



HUMAN RESOURCE MANAGEMENT DEPARTMENT

**CITIZEN'S CHARTER
2022 EDITION**



I. MANDATE

Local Government Code (Batas Pambansa 337 as amended by RA 7160, Book V of Executive Order 292. In Ordinance No. Sp-2571, s 2017 enacted in compliance with the DBM-NCR Review dated March 14, 2016, the City Personnel Office has been restructured to its proper classification as a department and renamed as Human Resources Management.

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.



- A strategic performance plan for the periodic evaluation of the efficiency of officers and employees.
- 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)

Office or Division		Employee Welfare Division		
Classification		Complex		
Type of Transaction		G2G		
Who May Avail		Those who are employed (Permanent and Contractual) in QCG		
Checklist of Requirements:		Where to Secure		
<ul style="list-style-type: none"> • Letter Request / Transmittal / (Certification as to entitlement) • Attendance report with DTR, approved leave, if any (Perm) • Accomplishment report (COS) • Request For Diskette preparation 		Departments / Offices		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits required documentary	Checks and records as to completion and forwards to Payroll	None	10 minutes	Receiving Clerk
	Check Verifications forwarded to payroll			Payroll Unit
	Prepares Payroll Records and release prepared payrolls summary/bank remittance		3 hours	Payroll Unit
				Counter 1 Clerk
	Signs prepared Bank remittance / Diskette for approval		15 Mins	HR Head
	Releases documents			Payroll unit
TOTAL:		None	4 hours,	



3. Payroll preparation for COS AND PERMANENT for BONUSES/BENEFITS

Office or Division		Employee Welfare Division		
Classification		Complex		
Type of Transaction		G2G		
Who May Avail		Those who are employed (Permanent and Contractual) in QCG		
Checklist of Requirements:		Where to Secure		
<ul style="list-style-type: none"> • Letter Request / Transmittal • Certification of entitlement • Approved Leave if any (<i>for Perm</i>) 		Departments / Offices		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits requirement	Receives and checks as to completeness	None	1 hour	Counter / Receiving Clerks
	Check Verifications forwarded to payroll	None	1 hour	Payroll Unit
	Prepares Requested payroll together with OBR and mandatory docs.	None	2 days	HRMO III
	Releases and records Approved Bonuses/Benefits	None		Payroll Unit
TOTAL:		None	2 days,	



1. PAYROLL PREPARATION (First Salary/Salary Differential) Special Payroll

Office or Division		Employee Welfare Division		
Classification		Complex		
Type of Transaction		G2G		
Who May Avail		Those who are employed (Permanent and Contractual) in QCG		
Checklist of Requirements:		Where to Secure		
<ul style="list-style-type: none"> • Letter request for First Salary and salary Differential • Attendance Report (2 copies) • Appointment (certified Xerox copy) • DTR, approved Leave (if any) • PDF • CSC Transmittal with stamp of receipt • Oath of office • Certification of Assumption of Duty • Duties & Functions (contractual only) • Accomplishment Report (COS only) 		Departments / Offices		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits documentary requirements	Receives and checks submitted document as to completeness	None	10-30 minutes	Counter I / Admin Aide / Staff
	Prepares payroll together with OBR and mandatory docs	None	1 day	HRMO III
	Records and releases Signed Special Payroll	None		Payroll Clerk
TOTAL:		None	1 day, 30 minutes	



5. PAYROLL PREPARATION (Longevity and Loyalty Benefits) Special Payroll

Office or Division		Employee Welfare Division		
Classification		Complex		
Type of Transaction		Internal		
Who May Avail		Those who are employed (Permanent and Contractual) in QCG		
Checklist of Requirements:		Where to Secure		
<ul style="list-style-type: none"> Letter Request for Longevity / Loyalty/ SR & LWOP (2 Copies) Latest service record including COS Latest certification of leave without pay 		Departments / Offices		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the following requirements	Receives and checks submitted requirements as to completeness.	None	1 hour	Counter 1 / Admin Aide / Staff
	Prepares Special Payrolls for approval	None	1 hour	Payroll Unit / HRMOIII
	Approves Processed Longevity / Loyalty	None	1 day	HRMD Head
2. Received the Special payroll.	Releases and records the Special Payroll.	None		Payroll Unit
TOTAL:		None	1 day	



