



HUMAN RESOURCE MANAGEMENT OFFICE
OLONGAPO CITY

CITIZEN'S CHARTER
2023 (3rd Edition)

CITIZEN'S CHARTER

2023 (1st Edition)

I. Mandate

To effectively perform the functions of the Human Resource Management such as conceptualization, development, monitoring and evaluation of policies, plans, programs and activities for an improved City Government of Olongapo workforce, in accordance with existing laws and policies set by the Civil Service Commission and in coordination with the mandate of the local chief executive.

II. Vision

To maintain a legacy of work excellence through the governance of honest and dedicated officials, and in accordance with the guiding policies and standards set by the Civil Service Commission.

III. Mission

To ensure effective and efficient delivery of personnel services to the City Government of Olongapo employees and the public through the retention of a well-trained, qualified and motivated workforce.

IV. Service Pledge

The Human Resource Management Office of the City Government of Olongapo is committed to effectively perform the following:

1. To formulate, recommend and evaluate policies and practices regarding employee welfare: payrolls, benefits, leaves, loans, retirement, health, safety, etc.;
2. To adopt an effective recruitment plan, screening, selection and placement policies and procedures in coordination with other departments, offices and units;
3. To conduct career management of employees through employment of effective trainings and Human Resource Development interventions to improve their skills in the performance of their duties and responsibilities as government employees;
4. To employ a strategic performance plan for the periodic evaluation of the efficiency of officers and employees;
5. To ensure effective and efficient delivery of human resource services; and
6. To uphold the guiding policies and standards set by the Civil Service Commission.

LIST OF SERVICES

Human Resource Management Office

External Services

1. Inquiry/Submission of Requirements on Job Vacancies
2. Response to Queries (Employment Verification)

Internal Services

1. Application for Leave
2. Issuance of Certificate of Employment & Service Record
3. Issuance of Agency Identification Card
4. Issuance of Lost or Replacement of Agency Identification Card
5. Issuance of Pay Slip

Feedback and Complaints Mechanism

Human Resource Management Office
External Services

1. Inquiry/Submission of Requirements on Job Vacancies

All vacant positions are open to public for application, provided that they meet the minimum qualifications as required by the applied position. Vacancies are posted at the Bulletin of the Civil Service Commission Website and at the Human Resource Management Office.

Office or Division:	Human Resource Management Division			
Classification:	Simple			
Type of Transaction	G2G – Government to Client			
Who may avail:	Government Employees or External Clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Application addressed to the City Mayor / Head of Agency		Client		
Action Slip		Office of the City Mayor		
Updated Personal Data Sheet (CS Form 212)		Human Resource Management Office / CSC Website		
School Transcript of Records and Diploma of highest educational attainment (1 photocopy)		Client		
Relevant Training Certificates (1 photocopy)		Client		
Proof of Eligibility, if needed (1 photocopy)		Client		
Other Supporting Documents		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquires information on job vacancies	1.1 Initial evaluation/review based on checklist	None	5 minutes	Administrative Aide IV
2. Submits application	2.1 Initial evaluation/review	None	12minutes	Senior Administrative Assistant IV
3. Receives and signs on applicant receiving copy	3.1 Initial evaluation/review	None	5 minutes	Senior Administrative Assistant IV

	TOTAL:	None	22 minutes	
ONLINE APPLICATIONS				
1. Submits the requirements on office email (lguolongapohrmo@gmail.com)	1.1 Auto Reply: Contains the format of the applications and attachments	None	3 minutes	Applicants
2. Waits for Auto Reply.	2.1 Initial evaluation/review based on checklist	None	5 minutes	System
3. Waits for the acknowledgement	3.1 Acknowledgement via email	None	5 minutes	Applicants
	TOTAL:	None	13 minutes	

2. RESPONSE TO QUERIES (Employment Verification)

The Human Resource Management Office accepts employment verification from financial institutions, other employers or private individuals for current and previous government employees or personnel of the City Government of Olongapo, pursuant to existing laws of the Philippines.

