



City Human Resource & Management Office (CHRMO)

External Services



- **External Services**

1. Recruitment, Selection and Placement

The RSP System is based on Qualification Standards (QS).

Office or Division:	Recruitment, Selection and Placement (RSP) Division			
Classification:	Highly Technical			
Type of Transaction:	Government to Client (G2C), Government to Government (G2G)			
Who may avail:	City Employees and other applicants			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> • Fully accomplished Personal Data Sheet (PDS) with recent passport-size picture (CS Form No. 212, Rev. 2017) and Work Experience Sheet • Performance Rating in the present position for 1 year (if applicable) • Copy of Certificate of Eligibility/Rating/License (if applicable) • Copy of Transcript of Records 		CSC (downloadable via csc.gov.ph) Office where he/she is assigned Office of the CSC or PRC School where graduated		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit application via email or by approaching the Officer of the Day	1.1. Accepts the application	None	15 mins.	<i>Officer of the Day</i>
	1.2. Evaluates the application	None	2 hrs.	<i>Chief, RSP Division</i> <i>Administrative Officer V</i>
	1.3. Conducts interview	None	30 mins	<i>Chief, RSP Division</i> <i>Administrative Officer V</i> <i>CGDH I/CHRMO</i>
	1.4. Undergoes selection processes together with the other applicants	None	10 days	<i>Chief, RSP Division</i> <i>CGDH I/CHRMO</i> <i>HRMPSB</i>
2. If selected, comply with the requirements	2.1 If selected by appointing authority,	None	15 days	<i>Chief, RSP Division</i>



	appointment will be issued			Administrative Officer V CGDH I/CHROMO Appointing Authority
	2.2 Sends letters to the applicants who did not qualify and are not selected	None	5 days	Chief RSP CGDH I/CHROMO
TOTAL:		None	30 days, 2 hrs. & 45 mins	

Notes:

- Applications with incomplete documents shall not be processed or evaluated.
- Applications submitted before the publication and after the deadline (as stated in the publication of vacant positions in the CSC website) shall no longer be entertained.
- The specific position applied for must be indicated in the application/s including the item number and place of assignment. Without such specifications, applications shall be disregarded.
- The City Government of Legazpi strictly implements the so-called “Equal Opportunity Principle”. As such, all qualified applicants will receive consideration for employment regardless of age, sex, sexual orientation, gender identity and gender expression (SOGIE), civil status, religion, ethnicity, political affiliation, disability and work-related injuries.

2. Work Immersion/ On-the-Job Trainees (WI/OJT) Deployment

The City Human Resource Management Office facilitates the deployment of Work Immersion/On-the-Job Trainees.

Office or Division:	Learning and Development (L&D) Division	
Classification:	Highly Technical	
Type of Transaction:	Government to Business Entity (G2B), Government to Government (G2G)	
Who may avail:	Schools	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
<ul style="list-style-type: none"> • Letter request with list of students, submitted and approved by the City Mayor before the school year starts 		School Concerned



• Issuance Certificate of Completion		<i>Chief, L&D Division</i>		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits requirements	1.1. Receives requirements	None	5 mins.	<i>Officer of the Day</i>
	1.2. Prepares and reviews Memorandum of Agreement (MOA)	None	1 day	<i>Chief, L&D Division CGDH I/ CHRMO</i>
	1.3. Processes MOA	None	15 days	<i>Chief, L&D Division CGDH I/ CHRMO SP City Mayor</i>
	1.4. Conducts orientation	None	1 hr. & 30 Minutes	<i>Chief, L&D Division</i>
	1.5. Deploys the students to concerned offices	None	1 hr.	<i>Administrative Officer II Chief, L&D Division</i>
2. Approach the Officer of the Day and request for issuance of Certificate of Completion	2.1. Prepares and review the requested document	None	10 minutes	<i>Administrative Officer II, Chief, L&D Division</i>
	2.2. Signs the document	None	5 Minutes	<i>Chief, L&D Division</i>
	2.3. Records and releases the requested documents	None	5 Minutes	<i>Administrative Officer II Chief, L&D Division</i>
TOTAL:		None	16 days, 2 hrs. & 52 minutes	



City Human Resource & Management Office

Internal Services



- **Internal Services**

1. Preparation of Contract of Services or Appointments of Job Orders

CHRMO, upon receipt of the complete requirements, prepares, reviews and forwards the contract and appointment to concerned heads of offices for signature.