6. PAYROLL preparation for RATA

Office or Division		Employee Welfare Division		
Classification		Complex		
Type of Transaction		G2G		
Who May Avail		City Officials who are entitled to RATA in QCG		
Checklist of Requirements:		Where to Secure		
<ul style="list-style-type: none"> Letter request for Dept/Office Head/Asst. Dept Head/Div. Chiefs Attendance Report Certification as to entitlement to RATA 		Departments / Offices		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits required documents	Checks and records documents submitted	None	10 minutes - 15 minutes	Counter 1 clerk
	Prepares Payroll	None	2 hours	Admin Asst Staff / Payroll Unit
	Signs prepared payroll	None	5 minutes	HRMD Head
	Releases payroll	None		Payroll Clerk
TOTAL:		None	2 hours,	



7. Preparation for Contractual and Permanent TAX WITHELD (ITR)

Office or Division		Employee Welfare Division		
Classification		Simple		
Type of Transaction		G2G		
Who May Avail		Those who are employed (Permanent and Contractual) in QCG		
Checklist of Requirements:		Where to Secure		
<ul style="list-style-type: none"> Request letter for ITR 		Departments / Offices		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits Request letter	Receives, checks and records the request	None	1 hour	Payroll Unit
	Processing of Income Tax Witheld (ITRs) for signature of HRMD Head	None	1 day	Payroll Unit/Admin Staff
2. Receive the Tax Witheld (ITR)	Released and records ITR	None		Payroll Unit
TOTAL:		None	1 day, 1 hour	



8. PAYROLL Preparation to Process Vouchers for the following Concerned Offices

Office or Division	Employee Welfare Division
Classification	Simple
Type of Transaction	G2G
Who may avail:	Where to Secure
Those employed in following offices: A. Senior Citizen Volunteers B. Hazard Pay C. Salaries of DECS contractual – D. Overtime Pay E. Philhealth Capitation – F. Training Fees / Travelling Fees G. Riverways Clearing Operations H. Community Health Workers	DEPARTMENTS / OFFICES - Social Services Devt Dept (SSDD) - QCHD / NDH/ RMBH / SSDD - DCS (Division of City School) - Departments / Offices - QCHD - Departments / Offices - EPWMD - QCHD
Checklist of Requirements:	
<ul style="list-style-type: none"> • Request letter • Payroll / vouchers • Certified photo-copy of signed Authority for Hazard Pay/OT/TA • Accomplishment Report /DTR (for overtime pay) • Copy of contract and Accomplishment Report (for Senior Citizen Volunteers / RCOP volunteers / Community Health Workers) • Copy of Certificate of Completion (for Trainings/ Seminars) 	



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

9. LOAN DEDUCTION AND DELETION (FOR PERMANENT EMPLOYEES ONLY)

Office or Division		Employee Welfare Division		
Classification		Simple		
Type of Transaction		G2G		
Who May Avail		Those who are employed (Permanent only) in QCG		
Checklist of Requirements:		Where to Secure		
<ul style="list-style-type: none"> Request letter 		Dept / Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Request letter.	To be checked and recorded as to completeness	None	1 hour	Payroll Unit
	Verifies and Updates Loans of Employee	None	1 hour	HRMO III
	for approval of the HRMD Head /HRMO V.	None		Asst Dept Head/ HRMD Head
TOTAL:		None	2 hours	



