



**LOCAL GOVERNMENT UNIT OF MANAOAG  
CITIZEN'S CHARTER  
LIST OF SERVICES**

**Human Resource Management Section (Office of the Mayor)**

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## 1. Application for Employment at the LGU

Upon publication of vacant position/s, applicants may submit their application letter at the HRM Office.

<b>Office or Division:</b>	Human Resource Management Section
<b>Classification:</b>	Simple Transaction
<b>Type of Transaction:</b>	Government to Citizens (G2C)
<b>Who may avail:</b>	All qualified individuals

<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
Application Letter	Applicant
Fully Accomplished Personal Data Sheet with Work Experience Sheet	Applicant (Forms may be downloaded at the CSC Website)
Certificate of Eligibility if applicable	Applicant's Copy (or may be secured at the CSC Office)
Performance Rating if applicable	Applicant's Copy (or may be secured at the Previous Employer/s of the applicant)
Copy of Transcript of Records	School where the applicant graduated

<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit application letter at the HRM Office	1.Receives the application letter and other attachments	None	5 minutes	Bernadette Manangan HRMO III Emelia Tucay Admin. Ass't. II Jenelyn Mangampo Admin. Aide I
	Conduct Background Investigation of the applicants		1 week	Bernadette Manangan HRMO III
	Set schedule with the HRMPSB Members for screening/ deliberation		3 minutes	Bernadette Manangan HRMO III

	Prepare and Send Meeting Notice to HRMPSB Members concerned and notify the applicants for appearance and interview		1 day	Bernadette Manangan HRMO III
2. Appear at the scheduled date and venue of interview	2. Endorse applicants and their documents to the HRMPSB Members for interview and deliberation. (interview and deliberation proper takes place)	None	3-4 hours (depending on the number of applicants)	Bernadette Manangan HRMO III And HR Staff HRMPSB Member
3. Wait for further instructions	3. Prepare the minutes of the meeting and endorse the top 5 most qualified applicants to the appointing authority  Inform the qualified applicants to prepare additional requirements needed for the preparation of appointments		1-2 hours  5 minutes	Bernadette Manangan HRMO III  Bernadette Manangan HRMO III

## 2. Preparation/Issuance of Appointment to Newly Hired and Promoted Employees

The Human Resource Management Section prepares the documents for the appointment of the Newly Hired and promoted employees for submission to the CSC for approval.

<b>Office or Division:</b>	Human Resource Management Section	
<b>Classification:</b>	Simple Transaction	
<b>Type of Transaction:</b>	Government to Citizens	
<b>Who may avail:</b>	Newly Hired and Promoted Employees	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
Fully Accomplished Personal Data Sheet with Work Experience Sheet		Applicant (Forms may be downloaded at the CSC Website)
Authenticated Certificate of Eligibility, if applicable Or Authenticated Copy of License with Certificate of Rating		CSC Field/Regional Office  PRC
Fully accomplished SALN Form (Statement of Assets, liabilities and Networth)		Form Downloadable at the CSC Website
Individual Performance Commitment and Review Form (IPCR)- for promotion		Applicant's Copy
NBI Clearance		NBI Office
Medical Certificate (CS Form 211) duly signed by a Government Physician with attached results of the following: -Bloodtest -Urinalysis -Chest Xray -Drugtest -Psychological Test -Neuro-Psychological Evaluation (for Security Guards Only)		Form Downloadable at the CSC Website or secure at the HRM Office  Any government or private institution offering said tests
Copy of Birth Certificate (PSA)		Phil. Statistics Authority
Copy of Marriage Certificate (PSA) for married woman		Phil. Statistics Authority
Transcript of Record		Applicant
Certificate of Training		Applicant

<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Secure and fill up Personal Data Sheet (PDS) and work experience sheet	1. Instruct the applicant on how to fill-up the form	None	5 minutes	Bernadette Manangan HRMO III And HR Staff
2. Submit the duly accomplished form with supporting documents/ requirements	2. Receives the duly accomplished form together with the requirements	None	10 minutes	Bernadette Manangan HRMO III And HR Staff
	2.1. Review PDS and ensure that form is completely and properly answered and checks the completeness of other supporting documents	None		Bernadette Manangan HRMO III And HR Staff
	2.2. Prepare & Facilitate the signing of the following: -Appointment Transmittal and Action Form -Appointment Form -Old and New Checklist -Position Description form -Oath of Office -Certification of Assumption to Duty -Certification in compliance to RA			Bernadette Manangan HRMO III And HR Staff

	7160 -Certificate of availability of Fund -Copy of Publication -Copy of Plantilla of Personnel			
3. Sign the Appointment Papers and other documentary requirements	3. Have the appointee sign all documentary requirements needing his/her signature	None	5 minutes	Bernadette Manangan HRMO III And HR Staff
4. Wait for the approval of the appointment by the CSC	4. Submit the appointment to the Civil Service Commission for approval	None	5 minutes (does not include travel time going to CSC)	Bernadette Manangan HRMO III And HR Staff
5. Receives approved appointment	5. Get the appointment once approved by the CSC Furnished the appointee his/her approved appointment	None	10 minutes (does not include travel time going to CSC)	Bernadette Manangan HRMO III And HR Staff

### 3.APPLICATION FOR TERMINAL LEAVE BENEFITS

The HRM Section shall assist and provide documents to retirement applicants on their application for retirement benefits.

