

HUMAN RESOURCE MANAGEMENT DEPARTMENT

CITIZENS CHARTER 2025

I. **MANDATE**

The Quezon City Human Resource Management Department. (QC-HRMD) is mandated to effectively manage the QCG workforce by meeting their needs and making them dynamic and action-oriented contributors to agency performance and effectiveness.

II. **VISION**

Quezon City Human Resource Management Department is the leading, modern, and innovative organization in the delivery of excellent people management services among local government units in the Philippines.

III. **MISSION**

To provide ethical, effective and responsible human resource programs and services that attract, retain, and develop competent, motivated and professional employees who are committed to delivering excellent public service.

IV. **SERVICE PLEDGE**

- Administers the salary and benefits schemes for the entire Quezon City government employees.
- Formulates, recommends and evaluates policies and practices regarding employee welfare: payrolls, benefits, leaves, loans, retirement health safety, insurance, transportation, etc.
- Manages and administers the QCG's organizational structure (assignments, details, transfers and other personnel interventions). Coordinates with line departments in the preparation and approval of their manpower requirements, job designs and competencies.
- Adopts a well-conceived recruitment plan, screening, selection and placement policies and procedures in coordination with other departments, offices and units.
- Assists other departments and place human resource on the movement of employees; promotion, renewal, transfer, resignation, etc., and the system of selection which ensures the appointment of the most qualified candidates with relevant education, training, experience, eligibility and character and their placement in positions which they are best fitted.
- A strategic performance plan for the periodic evaluation of the efficiency of officers and employees.
- Conducts trainings and HR development interventions, aimed at improving and broadening the skills of functionaries, raising morale and preparing them for higher duties and responsibilities.

- A merit and promotion plan based principally on the merits of aspirants and thereby establish a career system where good people are brought into the service and in pursuance of their performance are moved up until reaching the highest ranking position.
- Ensures that QCGs HRM decisions and letter replies are based on pertinent civil service law and government regulations for maintaining the morals and discipline of employees at a high level.

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COMPENSATION AND BENEFITS DIVISION

1. PREPARATION OF REGULAR PAYROLL FOR THE PAYMENT OF SALARIES

| Office or Division | | Compensation and Benefits Division | | |
|--|--|--|-----------------|---|
| Classification | | Simple | | |
| Type of Transaction | | G2G | | |
| Who May Avail | | QCG Officials and Employees (Permanent, Job Order, Consultants and Contracts of Service) | | |
| Checklist of Requirements: | | Where to Secure | | |
| <ul style="list-style-type: none">Letter Request/TransmittalCertification as to Entitlement (2 copies)Accomplishment report (for COS, Consultants and Job Order only)Attendance Report (2 copies)DTRApproved Leave <i>(if applicable, for Permanent only)</i> | | Departments / Offices Human Resource Management Department | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. The Liaison Officer submits the required documents for payroll preparation of personnel under their jurisdiction | Receives and records payroll documents to ensure completeness and forwards them to the Payroll Section for processing. | None | 10 minutes | Receiving Clerk |
| | Checks and ensures that all required documents and information are present, correct, and accurate. | None | 4 hours | Payroll Staff |
| | Prepares payroll, and encode deductions, loans, and adjustments. | None | 4 hours | Payroll Staff |
| | Prints the initial payroll for verification and validation of encoded loans and deductions. | None | 2 hours | Payroll Staff |
| | Approves and finalizes the prepared payroll. | None | 20 minutes | Compensation and Benefits Division Section Chief. |
| | Prints and signs the prepared bank remittance. | None | *1 hour | HRMD Head |

| | | | | |
|---------------|--|------|--|---------------|
| | Upload to Landbank WeAccess for disbursement to employees' bank accounts. | None | 20 minutes | Payroll Staff |
| | Prints the final payroll summary (earnings and deductions, loan and contribution remittances, and withholding tax), payslips, and OBR. | None | 1 day | Payroll Staff |
| | Forwards the final printed payroll summary to the City Accounting Department. | None | 10 minutes | Payroll Unit |
| | Forwards the final printed OBR to the City Budget Department. | None | 10 minutes | Payroll Unit |
| | Forwards the printed bank remittance to the Office of the City Administrator | None | 10 minutes | Payroll Unit |
| TOTAL: | | None | 2 days, 4 hours & 20 minutes per payroll | |

Note: *Subject to time availability of the signatory due to prior scheduled training/s and/or meeting/s

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HRMO IV

MARIA SALOME B. ALABA
HRMO V

2. PREPARATION OF REGULAR PAYROLL FOR THE PAYMENT OF BONUSES, ALLOWANCES, AND INCENTIVES.

| | | | | |
|--|--|--|------------------------|---|
| Office or Division | | Compensation and Benefits Division | | |
| Classification | | Simple | | |
| Type of Transaction | | G2G | | |
| Who May Avail | | QCG Officials and Employees (Permanent, Job Order, Consultants and Contracts of Service) | | |
| Checklist of Requirements: | | Where to Secure | | |
| <ul style="list-style-type: none"> Letter Request/Transmittal Certification as to Entitlement (2 copies) | | Departments / Offices | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. The Liaison Officer submits the required documents for payroll preparation of personnel under their jurisdiction | Receives and records payroll documents to ensure completeness and forwards them to the Payroll Section for processing. | None | 10 minutes | Receiving Clerk |
| | Checks and ensures that all required documents and information are present, correct, and accurate. | None | 5 hours | Payroll Staff |
| | Prepares the payroll and adjusts the amount to be received based on the eligible entitlement. | None | 5 hours | Payroll Staff |
| | Verifies and validates to ensure accuracy and completeness. | None | 2 hours | HRMO |
| | Approves and finalizes the prepared payroll. | None | 20 minutes | Compensation and Benefits Division Section Chief. |
| | Prints and signs the prepared bank remittance. | None | *1 hour | HRMD Head |

| | | | | |
|--------|---|------|--------------------------------|---------------|
| | Upload to Landbank WeAccess for disbursement to employees' bank accounts. | None | 20 minutes | Payroll Staff |
| | Prints the final payroll list and OBR. | None | 2 hours | Payroll Staff |
| | Forwards the final printed payroll summary to the City Accounting Department. | None | 10 minutes | Payroll Unit |
| | Forwards the final printed OBR to the City Budget Department. | None | 10 minutes | Payroll Unit |
| | Forwards the printed bank remittance to the Office of the City Administrator | None | 10 minutes | Payroll Unit |
| TOTAL: | | None | 2 days, 20 minutes per payroll | |

Note: *Subject to time availability of the signatory due to prior scheduled training/s and/or meeting/s

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3. PREPARATION OF SPECIAL PAYROLL FOR FIRST SALARY AND SALARY DIFFERENTIAL

| Office or Division | | Compensation and Benefits Division | | |
|---|---|--|-----------------|--------------------|
| Classification | | Simple | | |
| Type of Transaction | | G2G | | |
| Who May Avail | | QCG Officials and Employees (Permanent, Job Order, Consultants and Contracts of Service) | | |
| Checklist of Requirements: | | Where to Secure | | |
| <ul style="list-style-type: none">• Letter Request/Transmittal• Accomplishment Report (<i>for COS, JO and Consultant only</i>)• Attendance Report (2 copies)• Appointment (<i>Certified True Copy, for Permanent only</i>)• Contract (<i>Certified True Copy, for COS, JO and Consultant only</i>)• DTR• Approved Leave (<i>if applicable, Permanent only</i>)• Position Description Form (PDF) (<i>for Permanent only</i>)• Oath of Office• Certification of Assumption of Duty• Statement of Actual Duties (<i>for COS only</i>)• Personal Data Sheet (PDS) (original)• <i>Certificate of Funding</i> (<i>for Permanent only</i>) | | Departments / Offices | | |
| | | Human Resource Management Department | | |
| | | City Accounting Department | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. The Liaison Officer submits the required documents for payroll preparation of personnel under their jurisdiction | Receives and records payroll documents to ensure completeness and forwards them to the Payroll Section for processing. | None | 20 minutes | Receiving Clerk |
| | Checks and ensures that all required documents and information are present, correct, and accurate. Prepares and prints the payroll list, OBR, and other necessary payroll documents. | None | 1 day | Payroll Staff |

| | | | | |
|---|--|------|----------------------------|---|
| | Verifies and validates information on the payroll to ensure accuracy and completeness. Affix initials on the prepared payroll to confirm Authenticity | None | 30 minutes | Compensation and Benefits Division Chief/Assistant Division Chief |
| | Signs and Approves the prepared payroll | None | *1 day | HRMD Head |
| 2. The Liaison Officer receives the signed Special payroll. | Records and releases the prepared payroll to the appropriate office/department. | None | 10 minutes | Releasing Clerk |
| TOTAL: | | None | 2 days, 1 hour per payroll | |

Note: *Subject to time availability of the signatory due to prior scheduled training/s and/or meeting/s

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4. PREPARATION OF SPECIAL PAYROLL FOR THE PAYMENT OF BONUSES, ALLOWANCES, AND INCENTIVES.

| | | | | |
|--|---|--|------------------------|---|
| Office or Division | | Compensation and Benefits Division | | |
| Classification | | Simple | | |
| Type of Transaction | | G2G | | |
| Who May Avail | | QCG Officials and Employees (Permanent, Job Order, Consultants and Contracts of Service) | | |
| Checklist of Requirements: | | Where to Secure | | |
| <ul style="list-style-type: none"> Letter Request/Transmittal Certification as to Entitlement (2 copies) | | Departments / Offices | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. The Liaison Officer submits the required documents for payroll preparation of personnel under their jurisdiction | Receives and records payroll documents to ensure completeness and forwards them to the Payroll Section for processing. | None | 20 minutes | Receiving Clerk |
| | Checks and ensures that all required documents and information are present, correct, and accurate. Prepares and prints the payroll list, OBR, and other necessary payroll documents. | None | 1 day | Payroll Staff |
| | Verifies and validates information on the payroll to ensure accuracy and completeness. Affix initials on the prepared payroll to confirm Authenticity | None | 30 minutes | Compensation and Benefits Division Chief/Assistant Division Chief |
| | Signs and Approves the prepared payroll | None | *1 day | HRMD Head |
| 2. The Liaison Officer receives the signed Special payroll. | Records and releases the prepared payroll to the appropriate office/department. | None | 10 minutes | Releasing Clerk |

| | | | |
|---------------|------|-------------------------------|--|
| TOTAL: | None | 2 days, 1 hour per payroll | |
|---------------|------|-------------------------------|--|

