HUMAN RESOURCES MANAGEMENT SERVICES

VISION

The Human Resource Management Office (HRMO) of the Caloocan City Government shall be recognized as a model of professionalism, excellence, teamwork, honesty and integrity in the public service.

MISSION

To cultivate a competent, high-performing and inspired city workforce by recruiting, promoting and developing qualified women and men consistent with existing laws, policies and rules and regulations on the public sector human resource management and organizational development.

FRONTLINE SERVICE	JOB APPLICATION FROM WALK-IN APPLICANTS	
STEP 1	Receive resume/ application at the receiving counter/window. Log the application in the control book. Route the application to the assigned recruitment specialist.	
SERVICE PROVIDER/S	ADAM G. SANTIAGO	ZALDY A. TABAQUERO
TIME FRAME	5 minutes	
STEP 2	Evaluate applicant's qualifications with reference to the requirements of the position applied for.	
SERVICE PROVIDER/S	JULIUS ALBERT S. GONZALES	
TIME FRAME	1 day	
STEP 3	Inform applicant on the status of his/ her application	
SERVICE PROVIDER/S	For Job Order Workers: MABELLE A. RAMOS DOLORES C. DE VEYRA	For Consultants: MA. ELENITA H. NOGUERA JOAHANA MARIE Y. NEPOMUCENO
TIME FRAME	1 day	
REQUIRED DOCUMENT/S	• Resume • Personal Data Sheet (CS Form 212)	• Bio-Data with photograph • ID Photo
REQUIRED FEES	None	

FRONTLINE SERVICE	– CERTIFICATION OF EMPLOYMENT AND COMPENSATION – SERVICE RECORD	
STEP 1	Receive accomplished request slip at the receiving counter/ window. Log request in the control book.	
SERVICE PROVIDER/S	VIRGILIO E. PAJARILLO	
TIME FRAME	5 minutes	
STEP 2	Route to HRMO Personnel for preparation of requested document.	
SERVICE PROVIDER/S	AURELIA M. LOPEZ	EMIL G. TRINIDAD
TIME FRAME	1 hour	
STEP 3	Encode and print Certification of Employment and Compensation.	
SERVICE PROVIDER/S	JOAHANA MARIE Y. NEPOMUCENO	JOSEPHINE L. CASTRO
TIME FRAME	1 hour	

STEP 4	Affix initials of HRMO Officers on the Certification and Employment and Compensation/ Service Record.
SERVICE PROVIDER/S	AURELIA M. LOPEZ EMIL G. TRINIDAD
TIME FRAME	1 hour

FRONTLINE SERVICE	– CERTIFICATION OF EMPLOYMENT AND COMPENSATION – SERVICE RECORD (cont.)
STEP 5	Approve and sign document by the City Personnel Officer.
SERVICE PROVIDER/S	LORILEI J. DEL CARMEN
TIME FRAME	1 hour
STEP 6	Release Certification of Employment and Compensation/ Service Record to the requesting party or his/ her authorized representative.
SERVICE PROVIDER/S	VIRGILIO E. PAJARILLO
TIME FRAME	1 day
REQUIRED DOCUMENT/S	None
REQUIRED FEES	For inactive employees and Job Order Workers: PhP 20.00

FRONTLINE SERVICE	– CERTIFICATION OF LEAVE CREDITS – CERTIFICATION OF LEAVE WITHOUT PAY (LWOP)
STEP 1	Receive accomplished request slip at the receiving counter/window. Log request in the control book. Route request to the assigned leave specialist.
SERVICE PROVIDER/S	RENNE L. CEÑIDO
TIME FRAME	5 minutes
STEP 2	Verify balance vis-à-vis leave records.
SERVICE PROVIDER/S	Assigned Leave Specialists per office/department: MAXILYN E. MORALES NOEL R. SANCHEZ MARIA CRISTINA O. PANTE THELMA D. MARAVILLA VIRGINIA A. SUNGA EMMANUEL E. DE REGLA AMIE P. TUBIERA
TIME FRAME	1 hour
STEP 3	Encode and print certification.
SERVICE PROVIDER/S	Assigned Leave Specialists per office/ department: MAXILYN E. MORALES NOEL R. SANCHEZ MARIA CRISTINA O. PANTE THELMA D. MARAVILLA VIRGINIA A. SUNGA EMMANUEL E. DE REGLA AMIE P. TUBIERA
TIME FRAME	1 hour
STEP 4	Affix initial of Chief Leave Specialist.
SERVICE PROVIDER/S	ARACELI L. CARPIO
TIME FRAME	1 hour
STEP 5	Approve and sign document by the City Personnel Officer.
SERVICE PROVIDER/S	LORILEI J. DEL CARMEN
TIME FRAME	1 hour
STEP 6	Release signed certification to the requesting party or his/her authorized representative.
SERVICE PROVIDER/S	RENNE L. CEÑIDO