10. PROCESSING OF LEAVE APPLICATION for VACATION LEAVE/SICK LEAVE

Office or Division		Employee Welfare Division		
Classification		Simple		
Type of Transaction		G2G		
Who May Avail		Those who are employed (Permanent only) in QCG		
Checklist of Requirements:		Where to Secure		
<ul style="list-style-type: none"> Letter request approved and endorsed signed by Dept Head VLeave application & Leave card Sick Leave (Medical Certificate / Medical Abstract) 		Departments / Offices		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits Leave application documentary requirements	Receives documents as to completeness	None	5-10 minutes	Receiving Clerk
	Processes Leave Application/ recomputes leave credits	None	1-5 hours	HRMA/ HRMO Asst. HRMD Officer
	Assesses, validates, checks and affixes signature on leave application			
	Signs leave application/s	None	30 minutes	HRMD Head
2. Releases	Releases approved leave	None	5-10 minutes	Releasing Clerk
TOTAL:		None	1 day, 2 hours	



11. PROCESSING OF LEAVE APPLICATION FOR TRAVEL ABROAD

Office or Division		Employee Welfare Division		
Classification		Simple		
Type of Transaction		G2G		
Who May Avail		Those who are employed (Permanent only) in QCG		
Checklist of Requirements:		Where to Secure		
<ul style="list-style-type: none"> Letter Indorsement/Approved by Head of employee VLeave application and Leave Card Office and General clearance (1 month and above) Office clearance only if less than 1 month 		Departments / Offices		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submits requests Vleave application	Receives leave application and complete requirements	None	5-10 minutes	Receiving Clerk
	Process/recomputes leave application Assess, validates, computation, initials and signs	None	1-5hours	HRMA / HRMO Asst.HRMD Officer
	Signs the application	None	10-20 minutes	HRMDHead
	Releases approved leave signed by the HRMD Head and; Prepares Authority to Travel Abroad			HRMA / HRMO
	forwarded for signed by the City Mayor		1-2 days	City Mayor
Receives approved leave	Releases approved leave signed by the City Mayor	None		Releasing Clerk
TOTAL:		None	3 days	



11.1 PROCESSING OF LEAVE APPLICATION FOR 50% MONETIZATION OF LEAVE CREDITS

Office or Division		Employee Welfare Division		
Classification		Simple		
Type of Transaction		G2G		
Who May Avail		Those who are employed (Permanent only) in QCG		
Checklist of Requirements:		Where to Secure		
<ul style="list-style-type: none"> Letter Indorsement approved by Head -(State purpose of availment) Leave application and Leave card Waiver of those who will not avail the 10 days monetization for the fiscal year Medical Certificate/Medical Abstract (for medical purpose) Advise of Allotment 		Departments / Offices		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submits requests leave application	Receives leave application and complete requirements	None	5-10 minutes	Receiving Clerk
	Process / recomputes Assess, and validates, initials and signs	None	1-8hours	HRMA /HRMO11 Asst.HRMD Officer
	Signs the application	None	10-20 minutes	HRMDHead
	Releases approved leave signed by the HRMD Head to be signed by OCM	None	1-2 days	City Mayor
Receives approved leave	Releases approved leave signed by the City Mayor	None		Releasing Clerk
TOTAL:		None	3 days	



12. PROCESSING OF LEAVE APPLICATION FOR TERMINAL LEAVE

Office or Division		Employee Welfare Division		
Classification		Complex		
Type of Transaction		G2G		
Who May Avail		Those who are QCG employees (Permanent only)		
Checklist of Requirements:		Where to Secure		
<ul style="list-style-type: none"> • Letter Request • Leave application & Leave card • GSIS Clearance • Office Clearance • General Clearance • Certificate of No pending Administrative Case (Legal) • Service Record 		Dept / Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits requests leave application	Receives leave application and complete requirements	None	5-10 minutes	Receiving Clerk
	Process/recomputes leave application	None	1-8 hours	HRMA / HRMO
	Assess, validates, computation, initials and signs	None	20 minutes to 1hr	Asst.HRMD Officer
	Signs the application	None	10-20 minutes	HRMD Head
	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		Releasing Clerk
TOTAL:		None	3 days	



