

Republic of the Philippines  
City of Canlaon

**HUMAN RESOURCE MANAGEMENT & DEVELOPMENT OFFICE**



**I. Mandate**

The HRMDO shall be responsible for personnel management and maintenance of effective liaison with the CSC. It shall also keep and maintain personnel records of all officials and employees of the local government unit. (Ordinance No. 75, s. 2005)

**II. Vision**

Highly Competent Human Resource for a Productive and Effective LGU.

**III. Mission**

To facilitate Recruitment, Selection and Placement of Personnel in the Local Government of Canlaon City.; To assist the Agency in the Performance Management through Assessment or Evaluation; To provide material and non-material incentives to deserving employees as a form of Rewards and Recognition; Enforce the Civil Service Rules and Regulations on related laws that governs Human Resource in the LGU.

**IV.**

**I. Internal Services (Transactions within the office)**

1. Leave Administration (Omnibus Rules on Leave)

Certifies the leave credit balance of each employee

<b>Office/Division:</b>	Human Resource Management Development Office 6223 Canlaon City, Negros Oriental
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizen
<b>Who may avail:</b>	Employees who have accumulated leave credit.

**CHECKLIST OF REQUIREMENTS**

**Requirements:**

- 1. Vacation Leave** - to be filed at least 5 days before date.
- 2. Forced/Mandatory Leave** – may be filed anytime within the year, whether continuous or intermittent for those who have not availed of 5 days vacation leave within the year. Employees involved in decision-making may not be allowed to Schedule their forced leave during December.
- 3. Sick Leave** - Less than 5 days to be filed after incurring leave. However, over 5 days needs Medical certificate and may be filed before the leave.
- 4. Monetization** - can be availed chargeable to VL only & with balance of 5 days to be retained. A maximum of 30 days or 50% of VL & SL can be availed when funds warrant with appropriate approval by head of agency & with valid reason.

- 5. Special/Privilege Leave** – May be filed immediately before or after the actual date of absence anytime of the year.
- 6. Maternity Leave** – may be filed before, during or after delivery up to 105 days with pay.
- 7. Paternity Leave** – for married male employees entitled to 7 working days for the first 4 deliveries of his legitimate spouse with whom he is cohabiting.
- 8. Rehabilitation Leave** – may be availed when an employee incurred any injury or wound in the performance of duty not to exceed 6 months depending on the severity of the disability.
- 9. Leave without Pay** – may be filed in excess of the employees’ accumulated VL & SL credits not to extend beyond 1 year. LWOP in excess of 1 month shall require the clearance.

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. File Application for leave	Receives & records Application of Leave	None	2 minutes	Record Clerk Isidra Vergara
2.	a. Verification & Posting of leave credit balance in the ledger / leave card	None	5 minutes	Ploben O. Palis
	b. Certifies leave application	None	5 minutes	Merily Asentista Sergio Marcos P. Buenavista

3.	Submit Leave Application to CMO for appropriate action	None	5 minutes	Isidra A. Vergara	
4.	Gets Application for leave	Records the approved leave application for release	None	3 minutes	Isidra A. Vergara
<b>TOTAL</b>		NONE	20 minutes		

**2. Appointment Processing (2017 ORAOHRA, AS AMENDED)**

Prepares appropriate documents for the appointment of qualified personnel.

<b>Office/Division:</b>	Human Resource Management Development Office 6223 Canlaon City, Negros Oriental
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizen
<b>Who may avail:</b>	Those who qualify for the vacant positions.
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>Requirements:</b>	
Original; Appointment:	
<ul style="list-style-type: none"> <li>• CS Form 212</li> <li>• NBI Clearance</li> <li>• Court Clearance</li> <li>• Police Clearance</li> <li>• Brgy. Clearance</li> </ul>	

- Medical Certificate
  - ◆ Blood Type
  - ◆ Urine Test
  - ◆ Chest X-ray
  - ◆ Drug Test

Renewal:

- CS Form
- PERF

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>RECRUITMENT PHASE</b>				
1. Applicant/s send out application	Forwards the application letter to CMO	None	2 minutes	Mary Jane L. Crucero
	Received endorsement from City Mayor's Office	None	1 minute	Mary Jane L. Crucero
2. Complies/ Submits requirements	a. Receives documents	None	5 minutes	Mary Jane L. Crucero
	b. Evaluates documents	None	1-2 days	Merily L. Asentista, Sergio Marcos P. Buenavista
	c. Submits document to personnel selection Board.	None	10 minutes	Mary Jane L. Crucero

3. Attends evaluation /session of PSB	Attends/assists HRMPSB Deliberation.	None	1 hour	Merily L. Asentista
4.	Prepares appointment portfolio of the selected candidate	None	30 minutes	Mary Jane L. Crucero
5. Secures the signature of concerned officials /members and submits the appointment papers back to HRMDO.	Furnishes a copy of appointment to appointee.	None	10 minutes	Mary Jane L. Crucero
6.	Submits Appointment Documents to CSC-FONO	None		Mary Jane L. Crucero
<b>PLACEMENT PHASE</b>				
7. New appointee reports to HRMDO for instruction.	Initiate Onboarding process	None	15-20 minutes	Maria Corazon E. Cartagena
8. Signs the Oath of Office	Facilitates the Oath taking Ceremony	None	2 minutes	Cristy Arnynn C. Navarro
9. Submits other Employment Documents	Conducts Orientation	None	2 hours	Sergio Marcos P. Buenavista

10. Prepares two (2) Quarterly IPCR	Implements Probationary Period for the new appointee	None	2 days	Sergio Marcos P. Buenavista

### 3. Issuance of Service Records, Certificates of Employment, No Pending Case & LWOP

Issues Service Records and other various certifications to employees.

<b>Office/Division:</b>	Human Resource Management Development Office 6223 Canlaon City, Negros Oriental
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizen
<b>Who may avail:</b>	All government employees who request Service Records
<b>Requirements:</b>	Official Receipt of Certification fee

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents Official Receipt of Certification Fee	a. Prints copy of the Service Record/Certification	None	5 minutes	Alicia A. Gubaton
	b. For new ones, encodes services rendered	None	1 hour	Alicia A. Gubaton
2.	Verifies entries & signs Service Record/Certifications	None	5 minutes	Sergio Marcos P. Buenavista

3. Claims Service Record	Issues approved Service Record	None	1 minute	Sergio Marcos P. Buenavista
TOTAL			1 hour and 11 minutes	

#### 4. Preparation of Salary Adjustment / Step Increment

Verifies step increments for all qualified permanent or regular monthly personnel who rendered 3 years of continuous service in a particular position. Implement authorized salary increases

<b>Office/Division:</b>	Human Resource Management Development Office 6223 Canlaon City, Negros Oriental
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizen
<b>Who may avail:</b>	Qualified Permanent Employees
<b>Requirements:</b>	None

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.	Prepares the forms	None	12 minutes	Mary Jane L. Crucero
2. Claims Service Record	Initials Salary Adjustment form	None	1 minute	Sergio Marcos P. Buenavista

3.	Forwards the form to City Mayor for appropriate action	None	1 minute	Eden Grace B. Pahilanga
4. Receive approved NOSA and NOSI forms for the payroll	Records & Releases the approved Salary adjustment form	None	1 minute	Eden Grace B. Pahilanga
TOTAL		NONE	15 minutes	

### 5. Preparation/Evaluation of Loyalty Cash Award

Evaluates Loyalty Cash Award for satisfactory service for the first 10 years & every 5 years thereafter.

