



# **HUMAN RESOURCES MANAGEMENT DEPARTMENT**

## **CITIZEN'S CHARTER**



## I. MANDATE

To effectively manage QC Government 's workforce by meeting their needs and making them dynamic and action-oriented contributors to agency performance and effectiveness.

## II. VISION

A locally and globally competitive thru sound Quezon City HR Management.”

## III. MISSION

It is our mission to effectively manage the Quezon City Government workforce by meeting their needs and making them dynamic action-oriented contributors to agency performance and effectiveness.

## IV. Service Pledge on the following:

- 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 that department and place human resource of the movement of employees; promotion, renewal , transfer, resignation, etc., and the system of selection which ensures the appointment of only the most qualified candidates with relevant education, training, experience, eligibility and character which and their placement in positions for which they are best fitted.



- 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 strategic performance plan for the periodic evaluation of the efficiency of officers and employees.
- A merit and promotion plan based principally on the merits of the 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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# **EMPLOYEE WELFARE DIVISION**

## **INTERNAL SERVICES**



## 1. PAYROLL PREPARATION (REGULAR PAYROLL)

<b>Office or Division</b>		Employee Welfare Division		
<b>Classification</b>		Complex		
<b>Type of Transaction</b>		G2G		
<b>Who May Avail</b>		Those who are employed (Permanent and Contractual) in QCG		
<b>Checklist of Requirements:</b>		<b>Where to Secure</b>		
<ul style="list-style-type: none"> <li>• Transmittal letter of payroll preparation</li> <li>• Attendance report with DTR, approved leave (Perm)</li> <li>• Accomplishment report (contractual)</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 required documents preparation of payrolls	To be checked and recorded by counter 1 clerk	None	10 minutes - 15 minutes	Receiving Clerk
2.	Check Verification payroll to be forwarded to payroll	None	5 minutes - 10 minutes	Payroll Unit
3.	Prepared Unit Payroll	None	3 hours	Payroll Unit
4.	Record and release prepared payrolls to Counter 1 Clerk	None	30 minutes	Payroll Unit
5.	Release payroll to Liaison Officer by other offices/department	None	30 minutes	Counter 1 Clerk
6.	Received processed payroll for signature of CPP Diskette preparation check and balance	None	1 hour	Counter 1 Clerk
<b>TOTAL:</b>		None	5 hours, 25 minutes	



## 2. PAYROLL PREPARATION FOR EMPLOYEES BENEFITS

<b>Office or Division</b>		Employee Welfare Division		
<b>Classification</b>		Complex		
<b>Type of Transaction</b>		G2G		
<b>Who May Avail</b>		Those who are employed (Permanent and Contractual) in QCG		
<b>Checklist of Requirements:</b>		<b>Where to Secure</b>		
<ul style="list-style-type: none"> <li>• 1 Payrolls/vouches not prepare</li> <li>• Authority to render overtime and travelling</li> <li>• Authority to attend seminars/training</li> <li>• Authority to collect honorarium</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 payroll for signature	Receives payroll and checks for attachments	None	10 minutes - 15 minutes	Administrative Support Staff
1.1.	Signs the payrolls	None	5-10 minutes	Acting Assistant City Personnel
2. Receives signed payrolls/ vouchers	Releases signed payrolls/vouchers	None	5-10 minutes	Administrative Support Staff
<b>TOTAL:</b>		None	35 minutes	





### 3. PAYROLL PREPARATION FOR CONTRACTUAL AND PERMANENT FOR BONUSES (REGULAR & SPECIAL)

<b>Office or Division</b>		Employee Welfare Division		
<b>Classification</b>		Complex		
<b>Type of Transaction</b>		G2G		
<b>Who May Avail</b>		Those who are employed (Permanent and Contractual) in QCG		
<b>Checklist of Requirements:</b>		<b>Where to Secure</b>		
<ul style="list-style-type: none"> <li>• Transmittal (2 copies)</li> <li>• Certification of entitlement (2 copies)</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. Submitted the following requirement of Regular payrolls	To be checked and recorded by counter 1 Clerk the requested regular payroll.	None	1 hour	Payroll Unit
2.	Regular Payrolls requested To be carried by Counter 1 clerk, for approval of the City Personnel Officer /HRMO V.	None	1 hour	Payroll Unit
3.	Receiving and Processing of Requested payroll thru payroll unit clerk.	None	2 days	Payroll Unit
4.	Released and recorded the Regular Payroll.	None	1 minute	Payroll Unit
<b>TOTAL:</b>		None	2 days, 2 hours	



