

**HUMAN RESOURCE MANAGEMENT DEPARTMENT**

**CITIZENS CHARTER 2023**

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 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.

# LIST OF SERVICES

<b>COMPENSATION AND BENEFITS DIVISION</b>	<b>5</b>
1. PREPARATION OF REGULAR PAYROLL	6
2. PREPARATION OF PAYROLL FOR BONUSES/BENEFITS	7
3. PREPARATION OF SPECIAL PAYROLL FOR FIRST SALARY/SALARY DIFFERENTIAL	8
4. PREPARATION OF SPECIAL PAYROLL FOR LONGEVITY/LOYALTY BENEFITS	9
5. PREPARATION OF PAYROLL FOR RATA (Representation and Transportation Allowance)	10
6. PREPARATION OF INCOME TAX RETURN (ITR) FOR PERMANENT EMPLOYEES	11
7. PREPARATION OF PAYROLL/VOUCHERS FOR CONCERNED OFFICES	12
8. LOAN DEDUCTION AND DELETION (FOR PERMANENT EMPLOYEES ONLY)	14
9. PROCESSING OF APPLICATION FOR VACATION/SICK LEAVE	15
10. PROCESSING OF APPLICATION FOR TRAVEL ABROAD, 50% MONETIZATION OF LEAVE CREDITS	16
11. PROCESSING OF APPLICATION FOR TERMINAL LEAVE	18
12. PROCESSING OF APPLICATION FOR REHABILITATION LEAVE, MAGNA CARTA FOR WOMEN (RA 9710) AND MATERNITY LEAVE	20
13. PROCESSING OF APPLICATION FOR RETIREMENT	22
14. GSIS LOAN APPLICATION VIA ELECTRONIC ONLINE	24
15. ENDORSEMENT FOR LANDBANK ATM	25
<b>RECRUITMENT AND CAREER MANAGEMENT DIVISION</b>	<b>26</b>
16. HIRING AND RENEWAL OF CONSULTANCY/COS/ JOB ORDER CONTRACTS UNDER EXECUTIVE BRANCH AND DIVISION OF CITY SCHOOLS (SEF FUNDED)	27
17. HIRING AND RENEWAL OF CONSULTANCY CONTRACTS/ COS/JOB ORDER CONTRACTS UNDER THE LEGISLATIVE BRANCH	30
<b>PERSONNEL ACTION DIVISION</b>	<b>33</b>
18. HIRING AND PROMOTION OF PLANTILLA PERSONNEL	34
19. ISSUANCE OF AUTHORITY TO TRANSFER	39
20. CHANGE OF NAME AND MARITAL STATUS	41
21. ISSUANCE OF ORDER OF SEPARATION	42
22. ISSUANCE OF ACCEPTANCE OF RESIGNATION	44
23. ISSUANCE OF SERVICE RECORD/CERTIFICATE OF EMPLOYMENT	46

<b>HUMAN RESOURCE DEVELOPMENT AND ADMINISTRATIVE SUPPORT SERVICES DIVISION</b>	<b>48</b>
24. ISSUANCE OF AUTHORITY TO ATTEND SEMINAR/TRAINING ON OFFICIAL BUSINESS/OFFICIAL TIME	49
25. ISSUANCE OF OFFICIAL TRAVEL AUTHORITY	51
26. ISSUANCE OF AUTHORITY TO CONDUCT TRAINING	53
27. ONLINE APPLICATION FOR QUEZON CITY INTERNSHIP PROGRAM	55
28. ISSUANCE OF ID	57
29. RATIONALIZATION PROCEDURE	58
30. JOB APPLICATION	60

# **COMPENSATION AND BENEFITS DIVISION**

**1. PREPARATION OF REGULAR PAYROLL**

<b>Office or Division</b>		Compensation and Benefits Division		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		G2G		
<b>Who May Avail</b>		QCG Officials and employees (Permanent, Job Order, Consultants and Contracts of Service)		
<b>Checklist of Requirements:</b>		<b>Where to Secure</b>		
<ul style="list-style-type: none"> <li>• Letter Request / Transmittal</li> <li>• Certification as to entitlement (2 copies)</li> <li>• Attendance report with DTR, approved leave, if any (Perm)</li> <li>• Accomplishment report (COS)</li> <li>• Request for LB Findes preparation</li> </ul>		Departments / Offices		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. The Liaison Officer submits required documents for payroll preparation of personnel under their jurisdiction	Receives and records payroll documents as to completion and forwards the same to the payroll unit	None	20 minutes	Receiving Clerk
	Checks and prepares payroll list with OBR and bank remittance	None	1 day	Payroll Staff
	Verifies payroll documents and list, affix initials	None	30 minutes	Compensation and Benefits Division Chief
	Signs prepared Bank remittance / Upload to LB WeAccess	None	1 day*	HRMD Head
	Records and releases prepared payrolls summary/bank remittance	None	10 minutes	Payroll Unit Counter 1 Clerk
<b>TOTAL:</b>		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

Prepared by:

  
**DALE PATRICK DP. LASALA**  
 HRMO IV

  
**LILIBETH D. OCHAVILLO**  
 HRMO IV

**2. PREPARATION OF PAYROLL FOR BONUSES/BENEFITS**

<b>Office or Division</b>		Compensation and Benefits Division		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		G2G		
<b>Who May Avail</b>		QCG officials and employees (Permanent, JO, COS and Contractual)		
<b>Checklist of Requirements:</b>		<b>Where to Secure</b>		
<ul style="list-style-type: none"> <li>• Letter Request / Transmittal</li> <li>• Certification of entitlement (2 copies)</li> <li>• Approved Leave if any (<i>for Permanent</i>)</li> </ul>		Departments / Offices		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. The Liaison Officer submits required documents for payroll preparation of personnel under their jurisdiction	Receives and checks as to completeness and forwards to payroll unit	None	20 minutes	Receiving Clerk
	Prepares requested payroll together with OBR and mandatory documents	None	1 day	Payroll Staff
	Verifies/Validates prepared payroll	None	30 minutes	Compensation and Benefits Division Chief
	Approves/Signs payroll	None	1 day*	HRMD Head
	Records and releases approved payroll for Bonuses/Benefits	None	10 minutes	Releasing Clerk
<b>TOTAL:</b>		None	2 days, 1 hour	

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

Prepared by:

