



Human Resource Management and Development Office



Human Resource Management And Development Office

I. Mandate:

The Human Resource Management and Development Office is the heart of the agency which caters to the needs of its employees and all matters pertinent to the human resources and development of the agency shall be governed by the Civil Service laws, rules and regulations and other issuances promulgated in the Local Government Code.

II. Vision:

To support the City Government of Batangas' effort in developing, improving, maintaining and strengthening competent workplace and workforce in support of excellence of the agency's mission while promoting transparency, openness, dedication and assurance of courteous, prompt and quality service.

III. Mission:

Human Resource serves as model for high quality, responsive, client-focused, service-oriented with pro-active simplified processes to attract, motivate, develop, retain diverse globally competitive workforce within City Government of Batangas and inspired by informing, enabling and fully supporting the agency's vision in establishing and nurturing ties within the locality.

IV. Service Pledge:

We commit to:

1. To provide quality services to our clients in a fast track mode.
2. To establish good rapport among our clients.
3. To promote transparency and professionalism in rendering services.
4. To implement HR policies strictly and fairly.



1. A. PROCESSING OF JOB APPLICATION (Walk-in applicants)

Process application of external applicants to fill in the vacant positions.

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|-----------------------|---|
| Office or Division: | City Mayor’s Office – Human Resource Management & Development Office (Recruitment, Selection & Placement Section) |
| Classification: | Simple |
| Types of Transaction: | G2C - Government to Client |
| Who may avail: | CGO Batangas Employees |

| Checklist of Requirements | | | Where to Secure | |
|---|---|-----------------|--|---|
| Application letter Personal Data Sheet | | | HRMDO (Recruitment, Selection & Placement Section) | |
| Client Steps | Agency Action | Fees to be Paid | Processing Time | Person Responsible |
| 1. Submit application letter to HR personally specifying position desired | 1. Accept application letter with attached Personal Data Sheet of applicant | None | 10 mins. | Admin. Officer IV Admin. Officer II Admin. Asst. II Admin. Aide VI |
| 2. Undergo Initial Interview | 2. Conduct Initial Interview | | 45 mins. | |
| 3. Take the examination | 3. Facilitate Examination | | 1 day | |
| 4. Receive notice | 4. Consolidate documents of applicants and notify applicant | | | |



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| | ts if they qualify or not | | | |
| | TOTAL | None | 1 day and 55 mins. | |

1. B. PROCESSING OF JOB APPLICATION (Internal applicants)

Process application of applicants to fill in the vacant positions.

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|-----------------------|---|
| Office or Division: | City Mayor’s Office – Human Resource Management & Development Office (Recruitment, Selection & Placement Section) |
| Classification: | Simple |
| Types of Transaction: | G2C - Government to Client |
| Who may avail: | CGO Batangas Employees |

| Checklist of Requirements | | | Where to Secure | |
|---|--|-----------------|--|---|
| Application letter Personal Data Sheet | | | HRMDO (Recruitment, Selection & Placement Section) | |
| Client Steps | Agency Action | Fees to be Paid | Processing Time | Person Responsible |
| 1. Submit application letter to HR personally specifying position desired | 1. Accept application letter with attached Personal Data Sheet of applicant and Eligibility, if any. | None | 10 mins. | Admin. Officer IV Admin. Officer II Admin. Asst. II Admin. Aide VI |
| 2. Receive notice | | | 2 days | |
| 3. Take the scheduled examination | 2. Consolidate documents of applicants and notify qualified applicant | | 45 mins. | |
| 4. Receive notice | | | 1 day | |



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| | <p>ts for a schedule d examina tion.</p> <p>3. Facilitat e examina tion.</p> <p>4. Notify shortlist ed applican ts for the schedule of deliberat ion.</p> | | | |
| | TOTAL | None | 3 days and 55 mins. | |

2. A. PROCESSING OF JOB APPLICATION (Online -application)

Process application to fill in the vacant positions

| Checklist of Requirements | | Where to Secure | | |
|--|---|--|-----------------|-------------------------------------|
| Application letter Personal Data Sheet | | HRMDO (Recruitment, Selection & Placement Section) | | |
| Client Steps | Agency Action | Fees to be Paid | Processing Time | Person Responsible |
| <p>1. Submit application letter with attached PDS thru e-mail</p> <p>2. Receive notice thru email.</p> | <p>1. Acknowledge receipt of application letter</p> <p>2. Notify the applicants of employment opportunities</p> | None | 5 mins. | Admin. Officer II Admin. Aide VI |
| | TOTAL | None | 5 mins. | |