TIME FRAME	1 day
REQUIRED DOCUMENT/S	None
REQUIRED FEES	None

FRONTLINE SERVICE	APPLICATION FOR RETIREMENT (GSIS and PAG-IBIG)
STEP 1	Receive application form for retirement and all the required supporting documents at the receiving counter/window. Route documents to Records Division for verification.
SERVICE PROVIDER/S	LUZVIMINDA S. CASTILLO
TIME FRAME	5 minutes
STEP 2	Verify retiree's records. Affix initials of assigned HRMO personnel on the application for retirement.
SERVICE PROVIDER/S	LUZVIMINDA S. CASTILLO MA. CRISTINA C. SIMBUL
TIME FRAME	1 hour
STEP 3	Approve and sign the application for retirement by the City Personnel Officer.
SERVICE PROVIDER/S	LORILEI J. DEL CARMEN
TIME FRAME	1 hour
STEP 4	Release signed retirement application.
SERVICE PROVIDER/S	LUZVIMINDA S. CASTILLO
TIME FRAME	1 day
REQUIRED DOCUMENT/S	1. General Services Office (GSO) Clearance 2. City Treasurer's Clearance 3. Accounting Clearance 4. Administrative Clearance 5. Certification of Last Day of Actual Service 6. Leave Without Pay (LWOP) 7. Philippine Veterans Bank (PVB) Clearance 8. Development Bank of the Philippines (DBP) Clearance 9. Fiscal Clearance 10. Certification of No Pending Case 11. Exit Statement of Assets, Liabilities, and Net Worth 12. Ombudsman Clearance 13. Philippine Statistics Authority (PSA) Authenticated Birth Certificate
REQUIRED FEES	None

FRONTLINE SERVICE	APPLICATION FOR TERMINAL LEAVE
STEP 1	Receive all the required supporting documents at the receiving counter/ window.
SERVICE PROVIDER/S	LUZVIMINDA S. CASTILLO
TIME FRAME	5 minutes
STEP 2	Prepare application for terminal leave. Log in the control book. Affix initial of the Chief of Leave Division.
SERVICE PROVIDER/S	ARACELI L. CARPIO
TIME FRAME	1 day
STEP 3	Affix initial of the City Personnel Officer.
SERVICE PROVIDER/S	LORILEI J. DEL CARMEN
TIME FRAME	1 hour
STEP 4	Approve and sign the application by the City Administrator.
SERVICE PROVIDER/S	Engr. OLIVER R. HERNANDEZ, CESE
TIME FRAME	1 day

STEP 5	Return to HRMO. Release application for terminal leave to applicant.
SERVICE PROVIDER/S	MAXILYN E. MORALES
TIME FRAME	1 day

FRONTLINE SERVICE	APPLICATION FOR TERMINAL LEAVE (cont.)
REQUIRED DOCUMENT/S	1. General Services Office (GSO) Clearance 2. City Treasurer's Clearance 3. Accounting Clearance 4. Certification of No Pending Case 5. Ombudsman Clearance 6. Court Clearance 7. Philippine Veterans Bank (PVB) Clearance 8. Certification of Leave Credits
REQUIRED FEES	None

FRONTLINE SERVICE	APPLICATION FOR SICK LEAVE AND/OR VACATION LEAVE (MANUAL)
STEP 1	Receive accomplished leave form (CSC Form No. 6) duly endorsed and signed by the recommending official or office/ department head. Route to the assigned leave specialist.
SERVICE PROVIDER/S	RENNE L. CEÑIDO
TIME FRAME	5 minutes
STEP 2	Control leave application.
SERVICE PROVIDER/S	Assigned Leave Specialists per office/ department: MARIA CRISTINA O. PANTE MAXILYN E. MORALES VIRGINIA A. SUNGA EMMANUAL E. DE REGLA NOEL R. SANCHEZ AMIE P. TUBIERA THELMA D. MARAVILLA
TIME FRAME	1 hour
STEP 3	Approve and sign processed application for leave.
SERVICE PROVIDER/S	For up to ten days: ARACELI L. CARPIO Chief of Leave Division. For more than ten days to 30 days: LORILEI J. DEL CARMEN Human Resource Management Officer
TIME FRAME	1 hour
STEP 4	Release signed application for leave to the employee or designated office liaison officer.
SERVICE PROVIDER/S	Concerned HRMO Leave Specialist
TIME FRAME	1-2 days
REQUIRED DOCUMENT/S	1. Leave application 2. Medical certification, in case of sick leave of more than five days 3. Clearance for vacation leave in excess of 30 calendar days; Travel authority, in case vacation leave will be spent overseas 4. Clearance for travel abroad
REQUIRED FEES	None