  
**DALE PATRICK DP. LASALA**  
 HRMO IV

  
**LILIBETH D. OCHAVILLO**  
 HRMO IV



### 3. PREPARATION OF SPECIAL PAYROLL FOR FIRST SALARY/SALARY DIFFERENTIAL

<b>Office or Division</b>		Compensation and Benefits Division		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		G2G		
<b>Who May Avail</b>		QCG employees (Permanent and Contractual)		
<b>Checklist of Requirements:</b>		<b>Where to Secure</b>		
<ul style="list-style-type: none"> <li>• Letter request for payroll preparation of First Salary and Salary Differential</li> <li>• Attendance Report (2 copies)</li> <li>• Appointment (Certified Photocopy)</li> <li>• DTR, approved Leave (if any)</li> <li>• Position Description Form (PDF)</li> <li>• Oath of Office</li> <li>• Certification of Assumption of Duty</li> <li>• Duties &amp; Functions (For COS only)</li> <li>• Accomplishment Report (For COS only)</li> </ul>		Departments / Offices		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. The Liaison Officer submits required documents for payroll preparation of personnel under their jurisdiction	Receives and records submitted documents as to completeness	None	20 minutes	Receiving Clerk
	Checks and prepares payroll together with OBR and mandatory remittances	None	1 day	Payroll Staff
	Verifies/Validates payroll list	None	30 minutes	Compensation and Benefits Division Chief
	Signs/Approves payroll	None	1 day*	HRMD Head
	Records and releases the signed Special Payroll	None	10 minutes	Releasing Clerk
<b>TOTAL:</b>		None	2 days, 1 hour	

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Prepared by:

  
**DALE PATRICK D.P. LASALA**  
 HRMO IV

  
**LILIBETH D. OCHAVILLO**  
 HRMO IV

**4. PREPARATION OF SPECIAL PAYROLL FOR LONGEVITY AND LOYALTY BENEFITS**

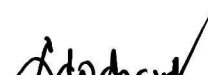
<b>Office or Division</b>		Compensation and Benefits Division		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		Internal		
<b>Who May Avail</b>		QCG Permanent Employee		
<b>Checklist of Requirements:</b>		<b>Where to Secure</b>		
<ul style="list-style-type: none"> <li>Letter Request for Longevity / Loyalty (2 copies)</li> <li>Latest service record including COS (2 copies)</li> <li>Latest certification of leave without pay (2 copies)</li> </ul>		Departments / Offices		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. The Liaison Officer submits required documents for payroll preparation of personnel under their jurisdiction	Receives and records submitted requirements as to completeness	None	20 minutes	Receiving Clerk
	Checks documents and prepares Special Payroll	None	1 day	Payroll Staff
	Verifies/Validates payroll	None	30 minutes	Compensation and Benefits Division Chief
	Approves /Signs Payroll for Longevity / Loyalty	None	1 day*	HRMD Head
2. Receives signed Special payroll.	Records and releases signed Special Payroll.	None	10 minutes	Releasing Clerk
<b>TOTAL:</b>		None	2 days, 1 hour	

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Prepared by:



**DALE PATRICK DP. LASALA**  
HRMO IV



**LILIBETH D. OCHAVILLO**  
HRMO IV

**5. PREPARATION OF PAYROLL FOR RATA  
(Representation and Transportation Allowance)**

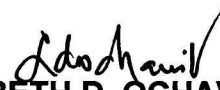
<b>Office or Division</b>		Compensation and Benefits Division		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		G2G		
<b>Who May Avail</b>		QCG City Officials who are entitled to RATA		
<b>Checklist of Requirements:</b>		<b>Where to Secure</b>		
<ul style="list-style-type: none"> <li>Letter request for Department / Office Head / Asst. Dept. Head / Division Chiefs</li> <li>Attendance Report (2 copies)</li> <li>Certification as to entitlement (2 copies)</li> <li>Office Order for Officer-in-Charge/Acting Chief</li> <li>Certification of No Issued Vehicles from CGSD</li> </ul>		Departments / Offices		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. The Liaison Officer submits required documents for payroll preparation of officials under their jurisdiction who are entitled to RATA	Receives and records documents submitted	None	20 minutes	Receiving Clerk
	Checks documents and prepares Payroll	None	1 day	Payroll Staff
	Verifies/Validates payroll	None	30 minutes	Compensation and Benefits Division Chief
	Signs prepared payroll	None	1 day*	HRMD Head
	Records and releases payroll	None	10 minutes	Payroll Releasing Clerk
<b>TOTAL:</b>		None	2 days, 1 hour	

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

Prepared by:



**DALE PATRICK DP. LASALA**  
HRMO IV



**LILIBETH D. OCHAVILLO**  
HRMO IV

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

<b>Office or Division</b>		Compensation and Benefits Division		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		G2G		
<b>Who May Avail</b>		QCG employees (Permanent)		
<b>Checklist of Requirements:</b>		<b>Where to Secure</b>		
<ul style="list-style-type: none"> <li>Request letter for ITR</li> </ul>		Requesting Party		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits request letter	Receives and records the request	None	10 minutes	Receiving Clerk
	Checks and prepares Income Tax Returns (ITR)	None	1 day	Payroll Staff
	Verifies/Validates documents	None	30 minutes	Compensation and Benefits Division Chief
	Approves/Signs requested ITR	None	1 day*	HRMD Head
2. Receives the Income Tax Returns (ITR)	Records and releases the Income Tax Return	None	10 minutes	Releasing Clerk
<b>TOTAL:</b>		None	2 days, 50 minutes	

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Prepared by:



**DALE PATRICK DP. LASALA**  
HRMO IV



**LILIBETH D. OCHAVILLO**  
HRMO IV

**7. PREPARATION OF PAYROLL/ VOUCHERS FOR THE FOLLOWING CONCERNED OFFICES**

<b>Office or Division</b>	Compensation and Benefits Division
<b>Classification</b>	Simple
<b>Type of Transaction</b>	G2G
<b>Who May Avail</b>	Those who are employed in the following offices: A. Senior Citizen Volunteers – SSDD B. Hazard Pay – QCHD / NDH/ RMBH / SSDD C. Salaries of DECS contractual – Division of City School D. Overtime Pay – concerned Department E. Philhealth Capitation – QCHD F. Training Fees / Travelling expenses – concerned Departments G. Riverways Clearing Operations Project Volunteers – EPWMD H. Community Health Workers – QCHD
<b>Checklist of Requirements:</b>	<b>Where to Secure</b>
<ul style="list-style-type: none"> <li>• Request letter</li> <li>• Payroll / voucher prepared by Dept / Office concerned</li> <li>• Certified photocopy of signed Authority for items B/D/F</li> <li>• Accomplishment Report (for overtime pay)</li> <li>• DTR (for overtime pay)</li> <li>• Copy of contract and Accomplishment Report (for Senior Citizen Volunteers RCOP volunteers / Community Health Workers)</li> <li>• Copy of Certificate of Completion (for Trainings/ Seminars attended)</li> </ul>	Departments / Offices

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The Liaison Officer submits all documentary requirements of personnel under their jurisdiction	Receives and records documents as to completeness	None	20 minutes	Receiving Clerk
	Checks documents and prepares payroll	None	1 day	Payroll Staff
	Verifies/Validates payroll	None	30 minutes	Compensation and Benefits Division Chief
	Approves/Signs payroll / vouchers	None	1 day*	HRMD Head
	Records and releases signed payrolls/vouchers	None	10 minutes	Releasing Clerk
<b>TOTAL:</b>		None	2 days, 1 hour	

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Prepared by:



