

**CITIZEN'S CHARTER**  
**HUMAN RESOURCE MANAGEMENT OFFICE**  
**LGU PILAR, BOHOL**



**1. FRONTLINE SERVICE: Issuance of Employment Certificate & Certificate of Leave Credit**

CLIENT	PROCEDURE	TIME	PERSON RESPONSIBLE	REQUIREMENT	OUTPUT
Job Order Employees, Contract of Service, On-the-job trainees, Mun. Officials, Permanent Employees	Interview the client	10mins	<b>Maria Nilda B. Jaspe</b> HRMO I	Previous LGU ID or any Valid ID.	Certificate of Employment
	Verify the records	5mins.	Rucel M. Buslon HR Staff	Official Receipt from MTO.	Certificate of employment with leave credits balances
	Prepare print & sign the certificate and submit to Mayor's Office for LCE signature	5mins.	<b>Maria Nilda B. Jaspe</b> HRMO I		
	Releasing of the signed certificate	5mins.	Rucel M. Buslon HR Staff		

**2. FRONTLINE SERVICES: Recruitment, Selection and Placement**

Applicants	Prepare notice of publication of vacant position (for permanent item) and submit to CSC field office for posting at CSC bulletin board	15mins	<b>Maria Nilda B. Jaspe</b> HRMO I		Signed notice of publication for submission for CSC
	Received / accept Applications, Resume, and other pertinent documents from the applicant of the vacant position. Inform the applicants on the procedure of the selection thru PSB screening. Prepare notice of screening of applicants after the 15days mandatory posting.	15mins	<b>Maria Nilda B. Jaspe</b> HRMO I	Application Letter  Personal Data Sheet with pic.  NBI  Medical Certificate signed by a Government Physician  Certificate of relevant Trainings  Certificate of Employment with duties & function Photocopy of eligibility if required to the position Transcript of record	Approved Appointment
	Deliver the notices to respective applicants and PSB Members	2 days	Rucel M. Buslon HR Staff		
	Facilitate screening of applicants by the Personnel Selection Board	1 day	<b>Maria Nilda B. Jaspe</b> HRMO I		

	Prepare necessary docs for appointment after endorsement appointment after endorsement appointing officer the qualified applicants	2 days	<b>Maria Nilda B. Jaspe</b> HRMO I		
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### 3.FRONTLINE SERVICE: Issuance of Service Record

CLIENT	PROCEDURE	TIME	PERSON RESPONSIBLE	REQUIREMENT	OUTPUT
Permanent Employees, Municipal Offices Retired Officials & Employees	Prepare & Print the service record	15mins	<b>Maria Nilda B. Jaspe</b> HRMO I	Filled up request form	Approved Service Record
	Record to log book and submit the service record to Mayor's Office for LCE Signature	5mins	Rucel M. Buslon HR Staff	Old service record for transferred personnel & retired personnel who's record is no longer in the database.	
	Releasing of service record upon signing LCE	3mins	Rucel M. Buslon HR Staff		

### 4.FRONTLINE SERVICE: Hiring / Issuance and Processing of Job Orders

CLIENT	PROCEDURE	TIME	PERSON RESPONSIBLE	REQUIREMENT	OUTPUT
Applicants Job Order Workers	Accept applications & interview new applicants assess old Job Order Worker for renewal	15mins	<b>Maria Nilda B. Jaspe</b> HRMO I	Application Letter Personal Data Sheet Endorsement from the LCE	Approved Job Order
	Endorse new applicants to LCE	5mins	<b>Maria Nilda B. Jaspe</b> HRMO I		
	Verify budgetary allocation	5mins.	<b>Maria Nilda B. Jaspe</b> HRMO I		
	Prepare Job orders (new or renewal)	2Days	<b>Maria Nilda B. Jaspe</b> HRMO I		
	Release job orders	1Day	Rucel M. Buslon HR Staff		