#### 4. PAYROLL PREPARATION (FIRST SALARY/SALARY DIFFERENTIAL)

<b>Office or Division</b>		Employee Welfare Division		
<b>Classification</b>		Complex		
<b>Type of Transaction</b>		G2G		
<b>Who May Avail</b>		Those who are employed (Permanent and Contractual) in QCG		
<b>Checklist of Requirements:</b>		<b>Where to Secure</b>		
<ul style="list-style-type: none"> <li>• Transmittal letter for First Salary and salary Differential for payroll preparation</li> <li>• Attendance Report (2 copies)</li> <li>• Appointment (certified Xerox copy)</li> <li>• DTR, approved Leave (if any)</li> <li>• PDF</li> <li>• CSC Transmittal with stamp of receipt</li> <li>• Oath of office</li> <li>• Certification of Assumption of Duty</li> <li>• BIR form 2305, if necessary</li> <li>• Duties &amp; Functions (contractual only)</li> <li>• Accomplishment Report (contractual only)</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 documentary requirements	Receives and checks submitted document as to completeness	None	10-30 minutes	Counter I Clerk
2.	Prepares payroll together with OBR and mandatory remittances	None	1 day	HRMO III
3.	Records and releases the Special Payroll	None	20 minutes	Payroll Clerk
<b>TOTAL:</b>		None	1 day, 50 minutes	



## 5. PAYROLL PREPARATION FOR SPECIAL PAYROLLS (INACTIVE FROM REGULAR PAYROLL)

<b>Office or Division</b>		Employee Welfare Division		
<b>Classification</b>		Complex		
<b>Type of Transaction</b>		G2G		
<b>Who May Avail</b>		Those who are employed (Permanent and Contractual) in QCG		
<b>Checklist of Requirements:</b>		<b>Where to Secure</b>		
<ul style="list-style-type: none"> <li>• Transmittal letter for Inactive from regular payroll.</li> <li>• Attendance Report (2 copies)</li> <li>• DTR, approved Leave (if any)</li> <li>• Accomplishment Report (contractual only)</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 above requirements	Receives and checks submitted document as to completeness	None	10-30 minutes	Counter I Clerk
2.	Prepares payroll together with OBR and mandatory remittances	None	1 day	HRMO III
3.	Records and releases the Special Payroll	None	20 minutes	Payroll Clerk
<b>TOTAL:</b>		None	1 day, 50 minutes	



## 6. PAYROLL PREPARATION FOR LONGEVITY AND LOYALTY BENEFITS

<b>Office or Division</b>		Employee Welfare Division		
<b>Classification</b>		Complex		
<b>Type of Transaction</b>		Internal		
<b>Who May Avail</b>		Those who are employed (Permanent and Contractual) in QCG		
<b>Checklist of Requirements:</b>		<b>Where to Secure</b>		
<ul style="list-style-type: none"> <li>• Transmittal letter for Longevity SR &amp; LWOP (2 Copies)</li> <li>• Request letter for loyalty SR &amp; LWOP (2 copies)</li> <li>• Latest service record including COS</li> <li>• Latest certification of leave without pay</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. Submitted the following requirement of Special payrolls	To be checked and recorded by counter 1 Clerk the requested special payroll.	None	1 hour	Payroll Unit
1.1.	Special Payrolls requested To be carried by Counter 1 clerk, for approval of the HRMD head /HRMO V.	None	1 hour	Payroll Unit
1.2.	Receiving and Processing of Requested payroll thru payroll unit clerk.	None	1 day	Payroll Unit
2. Received the Special payroll.	Released and recorded the Special Payroll.	None	1 min.	Payroll Unit
<b>TOTAL:</b>		None	1 day, 2 hours	



## 7. PAYROLL PREPARATION FOR RATA

<b>Office or Division</b>		Employee Welfare Division		
<b>Classification</b>		Complex		
<b>Type of Transaction</b>		G2G		
<b>Who May Avail</b>		City Officials who are entitled to RATA in QCG		
<b>Checklist of Requirements:</b>		<b>Where to Secure</b>		
<ul style="list-style-type: none"> <li>• Transmittal letter for Department</li> <li>• Attendance Report</li> <li>• Certification as to entitlement to RATA</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 required documents	Checks and records documents submitted	None	10 minutes - 15 minutes	Counter 1 clerk
2.	Prepares Payroll	None	3 hours	Payroll Clerk
3.	Signs prepared payroll	None	5 minutes	HRMD Head
4.	Releases payroll	None	5 minutes	Payroll Clerk
<b>TOTAL:</b>		None	3 hours, 25 minutes	



## 8. PREPARATION FOR CONTRACTUAL AND PERMANENT TAX WITHELD (ITR)

<b>Office or Division</b>		Employee Welfare Division		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		G2G		
<b>Who May Avail</b>		Those who are employed (Permanent and Contractual) in QCG		
<b>Checklist of Requirements:</b>		<b>Where to Secure</b>		
<ul style="list-style-type: none"> <li>Request letter for ITR</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. Submit the Request letter	Receives, checks and records the request	None	1 hour	Payroll Unit
1.1.	Counter 1 clerk, for approval/signature of the HRMD Officer / HRMO V.	None	1 hour	Payroll Unit
1.2.	Receiving and Processing of Income Tax Witheld (ITRs) thru payroll unit clerk.	None	1 day	Payroll Unit
2. Receive the Tax Witheld (ITR)	Released and recorded the Income Tax Return	None	1 min.	Payroll Unit
<b>TOTAL:</b>		None	1 day, 2 hours	



