**HUMAN RESOURCE MANAGEMENT DIVISION**

Provincial Capitol, Mamburao, Occidental Mindoro

**CITIZEN CHARTER**

**MS. MARIFE T. TAÑALA**

SAO/OIC-CAO/HRMO

SERVICE : Employment with the Provincial Government of Occidental Mindoro

About the Service : Employment with the PGOM is open to all applicants. Said applicants

must possess the minimum qualification requirements of the position applied for. PGOM vacancies are posted in the bulletin of vacant positions at the Provincial Capitol Bldg. and at the Civil Service Commission (CSC) Provincial Field Office and published in the website of CSC Bulletin of vacant positions for 15 calendar days.

Service Coverage : All potential Applicants

Requirements : 1. Application letter addressed to the Provincial Governor thru the

 Department Head where the vacancy exists.

2. Duly accomplished Form 212 or Personal Data Sheet

3. Photocopy of eligibility/ies

4. Official Transcript of Records, Diploma, trainings, etc.

5. Certification of previous employment, service record, if any.

Service Schedules : Monday – Friday

 8:00 am – 5:00 pm

Fees : None

HOW TO AVAIL OF THE SERVICE: REGULAR PLANTILLA POSITIONS

|  |  |  |  |
| --- | --- | --- | --- |
| **Steps for Client** | **Office Procedures** | **Time** | **Personnel Responsible** |
| 1 | Submit application letter with supporting documents | Publishes the vacant positions with the CSC after the Governor approved the request of the Department Head for filling-up the vacant positionsListing of the vacant positions for inclusion to the assessment process | 30 minutes15 minutes  | Marife TanalaSAO/OIC-CAO/HRMOGloria P. Mercene Marife T. TanalaPrime-HRM TWG |
| 2 |  | Checking of the Date of Publication |  | Prime-HRM TWG |
| 3 |  | Establishing the Job Description with the help of the Department Head concerned |  | Prime-HRM TWG |
| 4 |  | Profiling of applicants for each vacant positions |  | Prime-HRM TWG |
| 5 |  | Shortlisting of Applicants:1. Presentation of Job Description for approval of the panel
2. Evaluates the application letters according to the desired positions being applied, including their qualifications, educational attainment, relevant experience, relevant training, eligibility and other awards and accomplishments after the Governor acts on the application letter and instructs HR to let the applicants undergo screening process or reserved in the pool for future reference.
 |  | Prime-HRM TWG |
| 6 |  | Informing applicants of the pre-assessment results |  | Prime-HRM TWG |
| 7 | Receives Notice | Notifies applicant for a scheduled pre-qualifying exam. | 10 minutes | Prime-HRM TWG |
| 8 | Takes the pre-qualifying examination | Conducts the pre-qualifying examination | 1 hour | Prime-HRM TWG |
| 9 | Waits for further notice | Checks the paper and notify applicants or posts the result of examination in the HR and Capitol Bulletin Board | 1 day | Prime-HRM TWG |
| 10 | Receives notice to attend the Human Resource Merit and Promotion and Selection Board (HRMPSB) | Schedule a Human Resource Merit and Promotion and Selection Board (HRMPSB) meeting/interview. | 5 minutes | Prime-HRM TWG |
| 11 | Attends HRMPSB evaluation and screening | Convenes Human Resource Merit and Promotion and Selection Board (HRMPSB) | 1 to 2 hours | Prime-HRM TWG  |
| 12 | Waits for further notice | Consolidates results of screening and evaluationPrepares all necessary reports post-HRMPSB evaluationSubmit report and recommendation to the Governor | 1 to 2 days | Prime-HRM TWG |
| 13 | Receives further notice | Notifies applicant of the result of PSBPosts the PSB result in the HR Bulletin Board |  | Prime-HRM TWG |
| 14 | Receives Instructions | If hired:Requires applicant to submit additional requirements:CS Form 33Position Description FormNotice of FundingMedical CertificateClearances, NBI, Financial Obligation and Property Accountability in case of transfer/re-employmentPerformance Rating for promotions and transfer |  | Prime-HRM TWG |
| 15 | Sign Appointment Papers | Prepares and process appointment documents:1. Appointment
2. Position Description Form
3. Notice of Funding
 | 1 day |  |
| 16 |  | Submit appointment documents to the Governor | 2 days | Marife T. Tañala |
| 17 |  | Received signed appointment papers | 1 day | Marife T. Tañala |
| 18 | Reports for work | Advises appointee to report for work |  | Marife T. TañalaPrime-HRM TWG |
| 19 | Attends Orientation/Briefing | Conducts Orientation / Briefing |  | Marife T. TañalaPrime-HRM TWG |
| 20 |  | Advises appointee to secure Identification card at the MIS Office. | 5 minutes | Prime-HRM TWG |
| 21 | Receives appointment papers | Releases appointment papers | 5 minutes | Marife T. TañalaRuel Adora |

SERVICE : ISSUANCE OF CERTIFICATE OF EMPLOYMENT, SERVICE

RECORDS, LEAVE CREDITS, NET TAKE HOME PAY & OTHER

FORMS

About the Service : Issuing Certificate of Employments, Leave Credits, Net Take Home Pay

and Service Records to all present and previous (if any) employees of the Provincial Government of Occidental Mindoro.