**DALE PATRICK DP. LASALA**  
HRMO IV



**LILIBETH D. OCHAVILLO**  
HRMO IV

**8. LOAN DEDUCTION AND DELETION (FOR PERMANENT EMPLOYEES ONLY)**

<b>Office or Division</b>		Compensation and Benefits Division		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		G2G		
<b>Who May Avail</b>		QCG Permanent Employees applying for loan renewal		
<b>Checklist of Requirements:</b>		<b>Where to Secure</b>		
<ul style="list-style-type: none"> <li>Request letter</li> </ul>		Department / Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits request letter.	Receives and records request	None	10 minutes	Receiving Clerk
	Checks and prepares report for employee's loan deduction/deletion	None	1 hour	Payroll Staff
	Verifies and recommends approval of loan deduction/deletion	None	30 minutes	Compensation and Benefits Division Chief
	Approves/Disapproves loan deduction/deletion	None	1 day*	HRMD Head
	Updates employee's loan deduction/deletion	None	20 minutes	Payroll Staff
<b>TOTAL:</b>		None	1 day, 2 hours	

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Prepared by:

  
**DALE PATRICK DP. LASALA**  
 HRMO IV


  
**LILIBETH D. OCHAVILLO**  
 HRMO IV

**9. PROCESSING OF APPLICATION FOR VACATION LEAVE/SICK LEAVE**

<b>Office or Division</b>		Compensation and Benefits Division		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		G2G		
<b>Who May Avail</b>		QCG Permanent Employees		
<b>Checklist of Requirements:</b>		<b>Where to Secure</b>		
<ul style="list-style-type: none"> <li>Request letter approved, signed and endorsed by the Department Head</li> <li>For VL application (Office and General Clearance for one month or more)</li> <li>For SL application (Medical Certificate/Medical Abstract, Office Clearance and General Clearance for one month or more)</li> <li>Medical certificate for SL application in excess of five days</li> <li>Leave application &amp; Leave card <i>NOTE: SUBMIT IN TWO (2) SETS</i></li> </ul>		<p style="text-align: center;">Departments / Offices</p> <p style="text-align: center;">Attending Physician/QC Health Department</p> <p style="text-align: center;">Attending Physician/QC Health Department</p>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. The Liaison Officer submits Leave application with documentary requirements of employees under their respective jurisdiction	Receives, records and routes documents	None	20 minutes	Receiving Clerk
	Processes Leave Application/ recomputes leave credits	None	5 hours	HRMA/ HRMO in-charge
	Assesses, validates, checks and affixes initials on leave application	None	30 minutes	Compensation and Benefits Division Chief
	Approves/Signs leave application/s	None	1 day*	HRMD Head
2. Receives approved leave	Records and releases approved application/s to client/s	None	10 minutes	Releasing Clerk
<b>TOTAL:</b>		None	1 day, 6 hours	

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

  
**LILIBETH D. OCHAVILLO**  
 HRMO IV




**10. PROCESSING OF APPLICATION FOR TRAVEL ABROAD, 50% MONETIZATION OF LEAVE CREDITS**

<b>Office or Division</b>	Compensation and Benefits Division
<b>Classification</b>	Simple
<b>Type of Transaction</b>	G2G
<b>Who May Avail</b>	QCG Permanent Employees
<b>Checklist of Requirements:</b>	<b>Where to Secure</b>
<p><b>Requirements for Travel Authority</b></p> <ul style="list-style-type: none"> <li>• Letter request approved, signed and endorsed by the Department/Office Head</li> <li>• Leave application</li> <li>• Leave card</li> <li>• Office and General clearance (1 month and above)</li> <li>• Office clearance only if less than 1 month</li> </ul> <p><b>Requirements for 50% Monetization of Leave Credits</b></p> <ul style="list-style-type: none"> <li>• Letter request of applicant stating the purpose of availment approved, signed and endorsed by the Department/Office Head</li> <li>• Letter of Indorsement approved by the Office of the City Administrator</li> <li>• Waiver of those who will not avail the 10 days monetization for the fiscal year</li> <li>• Medical Certificate/Medical Abstract (for medical purpose)</li> <li>• Leave Application and Leave Card</li> <li>• Advise of Allotment</li> </ul> <p><b>NOTE: SUBMIT IN TWO (2) SETS</b></p>	<p>Departments / Offices</p> <p>Attending Physician/QC Health Department</p>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits request for leave application	Receives leave application and complete requirements	None	20 minutes	Receiving Clerk
	Process/recomputes leave application	None	1 day	HRMA/HRMO in-charge
	Prepares Authority to Travel, in case of travel abroad	None	1 hour	HRMA/HRMO in-charge
	Assesses, validates computation, and affixes initial on the leave application and/or authority to travel	None	30 minutes	Compensation and Benefits Division Chief
	Signs/Approves Leave Application and recommends approval of the Authority to Travel / 50% Monetization to the City Mayor.	None	1 day*	HRMD Head
	Forwards the approved leave and Authority to Travel / 50% Monetization to Office of the City Mayor for approval (estimated approval period: 1 to 2 days)	None	20 minutes	Liaison
	Receives signed/approved Authority to Travel 50% Monetization from the Office of the City Mayor	None	20 minutes	Receiving Clerk
2. Receives approved Authority to Travel / 50% Monetization	Records and releases approved leave and authority to travel signed by the City Mayor	None	10 minutes	Releasing Clerk
<b>TOTAL:</b>		None	2 days, 2 hours, 40 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

  
**LILIBETH D. OCHAVILLO**  
 HRMO IV


## 11. PROCESSING OF APPLICATION FOR TERMINAL LEAVE

<b>Office or Division</b>		Compensation and Benefits Division		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		G2G		
<b>Who May Avail</b>		QCG Plantilla Employees		
<b>Checklist of Requirements:</b>		<b>Where to Secure</b>		
<ul style="list-style-type: none"> <li>• Letter Request approved and indorsed by the Department Head</li> <li>• Leave application</li> <li>• Leave card</li> <li>• GSIS Clearance</li> <li>• Office Clearance</li> <li>• General Clearance</li> <li>• Certificate of No pending Case (from City Legal Department)</li> <li>• Service Record with Certificate of Leave of Absence Without Pay</li> <li>• Ombudsman Clearance</li> <li>• Statement of Assets , Liabilities and Net Worth (SALN)</li> <li>• <i>NOTE: SUBMIT IN TWO (2) SETS</i></li> </ul>		<p style="text-align: center;">Department / Office</p> <p style="text-align: center;">City Legal Department</p> <p style="text-align: center;">Office of the Ombudsman</p>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits requests for leave application	Receives leave application and complete requirements	None	20 minutes	Receiving Clerk
	Processes/recomputes leave application	None	1 day	HRMA/HRMO in-charge
	Assesses, validates computation and affix initials on leave application	None	1 hour	Compensation and Benefits Division
	Signs and recommends approval of the application to the City Mayor	None	1 day*	HRMD Head
	Forwards the recommended leave application to Office of the City Mayor (estimated approval period: 1 to 2 days)	None	20 minutes	Liaison
	Receives the approved/signed application from the Office of the City Mayor	None	10 minutes	Receiving Clerk