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5. PREPARATION OF SPECIAL PAYROLL FOR LONGEVITY AND LOYALTY BENEFITS

| | | | | |
|--|---|---|-----------------|--|
| Office or Division | | Compensation and Benefits Division | | |
| Classification | | Simple | | |
| Type of Transaction | | G2G | | |
| Who May Avail | | QCG Officials and Employees (Permanent) | | |
| Checklist of Requirements: | | Where to Secure | | |
| <ul style="list-style-type: none">Letter Request for Longevity / Loyalty (2 copies)Latest Service Record including COS (2 copies, 1 original & 1 photocopy)Latest Certificate of Leave Without Pay (LWOP) (2 copies, 1 original & 1 photocopy) | | Departments / Offices Human Resource Management Department | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. The Liaison Officer submits the required documents for payroll preparation of personnel under their jurisdiction | Receives and records payroll documents to ensure completeness and forwards them to the Payroll Section for processing. | None | 20 minutes | Receiving Clerk |
| | Checks and ensures that all required documents and information are present, correct, and accurate. Prepares and prints the payroll list and OBR. | None | 1 day | Payroll Staff |
| | Verifies/validates and affixes initials on the prepared payroll to ensure accuracy and completeness. | None | 30 minutes | Compensation and Benefits Division Chief/Assistant Division Chief |
| | Signs and Approves the prepared payroll | None | *1 day | HRMD Head |

| | | | | |
|---|---|------|----------------------------|-----------------|
| 2. The Liaison Officer receives the signed Special payroll. | Records and releases the prepared payroll to the concerned departments/offices. | None | 10 minutes | Releasing Clerk |
| TOTAL: | | None | 2 days, 1 hour per payroll | |

Note: *Subject to time availability of the signatory due to prior scheduled training/s and/or meeting/s

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**6. PREPARATION OF PAYROLL FOR RATA
(REPRESENTATION AND TRANSPORTATION ALLOWANCE)**

| | | | | |
|---|---|--|-----------------------------|---|
| Office or Division | | Compensation and Benefits Division | | |
| Classification | | Simple | | |
| Type of Transaction | | G2G | | |
| Who May Avail | | QCG City Officials who are entitled to RATA | | |
| Checklist of Requirements: | | Where to Secure | | |
| <ul style="list-style-type: none"> Letter request for Department/Office Head/Asst. Dept. or Head/Division Chiefs Certification as to Entitlement (2 copies) Certification of No Issued Vehicles from CGSD Office Order <i>(for Officer-In-Charge/Acting Chief only)</i> Attendance Report (2 copies) | | <div>Departments / Offices</div> <div>City General Services Department</div> <div>Human Resource Management Department</div> | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSIN G TIME | PERSON RESPONSIBLE |
| 1. The Liaison Officer submits the required documents for payroll preparation of personnel under their jurisdiction | Receives and records payroll documents to ensure completeness and forwards them to the Payroll Section for processing. | None | 20 minutes | Receiving Clerk |
| | Checks and ensures that all required documents and information are present, correct, and accurate. Prepares and prints the payroll list and OBR. | None | 1 day | Payroll Staff |
| | Verifies/validates and affixes initials on the prepared payroll to ensure accuracy and completeness. | None | 30 minutes | Compensation and Benefits Division Chief/Assistant Division Chief |
| | Signs and Approves the prepared payroll | None | *1 day | HRMD Head |

| | | | | |
|---------------|---|------|----------------------------|-----------------|
| | Forwards the prepared payroll to the relevant departments/offices for auditing. | None | 10 minutes | Releasing Clerk |
| TOTAL: | | None | 2 days, 1 hour per payroll | |

Note: *Subject to time availability of the signatory due to prior scheduled training/s and/or meeting/s

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7. PREPARATION OF INCOME TAX RETURNS (ITR) FOR PERMANENT EMPLOYEES

| Office or Division | | Compensation and Benefits Division | | |
|--|--|---|-----------------|--------------------|
| Classification | | Simple | | |
| Type of Transaction | | G2G | | |
| Who May Avail | | QCG Officials and Employees (Permanent) | | |
| Checklist of Requirements: | | Where to Secure | | |
| <ul style="list-style-type: none">Payroll Request Form (QCG.HRMD.CBD.F.05) | | HRMD's Receiving | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submits Payroll Request Form (QCG.HRMD.CBD.F.05) | Receives and records the request, ensuring it is filled out properly, and forwards it to the Payroll Section for processing. | None | 10 minutes | Receiving Clerk |
| | Verifies the request and prepares the Income Tax Returns (ITR). | None | 1 day | Payroll Staff |
| | Validates the information provided in the Income Tax Return (ITR) and affix initials. | None | 30 minutes | HRMO |
| | Affixes the E-signature to confirm approval. | None | 10 minutes | Payroll Staff |
| 2. The client receives the printed Income Tax Returns (ITR) | Records and releases the Income Tax Return (ITR) | None | 10 minutes | Releasing Clerk |
| TOTAL: | | None | 1 day, 1 hour | |

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8. LOAN DEDUCTION AND DELETION

| Office or Division | | Compensation and Benefits Division | | |
|--|--|---|---------------------|--|
| Classification | | Simple | | |
| Type of Transaction | | G2G | | |
| Who May Avail | | QCG Officials and Employees (Permanent) | | |
| Checklist of Requirements: | | Where to Secure | | |
| <ul style="list-style-type: none">Payroll Request Form (QCG.HRMD.CBD.F.04)Authorization from KAPAMALQ (for KAPAMALQ loans only) | | HRMD's Receiving KAPAMALQ | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submits Payroll Request Form (QCG.HRMD.CBD.F.04) | Receives and records the request, ensuring it is filled out properly, and forwards it to the Payroll Section for processing. | None | 10 minutes | Receiving Clerk |
| | Checks and validates the information provided in the payroll request form. | None | 2 hours | Payroll Staff |
| | Approval and processing of loan deductions/deletions | None | 2 hours | Compensation and Benefits Assistant Division Chief |
| | Updates the employee's loan deduction/deletion in the payroll system. | None | 20 minutes | HRMO |
| TOTAL: | | None | 4 hours, 30 minutes | |

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9. PROCESSING OF APPLICATION FOR VACATION LEAVE/SICK LEAVE (One month or more)

| | | | | |
|--|--|------------------------------------|-----------------|--|
| Office or Division | | Compensation and Benefits Division | | |
| Classification | | Simple | | |
| Type of Transaction | | G2G | | |
| Who May Avail | | All QCG Employees | | |
| Checklist of Requirements: | | Where to Secure | | |
| <ul style="list-style-type: none">Request letter approved, signed, and endorsed by the Department HeadFor Vacation Leave (VL) application (Office and General Clearance for one month or more)For Sick Leave application (SL)(Medical Certificate/Medical Abstract, Office ClearanceMedical certificate for SL application in excess of five daysLeave application <i>NOTE: SUBMIT IN TWO (2) SETS</i> | | Department / Offices | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submit leave application with supporting documents | Receives, records, and attaches the routing slip with the control number of the leave application along with the required documents. | None | 10 minutes | Administrative Support Staff (central receiving/releasing section) |
| | Records received leave applications and the necessary documents for verification and forwarded to the designated leave staff. | None | 10 minutes | Administrative Support Staff (leave section) |
| | Compute/re-computes leave credits | None | 2 days | Administrative Assistant II/Senior Administrative Assistant II/Administrative Aide III |

| | | | | |
|---|---|------|-----------------------------|--|
| | Reviews and verifies computed or re-computed leave cards and initials leave applications. | None | 30 minutes | Human Resource Management Officer III |
| | Checks and initials leave applications. | None | 15 minutes | Human Resource Management Officer V |
| | Signs leave applications | None | *6 hours | Head, Human Resource Management Department |
| 2. Receives approved leave application (Liaison) | Releases leave applications | None | 5 minutes | Administrative Assistant II/Senior Administrative II/Administrative Aide III |
| TOTAL: | | None | 2 days, 7 hours, 10 minutes | |

Note: *Subject to time availability of the signatory due to prior scheduled training/s and/or meeting/s

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HRMO V

| | | | | |
|--|---|------|-------------------------------------|--|
| | Records received leave applications and the necessary documents for verification and forwarded to the designated leave staff. | None | 10 minutes | Administrative Support Staff (leave section) |
| | Compute/re-computes leave credits | None | 2 days (simple) 5 days (complex) | Administrative Assistant II/Senior Administrative Assistant II/Administrative Aide III |
| | Reviews and verifies computed or re-computed leave cards and initials leave applications. | None | 30 minutes | Human Resource Management Officer III |
| | Checks, initials leave applications and signs leave certification. | None | 15 minutes | Human Resource Management Officer V |
| | Signs and initials leave applications. | None | *6 hours | Head, Human Resource Management Department |
| | Forward the signed Terminal leave and/or 50% Monetization to the Office of the City Mayor for approval. | None | 10 minutes | Administrative Support Staff (leave section) |
| | Receives and forwards signed and approved terminal leave and/or 50% monetization to the payroll section. | None | 10 minutes | Administrative Support Staff (leave section) |

| | | | | |
|---------------------|------------------|------|---|--|
| | Prepares payroll | None | 1 day | Administrative Support Staff (payroll section) |
| 2. Receives payroll | Releases payroll | None | 5 minutes | Administrative Support Staff (central receiving/releasing section) |
| TOTAL: | | None | 3 days, 7 hours and 30 minutes (simple) 8 days, 7 hours and 30 minutes (complex) | |

Note: *Subject to time availability of the signatory due to prior scheduled training/s and/or meeting/s

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11. PROCESSING OF APPLICATION FOR 10 DAYS MONETIZATION OF LEAVE CREDITS

| Office or Division | | Compensation and Benefits Division | | |
|--|--|------------------------------------|-----------------|--|
| Classification | | Simple | | |
| Type of Transaction | | G2G | | |
| Who May Avail | | QCG Permanent Employees | | |
| Checklist of Requirements: | | Where to Secure | | |
| <ul style="list-style-type: none">Letter request approved, signed and endorsed by the Department/Office HeadLeave application | | Department / Office | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submit a leave application properly endorsed by the Department Head | Receives, records, and attaches the routing slip with the control number of the leave application along with the required documents. | None | 10 minutes | Administrative Support Staff (central receiving/releasing section) |
| | Records received leave applications and the necessary documents for verification and forwarded to the designated leave staff. | None | 10 minutes | Administrative Support Staff (leave section) |
| | Compute/re-compute leave credits and prepare travel authority | None | 1 day | Administrative Assistant II/Senior Administrative Assistant II/Administrative Aide III |

| | | | | |
|--|---|------|---------------------------------|--|
| | Reviews and verifies computed or re-computed leave cards and initials leave applications. | None | 30 minutes | Human Resource Management Officer III |
| | Checks, initials leave applications and signs leave certification. | None | 15minutes | Human Resource Management Officer V |
| | Signs the leave application | None | *6 hours | Head, Human Resource Management Department |
| | Forward the approved 10-day monetization to the payroll section. | None | 10 minutes | Administrative Assistant II/Senior Administrative Assistant II/Administrative Aide III |
| | Prepares Payroll | None | 1 day | Payroll Clerk |
| 2. Receives prepared payroll (Liaison) | Releases leave applications with approved travel authority | None | 5 minutes | Administrative Support Staff (leave section) |
| TOTAL: | | None | 2 days , 7 hours and 20 minutes | |

Note: *Subject to time availability of the signatory due to prior scheduled training/s and/or meeting/s

