

ISSUANCE OF SERVICE RECORD

Who may avail the service:

1. Any elected official, existing or retired/ separated employee of the Provincial Government of La Union (PGLU).
2. Any requesting individual as it pertains to his/ her records.

Service Schedule:

Monday – Friday, except holidays
8:00 a.m. – 5:00 p.m., without noon break

Requirements:

Official Receipt (OR) from Provincial Treasurer's Office (PTO)
Accomplished Request Form

Fee/s:

P25.00/ page

Service Duration:

25 minutes

How to avail of the service:

Step	Client	Action Officer	Duration of Activity	Person-in-Charge	Fees	Form
1	Proceed to PTO for payment of fee				P25.00	
2	Present OR to HR staff in-charge	Receive the OR from the client	1 minute	Staff in-charge	N/A	OR
		Verify the OR if the amount paid is adequate with the number of pages of the Service Record	3 minutes	-do-	N/A	-do-
		If adequate, HR staff shall request the client to fill-in the form;	1 minute	-do-	N/A	n/a

Step	Client	Action Officer	Duration of Activity	Person-in-Charge	Fees	Form
		If inadequate, HR staff shall require the client to pay the required fee to the PTO then return to HR for filling-in of request form				
3	Fill-in the request form	Receive and check the form if properly accomplished	6 minutes	-do-	N/A	Request Form
		Input the name of the client in the PMIS and print the Service Record	2 minutes	-do-	N/A	n/a
		Attach the OR and accomplished request form to the printed Service Record and authenticate the document with the PGLU dry seal	1 minute	-do-	N/A	Service Record
		Forward the document to Section Head for review and initials	1 minute	-do-	N/A	-do-
		Review, affix initials and return the document to the HR in-charge	2 minutes	Section Head	N/A	-do-
		Forward the initialed document to the HRMO for signature	1 minute	Staff in-charge	N/A	-do-
		Review and sign the document	5 minutes	HRMO/ PA	N/A	-do-
		Once signed, HR staff shall write details in the Employees Request Log for the releasing of Service Record	1 minute	Staff in-charge	N/A	Employees Request Log
4	Shall affix signature in the log and receive the Service Record	Shall file the request form for reference	1 minute	Staff in-charge	N/A	Service Record

** End of Transaction **

Allowable period for extension due to unusual circumstances:

1 working day

ISSUANCE OF CERTIFICATE OF EMPLOYMENT

Who may avail the service:

1. Any elected official, existing or retired/ separated employee of the Provincial Government of La Union (PGLU).
2. Any requesting individual as it pertains to his/ her records.

Service Schedule:

Monday – Friday, except holidays
8:00 a.m. – 5:00 p.m., without noon break

Requirements:

Official Receipt (OR) from Provincial Treasurer's Office (PTO)
Accomplished Request Form

Fee/s:

P60.00

Service Duration:

35 minutes

How to avail of the service:

Step	Client	Action Officer	Duration of Activity	Person-in-Charge	Fees	Form
1	Proceed to PTO for payment of fee				P60.00	
2	Present OR to HR staff in-charge	Receive and check the OR from the client	1 minute	Staff in-charge	N/A	OR
		Request the client to fill-in request form	1 minute	Staff in-charge	N/A	n/a
3	Fill-in the request form	Receive and check the form if properly accomplished	6 minutes	-do-	N/A	Request Form
		Input name of the client in the PMIS for verification of needed data	3 minutes	-do-	N/A	n/a