## 9. PAYROLL PREPARATION TO PROCESS VOUCHERS FOR THE FOLLOWING CONCERNED OFFICES

<b>Office or Division</b>	Employee Welfare Division
<b>Classification</b>	Simple
<b>Type of Transaction</b>	G2G
<b>Who May Avail</b>	<p>Those who are employed in the flwg offices:</p> <ul style="list-style-type: none"> <li>A. Senior Citizen Volunteers – SSDD</li> <li>B. Hazard Pay – QCHD / NDH/ RMBH / SSDD</li> <li>C. Salaries of DECS contractual – Division of City School</li> <li>D. Overtime Pay – concerned Department</li> <li>E. Philhealth Capitation – QCHD</li> <li>F. Training Fees / Travelling expenses – concerned Departments</li> <li>G. Riverways Clearing Operations Project Volunteers – EPWMD</li> <li>H. Community Health Workers – QCHD</li> </ul>
<b>Checklist of Requirements:</b>	<b>Where to Secure</b>
<ul style="list-style-type: none"> <li>• Transmittal letter</li> <li>• Payroll / voucher prepared by Dept concerned</li> <li>• Certified photo-copy 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>	Dept / Office



<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits Payroll and all documentary requirements	Receives and checks documentary requirements as to completeness	None	10-15 minutes	Administrative Support Staff
2.	Signs payroll / vouchers	None	5-10 minutes	Assistant HRMD
3.	Releases signed payrolls/vouchers to client	None	5-10 minutes	Administrative Support Staff
<b>TOTAL:</b>		None	35 minutes	





## 10. LOAN DEDUCTION AND DELETION (FOR PERMANENT EMPLOYEES ONLY)

<b>Office or Division</b>		Employee Welfare Division		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		G2G		
<b>Who May Avail</b>		Those who are employed (Permanent only) in QCG		
<b>Checklist of Requirements:</b>		<b>Where to Secure</b>		
<ul style="list-style-type: none"> <li>• Transmittal letter</li> <li>• Request form</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. Submit the Request letter.	To be checked and recorded by counter 1 clerk the requested letter.	None	1 hour	Payroll Unit
1.1.	Request letter To be carried by Counter 1 clerk, for approval of the HRMD Head /HRMO V.	None	1 hour	Payroll Unit
1.2.	Receiving of Request letter and Updating of Loans Thru payroll unit clerk.	None	1 hour	Payroll Unit
2. For Verification of loans if it is updated.		None		Payroll Unit
<b>TOTAL:</b>		None	3 hours	



## 11. PROCESSING OF LEAVE APPLICATION FOR VACATION LEAVE/SICK LEAVE

<b>Office or Division</b>		Employee Welfare Division		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		G2G		
<b>Who May Avail</b>		Those who are employed (Permanent only) in QCG		
<b>Checklist of Requirements:</b>		<b>Where to Secure</b>		
<ul style="list-style-type: none"> <li>Request letter</li> <li>Letter endorsement signed by Head of Department</li> <li>Leave application &amp; Leave card</li> <li>Office and general clearance (1month &amp; above)(Office clearance only if below 1month)</li> <li>Medical certificate/ medical abstract (for sick leave)</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 Leave application with documentary requirements	Receives documents	None	5-10 minutes	Receiving Clerk
1.1.	Assess, validates, computes leave balance	None	1 - 8 hours	HRMA/ HRMO
1.2	Process applications for leave	None	1hr – 8 hours	HRMA/HRMO
1.3	Initials & Signs the application for leave	None	20 minutes to 1hr	Asst. HRMD Officer
1.4	Signs leave application/s	None	10-30 minutes	HRMD Head
2. Releases	a. For all leave types -releases approved leave to client	None	5-10 minutes	Releasing Clerk
<b>TOTAL:</b>		None	2 day, 2 hours	



## 12. PROCESSING OF LEAVE APPLICATION FOR TRAVEL ABROAD, 50% MONETIZATION OF LEAVE CREDITS

<b>Office or Division</b>		Employee Welfare Division		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		G2G		
<b>Who May Avail</b>		Those who are employed (Permanent only) in QCG		
<b>Checklist of Requirements:</b>		<b>Where to Secure</b>		
<ul style="list-style-type: none"> <li>• Indorsement</li> <li>• Leave application</li> <li>• Leave card</li> </ul> <b>Requirements for Travel Authority</b> <ul style="list-style-type: none"> <li>• Letter request from the Department/Office or person concern</li> <li>• Office and General clearance (1 month and above)</li> <li>• Office clearance only if less than 1 month</li> </ul> <b>Requirements for 50% Monetization of Leave Credits</b> <ul style="list-style-type: none"> <li>• Recommendation of CA for processing of 50% Mone</li> <li>• Request letter of the person concern (state purpose of availment)               <ul style="list-style-type: none"> <li>• Health, Medical and Hospital needs</li> <li>• Educational Needs</li> <li>• Payment of mortgages and loans</li> <li>• Financial Needs</li> </ul> </li> <li>• Waiver of those who will not avail the 10 days Monetization for the Fiscal year.</li> <li>• Advise of allotment</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 requests leave application	Receives leave application and complete requirements	None	5-10 minutes	Receiving Clerk