Office or Division:	Recruitment, Selection and Placement (RSP) Division			
Classification:	Complex			
Type of Transaction:	Government to Client (G2C), Government to Government (G2G)			
Who may avail:	City Employees and other applicants			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> • Endorsement Letter from concerned Chief of Office • Fully accomplished Personal Data Sheet (PDS) with recent passport-sized picture (CS Form No. 212, Rev. 2017) • Recent Drug Test Result 		Office Concerned Client Drug Test Clinic		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements	1.1. Receives requirements if complete	None	20 mins.	<i>Officer of the Day</i>
	1.2. Prepares and signs contract/ appointment	None	2 hrs.	<i>Administrative Aide I</i> <i>Administrative Officer V</i> <i>CGDH I/CHRMO</i>
	1.3. Transmits to concerned offices for approval/signature of concerned chiefs of offices	None	5 days	<i>Administrative Aide I</i> <i>Administrative Officer V</i>
2. Sign the contract/ appointment In the case of the contract, client	2. Records and releases a certified true copy of	None	40 mins.	<i>Officer of the Day</i>



should cause it to be notarized.	contract/ appointment			
TOTAL:		None	5 days & 3 hrs.	

2. Preparation of Service Records, Certificate of Employment and Other Certifications

CHRMO updates, prepares, reviews and releases service record, certificate of employment and other certifications, upon receipt of request/instruction.

Office or Division:	Records Management Division (RMD)			
Classification:	Simple			
Type of Transaction:	Government to Government (G2G)			
Who may avail:	City Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
• None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach the Officer of the Day and request for Service Record, Certificate of Employment and Compensation, Certificate of Good Moral Character and/or other Certifications	1.1. Records the request in the logbook	None	10 minutes	<i>Officer of the Day</i>
	1.2. Prepares and reviews the requested document/s	None	1 day	<i>Administrative Officer IV Chief, RMD Division CGDH I/CHRMO</i>
	1.3. Signs the document/s	None	10 minutes	<i>Chief, RMD Division CGDH I/CHRMO</i>
	1.4. Records and releases the requested document/s	None	10 minutes	<i>Officer of the Day</i>
TOTAL:		None	1 day & 30 mins.	



3. Preparation of Travel Orders of City Employees relative to Learning and Development (L&D) Interventions

Upon request/instruction, CHRMO prepares travel orders of City employees relative to L&D interventions.

Office or Division:	Learning and Development (L&D) Division			
Classification:	Simple			
Type of Transaction:	Government to Government (G2G)			
Who may avail:	City Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter-invitation pertaining to L&D/CPD 2. Letter from the Chief of Office recommending the attendee/s to the seminar, training, convention or summit		AO/PICAR of office/division where the employee is assigned, re-assigned or detailed		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the requirements at least 1 week before the date of seminar, training, convention or summit	1.1. Receives and checks the requirements	None	10 minutes	<i>Officer of the Day</i>
	1.2. Assesses and evaluates employees recommended by the Division Chief	None	10 minutes	<i>Administrative Officer II</i> <i>Chief, L&D Division</i> <i>CGDH I/CHRMO</i> <i>Concerned Division Chief</i>
	1.3. Prepares and reviews the travel order	None	20 minutes	<i>Administrative Office II</i> <i>Chief, L&D Division</i> <i>CGDH I/CHRMO</i>
2. Retrieve the travel order, for approval of the Chief of Office concerned and the City Mayor	2. Upon return, records and releases the travel order	None	2 days	<i>Officer of the Day</i>
TOTAL:		None	2 days & 1 hr.	



4. Processing Application for Leave

Submitted applications for leave are processed, with leave credits computed, reviewed and certified.

Office or Division:	Records Management Division			
Classification:	Complex			
Type of Transaction:	Government to Government (G2G)			
Who may avail:	City Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> • CSC Form No. 6/Application for Leave Form (3 copies) <ol style="list-style-type: none"> 1. Vacation Leave 2. Forced Leave <ul style="list-style-type: none"> - Dates of Forced Leave are included in the schedule of forced leave submitted to the CHRMO 3. Special Leave Privileges (SLP) 4. Sick Leave <ul style="list-style-type: none"> - Medical Certificate (if S.L. exceeds 5 days) 5. Maternity/Paternity Leave 6. Monetization of Leave Credits <ul style="list-style-type: none"> - If monetization is more than 10 days <ul style="list-style-type: none"> ➤ Letter of Intent approved by the City Mayor, citing the reason for availment ➤ Waiver Form/s signed by fellow plantilla employee/s 7. Terminal Leave 8. Rehabilitation Leave 		AO/PICAR of office/division where the employee is assigned, re-assigned or detailed		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Prepare and submit properly filled up Application for Leave and other requirements	1.1. Receives application and other requirements (if complete)	None	15 mins.	<i>Officer of the Day</i>
	1.2. Prepares, reviews and certifies number of leave credits	None	1 hour	<i>Focal Person, Leave Administration</i> <i>Administrative Officer IV</i>