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

Office or Division		Employee Welfare Division		
Classification		Complex		
Type of Transaction		G2G		
Who May Avail		Those who are QCG employees (Permanent only)		
Checklist of Requirements:		Where to Secure		
<ul style="list-style-type: none"> Letter Request approve by Head Leave application and Leave card Medical Certificate/Medical Abstract from OB -GYNE (for Maternity leave) Birth Certificate Marriage Contract Affidavit of Singleness (for Unmarried Women) Incident Report from the Office concern (Requirement for Rehabilitation Leave) 		Dept / Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit leave application	Receives communication and leave application	None	5-10 minutes	Receiving Clerk
	Process/recomputes leave application Assess, validations, computation, initials and signs	None None	1-8 hours 20 minutes to 1hr	HRMA / HRMO Asst. HRMD Head
	Sign the leave application	None	10-20 minutes	HRMD Head
2. Received approved leave	Release the approved leave	None		Releasing Clerk
TOTAL:		None	1 day	



14. PROCESS FOR APPLICATION FOR RETIREMENT

Office or Division		Employee Welfare Division		
Classification		Complex		
Type of Transaction		G2G		
Who May Avail		Those who are 65years old for retirement (Permanent only)		
Checklist of Requirements:		Where to Secure		
<ul style="list-style-type: none"> Letter Application for Retirement Application for survivorship for deceased employee Office/Dept., & Gen. Clearances 		Departments / Offices		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements	Receives the application	None	5 minutes to 10 minutes	Receiving Clerk
	Checks/assess' attachments, prepares service record & communication	None	1 hour - 2 hours	HRMO / Asst. HRMD Head
	Signs the application for retirement, service record and communication	None	5 minutes to 10 minutes	HRMD Head
2. Receives application	Releases the application	None		Liaison Officer
TOTAL:		None	2 hours	



15. GSIS LOAN APPLICATION VIA ELECTRONIC ONLINE

Office or Division		Employee Welfare Division		
Classification		Simple		
Type of Transaction		G2G		
Who May Avail		Those who are QCG employees (Permanent only)		
Checklist of Requirements:		Where to Secure		
<ul style="list-style-type: none"> • Must have applied for Consolidated, Policy or Emergency Loan in GSIS Kiosk; • Affidavit; and • Indorsement from the Office/Dept. of employee applying for loan. 		Departments / Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Must submit the affidavit duly notarized and indorsed by the Office/Dept.	Receive the documents. Verify the net take home of the employee, must not be lower than P 4,000.00	None	10-15 minutes	Receiving Clerk Admin. Support Staff
	Access the GSIS Authorized Officer Website	None	15 minutes - 20 minutes	Agency Authorized
	Approve loan for qualified applicant	None		Agency Authorized Officer
TOTAL:		None	35 minutes	



PERSONNEL ACTION DIVISION

EXTERNAL SERVICES



16. HIRING / PROMOTION OF PLANTILLA PERSONNEL

- 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.

Office or Division	Personnel Action Division
Classification	Complex
Type of Transaction	G2G
Who May Avail	Recommendation Letter from the Department / Office Heads for Appointment / Promotion of their respective Personnel
Checklist of Requirements:	Where to Secure
For Applicants and/or recommendees: a. Duly filled-up Personnel Data Sheet (PDS) together with the following attachments: b. Diploma and Transcript of Records - for first and second level positions; c. PSA copy of Birth Certificate and Marriage Certificate for Original Appointment; d. Affidavit of No Relation to the Appointing Authority; e. Form 138 or Certification from school for positions requiring completion of elementary and high school course; f. Authenticated Copy of Eligibility - for positions requiring license or eligibility; g. Training Certificates - for positions requiring training; h. Certificate of Employment - for positions requiring work experience; i. Performance Rating (at least Very Satisfactory (4-4.99) Rating in the last rating period;	Departments / Offices



j. NBI Clearance; k. CSC Form 211 (Medical Certificate); and l. 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	
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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		
	A. If granted, requests publication of vacancies	None	10 minutes	HRMO
	B. Requires office / department the submission of applicants / contenders	None	3 working days	HRMO
2. Office / Department submit required documents		None		Admin Officer / HRMO of office concerned
	A. Receives, checks the documents submitted		5 - 6 hours (depends on the number of applicants)	HRMA / HRMO