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12. PROCESSING OF APPLICATION FOR REHABILITATION LEAVE, MAGNA CARTA FOR WOMEN (RA 9710), MATERNITY LEAVE AND VAWC

| Office or Division | | Compensation and Benefits Division | | |
|--|--|------------------------------------|-----------------|--|
| Classification | | Simple | | |
| Type of Transaction | | G2G | | |
| Who May Avail | | QCG Permanent Employees | | |
| Checklist of Requirements: | | Where to Secure | | |
| <ul style="list-style-type: none">Letter Request approved, signed and endorsed by the Department/Office HeadLeave applicationOffice ClearanceMedical Certificate/Medical Abstract from OB -GYNE (for Maternity leave) <p>Additional Requirements for Maternity</p> <ul style="list-style-type: none">Child's Birth CertificateMarriage ContractAffidavit of Singleness (for Unmarried Women) <p>Additional Requirements for Rehabilitation Leave</p> <ul style="list-style-type: none">Incident Report from the Office concern <p>Additional Requirements for VAWC</p> <ul style="list-style-type: none">Barangay Protection Order (BPO)Temporary/Permanent Protection Order (TPO/PPO)Certification issued by the Punong Barangay/Kagawad or Prosecutor or the Clerk of Court that the application for the BPO,TPO or PPO has been filed with the said office (If the protection order is not yet issued by the barangay or the court)Police report specifying the details of the occurrence of violence on the victim and a medical certificate (in the absence of BPO/TPO/PPO or the certification) <p>NOTE: SUBMIT IN TWO (2) SETS</p> | | Department / Office | | |
| | | Attending Physician | | |
| | | City Civil Registry Department/PSA | | |
| | | Barangay | | |
| | | Court | | |
| | | Barangay/Prosecutor/Clerk of Court | | |
| | | Police | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. The Liaison Officer submits leave application of employee/s under their jurisdiction | Receives and records communication and leave application (with routing slip) | None | 10 minutes | Administrative Support Staff (central receiving section) |
| | Receives and records communication and | None | 10 minutes | Administrative Support Staff |

| | | | | |
|--|--|------|-----------------------------------|--|
| | leave application (with routing slip) | | | |
| | Computes/Re-comput es leave application | None | 2 days | HRMA/HRMO In-charge |
| | Reviews and verifies computed/re-compute d leave records and affix initials on the application | None | 30 minutes | Section Chief |
| | Affix initials on the application | None | 15 minutes | Compensation and Benefits Division Chief |
| | Approves/Signs the leave application | None | *6 hours | HRMD Head |
| 2. Receives the approved leave application | Records and releases the approved leave | None | 5 minutes | Releasing Clerk |
| TOTAL: | | None | 2 days, 7 hours, 10 minutes | |

Note: *Subject to time availability of the signatory due to prior scheduled training/s and/or meeting/s

Prepared by:

BELINDA P. BAQUIRAN
HRMO III

MARIA SALOME B. ALABA
HRMO V

13. PROCESSING OF APPLICATION FOR TRAVEL AUTHORITY

| Office or Division | | Compensation and Benefits Division | | |
|--|--|------------------------------------|-----------------|--|
| Classification | | Simple | | |
| Type of Transaction | | G2G | | |
| Who May Avail | | QCG Permanent Employees | | |
| Checklist of Requirements: | | Where to Secure | | |
| <ul style="list-style-type: none">Letter request approved, signed and endorsed by the Department/Office HeadLeave applicationOffice Clearance (if less than 1 month)Office Clearance and General Clearance (if 1 month or more) | | Department / Offices | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submit leave application with supporting documents | Receives, records, and attaches the routing slip with the control number of the leave application along with the required documents. | None | 10 minutes | Administrative Support Staff (central receiving/releasing section) |
| | Records received leave applications and the necessary documents for verification and forwarded to the designated leave staff. | None | 10 minutes | Administrative Support Staff (leave section) |
| | Compute/re-compute leave credits and prepare travel authority | None | 2 days | Administrative Assistant II/Senior Administrative Assistant II/Administrative Aide III |
| | Reviews and verifies computed or re-computed leave cards and initials leave applications. | None | 30 minutes | Human Resource Management Officer III |
| | Checks and initials the leave application and | None | 15 minutes | Human Resource Management Officer V |

| | | | | |
|---|--|------|--------------------------------|--|
| | the travel authority | | | |
| | Signs the leave application and initials the travel authority. | None | *6 hours | Head, Human Resource Management Department |
| | Forward the signed vacation leave and travel authority to the Office of the City Mayor for approval. | None | 10 minutes | Administrative Support Staff (leave section) |
| 2. Receives approved Travel Authority (Liaison) | Releases leave applications with approved travel authority | None | 5 minutes | Administrative Support Staff (leave section) |
| TOTAL: | | None | 2 days, 7 hours and 20 minutes | |

Note: *Subject to time availability of the signatory due to prior scheduled training/s and/or meeting/s

Prepared by:

MARIA SALOME B. ALABA
HRMO V

14. ENDORSEMENT FOR LANDBANK ATM

| | |
|--------------------|------------------------------------|
| Office or Division | Compensation and Benefits Division |
| Classification | Simple |

| | | | | |
|--|--|------------------------|------------------------|------------------------------|
| Type of Transaction | | G2G | | |
| Who May Avail | | All QCG Employees | | |
| Checklist of Requirements: | | Where to Secure | | |
| <ul style="list-style-type: none"> Letter request / Letter endorsement from Department/Office Head concerned Duly notarized affidavit in case of loss or damaged ATM | | Department / Office | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 3. Submit request/ indorsement for ATM Landbank | Receives and checks the documents submitted | None | 5 minutes | Receiving Clerk |
| | Verifies status of the ATM i.e. newly hired permanent, damaged, loss, changed of name and others | None | 15 minutes | Administrative Support Staff |
| | Prepares endorsement letter to Landbank QC Hall Branch | None | 15 minutes | Administrative Staff |
| | Signs/Approves Endorsement Letter | None | *1 day | HRMD Head |
| 4. Receives endorsement to Landbank | Records and releases signed endorsement letter | None | 5-10minutes | Releasing Clerk |
| TOTAL: | | None | 1 day, 45 minutes | |

Note: *Subject to time availability of the signatory due to prior scheduled training/s and/or meeting/s

Prepared by:

LYNN S. VILLADOLID
 Administrative Aide III

MARIA SALOME B. ALABA
 HRMO V

15. GSIS LOAN APPLICATION VIA ELECTRONIC ONLINE

| | |
|---------------------------|------------------------------------|
| Office or Division | Compensation and Benefits Division |
| Classification | Simple |

| | | | | |
|---|--|--|------------------------|---------------------------|
| Type of Transaction | | G2G | | |
| Who May Avail | | QCG Permanent Employees | | |
| Checklist of Requirements: | | Where to Secure | | |
| <ul style="list-style-type: none"> • Must have applied for Consolidated, Policy or Emergency Loan in the GSIS Kiosk or GSIS App; • Duly Notarized Affidavit • Photocopy of Payslip • Indorsement from the Office/Dept. of employee applying for loan. • Certificate of No Pending Case | | GSIS Kiosk (Government Service Insurance System), GSIS Application (GSIS Touch) Department/Office | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submits all the requirements | Receives and records the documents. | None | 10 minutes | Receiving Clerk |
| | Verifies the net take home pay of the employee, must not be lower than P 5,000.00 | None | 30 minutes | HRMA in-charge |
| | Assesses, validates documents of Loan application | None | 1 hour | Agency Authorized Officer |
| | Access the GSIS Authorized Officer Website and approves loan for qualified applicant | None | 20 minutes | Agency Authorized Officer |
| TOTAL: | | None | 2 hours | |

Prepared by:

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 HRMO III

MARIA SALOME B. ALABA
 HRMO V

16. PROCESS FOR APPLICATION FOR RETIREMENT

| | |
|---------------------------|------------------------------------|
| Office or Division | Compensation and Benefits Division |
| Classification | Simple |

| | | | | |
|---|---|--|------------------------|---|
| Type of Transaction | | G2G | | |
| Who May Avail | | QCG Officials and Permanent Employees who are 65 years old (compulsory retirement) or less than 65 years old (optional retirement) | | |
| Checklist of Requirements: | | Where to Secure | | |
| <ul style="list-style-type: none"> Letter Request approved and endorsed by the Department / Office Head Application form for Retirement (GSIS Form) duly filled-out by the Retiree Office Clearance and General Clearance (Certificate of No Pending Case) Service Record with Certification as to leave without pay (LWOP) Birth Certificate (PSA) <p><i>NOTE: SUBMIT IN TWO (2) SETS</i></p> | | <p>Departments/Offices</p> <p>Departments/Offices, City Legal Department</p> <p>HRMD</p> <p>PSA</p> | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submits application and requirements | Receives and records the documents | None | 5 minutes | Receiving Clerk |
| | Records and checks attachments of Application for Retirement | None | 10 minutes | Administrative Support Staff (leave section) |
| | Checks/Assesses, attachments and prepares endorsement. | None | 20 minutes | Administrative Aide III, Reproduction Machine Operator II, Administrative Assistant III, Senior Administrative Assistant II |
| | Assesses pertinent documents and affix initials on the application for retirement | None | 10 minutes | Human Resource Management Officer III |
| | Affix initials on the application | None | 5 minutes | Human Resource Management Officer V |
| | Approves/Signs the application for retirement and endorsement letter | None | *1 day | HRMD Head/HRMD Asst. Head |
| 2. Receives signed application | Records and releases signed application for retirement | None | 5 minutes | Administrative Aide III, Reproduction Machine Operator II, Administrative |

| | | | | |
|--------|--|------|----------------------|--|
| | | | | Assistant III, Senior Administrative Assistant II (Releasing Clerk) |
| TOTAL: | | None | 1 day, 55 minutes | |

Note: *Subject to time availability of the signatory due to prior scheduled training/s and/or meeting/s

Prepared by:

Approved by:

BELINDA P. BAQUIRAN
HRMO III

MARIA SALOME B. ALABA
HRMO V

RECRUITMENT AND CAREER MANAGEMENT DIVISION

17. PROCESSING OF DOCUMENTS FOR HIRING OF NEW CONSULTANTS / CONTRACT OF SERVICE (COS) PERSONNEL / JOB ORDER (JO) PERSONNEL UNDER EXECUTIVE BRANCH AND DIVISION OF CITY SCHOOLS (SEF FUNDED)

This process involves reviewing documents related to consultants, contract of service, and job order personnel hired by various executive departments, offices, and units of the Quezon City Government. It also includes the release of the approved and signed contracts and *Panunumpa sa Katungkulan* which are essential documents for the hiring process.

