

**1. ISSUANCE OF CERTIFIED COPY OF DOCUMENTS**

The request for any available original document found in the employee's 201 file (Plantilla, Service Record, SALN, PDS, and etc.) The documents are certified by the Administrative Officer in-charge.

<b>OFFICE OR DIVISION</b>	Administrative			
<b>Classification</b>	Complex			
<b>Type of Transaction</b>	G2C,G2G			
<b>Who may avail</b>	Any requesting party as it pertains to his/her personal records; The Head, Personnel Officer or Administrative Officer of the agency to which the employee belongs; Courts and administrative bodies exercising quasi-judicial functions in connection with pending case/s involving the employee; and Such other officials or entities duly authorized by law to have access to personal records of the employee			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter-request, as necessary		PROVINCIAL HUMAN RESOURCE MANAGEMENT OFFICE		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit requirement or fill out and submit Request Slip	Facilitate retrieval of the requested document/s and issue Order of Payment (OP)	Php 20.00 / document	5 mins	Administrative Officer II/ Administrative Officer I
2. Proceed to PTO, present OP and pay amount due	Retrive the document/s from the file		7 minutes	HRM Assistant
3. Present Official Receipt	Note OR details, facilitate photocopying and authenticate the document/s		3 minutes per document	Administrative Officer II/ Administrative Officer I
4. Receive the document	Release the requested document after signature/approval of authorized officer		2 minutes	Administrative Officer II/ Administrative Officer I
<b>TOTAL:</b>		Php 20.00	17 minutes	

**2. ISSUANCE OF SERVICE RECORD**

The Service Record shows the employment history of a former and current employee of an agency. The service record provides employment activities such as promotions, reappointments, salary adjustments, and etc. It is usually requested and attached to the Certificate of Employment for loans, purchases, applications,

<b>OFFICE OR DIVISION</b>	Administrative			
<b>Classification</b>	SIMPLE & COMPLEX			
<b>Type of Transaction</b>	G2C, G2G			
<b>Who may avail</b>	Any requesting party as it pertains to his/her personal records; The Head, Personnel Officer or Administrative Officer of the			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter-request, as necessary		PROVINCIAL HUMAN RESOURCE MANAGEMENT OFFICE		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill out and submit request slip Requirements if there is discrepancy: a) Original copy or certified true	Facilitate retrieval of the requested document/s and issue Order of Payment (OP)	Php 20.00 / document (For inactive employees)	5 mins	Administrative Officer II/ Administrative Officer I
2. Proceed to PTO, present OP and pay amount due	Retrive the document/s from the file or PIS		10 minutes	HRM Assistant
3. Present Official Receipt	Note OR details, facilitate accurate updating and printing of service record Submit for signature/ approval		5 minutes	Administrative Officer II/ Administrative Officer I
4. Receive the document	Release the requested document after signature/approval of authorized officer		2 minutes	Administrative Officer II/ Administrative Officer I
<b>TOTAL:</b>		Php 20.00	22 minutes	

**3. ISSUANCE OF CERTIFICATE OF EMPLOYMENT FOR TRAVEL ABROAD**

The Certificate of Employment is being requested to verify employment information of a former or current employee. It is provided when visa is already given or approved. This certificate is issued also, to prove that there are no objections with the employee's travel. This certificate is routed to and signed by the Governor.

<b>OFFICE OR DIVISION</b>	Administrative			
<b>Classification</b>	COMPLEX			
<b>Type of Transaction</b>	G2G			
<b>Who may avail</b>	Any requesting party as it pertains to his/her personal records;			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter-request, as necessary		PROVINCIAL HUMAN RESOURCE MANAGEMENT OFFICE		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit letter request addressed to Hon. Gov. thru the PGDH  Requirements:  a) leave application,  b) clearance if required	Prepares the certification    Submit for initials and routing to Prov'l. Admin Office    Routes to Prov'l. Admin Office for Hon. Gov's Signature	NONE	30 minutes  5 minutes	AO II/AO I  PGDH HRM ASSISTANT

c) certification of no administrative case from the Prov'l. Legal Office				
2. Receive the document	Release the requested document upon receipt from Office of the Governor/Prov'l. Administrat		5 minutes	AO II/AO I
<b>TOTAL:</b>			40 minutes	