	B. Evaluates paper qualification and prepares the Comparative Assessment Forms			
	C. Schedules the date of PSB (for approval by the Chairman and the number members) and approves the agenda of the positions to be screened			HRMD Head
	Acts as secretariat during the PSB En Banc Screening of Contenders		1 day	HRMO
	Prepares Appointment/s for City Mayor's signature			HRMO & HRMA
	Once Appointment/s is/are signed, requests Certificate of Funding from the City Accounting Department		1 day	HRMO & HRMA
	Preparation of additional requirements for CSC attestation (Oath of Office, Certificate of Assumption & PDF distribute to the respective Offices/ Departments		5-30 minutes (depends on the number of applicants)	



3. Offices/ Departments should submit the duly signed docs for CSC requirements			3 working days	
	Transmits Appointment/s& supporting docs to CSCfor attestation		5 minutes	HRMO & HRMA
	Attested Appointment/s are received from CSC and transmitted to concerned Departments		1 hour	
	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 DepT is requested to file signed MR with CSC attaching therein the required documents.			
TOTAL:		None	3-5 days	



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

Office or Division		Personnel Action Division		
Classification		Complex		
Type of Transaction		G2G		
Who May Avail		Contractual employees Under Executive Branch and Division of City Schools (DCS) SEF Funds		
Checklist of Requirements:		Where to Secure		
<ul style="list-style-type: none"> Recommendation Letter from the Department/ Office / Task Force Units Heads for Renewal Duly filled-up (PDS); Contractual Appraisal Form; Panunumpa and Actual Duties 		Departments / Offices		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request for renewal of consultant/cos	Receives, records as to completeness	None		Receiving Clerk
	Reviews and checks the docs	None		HRMO
	forwards the docs to Budget dept for Certification for availability of funds	None	One (1) to (2) working days	City Budget Officer
	forwards the documents to the City Mayor, for		One (1) to (2) working days	City Mayor
2. Receives the documents	Informs and Releases Certified Copy of approved to dept./office			HRMA
TOTAL:		None	4 days	



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

Office or Division		Personnel Action Division		
Classification		Complex		
Type of Transaction		G2G		
Who May Avail		Contractual employees Under Legislative Branch and Vice-Mayor, City Councilor, Secretary to the Sanggunian		
Checklist of Requirements:		Where to Secure		
<ul style="list-style-type: none"> Recommendation/Indorsement Contract of COS and Job Order/ Consultants with Duties and Functions, PDS and Oath of Office 		Dept / Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Staff/liaison officer submits Indorsement letter together with required attachments	Receives, reviews and checks the documents submitted as to completeness	None	20-30 minutes	Clerk/HRMA
	Supervisor affixes initials in the Contract Signs Contract on the space provided for purpose notation	None	5 minutes	Assistant HRMD Officer HRMD Head
2. Liaison Officer (Legislative branch)	Return contracts to the Liaison and forwards budget with officials signature	None	5-10 minutes	Clerk
	Return contracts to Liaison Officer funded by Budget Officer to be sign by the Vice Mayor	None	5-10 minutes	Liaison Officer
TOTAL:		None	1 hour	



19. JOB APPLICATION

Office or Division		Personnel Action Division		
Classification		Simple		
Type of Transaction		G2C		
Who May Avail		Walk-in Applicant/Application Letter		
Checklist of Requirements:		Where to Secure		
<ul style="list-style-type: none"> Letter of Application Personal Data Sheet with Picture/Resume/Biodata 		Dept / Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the requirements to the receiving	Receives, records	None	5 minutes	Receiving Clerk
	Evaluates and Indorses the letter of the applicant to department/office where his/her qualifications is suited	None	5minutes	HRMO
	Inform thru email that application has been sent thru Caliber Apps	None	5 minutes	HRMA
TOTAL:		None	10 minutes	