Step	Client	Action Officer	Duration of Activity	Person-in-Charge	Fees	Form
		Call the Accounting Office to acquire the needed data (Accounting Staff for PHO and respective Accountants for hospitals)	5 minutes	-do-	N/A	n/a
		Prepare and print the Certificate of Employment	5 minutes	-do-	N/A	Certificate of Employment
		Attach the OR and accomplished request form to the printed Service Record and authenticate the document with the PGLU dry seal	1 minute	-do-	N/A	-do-
		Forward the document to Section Head for review and initials	2 minutes	-do-	N/A	-do-
		Review, affix initials and return the document to the HR in-charge	3 minutes	Section Head	N/A	-do-
		Forward the initialed document to the HRMO for signature	1 minute	Staff in-charge	N/A	-do-
		Review and sign the document	5 minutes	HRMO/ PA	N/A	-do-
		Once signed, HR staff shall write details in the Employees Request Log for the releasing of Certificate of Employment	1 minute	Staff in-charge	N/A	Employees Request Log
4	Shall affix signature in the log and receive the Certificate of Employment	Shall file the request form for reference	1 minute	Staff in-charge	N/A	Certificate of Employment

** End of Transaction **

Allowable period for extension due to unusual circumstances:

1 working day

APPLICATION AND PROCESSING OF LEAVE OF ABSENCE

Who may avail the service:

Any elected official or existing permanent, coterminous, temporary and casual employee of the Provincial Government of La Union (PGLU).

Service Schedule:

Monday – Friday, except holidays
8:00 a.m. – 5:00 p.m., without noon break

Requirements:

Duly Accomplished Leave Application Form

Fee/s:

none

Service Duration:

30 minutes

How to avail of the service:

Step	Client	Action Officer	Duration of Activity	Person-in-Charge	Fees	Form
1	Accomplish Leave Application in accordance with PGLU-QP-HRM-004					
2	Submit the Leave Application to the OPA-HRMD personally or thru the respective liaison officer	Receive, imprint the application with OPA-HRMD stamp and encode details using the Employees Request Log form	2 minutes	Admin. Aide IV	N/A	Leave Application and attachments, if applicable

Step	Client	Action Officer	Duration of Activity	Person-in-Charge	Fees	Form
		Review leave application, compute leave credits, verify, record and update leave ledger of the concerned employee	6 minutes	Admin. Asst. II	N/A	Leave Ledger
		Input data in the PMIS for the update of leave credits and print the total leave balances on the leave application form	6 minutes	Admin. Aide IV	N/A	n/a
		Certify updated leave credits and affix signature on the leave application	3 minutes	Admin. Asst. II	N/A	Leave Application
		Administer final review of leave application	5 minutes	Admin. Asst. II	N/A	-do-
		Approval/ Disapproval of leave application	5 minutes	PA	N/A	-do-
		Once signed, HR in-charge shall detach a copy of the leave application for filing	2 minutes	Admin. Aide IV	N/A	-do-
3	Shall affix signature on the log and receive the Leave Application	Shall file the Employees Request Log for reference	1 minute	Admin. Aide IV	N/A	Employees Request Log

** End of Transaction **

Allowable period for extension due to unusual circumstances:

7 working days

APPLICATION AND PROCESSING OF COMPENSATORY TIME-OFF (CTO)

Who may avail the service:

Any existing permanent, coterminous, temporary and casual employee with salary equivalent to SG 24 and below of the Provincial Government of La Union (PGLU).

Service Schedule:

Monday – Friday, except holidays
8:00 a.m. – 5:00 p.m., without noon break

Requirements:

Approved Office Order for the rendition of Overtime Services
Daily Time Record (DTR) reflecting the time-in and time-out of the overtime service
Duly Accomplished CTO Application Form

Fee/s:

none

Service Duration:

30 minutes

How to avail of the service:

Step	Client	Action Officer	Duration of Activity	Person-in-Charge	Fees	Form
1	Prepare an Office Order to be approved by the Provincial Governor for the rendition of Overtime Service.					
2	Render overtime service and register time-in and time out thru the biometric machine.					