3. ISSUANCE OF SERVICE RECORDS (SRs) / CERTIFICATIONS OF EMPLOYMENT

Issue the service records and certifications requested by the clients

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|-----------------------|---|
| Office or Division: | City Mayor's Office – Human Resource Management & Development Office (Recruitment, Selection & Placement Section) |
| Classification: | Simple |
| Types of Transaction: | G2C - Government to Client |
| Who may avail: | CGO Batangas Employees |

| Checklist of Requirements | | | Where to Secure | |
|---|---|-----------------|--|---|
| | | | HRMDO (Recruitment, Selection & Placement Section) | |
| Client Steps | Agency Action | Fees to be Paid | Processing Time | Person Responsible |
| Request for service record / certificate of employment personally or thru telephone calls | 1. Accepts request for service record and / or certificate of employment and prepares /prints said documents and forward to the Authorized signatories. | None | 10 mins | Admin. Officer IV Admin. Officer II Admin. Asst. II Admin. Aide VI |
| | 2. Sign the documents | | 5 mins. | CGADH I |
| Claim the duly signed documents requested | 3. Release the documents requested | | | |



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| | TOTAL | None | 15 minutes | |

4. ISSUANCE OF TERMINAL LEAVE BENEFITS

Issue necessary documents prior to the claim of terminal benefits

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|-----------------------|--|
| Office or Division: | City Mayor's Office – Human Resource Management & Development Office (Leave & Welfare Section) |
| Classification: | Simple |
| Types of Transaction: | G2C - Government to Client |
| Who may avail: | CGO Batangas Employees |

| Checklist of Requirements | | Where to Secure | | |
|--|---|--------------------------------|-----------------|--|
| Letter of intent Leave Form from their respective offices Property Clearance form from the Human Resource Management & Development Office to be signed by the department heads for clearance Administrative Clearance from the Legal Office Fiscal Clearance from the Office of the City Prosecutor Original copy of Statement of Assets, Liabilities & Networth (SALN) | | HRMO – Leave & Welfare Section | | |
| Client Steps | Agency Action | Fees to be Paid | Processing Time | Person Responsible |
| 1. Submit Letter of Intention to Retire to HR. | Accepts the letter submitted by the client. | None | 1 minute | Supvg. Admin. Officer Admin. Officer II |
| 2. Prepare and Accomplish the | 1. The person in-charge will check | None | 1 day | Supvg. Admin. Officer |

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| | record TLB claims. 4. Forward to TLB vouchers to Office the City Budget, Accounting Office and Office of the City Treasurer for the preparation , issuance and release of check | | | |
| | TOTAL | Ne | 1 day & 1 minute | |

5. ISSUANCE OF CERTIFICATE (Leave Without Pay)

Issue Certificate of Leave Without Pay upon request by the client with mature policy claim.

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|-----------------------|--|
| Office or Division: | City Mayor's Office – Human Resource Management & Development Office (Leave & Welfare Section) |
| Classification: | Simple |
| Types of Transaction: | G2C - Government to Client |
| Who may avail: | CGO Batangas Employees |

| Checklist of Requirements | | | Where to Secure | |
|---|---|-----------------|--------------------------------|---|
| Letter of Request | | | HRMO – Leave & Welfare Section | |
| Client Steps | Agency Action | Fees to be Paid | Processing Time | Person Responsible |
| The requestor will submit a letter of request for Certificate of Leave Without Pay to HR. | Accept the request letter and prepare the certificate of LWOP, forward to the authorized signatories. | None | 5 minute | Admin. Officer II CGADH I Admin. Officer II |



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| | Signed the certificate and issue to the requestor. | | | |
| | TOTAL | None | 5 minutes | |

6. ISSUANCE OF CERTIFICATE (LEAVE CREDITS)

Issue Certificate of Leave Credits to the requestor.

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|-----------------------|--|
| Office or Division: | City Mayor's Office – Human Resource Management & Development Office (Leave & Welfare Section) |
| Classification: | Simple |
| Types of Transaction: | G2C - Government to Client |
| Who may avail: | CGO Batangas Employees |

| Checklist of Requirements | | | Where to Secure | |
|---|--|-----------------|--------------------------------|--------------------|
| Letter of Request | | | HRMO – Leave & Welfare Section | |
| Client Steps | Agency Action | Fees to be Paid | Processing Time | Person Responsible |
| The requestor submit duly signed letter of request. | Accept the letter and verify the request. | None | 1 minute | Admin. Aide II |
| | | | 4 minutes | |
| | Prepare the certificate of leave credits and forward to the division chiefs | | 5 minutes | Admin. Officer IV |
| | The division chief will check and verify the certificate and affix her initials. | | | CGADH I |
| Received duly signed certificate | | | | Admin. Aide II |



