



# PROVINCIAL HUMAN RESOURCE MANAGEMENT OFFICE

## CITIZEN'S CHARTER

2021 (1<sup>st</sup> Edition)



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## I. Quality Policy:

The **Provincial Government of Sorsogon** is committed to provide quality, effective and efficient local government structure and services to ensure the satisfaction of, and be responsive to the needs of its constituents and stakeholders in the areas of healthcare, environment and education, agriculture, rural advancement, disaster risk management, tourism promotion, social welfare and other administrative services. It shall encompass all the functional areas of the Provincial Government, thereby making Sorsogon and Sorsoganons truly First.

To uphold this commitment, we shall:

- Formulate Quality Objectives on all functional areas aligned with the National Government standards, thrusts and programs;
- Strongly comply with the provisions set forth by RA 7160 and other applicable statutory and regulatory requirements;
- Develop human resources in order for them to achieve their full potentials and ensure their active participation through innovative approaches;
- Uphold client focused and output-oriented services at all levels of the Organization through effective communication, collaboration, and values-laden environment thereby achieving client satisfaction as well as that of other stakeholders.

All employees, including those outsourced processes, are enjoined to know the importance of the Quality Management System and their responsibility to ensure the effectiveness and responsiveness of the Organization to anyone who may ask for our help, assistance and guidance.

The **Provincial Government of Sorsogon** shall demonstrate strong leadership and management in the establishment, implementation and continual improvement of the Quality Management System aligned to ISO 9001:2015 across all levels.



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**PROVINCIAL HUMAN RESOURCE  
MANAGEMENT OFFICE**

# **PROVINCIAL HUMAN RESOURCE MANAGEMENT OFFICE**

**Internal and External Services**



## 1. Recruitment, Selection and Placement

The Human Resource Merit and Promotion Selection Board (HRMPSB) shall serve as the recommending body for the appointment. However, final decision on whom to appoint shall be the appointing officer/authority.

The HRMPSB shall be primarily responsible for the judicious and objective selection of candidates for appointment in the agency in accordance with the approved Agency Merit Selection Plan and shall recommend to the appointing officer/authority the top five (5) ranking applicants deemed most qualified for appointment to the vacant position.

The HRMPSB shall maintain fairness and impartiality in the assessment of candidates for appointment. Towards this end, the HRMPSB may employ the assistance of external or independent resource persons and may initiate innovative schemes in determining the best and most qualified candidate.

<b>Office or Division:</b>	Provincial Human Resource Management Office – Appointment Division
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	G2C – Government to Citizen, G2G – Government to Government
<b>Who may avail:</b>	All interested/qualified applicants
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	
<b>For Application to Vacant Position:</b>	Provincial Human Resource Management Office – Appointment Division
✓ Application letter address to the Governor (1 original)	
✓ Personal Data Sheet/ <i>CS Form No. 212</i> (properly filled out) (1 original)	
✓ Work Experience Sheet (1 original)	
✓ Transcript of Records (1 certified true copy)	
<b>For REEMPLOYMENT/ORIGINAL Appointment:</b>	Provincial Human Resource Management Office – Appointment Division
✓ Personal Data Sheet (3 original) *Notarized	
✓ Work Experience Sheet (3 original)	
✓ Certificate of Eligibility (3 original or 3 authenticated copy)	

✓	Position Description Form (3 original)			
✓	Oath of Office (3 original) *Notarized			
✓	Certificate of Assumption to Duty (3 original)			
✓	Medical Certificate (3 original)			
✓	NBI Clearance (1 original and 2 photocopy)			
✓	Statement of Assets, Liabilities and Net Worth (SALN) (3 original) *Notarized			
✓	Certificate of Live Birth/Marriage Certificate (3 photocopy)			
✓	Transcript of Records/Diploma (3 certified true copies)			
<b>For PROMOTIONAL Appointment:</b>		Provincial Human Resource Management Office – Appointment Division		
✓	Personal Data Sheet (CS Form No. 212) (3 original) *Notarized			
✓	Work Experience Sheet (3 original)			
✓	Certificate of Eligibility (3 original copy of authenticated)			
✓	Position Description Form (3 original)			
✓	Oath of Office (3 original) *Notarized			
✓	Certification of Assumption to Duty (3 original)			
✓	Performance Rating in the last rating period/Individual Performance Commitment and Review (IPCR), Office Performance Commitment and Review (OPCR) for PGADH (1 original and 2 photocopy)			
✓	Statement of Assets, Liabilities and Net Worth (3 original) *Notarized			
	<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>DURATION</b>
	1. Look for the <b>posting of vacant positions posted</b> at the bulletin board/SP/SPDRRMO or visit <a href="#">PhrmoSorsogon</a> on facebook, also to CSC Web page to check the QS requirements	1. RA 7041 (Posting of Vacant Position) / Assessment of applications	None	15 Calendar days posting
				<b>PERSON RESPONSIBLE</b> PHRMO Appointment Division