1.1.	Assess, validates, computes leave balances	None	1 - 8 hours	Personnel In-charge
1.2.	Process applications for leave	None	1hr – 8 hours	HRMA/HRMO
1.3.	Initials & signs application for leave	None	20 minutes to 1hr	Asst. HRMD Officer
1.4.	Signs leave application	None	10-20 minutes	HRMD Head
1.5	Releases approved leave signed by the HRMD Head to be signed by the City Mayor	None	1 - 2 days	City Mayor
2. Receives approved leave	Releases approved leave signed by the City Mayor	None	5-10 minutes	Releasing Clerk
<b>TOTAL:</b>		None	4 days, 2 hours	



### 13. PROCESSING OF LEAVE APPLICATION FOR TERMINAL LEAVE

<b>Office or Division</b>		Employee Welfare Division		
<b>Classification</b>		Complex		
<b>Type of Transaction</b>		G2G		
<b>Who May Avail</b>		Those who are QCG employees (Permanent only)		
<b>Checklist of Requirements:</b>		<b>Where to Secure</b>		
<ul style="list-style-type: none"> <li>• Letter Request</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 Administrative Case (from Legal)</li> <li>• Service Record</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 requests leave application	Receives leave application and complete requirements	None	5-10 minutes	Receiving Clerk
1.1.	Assess, validates, computes leave balances	None	1-8 hours	Personnel In-charge
1.2.	Process applications for leave	None	1hr – 8 hours	HRMA/HRMO
1.3.	Initials & signs application for leave	None	20 minutes to 1hr	Asst. HRMD Officer
1.4.	Signs the application	None	10-20 minutes	HRMDHead
1.5.	Releases approved leave signed by the HRMD Head to be signed by the City Mayor	None	1-2 days	City Mayor
2. Receives approved leave	Releases approved leave signed by the City Mayor	None	5-10 minutes	Releasing Clerk
<b>TOTAL:</b>		None	3 days, 2 hours, 40 minutes	



#### 14. PROCESSING OF LEAVE APPLICATION FOR: REHABILITATION LEAVE MAGNA CARTA FOR WOMEN (RA 9710) AND MATERNITY LEAVE AND PATERNITY LEAVE

<b>Office or Division</b>		Employee Welfare Division		
<b>Classification</b>		Complex		
<b>Type of Transaction</b>		G2G		
<b>Who May Avail</b>		Those who are QCG employees (Permanent only)		
<b>Checklist of Requirements:</b>		<b>Where to Secure</b>		
<ul style="list-style-type: none"> <li>• Indorsement letter</li> <li>• Leave application</li> <li>• Leave card</li> <li>• Medical Certificate/Medical Abstract from OB -GYNE (for Maternity leave)</li> <li>• Office clearance</li> <li>• General clearance</li> </ul> <p><b>Additional Requirements for Maternity / Paternity Leave</b></p> <ul style="list-style-type: none"> <li>• 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>		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. Submit leave application	Receives communication and leave application	None	5-10 minutes	Receiving Clerk
1.1.	Assess, validates, computes leave balances	None	1hr - 8 hours	Personnel In-charge
1.2.	Process applications for leave	None	1hr – 8 hours	HRMA/HRMO



1.3.	Initials & signs application for leave	None	20 minutes to 1hr	Asst. HRMD Officer
1.4.	Signs the leave application	None	10-20 minutes	HRMD Head
2. Received approved leave	Release the approved leave	None	5-10 minutes	Releasing Clerk
<b>TOTAL:</b>		None	3 days, 1 hour	



# **EMPLOYEE WELFARE DIVISION**

## **EXTERNAL SERVICES**





## 15. GSIS LOAN APPLICATION VIA ELECTRONIC ONLINE

<b>Office or Division</b>		Employee Welfare Division		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		G2G		
<b>Who May Avail</b>		Those who are QCG employees (Permanent only)		
<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>• Affidavit; and</li> <li>• Indorsement from the Office/Dept. of employee applying for loan (must be submitted even after the approval due to the Covid situation)</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. Must submit the affidavit duly notarized and indorsed by the Office/Dept.		None	10-15 minutes	Receiving Clerk Admin. Support Staff
2.	Access the GSIS Authorized Officer Website	None	15 minutes - 20 minutes	Agency Authorized
3.	Approve loan for qualified applicant	None		Agency Authorized Officer
<b>TOTAL:</b>		None	35 minutes	



