

Republic of the Philippines Province of Bohol Municipality of Loon	Doc. Code:
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Document Title	CITIZEN'S CHARTER
Office/Department	HUMAN RESOURCE MANAGEMENT OFFICE



VISION : A socioeconomically developed town with empowered people who nurture their heritage and sustainably manage their resources through shared and service-oriented governance
MISSION: To create a socioeconomically developed environment through sustainable management of resources and enhancement of people's capabilities for inclusive growth

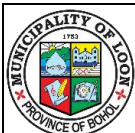
HUMAN RESOURCE MANAGEMENT OFFICE

Frontline Service 1: Issuance of Service Record

STEP	ACTIVITIES / PROCESS		DURATION	REQUIREMENTS	FEES	PERSON RESPONSIBLE	LOCATION
	CLIENT	HRMO					
1	▪ Request	▪ Interview client	1 min		None	Z. Capiolos	HRMO
2	▪ Pay fee at MTO	▪ Instruct client to pay fee at MTO	5 min		Active employee: ₱30 Separated employee: ₱50	S. Yamas	MTO
3	▪ Wait	▪ Prepare Service Record	5 min	OR		Z. Capiolos	HRMO
4	▪ Receive Service Record	▪ Sign and Release Service Record	2 min			M. Maestrado Z. Capiolos	HRMO
			13 min				

Frontline Service 2: Issuance of Certificate of Employment

STEP	ACTIVITIES / PROCESS		DURATION	REQUIREMENTS	FEES	PERSON RESPONSIBLE	LOCATION
	CLIENT	HRMO					
1	▪ Request	▪ Interview client and write down details of request	1 min			Z. Capiolos	HRMO
2	▪ Pay fee at Municipal Treasurer's Office	▪ Instruct client to pay fee at Municipal Treasurer's Office	5 min		₱50	S. Yamas	MTO
3	▪ Wait	▪ Encode details given by client ▪ Print Certificate of Employment	5 min	OR		Z. Capiolos	HRMO
4	▪ Receive Certificate of Employment	▪ Sign and release Certificate of Employment	2 min		None	M. Maestrado Z. Capiolos	HRMO
			13 min				



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Frontline Service 3: Issuance of Payslip

STEP	ACTIVITIES / PROCESS		DURATION	REQUIREMENTS	FEES	PERSON RESPONSIBLE	LOCATION
	CLIENT	HRMO					
1	▪ Request	▪ Interview client	1 min			Z. Capiolos	HRMO
2	▪ Wait	▪ Print payslip	5 min			Z. Capiolos	HRMO
3	▪ Receive payslip	▪ Sign and release payslip	2 min			M. Maestrado	HRMO
			8 min				

Frontline Service 4: Issuance of NOSA (Notice of Salary Adjustment) or NOSI (Notice of Salary Increment)

STEP	ACTIVITIES / PROCESS		DURATION	REQUIREMENTS	FEES	PERSON RESPONSIBLE	LOCATION
	CLIENT	HRMO					
1	▪ Request	▪ Interview client	1 min	None	None	Z. Capiolos	HRMO
2	▪ Wait	▪ Retrieve and photocopy NOSA/NOSI	5 min	None	None	Z. Capiolos	HRMO
3	▪ Receive NOSA/NOSI	▪ Release NOSA/NOSI	1-2 min	None	None	Z. Capiolos	HRMO
			7-8 min				

Frontline Service 5: Issuance of Leave Credits

STEP	ACTIVITIES / PROCESS		DURATION	REQUIREMENTS	FEES	PERSON RESPONSIBLE	LOCATION
	CLIENT	HRMO					
1	▪ Request	▪ Interview client	1 min	None	None	M. Catayas	HRMO
2	▪ Wait	▪ Prepare and Print Leave Credits	10 min	None	None	M. Catayas	HRMO
3	▪ Receive Leave Credits	▪ Release Leave Credits	2 min	None	None	M. Catayas	HRMO
			13 min				

Frontline Service 6: Issuance of PAG-IBIG certification and others

STEP	ACTIVITIES / PROCESS		DURATION	REQUIREMENTS	FEES	PERSON RESPONSIBLE	LOCATION
	CLIENT	HRMO					
1	▪ Request	▪ Interview client and write down details of request	1 min			Z. Capiolos	HRMO



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2	<ul style="list-style-type: none">Pay fee at Municipal Treasurer's Office	<ul style="list-style-type: none">Instruct client to pay fee at Municipal Treasurer's Office	5 min		₱50	S. Yamas	MTO
3	<ul style="list-style-type: none">Wait	<ul style="list-style-type: none">Encode details given by client and as per recordsPrint Certificate of Employment	5 min	OR		Z. Capiolos	HRMO
4	<ul style="list-style-type: none">Receive Certificate of Employment	<ul style="list-style-type: none">Sign and release PAG-IBIG Certifications	2 min		None	M. Maestrado Z. Capiolos	HRMO
			13 min				