2. Sign in the Client Log Book and fill up External Client Satisfaction Measurement (ECSM) Survey/Internal Client Satisfaction Measurement (ICSM) Survey in the office window	2. Assist the client in the office window	None	2 minutes	PHRMO Appointment Division
3. Submit the following requirements for <b>Application to Vacant Position</b> to PHRMO office for evaluation	3. Receive and evaluate the required documents and check for completeness of the requirements	None	Assessment and Evaluation of applicants is 1-3 day/s upon receipt of application	PHRMO Appointment Division
4.	4. SPHRMPSB deliberation with Chief of Offices where the vacancy exists	None	PSB is 1 day	PHRMO Appointment Division
5.	5. Short list of Applicants after PSB deliberation are prepared for submission to Governor	None	Highest HR to discuss with the Governor the Short Listed applicants for final selection	Highest HR and Governor
6.	6. Issuance of appointment to the most competent applicant chosen by the Governor	None	7 days upon instruction of the Governor to issue appointment	PHRMO Appointment Division
7. Submission of required documents of the Appointee	7. Review the required documents submitted for transmittal to the Civil Service Commission for attestation	None	Effectivity date of Appointment will depend on the compliance of the requirements for submission to CSC together with the signed appointment	PHRMO Appointment Division



## 2. Request of Documents and Reports

<b>Office or Division:</b>	Provincial Human Resource Management Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen, G2G – Government to Government			
<b>Who may avail:</b>	Various line agencies			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
✓ <b>Communication address to Governor/Attention PHRMO</b>		From Provincial Human Resource Management Office and other line offices		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>DURATION</b>	<b>PERSON RESPONSIBLE</b>
1. Send communication to PLGU address to Governor	1. Communication forwarded to PHRMO to address the request	None	Simple-3 days Complex-7 days Highly Technical-20 days	Provincial Government Department Head <b>(PGDH)</b> - Provincial Human Resource Management Office <b>(PHRMO)</b>

## 3. Request of Government Forms and Requirements

<b>Office or Division:</b>	Provincial Human Resource Management Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen, G2G – Government to Government			
<b>Who may avail:</b>	External Clients			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
✓ <b>Request Form duly filled out and approved by the PGDH or PGADH</b>		Provincial Human Resource Management Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>DURATION</b>	<b>PERSON RESPONSIBLE</b>
1. Secure for Request Form	Provide the client the Request Form and provide him/her the needed forms and documentary requirements	None	15 minutes	Provincial Government Department Head <b>(PGDH)</b> / Provincial Government Assistant Department Head <b>(PGADH)</b> - Provincial Human Resource Management Office <b>(PHRMO)</b>
2. Fill out the Request Form				
3. Submit to PHRMO Receiving personnel				

#### 4. Processing of Leave Application

<b>Office or Division:</b>	Provincial Human Resource Management Office – Records and Leave Administration Division	
<b>Classification:</b>	Complex	
<b>Type of Transaction:</b>	G2G – Government to Government	
<b>Who may avail:</b>	Provincial Government Employees	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
<b>For Vacation Leave:</b>	Provincial Human Resource Management Office – Records and Leave Administration Division	
✓ Application for Leave (3 original)		
✓ Provincial Clearance (30 days and above) (1 original and 2 photocopy)		
✓ Employer's Clearance for devolved employees (3 original)		
<b>For Sick Leave:</b>	Provincial Human Resource Management Office – Records and Leave Administration Division	
✓ Application for Leave (3 original)		
✓ 6 days and above <u>attach Medical Certificate</u> (1 original and 2 photocopy)		
✓ 30 days and above <u>attach Provincial Clearance</u> (1 original and 2 photocopy)		
✓ Employer's Clearance for devolved employees (3 original)		
<b>For Quarantine Leave:</b>	Provincial Human Resource Management Office – Records and Leave Administration Division	
✓ Application for Quarantine Leave (3 original)		
✓ Medical Certificate (1 original and 2 photocopy)		
✓ Barangay Certificate (1 original and 2 photocopy)		
<b>For Maternity Leave:</b>	Provincial Human Resource Management Office – Records and Leave Administration Division	
✓ Application for Maternity Leave ( 3 original)		
✓ Medical Abstract ( 1 original and 2 photocopy)		
✓ Medical Certificate (1 original and 2 photocopy)		
✓ Provincial Clearance (1 original and 2 photocopy)		
<b>For Paternity Leave:</b>	Provincial Human Resource Management Office – Records and Leave Administration Division	
✓ Application for Paternity Leave (3 original)		
✓ Marriage Contract (3 photocopy)		
✓ Medical Certificate (1 original and 2 photocopy)		
✓ Birth Certificate (3 photocopy)		