The Quezon City Government adheres to the Commission on Audit – Department of Budget and Management (COA-DBM) Joint Circular No. 2, series of 2020 and its amendment, COA-DBM Joint Circular No. 2, series of 2022, in hiring personnel under Contract of Service (COS) and Job Order (JO).

| | |
|---|--|
| Office or Division | Recruitment and Career Management Division (RCMD) |
| Classification | Complex |
| Type of Transaction | G2G |
| Who May Avail | Departments, Offices, and Units Under the Executive Branch of the Quezon City Government |
| Checklist of Requirements: | Where to Secure |
| FOR NEWLY-HIRED | |
| 1. Endorsement/Approval from the City Mayor or City Administrator (1 Original Copy) | Department/Office/Unit Concerned |
| 2. Recommendation Letter from the Department/Office/Unit Heads | Department/Office/Unit Concerned |
| 3. Recommendation Letter from the Department/Office/Unit Heads (1 Original Copy) | Department/Office/Unit Concerned |
| 4. Service Contract duly signed by the employee and their Department Head (1 Original Copy) | |
| 5. <i>Panunumpa Sa Katungkulan</i> (1 Original Copy) | Department/Office/Unit Concerned |
| 6. Duly Accomplished and Updated Personal Data Sheet (Civil Service Form No. 212, revised 2017) - must have an attached passport sized ID picture taken within the last six (6) months, thumbmark, and original signatures on all pages. Please note that scanned and digital pictures are not allowed (1 Original Copy) | Department/Office/Unit Concerned |
| 7. Statement of Actual Duties of personnel (1 Original Copy) | Consultant/Contract of Service/Job Order Personnel Concerned |
| 8. NBI Clearance (1 Certified True Copy) | |

| | |
|---|--|
| <p>9. Valid Drug Test Report/Certificate from any DOH accredited centers with receipt (1 Certified True Copy)</p> <p>10. Birth Certificate (1 Photocopy)</p> <p>11. Credentials (1 Photocopy) - Credentials include PRC License, Eligibility Certificate, Transcript of Record, Diploma or any certification that could support the individual's qualification and achievement as stated in the PDS.</p> | <p>Department/Office/Unit Concerned</p> <p>National Bureau of Investigation (NBI)</p> <p>Any DOH-Accredited Drug Testing Center</p> <p>Philippine Statistics Authority (PSA)</p> <p>Professional Regulation Commission (PRC)</p> <p>University/College Graduated</p> <p>Consultant/Contract of Service/Job Order Personnel Concerned</p> |
| <p>FOR RENEWAL</p> <p>1. Recommendation Letter from the Department/Office/Unit Heads</p> <p>2. Service Contract duly signed by the employee and their Department Head</p> <p>3. Panunumpa Sa Katungkulan</p> <p>4. Duly Accomplished and Updated Personal Data Sheet (Civil Service Form No. 212, revised 2017)</p> <p>5. Statement of Actual Duties of personnel</p> <p>6. Contractual Appraisal Form with at least SATISFACTORY rating</p> <p>7. Valid Drug Test Report/Certificate from any DOH accredited centers with receipt - For <u>renewal of contracts</u>, if the drug test certificate has already expired, the personnel shall undergo a new drug test.</p> | <p>Department/Office/Unit Concerned</p> <p>Department/Office/Unit Concerned</p> <p>Department/Office/Unit Concerned</p> <p>Department/Office/Unit Concerned</p> <p>Department/Office/Unit Concerned</p> <p>Department/Office/Unit Concerned</p> <p>Any DOH-Accredited Drug Testing Center</p> |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|---|--|-----------------|-----------------|--------------------------------|
| 1. The Liaison Officer of the department, office, or unit submits all the mandatory requirements | 1. Receives, records, and assigns a control number route the submitted documents. | None | *1 hour | <i>Receiving Clerk</i> HRMD |
| | 1.1. Routes the submitted document to RCMD. | | | |
| | 1.2. Receives and records the documents in the Log Book. | None | *1 hour | <i>HRMA/HRMO</i> RCMD |
| | 1.3. Forwards the documents to the assigned HRMA responsible for the relevant department, office, or unit. | | | |
| | 1.4. Reviews and verifies the documents as to the validity, veracity, and accuracy of documents submitted. | None | *6 days | <i>HRMA/HRMO</i> RCMD |
| 2. For Documents with Revisions: Liaison Officer receives documents for revision or correction. | 2.1. Returns reviewed documents and informs the Liaison Officer for the needed revisions or corrections. | None | 15 minutes | <i>HRMA/HRMO</i> RCMD |
| 3. For Documents with Revisions: Liaison Officer submits the revised documents | 3. Receives the submitted revised documents. | None | **15 minutes | <i>HRMA/HRMO</i> RCMD |
| | 3.1. Encodes personnel details in the Master List for records purposes. | None | 1 hour | <i>HRMA/HRMO</i> RCMD |
| | 3.2. Evaluates and affixes initials on the contract and <i>Panunumpa sa Katungkulan</i> . | None | 45 minutes | <i>HRMA/HRMO</i> RCMD |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|--|--|-----------------|---------------------------------|--------------------|
| | 3.3. Approves and signs the Contract and <i>Panunumpa sa Katungkulan</i> . | None | ***1 day | HRMD Head |
| | 3.4. Forwards the Contract to the City Budget Department (CBD) for certification as to the existence of appropriation. | None | 1 hour | HRMA/HRMO RCMD |
| | 3.5. Receives and records the signed Contract from the Office of the City Mayor. | None | 30 minutes | HRMA RCMD |
| 4. Liaison Officer receives signed Contract and <i>Panunumpa sa Katungkulan</i> | 4. Releases original Contract and <i>Panunumpa sa Katungkulan</i> to concerned Departments/ Offices/Units. | None | 30 minutes | HRMA RCMD |
| 5. The Liaison Officer returns the original Contracts and <i>Panunumpa sa Katungkulan</i> and submits the photocopy of the approved Contracts and Oath of Office | 5. Receives the original documents and prepares certified true copy of approved Contract and <i>Panunumpa sa Katungkulan</i> . | None | 1 hour | HRMA RCMD |
| | 5.1. Certifies the Contract and <i>Panunumpa sa Katungkulan</i> | None | | HRMO RCMD |
| 6. Receives certified true copies of Contracts and Oath of Office | 6. Releases certified true copy of Contracts and Oath of Office to the Liaison Officer of concerned office. | None | 30 minutes | HRMA RCMD |
| TOTAL PROCESSING TIME FOR DOCUMENTS WITH NO REVISIONS | | None | 7 days, 7 hours, and 15 minutes | |
| TOTAL PROCESSING TIME FOR DOCUMENTS WITH REVISIONS OR CORRECTOINS | | None | 7 days, 7 hours, and 45 minutes | |

** The turnaround time considers the volume and number of personnel listed in the contract, as well as multiple submissions by each department, office, and unit thus, processing time may change due to these factors.*

*** The turnaround time for returning revised or corrected documents depends on the department, office, or unit's processing time and is not included in the standard processing time.*

**** The total turnaround time considers the availability of the signatory due to prior scheduled training/s and/or meeting/s and processing time may change due to these factors.*

Prepared by:

MARIA DIANA D. SABADO
HRMO III

18. PROCESSING OF DOCUMENTS FOR HIRING OF CONSULTANTS / CONTRACT OF SERVICE (COS) PERSONNEL /JOB ORDER (JO) PERSONNEL UNDER THE LEGISLATIVE BRANCH

This process involves reviewing documents related to consultants, contract of service, and job order personnel hired by various legislative offices of the Quezon City Government. It also includes the release of the approved and signed contracts and *Panunumpa sa Katungkulan* which are essential documents for the hiring process.

The Quezon City Government adheres to the Commission on Audit – Department of Budget and Management (COA-DBM) Joint Circular No. 2, series of 2020 and its amendment, COA-DBM Joint Circular No. 2, series of 2022, in hiring personnel under Contract of Service (COS) and Job Order (JO).

| | |
|---|--|
| Office or Division | Recruitment and Career Management Division |
| Classification | Complex |
| Type of Transaction | G2G |
| Who May Avail | Legislative Offices of the Quezon City Government |
| Checklist of Requirements: | Where to Secure |
| FOR NEWLY-HIRED | |
| 1. Recommendation/Indorsement Letter from the City Councilor for Hiring of their respective Personnel | Department/Office/Unit Concerned |
| 2. List of Screened Personnel (with photos) released by the Office of the Vice Mayor | Department/Office/Unit Concerned |
| 3. Certification of Assumption of Duties | Department/Office/Unit Concerned |
| 4. Certification of Vital Work | Department/Office/Unit Concerned |
| 5. Service Contract for Consultants, Committees, and Contract of Service Personnel with Actual Duties and Functions | Department/Office/Unit Concerned |
| 6. Service Contract for Job Order Personnel | Department/Office/Unit Concerned |
| 7. Panunumpa sa Katungkulan | Department/Office/Unit Concerned |
| 8. Statement of Actual Duties for Job Order Personnel | Department/Office/Unit Concerned |
| 9. Duly Accomplished Personal Data Sheet (CSC Form No. 212, revised 2017) | Consultant/Contract of Service/Job Order Personnel Concerned |

| | |
|--|--|
| 10. Valid Drug Test Report/Certificate from any DOH accredited centers | Any DOH-Accredited Drug Testing Center |
| 11. NBI Clearance | National Bureau of Investigation (NBI) |
| 12. Photocopy of Birth Certificate | Philippine Statistics Authority (PSA) |
| 13. Photocopy of any Valid Government-Issued ID | Consultant/Contract of Service/Job Order Personnel Concerned |
| FOR RENEWAL | |
| 1. Recommendation/Indorsement Letter from the City Councilor for Renewal of their respective Personnel | Legislative Office Concerned |
| 2. List of Screened Personnel (with photos) released by the Office of the Vice Mayor | Legislative Office Concerned |
| 3. Certification of Assumption of Duties | Legislative Office Concerned |
| 4. Certification of Vital of Work | Legislative Office Concerned |
| 5. Service Contract for Consultants, Committees, and Contract of Service Personnel with Actual Duties and Functions | Legislative Office Concerned |
| 6. Service Contract for Job Order Personnel | Legislative Office Concerned |
| 7. Panunumpa Sa Katungkulan | Legislative Office Concerned |
| 8. Statement of Actual Duties for Job Order Personnel | Legislative Office Concerned |
| 9. Duly Accomplished and Updated Personal Data Sheet (Civil Service Form No. 212, revised 2017) | Legislative Office Concerned |
| 10. Valid Drug Test Report/Certificate from any DOH accredited centers with receipt - <u>For renewal of contracts</u> , if the drug test certificate has already expired, the personnel shall undergo a new drug test. | Any DOH-Accredited Drug Testing Center |
| 11. Contractual Appraisal Form with at least SATISFACTORY rating | Legislative Office Concerned |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|----------------------------------|---------------------------|-----------------|-----------------|----------------------|
| 1. The Liaison or Administrative | 1. Receives, records, and | None | *1 hour | Receiving Clerk HRMD |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|---|---|-----------------|-----------------|--------------------|
| Officer submits Recommendation for Hiring of Consultant/COS /JO Personnel under their respective jurisdiction together with all the documentary requirements | routed the documents submitted to the personnel in-charge. | | | |
| | 1.1. Routes the submitted document to RCMD. | | | |
| | 1.2. Receives and records the documents in the Log Book. | | | |
| | 1.3. Forwards the documents to the assigned HRMA responsible for the relevant office under the Legislative. | None | *1 hour | HRMA/HRMO RCMD |
| | 1.4. Reviews and verifies the documents as to the validity, veracity, and accuracy of documents submitted. | None | *6 days | HRMA/HRMO RCMD |
| 2. For Documents with Revisions: Liaison Officer receives documents for revision or correction. | 2. Returns reviewed documents and informs the Liaison Officer for the needed revisions or corrections. | None | 15 minutes | HRMA/HRMO RCMD |
| 3. For Documents with Revisions: Liaison Officer submits the revised documents | 3. Receives the submitted revised documents. | None | **15 minutes | HRMA/HRMO RCMD |
| | 3.1. Encodes in the Master List for records purposes. | None | 1 hour | HRMA/HRMO RCMD |
| | 3.2. Evaluates and affixes initials on the contract | None | 45 minutes | HRMA/HRMO RCMD |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|---|--|-----------------|---------------------------------|--------------------|
| | and <i>Panunumpa sa Katungkulan.</i> | | | |
| | 3.3. Approves and signs the Contract and <i>Panunumpa sa Katungkulan.</i> | None | ***1 day | HRMD Head |
| | 3.4. Forwards the Contract to the City Budget Department (CBD) for certification as to the existence of appropriation. | None | 1 hour | HRMA/HRMO RCMD |
| 4. Liaison Officer submits the original signed Contract and its photocopy | 4. Receives and records the signed Contract | None | 30 minutes | HRMA RCMD |
| | 4.1. Certifies the Contract and <i>Panunumpa sa Katungkulan</i> | None | 45 minutes | HRMO RCMD |
| | 4.2 Releases certified true copy of Contracts and Oath of Office to the Liaison Officer of concerned office. | None | 30 minutes | HRMA RCMD |
| TOTAL PROCESSING TIME FOR DOCUMENTS WITH NO REVISIONS | | None | 7 days, 6 hours, and 30 minutes | |
| TOTAL PROCESSING TIME FOR DOCUMENTS WITH REVISIONS OR CORRECTOINS | | None | 7 days and 7 hours | |