2. Receives approved leave	Records and Releases approved leave signed by the City Mayor	None	10 minutes	Releasing Clerk
<b>TOTAL:</b>		None	2 days, 2 hours	

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

  
**LILIBETH D. OCHAVILLO**  
 HRMO IV

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

<b>Office or Division</b>		Compensation and Benefits Division		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		G2G		
<b>Who May Avail</b>		QCG Permanent Employees		
<b>Checklist of Requirements:</b>		<b>Where to Secure</b>		
<ul style="list-style-type: none"> <li>Letter Request approved, signed and endorsed by the Department/Office Head</li> <li>Leave application</li> <li>Leave card</li> <li>Office Clearance</li> <li>General Clearance</li> <li>Medical Certificate/Medical Abstract from OB -GYNE (for Maternity leave)</li> </ul> <p><b>Additional Requirements for Maternity</b></p> <ul style="list-style-type: none"> <li>Child's Birth Certificate</li> <li>Marriage Contract</li> <li>Affidavit of Singleness (for Unmarried Women)</li> </ul> <p><b>Additional Requirements for Rehabilitation Leave</b></p> <ul style="list-style-type: none"> <li>Incident Report from the Office concern</li> </ul> <p><i>NOTE: SUBMIT IN TWO (2) SETS</i></p>		<p>Department / Office</p> <p>Attending Physician</p> <p>City Civil Registry Department/ PSA</p> <p>PSA</p>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. The Liaison Officer submits leave application of employee/s under their jurisdiction	Receives and records communication and leave application	None	20 minutes	Receiving Clerk
	Processes/recomputes leave application	None	1 day	HRMA/HRMO In-charge
	Assesses, validates computation and affix initials on the application	None	1.5 hour	Compensation and Benefits Division Chief
	Approves/Signs the leave application	None	1 day*	HRMD Head

2. Receives the approved leave	Records and releases the approved leave	None	10 minutes	Releasing Clerk
<b>TOTAL:</b>		None	2 days, 2 hours	

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

  
**LILIBETH D. OCHAVILLO**  
 HRMO IV

### 13. PROCESS FOR APPLICATION FOR RETIREMENT

<b>Office or Division</b>		Compensation and Benefits Division		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		G2G		
<b>Who May Avail</b>		QCG Permanent Employees who are 65 years old (compulsory retirement) or less than 65 years old (optional retirement)		
<b>Checklist of Requirements:</b>		<b>Where to Secure</b>		
<ul style="list-style-type: none"> <li>• Letter of Request approved and endorsed by the Department / Office Head</li> <li>• Application form for Retirement (GSIS Form)</li> <li>• Certificate of No Pending Case (from the City Legal Department)</li> <li>• Service Record with Certificate of Leave of Absence without Pay</li> <li>• Office Clearance</li> <li>• General Clearance</li> <li>• Declaration of Pendency/Non-Pendency Case</li> <li>• For employee with discrepancies in name and date of birth, a Certificate of Live Birth from PSA must be submitted</li> </ul> <p><i>NOTE: SUBMIT IN TWO (2) SETS</i></p>		<p>Departments / Offices</p> <p>City Legal Department</p> <p>HRMD</p> <p>PSA</p>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits application and requirements	Receives the application and pertinent documents	None	20 minutes	Receiving Clerk
	Checks/assesses attachments and prepares communication	None	1 day	HRMA/HRMO in-charge
	Assesses, validates pertinent documents and communication and affix initials on the application	None	1 hour	Compensation and Benefits Division Chief
	Approves/Signs the application for retirement and communication	None	1 day*	HRMD Head / HRMD Asst. Dep't.
2. Receives application	Records and releases the application	None	20 minutes	Liaison Officer
<b>TOTAL:</b>		None	2 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:

  
**BELINDA P. BAQUIRAN**  
HRMO III

  
**LILIBETH D. OCHAVILLO**  
HRMO IV



**14. GSIS LOAN APPLICATION VIA ELECTRONIC ONLINE**

<b>Office or Division</b>		Compensation and Benefits Division		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		G2G		
<b>Who May Avail</b>		QCG Permanent Employees		
<b>Checklist of Requirements:</b>		<b>Where to Secure</b>		
<ul style="list-style-type: none"> <li>• Must have applied for Consolidated, Policy or Emergency Loan in the GSIS Kiosk;</li> <li>• Duly Notarized Affidavit</li> <li>• Photocopy of Payslip</li> <li>• Indorsement from the Office/Dept. of employee applying for loan.</li> <li>• Certificate of No Pending Case</li> </ul>		Department/Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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
	Access the GSIS Authorized Officer Website	None	1 hour	Agency Authorized Officer
	Approves loan for qualified applicant	None	20 minutes	Agency Authorized Officer
<b>TOTAL:</b>		None	2 hours	

Prepared by:

  
**BELINDA P. BAQUIRAN**  
 HRMO III


  
**LILIBETH D. OCHAVILLO**  
 HRMO IV

**15. ENDORSEMENT FOR LANDBANK ATM**

<b>Office or Division</b>		Compensation and Benefits Division		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		G2G		
<b>Who May Avail</b>		All QCG Employees		
<b>Checklist of Requirements:</b>		<b>Where to Secure</b>		
<ul style="list-style-type: none"> <li>Letter request / Letter endorsement from Department/Office Head concerned</li> <li>Duly notarized affidavit in case of loss or damaged ATM</li> </ul>		Department / Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. 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
2. Receives endorsement to Landbank	Records and releases signed endorsement letter	None	5-10minutes	Releasing Clerk
<b>TOTAL:</b>		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**  
 Admin Aide II

  
**LILIBETH D. OCHAVILLO**  
 HRMO IV

# **RECRUITMENT AND CAREER MANAGEMENT DIVISION**

**16. HIRING AND RENEWAL OF CONSULTANCY/ CONTRACT OF SERVICE (COS)  
UNDER EXECUTIVE BRANCH AND DIVISION OF CITY SCHOOLS (SEF FUNDED)**

<b>Office or Division</b>		Recruitment and Career Management Division		
<b>Classification</b>		Complex		
<b>Type of Transaction</b>		G2G		
<b>Who May Avail</b>		Contractual employees Under Executive Branch and Division of City Schools (DCS) SEF Funds		
<b>Checklist of Requirements:</b>		<b>Where to Secure</b>		
<ul style="list-style-type: none"> <li>• Recommendation Letter from the Department/ Office / Task Force Unit Heads for the Renewal of their respective Personnel</li> <li>• Contracts (Contracts of Service, Consultancy Contract and Job Order)</li> <li>• Duly filled-up Personal Data Sheet (PDS Revised 2017)</li> <li>• Contractual Appraisal Form (for renewal);</li> <li>• Panunumpa and Actual Duties of each personnel</li> <li>• Drug test Report/Certificate</li> <li>• NBI Clearance (for newly-hire)</li> <li>• Proof of Payment of BIR Mandatory Annual Registration</li> <li>• Photocopy of Credentials</li> <li>• Endorsement/Approval from the City Administrator (for newly-hire)</li> <li>• Picture with name and signature</li> </ul>		Departments / Offices		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. The Liaison/Administrative Officer submits recommendation for hiring/renewal/extension of consultancy/ COS/JO personnel under their respective jurisdiction together with all the documentary requirements	Receives, records and routed the documents submitted to the personnel in-charge	None	20 minutes	Receiving Clerk