<b>For Magna Carta for Women:</b>	Provincial Human Resource Management Office – Records and Leave Administration Division
✓ Medical Certificate (1 original and 2 photocopy)	
✓ Medical Abstract (1 original and 2 photocopy)	
✓ Provincial Clearance (1 original and 2 photocopy)	
✓ Employer’s Clearance for devolved employees (3 original)	
<b>For Travel Abroad:</b>	Provincial Human Resource Management Office – Records and Leave Administration Division
✓ Authority to Travel (3 photocopy)	
✓ Application for Leave (3 original)	
✓ Provincial Clearance (1 original and 2 photocopy)	
✓ Employer’s Clearance for devolved employees (3 original)	
<b>For Study Leave:</b>	Provincial Human Resource Management Office – Records and Leave Administration Division
✓ Application for Leave (3 original)	
✓ Provincial Clearance (1 original and 2 photocopy)	
✓ Employer’s Clearance for devolved employees (3 original)	
✓ MOA (3 original)	
<b>For Rehabilitation Leave:</b>	Provincial Human Resource Management Office – Records and Leave Administration Division
✓ Application for Leave attach medical certificate (1 original and 2 photocopy)	
✓ Provincial Clearance (1 original and 2 photocopy)	
✓ Employer’s Clearance for devolved employees (3 original)	
<b>For Relocation Leave:</b>	Provincial Human Resource Management Office – Records and Leave Administration Division
<i>(In time of Calamity)</i> ✓ Application for Leave (3 original)	
<b>For Adoption Leave:</b>	Provincial Human Resource Management Office – Records and Leave Administration Division
✓ Same with Maternity Leave	
✓ Attach DSWD Adoption papers (1 original and 2 photocopy)	

<b>For Terminal Leave:</b>	Provincial Human Resource Management Office – Records and Leave Administration Division
✓ Application for Terminal Leave (3 original)	
✓ Updated Service Record (1 original and 2 photocopy)	
✓ Statement of Vacation and Sick Leave Credits (3 original)	
✓ Clearances:	
▪ Fiscal Clearance (1 original and 2 photocopy)	
▪ Provincial Clearance (1 original and 2 photocopy)	
▪ Employer’s Clearance for devolved employees (3 original)	
▪ Leave Card (1 original and 2 photocopy)	
▪ Declaration of Pendency and Non-Pendency (1 original and 2 photocopy)	
▪ Original Appointment (1 original and 2 photocopy)	
▪ Latest NOSA (1 original and 2 photocopy)	
▪ Certificate of No Pending Case (1 original and 2 photocopy)	
▪ Certificate of No Leave of Absence without pay (1 original and 2 photocopy)	
▪ Latest Statement of Assets, Liabilities and Net Worth (3 original)	
▪ GSIS Clearance (1 original and 2 photocopy)	
▪ Transmittal Letter (3 original)	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	DURATION	PERSON RESPONSIBLE
1. Apply for Leave Form (CS Form No. 6) duly filled out	1. Filing and Processing of Various type of Leave Application	None	3 days upon receipt of application for leave	PHRMO Records and Leave Administration Division
2. Submit within the <b>Time Allocation</b> as stated in Leave Laws *Application will be returned to office origin once documentary requirements are not satisfied	2. Receive and for Approval	None		PHRMO Records and Leave Administration Division
2.1 Vacation Leave			3 days upon receipt of application	
2.2 Sick Leave			3 days upon receipt of application	
2.3 Quarantine Leave			3 days upon receipt of application	
2.4 Maternity Leave			7-14 days upon receipt of application	
2.5 Paternity Leave			3-7 days upon receipt of application	
2.6 Magna Carta for Women			7 days upon receipt of application	
2.7 Travel Abroad			7-14 days upon receipt of application	
2.8 Study Leave			7-14 days upon receipt of application	