FRONTLINE SERVICE	REQUEST FOR MONETIZATION OF LEAVE CREDITS
STEP 1	Receive request for monetization. (addressed to the City Mayor through the Office of the City Administrator)
SERVICE PROVIDER/S	MAXILYN E. MORALES
TIME FRAME	5 minutes
STEP 2	Evaluate, control and endorse to the City Administrator for approval. Prepare leave application.
SERVICE PROVIDER/S	MAXILYN E. MORALES

TIME FRAME	1 hour
STEP 3	Affix initial of the Chief Leave Specialist and City Personnel Officer.
SERVICE PROVIDER/S	ARACELI L. CARPIO LORILEI J. DEL CARMEN
TIME FRAME	1 hour

FRONTLINE SERVICE	REQUEST FOR MONETIZATION OF LEAVE CREDITS (cont.)
STEP 4	Return to the Office of the City Administrator for signature.
SERVICE PROVIDER/S	MAXILYN E. MORALES
TIME FRAME	1 day
STEP 5	Log and release accomplished leave application.
SERVICE PROVIDER/S	MAXILYN E. MORALES
TIME FRAME	1 day
REQUIRED DOCUMENT/S	None
REQUIRED FEES	None

FRONTLINE SERVICE	APPLICATION FOR SICK LEAVE/ VACATION LEAVE (ELECTRONIC MAIL)
STEP 1	Send leave application to hrmoleave@yahoo.com.
STEP 2	Evaluate and control leave credits.
STEP 3	Return leave application to concerned office/ department for approval of office/ department head.
SERVICE PROVIDER/S	Assigned Leave Specialists per office/ department: MAXILYN E. MORALES NOEL R. SANCHEZ THELMA D. MARAVILLA VIRGINIA A. SUNGA MARIA CRISTINA O. PANTE AMIE P. TUBIERA EMMANUAL E. DE REGLA
TIME FRAME	1 hour
STEP 4	Submit and log printed copy of leave application to HRMO.
SERVICE PROVIDER/S	RENNE L. CEÑIDO
TIME FRAME	1 hour
STEP 5	Route to assigned Leave Specialist for signature.
SERVICE PROVIDERS	Assigned Leave Specialists per office/ department: MAXILYN E. MORALES NOEL R. SANCHEZ THELMA D. MARAVILLA VIRGINIA A. SUNGA MARIA CRISTINA O. PANTE AMIE P. TUBIERA EMMANUAL E. DE REGLA
TIME FRAME	1 hour
STEP 6	For up to ten days applied leave: Approve and sign the leave application by the Chief of Leave Division.
SERVICE PROVIDER/S	ARACELI L. CARPIO
TIME FRAME	1 hour
STEP 7	Release signed application for leave to the employee or designated office liaison officer.
SERVICE PROVIDER/S	Assigned Leave Specialists per office/ department: MARIA CRISTINA O. PANTE MAXILYN E. MORALES VIRGINIA A. SUNGA EMMANUAL E. DE REGLA NOEL R. SANCHEZ AMIE P. TUBIERA THELMA D. MARAVILLA
TIME FRAME	1 day
REQUIRED DOCUMENT/S	1. Leave application 2. Medical certification in case of sick leave for the more than five days

	3. Clearance for vacation leave in excess of 30 calendar days; travel authority, in case vacation leave will be spent overseas 4. Clearance for travel abroad
REQUIRED FEES	None