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>Classification:</b> 1. Presents Copy of Service Record	Simple Receives Service Record G2C – Government to Citizen	None	5 minutes	Merily L. Asentista
<b>Who may avail:</b> 2. <b>Requirements:</b>	All regular, returning and casual personnel Evaluates Service Record Service Records & other proof of service	None	1.5 hours	Merily L. Asentista
3. If found qualified, secures the necessary forms from office concerned and submits the same to HRMDO for review.	Reviews and signs forms for Loyalty Award	None	2.5 hours	Merily L. Asentista

4. Forwards Loyalty Award form to other signatories		None	4 hours to 1 day	PRAISE Members
5. Receives approved Loyalty Award form	Issues Loyalty Award Documents to concerned employee for processing.	None	55 minutes	Merily L. Asentista
TOTAL			8 hrs. to 1 day	

**6. Verification of Daily Time Record from Punch Cards and Recording of Absences, Tardiness and Undertime**

Verifies Daily Time Record (DTR) from Punch Cards and Recording of Absences, Tardiness and Undertime

<b>Office/Division:</b>	Human Resource Management Development Office 6223 Canlaon City, Negros Oriental
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizen
<b>Who may avail:</b>	All employees



**Requirements:**

Daily time record(DTR)

<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Presents Daily Time Record with Biometric Printouts	a. Checks entries on DTR against Biometric Printouts	None	5 minutes	Hernan Salapa
	b. If discrepancies are found on the entries or if there are blank or handwritten entries without initial of authorized personnel on the DTR, it will be returned to employee	None		Hernan Salapa
2.	Determines the no. of minutes / hours of tardiness or undertime and reflects the total on the DTR and Punch Card	None	3 minutes	Hernan Salapa
3.	Affixes stamp (Verified from Punch Card) and initial and retains file of the DTR and Punch Card	None	1 minute	Hernan Salapa
4.Receives the Verified Copy of the DTR	Releases the Original DTR to employee	None	1 minute	Hernan Salapa
5.	a. Records the Total Undertime, Tardiness and Absences of each employee for the month in the logbook	None	5 minutes	Eden Grace B. Pahilanga

	b. Prepare and submit report to DILG	None	1 hr.	Cristy Arnnyn C. Navarro
		Total	1hr &15 minutes	



## II. DIRECTORY

**Sergio Marcos P. Buenavista**

CGDH-I (City Government Department Head I)

[hrmdo.canlaoncity@gmail.com](mailto:hrmdo.canlaoncity@gmail.com)

**Responsibilities**

- A. Implementation of PRIME-HRM
- B. Implementation of CSC Res. No. 2000659 (IGAOHRA)
- C. Implementation of CSC MC No. 18, 2020 (Amended AWA)
- D. Implementation of CSC MC No. 8, 2007 / CSC MC No. 1, 2011
- E. Transition of Payroll Preparations from the Individual Offices to HRMDO
- F. RECRUITMENT, SELECTION and PLACEMENT (RSP)



- G. PERFORMANCE MANAGEMENT (PM)
- H. LEARNING and DEVELOPMENT (L&D)
- I. REWARDS and RECOGNITION (R&R)
- J. HR RECORDS MANAGEMENT
- K. LEAVE ADMINISTRATION

- L. REPORTORIAL SERVICES
- M. COMPLIANCE TO OFFICE RULES & REGULATIONS
- N. OTHER ADMINISTRATIVE ACTIVITIES

**Cristy Arnnyn C. Navarro**

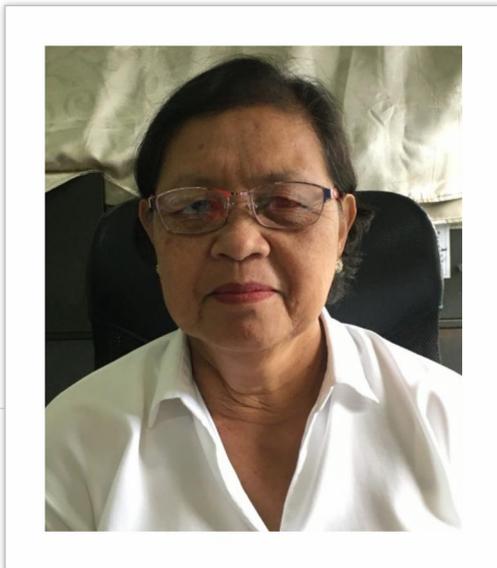
Supervising Administrative Officer (HRMO IV)

[hrmdo.canlaoncity@gmail.com](mailto:hrmdo.canlaoncity@gmail.com)