Office or Division:	Human Resource Management Division			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government and G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Valid Identification (1 original, 1 photocopy)		Client		
Authorization to Access Records (1 original)		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO	PROCESSING	PERSON

		BE PAID	TIME	RESPONSIBLE
1. Submit requirements to Officer of the Day	1.1. Receive and verify submitted requirements.	None	5 minutes	<i>Administrative Assistant IV, HRMO</i>
	1.2. Pull-out employee's 201 file	None	5 minutes	<i>Administrative Aide IV, HRMO</i>
2. Receive requested information	1.3. Provide verification of employee's records. Confidential information may not be provided if Client does not provide Copy of Authorization to Access Employee's Records.	None	10 minutes	<i>Administrative Assistant IV, HRMO</i>
	1.4. Record the date and time the information is released, the information provided and the name, contact information and Purpose of the Receiving Party		5 minutes	<i>Administrative Assistant IV, HRMO</i>
	TOTAL:	None	20 minutes	

Human Resource Management Office
Internal Services

1. Application for Leave

Leave of absence, for any person other than serious illness of an officer or employee or any member of his family, must be contingent upon the needs of the service. The grant vacation leave is discretionary on the part of the agency head or authority concerned; thus, mere filing of such leave application does not entitle an officer or employee to go on leave outright.

Office or Division:	Human Resource Management Division	
Classification:	Simple	
Type of Transaction:	G2G – Government to Government	
Who may avail:	City Government of Olongapo Personnel (Regular and Casual Employees)	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
General Requirements for Leave: <ol style="list-style-type: none"> 1. Leave Form / CSC Form No. 6 (3 original copies) 2. Clearance from Money, Property and Work-Related Accountabilities / CSC Form No. 7, s. of 2017 (2 original copies) – if filed leave is more than five days 3. Letter Request, if needed (1 original copy) 		Human Resource Management Office Human Resource Management Office Client
Vacation Leave		
Sick Leave <ol style="list-style-type: none"> 1. Medical Certificate, if leave is more than five days or if needed (1 original copy) 		Human Resource Management Office
Paternity Leave <ol style="list-style-type: none"> 1. Marriage Contract (1 photocopy) 2. Birth Certificate of Child or Medical Certificate of Wife if Miscarriage (1 photocopy) 		Client Client
Maternity Leave <ol style="list-style-type: none"> 1. Medical Certificate (1 copy) 		Human Resource Management Office
Solo Parent Leave <ol style="list-style-type: none"> 1. Birth Certificate of Child (1 photocopy) 2. Photocopy of Solo Parent ID (1 photocopy) 		Client Client / City Social Welfare and Development Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit required documents to Human Resource, as pre-approved/ disapproved by immediate supervisor	1.1. Receive and record Leave Form and input leave credit balance as of the end of the previous month	None	5 minutes	Administrative Assistant II, HRMO
	1.2. Signing of Leave Form and Card	None	5 minutes	Chief Administrative Officer, HRMO
	1.3. Pre-audit of filed leave	None	5 minutes	Administrative Assistant II, Accounting Department
	1.4. Approve Leave Form by Secretary to the Mayor for filed leave not exceeding five days; or City Mayor for leave of more than five days	None	Within the day	Secretary to the Mayor City Mayor / Head of Agency
2. Receive a copy of Approved or Disapproved Leave	2.1. Release Leave Form to employee	None	Within the day	Administrative Assistant II, HRMO
	TOTAL:		1 working day	

2. Issuance of Certificate of Employment & Service Record

Certificate of Employment is issued upon request of employee or personnel indicating their employment history with the City Government of Olongapo, including records of their Job Order and Contract of Service.

Office or Division:	Human Resource Management Division			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	City Government of Olongapo Personnel / Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished Request Form Slip		Human Resource Management Office		
Identification Card, if needed		Client		
Authorization Letter, if needed		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish and Submit Request Form Slip (Certificate of Employment & Service Record)	1.1. Receive and review of request from client	None	30 minutes to 2 days depending on the availability of employee records	Front Desk Officer
	1.2. Retrieve employee 201 file to verify records	None		Senior Administrative Assistant IV / Records Section
	1.3. Prepare and Sign Certificate of Employment	None		
2. Receive the signed Certificate of Employment/Service Record	2.1. Release record	None		
	TOTAL:	None	30 minutes to 2 days	

3. Issuance of Agency Identification Card

Identification Cards are issued to all personnel of this agency, regardless of nature of employment, to prove a person's identity. The Human Resource Management Office is responsible to verify the employment of personnel of this agency by means of signature on the Government Employees ID Form.