	<p>Checks and reviews the documents as to the validity, veracity, accuracy and completeness of documents submitted</p> <p>Encodes in Database for Records purposes</p> <p>**In case that there is any corrections, the HRMD returns the submitted documents to the concerned Department/ Office</p> <p>(Estimated returning of documents from the concerned office: 1 to 7 days)</p>	None	1-2 days (depending on the volume and personnel listed in the contracts)	HRMA/HRMO in-charge
	<p>Affixes initials and recommends approval of the Contracts.</p>	None	30 minutes	HRMA/HRMO in-charge
	<p>Approves/Signs Contracts and Oath of Office</p>	None	1 day*	Head, HRMD

	<p>Forwards the contracts to the City Budget Department for Certification as to the existence of appropriation (<i>estimated time is 1-2 days but still depends on the City Budget Department's process</i>)</p> <p><b>** In case of new hires, the City Budget forward the Contracts to OCM for the City Mayor's signature</b></p>	None	30 minutes	Releasing Clerk
2. The Liaison Officer re-submits the Contracts funded by CBD and signed by the City Mayor	Receives and records all approved contracts	None	10 minutes	Receiving Clerk
	<p>Releases original contract and Oath of Office to concerned Departments/ Offices</p> <p>For consultancy contract, photocopy and notarize the contract</p>	None	5 minutes	Receiving Clerk
3. The Liaison Officer returns the original and photocopy of the approved contract/s or Oath of Office	Certifies the photocopy of approved contract and Oath of Office to be release by the concerned Department/ Office	None	20 minutes	HRMA/HRMO in-charge
<b>TOTAL:</b>		None	3 days, 1 hour, 55 minutes	

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

Prepared by:

  
**ROWENA A. OLIVEROS**  
 HRMO III

**17. HIRING AND RENEWAL OF CONSULTANCY CONTRACTS / CONTRACT OF SERVICE (COS)/JOB ORDER CONTRACT UNDER THE LEGISLATIVE BRANCH**

<b>Office or Division</b>		Recruitment and Career Management Division		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		G2G		
<b>Who May Avail</b>		Contractual employees and Consultants Under Legislative Branch		
<b>Checklist of Requirements:</b>		<b>Where to Secure</b>		
<ul style="list-style-type: none"> <li>• Recommendation/Indorsement letter from Head</li> <li>• Contract for Contract of Service and Job Order Personnel with Actual Duties and Functions</li> <li>• Duly accomplished Personal Data Sheet (Revised 2017)</li> <li>• Oath of Office</li> <li>• Drug Test</li> <li>• NBI Clearance</li> <li>• List of Screened Personnel approved/signed by the City Vice Mayor or his duly authorized representative</li> <li>• Consultancy Contract (for Consultants) together with duly accomplished Personal Data Sheet (Revised 2017) and Oath of Office (<i>Note: duties and functions enumerated on the face of the Consultancy Contract</i>)</li> </ul>		Department / Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. The Liason/Administrative Officer submits recommendation for hiring/renewal/extension of consultancy/ COS/JO personnel under their respective jurisdiction together with all the documentary requirements	Receives, records and routed the documents submitted to the personnel in-charge	None	20 minutes	Receiving Clerk
	Checks and reviews document as to the completeness, veracity and accuracy of the documents submitted	None	1-2 days (depending on the volume and personnel listed in the contracts)	HRMA/HRMO in-charge

## 18. HIRING AND PROMOTION OF PLANTILLA PERSONNEL

<b>Office or Division</b>	Personnel Action Division
<b>Classification</b>	Highly Technical
<b>Type of Transaction</b>	G2G
<b>Who May Avail</b>	All qualified and eligible applicant
<b>Checklist of Requirements:</b>	<b>Where to Secure</b>
<p><b>For lateral/COS/JO applicants:</b></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. Photocopy of Training Certificates, if applicable;</p> <p>3. Authenticated Copy of Transcript of Record, if applicable;</p> <p>4. Authenticated Copy of Diploma, if applicable;</p> <p>5. Authenticated Career Service Eligibility / Bar Certification/ PRC Board rating for positions NOT involving practice of profession and PRC License / Bar Certification for positions involving practice of profession;</p> <p>6. Copy of Contractual Appraisal Report in the last rating period;</p> <p>7. CSC form No. 211, Revised 2018 (Medical Certificate) w/ attached drug test, urinalysis, blood test, x-ray, neuropsychological test results</p> <p>8. Original copy of PSA Birth Certificate</p> <p>9. Original copy of PSA Marriage Certificate, if applicable</p> <p>10. Original copy of NBI Clearance; and</p> <p>11. Affidavit of No Relation to the Appointing / Recommending Authority.</p> <p><b>For plantilla personnel applying for promotion:</b></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. Photocopy of Training Certificates, if applicable;</p> <p>3. Photocopy of Transcript of Record, if applicable;</p>	<p>Departments / Offices</p> <p>School/College Last Attended</p> <p>School/College Last Attended</p> <p>Professional Regulation Commission / Supreme Court of the Philippines / Civil Service Commission</p> <p>Departments / Offices</p> <p>Clinic / Laboratory</p> <p>Philippine Statistics Authority</p> <p>Philippine Statistics Authority</p> <p>National Bureau of Investigation</p> <p>Departments / Offices</p> <p>Departments / Offices</p> <p>School/College Last Attended</p>



<p>4. Photocopy of Diploma, if applicable;</p> <p>5. Authenticated Career Service Eligibility / Bar Certification/ PRC Board rating for positions NOT involving practice of profession and PRC License / Bar Certification for positions involving practice of profession;</p> <p>6. Copy of Individual Performance Commitment and Accountability (IPCA) Report in the last rating period;</p> <p>7. Drug test result</p> <p>8. Original copy of NBI Clearance; and</p> <p>9. Affidavit of No Relation to the Appointing / Recommending Authority.</p>	<p>School/College Last Attended</p> <p>Professional Regulation Commission / Supreme Court of the Philippines / Civil Service Commission</p> <p>Departments / Offices</p> <p>Clinic / Laboratory</p> <p>National Bureau of Investigation</p> <p>Departments / Offices</p>
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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	10 minutes	Receiving Clerk
	Verifies the availability of the positions and prepares publication documents for initial of PAD Head	None	2 to 3 days	HRMO
	Checks the publication documents for approval of the HRMD Head	None	7 days	PAD Head
	Signs/approves the publication document	None	1 to 2 days	HRMD Head
	<p>Forwards via email to CSC for publication.</p> <p>Note: Once the posting for publication is approved based on CSC requirement, the applicant waits for a certain period before filling-up the vacant position</p>	None	10 minutes	HRMO