### 5.FRONTLINE SERVICE: Preparation an Processing of DTR and Payroll

CLIENT	PROCEDURE	TIME	PERSON RESPONSIBLE	REQUIREMENT	OUTPUT
Job Order Workers Permanent Employees Casual Plantilla Municipal Officials	Print biometric attendance and release to concerned offices	1Day	<b>Maria Nilda B. Jaspe</b> HRMO I	Employees DTR Payroll	Salary/wages
	Check DTR's & submit to Accounting Office for payroll/voucher preparation	2Days	<b>Maria Nilda B. Jaspe</b> HRMO I		
	Check and sign payroll	2Days	<b>Maria Nilda B. Jaspe</b> HRMO I		
	Forward to Budget office signed payroll	5mins	Rucel M. Buslon HR Staff		

### 6.FRONTLINE SERVICE : Preparation and Processing of Employees Benefits

CLIENT	PROCEDURE	TIME	PERSON RESPONSIBLE	REQUIREMENT	OUTPUT
Permanent Employees	Verify Records	15mins	<b>Maria Nilda B. Jaspe</b> HRMO I	Performance Rating for productivity.	Monetary benefits Salary increased
	Prepare & print & sign Notice of Step Increment	1hr	<b>Maria Nilda B. Jaspe</b> HRMO I		
	Prepare & print Notice of salary Adjustment	1hr	<b>Maria Nilda B. Jaspe</b> HRMO I		

	Prepare Supporting documents for a particular benefit	15mins	<b>Maria Nilda B. Jaspe</b> HRMO		
	Endorsed to accounting office qualified for productivity claim for payroll/voucher prep.	10mins	Rucel M. Buslon HR Staff		

**7. FRONTLINE SERVICE: Processing of Application for Special and Regular Monetization**

CLIENT	PROCEDURE	TIME	PERSON RESPONSIBLE	REQUIREMENT	OUTPUT
	Verify records, Check remaining leave credits	1 hr	<b>Maria Nilda B. Jaspe</b> HRMO I	2 copies of Leave Form	Monetization Claim
	Collect all requirements needed and endorsed to Accounting office those who qualify for monetization	1 day	<b>Maria Nilda B. Jaspe</b> HR MO I	Request for Special Monetization Form  Request letter signed by the LCE	

**8. FRONTLINE SERVICE: Preparation and processing of terminal claims**

CLIENT	PROCEDURE	TIME	PERSON RESPONSIBLE	REQUIREMENT	OUTPUT
Retired personnel End of term Municipal Officials Out -going Municipal Officials	Reconstruct individual leave card/ledger and prepare evaluation worksheet and submit to Mun. Accountant for review	3 weeks or more depend on the length of service	<b>Maria Nilda B. Jaspe</b> HRMO I	Service record  Photocopy of Appointment  Photocopy of latest salary adjustment Approved clearance of property accountability	Monetary claim
	Prepare and process supporting documents	1 day	<b>Maria Nilda B. Jaspe</b> HRMO I	Approved evaluation worksheet of leave credits balance latest SALN	
	Print clearance	10min	<b>Maria Nilda B. Jaspe</b> HRMO I	Affidavit of no pending case	
	Prepare voucher with supporting documents	1hr	Rucel M. Buslon HR Staff	Approved application	
	Submit voucher w/ complete supporting documents to budget office	5mins	Rucel M. Buslon HR Staff		

**9. FRONTLINE SERVICE: Processing of application for leave**

CLIENT	PROCEDURE	TIME	PERSON RESPONSIBLE	REQUIREMENT	OUTPUT
Permanent Employees Casual Plantilla Municipal Officials	Accept application for leave with signature	1 min	Rucel M. Buslon HR Staff	Application for leave	Approved leave
	Verify, record to ledger and certify the application of leave	15mins	<b>Maria Nilda B. Jaspe</b> HRMO I	Medical certificate if needed	
	Record to logbook and submit to Mayor's Office for signature	5min	Rucel M. Buslon HR Staff	Approved clearance to application for more than 1 month leave	
	File and release copy of approved leave to accounting office and to employee concern	15min	Rucel M. Buslon HR Staff		