Office or Division:	Human Resource Management Division				
Classification:	Simple				
Type of Transaction:	G2G – Government to Government				
Who may avail:	City Government of Olongapo Personnel / Employees				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
ID Form			Human Resource Management Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Accomplish and completely filled-up ID Form	1.1. Receive, review and sign ID Form	None	5 minutes	Senior Administrative Assistant IV / Chief Administrative Officer, Human Resource Management Office	
2. Submit signed form to ID Center Office	2.1. Encode information of employee	None	5 minutes	Administrative Aide IV, ID Center Office	
	2.2. Capture photo and signature of employee	None	3 minutes	Administrative Aide IV, ID Center Office	
3. Get Identification Card	3.1. Print and Issue Identification Card	None	2 minutes	Administrative Aide V, ID Center Office	
	TOTAL:	None	15 minutes		

4. Issuance of Lost/Replacement of Agency Identification Card

Identification Cards are issued to all personnel of this agency, regardless of nature of employment. The Human Resource Management Office is responsible in verification of employment by means of signature on the ID Form. Additional requirements shall be required in case of Request for Lost or Replacement of Identification Cards.

Office or Division:	Human Resource Management Division			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	City Government of Olongapo Personnel / Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
ID Form		Human Resource Management Office		
Affidavit of Loss		Client		
Order of Payment		City Planning and Development Office		
Proof of Payment		Treasury Department		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish and completely filled-up Agency Government Employees ID Form	1.1. Receive, review and sign ID Form	None	5 minutes	Senior Administrative Assistant IV, HRMO
2. Secure Order of Payment	2.1. Issue Order of Payment for Lost/ Replacement of ID	None	3 minutes	City Planning and Development Office
3. Pay fee	3.1. Receive Payment	Php 150.00	3 minutes	Revenue Collection Clerk I, Treasury Department
4. Submit signed form, Proof of Payment and Affidavit of Loss to ID Center Office	4.1. Encode employee information	None	3 minutes	Administrative Aide IV, ID Center Office
	4.2. Capture photo and signature of employee	None	3 minutes	Administrative Aide IV, ID Center Office

5. Get Identification Card	5.1. Print and Issue Identification Card	None	3 minutes	Administrative Aide V, ID Center Office
TOTAL:		Php 150.00	20 minutes	

5. Issuance of Pay Slip

Pay Slip is a record of vital information about employee's compensation and benefits for a given payroll period including the salary received and actual deductions of the employee's pay.

Office or Division:	Human Resource Management Division			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	City Government of Olongapo Employees (Casual and Regular) under the Office of the City Mayor and Office of the City Administrator			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Claim copy of pay slip at the Human Resource Management Office	1.1. Release copy of pay slip every 15 th and 30 th of the month for Casual employees; 7 th and 22 nd of the month for Regular employees	None	5 minutes	Administrative Aide V, HRMO
TOTAL:		None	5 minutes	

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	Accomplish the Client Feedback Form available at every office within the City Hall premises, or send email at the official email address of respective department/office for immediate action.
How feedbacks are processed	Each office shall monitor feedback forms every week for recording and appropriate action. Unless feedback needs to be escalated, it shall be endorsed to the Human Resource Management Office through the Office of the City Mayor for appropriate action.
How to file a complaint	<p>Walk-in: Submit a Letter of Complaint addressed to the Office of the City Mayor including all applicable supporting evidences at the 2nd Floor, Olongapo City Hall</p> <p>Email/Hotline: Client may submit their complaint with all applicable supporting evidences via email at lgulongapohrmo@gmail.com or the official email address of office concerned or 8888 Hotline.</p>
How complaints are processed	The Office of the City Mayor shall record the complaints and endorse to office / department concerned for comment. If the necessary information provided is complete and the complaint has merit, appropriate action shall be initiated and endorsed to the Grievance Committee, if applicable. The concerned party shall be notified on the progress of the complaint.
Contact Information of CCB, PCC, ARTA	<p>CCB : 0908-881-6565 (SMS)</p> <p>PCC : 8888</p> <p>ARTA : complaints@arta.gov.ph</p> <p>: 1-ARTA (2782)</p>

Office	Address	Contact Information
Human Resource Management Office	3 rd Floor, HRMO, City Hall Complex, Rizal Ave., West Bajac-Bajac, Olongapo City	(047) 611-4835