2. Office / Department submit required documents of pre-screened applicants	Receives, records and routes the submitted requirements of the pre-screened applicants	None	10 minutes	Receiving Clerk
	A. Checks the documents submitted	None	7 to 10 working days (depends on the number of applicants)	HRMA / HRMO
	B. Evaluates paper qualification and prepares the Comparative Assessment Forms, Compliance letter / observation, findings, if there is any	None		HRMA / HRMO
	C. Schedules the date of PSB (for approval by the Chairman and the members)	None		HRMA / HRMO
	Approves the agenda of the positions to be screened	None	1 day*	HRMD Head / HRMPSB Members
	Once the schedule is approved, HRMD acts as secretariat during the PSB En Banc Screening of Contenders	None	1 day	HRMO
	Prepares Appointment/s, RA 7160 and other pertinent documents pursuant to Sec. 5 Rulle II of CSC ORAOHRA for City Mayor signature  (Estimated time of Mayor's signature: 2 weeks to 6 weeks)	None	7 days	HRMO & HRMA

3. Require office / department to submit additional document for CSC attestation and on-boarding purposes of successful applicant	Once Appointment/s is/are signed, prepares request letter for Certificate of funding and photocopies the attachments	None	1 day	HRMO & HRMA
	Forwards the request of Certificate of Funding from the City Accounting Department  (Estimated time for Certificate of Funding: 7-14 days)	None	15 minutes	Liaison
	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 days)	None	1 day	HRMO & HRMA
	Prepares transmittal letter of appointment/s and supporting documents for CSC attestation	None	30 minutes	HRMO & HRMA
	Scans and photocopies Appointment Transmittal and Action Form (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	10 minutes	Receiving Clerk
	Prepares Transmittal Letter of attested appointment/s and Updating of Personnel Schedule	None	7 days	HRMO & PAD Head
	Transmitted the attested appointment/s to concerned Departments	None	20 minutes	Liaison
<b>TOTAL:</b>		None	40 days, 3 hours	

**Note:**

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

- 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, MR is prepared / drafted for City Mayor's signature and once signed concerned Department is requested to file signed MR with CSC attaching therein the required documents.

Prepared by:

  
**MAXINE B. SALVADOR**  
 HRMO III

  
**ELRONIZA U. GARCIA**  
 HRMO V

**19. ISSUANCE OF AUTHORITY TO TRANSFER**

<b>Office or Division</b>		Personnel Action Division		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		G2G		
<b>Who May Avail</b>		QCG Employee who opt to transfer to any Local/National Agency		
<b>Checklist of Requirements:</b>		<b>Where to Secure</b>		
<ul style="list-style-type: none"> <li>• Request letter approved and indorsed by the Department/Office Head concerned</li> <li>• Office Clearance</li> <li>• General Clearance</li> <li>• Certification of No Pending Case (from the City Legal Dept.)</li> <li>• Assumption of duty (from Accepting Agency)*</li> <li>• CTC Appointment papers (from Accepting Agency) *</li> </ul>		Department / Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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 Office of the City Mayor	None	10 minutes	Receiving Clerk

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
<b>TOTAL:</b>		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:

  
**MARIA SALOME B. ALABA**  
 HRMO V

  
**ELRONIZA U. GARCIA**  
 HRMO V

**20. CHANGE OF NAME AND MARITAL STATUS**

<b>Office or Division</b>		Personnel Action Division		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		G2G		
<b>Who May Avail</b>		All female QCG employees who are married		
<b>Checklist of Requirements:</b>		<b>Where to Secure</b>		
<ul style="list-style-type: none"> <li>• 2 certified Photocopy of marriage contracts (PSA copy)</li> <li>• Request letter indorsed by the Office/Dept. Head of the employee concern</li> </ul>		PSA  Department / Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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
<b>TOTAL:</b>		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

Prepared by:

  
**MARIA SALOME B. ALABA**  
 HRMO V

  
**ELRONIZA U. GARCIA**  
 HRMO V

**21. ISSUANCE OF NOTICE OF ORDER OF SEPARATION**

<b>Office or Division</b>		Personnel Action Division		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		G2G		
<b>Who May Avail</b>		QCG Employees who are on AWOL		
<b>Checklist of Requirements:</b>		<b>Where to Secure</b>		
<ul style="list-style-type: none"> <li>Office/Department Heads Recommendation for Dropping from the Rolls</li> </ul>		Dept / Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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
<b>TOTAL:</b>		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

Prepared by:

  
**MARIA SALOME B. ALABA**  
 HRMO V

  
**ELRONIZA U. GARCIA**  
 HRMO V

## 22. ISSUANCE OF ACCEPTANCE OF RESIGNATION

<b>Office or Division</b>		Personnel Action Division		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		G2G		
<b>Who May Avail</b>		QCG Employees who opt to sever employment for personal reasons, i.e. health, family, employment (local or abroad)		
<b>Checklist of Requirements:</b>		<b>Where to Secure</b>		
<ul style="list-style-type: none"> <li>• Resignation letter of employee</li> <li>• Indorsement from the Head of Department / Office</li> <li>• Office Clearance</li> <li>• General Clearance</li> <li>• SPMS (last 2 rating period)</li> <li>• Certificate of No Pending Case (from City Legal Department)</li> </ul>		Department / Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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
<b>TOTAL:</b>		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

Prepared by:

  
**MARIA SALOME B. ALABA**  
 HRMO V

  
**ELRONIZA U. GARCIA**  
 HRMO V

**23. ISSUANCE OF SERVICE RECORD / CERTIFICATE OF EMPLOYMENT (COE)**

<b>Office or Division</b>		Personnel Action Division		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		G2G		
<b>Who May Avail</b>		QCG Permanent, Co-Terminus and Contracts of Service (Active or In-Active) employees		
<b>Checklist of Requirements:</b>		<b>Where to Secure</b>		
• Duly accomplished Request Form		Department / Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill-up and submit 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	30 minutes	Records Personnel
	Prepares Service Record/Certificate of Employment	None	6 hours	HRMA/HRMO in-charge
	Checks/Initials/recommends approval of the requested document	None	40 minutes	HRMO IV
	Signs/approves Service Record/Certificate of Employment	None	1 day*	HRMD Head
	Record signed requested document before handing over to the releasing counter	None	20 minutes	HRMA/HRMO

Receives signed document	Releases signed documents to the requesting party	None	15 minutes	Releasing Clerk
<b>TOTAL</b>		None	2 days	

Note:

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

- Service Record requested for Longevity pay, GSIS and Loyalty shall be forwarded to Employee Welfare Division for computation of leave without pay.

