



**MUNICIPALITY OF TUBIGON**

**CITIZEN'S  
CHARTER**





**HUMAN RESOURCE &  
MANAGEMENT OFFICE**  
ADMINISTRATIVE SERVICES





## ISSUANCE OF CERTIFIED COPIES OF SERVICE RECORDS

1. Any requesting party as it pertains to his/her personal records;
2. The Head of the Agency, the Municipal Administrator, the Head of the Internal Audit Service, the Human Resource Management Officer or the Administrative Officer of the Agency to which the employee concerned belongs;
3. Courts and administrative bodies exercising quasi-judicial and/or investigative functions by means of the compulsory process of *subpoena duces tecum*, in aid of investigation and/or determination or resolution of pending cases; and Such other officials or entities duly authorized by competent authorities.
4. Such other officials or entities duly authorized by competent authorities.

Office or Division:	HRMO			
Classification:	SIMPLE			
Type of Transaction:	G2G – G2C			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ol style="list-style-type: none"> <li>1. Accomplished Personnel Records Request Form (PRRF)</li> <li>2. One (1) valid identification (ID) card; and</li> <li>3. If the request is filed through a representative, an Authorization Letter and/or Special Power of Attorney (SPA) and one (1) valid ID of the representative.</li> <li>4. Service records from previous employment, if there is any;</li> </ol>		HRMO OFFICE; CLIENT		
<b>CLIENTS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Accomplish Personnel Request Form (PRRF)	Receive/review the accomplished form		5 minutes	Rogelio Rosca Laurice Par
Wait while the requested documents are being retrieved.	Retrieved the requested records, issue order of payment and advise client to pay corresponding fee if records are available.  If records are not available, inform the client that the requested documents/ records are not available.		20 minutes	Rogelio R Laurice P
Receive the documents requested.	Release requested documents/ records to client		5 minutes	Rogelio R Laurice
<b>TOTAL:</b>		None	30 minutes	



## ISSUANCE OF CERTIFICATE OF EMPLOYMENT

1. Any requesting party as it pertains to his/her personal records;
2. The Head of the Agency, the Municipal Administrator, the Head of the Internal Audit Service, the Human Resource Management Officer or the Administrative Officer of the Agency to which the employee concerned belongs;
3. Courts and administrative bodies exercising quasi-judicial and/or investigative functions by means of the compulsory process of *subpoena duces tecum*, in aid of investigation and/or determination or resolution of pending cases; and Such other officials or entities duly authorized by competent authorities.
4. Such other officials or entities duly authorized by competent authorities.

Office or Division:	HRMO			
Classification:	SIMPLE			
Type of Transaction:	G2G – G2C			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ol style="list-style-type: none"> <li>1. Accomplished Personnel Records Request Form (PRRF)</li> <li>2. One (1) valid identification (ID) card; and</li> <li>3. If the request is filed through a representative, an Authorization Letter and/or Special Power of Attorney (SPA) and one (1) valid ID of the representative.</li> <li>4. Service records from previous employment, if there is any;</li> </ol>		HRMO OFFICE; CLIENT		
<b>CLIENTS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Accomplish Personnel Request Form (PRRF)	Receive/review the accomplished form	None	5 minutes	Rogelio Rosales Laurice Pa...
Wait while the requested documents are being retrieved.	Retrieved the requested records, issue order of payment and advise client to pay corresponding fee if records are available.  If records are not available, inform the client that the requested documents/ records are not available.		20 minutes	Rogelio R... Laurice P...
Receive the documents requested.	Release requested documents/ records to client		5 minutes	Rogelio R... Laurice P...
<b>TOTAL:</b>		None	30 minutes	



## CERTIFICATION OF LEAVE CREDITS

1. Any requesting party as it pertains to his/her personal records;
2. The Head of the Agency, the Municipal Administrator, the Head of the Internal Audit Service, the Human Resource Management Officer or the Administrative Officer of the Agency to which the employee concerned belongs;
3. Courts and administrative bodies exercising quasi-judicial and/or investigative functions by means of the compulsory process of *subpoena duces tecum*, in aid of investigation and/or determination or resolution of pending cases; and Such other officials or entities duly authorized by competent authorities.
4. Such other officials or entities duly authorized by competent authorities.