20. ISSUANCE OF AUTHORITY TO TRANSFER

Office or Division		Personnel Action Division		
Classification		Simple		
Type of Transaction		G2G		
Who May Avail		QC Employee who transfer to any Local/ National Agency		
Checklist of Requirements:		Where to Secure		
<ul style="list-style-type: none"> • Office Clearance • General Clearance • Certification of No Pending Case (from the City Legal Dept.) • Request letter • Assumption of duty (from Accepting Agency)* • CTC Appointment papers (from Accepting Agency) * 		Dept / Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request letter together w/ clearances & indorsement	Receive request and checks documents as to completeness	None	5 minutes	Receiving/Releasing Clerk
	Record and hand over to HRMO	None	30 minutes	Receiving/Releasing Clerk
	Prepare Authority to Transfer and forward to Office of the City Mayor	None	3 days	HRMO III
	Record/ Check/ Sign	None None	2 hours 1 hour	HRMO V HRMD Head
	Sign	None	3 days	City Mayor
2. Receive the Original copy of	File receiving copy employee's 201 file	None	5 minutes	HRMO III
TOTAL:		None	6 days,	



21. CHANGE OF NAME AND MARTIAL STATUS

Office or Division		Personnel Action Division		
Classification		Simple		
Type of Transaction		G2G		
Who May Avail		All female QC employees who are married		
Checklist of Requirements:		Where to Secure		
<ul style="list-style-type: none"> 3 certified Photocopy of marriage contracts (NSO copy) Request letter Indorsement letter (by Office/Dept. Head of the employee concern) 		Dept / Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits the marriage contract (3 copies)	Receive request with	None	5 minutes	Receiving/Releasing Clerk
	Record and hand over to assigned personnel	None	30 minutes	Receiving/Releasing Clerk
	Request retrieval of 201 file for proper notation of the changes and prepare Indorsement letter to CTO/ COA	None	3 days	HRMO IV
	Record/Check/	None	2 hours	HRMO V
	Sign	None	1 hour	HRMD
	Update PMIS record of the employee concern	None	5 minutes	HRMO III
TOTAL:		None	3 days	



22. ISSUANCE OF NOTICE OF TERMINATION/ ORDER OF SEPARATION

Office or Division		Personnel Action Division		
Classification		Simple		
Type of Transaction		G2G		
Who May Avail		QCG Employees who are on AWOL		
Checklist of Requirements:		Where to Secure		
<ul style="list-style-type: none"> Office/Department Heads Recommendation for Dropping from the Rolls 		Dept / Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Office/ Department Head Concern	Receives Office/Dept. recommendation letter	None	1 hour	Receiving/Releasing Clerk
	Records and forward assigned HRMD	None	30 minutes	Receiving/Releasing Clerk
	Prepare Notice/Order of Separation and forwards OCMayor	None	1 day	HRMO III
	Record/Check/Initial Sign	None	2 hours	HRMO V HRMD Head
	Sign	None	3 days	City Mayor
	Mail the original notice to employee concern. Inform and furnish(photocopy of the signed notice) office/dept. concern	None	1 day	HRMO III
	File original copy to 201. Inform and furnish (photocopy of the return card) office/dept. concern	None	1 day	HRMO III
	Check/Initial	None	1 hour	HRMO V
	Sign	None	1 day	HRMD
TOTAL:		None	6 days, 5hours	

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



23. ISSUANCE OF ACCEPTANCE OF RESIGNATION

Office or Division		Personnel Action Division		
Classification		Simple		
Type of Transaction		G2G		
Who May Avail		QC Employees who opt to sever employment for personal reasons, i.e. health, family, employment (local or abroad)		
Checklist of Requirements:		Where to Secure		
<ul style="list-style-type: none"> Resignation letter of employee Indorsement from the Head of Department / Office 		Dept / Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter with Clearances	Receives, records and checks docs	None	5 hour	Receiving /Releasing Clerk
	Assigns the letter to HRMO	None	30 minutes	HRMD Head
	Prepares Acceptance of Resignation and forwards to OCM	None		HRMO
	Sign			HRMD
	Sign by City Mayor	None	3 days	City Mayor
	Informs and releases the signed Resignation to concerned Department/Office	None	5minutes	HRMO
	File the photocopy to employees 120F	None		Records Clerk
TOTAL:		None	3 days,	