**RECRUITMENT AND CAREER  
MANAGEMENT DIVISION**

**INTERNAL SERVICES**



## 16. HIRING / PROMOTION OF PLANTILLA PERSONNEL

<b>Office or Division</b>	Personnel Action Division
<b>Classification</b>	Complex
<b>Type of Transaction</b>	G2G
<b>Who May Avail</b>	Recommendation Letter from the Department / Office Heads for Appointment / Promotion of their respective Personnel
<b>Checklist of Requirements:</b>	<b>Where to Secure</b>
<p><b>For Applicants and/or recommendees:</b></p> <p>A. Duly filled-up Personnel Data Sheet (PDS) together with the following attachments:</p> <p>a. Diploma and Transcript of Records - for first and second level positions;</p> <p>b. Form 138 or Certification from school for positions requiring completion of elementary and high school course;</p> <p>c. Eligibility - for positions requiring license or eligibility;</p> <p>d. Training Certificates - for positions requiring training;</p> <p>e. Work experience sheet;</p> <p>f. At least Very Satisfactory (VS) Performance in the last rating period</p> <p>g. Matrix Comparative data of all pre-screened qualified contenders within the office whose names are not included in the promotional line-up submitted to the HRMD</p>	<p>Dept / Office</p>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Office / Department requests for the City Mayor's authority to fill up vacancies		None		
1.1.	A. If granted, requests publication of vacancies	None	10 minutes	HRMO
1.2.	B. Requires office / department the submission of applicants / contenders	None		HRMO
2. Office / Department submit required documents		None		Admin Officer / HRMO of office concerned
2.1.	A. Receives, checks the documents submitted		5 - 6 hours (depends on the number of applicants)	HRMA / HRMO
2.2.	B. Evaluates paper qualification and prepares the Comparative Assessment Forms			
2.3.	C. Schedules the date of PSB (for approval by the Chairman and the number members) and approves the			HRMD Head



	agenda of the positions to be screened			
2.4.	Acts as secretariat during the PSB En Banc Screening of Contenders		1 day	HRMO
2.5.	Prepares Appointment/s for City Mayor signature			HRMO & HRMA
2.6.	Once Appointment/s is/are signed, requests Certificate of Funding from the City Accounting Department		1 day	HRMO & HRMA
2.7.	Transmits Appointment/s & supporting docs to CSC for attestation		5 minutes	HRMO & HRMA
2.8.	Attested Appointment/s are received from CSC and transmitted to concerned Departments		1 hour	



2.9.	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			
2.10.	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.			
<b>TOTAL:</b>		None	3 days	



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

<b>Office or Division</b>		Personnel Action 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 Units Heads for the hiring &amp; Renewal of their respective Personnel;</li> <li>• Duly filled-up Personnel Data Sheet (PDS);</li> <li>• Contractual Appraisal Form;</li> <li>• Panunumpa and Actual Duties of each personnel</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. Submit request for hiring / renewal of consultancy/ COS personnel to the receiving counter	Receives, records and attach routing slip and hand over to the CPO	None	5 minutes	Receiving Clerk
1.1.	Assigns the letter to the concerned staff	None	1min.per employee	HRMD Head
1.2.	Reviews and checks the documents submitted	None		HRMO



1.3.	forwards the documents to the Budget Department for Certification as to the availability of funds	None	One (1) to (4) working days	City Budget Officer
1.4.	forwards the documents to the City Mayor, for signature		One (1) to (3) working days	City Mayor
2. Receives the documents	Informs and Releases Approved contracts to the concerned dept./office		5 minutes	HRMA
<b>TOTAL:</b>		None	7 days, 11 minutes	





**18. ISSUANCE AND RENEWAL OF CONSULTANCY CONTACTS / CONTRACT OF SERVICE (COS)/JOB ORDER CONTRACT UNDER THE LEGISLATIVE BRANCH**

<b>Office or Division</b>		Personnel Action Division		
<b>Classification</b>		Complex		
<b>Type of Transaction</b>		G2G		
<b>Who May Avail</b>		Contractual employees Under Legislative Branch and Vice-Mayor, City Councilor, Secretary to the Sanggunian		
<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) together with Duties and Functions, Personal Data Sheet and Oath of Office</li> <li>• Consultancy Contract (for Consultants) together with Personal Data Sheet and Oath of Office (<i>Note: duties and functions enumerated on the face of the Consultancy Contract</i>)</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. Staff/liaison officer of concerned Heads hand carries Indorsement letter together with required attachments and Contracts signed by Heads with screening from the Vice Mayor	Receives, reviews and checks the documents submitted as to completeness	None	20-30 minutes	Clerk/HRMA



1.1.	If complete, Supervisor affixes initials below the name of the HRMD head in the Contract	None	5 minutes	Assistant HRMD Officer
1.2.	Signs Contract on the space provided for the purpose for notation	None	5 minutes	HRMD Head
2. Liaison Officer (Legislative branch)	Return contracts to the Liaison Officer of concerned and carried to budget of said officials signature	None	5-10 minutes	Clerk
2.1.	Oath taking of the new employees to the HR Officer with the sign contact of Vice Mayor with notarized	None	10-20 minutes	Clerk/HRMA
3. Staff/liaison Submit contract, oath PDS, PDF	Checking & assess the Photocopy of Oath & Contract to certified for the requirements for the 1 <sup>st</sup> salary.	None	5 – 10 minutes per personnel	Clerk
<b>TOTAL:</b>		None	1 hour	



**RECRUITMENT AND CAREER  
MANAGEMENT DIVISION**

**EXTERNAL SERVICES**



## 19. JOB APPLICATION

<b>Office or Division</b>		Personnel Action Division		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		G2C		
<b>Who May Avail</b>		Walk-in Applicant/Application Letter		
<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>		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. Submit the above requirements to the receiving counter	Receives, records and attach routing slip and hand over to the CPO	None	5 minutes	Receiving Clerk
1.1.	Assigns the letter to the concerned staff	None	5 minutes	HRMD Head
1.2.	Prepares the Matrix (encodes the educational attainment, eligibility, address, etc.) of the applicant	None		HRMO
1.3.	Evaluates and Indorses the letter of the applicant to the department/office where his/her qualifications is suited	None	5 minutes	HRMO
1.4.	Inform the applicant of the status of his/her application	None	5 minutes	HRMA
<b>TOTAL:</b>		None	20 minutes	