				<i>Chief, RMD Division</i> <i>CGDH I/ CHRMO</i>
	1.3. Returns the application to be approved by the Chief of Office	None	15 mins.	<i>Officer of the Day</i>
2. Upon approval, return the application for leave	2.1. Receives and records the application	None	15 mins.	<i>Officer of the Day</i>
	2.2. Releases the 2 copies and retains 1 copy for filing	None	15 mins.	<i>Officer of the Day</i>
	2.3. If the monetization is allowed and requirements are complete, prepares the necessary financial documents, for processing and release of concerned offices (City Budget Office, City Accountant's Office and City Treasurer's Office)	None	5 days	<i>Focal Person, Leave Administration</i> <i>Administrative Officer IV</i> <i>Chief, RMD Division</i> <i>CGDH I/CHRMO</i>
TOTAL:		None	5 days & 2 hrs.	



5. Processing Retirement

CHRMO facilitates the documents needed for retirement of retiring employees.

Office or Division:	Records Management Division			
Classification:	Highly Technical			
Type of Transaction:	Government to Government (G2G)			
Who may avail:	Retiring City Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Optional Retirement <ul style="list-style-type: none"> Letter of Intent to Retire with the approval of the City Mayor Mandatory Retirement <ul style="list-style-type: none"> No requirements 		Retiree or AO/PICAR of office/division where the employee is assigned, re-assigned or detailed		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. If it is Optional Retirement, submit the requirement. If it is mandatory, no action needed.	1.1. Receives requirement	None	10 minutes	<i>Officer of the Day</i>
	1.2. Updates/re-computes/reviews number of leave credits earned starting from the date of employment	None	5 days	<i>Focal Person, Leave Administration Administrative Officer IV Chief, RMD Division CGDH I/CHRMO</i>
	1.3. Prepares and reviews the retirement and financial documents	None	1 day	<i>Focal Person, Leave Administration Administrative Officer IV Chief, RMD Division CGDH I/CHRMO</i>
	1.4. Transmits the retirement and financial documents, for processing, approval and release by	None	5 days	<i>Officer of the Day Focal Person, Leave Administration Administrative Officer IV</i>



	concerned offices			Chief, RMD Division CGDH I/CHROMO
TOTAL:		None	10 days & 10 mins.	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback?	<p>Answer the Feedback Form located in the Frontline Desk of the CHROMO, then place it inside the drop box or personally hand it over to the Officer of the Day (OD).</p> <p>CHROMO Contact Numbers: (052) 431-3454 0912-158-3909</p>
How feedback is processed?	<p>The L&D Division verifies the nature of the queries and feedback within one (1) working day. The same shall be referred to the concerned Division. Upon receipt of reply from the concerned Division, the Client will be informed via email, text or phone call.</p> <p>For follow-ups or inquiries, the contact information are as follows: chrmo.legazpicity@gmail.com (052) 431-3454 0912-158-3909</p>
How to file complaint?	<p>To file a complaint against the CHROMO, provide the following details through writing on the Complaint Form (CSC Form #3), or via e-mail:</p> <ul style="list-style-type: none"> - Full name, address and contact information of the Complainant - Narrative of the Complaint - Evidences - Name of the Person being Complained <p>Send all complaints against the CHROMO, through writing on the COMPLAINT FORM (CSC Form #3) or to chrmo.legazpicity@gmail.com</p>



	<p>For follow-ups or inquiries, the contact information are as follows: (052) 431-3454 0912-158-3909</p>
<p>How complaints are processed?</p>	<p>All complaints received against the CHRMO will be processed by the L&D Division.</p> <p>The L&D reads (Complaint Form - CSC Form 3), browses, evaluates and determines the complaints received on a daily basis. The L&D shall coordinate with the concerned Division to answer the complaint and shall investigate, if necessary. After the concern has been addressed or after conduct of investigation, the L&D shall prepare an Incident Report and refer it to the Legal Office, for further review. Then the Legal Office shall forward its findings to the City Mayor, copy furnished the CHRMO, for appropriate action &/or final decision.</p> <p>The L&D shall give the feedback to the clients via email, or through writing.</p>
<p>Contact Information of CITY HUMAN RESOURCE MANAGEMENT OFFICE (CHRMO)</p>	<p>MR. DARLITO A. PEREZ, JR. CGDH I/ City Human Resource Mgt. Officer</p> <p>DR. MARITES V. TAGLE-PASA Supervising Administrative Officer Chief, Learning & Development (L&D) Division</p> <p>Office Number: (052) 431-3454 Cellphone Number: 0912-158-3909 Email Address: chrmo.legazpicity@gmail.com</p>