



Republic of the Philippines
CITY GOVERNMENT OF TACLOBAN
HUMAN RESOURCE MANAGEMENT AND DEVELOPMENT OFFICE
Tacloban City, Leyte

CITIZEN'S CHARTER

Frontline Services	Procedure	Time	Responsible Person/s	Requirements	Amount Payable
Receives all incoming documents	<ul style="list-style-type: none"> Present communication/letters to the receiving clerk for recording Forward document/request to the person in-charge 	Forwarded within five (5) minutes after recording (<i>per document</i>)	JOHN CRES CAHINGCOY JOSE B. YANEZA JR.	FOR REQUESTS: To fill up request form	
Receives applications for employment <i>Clients: all interested applicants</i>	<ul style="list-style-type: none"> Submit application letter together with other required documents Evaluate the completeness of documents submitted Advise the applicant that he/she will be informed on the schedule of interview for final screening of the PSB thru text message or written notice 	within 30 minutes If documents are complete	VIOLETA A. QUEJADA EMILYN Q. BELASA	<ul style="list-style-type: none"> Application letter (with specific position being applied for) CS form 212 (PDS) Certificate of Eligibility / Board Rating PRC License / Driver's License if applicable Transcript of Records Physical Characteristics & personality Traits (PCPT) Potential Assessment (PA) Certificates of Trainings/Seminars attended Performance Rating Report (last two ratings) 	
Issuance of Service Records / Certificate of Employment/ Retirement Claims	<ul style="list-style-type: none"> fill up request form at the receiving clerk supply with complete data and submit to receiving clerk 	one (1) day upon request and upon the approval of the Head of Office	VIOLETA A. QUEJADA RANDY M. SANTIAGO	duly filled-up request form	

<p><i>Clients: Employees of the City Government of Tacloban</i></p>	<ul style="list-style-type: none"> • Get approved Service Record/Loan Application from the releasing clerk once approved 				
<p>Preparation of Memorandum, Office Order and Travel Order</p> <p><i>Clients: City Government officials and employees</i></p>	<ul style="list-style-type: none"> • submit request at the City Mayor's Office • upon directive of the same (Thru DTAS) the HR now prepares the necessary document • approved Travel and Office Order and Memorandum will be released by the releasing clerk to the concerned individual once approved/signed by the approving authority 	<p>within one (1) day upon the directive/approval of the approving authority</p>	<p>FEDERICO DE LEON JOHN CRES CAHINGCOY</p>	<p>duly approved request (thru DTAS) from the City Mayor's Office and HRMDO</p>	
<p>Processing of Leave Application / Loan Application/Terminal Leave</p> <p><i>Clients: City Government officials and employees</i></p>	<ul style="list-style-type: none"> • get leave/loan form from the HR receiving clerk • fill-up the form and have it approved by your Head of Office • submit to HR for confirmation of leave credits/balance and approval by the HRMDO • Get approved application once signed/approved by the HRMDO 	<p>one (1) day upon submission</p>	<p>VIRGILIO L. PALOMO JUNJI BRYAN SINGZON CESAR CELESTIAL JR</p>	<p>duly accomplished and approved form</p>	
<p>Processing of Payroll / vouchers for salaries and wages and other benefits of regular, casual, and job order workers</p>	<ul style="list-style-type: none"> • Submit payroll/vouchers to receiving clerk for recording • validate / evaluate completeness of attachments • returns incomplete payrolls/vouchers to end –user • submit for approval/signature of complete/validated payrolls/vouchers to HRMDO • Release payroll/voucher to City Budget Office for processing 	<p>within one hour (per payroll/voucher) upon submission provided all documents required are complete</p>	<p>WARREN DAUZ JOSE B. YANEZA JR.</p>	<p>payroll / voucher with complete attachments such as:</p> <ul style="list-style-type: none"> • DTR's duly signed • Approved leave application if applicable • Biometric print out • Duly authenticated Logsheets if necessary • Duly approved compensatory form if applicable for longevity pay: • Updated service record • 	

Preparation / Issuance of Service Records for Casual Employees Preparation and issuance of Certificate of employment of CASUAL	<ul style="list-style-type: none"> • Fill up request form found at the receiving clerk • Forwards the same to the person in-charge 	within two (2) days from receipt	RANDY M. SANTIAGO	<ul style="list-style-type: none"> • Duly filled-up request form 	
Printing of Biometric record	<ul style="list-style-type: none"> • submit contract (for JOs) for biometric printing • AOs per dept/office to pick up biometric print out for regular and casual employees 	Two to three days after end of payroll month or after download	ANECITO M. MISAGAL III CESAR CELESTIAL JR.	<ul style="list-style-type: none"> • contract (for JO's) 	
Release all approved / signed documents	<ul style="list-style-type: none"> • scan and record all documents for release • delivers all outgoing and approved documents to departments / employees concerned 	within one (1) day upon approval by the Head of Office	JOHN CRES CAHINGCOY JOSE B. YANEZA JR.	NONE	

Prepared by:


TESSA LIZANNE T. UYVICO
 Supervising Administrative Officer

Approved:


AGRIPINO F. PATALINGHUG
 City Government Department Head II

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