

**R**epublic of the Philippines

Western Mindanao, Region IX

PROVINCE OF ZAMBOANGA DEL SUR

**Municipality of Lapuyan**

 **OFFICE OF HUMAN RESOURCE MANAGEMENT**

**HUMAN RESOURCE MANAGEMENT OFFICE**

 **(Citizens Charter)**

**LOCAL GOVERNMENT UNIT OF LAPUYAN**

**ZAMBOANGA DEL SUR**

Republic of the Philippines

Western Mindanao, Region IX

PROVINCE OF ZAMBOANGA DEL SUR

**Municipality of Lapuyan**

 **OFFICE OF HUMAN RESOURCE MANAGEMENT**

**HR OFFICE CITIZENS CHARTER:**

1. **Service Name: PROCESSING OF LEAVE APPLICATION for VACATION LEAVE/SICK LEAVE (External Services.)**

|  |  |
| --- | --- |
| **Office or Division:** | Human Resource Management Office |
| **Classification:** | Simple Transaction |
| **Types of Transaction:** | Government to Government (G2G) |
| **Who may avail:** | Those who are employed perm./temp./coterminous in the LGU |
| **CHECKLIST OF REQUIREMENTS**  | **WHERE TO SECURE** |
| \*Letter Request endorsed and approved signed by the Dept. Head. | Departments/Offices |
| \*Leave Application and Leave Card | Departments/Offices |
| \*Sick Leave (Medical Certificate/Medical Abstract.) |  |
| **CLIENT STEP** | **AGENCY ACTION** | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| Submits Leave Application documentary requirements.  | **\***Receives documents asto completeness  | None | 5 mins. | *HR Asst.* |
|  | **\***Processes Leave application/recompute leave credits, validates,**\***Checks and affixes signature on Leave application | None | 3 mins. |
| 2.Releases | **\***Signs Leave application/s **\***Releases approved leave | None | 2 mins. |
| TOTAL | 10 mins. |  |

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**2.SERVICE NAME: PROCESSING OF LEAVE APPLICATION FOR 50% MONETIZATION OF LEAVE CREDITS.**

|  |  |
| --- | --- |
| **Office or Division:** | Human Resource Management Office |
| **Classification:** | Simple Transaction |
| **Types of Transaction:** | Government to Government (G2G) |
| **Who may avail:** |  |
| **CHECKLIST OF REQUIREMENTS**  | **WHERE TO SECURE** |
| \*Letter indorsement approved by Head (State purpose of availment) | Departments/Offices |
| \*Leave application and Leave Card | Departments/Offices |
| \*Medical Certificate/Medical Abstract (For medical Purposes)  |  |
| **CLIENT STEP** | **AGENCY ACTION** | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1.Submits request Leave application | **\***Receives leave application and complete requirements.**\***Process/recomputes,Validates, Initials, and signs**\***Signs the application | NoneNoneNone | 5 mins.2 hrs.5 mins. | *HR Asst**HR Asst.**HRMO* |
|  | **\***Releases approved leave signed by the HRMO to be signed by the Municipal Mayor | None | 5 mins. | *Municipal Mayor* |
| 2.Receives approved leave | **\***Releases approved leave signed by the Municipal Mayor | None | 3 mins. | *HR Assistant* |
| TOTAL | 2 hrs. and 18 mins. |  |



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**3.SERVICE NAME: PROCESSING OF LEAVE APPLICATION FOR TERMINAL CLAIM**

|  |  |
| --- | --- |
| **Office or Division:** | Human Resource Management Office |
| **Classification:** | Complex Transaction |
| **Types of Transaction:** | Government to Government (G2G) |
| **Who may avail:** | Regular Employee including Elective Officials |
| **CHECKLIST OF REQUIREMENTS**  | **WHERE TO SECURE** |
| \*Letter Request\*Leave application and Leave Card\*Office Clearance\*Service Record\*Certificate of No pending Administrative Case | Department/Office |
| Clearance from Money & Property Accountability (for Abroad Purposes) | HRMO |
| **CLIENT STEP** | **AGENCY ACTION** | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1.Submits request leaveapplication | **\***Receives leave application and complete requirements |  None | 5 mins. | Receiving Clerk |
|  | **\***Process/recomputes leave applicationAssess, validates computation, initials,And signs |   None | 30 mins. | *HR Assistant* |
|  2.ReceivesApproved Leave | **\***Sign the application **\***Releases approved leave signed by the HRMO to be sign by the Municipal Mayor**\***Releases Approved leave signed by the Municipal Mayor |  NoneNoneNone | 3 mins.3 mins. 3 mins. | IRENEO B. BALISHRMOHR Asst.Receiving Clerk |
| TOTAL | 44 mins |  |

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1. **SERVICE NAME: JOB APPLICATION**

|  |  |
| --- | --- |
| **Office or Division:** | Human Resource Management Office |
| **Classification:** | Simple Transaction |
| **Types of Transaction:** | Government to Client, |
| **Who may avail:** | Walk In Applicant/Application Letter |
| **CHECKLIST OF REQUIREMENTS**  | **WHERE TO SECURE** |
| \*Application Letter | Department/Office |
| \*Personal Data Sheet with 2x2 latest picture/Resume/Biodata |  |
| **CLIENT STEP** | **AGENCY ACTION** | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1.Submit the Re-Quirements to thereceiving | \*Receives,Records | None | 5 mins. | *Receiving Clerk* |
|  | \*Evaluates andIndorses the letter of the applicant to the office where his/her qualification isSuited. |   None |  5 mins.  |  *HRMO*  |
|  | \*Inform thru email or txt the status of his/her application. | None | 3 mins. | *HR Asst.* |
| TOTAL | 13 mins. |  |

***REENGINEERING REPORT***

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| ***NAME OF SERVICES*** | ***FY 2023 STATUS*** |  ***FY 2024 STATUS*** |  ***DIVISION/UNIT*** | ***TARGET CLIENTS*** |
| ***NUMBER OF STEPS IN FY 2023*** | ***PROCESSING TIME IN FY 2023*** | ***REDUCTION OF STEPS*** | ***REDUCTION OF PROCESSING TIME*** |  |  |
| 1. **1.Service Name: PROCESSING OF LEAVE APPLICATION for VACATION LEAVE/SICK LEAVE (External Services.)**
 | ***2*** | ***10 mins.*** | ***same*** | ***same*** | ***HR Office*** | ***employed perm./temp./coterminous*** |
| **2.SERVICE NAME: PROCESSING OF LEAVE APPLICATION FOR 50% MONETIZATION OF LEAVE CREDITS.** | ***2*** | ***2 hours and 18 minutes*** | ***same*** | ***same*** | ***HR Office*** | ***OFFICES*** |
| **3.SERVICE NAME: PROCESSING OF LEAVE APPLICATION FOR TERMINAL CLAIM** | ***2*** | ***44 mins.*** | ***same*** | ***same*** | ***HR Office*** | ***Regular Employee including Elective Officials*** |
| ***4.JOB ORDER*** | ***1*** | ***13 mins.*** | ***Same***  | ***Same*** | ***HR Office*** | ***Applicant*** |