



**City Human Resource Management Department
Institutional and Human Resource Services**

**CITY GOVERNMENT OF CALAPAN
CITIZEN'S CHARTER**



1. FILING OF APPLICATION FOR LEAVE

Applications for leave of employees using CSC Form No. 6 which should be fully accomplished in duplicate original copies, whenever they go from their primary job, while maintaining the status of employee

Office/Division:	City Human Resource Management Department			
Classification:	Simple			
Type of Transaction:	G2G- Government to Government			
Who may avail:	Permanent Employees and Officials of the City Government of Calapan			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Requisition Slip, Leave Form CSC Form No. 6, CSF		CHRMD, Respective Offices		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Fill up Requisition Slip & Leave Form (duly approved by the Dept. Head)	Receives Requisition Slip & Leave Form.	None	2 minutes	Thelma D. Baculo Doriefe D. Adame Benife D. Garcia
	Inscribes leave application to Leave Card	None	3 minutes	Elaine A. Ilagan Benife D. Garcia Lizafe B. Guiang
	Signs and Certifies Applied Leave	None	2 minutes	Amar C. Abas Aubrey Rose O. Abas
Receive the Applied Leave Fill-out the Customer's Satisfaction Form.	Receives the filled-out CSF	None	3 minutes	Thelma D. Baculo
TOTAL		None	10 minutes	

2. Securing Service Record, Certificate of Employment, NTHP and Other Personnel Records

Certificates and Service Record could be requested by an employee, or retired, resigned and terminated worker. A certificate from the employer specifying the dates of his engagement and termination of his employment and the type or types of work on which he is employed.

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Requisition Slip, Leave Form CSC Form No. 6, CSF			CHRMD, Respective Offices	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Fill up Requisition Slip	Receives requisition Slip	None	2 minutes	Thelma D. Baculo Doriefe D. Adame Benife D. Garcia
Certifications and Clearances	Encodes, prints and verifies requested Certificates and Clearances	None	4 minutes	Glenn Mark Anthony A. Casalla Cleo Denise V. Purio Rosalina A. Maminta
	Signs/ Approves certification	None	2 minutes	Roland O. Punzalan
Receive the requested certification Fill out the Customer Satisfaction Form	Receives Customer Satisfaction Form	None	2 minutes	Thelma D. Baculo Doriefe D. Adame Benife D. Garcia
TOTAL		None	10 minutes	

Reminders/Pointers:

Service Header:

- Government/Office Logo
 - Alignment: TOP Rightmost Corner
 - Height: 1 inch
 - Resolution: High Resolution
- Title Header: (Service Office)
 - Alignment: Center
 - Font Style: Arial, Bold
 - Font Size: Should at least be 20
- Title Sub-Header (Service Category)
 - Alignment: Center (right below the title header)
 - Font Style: Arial, Bold
 - Font Size: Should at least be 18

Service Specifications:

- Text Headers
 - Alignment: Left
 - Font Style: Arial, Bold
 - Font Size: 12
- Service Name
 - Alignment: Left
 - Font Style: Arial, Bold
 - Font Size: 14
 - Shall be numbered
- Body of Text
 - Alignment: Left
 - Font Style: Arial
 - Font Size: 12
- ❖ Classification of Services
 - G2C- for services whose client is the transacting public
 - G2B- for services whose client is business entity
 - G2G- for services whose client is another government agency, government employee or official