**PERSONNEL ACTION DIVISION**

**INTERNAL SERVICES**



## 20. PROCESS FOR APPLICATION FOR RETIREMENT

<b>Office or Division</b>		Employee Welfare Division		
<b>Classification</b>		Complex		
<b>Type of Transaction</b>		G2G		
<b>Who May Avail</b>		Those who are 65years old in QCG (Permanent only)		
<b>Checklist of Requirements:</b>		<b>Where to Secure</b>		
<ul style="list-style-type: none"> <li>Application for Retirement</li> <li>Application for survivorship for deceased employee</li> <li>transmittal from Office/Dept., &amp; Clearances</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. Submit requirements	Receives the application	None	5 minutes to 10 minutes	Receiving Clerk
1.1.	Checks/assess' attachments, prepares service record, LWOP & communication	None	1 hour - 2 hours	Acting Asst. HRMD Officer
1.2.	Signs the application for retirement, service record and, LWOP communication	None	5 minutes to 10 minutes	HRMD Head
2. Receives application	Releases the application	None	5 minutes to 10 minutes	Liaison Officer
<b>TOTAL:</b>		None	2 hours, 30 minutes	



## 21. 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>		QC Employee who transfer to any Local/National Agency		
<b>Checklist of Requirements:</b>		<b>Where to Secure</b>		
<ul style="list-style-type: none"> <li>• Office Clearance</li> <li>• General Clearance</li> <li>• Certification of No Pending Case (from the City Legal Dept.)</li> <li>• Request letter</li> <li>• Assumption of duty (from Accepting Agency)*</li> <li>• CTC Appointment papers (from Accepting Agency) *</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. Submit request letter together w/ the clearances and indorsement letter from head of office concern	Receive request and attach routing slip and hand over to the CPO	None	5 minutes	Receiving/Releasing Clerk
1.1.	Record and hand over to assigned personnel	None	30 minutes	Receiving/Releasing Clerk
1.2.	Prepare Authority to Transfer and carrier note to the Office of the City Mayor	None	3 days	HRMO III
1.3.	Record/ Check/ Initial	None	2 hours	HRMO V
1.4.	Sign	None	1 hour	CPO



1.5.	Sign	None	3 days	City Mayor
2. Receive the Original copy of the Authority to Transfer	File receiving copy to employee's 201 file	None	5 minutes	HRMO III
<b>TOTAL:</b>		None	6 days, 3 hours, 40 minutes	





## 22. CHANGE OF NAME AND MARTIAL 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 QC employees who are married		
<b>Checklist of Requirements:</b>		<b>Where to Secure</b>		
<ul style="list-style-type: none"> <li>3 certified Photocopy of marriage contracts (preferably NSO copy)</li> <li>Request letter (addressed to Office/Dept. head thru CPO)</li> <li>Indorsement letter (by the Office/Dept. Head of the employee concern)</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. Submit request letter together w/ the marriage contract (3 copies) and indorsement letter from head of office concern	Receive request and attach routing slip and hand over to the HRMD	None	5 minutes	Receiving/ Releasing Clerk
1.1.	Record and hand over to assigned personnel	None	30 minutes	Receiving/ Releasing Clerk
1.2.	Request retrieval of 201 file for proper notation of the changes and prepare Indorsement letter to CTO/ COA	None	3 days	HRMO IV
1.3.	Record/ Check/ Initial	None	2 hours	HRMO V
1.4.	Sign	None	1 hour	HRMD
1.5.	Update PMIS record of the employee concern	None	5 minutes	HRMO III
<b>TOTAL:</b>		None	3 days, 3 hours 40 minutes	



### 23. ISSUANCE OF NOTICE OF TERMINATION/ 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. Office/ Department Head Concern	Receives Office/Dept. Head recommendation for dropping, attach routing slip and hand over to the CPO	None	1 hour	Receiving/Releasing Clerk
1.1.	Record and hand over to assigned personnel	None	30 minutes	Receiving/Releasing Clerk
1.2.	Prepare Notice/Order of Separation and carrier note to the Office of the City Mayor	None	1 day	HRMO III
1.3.	Record/Check/Initial	None	2 hours	HRMO V
1.4.	Sign	None	1 hour	HRMD Head
1.5.	Sign	None	3 days	City Mayor
1.6.	Mail the original notice to employee concern. Inform and furnish( photocopy of the signed notice) office/dept. concern	None	1 day	HRMO III
1.7.	File original copy to 201. Inform and furnish (photocopy of the return card) office/dept. concern	None	1 day	HRMO III
1.8.	Check/Initial	None	1 hour	HRMO V
1.9.	Sign	None	1 day	HRMD
<b>TOTAL:</b>		None	6 days, 5hours	

\*Mails returned with postmarked “addressee unknown, moved out, in complete address” step 8-10 service provider follows.