FRONTLINE SERVICE	APPLICATION FOR LOANS: – DEVELOPMENT BANK OF THE PHILIPPINES (DBP) – PHILIPPINE VETERANS BANK (PVB)
STEP 1	Receive and log loan application with the required documents at the Receiving Counter.
SERVICE PROVIDER/S	VIRGILIO E. PAJARILLO ADAM G. SANTIAGO
TIME FRAME	5 minutes
STEP 2	Route application to concerned HRMO personnel for initial
SERVICE PROVIDER/S	For DBP: AURELIA M. LOPEZ For PVB: MAXILYN E. MORALES ARACELI L. CARPIO
TIME FRAME	1 hour
STEP 3	Approve and sign document by the City Personnel Officer.
SERVICE PROVIDER/S	LORILEI J. DEL CARMEN
	1 hour
STEP 4	Release signed loan application with supporting certifications to the applicant.
SERVICE PROVIDER/S	For DBP: AURELIA M. LOPEZ For PVB: VIRGILIO E. PAJARILLO
TIME FRAME	1 day
REQUIRED DOCUMENT/S	1. Application for DBP/ PVB Loan 2. Certification of Leave Credits and/ or Certification of Leave Without Pay
REQUIRED FEES	None

FRONTLINE SERVICE	APPLICATION FOR HOME DEVELOPMENT MUTUAL FUND (HDMF) OR PAG-IBIG FUND LOAN
STEP 1	Receive accomplished loan application form at the receiving counter/ window. Log the application in the control book.
SERVICE PROVIDER/S	VIRGILIO E. PAJARILLO
TIME FRAME	5 minutes
STEP 2	Route to assigned HRMO personnel for verification and initial.
SERVICE PROVIDER/S	NOEL V. DEVERATURDA
TIME FRAME	1 hour
STEP 3	Approve and sign document by the City Personnel Officer.
SERVICE PROVIDER/S	LORILEI J. DEL CARMEN
TIME FRAME	1 day
REQUIRED DOCUMENT/S	1. Properly accomplished application form 2. Copy of payroll of preceding month (to be secured from the City Accounting Department) 3. Two valid Identification Cards
REQUIRED FEES	None

FRONTLINE SERVICE	APPLICATION FOR CERTIFICATE OF COMPLETION: – ON-THE-JOB (OJT) TRAINING

	– WORK IMMERSION
STEP 1	Receive Certificate of Completion from office of assignment. Prepare HRMO Certificate of Completion.
SERVICE PROVIDER/S	EDGAR ANTONIO A. DANGLA
TIME FRAME	5 minutes

FRONTLINE SERVICE	APPLICATION FOR CERTIFICATE OF COMPLETION: (cont.) – ON-THE-JOB (OJT) TRAINING – WORK IMMERSION
STEP 2	Affix initial of HRMO Training Head and signature of City Personnel Officer.
SERVICE PROVIDER/S	MARIA THERESA A. JACINTO LORILEI J. DEL CARMEN
TIME FRAME	1 hour
STEP 3	Release of Certification of Completion.
SERVICE PROVIDER/S	EDGAR ANTONIO A. DANGLA
TIME FRAME	1 day
REQUIRED DOCUMENT/S	Certificate of Completion from office of assignment.
REQUIRED FEES	None

FRONTLINE SERVICE	QUERIES ON OTHER PERSONNEL MATTERS
STEP 1	Approach the Officer-of-the-Day to request for a discussion/ consultation with concerned HRMO personnel.
SERVICE PROVIDER/S	LUZVIMINDA S. CASTILLO ADAM G. SANTIAGO ZALDY A. TABAQUERO
TIME FRAME	5 minutes
STEP 2	Conduct dialogue and/or inquiry with concerned HRMO Personnel.
SERVICE PROVIDER/S	HRMO Personnel: Topic of Concern: JULIUS ALBERT S. GONZALES - Appointments AURELIA M. LOPEZ - Service Records, Certificate of Employment, Payroll ARACELI L. CARPIO - Leave Administration MA THERESA A. JACINTO - Trainings MA. CRISTINA D. SIMBUL - Records, Complaints LORNA C. PEÑA - Payroll NOEL V. DEVERATURDA - Pag-IBIG/ PhilHealth/ Appointments LUZVIMINDA C. CASTILLO - GSIS, Ombudsman
TIME FRAME	3 - 5 minutes (depending on the issues involved)
REQUIRED DOCUMENT/S	None
FEES	None

FRONTLINE SERVICE	APPLICATION FOR ON-THE-JOB (OJT) TRAINING/ WORK IMMERSION
STEP 1	Receive school endorsement with attached Résumé/ Bio-Data of students.
SERVICE PROVIDER/S	EDGAR ANTONIO A. DANGLA
TIME FRAME	5 minutes
STEP 2	Evaluate, assess, coordinate with school coordinators (if necessary), for deployment. Set schedule for orientation.
SERVICE PROVIDER/S	MARIA THERESA A. JACINTO
TIME FRAME	1 day