Prepared by:

  
**JOVEN P. PILI**  
 HRMO IV

**HUMAN RESOURCE  
DEVELOPMENT AND  
ADMINISTRATIVE SUPPORT  
SERVICES DIVISION**

**24. 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**

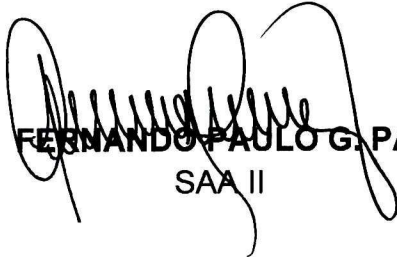
An employee shall be considered ON OFFICIAL BUSINESS if he / she has been authorized to incur expenses such as seminar / registration fee, transportation / accommodation fees (if any), per diem, etc. to be charged against the Training Fund of the Quezon City Government subject to rules and regulations under Executive Order No. 77, s.2019 and National Budget Circular No. 563 s.2016.


<b>Office or Division</b>		Human Resource Development and Administrative Support Services Division		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		G2G		
<b>Who May Avail</b>		All QC Employees (Permanent and COS)		
<b>Checklist of Requirements:</b>		<b>Where to Secure</b>		
<ul style="list-style-type: none"> <li>• Letter request from the Office / Department Head</li> <li>• Invitation from Sponsoring agency</li> </ul>		Department / Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits request and invitation	Receives, records and routes request for attendance of personnel in seminar/training/convention	None	15 minutes	Counter I Clerk
	Evaluates and prepares Authority to Attend ON OFFICIAL TIME/ON OFFICIAL BUSINESS	None	1 day	HRMO Training 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	20 minutes	Liaison
	Receives approved authority from the Office of the City Mayor	None	10 minutes	Receiving Clerk

2. Receives approved Authority	Records signed Authority and releases the same to the requesting office.	None	15 minutes	HRMD Training Staff
<b>TOTAL:</b>		None	2 days, 1 hour	

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

Prepared by:

  
**FERNANDO PAULO G. PATIAG**  
 SAA II

  
**MILDRED P. SIDOCON**  
 HRMO V



**25. REQUEST FOR OFFICIAL TRAVEL AUTHORITY**

<b>Office or Division</b>		Human Resource Development and Administrative Support Division		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		G2G		
<b>Who May Avail</b>		All QC Employees (Permanent)		
<b>Checklist of Requirements:</b>		<b>Where to Secure</b>		
<ul style="list-style-type: none"> <li>Letter request for Foreign Travel (indicating inclusive date/s of travel and place/s of destination from employee)</li> <li>Invitation from Sponsoring Agency or Organizer of the Conference/Seminar</li> <li>Recommending approval from the City Administrator/IAS re fund allocation in conformity with EO 77 or National Budget Circular No. 563 s.2016</li> </ul>		Department / Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. The Liaison Officer Department Concerned submits the request	Receives, records and routes request (with complete supporting documents)	None	10 minutes	Receiving Unit
	Reviews documents submitted and prepares travel authority if activity is on official business / official time	None	1 day	HRMD Staff
	Checks Travel Authority and recommends approval	None	30 minutes	HRMO V
	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	20 minutes	Liaison
	Receives signed Travel Authority from Office of the Mayor	None	10 minutes	Receiving Unit

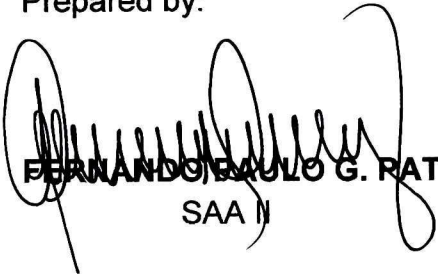
2. Receives signed Travel Authority	Records and releases Original Travel Authority to concerned Office and retains photo copy for file	None	15 minutes	HRMD Staff
<b>TOTAL:</b>		None	2 days, 1 hour, 25 minutes	


Note:

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

\*\*The HRMD drafts and signs a document to DILG that will serve as transmittal of all supporting documents for the issuance of DILG-Travel Authority.

Prepared by:

  
**FERNANDO PAULO G. RATIAG**  
 SAA II

  
**MILDRED P. SIDOCON**  
 HRMO V

	Evaluates and checks qualifications of personnel			
	Affixes initials and recommends approval of Contracts	None	30 minutes	HRMA/HRMO in-charge
	Approves/Signs Contract	None	1 day*	HRMD Head
	Forwards documents to the City Budget Department for Certification as to the existence of appropriation <i>(Estimated time of 1-2 days depends on the City Budget Department's process)</i>  The City Budget forward the Contracts to OVM for the City Vice Mayor's approval	None	30 minutes	Releasing Clerk
2. The Liaison Officer re-submits the Contracts funded by CBD and signed by the City Vice Mayor	Receives and records all processed and notarized contracts with Oath of Office from the Liaison Officer of Office concerned	None	10 minutes	Receiving Clerk
	Checks and reviews Oath of Office for signature of the HRMD Head	None	30 minutes	HRMA/HRMO in-charge
	Signs Oath of Office	None	1 day	HRMD Head

3. Receives signed Oath of Office of personnel under their jurisdiction	Records and releases signed Oath of Office to the Liaison Officer of concerned office	None	10 minutes	HRMA/HRMO in-charge
4. Submits original copy of processed contract with pertinent documents	Receives documents and prepares certified true copy of the Contracts	None	2 hours	HRMA/HRMO in-charge
5. Receives certified copy of contracts	Releases certified copy of Contracts to the Liaison Officer of concerned office	None	20 minutes	Releasing Clerk
<b>TOTAL:</b>		None	4 days, 4 hours, 30 minutes	

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

Prepared by:

  
**ROWENA A. OLIVEROS**  
 HRMO III

# **PERSONNEL ACTION DIVISION**

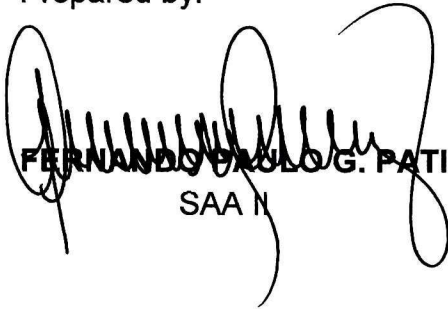
**26. REQUEST FOR AUTHORITY TO CONDUCT TRAINING**

<b>Office or Division</b>		Human Resource Development and Administrative Support Services Division		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		G2G		
<b>Who May Avail</b>		All QC Employees (Permanent and COS)		
<b>Checklist of Requirements:</b>		<b>Where to Secure</b>		
<ul style="list-style-type: none"> <li>• Endorsement letter from the requesting department, office or unit</li> <li>• Source of Fund</li> <li>• List of participants</li> <li>• Breakdown of Expenses / Cost Derivation</li> <li>• Recommendation from the Office of City Administrator or Internal Audit Service</li> </ul>		Department / Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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 Training Staff
	Drafts/Prepares Authority to conduct for approval of the HRMD Head	None	1 day	HRMD Training 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	20 minutes	Liaison
	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	10 minutes	HRMD Training Staff
<b>TOTAL:</b>		None	2 days, 1 hour, 25 minutes	