**Responsibilities**

**Assist in supervising the following:**

1. REWARDS and RECOGNITION (R&R)
2. HR RECORDS MANAGEMENT
3. LEAVE ADMINISTRATION
4. REPORTORIAL SERVICES
5. COMPLIANCE TO OFFICE RULES & REGULATIONS
6. OTHER ADMINISTRATIVE ACTIVITIES



## **Merily L. Asentista**

Administrative Officer V (HRMO III)

[hrmdo.canlaoncity@gmail.com](mailto:hrmdo.canlaoncity@gmail.com)

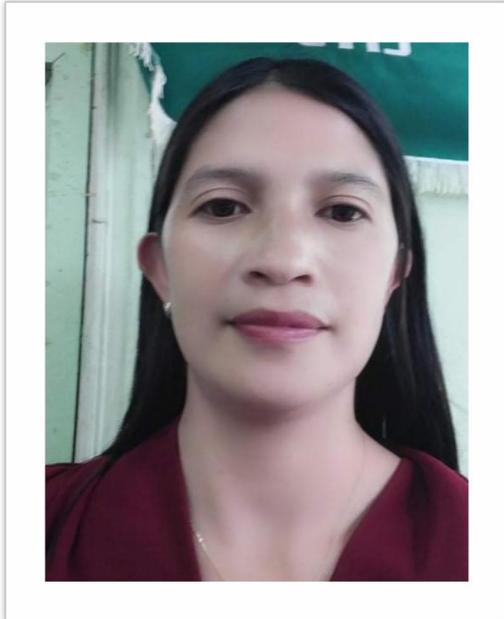
### **Responsibilities**

A. Assist in the following:

1. Implementation of PRIME-HRM
2. Implementation of CSC Res. No. 2000659 (IGAOHRA)
3. Implementation of CSC MC No. 8, 2007 / CSC MC No. 1, 2011

B. Prepare documentation for the following:

1. Rewards and recognition (r&r)
2. HR records management
3. Transition of payroll preparations from the individual offices to hrmdo
4. Recruitment, selection and placement (rsp)
5. Reportorial services
6. Compliance to office rules & regulations
7. Other administrative activities



**Mary Jane L. Crucero**  
ADMINISTRATIVE AIDE IV (HRM AIDE )  
hrmdo.canlaoncity@gmail.com

### **Responsibilities**

Prepare Documentation for the following:

1. Implementation of PRIME-HRM
2. Implementation of CSC Res. No. 2000659 (IGAOHRA)
3. Implementation of CSC MC No. 8, 2007 / CSC MC No. 1, 2011
4. Recruitment, selection and placement (rsp)
5. Reportorial services

6. Compliance to office rules & regulations
7. Other administrative activities



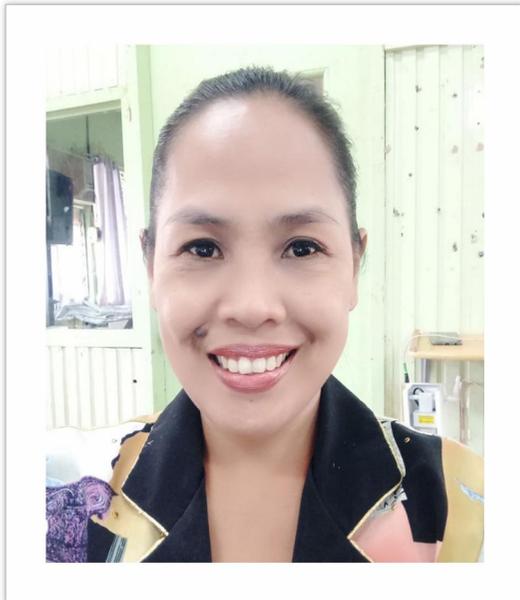
**Ploben O. Palis**  
ADMINISTRATIVE AIDE IV (Rep. Machine Operator II)  
hrmdo.canlaoncity@gmail.com

### **Responsibilities**

Prepare documentation for the following:

1. Leave administration
2. Reportorial services

3. Compliance to office rules & regulations
4. Other administrative activities



**MARIA CORAZON E. CARTAGENA**  
Private Secretary II  
[hrmdo.canlaoncity@gmail.com](mailto:hrmdo.canlaoncity@gmail.com)

