



CITIZEN'S CHARTER
Local Government Unit of San Francisco
Agusan Del Sur
HUMAN RESOURCE MANAGEMENT & DEVELOPMENT OFFICE

Services Offered:

1. Issuance of Certificate of Employment
2. Issuance of Service Record
3. Other HR documents

Service: Issuance of Certificate of Employment

Availability of Service: Monday-Friday/ 8:00am-5:00pm (No Noon Break)

Requirements: Payment from the Municipal Treasurer's Office

Fees: 150.00

STEPS	OFFICE ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1: Request and Verification	HR verifies the employee's employment history using official records. Any discrepancies should be clarified with the requesting party.	None	5 mins	Ms. Caryldith H. Pontillas Ms. Cindy A. Toldeo
Step 2: Certificate Preparation and Review	Payment made to the MTO. HR prepares the Certificate of Employment. The certificate is then reviewed for accuracy, completeness and approval by the highest HRMO/ representative.	150.00	10 mins	Ms. Caryldith H. Pontillas Ms. Cindy A. Toldeo Mr. Romel P. Dagum
Step 3: Issuance and Distribution	The completed Certificate of Employment is issued to the requesting party. HR staff records the recipient in the record book.	None	2 mins	Ms. Caryldith H. Pontillas Ms. Cindy A. Toldeo



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Service: Issuance of Service Record

Availability of Service: Monday-Friday/ 8:00am-5:00pm (No Noon Break)

Requirements: Payment from the Municipal Treasurer's Office/ Authorization letter if necessary.

Fees: 150.00

STEPS	OFFICE ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1: Request and Verification	The HR department receives the request and verifies the employee's identity and employment history using official company records.	None	5 mins	Ms. Ruby Mae C. Luig
Step 2: Record Compilation and Review	Payment made to the MTO. HR compiles and generate the employee's service record, including dates of employment, job titles, salary information. The compiled record is then reviewed for accuracy, completeness and approval by the highest HRMO/ representative.	150.00	10 mins	Ms. Ruby Mae C. Luig Mr. Romel P. Dagum
Step 3: Record Issuance and Distribution	The completed service record is issued to the employee (or authorized representative). HR Staff records the recipient in the record book.	None	2 mins	Ms. Ruby Mae C. Luig



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Service: Request for copy of other HR Documents (Appointment, IPCR, other related documents)

Availability of Service: Monday-Friday/ 8:00am-5:00pm (No Noon Break)

Requirements: Payment from the Municipal Treasurer's Office

Fees: 150.00

STEPS	OFFICE ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1: Request Verification and Authorization	The HR department receives a formal request for documents. Confirm the identity of the requesting party and determine if the requesting party has the legal right to access the requested documents.	None	5 mins	Ms. Ruby Mae C. Luig Mr. Mac Urian T. Bacamante Ms. Caryldith P. Hermitaño
Step 2: Document Retrieval and Preparation	Payment made to the MTO. HR staff retrieves the requested documents from employee files and makes copies of the authorized documents.	150.00	10 mins	Ms. Ruby Mae C. Luig Mr. Mac Urian T. Bacamante Ms. Caryldith P. Hermitaño
Step 3: Document Release and Record Keeping	HR staff releases the prepared documents to the requesting party and maintain a detailed record of the release.	None	2 mins	Ms. Ruby Mae C. Luig Mr. Mac Urian T. Bacamante Ms. Caryldith P. Hermitaño



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Other HR Services Offered:

- **Recruitment Selection and Placement (RSP)**
 1. Inquire for vacant positions/ requirements
 2. Inquiries for schedule of assessments.
 3. Submission of application letters
 4. Inquiries for the status of appointment papers (Permanent/Casual)
 5. Inquiries for the status of job order
 6. Request copy of JDF/PDF
 7. Inquiries for On-the-Job Training.
 8. Inquiries for requirements for appointment

CLIENT STEPS	OFFICE ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Inquire for vacant positions/ requirements	Direct the client to the CSC and LGU portal and bulletin boards	None	5 mins	Ms. Joanni Pearl C. Daganato Ms. Ruby Mae C. Luig Mr. Mac Urian T. Bacamante
Inquiries for schedule of assessments.	Provide assessment schedule.	None	5 mins	Ms. Joanni Pearl C. Daganato Ms. Ruby Mae C. Luig
Submission of application letters	Accept application letter and provide relevant information/instructions	None	5 mins	Ms. Joanni Pearl C. Daganato Ms. Ruby Mae C. Luig Mr. Mac Urian T. Bacamante
Inquiries for the status of appointment papers (Permanent/Casual)	Provide relevant information/instructions.	None	5 mins	Ms. Joanni Pearl C. Daganato Ms. Ruby Mae C. Luig
Inquiries for the status of job order	Provide relevant information/instructions.	None	5 mins	Mr. Mac Urian T. Bacamante