## 24. 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>		QC 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> </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. Submit Resignation letter with the Clearances required (Employee/ office concern)	Receives, records and attach routing slip and hand over to the CPO	None	5 hour	Receiving /Releasing Clerk
1.1.	Assigns the letter to the concerned staff	None	30 minutes	HRMDHead
1.2.	Prepares Acceptance of Resignation and carrier note to the Office of the City Mayor	None		HRMO
1.3.	Sign	None		HRMD
1.4.	Sign by City Mayor	None	3 days	City Mayor
1.5.	Informs and releases the signed Acceptance of Resignation to the concerned Department/Office	None	5 minutes	HRMO
1.6.	File the photocopy to employees 120F	None	5 minutes	Records Clerk
<b>TOTAL:</b>		None	3 days, 5 hours 40 minutes	



# **PERSONNEL ACTION DIVISION**

## **EXTERNAL SERVICES**



## 25. 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>		All Permanent, Co-Terminus and Contract to Service (Active or In-Active) QC Employees		
<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> </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. Fill-up request form	Receives filled-up request forms	None	5 minutes	Receiving/Releasing Clerk
1.1.	Retrieval of 201 or 120 files and hand them over to assigned officer's office/dept.	None	30 minutes	Records Personnel
1.2.	Prepare Service Record	None	2 hours	HRMO
1.3.	Prepare Certification / Certificate of Employment (COE)	None	45 minutes	
1.4.	Checks/Initials	None	1 day	HRMO V
1.5.	Signs	None	1 day	HRMD-Head
2. Pay to the CTO cashier the corresponding fees	Issue order of payment	*P20.00 per page	30 minutes	Receiving/Releasing Clerk
3. Present Receipt	Record OR # and release SR		5 minutes	Receiving/Releasing Clerk
<b>TOTAL:</b>		*P20.00 per page	2 days, 4 hours	

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

\*\*Secretary's Fees according to QC Revenue Code 1993, Article 37

## 26. PREPARATION OF NOSA



<b>Office or Division</b>		Personnel Action Division		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		G2G		
<b>Who May Avail</b>		QC Permanent / Regular Employees		
<b>Checklist of Requirements:</b>		<b>Where to Secure</b>		
<ul style="list-style-type: none"> <li>NOSA Form / Plantilla / Salary schedule</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. Receive the letter request/ Indorsement	Preparation of NOSA	None	30 minutes per employee	HRMO's
1.1.	Checking of the prepared NOSA	None	25 minutes	HRMO III
1.2.	Recording	None	5 minutes	HRMO III
1.3.	For HRMD's Signature	None	2 days	HRMDHead
1.4.	Releasing of signed NOSA to office concerned	None	3 hours	HRMO III
1.5.	Receiving of certified NOSA for GSIS, Payroll and 201 file	None	4 hours	HRMO III
1.6.	Filing	None	1 hour	HRMO III
<b>TOTAL:</b>		None	3 days, 1 hour	



## 27. UPDATE FOR TAX EXEMPTION / ISSUANCE OF TIN NUMBER

<b>Office or Division</b>		Personnel Action 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>Duly Accomplished 2305 / 1905 / 1902</li> <li>PSA Birth Cert of dependent</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. Submit 2305 / 1905 / 1902	Checks & receives 2305 / 1905 (complete attachment)	None	25 minutes	Receiving Clerk
1.1.	Updates employees dependent to BIR	None	10 minutes	Receiving Clerk
1.2.	Files to 201 Electronic E-registration for TIN	None	5 minutes	Records Custodian
<b>TOTAL:</b>		None	40 minutes	



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





**28. REQUEST FOR ATTENDANCE IN SEMINAR / TRAINING  
(OFFICIAL BUSINESS / OFFICIAL TIME)**

<b>Office or Division</b>		Training 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>		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. Requesting Office / Department	Receives request for attendance of office personnel in seminar/ training/ convention.	None	3-5 minutes	Counter I Clerk
1.1.	Evaluation and preparation of authority to attend	None	1 hour	HRMO Training Staff
1.2.	Recommends to City Mayor approval of authority and signs recommendation letter	None	10 minutes	HRMD Head
1.3.	Records signed Authority and releases the same to the requesting office.	None	10 minutes	HRMD Training Staff
<b>TOTAL:</b>		None	1 hour, 25 minutes	



## 29. REQUEST FOR AUTHORITY TO CONDUCT TRAINING

<b>Office or Division</b>		Training 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>		
Letter request from the Office / Department Head indicating venue, inclusive dates and list of participants		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. Requesting Office / Department	Receives request for conduct of trainings/ workshops/ capability building seminars.	None	3-5 minutes	Receiving Clerk
1.1.	Recommends to City Mayor approval of request	None		HRMD Head
1.2.	Signed Authority is forwarded to department concerned	None		HRMO
1.3.	Preparation of Logistic (for in-house training) a. Request for AA (Advise of Allotment / Work Financial Plan	None	1 - 3 days	HRMO
1.4.	b. Preparation of PR and other documents required by Procurement Office for bidding purposes. c. Approval of the	None	2 days  2 week	Procurement