**4. ISSUANCE OF CERTIFICATE OF EMPLOYMENT**

The Certificate of Employment is being requested to verify employment information of a former or current employee. It is usually needed for loans, purchases, applications, and renewal purposes. This certificate is signed by the Provincial Government Head

<b>OFFICE OR DIVISION</b>	Administrative
<b>Classification</b>	SIMPLE
<b>Type of Transaction</b>	G2C,G2G
<b>Who may avail</b>	Any requesting party as it pertains to his/her personal records;

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter-request, as necessary	PROVINCIAL HUMAN RESOURCE MANAGEMENT OFFICE

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up and submit Request Slip	Prepares the certification		30 minutes	AOII/AO I
2. Proceed to PTO, present OP and	Submit for signature			PGDH

pay amount due				
3. Present Official Receipt	Note OR details and released the requested document	Php 20.00/document (for Inactive employees)	5 minutes	AO II/AOI
4. Receive the document	Released the requested document after approval signature of authorized officer		3 minutes	AOII/AO I
<b>TOTAL:</b>			38 minutes	

**1. GSIS APPLICATION CLAIMS**

Process or check GSIS Application claims of retirees & separated PGNO Employees

<b>OFFICE OR DIVISION</b>	Personnel Benefits & Welfare Division			
<b>Classification</b>	Simple & Complex			
<b>Type of Transaction</b>	G2G			
<b>Who may avail</b>	PGNO Officials & Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Duly accomplished GSIS Forms with supporting documents indicated in the Application forms 2. Clearance from money/property accountabilities		PROVINCIAL HUMAN RESOURCE MANAGEMENT OFFICE		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Secure applicable GSIS Forms	Provide the forms with instructions on how to accomplish its supporting documents.		2 Minutes	HRMOO III / HRM Assistant

2. Submit duly accomplished GSIS Forms indorsed by the Head of Office or Authorized Officer	Receives, process/check application and its supporting documents	NONE	2 Minutes	HRMO III
	Route to person-in-charge for preparation of certification of leave credits and service records		2 Minutes	
<b>TOTAL:</b>			6 minutes	

## 2. GSIS LOAN APPLICATION

GSIS Loan is a privilege to every qualified GSIS member. Consolidated, policy, and emergency loans can be availed by members subject to the provisions General Appropriations Act (GAA)

<b>OFFICE OR DIVISION</b>	Personnel Benefits & Welfare Division			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2G			
<b>Who may avail</b>	All qualified employees of PGNO subject to General Appropriations Act			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. GSIS Loan Certification		Respective Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. File application thru GSIS GWAPS Kiosk or OTC at GSIS	Check loan application in the GSIS Online Loan		10 minutes	

2. Submit GSIS Loan Certification	Approved loan application/disapproved if not compliant with GAA  Inf from applicants or action taken	NONE	10 minutes	AAO
<b>TOTAL:</b>			20 Minutes	

### 3. RECORDS UPDATING WITH GSIS DATA BASE

GSIS members can check and verify their personal records with GSIS and compare with PGNO records

<b>OFFICE OR DIVISION</b>	Personnel Benefits & Welfare Division
<b>Classification</b>	Simple
<b>Type of Transaction</b>	G2G
<b>Who may avail</b>	Any requesting party as it pertains to personal GSIS Records

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Member Service Profile (MSP)		GSIS BACOLOD		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure MSP Forms from GSIS Bacolod and submit requirements or fill out request in GSIS logbook	Verify MSP with PIS records	NONE	1 day	AAO
	Prepare necessary GSIS ARA Reports		30 mins	
	Email/upload the GSIS ARA Forms to GSIS Manila		30 mins	
			2 days	

	Provide necessary feedback to request		5 days	
<b>TOTAL:</b>			4 Days and 1 Hour	

#### 4. REQUEST OF LEAVE APPLICATION RECORDS

A certified machine copy of leave application released to requesting party.

<b>OFFICE OR DIVISION</b>	Personnel Benefits & Welfare Division
<b>Classification</b>	Simple
<b>Type of Transaction</b>	G2C
<b>Who may avail</b>	All Permanent, Co-term, and Casual Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Duly filled request form	Respective Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the request form and submit to in-charge	HR Staff issues and order of payment form to the client and advise to pay to the PTO.	Php 20.00 / Leave Application	5 minutes	HRM ASSISTANT
2. Upon payment, present the O.R. to the staff in-charge	HR Staff releases the certified machine copy of the requested leave application.			