<b>Office or Division:</b>	Human Resource Management Section			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	Government to Government (G2G)			
<b>Who may avail:</b>	Employee separated due to Retirement, Resignation as well as End of Term Coterminous and Elective Officials			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Service Record		Human Resource Management Section		
Certificate of Leave Credits		Human Resource Management Section		
Letter of Intent		Employee		
Property and Money Accountability Clearance		Office of the Municipal Treasurer		
SALN		Employee		
Certificate of No Pending Case		Mayor's Office		
Ombudsman Clearance		Ombudsman Office		
CSC Clearance		CSC to be assisted by the Human Resource Management Section		
GSIS Clearance		GSIS Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Secure forms at the respective agencies accomplished it in triplicate	1.Assist the employee to fill-up the forms	None	5 minutes	Emelia Tucay <i>Admin. Asst. II</i>



<p>2. Terminal Leave Benefits</p>	<p>2.Prepare the voucher</p> <p>Process once requirements are complete</p>	<p>None</p> <p>None</p>	<p>5 minutes</p> <p>Up to 5 working days depending on the availability of the signatories</p>	<p>Jenelyn Mangampo <i>Admin. Aide I</i> HR Staff</p>
<p>3. Receive the payment</p>	<p>3.Release payment</p>	<p>None</p>	<p>Depends upon the Treasury Office</p>	<p>Perla Maduro <i>Municipal Treasurer</i></p>

#### 4.APPLICATION FOR LEAVE OF ABSENCE

Employees may file leave of absence at the HRM Section as per protocol.

<b>Office or Division:</b>	Human Resource Management Section			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	Government to Client (G2C)			
<b>Who may avail:</b>	Regular/Casual Employee including Coterminous and elective officials			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Duly Accomplished Leave Form		HRM Section		
Medical Certificate (for 5 days sick leave)		Attendant Doctor		
Clearance from Money & Property Accountability (for Abroad purposes)		Office of the Municipal Treasurer		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Secure Leave Form from the HRM Office	1.Provide leave form to employee	None	2 minutes	Bernadette Manangan <i>HRMO III And HR Staff</i>
2. Fill-up the form in quadruplet and have it approved by your immediate supervisor and submit to HRM office.(Filing of Vacation Leave shall be 5 days prior to the date of the Leave) Get the leave form, sign and have it signed by the Department Head Concerned and the LCE for approval	2.Receives the application form and fill-in their leave balances for certification of the availability of leave of credits  Return to applicant for signature of all signatories	None	10 minutes	Bernadette Manangan <i>HRMO III And HR Staff</i>  <i>Department Head Concerned</i>  <i>LCE</i>

<p>3. Submit the duly signed copy of approved leave of absence to the HRM Section and receive the personal copy</p>	<p>3.Receive the approved leave of absence and record in the logbook for ready reference Provide the employee with his personal copy and file a copy in his File 201.</p>	<p>None</p>	<p>15 minutes</p>	<p>Bernadette Manangan <i>HRMO III</i> <i>And HR Staff</i></p>
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**5. ISSUANCE OF SERVICE RECORD, CERTIFICATES OF EMPLOYMENTS/LEAVE CREDITS/ COPIES OF PERSONNEL RECORDS AND OTHERS.**

Employees may request for service record, certificates of employments/leave credits/ copies of personnel records and others for employment, salary loan applications, Retirement and Terminal Leave purpose/s and other purposes.

<b>Office or Division:</b>	Human Resource Management Section			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	Government to Client (G2C)			
<b>Who may avail:</b>	Regular/Casual Employees including Coterminous and elective officials (Past and Present)			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request Slip		Human Resource Management Section		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Inform the HRM staff about your request, fill up the slip for the information needed and wait for the release	Prepare the requested document and have it signed by the HRMO	None	10 minutes	Bernadette Manangan <i>HRMO III</i> <i>And HR Staff</i>
2. Receive the document/s	Release the document/s	None	2 minutes	Bernadette Manangan <i>HRMO III</i> <i>And HR Staff</i>

## 6. APPLICATION FOR ON THE JOB TRAINING

Students may apply for on the job training as a requirement for their curriculum.

