



Human Resource Management Office

Mandate:

Assist and advise the chief executive of the municipality, in the development, formulation and execution of policies, rules and regulations in all areas of personnel management in accordance with the Civil Service laws and rules.

- a. Implement comprehensive and balanced personnel development programs designed to raise the level of efficiency, effectiveness and moral of the personnel in the municipality;
- b. Establish a sound recruitment and selection system within the organization;
- c. Administer the position classification and compensation system (as prescribed by the Department of Budget and Management and other employee welfare program such as medical and hospitalization benefits, health and safety standards, disability, retirement and other benefits);
- d. Help create an atmosphere, conducive to good supervisor-employee relations and improvement of employee welfare and moral and recognizes the employees' right to self-organization;
- e. Assist the department and agency in the development and implementation of performance standards evaluation system and employee recognition programs;
- f. Conduct exit interview of employees about to retire, resign, transfer or separate from the agency to obtain their suggestions and/or feedback on how to improve organization productivity and performance;
- g. Provide inputs in the development and implementation of human resource and development programs;
- h. Establish and administer a continuing employee suggestions and incentives and awards for the improvement of employee performance and productivity;
- i. Maintain a complete and up-to-date personnel information system;
- j. As the Bilis Aksyon Man in his agency, performs the following (CSC MC # 3, 1994);
 1. Attend to grievances and discourteously and other similar acts as reported by an unsatisfied client transacting business in the office concerned. If the grievance cannot be resolved after exhaustion of all possible means, he should immediately refer the same to the CSC Field Officer or to the CSC Regional Director.

2. Submit the corresponding report to the head of agency; copy furnished the Civil Service Commission;
 3. Monitor the implementation of “Mamamayan Muna, Hindi Mamaya Na” campaign in his agency;
- k. As a member of the Council of Personnel Officers (CPO), actively participate in all programs and activities of the Council; and liaise with the Civil Service Commission on Personnel-related matters.

VISION:

A professional workforce with Competence, Integrity, Efficient and uphold public interest over personal interest.

MISSION:

To promote efficiency, general welfare and moral through proactive, responsible and competent employees.

1. ISSUANCE OF SERVICE RECORD, CERTIFICATE OF EMPLOYMENT AND OTHER PERSONNEL RECORDS, CERTIFICATE OF UNEMPLOYMENT

Service record reflects the employment history of an employee in the government service. Certificate of employment and other personnel records are also issued to affirm the validity of information of an individual. These documents are required for salary loans, credit card applications, promotion, retirement, terminal benefit, employment to other agencies, resignation from the government and other legal purposes. Furthermore, residents of the Municipality of Kasibu request for Certificate of Unemployment to the Human Resource Management Office for scholarship and other legal purposes.

Office/Division:	Municipal Mayor's Office-Human Resource Management Office			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	Permanent Employees, Elective Officials and Residents of Kasibu			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register in the logbook	1. Give the logbook to the client	None	2 minutes	EVELYN D. BUTALE <i>Administrative Aide VI (Clerk III)</i>
2. Submit Request	2. Receive request letter	None	2 minutes	EVELYN D. BUTALE <i>Administrative Aide VI (Clerk III)</i>
3. Pay the Certification Fee at the Municipal Treasury Office	3. Prepare the document/s	Certification Fee- P 50.00	20 minutes	JAVESON M. LIBAG <i>Administrative Officer II (HRMO III)</i>

4. Wait for the printing and signing of document/s	4. Review and sign document/s	None	5 minutes	CHARMAINE L. CADROY-DULNUAN <i>Administrative Officer V (HRMO III)</i>
5. Receive requested document/s	5. Seal the document/s and issue to the client and file office copy	None	3 minutes	EVELYN D. BUTALE <i>Administrative Aide VI (Clerk III)</i>
TOTAL		P 50.00	32 minutes	

FEEDBACK AND COMPLAINTS MECHANISM

<p>How to send feedback?</p>	<p>Answer the client feedback form and drop it at the designated drop box in front of the lobby of Municipal Building 2.</p> <p>Contact info: Public Assistance and Complaints Desk: 0975-565-8265 HRMO: 0915-251-3852 Administrative Officer: 0997-325-8807 Email: mlgukasibu@gmail.com</p>
<p>How feedbacks are processed?</p>	<p>Every Friday, the Designated Personnel manning the Public Assistance and Complaint Desk opens the drop box and compiles and records all feedback submitted.</p> <p>Feedback requiring answers are forwarded to relevant offices and they are required to answer within three (3) days of the receipt of the feedback.</p> <p>The answer of the office is then relayed to the citizen.</p> <p>For inquiries and follow-ups, the client may contact the following: Public Assistance and Complaints Desk: 0975-565-8265 HRMO: 0915-251-3852 Administrative Officer: 0997-325-8807 Email: mlgukasibu@gmail.com</p>
<p>How to complain?</p>	<p>Answer the client Complaint Form and drop it at the designated drop box in front of the lobby of Municipal Building 2.</p> <p>Complaints can be also filed via telephone. Make sure to provide the following information: Name of person being complained</p>

	<p>Incident Evidence For inquiries and follow-ups client may contact the following: Public Assistance and Complaints Desk: 0975-565-8265 HRMO: 0915-251-3852 Administrative Officer: 0997-325-8807 Email: mlgukasibu@gmail.com</p>
How complaints are processed	<p>The Designated Personnel manning the Public Assistance and Complaint Desk opens the complaint drop box on the daily basis and evaluates each complaint.</p> <p>Upon evaluation, the Complaints Officer shall start the investigation and forward the complaint to the relevant office for their explanation.</p> <p>The Designated Personnel manning the public Assistance and Complaint Desk will create a report after the investigation and shall submit it to the Head of Agency for appropriate action.</p> <p>The Designated Personnel manning the public Assistance and Complaint Desk will give feedback to the client.</p> <p>For inquiries and follow-ups, the client may contact the following: Public Assistance and Complaints Desk: 0975-565-8265 HRMO: 0915-251-3852 Administrative Officer: 0997-325-8807 Email: mlgukasibu@gmail.com</p>
<p>Contact Information: Public Assistance and Complaints Desk: Human Resource Management Office: Office of the Municipal Mayor:</p>	<p>0975-565-8265 0916-831-4804 0997-325-8807</p>

Anti-Red Tape Authority (ARTA):
Presidential Complaints Center (PCC):
CSC Contact Center ng Bayan:

(02) 8478-5091 / (02) 8478-5093 / (02) 8478-5099
8-2498310 / 8-736-8645 / 8-736-8603 / 8-736-8606 / 8-736-8629 / 8-736-8621
09088816565 / 1-6565*