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Inquiries for On-the-Job Training.	Interview client, provide relevant information/instructions and processes.	None	5 mins	Mr. Mac Urian T. Bacamante
Inquiries for requirements for appointment	Provide list of requirements for appointment processing.	None	5 mins	Ms. Joanni Pearl C. Daganato Ms. Ruby Mae C. Luig Mr. Mac Urian T. Bacamante

Other HR Services Offered:

Performance Management

1. Submission of IPCR Target/Ratings
2. Request for technical assistance/comments for IPCRF

CLIENT STEPS	OFFICE ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submission of IPCR Target/Ratings	Receives, verify, record and file received documents.	None	5 mins/ IPCR	Ms. Ria Shiela A. De Leon Mr. Mac Urian T. Bacamante
	Releases employees' file copy.	None	2 mins/IPCR	
Request for technical assistance/comments for IPCRF	Receives request	None	2 mins	Ms. Ria Shiela A. De Leon Mr. Mac Urian T. Bacamante
	Schedules date of technical assistance	None	2 mins	



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Other HR Services Offered:

Learning and Development

1. Request copy of Individual Development Plan
2. Request copy of Competency Profile
3. Inquiries for available L and D programs
4. Submission of Learning Application Plan

CLIENT STEPS	OFFICE ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Request copy of Individual Development Plan	Receives request and provide requested documents.	None	5 mins	Ms. Caryldith P. Hermitaño
Request copy of Competency Profile	Receives request and provide requested documents.	None	5 mins	Ms. Ria Shiela A. De Leon Ms. Caryldith P. Hermitaño
Inquiries for available L and D programs	Provide list of L and D Calendar	None	5 mins	Mr. Mac Urian T. Bacamante
Submission of Learning Application Plan	Receives and file LAP	None	5 mins	Mr. Mac Urian T. Bacamante



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Other HR Services Offered:

Rewards and Recognition

1. Application for award.
2. Medical and Health Services
3. Inquiries for service/loyalty award.

CLIENT STEPS	OFFICE ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Application for award				
Step 1: Application for award	Provides nomination form	None	5 mins	Mr. Mac Urian T. Bacamante
Step 2: Submission of Application form	Receives nomination form	None	5 Mins	Mr. Mac Urian T. Bacamante Ms. Joanni Pearl C. Daganato
Medical and Health Services				
Step 1: Request for medical checkup form.	Provides medical checkup form.	None	5 mins	Mr. Mac Urian T. Bacamante
Step 2: Submission of medical checkup form.	Receives and verify medical checkup form.	None	5 mins	Ms. Joanni Pearl C. Daganato
Step 3: Endorsement preparation and release	HR prepares the endorsement, then reviewed for accuracy, completeness and approval by the highest HRMO/ representative.	None	10 mins	Ms. Joanni Pearl C. Daganato Mr. Romel P. Dagum



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Step 4: Document release	Releases endorsement to the client and maintain a detailed record of the release.	None	5 mins	Ms. Joanni Pearl C. Daganato
Inquiries for service/loyalty award.	Provides relevant information/instructions	None	5 mins	Ms. Joanni Pearl C. Daganato

HR Transactional Services

1. Request copy of travel order
2. Request copy of pass slip
3. Request copy of memorandum order
4. Request copy of leave of absence.
5. Request for approval of shifting schedule
6. Inquiries for Step Increment.

CLIENT STEPS	OFFICE ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Request copy of travel order	Receive request, verify and retrieve requested document.	None	5 mins	Mr. Mac Urian T. Bacamante Ms. Caryldith P. Hermitaño Ms. Cindy A. Toledo Mr. Rey C. Lascañas
Request copy of pass slip	Receive request, verify and retrieve requested document.	None	5 mins	Mr. Mac Urian T. Bacamante Ms. Caryldith P. Hermitaño Ms. Cindy A. Toledo Mr. Rey C. Lascañas
Request copy of memorandum order	Receive request, verify and retrieve requested document.	None	5 mins	Ms. Caryldith P. Hermitaño



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Request copy of leave of absence.	Receive request, verify and retrieve requested document.	None	5 mins	Ms. Ruby Mae C. Luig
Inquiries for Step Increment.	Provide necessary information.	None	5 mins	Ms. Joanni Pearl C. Daganato
Inquiries for Salary Adjustment	Provide necessary information.	None	5 mins	Ms. Joanni Pearl C. Daganato