Coverage : All employees of the Provincial Government of Occidental Mindoro

including all those who retired and resigned.

Requirements : 1. Order of payment (PTO, Collection Division)

 2. Name of the employee

Schedule : Monday – Friday

 8:00 am – 5:00 pm

Fees : Php 50.00

**HOW TO AVAIL OF THE SERVICE: CERTIFICATE OF EMPLOYMENT**

|  |  |  |  |
| --- | --- | --- | --- |
| **Steps for Client** | **Office Procedures** | **Time** | **Personnel Responsible** |
| 1 | Request for Certification | Assist client to get receipt at the Provincial Treasurer Office, Collection Division | 3 minutes |  |
| 2 | Present Official Receipt at HR Division. | Prepares Certification based on the Office’ records. | 10 minutes | Melissa Maranan |
| 3 |  | Sign Certification | 5 minutes | Marife T. Tanala |
| 4 | Received the signed documents | Issues the duly signed document | 1 minute |  |

**HOW TO AVAIL OF THE SERVICE: SERVICE RECORD**

|  |  |  |  |
| --- | --- | --- | --- |
| **Steps for Client** | **Office Procedures** | **Time** | **Personnel Responsible** |
| 1 | Request for Certification | Assist client to get receipt at the Provincial Treasurer Office, Collection Division | 3 minutes | Melissa Maranan |
| 2 | Present Official Receipt at HR Division. | Prepares Service Record based on the Office’ records. | 10 minutes | Melissa Maranan |
| 3 |  | Sign Certification | 5 minutes | Marife T. Tanala |
| 4 | Received the signed documents | Issues the duly signed document | 1 minute | Melissa Maranan |

**HOW TO AVAIL OF THE SERVICE: CERTIFICATE OF LEAVE CREDITS**

|  |  |  |  |
| --- | --- | --- | --- |
| **Steps for Client** | **Office Procedures** | **Time** | **Personnel Responsible** |
| 1 | Request for Certification | Assist client to get receipt at the Provincial Treasurer Office, Collection Division | 3 minutes | Carla Myrasol |
| 2 | Present Official Receipt at HR Division. | Prepares Certification based on the Office’ records. | 10 minutes | Carla Myrasol |
| 3 |  | Sign Certification | 5 minutes | Marife T. Tanala |
| 4 | Received the signed documents | Issues the duly signed document | 1 minute |  |

**HOW TO AVAIL OF THE SERVICE: NET TAKE HOME PAY**

|  |  |  |  |
| --- | --- | --- | --- |
| **Steps for Client** | **Office Procedures** | **Time** | **Personnel Responsible** |
| 1 | Request for Certification | Assist client to get receipt at the Provincial Treasurer Office, Collection Division | 3 minutes | Madonna Flores Masangcay (PACCO) |
| 2 | Present Official Receipt at HR Division. | Prepares Certification based on the Office’ records. | 10 minutes | Madonna Flores Masangcay (PACCO) |
| 3 |  | Sign Certification | 5 minutes | Marife T. Tanala |
| 4 | Received the signed documents | Issues the duly signed document | 1 minute | Madonna Flores Masangcay (PACCO) |