Step	Client	Action Officer	Duration of Activity	Person-in-Charge	Fees	Form
3	Submit a copy of the approved Office Order and DTR to the OPA-HRMD personally or thru the respective liaison officer	Receive, verify the documents and compute the Compensatory Overtime Credits (COC) earned to be issued to the concerned employee	14 minutes	Staff in-charge	N/A	Office Order, DTR
4	Submit the CTO Application Form along with the verified attachments (for newly earned COC) to the OPA-HRMD personally or thru the respective liaison officer	Receive the application and record the CTO in employee COC Form	4 minutes	Staff in-charge	N/A	CTO Application Form, COC Form
		Review the details and computation then affix initials to the CTO Application Form and COC Form	2 minutes	HRMO	N/A	CTO Application Form, COC Form
		Shall forward the initialed CTO Applications to OPA for approval	2 minutes	Staff-in-charge	N/A	CTO Application Form
		Once approved, OPA-HRMD shall record the details in the logbook and release the document to the concerned employee/ liaison officer	2 minutes	Staff-in-charge	N/A	CTO Application Form
5	Shall affix signature on the logbook and receive the CTO Application	Shall file the detached attachments for reference.	1 minute	Staff-in-charge	N/A	Attachments

** End of Transaction **

Allowable period for extension due to unusual circumstances:

7 working days

REQUEST AND RELEASE OF SARANAY BENEFIT

Who may avail the service:

1. Any bereaved elected official or existing permanent, coterminous, temporary, casual, contractual and Job Order employee of the Provincial Government of La Union (PGLU).
2. The bereaved family of a deceased existing PGLU employee, regardless of status of appointment.
3. The bereaved family of a deceased retired PGLU employee whose retirement took effect on March 30, 2009 and onwards.

Service Schedule:

Monday – Friday, except holidays
8:00 a.m. – 5:00 p.m., without noon break

Requirements:

Request Letter signed by the Department Head
Photocopy of Death Certificate

Fee/s:

none

Service Duration:

1 working day

How to avail of the service:

Step	Client	Action Officer	Duration of Activity	Person-in-Charge	Fees	Form
1	Submit to OPA-HRMD the request letter signed by the Department Head	Receive and imprint the request letter with OPA-HRMD stamp then forward to the HR staff in-charge	3 minutes	Staff-in-charge	N/A	Request Letter and Photocopy of Death Certificate

Step	Client	Action Officer	Duration of Activity	Person-in-Charge	Fees	Form
		Verify the documents and prepare the Saranay Voucher, Sympathy Card and Notification Letter to be signed by the PA/ HRMO	10 minutes	Admin. Asst. II	N/A	Saranay Voucher, Sympathy Card, Notification Letter
		Once signed, Saranay Voucher shall be forwarded to the Accounting Office for signature then to the Provincial Treasurer's Office along with the check	7 hours	Accounting Staff	N/A	-do-
		Simultaneously, HR in-charge shall order wreath and coordinate delivery to the concerned office	7 minutes	Admin. Asst. II	N/A	n/a
		Once signed, Saranay Voucher and Check along with the Notification Letter and Sympathy Card shall be forwarded to the Office of the Governor for signature	35 minutes	Admin. Asst. II	N/A	Saranay Voucher, Check, Notification Letter, Sympathy Card
		Beneficiary shall be notified by the Office of the Provincial Governor for the release of the Saranay Check and Sympathy Card	3 minutes	OPG Staff	N/A	Check, Sympathy Card
2	Shall affix signature on the voucher and receive the Check	Shall file the voucher for reference	2 minutes	Admin. Asst. II	N/A	Saranay Voucher

** End of Transaction **

Allowable period for extension due to unusual circumstances:

3 working days

REQUEST AND RELEASE OF TERMINAL LEAVE BENEFIT (TLB)

Who may avail the service:

1. Any elected official or permanent, coterminous, temporary and casual employee of the Provincial Government of La Union (PGLU) who will be separated from the service due to retirement or resignation.