24. ISSUANCE OF SERVICE RECORD / CERTIFICATE OF EMPLOYMENT (COE)

Office or Division		Personnel Action Division		
Classification		Simple		
Type of Transaction		G2G		
Who May Avail		All Permanent, Co-Terminus and Contract to Service (Active or In-Active) QC Employees		
Checklist of Requirements:		Where to Secure		
<ul style="list-style-type: none"> Resignation letter of employee Indorsement from the Head of Department / Office 		Dept / Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up request form	Receives filled-up request forms	None	5 minutes	Receiving/Releasing Clerk
	Retrieval of 201 or 120 files and hand them over to assigned HRMD staff	None	30 minutes	Records Personnel
	Prepare Service Record	None	2 hours	HRMO
	Prepare SR/Certificate of Employment (COE)	None	45 minutes	
	Checks/Initials	None	1 day	HRMO V
	Signs	None	1 day	HRMD-Head
2. Pay to the CTO cashier fees	Issue order of payment	*P20.00 per page	30 minutes	Receiving/Releasing Clerk
3. Present Receipt	Record OR # and releases SR/COE thru Email or Messenger		5 minutes	Receiving/Releasing Clerk
TOTAL:		*P20.00 per page	2 days	

*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



25. PREPARATION OF NOSA

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



25. UPDATE FOR TAX EXEMPTION / ISSUANCE OF TIN NUMBER

Office or Division		Personnel Action Division		
Classification		Simple		
Type of Transaction		G2G		
Who May Avail		All QC Employees (Permanent)		
Checklist of Requirements:		Where to Secure		
<ul style="list-style-type: none"> Duly Accomplished 2305 / 1905 / 1902 PSA Birth Cert of dependent 		Dept / Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit 2305 / 1905 / 1902	Checks & receives 2305 / 1905 (complete attachment)	None	25 minutes	Receiving Clerk
	Updates employees dependent to BIR	None	10 minutes	Receiving Clerk
	Files to 201 Electronic E-registration for TIN	None	5 minutes	Records Custodian
TOTAL:		None	40 minutes	



TRAINING DIVISION
INTERNAL SERVICES



26. REQUEST FOR ATTENDANCE IN SEMINAR / TRAINING (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 one (1) week prior to the activity. The CHRD 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

Office or Division		Training Division		
Classification		Simple		
Type of Transaction		G2G		
Who May Avail		All QC Employees (Permanent and COS)		
Checklist of Requirements:		Where to Secure		
<ul style="list-style-type: none"> • Letter request from the Office / Department Head • Invitation from Sponsoring agency 		Dept / Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Requesting Office / Department	Receives request & verify to attend on Official time or On Official Busin	None	5 minutes	Counter I Clerk
	Recommends to City Mayor for	None	10 minutes	HRMD Head
	Records signed Authority and releases to the requesting office.	None	10 minutes	HRMD Training Staff
TOTAL:		None	1 hour,	



27. REQUEST FOR AUTHORITY TO CONDUCT TRAINING

- 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.

Office or Division		Training Division		
Classification		Simple		
Type of Transaction		G2G		
Who May Avail		All QC Employees (Permanent and COS)		
Checklist of Requirements:		Where to Secure		
Letter request from the Office / Department Head indicating venue, inclusive dates & list of participants		Dept / Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Requesting Office / Department	Receives request for conduct of trainings/ workshops/ capability building seminars.	None	3-5 minutes	Receiving Clerk
	Recommends to City Mayor approval of request	None		HRMD Head
	Signed Authority is forwarded to department concerned	None		HRMO
	Preparation of Logistic (for in-house training) a. Request for AA (Advise of Allotment / Work Financial Plan	None	1 - 3 days	HRMO
	b. Preparation of PR and other documents required by Procurement Office for	None	2 days	Procurement



	bidding purposes. c. Approval of the Bid and Notice of Award d. Preparation of logistics like - Training kits (with hand-outs, IDs, attendance sheet...etc.		2 week	
	-Menu preparation, rooming lists -Orientation of participants (schedule of activities, departure -Training proper -Post training report	None	2 - 3 days 1 day	
TOTAL:		None	18 days	