* The turnaround time considers the volume and number of personnel listed in the contract, as well as multiple submissions by each department, office, and unit and processing time may change due to these factors.

** The turnaround time for returning revised or corrected documents depends on the department, office, or unit’s processing time and is not included in the standard processing time.

*** The total turnaround time considers the availability of the signatory due to prior scheduled training/s and/or meeting/s and processing time may change due to these factors.

Prepared by:

MARIA DIANA D. SABADO

PERSONNEL ACTIONS DIVISION

| | |
|--|---|
| <ul style="list-style-type: none">o Professional license or Certificate of Registration or Report of Rating issued by the PRC, certificate of Admission to the Bar issued by the MARINA for positions that do not involve the practice of profession; oro Valid license issued by authorized regulatory agencies such as the National Telecommunications Commission (NTC)/ Civil Aviation Authority of the Philippines (CAAP)/ Land Transportation Office (LTO)/ Philippine National Police (PNP) <p>5. Copy of Contractual Appraisal Report in the last rating period</p> <p>6. CSC form No. 211, Revised 2018 (Medical Certificate) w/ attached drug test, urinalysis, blood test and x-ray result and psychological test (neuropsychiatric test results for positions which involve the maintenance of peace and order and protection of life and property)</p> <p>7. Original copy of NBI Clearance</p> <p>8. Notarized Affidavit of No Relation (For Career Appointees)</p> <p>9. Original copy of PSA Marriage Certificate, if applicable</p> <p>10. Original copy of PSA Birth Certificate</p> <p>For QCG plantilla personnel applying for promotion:</p> <p>1. Fully accomplished CS Form No. 212, Revised 2017 Personal Data Sheet (PDS) with recent passport-sized picture with attached Work Experience Sheet</p> <p>2. Certified True Copy of Training Certificates, if applicable</p> | <p>Departments / Offices</p> <p>Clinic/Laboratory</p> <p>National Bureau of Investigation</p> <p>Departments/ Offices</p> <p>Philippine Statistics Authority</p> <p>Philippine Statistics Authority</p> <p>Departments / Offices</p> <p>Training Provider</p> |
|--|---|

| | |
|--|--|
| <p>3. Certified True Copy of Transcript of Records or Diploma, if applicable</p> <p>4. Proof of Eligibility – report of rating/license/certificate of admission to the Bar/ certificate of eligibility/eligibility card (original copy, authenticated copy, certified true copy, photocopy, scanned copy, or site/screen capture of the eligibility using the Civil Service Eligibility Verification System, Professional Regulation Commission’s (PRC)’s Licensure Examination and Registration Information System (LERIS), or Supreme Court of the Philippines (SC) Lawyer’s List:</p> <ul style="list-style-type: none">o Certificate of Eligibility/ Eligibility Card issued by the CSC or National Police Commission (NAPOLCOM) or Career Executive Service Board (CESB);o Valid professional license issued by the PRC, Certificate of Admission to the Bar issued by the SC and License ID issued by the Maritimeo Industry Authority (MARINA) for positions that involve the practice of the profession;o Professional license or Certificate of Registration or Report of Rating issued by the PRC, certificate of Admission to the Bar issued by the MARINA for positions that do not involve the practice of profession; oro Valid license issued by authorized regulatory agencies such as the National Telecommunications Commission (NTC)/ Civil Aviation Authority of the Philippines (CAAP)/ Land Transportation Office (LTO)/ | <p>Departments / Offices</p> <p>Professional Regulation Commission / Supreme Court of the Philippines / Civil Service Commission and other regulatory agencies</p> |
|--|--|

| Philippine National Police (PNP) | | Departments/ Offices | | |
|---|---|----------------------------------|--|--------------------|
| 5. Copy of Individual Performance Commitment and Accountability (IPCA) Report in the last rating period | | Clinic/Laboratory | | |
| 6. Drug test result | | National Bureau of Investigation | | |
| 7. Original copy of NBI Clearance | | Departments/ Offices | | |
| 8. Notarized Affidavit of No Relation (For Career Appointees) | | | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Office / Department Head requests for the publication of positions | Receives, records and routes the request | None | 20 minutes | Receiving Clerk |
| | Verifies the information of the positions and prepares publication documents for initial of PAD Head | None | 1-2 working days | HRMO |
| | Checks the publication documents for approval of the HRMD Head | None | 5 working days (depending on the number of requests) | PAD Head |
| | Signs/approves the publication document | None | 1 to 2 days | HRMD Head |
| | Forwards electronic copy via email and hard copies to CSC for publication. Note: Once the request is published in the CSC bulletin of vacant positions, it shall be posted for at least 15 days before it can be filled up | None | 20 minutes | HRMO |
| | Post the publication in the designated areas in Quezon City Hall | None | 1 hour | Liaison |

| | | | | |
|---|---|------|---|-----------------|
| 2. Office / Department submit required documents of pre-screened applicants | Receives, records and routes the submitted requirements of the pre-screened applicants | None | 20 minutes | Receiving Clerk |
| | A. Checks the documents submitted | None | 3-10 working days (depends on the number of applicants) | HRMA / HRMO |
| | B. Evaluates application considering the applicant's qualification and prepares the Comparative Assessment Forms, Compliance letter / observation or findings, if there is any | None | | HRMA / HRMO |
| | Prepares/issues list of offices/departments, as approved by the HRMPSB Chairman/ Office of the City Mayor, for HRMPSB deliberation | None | 1 day | HRMA / HRMO |
| | HRMD acts as secretariat during the HRMPSB En Banc Screening of Contenders | None | 1 day | HRMO |
| | Prepares Appointment/s, RA 7160 and other pertinent documents pursuant to Sec. 5 Rule II of CSC ORAOHRA for signature of Appointing Authority (Estimated time of Appointing Authority signature: 3 weeks to 6 weeks) | None | 5-10 working days (depends on the number of applicants) | HRMO &HRMA |

| | | | | |
|---|---|------|------------|-------------|
| | Once Appointment/s is/are signed, prepares various documents such as Notice of Issued Appointments, transmittal of the same to SHRU and request letter for Certificate of funding and photocopies the attachments | None | 1 day | HRMO &HRMA |
| | Post the Notice of Issued Appointments to HRMD Bulletin, Forwards the transmittal to SHRU and the request letter for Certificate of Funding to the City Accounting Department (Estimated time for Certificate of Funding: 7-14 days) | None | 1 hour | Liaison |
| 3. Require office / department to submit additional document for CSC attestation and on-boarding purposes of successful applicant | Additional requirements for CSC attestation (Oath of Office, Certificate of Assumption and PDF) distribute to the respective Offices/ Departments for signature of appointees and Office Head (Estimated time to be returned to HRMD: 7-14 days) | None | 1 day | HRMO & HRMA |
| | Once all supporting documents of Appointments are complied, prepares Appointment Transmittal and Action Form (ATAF) for appointment/s and supporting documents for CSC attestation | None | 30 minutes | HRMO & HRMA |

| | | | | |
|---------------|---|------|------------------------------|-----------------|
| | Scans and photocopies ATAF for CSC Attestation | None | 1 hour | HRMO & HRMA |
| | Forwards ATAF via email | None | 15 minutes | HRMO & HRMA |
| | Attested Appointment/s are received from CSC (Estimated attestation period: 1 month to 2 months) | None | 20 minutes | Receiving Clerk |
| | Prepares Transmittal Letter of attested appointment/s | None | 1 day | HRMO & PAD Head |
| | Transmit the attested appointment/s to concerned Departments | None | 20 minutes | Liaison |
| TOTAL: | | None | 34 days, 5 hours, 25 minutes | |

Note:

- For appointments requiring additional supporting documents / justification, concerned department is requested to comply and once the needed documents are submitted, the same are transmitted to CSC
- For disapproved appointments, Appointee is furnished a copy of the disapproval letter and informed of the procedure.

Prepared by:

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HRMO III

ELRONIZA U. GARCIA
HRMO V

20. ISSUANCE OF AUTHORITY TO TRANSFER

| Office or Division | | Personnel Actions Division | | |
|---|--|---|-----------------|---------------------------------|
| Classification | | Simple | | |
| Type of Transaction | | G2G | | |
| Who May Avail | | QCG Employee who opt to transfer to any Local/National Agency | | |
| Checklist of Requirements: | | Where to Secure | | |
| <ul style="list-style-type: none">Request letter approved and indorsed by the Department/Office Head concernedOffice ClearanceGeneral ClearanceCertification of No Pending Case (from the City Legal Dept.)Assumption of duty (from Accepting Agency)*CTC Appointment papers (from Accepting Agency) * | | Department / Office | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submits request letter together w/ the requirements | Receives, records and routes request | None | 10 minutes | Receiving Clerk |
| | Assesses and evaluates the documents as to completeness and validity. Prepares Authority to Transfer | None | 1 day | HRMO in-charge |
| | Checks the documents and recommends the Authority to Transfer by affixing his/her initials | None | 30 minutes | Personnel Action Division Chief |
| | Recommends approval of the Authority to Transfer to the City Mayor by affixing his initial | None | *1 day | HRMD Head |
| | Forwards the documents to the Office of the City Mayor for signature and approval (estimated approval period: 1 to 3 days) | None | 20 minutes | Liaison |
| | Receives signed documents from the | None | 10 minutes | Receiving Clerk |

| | | | | |
|--|--|------|----------------------------------|-----------------|
| | Office of the City Mayor | | | |
| 2. Receives the Original copy of the Authority to Transfer | Records and releases the signed Authority to Transfer to the employee concerned, furnish a copy to the concerned departments with the information that the original was received by the concerned employee. File receiving copy to concerned employee's 201 file. | None | 10 minutes | Releasing Clerk |
| TOTAL: | | None | 2 days, 1 hour, 20 minutes | |