	Bid and Notice of Award d. Preparation of logistics like - Training kits (with hand-outs, IDs, attendance sheet...etc.			
1.5.	-Menu preparation, rooming lists -Orientation of participants (schedule of activities, departure...etc .) -Training proper -Post training report	None	2 - 3 days 1 day	
<b>TOTAL:</b>		None	18 days	



### 30. REQUEST FOR WEBINAR SEMINAR/TRAINING

<b>Office or Division</b>		Training 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>		
Online Registration form & Registration		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. Reserves a seminar/ training online through HRMD facebook page (on a first come first serve basis)	Takes notes of the reservation for online training	None	3-5 minutes	HRMO Training Staff
1.1.	Finalize the list of participants.	None	3-5 minutes	HRMO Training Staff
1.2.	Confirms attendance of employee participants and schedules the online training.	None	3-5 minutes	HRMO Training Staff
1.3.	Conducts the Online training as scheduled.	None	1-4 hours	HRMA/HRMO
<b>TOTAL:</b>		None	4 hours, 15 minutes	



### 31. REQUEST FOR OFFICIAL TRAVEL AUTHORITY

<b>Office or Division</b>		Employee Welfare 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> </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. Department Concerned	Receives and logs-in request (with complete supporting documents)	None	5 minutes	Receiving Unit
1.1.	Prepares travel authority if activity is on official business / official time  Prepares travel authority	None	1 hour	HRMD Staff
1.2.	Recommends to City Mayor approval of Travel Authority	None	5 Minutes	Head - HRMD
1.3.	Receives signed Travel Authority from Office of the Mayor	None	5 minutes	Receiving Unit
1.4.	Releases Original Travel Authority to concerned Office and retains photo copy for file	None	5 minutes	HRMD Staff
<b>TOTAL:</b>		None	1 hour, 20 minutes	



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



### 32. APPLICATION FOR ON-THE-JOB TRAINING

<b>Office or Division</b>		Training Division		
<b>Classification</b>		Complex		
<b>Type of Transaction</b>		G2C		
<b>Who May Avail</b>		Students from local Colleges / Universities who requires OJT		
<b>Checklist of Requirements:</b>		<b>Where to Secure</b>		
<ul style="list-style-type: none"> <li>Recommendation Letter from the School for accommodation of their students.</li> <li>Resume of the student.</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. Submit request for OJT	Receives and checks the documents submitted	None	1 minute	Administrative Support Staff
1.1.	Prepare endorsement for possible office assignment.	None	10 minutes	Administrative Support Staff
2. Receive the endorsement and proceed to the office assignment	Release the endorsement	None	1 minute	Administrative Support Staff
3. Upon acceptance to specific office	Prepares ID and Certificate of Completion at the end of the OJT hours	None	1 hour	Administrative Support Staff
<b>TOTAL:</b>		None	1 hour, 12 minutes	



### 33. REQUEST FOR ISSUANCE OF ID

<b>Office or Division</b>		Training Division		
<b>Classification</b>		Complex		
<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>• Application form</li> <li>• Photocopy of Job Order / Contract for newly hired employees</li> <li>• Affidavit of Loss for lost IDs</li> <li>• Letter Request addressed to the Human Resource Management Officer</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. Fill-up application form		None	2 - 3 minutes	
2. Submit application form together with other requirements	Receive and check the requirements	None	1 minute	Administrative Support Staff
2.1.	Encode and Print the ID	None	3 minutes	Administrative Support Staff
2.2.	Release the ID	None	1 minute	Administrative Support Staff
<b>TOTAL:</b>		None	8 minutes	





### 34. REQUEST FOR LANDBANK ATM

<b>Office or Division</b>		Employee Welfare 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 / Letter endorsement</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. Submit request for ATM Landbank	Receives and checks the documents submitted	None	1 minute	Administrative Support Staff
2. For Perm employees	Prepare EDCF	None	10 minutes	Administrative Support Staff
3. Online Application for schedule (for COS)	Release the endorsement for HRMD Signature	None	1 minute – 3 minutes	HRMD Head
4. Upon acceptance proceed to Landbank		None		
<b>TOTAL:</b>		None	12 minutes	



## Complaints Mechanism

COMPLAINTS MECHANISM	
How to file complaints?	<p>Answer the client Complaint Form and receives to the front desk of the Human Resource Management Department</p> <p>Complaints can also be filed via emails. Make sure provide the following information:</p> <ul style="list-style-type: none"> <li>• Name of Person being complained</li> <li>• Incident</li> <li>• Evidence</li> </ul>
How complaints are processed?	<p>Evaluates and endorse the complaint to the Officer of the day.</p> <p>Upon evaluation, the HRMO/HRMA Officer shall start investigation and forward the complaint to the relevant office for their explanation.</p> <p>The HRMO/HRMA will create a report after the investigation and shall submit it to the Head of Department for appropriate action and HRMO/HRMA will give the feedback to the client.</p>
Contact Information	<p>For inquiries and follow-ups, clients may contact the following:</p> <p>HRMD: <a href="mailto:gchrmd@gmail.com">gchrmd@gmail.com</a> 988-4242 Loc.: 8502, 8504, 8500</p>

Prepared by:

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Senior AdmIn. Asst. II

Recommending Approval:

**RONALD L. TAN**  
OIC - HRMD