|  |
| --- |
| **LOAN APPLICATIONS: BANK INSTITUTIONS** |
| **STEPS** | **SERVICE PROVIDER/ ACTION TAKEN**  | **DURATION/ NO. OF HOURS** | **AUTHORIZED PERSON TO ACT** |
| 1. Secure Official Receipt and documentary stamp from the Provincial Treasurer's Office for the loan application. |   |   | Gilbert A. De Guito - Job Order |
| 2. Submit to HR Office the OR and documentary stamp. | Prepare Net Take Home Pay of the applicant. | 10 minutes | Madonna Flores Masangcay (PACCO) |
| Prepare Service Record of the applicant **(if required)** | 10 minutes | Melissa Bahia |
| Prepare Certificate of Leave Credits of the applicant **(if required)** | 10 minutes | Carla Myrasol Villaluz |
| Prepare Certificate of Employment of the applicant **(if required)** | 10 minutes | Joyce Del Rosario |
| 3. Submit to HRMO and Provincial Accountant for approval | Sign approved Net Take Home Pay. | 5 minutes | Marife T. Tañala SAO/OIC-CAO/HRMO |
|  |  |  |  |
| **LOAN APPLICATIONS: GSIS POLICY LOAN** |
| **STEPS** | **SERVICE PROVIDER/ACTION TAKEN** | **DURATION/NO. OF HOURS** | **AUTHORIZED PERSON TO ACT** |
| 1. Inform the Agency Authorized Officer (AAO) of the loan application | Verify and confirm loan application in the AAO Website. (Loan proceeds after 2-3 days from confirmation) | 5 minutes | Gloria P. Mercene |
| **LOAN APPLICATIONS: GSIS CONSOLIDATED LOAN** |
| **STEPS** | **SERVICE PROVIDER/ACTION TAKEN** | **DURATION/NO. OF HOURS** | **AUTHORIZED PERSON TO ACT** |
| 1. Inform the Agency Authorized Officer (AAO) of the loan application | Verify in the AAO Website if the loan application is successfully applied. | 5 minutes | Gloria P. Mercene |
| Lecelyn R. Macalalad/AAO Alternate |
| 2. After verification, proceed to Provincial Treasurer's Office and secure Official Receipt and documentary stamp for the loan application. |   |   | Gilbert A. De Guito - Job Order |
| 3. Submit to HR Office the OR and documentary stamp. | Prepare Net Take Home Pay of the applicant. | 10 minutes | Ma. Madonna M. Flores (PACCO) |
| 4. Submit to HRMO and Provincial Accountant for approval | Sign approved Net Take Home Pay. | 5 minutes | Marife T. Tañala SAO/OIC-CAO/HRMO |
| 5. Submit approved Net Take Home Pay of the applicant to the AAO. | Confirm loan application in the AAO Website. (Loan proceeds after 2-3 days from confirmation) | 5 minutes | Gloria P. Mercene |
| **LOAN APPLICATIONS: HOME DEVELOPMENT MUTUAL FUND (HDMF-PAGIBIG) LOAN** |
| **STEPS** | **SERVICE PROVIDER/ACTION TAKEN** | **DURATION/NO. OF HOURS** | **AUTHORIZED PERSON TO ACT** |
| 1. Secure Official Receipt and documentary stamp from the Provincial Treasurer's Office for the loan application. |   |   | Gilbert A. De Guito - Job Order |
| 3. Submit to HR Office the OR and documentary stamp. | Prepare Net Take Home Pay of the applicant. | 10 minutes | Ma. Madonna M. Flores (PACCO) |
| 4. Submit to HRMO and Provincial Accountant for approval | Sign approved Net Take Home Pay. | 5 minutes | Marife T. Tañala SAO/OIC-CAO/HRMO |
|  |  |  |  |
|  |  |  |  |
| **EMPLOYEE BENEFITS: CLOTHING ALLOWANCE** |
| **STEPS** | **SERVICE PROVIDER/ACTION TAKEN** | **DURATION/NO. OF HOURS** | **AUTHORIZED PERSON TO ACT** |
| 1. Submit payrolls/voucher of clothing allowance for review and verification | Review and verify payrolls of qualified employees for clothing allowance benefits. | 10 minutes | Manolita Q. Dantis Sarah Jane Ellarma |
| 2. Submit to HRMO for approval. | Review and sign approved payrolls. | 1 minute | Marife T. Tañala SAO/OIC-CAO/HRMO |
| 3. Upon approval of the payroll | Submit to Provincial Budget Office for appropriation. | 3 minutes | Gilbert A. De Guito - Job Order |
|  |  |  |  |
|  |  |  |  |
| **EMPLOYEE BENEFITS: LOYALTY PAY** |
| **STEPS** | **SERVICE PROVIDER/ACTION TAKEN** | **DURATION/NO. OF HOURS** | **AUTHORIZED PERSON TO ACT** |
| 1. Submit vouchers of Loyalty Pay with the following attachments: | Review and verify vouchers of qualified employees for loyalty pay. | 5 minutes | Gloria P. MerceneSarah Jane Ellarma |
|
| 1. Service Record |
| 2. Documentary Stamp |
| 2. Submit to HRMO for approval. | Review and sign approved payrolls. | 1 minute | Marife T. Tañala SAO/OIC-CAO/HRMO |
| 3. Upon approval of the payroll | Submit to Provincial Budget Office for appropriation. | 3 minutes | Gilbert A. De Guito - Job Order |
|  |  |  |  |
|  |  |  |  |
| **EMPLOYEE BENEFITS: 13TH AND 14TH MONTH PAY** |
| **STEPS** | **SERVICE PROVIDER/ACTION TAKEN** | **DURATION/NO. OF HOURS** | **AUTHORIZED PERSON TO ACT** |
| 1. Submit vouchers of Loyalty Pay with the following attachments: | Review and verify vouchers of qualified employees for loyalty pay. | 5 minutes | Gloria P. Mercene Sarah Jane Ellarma |
|
|  1. Service Record |
|  2. Documentary Stamp |
| 2. Submit to HRMO for approval. | Review and sign approved payrolls. | 1 minute | Marife T. Tañala SAO/OIC-CAO/HRMO |
| 3. Upon approval of the payroll | Submit to Provincial Budget Office for appropriation. | 3 minutes | Gilbert A. De Guito - Job Order |