Note: *Subject to time availability of the signatory due to prior scheduled training/s and/or meeting/s

Prepared by:

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HRMO II

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HRMO V

21. CHANGE OF NAME AND MARITAL STATUS

| | | | | |
|---|--|--|--------------------------|---------------------------------|
| Office or Division | | Personnel Action Division | | |
| Classification | | Simple | | |
| Type of Transaction | | G2G | | |
| Who May Avail | | All female QCG employees who are married | | |
| Checklist of Requirements: | | Where to Secure | | |
| <ul style="list-style-type: none">2 certified Photocopy of marriage contracts (PSA copy)Request letter indorsed by the Office/Dept. Head of the employee concern | | PSA Department / Office | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submits request letter and other pertinent documents | Receives, records and routes request with supporting documents | None | 10 minutes | Receiving Clerk |
| | Requests retrieval of 201 file for proper notation of the changes and prepares Indorsement letter to CAD | None | 30 minutes | HRMA/HRMO in-charge |
| | Affix initials on the indorsement letter to CAD and departments concerned | None | 10 minutes | Personnel Action Division Chief |
| | Affixes signature on the indorsement letter | None | *1 day | HRMD Head |
| | Updates PMIS record of the employee concern | None | 5 minutes | HRMO III |
| | Updating of Agency Remittance Advice (ARA) to be forwarded to Government Service Insurance System (GSIS) | None | 10 minutes | HRMA/HRMO in-charge |
| TOTAL: | | None | 1 day, 1 hour, 5 minutes | |

Note: *Subject to time availability of the signatory due to prior scheduled training/s and/or meeting/s

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HRMO V

22. ISSUANCE OF NOTICE OF ORDER OF SEPARATION

| | | | | |
|--|---|-------------------------------|-----------------|--------------------------------|
| Office or Division | | Personnel Actions Division | | |
| Classification | | Simple | | |
| Type of Transaction | | G2G | | |
| Who May Avail | | QCG Employees who are on AWOL | | |
| Checklist of Requirements: | | Where to Secure | | |
| <ul style="list-style-type: none">Office/Department Heads Recommendation for Dropping from the Rolls | | Dept / Office | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submits recommendation signed by the Office/ Department Head Concern | Receives, records and routes Office/ Dept. recommendation letter | None | 10 minutes | Receiving Clerk |
| | Reviews and prepares Notice/Order of Separation | None | 1 day | HRMA/HRMO in-charge |
| | Checks and initials on the Notice/Order of Separation | None | 20 minutes | Personnel Action Division Head |
| | Recommends approval/Signs Notice of Separation | None | 10 minutes | HRMD Head |
| | Forwards final Notice of Separation to the Office of the City Mayor for signature and approval (estimated approval period: 1 to 3 days) | None | 20 minutes | Liaison |
| | Receives signed Notice from the Office of the City Mayor | None | 5 minutes | Receiving Clerk |
| | Prepares a memorandum to department concerned transmitting the signed notice of separation | None | 30 minutes | HRMO III |
| | Signs the memorandum/transmittal | None | *1 day | HRMD Head |
| | Transmits memorandum/ signed notice of separation to the Department Concerned | None | 20 minutes | Liaison |

| | | | | |
|---------------|---------------------------------|------|----------------------------|-----------------------|
| | File photocopy to employees 201 | None | 10 minutes | Records Section Staff |
| TOTAL: | | None | 2 days, 2 hours, 5 minutes | |

Note: *Subject to time availability of the signatory due to prior scheduled training/s and/or meeting/s

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HRMO V

23. ISSUANCE OF ACCEPTANCE OF RESIGNATION

| Office or Division | | Personnel Actions Division | | |
|--|--|---|-----------------|---------------------------------|
| Classification | | Simple | | |
| Type of Transaction | | G2G | | |
| Who May Avail | | QCG Employees who opt to sever employment for personal reasons, i.e. health, family, employment (local or abroad) | | |
| Checklist of Requirements: | | Where to Secure | | |
| <ul style="list-style-type: none">Resignation letter of employeeIndorsement from the Head of Department / OfficeOffice ClearanceGeneral ClearanceSPMS (last 2 rating period)Certificate of No Pending Case (from City Legal Department) | | Department / Office | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submits Resignation letter and requirements | Receives, records and routes documents as to the completeness | None | 5 minutes | Receiving Clerk |
| | Checks the documents and prepares Acceptance of Resignation | None | 30 minutes | HRMA/HRMO in-charge |
| | Validates acceptance of resignation and recommends approval to the Head | None | 15 minutes | Personnel Action Division Chief |
| | Affix initials and recommends approval of acceptance to the City Mayor | None | *1 day | HRMD Head |
| | Forwards the Acceptance of Resignation to the Office of the City Mayor for signature and approval (estimated approval period: 1 to 3 days) | None | 20 minutes | Liaison |

| | | | | |
|---------------|---|------|---------------------------|---------------------------|
| | Receives signed Acceptance from the Office of the City Mayor | None | 5 minutes | Receiving/Releasing Clerk |
| | Releases signed acceptance and informs Department/Office concerned through memorandum | None | 10 minutes | Releasing Clerk |
| | File the photocopy of signed acceptance to employees 201/120 file | None | 5 minutes | Records Clerk |
| TOTAL: | | None | 1 day, 1 hour, 30 minutes | |

Note: *Subject to time availability of the signatory due to prior scheduled training/s and/or meeting/s

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24. ISSUANCE OF SERVICE RECORD (SR)

| | | | | |
|--|---|--|-----------------|---------------------|
| Office or Division | | Personnel Actions Division | | |
| Classification | | Simple | | |
| Type of Transaction | | G2G, G2C | | |
| Who May Avail | | QCG Permanent, Co-Terminus, and Contracts of Service (Active or In-Active) employees | | |
| Checklist of Requirements: | | Where to Secure | | |
| <ul style="list-style-type: none">Duly accomplished Request FormFor Optional Retirement- Duly accomplished GSIS Form with date of retirement duly signed by the Department Head/Officer-In-ChargeFor deceased employee- Photocopy of Death Certificate either from the Philippine Statistics Authority (PSA) or Civil Registry OfficeFor Transfer-Photocopy of Appointment and Certificate of AssumptionIf the transaction is done through a representative, please present: Valid Authorization letter Photocopy of valid identification (ID) of the requestor and the authorized representative | | HRMD GSIS/Requesting Party PSA and/or City Civil Registry Department Requesting Party Requesting Party and/or his/her representative | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Fill up and submit the duly accomplished request form | Receives and records filled-up request forms | None | 15 minutes | Receiving Clerk |
| | Retrieves 201 or 120 files and hands them over to assigned officer's office/dept. | None | 3 hours | Records Personnel |
| | Prepares Service Record (SR) | None | *7 hours | HRMA/HRMO in-charge |
| | Checks/Initials/ recommends approval of the requested document | None | 5 hours | HRMO IV |

| | | | | |
|-----------------------------|--|------|------------|-----------------|
| | Signs/approves Service Record | None | **1 day | HRMD Head |
| | Record the signed requested document before handing it over to the releasing counter | None | 30 minutes | HRMA/HRMO |
| 2. Receives signed document | Releases signed documents to the requesting party | None | 15 minutes | Releasing Clerk |
| TOTAL: | | None | 3 Days | |

Note:

*For Complex SR requests- there is no record on PMIS backup files, there are complicated issues; the estimated result will be released within fifteen (15) days.

**Subject to time availability of the signatory due to prior scheduled training/s and/or meeting/s.

Service Record requested for Longevity pay, loyalty pay claim and GSIS purposes shall be forwarded to the Cash and Benefits Division for computation of leave without pay (LWOP).

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25. ISSUANCE OF CERTIFICATE OF EMPLOYMENT(COE) AND CERTIFICATE OF EMPLOYMENT WITH COMPENSATION (CEC)

| | | | | |
|--|--|---|------------------------|---------------------------|
| Office or Division | | Personnel Actions Division | | |
| Classification | | Simple | | |
| Type of Transaction | | G2G, G2C | | |
| Who May Avail | | QCG Permanent, Co-Terminus, and Contracts of Service (Active or In-Active) employees | | |
| Checklist of Requirements: | | Where to Secure | | |
| <ul style="list-style-type: none"> Duly accomplished Request Form Original Copy of Barangay Certification as fire victim (For financial Assistance purposes) If the transaction is done through a representative, please present: Valid Authorization letter Photocopy of valid identification (ID) of the requestor and the authorized representative | | HRMD Barangay (where the victim currently resides) Requesting party and/or his/her representative | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Fill up and submit the duly accomplished request form | Receives and records filled-up request forms | None | 15 minutes | Receiving Clerk |
| | Retrieves 201 or 120 files and hands them over to assigned officer's office/dept. | None | 3 hours | Records Personnel |
| | Prepares Certificate of Employment (COE) and /or Certificate of Employment with Compensation (CEC) | None | 7 hours | HRMA/HRMO in-charge |
| | Checks/Initials/ recommends approval of the requested document | None | 5 hours | HRMO IV |
| | Signs/approves Certificate of Employment (COE) and Certificate of Employment with Compensation (CEC) | None | *1 day | HRMD Head |

| | | | | |
|-----------------------------|--|------|------------|-----------------|
| | Record the signed requested document before handing it over to the releasing counter | None | 30 minutes | HRMA/HRMO |
| 2. Receives signed document | Releases signed documents to the requesting party | None | 15 minutes | Releasing Clerk |
| TOTAL: | | None | 3 Days | |

Note:

*Subject to time availability of the signatory due to prior scheduled training/s and/or meeting/s.

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HRMO IV

HUMAN RESOURCE DEVELOPMENT AND ADMINISTRATIVE SUPPORT DIVISION

26. ISSUANCE OF AUTHORITY TO ATTEND SEMINAR/TRAINING ON OFFICIAL BUSINESS/OFFICIAL TIME

Standard Operating Procedures:

- 1. Written requests for authority to conduct / attend trainings / seminars must be submitted to the HRMD in duplicate and at least two (2) weeks prior to the activity. The HRMD shall not entertain requests for trainings / seminars that have already been conducted.
- 2. The HRMD will review the request and prepare the authority to be initialed by the Head and signed by the City Mayor.
- 3. The Office of the City Mayor shall have the HRMD receive the signed authority, which HRMD will forward to the department / office of the employee concerned.
- 4. The employee shall furnish the HRMD a copy of the signed authority and all the attachments / invitations immediately upon receipt thereof.

On Official Time

An employee shall be authorized to attend a training / seminar ON OFFICIAL TIME when it does not entail any cost to the Quezon City Government, except the payment of his / her salary during that period.