<b>Office or Division:</b>	Human Resource Management Section			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	Government to Client (G2C)			
<b>Who may avail:</b>	Students residing in Manaoag Pangasinan			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Endorsement Letter		School		
Memorandum of Agreement		School		
Resume		Student		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Secure Endorsement Letter from school and submit to HRMO attached with the Resume of the OJT	1. Receive Endorsement Letter and submit to the Office of the Mayor for Approval	None	5 minutes	Bernadette Manangan <i>HRMO III And HR Staff</i>
	Approve the letter of Endorsement and return to the HRMO		5 minutes	<i>Municipal Mayor</i>
	Inform the student of the approval and instruct the student to submit the Memorandum of Agreement (MOA) to the HRMO for signature of the Mayor		5 minutes	Bernadette Manangan <i>HRMO III And HR Staff</i>

<p>2. Submit the Memorandum of Agreement (MOA) signed by the School Head/Representative to the HRMO</p>	<p>2.Receives the Memorandum of Agreement (MOA) and submit to the Office of the Mayor for signature</p> <p>Return the MOA to the student for notary.</p>	<p>None</p>	<p>10 minutes</p>	<p>Bernadette Manangan <i>HRMO III</i> <i>And HR Staff</i></p> <p>Bernadette Manangan <i>HRMO III</i> <i>And HR Staff</i></p>
<p>3.Receive the signed MOA and proceed to notary public.</p> <p>Submit a notarized copy to the HRMO and report for biometrics enrollment</p>	<p>3.Receive the notarized MOA for filing</p> <p>Enroll the student for attendance monitoring at the biometrics machine</p>	<p>None</p>	<p>15 minutes</p>	<p>Bernadette Manangan <i>HRMO III</i> <i>And HR Staff</i></p> <p><i>Alvin De Vera</i> <i>Mark Angelo Montano</i> <i>Mark Alvin Nitor</i></p>

# Office of the PESO Manager – Designate External Services

## 1. Application for the conduct of Local Recruitment Activity (LRA)

Local Employers applies for the conduct of Local Recruitment Activity for the recruitment of applicants.

<b>Office or Division:</b>	Office of the PESO Manager-Designate			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	Government to Business (G2B)			
<b>Who may avail:</b>	Local Employers			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter of Intent		Employer		
List and no. of vacancies with Job Description		Employer		
List of Qualification per position		Employer		
SEC/DTI Registration		SEC/DTI		
Business/Mayors Permit		Municipality where the employer is located		
BIR Form 2303		BIR		
Official Receipt (Certification Fee)		Municipal Treasury Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit Letter of Intent with the attachments	1.Receive requirements and check for completeness		2 minutes	PESO/HR Staff
	Instruct the company representative to pay the certification fee and buy documentary stamp	P 60.00  Doc. Stamp P 30.00	5 minutes	Mun. Treasury Staff  BIR Staff

2. Submit the documentary stamp and the OR for encoding of OR No.	2.Prepare the No Objection Certification and indicate the OR No. at the certification and have it countersigned by the PESO Manager	None	5 minutes	PESO/HR Staff
3. Receive No Objection Certification	3.Release the No Objection Certification with the OR	None	2 minutes	PESO/HR Staff

## 2. Request for posting of Vacancies for Local Employers

Employers requesting for posting of Vacancies at the Bulletin Board and Facebook Account may apply for accreditation/validation at PESO Manaoag

<b>Office or Division:</b>	Office of the PESO Manager-Designate	
<b>Classification:</b>	Simple Transaction	
<b>Type of Transaction:</b>	Government to Business (G2B)	
<b>Who may avail:</b>	Local Employers	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
Letter of Intent		Employer
List and no. of vacancies with Job Description		Employer
List of Qualification per position		Employer
SEC/DTI Registration		SEC/DTI
Business/Mayors Permit		Municipality where the employer is located
BIR Form 2303		BIR
Flyers/Posters		Employer



<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit Letter of Intent with the attachments	1.Receive requirements and check for completeness	None	2 minutes	PESO/HR Staff
2. Submit the Flyers/Posters upon approval	2.Post the Flyers/Posters at the PESO Bulletin Board and PESO Facebook Account	None	5 minutes	PESO/HR Staff

### 3. Application for the conduct of Special Recruitment Activity (SRA)

Recruitment Agencies secure No Objection Certification to conduct recruitment of applicants for Overseas Employment

<b>Office or Division:</b>	Office of the PESO Manager-Designate
<b>Classification:</b>	Simple Transaction
<b>Type of Transaction:</b>	Government to Business (G2B)
<b>Who may avail:</b>	Recruitment Agencies or Manpower Service

<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
Letter of Intent	Employer
List of POEA Approved Job Orders	Employer
Complete Company Profile	Employer
POEA License	POEA
SEC/DTI Registration	SEC/DTI
Business/Mayors Permit	Municipality where the employer is located
BIR Form 2303	BIR

<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit Letter of Intent with the attachments	1.Receive requirements and check for completeness  Instruct the company representative to pay the certification fee and buy documentary stamp	P60.00  Doc Stamp 30.00	2 minutes  3 minutes	PESO/HR Staff  Mun. Treasury Staff  BIR Staff
2. Submit the documentary stamp and the OR for encoding of OR No.	2.Prepare the No Objection Certification and indicate the OR No. at the certification and have it countersigned by the PESO Manager		5 minutes	PESO/HR Staff
3. Receive No Objection Certification	3.Release the No Objection Certification with the OR		2 minutes	PESO/HR Staff