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| | The department head will sign the form. Issue duly signed certificate to the requestor. | | | |
| | TOTAL | None | 10 minutes | |

7. PROCESSING OF LOAN APPLICATION

Process loan applications of the employees

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|-----------------------|--|
| Office or Division: | City Mayor's Office – Human Resource Management & Development Office (Leave & Welfare Section) |
| Classification: | Simple |
| Types of Transaction: | G2C - Government to Client |
| Who may avail: | CGO Batangas Employees |

| Checklist of Requirements | | | Where to Secure | |
|--|---|-----------------|---|---|
| Loan Application Forms (Veterans & Landbank) | | | HRMO – Leave & Welfare Section HRMO - Recruitment, Section & Placement Section | |
| Client Steps | Agency Action | Fees to be Paid | Processing Time | Person Responsible |
| Submit accomplished form including certification which states that no unpaid from previous debts | Receive accomplished form and check for the completeness of the information provided. | None | 1 minute | Leave & Welfare Section Admin. Asst. II Admin. Aide II Admin. Officer I Legal Asst. I Admin. Asst. II Admin. Officer II Admin. Officer IV |
| • Landbank loan application, preparation of whitelist | In-charge division check the number of leave and the gross / net | | 2 minutes | |
| | | | 5 minutes | |



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| <ul style="list-style-type: none"> Veterans loan application, form must be filled-out and submitted with all the needed documents. Claim the signed application form for submission to the lending agency. | <p>amount of the employee</p> <p>Prepare the needed documents / certificates for attachment to the application form.</p> <p>Submit the forms to the authorized signatories.</p> <p>Duly signed and completed form release to the client</p> | | 2 minutes | <p>RSP Section</p> <p>Admin. Officer II</p> <p>Admin. Asst. II</p> <p>Admin. Aide VI</p> <p>Admin. Officer IV</p> <p>Admin. Officer IV for Leave & Welfare</p> <p>Admin. Officer IV for RSP</p> <p>City Gov't. Asst. Dept. Head I</p> |
| | TOTAL | None | 10 minutes | |

8. PROCESSING OF LEAVE APPLICATION

Process leave applications of the employees

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|-----------------------|--|
| Office or Division: | City Mayor's Office – Human Resource Management & Development Office (Leave & Welfare Section) |
| Classification: | Simple |
| Types of Transaction: | G2C - Government to Client |
| Who may avail: | CGO Batangas Employees |

| Checklist of Requirements | | | Where to Secure | |
|---|---------------|-----------------|---|--------------------|
| Leave Application Forms (Leave Form / COC Form) | | | HRMO – Leave & Welfare Section HRMO - Recruitment, Section & Placement Section | |
| Client Steps | Agency Action | Fees to be Paid | Processing Time | Person Responsible |



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|--|--|------|-----------|---|
| Employees submit leave application form to the HRMDO | 1. Accept the application form (Leave / COC form) and record in the logbook | None | 1 minute | Leave & Welfare Section |
| | 2. Forward the application to the assigned employee for the processing of the form. | | 5 minutes | Admin. Asst. II Admin. Aide II Admin. Officer I Legal Assistant I Admin. Asst. II Admin. Officer II Admin. Officer IV |
| | 3. Form will be checked and verified by the division chiefs and forward to the authorized signatories. | | 5 minutes | Admin. Officer IV for Leave & Welfare |
| | 4. Signed application form will be forwarded to the office of the City Adminis | | 2 minutes | City Gov't. Asst. Dept. Head I |



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| | trator Office and upon signing will be returned to the concern ed employe e / office. | | | |
| | TOTAL | None | 13 minutes | |

Feedback and Complaints

The Feedback System of the Human Resource Management & Development Office

Feedback is an event that occurs when the output of a system is used as input back into the system as part of a chain of cause and effect. This alters variables in the system, therefore resulting in different output and consequently different feedback as well, which can either be good or bad. Thus, the transactions processed and services rendered will be sustained and further improved through soliciting feedback from clients.

In addition, implementing the feedback system of the HRMDO will entangle the following elements:

1. Soliciting the feedback of clients (whether satisfied or dissatisfied of the service rendered) thru interview.
2. Contact numbers are made available for the clients. They may call 402-3485 and 706-9151 and the queries will be attended/answered at once.