On Official Business

An employee shall be considered ON OFFICIAL BUSINESS if he / she has been authorized to incur expenses such as seminar / registration fee, transportation / accommodation fees (if any), per diem, etc. to be charged against the Training Fund of the Quezon City Government subject to rules and regulations under Executive Order No. 77, s.2019 and National Budget Circular No. 596 s.2025.

| Office or Division | | Human Resource Development and Administrative Support Services Division | | |
|--|---|---|-----------------|--------------------|
| Classification | | Simple | | |
| Type of Transaction | | G2G | | |
| Who May Avail | | All QC Employees (Permanent and COS) | | |
| Checklist of Requirements: | | Where to Secure | | |
| <ul style="list-style-type: none">• Letter request from the Office / Department Head• Invitation from Sponsoring agency• Breakdown of Expenses (if on Official Business)• 3 airfare canvass (if on Official Business)• List of participants• Program of activities (if any) | | Department / Office | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. The Liaison Officer Department Concerned submits the request | 1.1. Receives, records and routes request (with complete supporting documents) | None | 15 minutes | Receiving Clerk |
| | 1.2. Reviews documents submitted and prepares authority to attend if activity is on official business / official time | None | 30 minutes | HRMD Admin. Staff |
| | 1.3. Checks the authority and recommends approval | None | 30 minutes | HRMO V |
| | 1.4. Recommends approval of the authority to attend to the City Mayor by affixing his initial | None | *1 day | HRMD Head |

| | | | | |
|--|--|------|----------------------------|-------------------|
| | 1.5. Forwards the Travel Authority to the Office of the City Mayor for approval and signature (estimated approval period: 1 to 2 days) | None | *1-2 day | Liaison Officer |
| | 1.6. Receives approved authority from the Office of the City Mayor | None | 10 minutes | Receiving Clerk |
| 2. The Liaison Officer of Department Concerned receives the document | 1.7. Records and releases Original Travel Authority to concerned Office and retains photo copy for file | None | 15 minutes | HRMD Admin. Staff |
| TOTAL: | | None | 3 days, 1 hour, 40 minutes | |

Note: *Subject to time availability of the signatory due to prior scheduled training/s and/or meeting/s

Prepared by:

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SAA II

MILDRED P. SIDOCON
HRMO V

27. REQUEST FOR OFFICIAL TRAVEL AUTHORITY

| Office or Division | | Human Resource Development and Administrative Support Division | | |
|--|---|--|-----------------|--------------------|
| Classification | | Simple | | |
| Type of Transaction | | G2G | | |
| Who May Avail | | All QC Employees (Permanent) | | |
| Checklist of Requirements: | | Where to Secure | | |
| <ul style="list-style-type: none">Letter request for Foreign Travel (indicating inclusive date/s of travel and place/s of destination from employeeInvitation from Sponsoring Agency or Organizer of the Conference/SeminarBreakdown of Expenses (if on Official Business, in conformity with EO 77 or NBC 596s. 2025)Flight details or itinerary of travel (if applicable) | | Department / Office | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. The Liaison Officer Department Concerned submits the request | Receives, records and routes request (with complete supporting documents) | None | 15 minutes | Receiving Unit |
| | Reviews documents submitted and prepares travel authority if activity is on official business / official time | None | 30 minutes | HRMD Admin. Staff |
| | Checks Travel Authority and recommends approval | None | 30 minutes | HRMD Admin. Staff |
| | Recommends approval of Travel Authority to the City Mayor by affixing his initial | None | *1 day | HRMD Head |
| | Forwards the Travel Authority to the Office of the City Mayor for approval and signature (estimated approval period: 1 to 2 days) | None | *1-2 day | HRMD and OCM Staff |

| | | | | |
|--|--|------|----------------------------|-------------------|
| | Receives signed Travel Authority from Office of the Mayor | None | 10 minutes | Receiving Clerk |
| 2. The Liaison Officer of Department Concerned receives the document | Records and releases Original Travel Authority to concerned Office and retains photo copy for file | None | 15 minutes | HRMD Admin. Staff |
| TOTAL: | | None | 3 days, 1 hour, 40 minutes | |

*Subject to time availability of the signatory due to prior scheduled training/s and/or meeting/s

Note: The HRMD drafts and signs a document to DILG that will serve as transmittal of all supporting documents for the issuance of DILGTravel Authority.

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HRMO V

28. REQUEST FOR AUTHORITY TO CONDUCT TRAINING

| Office or Division | | Human Resource Development and Administrative Support Services Division | | |
|--|--|---|-----------------|--------------------|
| Classification | | Simple | | |
| Type of Transaction | | G2G | | |
| Who May Avail | | All QC Employees (Permanent and COS) | | |
| Checklist of Requirements: | | Where to Secure | | |
| <ul style="list-style-type: none">• Endorsement letter from the requesting department, office or unit• Source of Fund• List of participants• Breakdown of Expenses / Cost Derivation• Recommendation from the Office of City Administrator | | Department / Office | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. The DOU Liaison Officer submits request for authority to conduct training | Receives, records and routes request for the conduct of trainings/ workshops/ capability building seminars. | None | 15 minutes | Receiving Clerk |
| | Checks the attachments as to completeness | None | 30 minutes | HRMD Admin. Staff |
| | Drafts/Prepares Authority to conduct for approval of the HRMD Head | None | 30 minutes | HRMD Admin. Staff |
| | Signs/Recommends approval of authority to the City Mayor | None | *1 day | HRMD Head |
| | Forwards recommended Authority to the Office of the City Mayor for approval (estimated approval period: 1 to 2 days) | None | *1-2 day | HRMD and OCM Staff |
| | Receives approved authority from the Office of the City Mayor | None | 10 minutes | Receiving Clerk |

| | | | | |
|--------------------------------|--|------|----------------------------|--------------------|
| 2. Receives approved Authority | Records and releases signed Authority and release the same to the requesting office. | None | 15 minutes | HRMD and OCM Staff |
| TOTAL: | | None | 3 days, 1 hour, 40 minutes | |

Note: *Subject to time availability of the signatory due to prior scheduled training/s and/or meeting/s

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HRMO V

29. PARTICIPATION IN LEARNING AND DEVELOPMENT PROGRAM

| | | | | |
|--|---|---|-----------------|--------------------|
| Office or Division | | Human Resource Development and Administrative Support Division <ul style="list-style-type: none">Strategic Human Resource Unit (SHRU) | | |
| Classification | | Highly Technical | | |
| Type of Transaction | | G2G | | |
| Who May Avail | | All Quezon City Government employees and personnel with at least three (3) months in service | | |
| Checklist of Requirements: | | Where to Secure | | |
| <ul style="list-style-type: none">Active Account in the HRMD Online PlatformAccomplished e-TNA and ILDP | | Self-Accomplished in the HRMD Online Platform (hrmd.quezoncity.gov.ph) | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Registers through HRMD Online Platform | Opens registration and closes it once maximum capacity is reached | None | *1 day | L&D Team |
| 2. Receives confirmation email from the L&D Team | Sends official confirmation email notifying participants with confirmed slots | None | 1 day | L&D Team |
| 3. Attends L&D Intervention | Monitors the attendance | None | 1 day | L&D Team |
| 4. Completes the L&D intervention or course requirements | Monitors completion of course requirements | None | 7 days | L&D Team |
| 5. Receives the Certificate of Attendance or Completion | Issues Certificates of Attendance or Completion to participants who meet all requirements | None | 7 days | L&D Team |
| TOTAL: | | None | 17 days | |

*Note: Registration in the HRMD online platform opens 5 to 14 days before the actual day of L&D event and closes automatically once maximum capacity is reached.

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HRMO V

30. PARTICIPATION IN THE QUEZON CITY INTERNSHIP PROGRAM

| Office or Division | | Human Resource Development and Administrative Support Services Division <ul style="list-style-type: none">Strategic Human Resource Unit (SHRU) | | |
|---|--|--|---------------------|--------------------|
| Classification | | Highly Technical | | |
| Type of Transaction | | G2C | | |
| Who May Avail | | Senior High School / College / University students or volunteers who can render onsite internship | | |
| Checklist of Requirements: | | Where to Secure | | |
| <ul style="list-style-type: none">Resume of the Intern Applicant | | <ul style="list-style-type: none">Self-Accomplished | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Completes online application in Kalibrr and receives acknowledgement message | Sends automated acknowledgement message to intern applicants with complete application | None | 10 minutes | SHRU Team |
| 2. Receives invitation for interview in Kalibrr | Screens intern applicants and moves potential candidates to shortlist | None | 7 days | SHRU Team |
| 3. Confirms availability and receives interview details in Kalibrr | Sends interview details to candidates who confirmed availability | None | 4 days | SHRU Team |
| 4. Attends interview and orientation | Interviews candidates, and orients accepted interns | None | 1 day | SHRU Team |
| 5. Completes all requirements and delivers tasks in the duration of internship | Monitors the requirements of accepted interns | None | 3 days | SHRU Team |
| 6. Receives Certificate of Completion | Issues Certificate of Completion to interns who have completed all the relevant requirements | None | 1 day | SHRU Team |
| TOTAL: | | None | 16 days, 10 minutes | |

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HRMO V

31. ISSUANCE OF ID

| Office or Division | | Human Resource Development and Administrative Support Division | | |
|--|--|--|---------------------------|--------------------|
| Classification | | Simple | | |
| Type of Transaction | | G2G | | |
| Who May Avail | | <ul style="list-style-type: none">All Quezon City Hall employeesOn the Job Trainees | | |
| Checklist of Requirements: | | Where to Secure | | |
| <ul style="list-style-type: none">Request letter signed by the department head or authorized personnel.For all ID requests, attach a picture (4.5 cm x 3.5 cm in size, with a signature over the printed name).Details of the requested employee will be provided in an Excel file, which should be sent to the email of the staff responsible for creating the ID.For newly hired COS, Consultant, or Job Order employees, attach a photocopy of each employee's contract as an additional requirement.For newly appointed permanent plantilla employees, attach the dully signed appointment paper by the City Mayor.For the replacement of a lost ID, attach a picture of the employee (4.5 cm x 3.5 cm in size, with a signature over the printed name) along with a signed Affidavit of Loss as part of the additional requirements.For a damaged ID, attach a picture of the employee (4.5 cm x 3.5 cm in size, with a signature over the printed name) along with the damaged ID for replacement. | | Department / Office | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submit documents | Receives request and checks attached additional requirements | None | 2 minutes | Receiving Clerk |
| | Check the email for the information sent by the requesting DOU | None | 1 - 2 minutes per request | Admin Staff |
| | Copy all the information of the personnel concerned to the ID template | None | 2-5 minutes per request | Admin Staff |

| | | | | |
|----------------------------|---|------|---|------------------------------|
| | Print the ID of the requesting personnel | None | 3-15 minutes depending on the volume of the request | Admin Staff |
| 2. Receives the printed ID | Record and Release the ID to the requesting personnel | None | 2-3 minutes per request | Administrative Support Staff |
| TOTAL: | | None | 27 minutes per request | |