Service Schedule:

Monday – Friday, except holidays
8:00 a.m. – 5:00 p.m., without noon break

Requirements:

Retirement/ Resignation Letter of the employee
Duly Accomplished Terminal Leave Application Form
PGLU Clearance
Exit Interview Form

Fee/s:

none

Service Duration:

1 working day

How to avail of the service:

Step	Client	Action Officer	Duration of Activity	Person-in-Charge	Fees	Form
1	Submit to OPA-HRMD the retirement/ resignation letter endorsed by the Head of Office.	Receive and imprint the letter with OPA-HRMD stamp then forward to the HR staff in-charge	5 minutes	Staff-in-charge	N/A	Resignation/ Retirement Letter endorsed by Department Head

Step	Client	Action Officer	Duration of Activity	Person-in-Charge	Fees	Form
		Shall provide the employee with exit interview form and paper requirements for TLB claim.	10 minutes	Admin. Asst. II	N/A	Exit Interview Form and Paper Requirements for TLB
		Shall update the Service Record in the PMIS and prepare the Acceptance Letter to be signed by the Provincial Governor.	15 minutes	Admin. Asst. II	N/A	Acceptance Letter
2	Shall submit the required documents for TLB claims.	Shall receive and verify the documents submitted.	10 minutes	Admin. Asst. II	N/A	Terminal Leave Application Form, PGLU Clearance, Exit Interview Form
		Shall endorse the employee to the HRMO for the actual exit interview.	15 minutes	Admin. Asst. II	N/A	Exit Interview Form
		Shall conduct the exit interview.	30 minutes	HRMO	N/A	Exit Interview Form
		Shall compute the TLB claim of the employee based from the updated leave credits.	3 working days	Admin. Asst. II	N/A	Terminal Leave Application Form, Annual Record of Leave of Absence (ARLA)
		Shall print and attach the updated Service Record of the employee then forward the ARLA to the Provincial Budget Office for	2 working days	Admin. Asst. II	N/A	ARLA

		<p>appropriation then to the Provincial Accountant's Office and Provincial Administrator's Office.</p> <p>*For applications with no appropriations, the OPA-HRMD shall prepare an endorsement letter to be signed by the Provincial Governor to the Sangguniang Panlalawigan Office for the preparation of SP Resolution for Supplemental Budget.</p>	5 working days			Endorsement Letter, SP Resolution
		<p>Once approved by the authorized signatories, OPA-HRMD shall prepare and process the voucher and check of the retiring employee which will be released during the First Monday Flag Raising Program together with the Plaque of Appreciation and Token.</p> <p>*For Resignation, approved ARLA shall be released to the employee or liaison officer of the concerned department.</p>	<p>3 working days</p> <p>15 minutes</p>	Admin. Asst. II	N/A	ARLA

** End of Transaction **

Allowable period for extension due to unusual circumstances:

7 working days

ASSISTANCE TO WALK-IN APPLICANTS

Who may avail the service:

1. Any person who is interested to apply in any job vacancy in the Provincial Government of La Union (PGLU).

Service Schedule:

Monday – Friday, except holidays
8:00 a.m. – 5:00 p.m., without noon break

Requirements:

Application Letter (2 copies)
Revised 2017 CSC Form 212
3 pcs, passport size ID picture
Copy of Transcript of Records and Diploma
Copy of Certificate of Eligibility or Board Examination, if any
Copy of Certificate of Trainings, if any
Copy of Certificate of Employment or Service Record, if any
Copy of PSA Birth Certificate
Endorsement Letter (optional)

Fee/s:

none

Service Duration:

30 minutes

How to avail of the service:

Step	Client	Action Officer	Duration of Activity	Person-in-Charge	Fees	Form
1	Shall submit to OPA-HRMD the required documents for walk-in applicants.	Shall receive, imprint the letter with OPA-HRMD stamp and asses the completeness of the documents.	15 minutes	Staff-in-charge	N/A	Paper requirements

Step	Client	Action Officer	Duration of Activity	Person-in-Charge	Fees	Form
		Shall authenticate the documents.	10 minutes	Staff-in-charge	N/A	Paper requirements
		Once complete, OPA-HRMD shall schedule the applicant for qualifying examinations.	5 minutes	Staff-in-charge	N/A	Logbook

** End of Transaction **

Allowable period for extension due to unusual circumstances:

1 hour