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

Prepared by:



**FERNANDO PAOLO G. PATIAG**  
SAA II



**MILDRED P. SIDOCON**  
HRMO V

**27. ONLINE APPLICATION FOR QUEZON CITY INTERNSHIP PROGRAM**

<b>Office or Division</b>		Human Resource Development and Administrative Support Services Division		
<b>Classification</b>		Highly Technical		
<b>Type of Transaction</b>		G2C		
<b>Who May Avail</b>		Local High School / College / University students who are required to render on-the-job (OJT) or internship		
<b>Checklist of Requirements:</b>		<b>Where to Secure</b>		
<ul style="list-style-type: none"> <li>• Online Application in Kalibrr</li> <li>• Recommendation Letter of the school addressed to HRMD</li> <li>• Resume of the Student applicant</li> </ul>		Kalibrr Application ( <a href="https://bit.ly/QCInternshipProgram">https://bit.ly/QCInternshipProgram</a> ) School/College/University  Student		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Consult a personnel where to apply for QCIP.	Provides relevant Information and give the QCIP	None	1 minute	Administrative Support Staff
2. Go to link or scan the QR Code provided on the flyer  Click "Apply Now" and sign up to create an account in Kalibrr  Fill out all the data fields with complete information required to finalize your Kalibrr profile.  Answer all questions asked and upload resume as required. Then click "Submit".	Guides client or provide instructions as needed.	None	12 minutes	HR Officer
3. Wait for status of application	Acknowledges application in Kalibrr. Screen applications and determine which Department / Office/ Unit (DOU) is best fit for an applicant, in terms of relevance in	None	3 to 7 Days	HR Officer

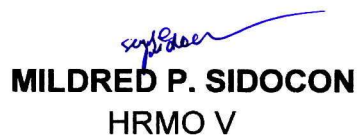


	his/her career path and interests.			
	Endorses the applicants to DOU, to subject applicant to final evaluation	None	1 to 3 Days	SHRU Action Officer
	<p>Notifies the applicant, through Kalibrr, regarding the status of application based on the feedback of the DOUs concerned.</p> <p>Note: Acceptance / Rejection of applicant is subject to discretion of DOUs to which the applicant is endorsed.</p> <p>Processing time of the final evaluation (acceptance / rejection of application) will solely depend on the DOU/s concerned.</p>	None	10 minutes	HR Officer
<b>TOTAL:</b>		None	4-10 days, 23 minutes	

Prepared by:

  
**MICHAELA Y. BASKIÑAS**  
 HRMO II

  
**JAZMIN CATHERINE V. MENOR, Rpm**  
 HRMO II


  
**MILDRED P. SIDOCON**  
 HRMO V

**28. ISSUANCE OF ID**

<b>Office or Division</b>		Human Resource Development and Administrative Support Division		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		G2C		
<b>Who May Avail</b>		<ul style="list-style-type: none"> <li>• All Quezon City Hall employees</li> <li>• On the Job Trainees</li> </ul>		
<b>Checklist of Requirements:</b>		<b>Where to Secure</b>		
<ul style="list-style-type: none"> <li>• Submit all necessary information thru electronic mail</li> <li>• Photocopy of Job Order / Contract for newly hired employees</li> <li>• Copy of appointment paper for newly appointed plantilla</li> <li>• Affidavit of Loss for lost IDs</li> <li>• Letter Request from the Requesting Department/ Office</li> <li>• Picture (4.5 cm x 3.5 cm) with signature over printed name</li> </ul>		Department / Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit documents	Checks request for Issuance of ID on the email	None	1 - 2 minutes per ID	Admin Staff
	Copy all the information of the personnel concerned to the ID template	None	2 minutes	Admin staff
	Print the ID of the requesting personnel	None	2-3 minutes	Admin Staff
2. Receives the printed ID	Record and Release the ID to the requesting personnel	None	2-3 minutes	Administrative Support Staff
<b>TOTAL:</b>		None	10 minutes per ID	

Prepared by:

  
**VON ERICK P. LAGRADA**  
 AA III

  
**MILDRED P. SIDOCAN**  
 HRMO V

## 29. RATIONALIZATION


<b>Office or Division</b>		Human Resource Development and Administrative Support Division		
<b>Classification</b>		Highly Technical		
<b>Type of Transaction</b>		G2G		
<b>Who May Avail</b>		QCG Department/Office Head		
<b>Checklist of Requirements:</b>		<b>Where to Secure</b>		
<ul style="list-style-type: none"> <li>• Request letter from the DOU Head</li> <li>• Old Organizational Structure</li> <li>• Proposed Organizational Structure</li> <li>• Staffing Pattern (organized per division and section with corresponding duties and functions) Request letter from the DOU Head</li> <li>• Old Organizational Structure</li> <li>• Proposed Organizational Structure Staffing Pattern (organized per division and section with corresponding duties and functions)</li> </ul>		Department / Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit request	Receives, records and routes documents	None	10 minutes	Receiving Clerk
	Reviews and analyses proposed rationalization	None	15 days	HRMA/HRMO in-charge
	Prepares comments and recommendation	None	3 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

3. Re-submits proposal integrating the comments and recommendations of HRMD	Receives and records re-submitted proposal	None	10 minutes	Receiving Clerk
	Reviews proposal for finalization of documents	None	5 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
	<b>TOTAL:</b>	None	28 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

### 30. JOB APPLICATION

<b>Office or Division</b>		Human Resource Development and Administrative Support Division		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		G2C		
<b>Who May Avail</b>		Walk-in Applicants		
<b>Checklist of Requirements:</b>		<b>Where to Secure</b>		
<ul style="list-style-type: none"> <li>• Letter of Application</li> <li>• Personal Data Sheet with Picture/Resume/Biodata</li> </ul>		Department / Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the above requirements to the receiving counter	Inform applicants to apply thru Kalibr.com	None	5 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	10 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	30 minutes	Liaison
	Informs the applicant that his/her application has been processed and patiently wait for the response of the	None	1 hour	HRMA

	where his/her application is transmitted  (estimated response time: 3 – 5 days)			
	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
<b>TOTAL:</b>		None	1 day, 4 hours	

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

Prepared by:

  
**ERIC JOHN R. CUNANAN**  
 HRMO II

  
**MILDRED P. SIDOCAN**  
 HRMO V

Reviewed by:

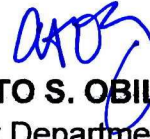


**CHRISTIAN L. DELOS SANTOS**  
HRMO III



**ROSALIE V. FRANCISCO**  
HRMO V

Recommending Approval:



**ANGELITO S. OBILLO, JR.**  
Assistant Department Head

Approved by:



**ATTY. NOEL R. DEL PRADO**  
HRMD Head