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AA III

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HRMO V

32. RATIONALIZATION

| Office or Division | | Human Resource Development and Administrative Support Division | | |
|--|---|--|-----------------|-----------------------|
| Classification | | Highly Technical | | |
| Type of Transaction | | G2G | | |
| Who May Avail | | QCG Department/Office Head | | |
| Checklist of Requirements: | | Where to Secure | | |
| <ul style="list-style-type: none">Request letter from the DOU HeadExisting Organizational StructureProposed Organizational Structure that includes the existing plantilla positions (Clearly distinguish which positions are existing from the proposed positions)Staffing Pattern of proposed positions (organized per division and section)Duties and functions of all proposed position titles.If there are any positions to be rectified or to be abolished, it should be included in the proposal. | | Department / Office | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submit request | Receives, records and routes documents | None | 10 minutes | Receiving Clerk |
| | Reviews and analyses proposed rationalization | None | 20 days | HRMA/HRMO in-charge |
| | Prepares comments and recommendation | None | 7 days | HRMA/HRMO in-charge |
| | Reviews comments and recommends approval to HRMD Head | None | *1 day | HRMD Asst. Dept. Head |
| | Approves/Signs comments and recommendation | None | *1 day | HRMD Head |
| 2. Receives comments and recommendations as approved by HRMD Head | Records and releases signed report to the DOU concerned | None | 10 minutes | Releasing Clerk |

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| 3. Re-submits proposal integrating the comments and recommendations of HRMD | Receives and records re-submitted proposals | None | 10 minutes | Receiving Clerk |
| | Reviews proposal for finalization of documents | None | 7 days | HRMA/HRMO in-charge |
| | Prepares a letter addressed to DOU concerned interposing no objection on the proposal | None | 1 day | HRMA/HRMO in-charge |
| | Reviews and recommends approval of the review | None | *1 day | HRMD Asst. Dept. Head |
| | Signs/Endorses the approval of the review on the proposed rationalization | None | *1 day | HRMD Head |
| 4. Receives approval of proposed rationalization | Records and releases signed endorsement | None | 10 minutes | Releasing Clerk |
| | TOTAL: | None | 39 days, 40 minutes | |

Note: *Subject to time availability of the signatory due to prior scheduled training/s and/or meeting/s

Prepared by:

VON ERICK P. LAGRADA
AA III

MILDRED P. SIDOCON
HRMO V

33. JOB APPLICATION

| | | | | |
|---|---|---|-----------------|--------------------|
| Office or Division | | Human Resource Development and Administrative Support Division | | |
| Classification | | Simple | | |
| Type of Transaction | | G2C | | |
| Who May Avail | | Walk-in Applicants | | |
| Checklist of Requirements: | | Where to Secure Applicant | | |
| <ul style="list-style-type: none">Letter of ApplicationPersonal Data Sheet with Picture/Resume/Biodata | | Civil Service Commission website (www.csc.gov.ph) | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submit the above requirements to the receiving counter | Inform applicants to apply thru Kalibrr.com | None | 15 minutes | Receiving Clerk |
| | Receives, records and hand over applications to the HRMO | None | 15 minutes | Receiving Clerk |
| | Assigns and puts a control number to each and every application | None | 30 minutes | HRMO |
| | Evaluates the submitted document and prepares the Transmittal Letter (including the educational attainment, eligibility, address, etc.) for approval of HRMD Head | None | 1 hour | HRMO |
| | Sign/approve the transmittal letter | None | *1 day | HRMD Head |
| | Transmits the letter of the applicant to the department/ office where his/her qualifications is suited | None | **1 day | Liaison |

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| | Informs the applicant that his/her application has been processed and patiently wait for the response of the office/department where his/her application is transmitted (estimated response time: 3 – 5 days) | None | 1 hour | HRMA |
| 2. The applicant will receive an email or personally claim a copy of the transmittal letter from HRMD. | After receiving the response of the office/department concerned, the applicant will be informed about the status of his/her application | None | 1 hour | HRMA |
| TOTAL: | | None | 2 days 4 hours | |

*Subject to time availability of the signatory due to prior scheduled training/s and/or meeting/s

**Liaison collates information and visits each department based on the daily schedule, which varies depending on operational needs, rotating across departments as required

Prepared by:

ERIC JOHN R. CUNANAN
HRMO II

MILDRED P. SIDOCON
HRMO V

34. PROUD TO BE QCG AWARDS

| | | | | |
|---|---|--|-----------------|--------------------|
| Office or Division: | | Human Resource Development and Administrative Support Division | | |
| Classification: | | Simple | | |
| Type of Transaction: | | G2G–Government to Government | | |
| Who may avail: | | All Quezon City Government Employees and Personnel | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Endorsement letter of the nomination of employee, personnel or the Department, Office, or Unit (DOU) from the DOU Head. 0. Documentation or proof of the remarkable deed, exemplary performance, or achievement (e.g. diploma showing completion of a post-graduate degree, personal testimonies on exemplary services). 3. Any other requirements as specified for the award. | | Department, Office, or Unit (DOU) | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submit endorsement letter signed by the DOU Head | 1.1. Receive the letter and route to the appropriate HRMD Division. | None | 30 Min. | Receiving clerk |
| | 1.2. Review the endorsement letter and recommend suitable awards. | None | 30 Min. | HRMD Officer |
| | 1.3. Consult with the HRMD Head to finalize the awards selection. | None | *1 Hour | HRMD Head |
| 2. Receive information on the awarding schedule | 2.1. Confirm the awardees' availability for the awarding ceremony. | None | **1 Day | HRMD Officer |
| | 2.2. Coordinate with the Quezon City Tourism Department (QCTD) and the Office in-charge of the Flag Raising Ceremony Program to organize the brief awarding ceremony. | None | ***1 Day | HRMD Officer |

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|--|--|------|-------------|----------------------------------|
| | <p>2.3. Prepare the following documents:</p> <p>a. Certificates of the awardees</p> <p>b. Letter addressed to the Office of the City Mayor for signature of the certificates</p> <p>c. Letter addressed to the Office-in-Charge of the Flag Raising Ceremony requesting to include the awarding ceremony in the program and copy furnish QCTD.</p> | None | 2 Hours | HRMD Officer |
| | 2.3. Review and recommend approval | None | *30 Minutes | HRMD Head |
| | 2.4. Record the signed letters from the HRMD Head and submit to the Office of the City Mayor (OCM), Office-in-Charge of the Flag Raising Ceremony, and QCTD. | None | 30 Minutes | Releasing Clerk |
| | 2.5. Create a PowerPoint presentation featuring the names of the awardees to be displayed during the program. | None | 30 Minutes | HRMD Officer |
| | 2.6. Draft the write-up for the announcement of the awardees' names and accomplishments to be read at the awarding ceremony. | None | 30 Minutes | HRMD Officer |
| | 2.7 Secure the approval of the Office in-charge for the Awarding Ceremony and relay approval to the QCTD | None | ***1 Day | HRMD Officer Office in-charge |
| | 2.8. Coordinate the final schedule (usually a week after HRMD contacted the awardee) call time, venue of awarding, and other instructions to the awardees. | None | 30 Minutes | HRMD Officer |

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| | 2.8. Prepare the certificates to be given during the Awarding Ceremony. | None | 1 Hour and 30 Minutes | HRMD Officer |
| Total: | | None | 4 days | |

*Subject to the time availability of the signatory due to prior scheduled training/s and/or meeting/s

**Subject to the prompt response of the awardee and subject to the number of lined-up awardees. The order of awarding will be based on the DOU who have first submitted endorsement letters to the HRMD.

*** Subject to the prompt response of the Office in-charge of the Flag Raising Ceremony or the QCTD.

Prepared by:

PAULINE ANGELA L. REYES
HRMO II

HUMAN RESOURCE PLANNING AND ORGANIZATIONAL DEVELOPMENT DIVISION

35. SUBMISSION OF STRATEGIC PERFORMANCE MANAGEMENT SYSTEM (SPMS)

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|---|--|---|-----------------|---|
| Office or Division | | Human Resource Planning and Organizational Development Division | | |
| Classification | | Complex | | |
| Type of Transaction | | G2G | | |
| Who May Avail | | QCG Employees (Plantilla) | | |
| Checklist of Requirements: | | Where to Secure | | |
| Office Performance Commitment and Review (OPCR) Division Performance Commitment and Review (DPCR) Individual Performance Commitment and Review (IPCR) | | Departments / Offices | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submission of accomplished OPCR, DPCR, IPCR, Summary List of Ratings | Receives documents, assigns control number, records relevant information and routes them to the Planning and Organizational Development Division. | None | 30 minutes | Receiving Clerk |
| | Conducts an initial review to ensure that documents are properly accomplished and signed by authorized signatories. <i>*Incomplete data/forms are returned to the respective DOU for correction and are subject to review upon resubmission</i> | None | 2 days | HRMO in-charge |
| | Consolidates the submitted OPCR's and endorses them to the PMT for validation. | None | *1 day | HRMO in-charge OCA as PMT Chairman |

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| | After PMT validation, the OPCR's will be forwarded to the City Mayor for approval. | None | *3 days | HRMO in-charge City Mayor as PMT Champion |
| | Scans completed appraisals for updating database records. | None | *1 day per office depending on the number of plantilla employees per DOU | Computer Operator II |
| | Completed and scanned appraisal forms will be filed for future reference and use. | None | 10 minutes | HRMO in-charge Computer Operator II |
| TOTAL: | | None | 7 days, 40 minutes | |

Note: *Subject to time availability of the signatory due to prior commitments.

Prepared by:

ROSALIE V. FRANCISCO
HRMO V

FEEDBACK AND COMPLAINTS MECHANISM

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|------------------------------|---|
| How to send Feedback | Accomplish the “Customer Satisfaction Survey Form” provided and drop in the designated box located at the HRMD receiving area. |
| How to process feedback | Customer Satisfaction Survey Form is being processed and retrieved on a monthly basis by the Quezon City Citizens Services Department. Results of which are being issued to the offices concerned to take action on the negative feedback, if any. Action taken on the negative feedback shall be provided to the QCCSD for their information and appropriate action. |
| How to file a complaint | Complaint may be filed through email at hrmd@quezoncity.gov.ph or through submission of written complaint at the HRMD front desk located at the 10F High Rise Building, QC Hall Compound, Elliptical Road, Quezon City. |
| How complaints are processed | <p>QCHRMD has designated personnel who shall take actions on the complaints as well as monitor and ensure that corresponding actions taken are implemented.</p> <p>Upon receipt of the complaint, the HRMO in-charge evaluates and analyses the complaint and start to investigate on the matter.</p> <p>The person being complained of will be asked to answer or explain the allegations stated therein documenting his/her statement.</p> <p>Upon receipt of the complainee’s response the HRMO in-charge will prepare the report or findings and submit to the HRMD Head for further instructions and appropriate action.</p> <p>The complainant will be notified of the actions taken on the complaint.</p> <p>All forms of complaint will be acted upon within 3 working days upon receipt.</p> |
| Contact Information | <p>For inquiries and further details, HRMD can be reached through:</p> <p>Email: hrmd@quezoncity.gov.ph</p> <p>Tel.: (02)8988-4242 loc. 8500; 8502; 8504; 8508</p> |

Reviewed by:

CHRISTIAN L. DELOS SANTOS
HRMO III

ROSALIE V. FRANCISCO
HRMO V

Recommending Approval:

ANGELITO S. OBILLO, JR.
Assistant Department Head

Approved by:

ATTY. NOEL R. DEL PRADO
HRMD Head