2.9	Rehabilitation Leave			3 days upon receipt of application
2.10	Relocation Leave			3 days upon receipt of application
2.11	Adoption Leave			14 days upon receipt of application
2.12	Terminal Leave			21 days upon receipt of application

### 5. Request for Certification

<b>Office or Division:</b>	Provincial Human Resource Management Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	Provincial Government Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
✓ Request Form		Office of the Provincial Human Resource Management Officer		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>DURATION</b>	<b>PERSON RESPONSIBLE</b>
1. Ask for Request Form and Duly filled out Request Form	1. Provide Request Form and approves request	None	5 minutes	PGDH/PGADH - PHRMO
2. Submit the Request Form	2. Receive and check the Request Form at the office window 2.1 Issuance of: <ul style="list-style-type: none"> <li>▪ Certificate of Employment with Compensation</li> <li>▪ Service Record</li> <li>▪ Certificate of No Pending Administrative Case</li> <li>▪ Certified Photocopies of Personnel Documents</li> </ul> *Depends on the request	None	3 days upon request of certification	<ul style="list-style-type: none"> <li>▪ <b>Meliza Brajas</b> Records and Leave Administration Division</li> <li>▪ <b>Soffie Jean Lorin</b> Appointment Division</li> </ul>

## 6. Orientation

<b>Office or Division:</b>	Provincial Human Resource Management Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	Provincial Government Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>✓ Letter Request address to <b>PGDH-PHRMO</b> for Reorientation</li> <li>✓ Orientation for Original Appointee is mandatory</li> </ul>		Provincial Human Resource Management Office- Training Division		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>DURATION</b>	<b>PERSON RESPONSIBLE</b>
1. Submit Letter Request for orientation from other offices	1. Receive Letter Request	None	5 minutes	PHRMO Training Division
2. Wait for the approval and schedule of orientation	2. Approval and scheduling of the orientation	None	7 days upon request/or depends on the availability of resource person	PHRMO Training Division
3. Attend the orientation as scheduled	3. Orientation for newly hired employees and Reorientation for Provincial Government Employees	None	1 day	PHRMO Training Division



### FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	<b>Thru External Client Satisfaction Monitoring form (ECSM) or Internal Client Satisfaction Monitoring form (ICSM)</b>
How feedbacks are processed	<b>ECSM and ICSM are being evaluated and rated per month and submitted to Provincial DICO</b>
How to file a complaint	<b>Complaint could be address to the Governor-copy furnish PHRMO</b>
How complaints are processed	<ol style="list-style-type: none"> <li><b>1. Complaints should be address to the Governor, and furnished the PHRMO as chairman of Grievance Committee under Administrative Order No. 18-A-2019.</b></li> <li><b>2. The Grievance Committee will convene to discuss the complaints filed together with the complainant and the office person being complained.</b></li> </ol> <p><b>The Provincial Legal Officer will represent the Governor during deliberation, being the hearing officer of Administrative Cases under Rules on Administrative Cases in the Civil Service (RACCS).</b></p> <ol style="list-style-type: none"> <li><b>3. Copies of Resolution after the hearing be furnished the Office of the Governor, PHRMO, complainant and the office/person being complained.</b></li> </ol>



	<b>4. If the complainant is not satisfied with the action taken by the Grievance Committee, the complainant may elevate the complain to the Civil Service Commission (CSC) Sorsogon Field Office for proper disposition.</b>
Contact Information of CCB, PCC, ARTA	It shall also include the following hotline: <ul style="list-style-type: none"><li>• <b>8888</b> – Presidential Complaints Center</li><li>• <b>0908-881-6565</b> – CSC Contact Center ng Bayan</li><li>• <b>478-5093</b> – Anti-Red Tape Authority</li></ul>



**PROVINCIAL HUMAN RESOURCE  
MANAGEMENT OFFICE**

<b>Office</b>	<b>Address</b>	<b>Contact Information</b>
PHRMO-Appointment Division	Capitol Building, Capitol Compound, Brgy. Burabod, Sorsogon City	<a href="mailto:prov_hrmo@sorsogon.gov.ph">prov_hrmo@sorsogon.gov.ph</a>
PHRMO-Records and Leave Administration Division	Capitol Building, Capitol Compound, Brgy. Burabod, Sorsogon City	<a href="mailto:prov_hrmo@sorsogon.gov.ph">prov_hrmo@sorsogon.gov.ph</a>
PHRMO-Training Division	Capitol Building, Capitol Compound, Brgy. Burabod, Sorsogon City	<a href="mailto:prov_hrmo@sorsogon.gov.ph">prov_hrmo@sorsogon.gov.ph</a>