	<b>TOTAL:</b>	Php 20.00	5 minutes

**5. LEAVE ADMINISTRATION**

Leave applicants filed in the PHRMO processed, signed, and released within 3 working days.

<b>OFFICE OR DIVISION</b>	Personnel Benefits & Welfare Division			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2C			
<b>Who may avail</b>	All permanent, co-term, and casual employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Duly accomplished leave application with appropriate attachments as applicable.		Respective Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit to the HR Office the duly accomplished or filled leave application with transmittal or	Receive the transmittal OR in the data tracking system.  HR Staff process the leave applications and endorse to the HR Head for approval (For Leave not exceeding 30 calendar days); to the Prov'l Administrator (for leave exceeding 30 but less than 60 days); and to the Governor for leave application exceeding 60 days	NONE	2 Working Days	HRM ASSISTANT  Leave Administration Section Staff
2. Retrieve the approved leave				

applications from the respective file box of their office and sign in the logbook or receiving copy of	HR Staff segregate and file in the respective file boxes the approved leave applications.		Within the day upon receipt	HRM ASSISTANT
<b>TOTAL:</b>			2 days	

## 6. TERMINAL LEAVE APPLICATION

Terminal leave applications are prepared for the separated employees of the PGNO.

<b>OFFICE OR DIVISION</b>	Personnel Benefits & Welfare Division			
<b>Classification</b>	Simple & Complex			
<b>Type of Transaction</b>	G2C			
<b>Who may avail</b>	PGNO Officials & Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Duly Accomplished and Signed PGNO Clearance		PROVINCIAL HUMAN RESOURCE MANAGEMENT OFFICE		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit duly signed and accomplished PGNO Clearance	Prepare statement of outstanding leave credit balance and Terminal Leave application.	NONE	1 day	HRMO III
2. Receive printed Terminal Leave application and facilitate the signing of the same. Return to PHRMO the signed terminal leave application.	Release the printed Terminal Leave application to authorized person for the signature of employee and head of office.  Receive the signed terminal leave application and process for Governor's approval. Forward the same to the governor's office for signing.		10 minutes	

<b>TOTAL:</b>		1 day and 10 minutes	
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## 7. Loyalty Claim

Loyalty Claim is given to employees who have rendered at least a continuous satisfactory service for the first 10 years and succeeding five years thereafter.

<b>OFFICE OR DIVISION</b>	Personnel Benefits and Welfare Division			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2G			
<b>Who may avail</b>	PGNO Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
PES (Performance Evaluation Form)		Respective Office		
IPCR ( Individual Performance Commiment and Review)				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submission of PES/IPCR for compliance prior loyalty claim.	Processing of Obligation request and payroll	NONE	Every end of the month	HRM Assistant
<b>TOTAL:</b>				

## 1. Recruitment, Selection and Placement

Recruitment, Selection, and Placement are specialized services in the Provincial Human Resource Management Office that helps the Provincial Government in acquiring the most qualified and competent Negrense in the agency. The services, guided by the Civil Service Commission rules and other issuances, utilize both standardized and technical processes in selecting the right persons for employment. The RSP Section serves as the primary contact of the PGNO to the Negrense jobseekers ensuring job compatibility geared towards excellent public service

<b>OFFICE OR DIVISION</b>	RECRUITMENT, SELECTION, AND PLACEMENT SECTION			
<b>Classification</b>	Complex & Highly Technical			
<b>Type of Transaction</b>	G2C			
<b>Who may avail</b>	PGNO EMPLOYEES AND THE GENERAL PUBLIC			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Cover letter to Hon Governor 2. Personal Data Sheet / Resume 3. Transcript of Collegiate Records & Diploma (if applicable) 4. Certificate of Employment (if applicable) 5. Work Experience Sheet (if applicable) 6. Training Certificates (if applicable)		1. Applicant / Client 2. CSC (CSC Form 212) / Applicant 3. Applicant's School 4. Employer (current/past, if applicable) 5. Applicant / Client 6. Applicant/Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
A. 1. Submission of approved authority to fill up the vacancy	A. PUBLICATION OF VACANCIES A. 1. Submission of the list of items / positions to CSC RO6 for publication	NONE	15 days publication of the CSC	Appointment Section
B.1. Submission of Next - in - Rank (NIR) Letters with application requirements	B. EVALUATION OF APPLICANTS B.1. Preparation, receiving and filing of notices of vacanr positions and Next-in Rank (NIR) Letters		3-5 min	Recruitment Staff
B. 2. Submission of Pertinent Documents	B.2.1 Evaluation of applicant's pertinent documents in terms of completeness and qualification VS the CSC Qualification Standards		3-5 days	Recruitment Staff