28. APPLICATION FOR ON-THE-JOB TRAINING (OJT)

Office or Division		Training Division		
Classification		Complex		
Type of Transaction		G2C		
Who May Avail		Students from local Colleges / Universities who requires OJT		
Checklist of Requirements:		Where to Secure		
<ul style="list-style-type: none"> Recommendation Letter from the School for accommodation of students. Resume of the student. 		Dept / Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request for OJT	Receives and checks the documents	None	1 minute	Administrative Support Staff



	submitted			
	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
TOTAL:		None	1 hour, 12 minutes	

29. REQUEST FOR ISSUANCE OF ID

Office or Division		Training Division		
Classification		Complex		
Type of Transaction		G2C		
Who May Avail		<ul style="list-style-type: none"> All Quezon City Hall employees On the Job Trainees 		
Checklist of Requirements:		Where to Secure		
<ul style="list-style-type: none"> Application form Photocopy of Job Order / Contract for new employees Affidavit of Loss for lost IDs Letter Request 		Dept / Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits document	Checks and Encodes	None	2 - 3 minutes	Admin Staff
	Release the ID	None	1 minute	Administrative Support Staff
TOTAL:		None	8 minutes	



30. REQUEST FOR OFFICIAL TRAVEL AUTHORITY

Office or Division		Employee Welfare Division		
Classification		Simple		
Type of Transaction		G2G		
Who May Avail		All QC Employees (Permanent)		
Checklist of Requirements:		Where to Secure		
<ul style="list-style-type: none"> -Letter request for Foreign Travel (indicating inclusive date/s of travel and place/s of destination) - Invitation from Sponsoring Agency or Organizer Authority to Attend sign 		Dept / Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submits documents	Receives and logs-in complete documents	None	5 minutes	Receiving Unit
	Prepares travel authority if activity is on official business / official time	None	1 hour	HRMD Staff
	Prepares travel authority			
	Recommends to City Mayor approval of Travel Authority	None	5 Minutes	Head - HRMD
	Receives signed Travel Authority from Office of the Mayor	None	5 minutes	Receiving Unit
	Releases Signed Authority and retains photo copy for file	None	5 minutes	HRMD Staff
TOTAL:		None	1 hour, 20 minutes	



31. REQUEST FOR LANDBANK ATM

Office or Division		Employee Welfare Division		
Classification		Simple		
Type of Transaction		G2G		
Who May Avail		All QC Employees (Permanent)		
Checklist of Requirements:		Where to Secure		
<ul style="list-style-type: none"> Letter request / Letter endorsement 		Dept / Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request for ATM	Receives and checks the documents	None	1 minute	Administrative Support Staff
2. For Perm employees	Prepare EDCF	None	10 minutes	Administrative Support Staff
For COS	Release the endorsement for HRMD Signature	None	1 minute	HRMD Head
3. Upon acceptance proceed to Landbank		None		
TOTAL:		None	12 minutes	



PROCEDURE FOR FILING OF FEEDBACK / COMPLAINTS

Office or Division		Training Division		
/ Classification		Complex		
Type of Transaction		G2G		
Who May Avail		Those who are employed (Permanent and Contractual) in QCG		
Checklist of Requirements:		Where to Secure		
<ul style="list-style-type: none"> Duly accomplished feedback/ complaint forms 		Departments / Offices		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Files duly accomplished complaint / feedback form	Receives and verifies complaint letter	None	10 minutes	Officer of the Day
	Reports and informs the Office of the details of his/her complaint	None	5-10 minutes	Asst. Dept head
	Addresses the complaint and Interviews employee concerned on the complaint/ prepares formal letter complaint on Employee concerned	None	5-10 minutes	HRMO / HRMD
	Mails the report on action taken of the concerned division/ unit to the client			Senior Admin
TOTAL:		None	35 minutes	

END OF TRANSACTION
 If you wish to file a complaint, you may call the HRMD Information Window at (02) 988-4242 local 8504.



Prepared by:

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Recommending Approval:

RONALD L. TAN
OIC - HRMD