



SERVICE STANDARDS City Personnel Office



VISION: We envision our Office to be highly respected for its sensibility to deliver personnel services that efficiently and effectively respond to the changing needs of our employees. For our commitment to lead the employees towards greater productivity for our ability to uphold the highest degree of professionalism.

MISSION: Armed with our faith in the Almighty God and the confidence of our leaders, we shall continuously hone our knowledge and skills in the field of human resource management, and strive incessantly for work excellence. We shall maintain and uphold the principle of justice and truth in the exercise of our duties and responsibilities to be worthy of the public's trust. We shall espouse the values of integrity, honesty and respect as our way of life.

Type of Front-line Service	Documentary Requirements	Client/Requesting Party	Office/Person Responsible	Steps/Procedure	Form to Fill-up	Fee	Processing Time
On-the Job Training (OJT) Referral	* Letter-request from School/University & duly noted by the Professor	Researcher submits the letter-request	Career & Employee Development Services Clarice C. De Leon & Staff	1. Receive request 2. Conduct interview of student 3. Prepare Referral Letter 4. Sign & release Referral	None	None	One (1) day upon request
Request for assistance on Survey and Statistics	* Letter request from School/ University stating the purpose and with questionnaire	Researcher submits the letter-request duly noted by the Professor	Personnel Programs & Research Services Rose P. Quiambao & Staff	1. Receive request 2. Evaluate questionnaire 3. Coordinate with concerned dept. 4. Assist student for survey 5. Collect survey questionnaire	None	None	One (1) day upon request One day
Issuance of Official documents							
• Certificate of Employment	* Letter request	Incumbent/Former Employees	Personnel Transactions & Appointment Processing Services Neth Rivera & Staff	1. Receive request 2. Verify records 3. Sign the documents 4. Release documents	None	None	One (1) day upon request
• Service Record			C.E.D.S Clarice C. De Leon & Staff	same procedure			
• Certificate of Leave Credits	* Letter request	Incumbent/Former Employees/ Department Concerned	Administrative Services Myla B. Montecillo & Staff	same procedure	None	None	One (1) day upon request
• Application for Leave of Absences	• CSC Form # 6 & Requirements specified below			same procedure	None	None	Complete documents One (1) day to Three (3) days upon request
• Terminal Leave Benefits (TLB)	• CSC Form # 6 & Requirements specified below			same procedure	None	None	Complete documents Five (5) to Seven (7) days upon request
• Retirement Gratuity (RG) Applications	• GSIS Application form properly endorsed • Other Requirements specified below			same procedure	None	None	Complete documents Five (5) to Seven (7) days upon request
• Request for Certified True Copy (CTC) of 201 File Records	* Letter request			same procedure	None	None	One (1) day upon request

For inquiries, suggestion, comment and recommendation, please call at telephone nos. 527-0972 ; 5275193 and/or send it to our e-mail address: cpomanila@gmail.com

MIGUELITA B. ALONZO
City Personnel Officer



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