STEP 3	Issue Endorsement Letter and Certificate of Acceptance.
SERVICE PROVIDER/S	EDGAR ANTONIO A. DANGLA
TIME FRAME	1 day

FRONTLINE SERVICE	APPLICATION FOR ON-THE-JOB (OJT) TRAINING/ WORK IMMERSION (cont.)
STEP 4	Monitor students' activities in the assigned offices/ departments (for work immersion).
SERVICE PROVIDER/S	EDGAR ANTONIO A. DANGLA
TIME FRAME	Occasional inspection during the OJT/ immersion process
REQUIRED DOCUMENT/S	1. School Endorsement 2. Resume/ Bio-Data 3. Accomplished Application Form
REQUIRED FEES	None

FRONTLINE SERVICE	APPLICATION FOR CERTIFICATE OF COMPLETION: – ON-THE-JOB (OJT) TRAINING – WORK IMMERSION
STEP 1	Receive Certificate of Completion from office of assignment. Prepare HRMO Certificate of Completion.
SERVICE PROVIDER/S	EDGAR ANTONIO A. DANGLA
TIME FRAME	5 minutes
STEP 2	Affix initial of HRMO Training Head and signature of City Personnel Officer.
SERVICE PROVIDER/S	MARIA THERESA A. JACINTO LORILEI J. DEL CARMEN
TIME FRAME	1 hour
STEP 3	Release of Certification of Completion.
SERVICE PROVIDER/S	EDGAR ANTONIO A. DANGLA
TIME FRAME	1 day
REQUIRED DOCUMENT/S	Certificate of Completion from office of assignment.
REQUIRED FEES	None

FRONTLINE SERVICE	APPLICATION FOR AUTHORITY TO ATTEND TRAININGS
STEP 1	Receive and log application request. Route to HRMO Training Head.
SERVICE PROVIDER/S	ADAM G. SANTIAGO
TIME FRAME	5 minutes
STEP 2	Prepare/ encode Authority to Attend.
SERVICE PROVIDER/S	EDGAR ANTONIO A. DANGLA
TIME FRAME	1 hour
STEP 3	Affix initial of HRMO Training Head and signature of City Personnel Officer
SERVICE PROVIDER/S	MARIA THERESA A. JACINTO LORILEI J. DEL CARMEN
TIME FRAME	1 hour
STEP 4	Release Authority to Attend.
SERVICE PROVIDER/S	ADAM G. SANTIAGO
TIME FRAME	1 day
REQUIRED DOCUMENT/S	1. Request Letter 2. Invitation/ Program Itinerary
REQUIRED FEES	None

FRONTLINE SERVICE	PROCESSING OF VOUCHERS FOR AUTHORITY TO ATTEND TRAININGS (UNDER THE TRAINING FUND)
STEP 1	Receive and log voucher.
SERVICE PROVIDER/S	ADAM G. SANTIAGO
TIME FRAME	5 minutes

FRONTLINE SERVICE	PROCESSING OF VOUCHERS FOR AUTHORITY TO ATTEND TRAININGS (UNDER THE TRAINING FUND) (cont.)
STEP 2	Review required attachments. Affix initial of HRMO Training Head.
SERVICE PROVIDER/S	MARIA THERESA A. JACINTO
TIME FRAME	1 hour
STEP 3	Record voucher.
SERVICE PROVIDER/S	EDGAR ANTONIO A. DANGLA
TIME FRAME	1 hour
STEP 4	Approve and sign voucher by the City Personnel Officer.
SERVICE PROVIDER/S	LORILEI J. DEL CARMEN
TIME FRAME	1 hour
STEP 5	Release voucher to the employee or designated office liaison officer.
SERVICE PROVIDER/S	ADAM G. SANTIAGO
TIME FRAME	1 day
REQUIRED DOCUMENT/S	1. Authority to Attend 2. Receipts
REQUIRED FEES	None

FEEDBACK AND COMPLAINTS MECHANISM:

Accomplish the Feedback Form available in the office and drop in the designated Comment and Suggestion Box located at the Front Desk or send queries through any of the following form of correspondence:

Email Address:	***caloocancityhrmo@yahoo.com***
Telephone Numbers:	**(02) 288 – 8811 loc. 2239/ 2252/ 2255**