prior to or upon retirement date/ voluntary separation. Employees who retired from government service or opt to leave the agency are entitled for commutation of vacation and sick leave credits balances. Request for payment of terminal leave benefits must be brought within ten (10) years from the time of employee’s separation from service.

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Who may avail:	Permanent, Temporary, Coterminous Employees and Elected Officials

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Fully accomplished leave form application (Form No. 06);	CHRM Office
2. Service Record;	CHRM Office
3. Clearances for money and property accountability;	CHRM Office
4. Clearances from Banks and other lending institutions;	LBP, DBP, OCCU
5. SALN dated within thirty days from the date of separation;	
6. Copy of the latest Notice of Salary Adjustment/ Step Increment;	
7. Notarized Self declaration of non-pendency of criminal and administrative case of the applicant;	CHRMO Office
8. Court Clearance;	
9. Notarized statement of waiver allowing deducting all found indebtedness of the applicant to the agency.	

	CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.	Fill out the request form	Clients Request Form are accessible at the box/tray provided for leave forms	None	30 seconds	Mr. KIRT T. BROZAS Adm. Asst. II
2.	Give the request form to the in charge	The person in charge gives the checklist of the documentary requirements for TLB.	None	3 minutes	Ms. CHARLOTTE CRISTINE M. DULFO Adm. Officer V
3.	Submit the complete documentary	Screen the authenticity and completeness of	None	10 minutes	Ms. CHARLOTTE CRISTINE M. DULFO

	requirements to person In Charge at the CHRM Office.	<p>the documentary requirements.</p> <p>If complete: The person in charge will provide Form No. 6.</p> <p>If incomplete: The client will be advice for completion of lacking documentary requirements.</p>			<i>Adm. Officer V</i>
4.	Completely fill out the Form No. 6	Accomplish the HRMO certification and forward this to the HRMO for signature.	None	2 minutes	<i>Ms. CHARLOTTE CRISTINE M. DULFO</i> <i>Adm. Officer V</i> <i>Ms. LORNA B. CABALLA</i> <i>OIC CHRMO</i>
		The certified TLB will be forwarded to the Head of Agency for approval			<i>Ms. KAREN C. BROZAS</i> <i>Out-going/Office Support Staff</i>
		The approved TLB application will be returned the HRM Office			<i>CITY MAYOR'S OFFICE STAFF</i>
		Prepare the tentative computation for TLB			<i>Ms. CHARLOTTE CRISTINE M. DULFO</i> <i>Adm. Officer V</i>
		The TLB application together with the documentary requirements will be forwarded to the Accounting Office for pre-audit.			<i>BAMBILRY C. SALIWAN</i> <i>Office Support Staff</i>
END OF TRANSACTION					

5. Request for Record/Certificate of Employment and other HR Records

Employees may request the HRMO copies of Service Record, Certificates of Employment and other pertinent documents requisite for loans, retirement and terminal leave purposes and for employment by other agencies.

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Who may avail:	Permanent, Temporary, Coterminous Employees and Elected Officials

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. The requesting individual must present an Official Receipt as proof of payment of Secretary's Fee; and 2. Letter of Authorization in case the requesting party is not the employee itself; for the beneficiary, any proof that he/she the beneficiary of the employee.	CITY TREASURERS OFFICE

	CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.	Get/Secure Clients Request Form	Clients Request Form are accessible at the box/tray provided for leave forms	None	30 seconds	
2.	Submit Completely filled out clients request form and Official Receipt of Payment for Secretary's Fee	Received completely filled out clients request form together with Official Receipt of payment of Secretary's Fee and process clients request and forward for CHRM Officers signature;	Php. 20.00 for every issuance	2 Minutes	KIRT T. BROZAS Adm. Assistant II
3.		CHRM Officers cross checked and affixed her signature.	None	1 minute	Ms. LORNA B. CABALLA OIC CHRMO
4.	Receives copy of requested documents	Release and file signed documents to client	None	1 minute	KIRT T. BROZAS Adm. Assistant II
END OF TRANSACTION					

6. Computation of overtime service request

Employee who may be required to render services beyond the normal 8 work hours per day or non-working days may be paid additional compensation or Compensatory Overtime Credits in the absence of, or due to insufficiency of funds for payment of Overtime Pay, instead they will earn Compensatory Overtime Credits and avail them as Compensatory Time Off (CTO) pursuant to CSC-DBM JC No. 2 and 02-A s. 2004.

Night Shift Differential Pay- compensation premium granted to government employees whose regular working hours falls wholly or part within 6 PM and 6 AM of the following day, period rendered services in excess of the regular 8-hour night shift, shall be compensated in accordance with the rules and regulations on -overtime compensation.

To qualify for the night-shift differential pay, the official working hours shall be prescribed by the head of office taking into consideration the nature of the services of the Office concerned and the- necessity for an official shift outside the ordinary working hours prescribed by the Civil Service Commission, provided that such official working hours is observed for a period of at least 10 working days.

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Who may avail:	Permanent, Temporary, Coterminous Employees and Elected Officials

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Memorandum from the Head of Agency authorizing the employee to render overtime services; 2. Accomplishment Report duly signed by the immediate supervisor. 3. Daily Time Record signed by immediate supervisor.	

	CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.	Get/Secure Clients Request Form	Clients Request Form are accessible at the box/tray provided for leave forms	None	30 seconds	
2.	Submit completely filled out request form attaching all necessary attachments	Receives Client Request Form with all the attachments and check and process the overtime pay/ compensatory overtime credits / night shift differential pay and submit it to the CHRMO for			KIRT T. BROZAS Adm. Assistant II

		approval and certification of correctness.			
3.		The CHRMO Certifies the correctness and approval of overtime pay/ compensatory overtime credits/ night shift differential pay.			<i>Ms. LORNA B. CABALLA OIC CHRMO</i>
4.	Receives the computation of overtime credits / night shift differential pay earned	<p>The employee in charge will prepare the Certificate of overtime pay/ compensatory overtime credits / night shift differential pay earned by the employee for approval of the Head of Agency and released the same.</p> <p>- For overtime pay and night shift differential pay earned, approved certification of computation by the CHRMO for payroll attachment - For COC approved by the Head of Agency, it will returned back to CHRM Office for recording and updating of COC Index.</p>			<i>KIRT T. BROZAS Adm. Assistant II</i>
END OF TRANSACTION					

7. Payroll Processing and Vouchers

The processing of payrolls commence at the Office of the City Human Resource Management. The City Human Resource Management Office determines the eligibility of an employee claims, in terms of entitlement including whether he/ she is with or without pay at the time of claim.

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Classification:	Simple
Type of Transaction:	Government-to-citizens
Who may avail:	Permanent, Temporary, Coterminous Employees and Elected Officials

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
A. SALARY: 1. Approved DTR; 2. Approved Application for Leave of Absence (if applicable) 3. Travel Order & Certificate of Attendance (in case of Official Travel) 4. For Initial Salary (Additional Requirements) a. Certified Photocopy of Appointment, Oath of Office and Assumption to Duty; b. Statement of Assets, Liabilities and Net Worth (SALN) c. BIR Form 1202 d. Certification of PS Limitation by the LCE 5. For Transferee (Additional Requirements) a. Approved request for transfer from previous employer; b. Clearances as to property and money accountability from previous employer; c. Certification of Service Record; d. Certification of Leave Credits balances; e. Certification of Last Salary received f. BIR Form No. 1216 6. Casual Wages (Requirements) a. Approved DTR; b. Job Order; c. Accomplishment Report; d. Certification of no duplication from tasks; e. Personal Data Sheet (for first time Casual Employment)	

	CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.	Get/Secure Clients Request Form	Clients Request Form are accessible at the box/tray provided for leave forms	None	30 seconds	
2.	Submit completely filled out request form attaching all necessary attachments	a. Received client request form and checked completeness of the	None	30 minutes	BAMBILRY C. SALIWAN Office Support Staff

	<p>If complete: Received stamped CRF</p>	<p>documentary requirements.</p> <p>If complete: Person in charged process and prepare certification of Tardiness/Under time/Absences incurred if any forward to Leave Adminstration Department</p> <p>If incomplete: Advise the client employee for completion of the documentary requirements</p>			<p><i>Ms. ROXANNE MAY CATALO Adm. Aide IV</i></p>
3.		<p>Person in charged will cross checked update employees leave card for tardiness/underti me/absences and forward to CHRM Officer for signature of Certification</p>			<p><i>Ms. CHARLOTTE CRISTINE M. DULFO Adm. Officer V</i></p>
4.		<p>CHRM Officer Certifies and affixed signature on Certification and forward it to out-going Section for transmittal to the City Accountant Office for payroll</p>			<p><i>Ms. LORNA B. CABALLA OIC CHRMO</i></p>
5.		<p>Payroll/ statement of net pay returned to the CHRMO for certification of payroll/ voucher. And Out Going Section records and transmit to the Head of Agency for signature/appro val.</p>			<p><i>Ms. LORNA B. CABALLA OIC CHRMO</i></p>
END OF TRANSACTION					

8. Processing of Payrolls (Other Benefits)

The processing of payrolls and vouchers commence at the Office of the City Human Resource Management. The City Human Resource Management Office determines the eligibility of an employee claims, in terms of entitlement including whether he/ she is with.

Office/ Division:	Office of the City Human Resource Management	
Classification:	Simple	
Type of Transaction:	Government-to-citizens	
Who may avail:	Permanent, Temporary, Coterminous Employees and Elected Officials	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
A. CLOTHING ALLOWANCE		
1. Employee who are already in government service and are to render services for at least six (6) months in a particular fiscal year, including leaves of absence with pay;		
2. Certified photocopy of appointment;		
3. Certified photocopy of Oath of Office;		
4. Certified photocopy of Assumption to Duty;		
5. Certification from previous employer of unclaimed benefit		
B. LOYALTY INCENTIVE BONUS		
1. Service Record;		
2. Certification that the claimant have not incurred vacation leave without pay for 50 days in case of 10 years milestone claim and 25 days in case of case for five years milestone claim.		
3. Certification from the HRMO that the claimant have rendered satisfactory service within the duration of 10 years/ 5 years		
C. STEP INCREMENT		
1. Approved DTR;		
2. Notice of Step Increment;		
3. Certification from the LCE as to PS limitation		
D. MID YEAR AND YEAR END BONUS		
For initial claim:		
Additional requirement of the above listed requirement		
1. Certified photocopy of Appointment;		
2. Certified photocopy of Oath of Office;		
3. Certified photocopy of Assumption to Duty;		
4. Certification of the LCE as to PS Limitation		

	CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.	Get/Secure Clients Request Form	Clients Request Form are accessible at the	None	30 seconds	

		box/tray provided for leave forms			
2.	Submit client request form	Received client request form and checked completeness of the documentary requirements.	None	2 minutes	<i>BAMBILRY C. SALIWAN Office Support Staff</i>
3.	Received the stamped CRF	<p>If complete: Process Claim will be transmitted to the City Accounting Office for payroll/ statement of net pay preparations.</p> <p>If incomplete: Advise the client employee for completion of the documentary requirements.</p>	None	3 minutes	<p><i>MS. ROXANNE MAY A. CATALO Adm. Aide IV</i></p> <p><i>MS. LORNA B. CABALLA OIC CHRMO</i></p>
4.		Payroll/ statement of net pay returned to the CHRMO for certification of payroll/ voucher.	None	3 minutes	<p><i>In coming Section</i></p> <p><i>Ms. CHARLOTTE CRISTINE M. DULFO Adm. Officer V</i></p> <p><i>Ms. LORNA B. CABALLA CHRMO</i></p>
5.		Signed Payroll/ vouchers will be transmitted to the City Budget Office for further processing.	None	3 minutes	<i>Out Going Section</i>
END OF TRANSACTION					

9. Application for GSIS Loan Certification

Employees who are active GSIS members (permanent and non-permanent) may request the designated Agency Authorized Officer (AAO) for certification of their GSIS Loans. Further, the Agency Authorized Officer is the designated officer of the Agency who has signed memorandum of agreement with GSIS.

The scope of Certification of the AAO is as follows:

- 1. The net take home pay of the member is sufficient to cover the regular monthly amortization due on the loan applied for.
- 2. The member is an active service in his agency
- 3. The member is not on leave of absence without pay
- 4. The member has no pending administrative and/ or criminal charge against him
- 5. In case of separation from the service the agency shall make the final payment to the member only after clearance is obtained from GSIS.

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Classification:		
Type of Transaction:	Government-to-citizens	
Who may avail:	Permanent, Temporary, Coterminous Employees and Elected Officials	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Accomplished latest Personal Data Sheet (PDS) 2. Net Take Home Pay duly certified by the accountant.		

	CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.	Get/Secure Clients Request Form	Clients Request Form are accessible at the box/tray provided for leave forms	None	30 seconds	
2.	Submit client request form and wait for the approval	Received client request form and provide the Request Slip for Loan Certification and will check the documentary requirements, and will inform the employee if he is qualified or not qualified.	None	3 minutes	Mr. Kirt T. Brozas Adm. Assistant II
3.		The AAO will certify loans of qualified members through accessing the internet browser using the AAO certification module (Note: certification of loans depend upon the availability of internet connection)	None	3 minutes	Ms. LORNA B. CABALA OIC CHRMO
END OF TRANSACTION					

Feedback and Complaint Mechanism

The City Human Resource Management Office will look at suggestions, compliments and complaints so we can improve our service to you. Your feedback will be given careful attention, and we will respond promptly and fully.

Suggestions will be considered for implementation. Complaints will be reviewed and resolved.

We are always looking for ways to improve our service. We value and welcome your input.

We welcome any positive comments, but it is also important for us to know when you have a problem so we can resolve it.

Anyone can give feedback. You can submit it on behalf of yourself. We consider and appreciate your inputs. Please let us know how we have served you by doing any of the following:

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<div><div></div> Accomplish our Feedback Form available in the office and put in the drop box</div> <div><div></div> Send your feedback through e-mail (cgoborohrmo@gmail.com)</div> <div><div></div> Talk to our OFFICER OF THE DAY located at the Public Assistance and Complaint Desk located at the city hall lobby.</div>
How feedbacks are processed	<div>1. Suggestion and Comment Box is monthly checked for client feedbacks;</div> <div>2. Comments and suggestions are then segregated to concerns;</div> <div>3. During the monthly office meeting, it will be discussed and resolved</div>
How to file a complaint	<div>If you are not satisfied with our service, your written/verbal complaints shall immediately be attended to by the Officer of the Day</div>
How complaints are processed	<div>1. Complaints are received;</div> <div>2. Copy of complaint is forwarded to the City Mayor;</div> <div>3. Complaint is determined as to what redress mechanism will be used and submitted to the concerned committee;</div> <div>4. The redress mechanism committee will convene and determine the complaints validity in substance and form and necessary and proper procedures are then executed.</div>
Contact Information of CCB, PCC, ARTA	<div>Presidential Complain Center dial 8888</div> <div>www.arta.gov.ph</div>