Office or Division:	HRMO			
Classification:	SIMPLE			
Type of Transaction:	G2G – G2C			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ol style="list-style-type: none"> <li>1. Accomplished Personnel Records Request Form (PRRF)</li> <li>2. One (1) valid identification (ID) card; and</li> <li>3. If the request is filed through a representative, an Authorization Letter and/or Special Power of Attorney (SPA) and one (1) valid ID of the representative.</li> <li>4. Service records from previous employment, if there is any;</li> </ol>		HRMO OFFICE; CLIENT		
<b>CLIENTS</b>	<b>AGENCY ACTION</b>	<b>FEEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSO RESPONS</b>
Accomplish Personnel Request Form (PPRF)	Receive/review the accomplished form	None	5 minutes	Rogelio R Laurice P
Wait while the requested documents are being processed.	Processed the requested document with signature of the LCE.		20 minutes	Rogelio R Laurice P
Receive the documents requested.	Released requested certification/docum ent records to client		5 minutes	Rogelio P Laurice
<b>TOTAL:</b>		None	30 minutes	



### ISSUANCE OF NOSA (Notice of Salary Adjustment)

1. Any requesting party as it pertains to his/her personal records;
2. The Head of the Agency, the Municipal Administrator, the Head of the Internal Audit Service, the Human Resource Management Officer or the Administrative Officer of the Agency to which the employee concerned belongs;
3. Courts and administrative bodies exercising quasi-judicial and/or investigative functions by means of the compulsory process of *subpoena duces tecum*, in aid of investigation and/or determination or resolution of pending cases; and Such other officials or entities duly authorized by competent authorities.
4. Such other officials or entities duly authorized by competent authorities.

Office or Division:	HRMO			
Classification:	SIMPLE			
Type of Transaction:	G2G – G2C			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ol style="list-style-type: none"> <li>1. Accomplished Personnel Records Request Form (PRRF)</li> <li>2. One (1) valid identification (ID) card; and</li> <li>3. If the request is filed through a representative, an Authorization Letter and/or Special Power of Attorney (SPA) and one (1) valid ID of the representative.</li> <li>4. Service records from previous employment, if there is any;</li> </ol>		HRMO OFFICE; CLIENT		
<b>CLIENTS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Accomplish Personnel Request Form (PPRF)	Receive/review the accomplished form	None	5 minutes	Rogelio Ro Laurice Pa
Wait while the requested documents are being processed.	Processed the requested document with signature of the LCE.		20 minutes	Rogelio Ro Laurice P
Receive the documents requested.	Released requested certification/document records to client		5 minutes	Rogelio F Laurice F
<b>TOTAL:</b>		None	30 minutes	



### ISSUANCE OF NOSI (Notice of Step Increment)

1. Any requesting party as it pertains to his/her personal records;
2. The Head of the Agency, the Municipal Administrator, the Head of the Internal Audit Service, the Human Resource Management Officer or the Administrative Officer of the Agency to which the employee concerned belongs;
3. Courts and administrative bodies exercising quasi-judicial and/or investigative functions by means of the compulsory process of *subpoena duces tecum*, in aid of investigation and/or determination or resolution of pending cases; and Such other officials or entities duly authorized by competent authorities.
4. Such other officials or entities duly authorized by competent authorities.

Office or Division:		HRMO		
Classification:		SIMPLE		
Type of Transaction:		G2G – G2C		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ol style="list-style-type: none"> <li>1. Accomplished Personnel Records Request Form (PRRF)</li> <li>2. One (1) valid identification (ID) card; and</li> <li>3. If the request is filed through a representative, an Authorization Letter and/or Special Power of Attorney (SPA) and one (1) valid ID of the representative.</li> <li>4. Service records from previous employment, if there is any;</li> </ol>		HRMO OFFICE; CLIENT		
<b>CLIENTS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Accomplish Personnel Request Form (PRRF)	Receive/review the accomplished form	None	5 minutes	Rogelio Rosales Laurice Pa...
Wait while the requested documents are being processed.	Processed the requested document with signature of the LCE.		20 minutes	Rogelio Rosales Laurice Pa...
Receive the documents requested.	Released requested certification/document records to client		5 minutes	Rogelio Rosales Laurice Pa...
<b>TOTAL:</b>		None	30 minutes	