B.3. Undergo Technical and Psychological Examinations	B.2.2. Qualified Applicants shall be filed in the active positions folder to be processed		1 day	Psychometrician In-charge
	B.2.3. Administration of Technical and Psychological Tests		1 day on the Scheduled date	
	B.2.4. Scoring and Profiling of Technical and Psychological Examinations		Half day on the Scheduled date	Representatives from HR, PACE, and the Department Concerned
	B.2.5. Conduct of Panel Interview			
	B.2.6 Preparation of Comprehensive Evaluation Report		3-5 days	PSB Secretariat and Members
	B.2.7. Personnel Selection Board Deliberation		as scheduled	
3. Inquiry of the Vacant Positions a. Walk - in b. Phone Calls	C. Addressing the relevant concerns of clients	NONE	5-10 min	Recruitment Staff
TOTAL			NONE	

**Appointment Issuance and Review Section**

Description of the Service Appointment Issuance and Review Section of the Provincial Human Resource Management Office manages in the preparation, processing, and issuances of appointment to the newly-hired personnel and employee movement in Provincial Government of Negros Occidental. The said functions confirm the veracity and completeness of the documents presented by the client in accordance with the CSC rules and related issuances.

OFFICE OR DIVISION	Provincail Human Resource Management Office - Appointment Issuance and Review Section
Classification	Complex to Highly Technical
Type of Transaction	Government to Client, Government to Government
Who may avail	Any Individual with Proposed Appointment

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Personal Data Sheet (CS Form No. 212, Revised <b>2017</b> ) 2. Position Description Form (DBM- CSC Form No. 1, Revised <b>2017</b> ) 3. Oath of Office (CS Form No. 32, Revised <b>2018</b> ) 4. Certification of Assumption to Duty (CS Form No. 4, Revised <b>2018</b> ) 5. Statement of Assets, Liabilities and Net Worth (SALN Revised Jan. <b>2015</b> ) 6. Medical Certificate (CS Form No. 211, Revised <b>2018</b> ) 7. Authenticated Copy of Eligibility 8. Certificate of Live Birth (PSA Copy) 9. Certificate of Marriage - <i>if applicable</i> (PSA Copy) 10. Certified True Copy of Scholastic/Academic Records 11. Certified True Copy of Updated Service Records from previous agency duly supported by Approved Appointments (Transfer/Reemployment) 12. Statement of Leave Credits ( <i>for Transfer only</i> ) 14. Certified True Copy of Acceptance Letter ( <i>for Transfer only</i> )		PHRMO - Appointment Issuance and Review Section		
		PHRMO - Appointment Issuance and Review Section		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit appointment papers	Receives and checks appointment as to correctness and completeness of documents.	Php 0.00	5 mins	HRM Assistant/Aide
Get the receiving copy of endorsement	Releases receiving copy of the endorsement for complete and correct appointment.	Php 0.00	2 mins	HRM Assistant/Aide
	Review data provided in the PDS and in other documents	Php 0.00	15 mins	HRMO III
	Prepares and prints CS form 33, CS form 203 and certification under Sec. 325	Php 0.00	15 mins	HRMO II
	Forwards reviewed appointment to Accounting Office for Provincial Accountant's signature	Php 0.00	***	HRM Assistant

Get the Original Copy of Appointment	<p>Forwards appointment signed by the Prov'l. Accountant to Administrators Office for initial and for Governors approval and signature</p> <p>Releases the copy of approved appointment.</p>	Php 0.00	****	HRM Assistant
		Php 0.00	5 mins	HRM Assistant/Aide