### **Responsibilities**

Assist in the following:

- A. Implementation of PRIME-HRM
- B. Performance management (PM)
- C. Learning and development (L&D)
- D. Reportorial services
- E. Compliance to office rules & regulations
- F. Other administrative activities

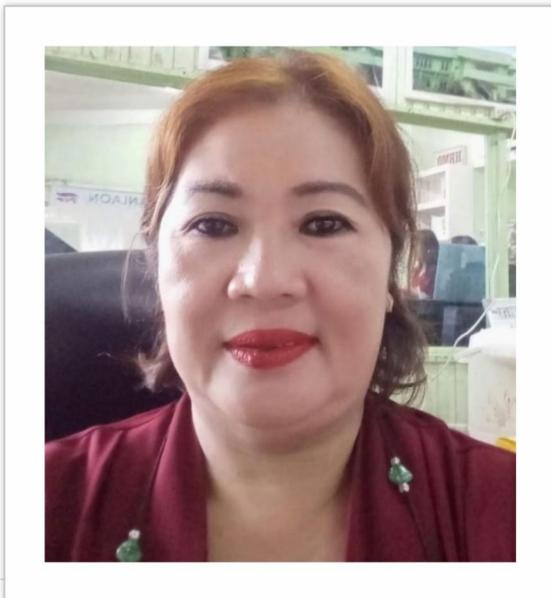


**HERNAN SALAPA**  
Laborer  
hrmdo.canlaoncity@gmail.com

## Responsibilities

Prepare Documentation for the following:

1. Transition of Payroll Preparations from the Individual Offices to HRMDO
2. Attendance records
3. Reportorial services
4. Compliance to office rules & regulations
5. Other administrative activities



**ISIDRA A. VERGARA**

Laborer

[hrmdo.canlaoncity@gmail.com](mailto:hrmdo.canlaoncity@gmail.com)

## **Responsibilities**

Prepare documentation for the following:

1. Leave administration
2. Reportorial services
3. Compliance to office rules & regulations
4. Other administrative activities



**EDEN GRACE B. PAHILANGA**

Laborer  
hrmdo.canlaoncity@gmail.com

### **Responsibilities**

Assist in Recording and Disseminating Documents for the following:

1. Recruitment, selection and placement (rsp)
2. Attendance records
3. Reportorial services
4. Compliance to office rules & regulations
5. Other administrative activities

## **FEEDBACK AND COMPLAINTS MECHANISM**

<p>How to send feedback?</p>	<p>Answer the feedback form in the office lobby and put it in the feedback and complaints drop box</p> <p>Administrative and Financial Services Contact Info: 8-478-5099</p>
<p>How feedback is processed?</p>	<p>The Administrative Officer verifies the nature of the queries and feedback within one (1) working day. The same will be referred to the concerned Office via e-mail. Upon receiving the reply from the concerned Office, the citizen or client will be informed via e-mail or phone call.</p> <p>For follow-ups or queries, the contact information are as follows: 8-478-5099 info@arta.gov.ph</p>
<p>How to file complaint?</p>	<p>To file a complaint against the Authority, provide the following details via e-mail:</p> <ul style="list-style-type: none"> <li>- Full name and contact information of the complainant</li> <li>- Narrative of the complain</li> <li>- Evidences</li> <li>- Name of the person being complained</li> </ul> <p>Send all complaints against the Authority to <a href="mailto:info@arta.gov.ph">info@arta.gov.ph</a></p> <p>For follow-ups or queries, the contact information are as follows: 8-478-5099</p>
<p>How complaints are processed?</p>	<p>All complaints received against the Authority will be processed by the Anti-Red Tape Unit (ARTU) of the Authority</p> <p>The ARTU browses, evaluates, and determines the complaints received on a daily basis. The ARTU shall coordinate with the concerned Office to answer the complaint and shall investigate, if</p>



Prepared by:

**SERGIO MARCOS P. BUENAVISTA**

*City Government Department Head I*

Approved by:

**JOSE CHUBASCO B. CARDENAS**

*City Mayor*