

HUMAN RESOURCES DEVELOPMENT OFFICE

CITIZEN'S CHARTER

(updated as of 31 August 2016)



Appointment Section, HR Recruitment Division

Mezzanine floor, Quezon Hall, UP Diliman Campus

Telephone nos.: 981-8500 local 2566 / 2567

Email address: updhrdo@gmail.com

FRONTLINE SERVICE

Processing of Certificate of Employment (For Active Employees)

STEP	Applicant/Client	Service Provider	Duration of Activity	Person in Charge	Form	Fees
1	Accomplish and submit the completely filled up request form	Review and receive accomplished request form	3 minutes	Frontline Staff	(1) HRDO Request SLIP Form	None
2		Verify, process and print request	10 Minutes	Assigned Analyst	(2) HRDO Request SLIP Form	
3		Secure Approval of Authorized Signatory	within the day	Section Chief/Division Head	(3) Requested Certificate	
4		Release request to Client	within the day	Frontline Staff	(4) Released requested Certificate	

FRONTLINE SERVICE

Processing of Service Records

STEP	Applicant/Client	Service Provider	*Duration of Activity	Person in Charge	Form	Fees
1	Accomplish and submit the completely filled up request form	Review and receive accomplished request form	3 minutes	Frontline Staff	(1) HRDO Request SLIP Form	None
2		Verify, process and print draft SR reflecting LWOP, secondment, stud leave, etc.	1 hour	Assigned Analyst (HRDBD)	(2) Draft Service Record (with LWOP, if any)	
3		Receive printed Draft SR from HRDBD	3 minutes	Frontline Staff of HRRD	(3) Draft Service Record (with LWOP, if any)	
4		Verify, process and update draft SR (prepare necessary personnel action if needed such as NOSA, NOSI, Memo for the record and other adjustment)	2 days	Assigned Analyst (HRRD)	(4) Draft Service Record (with LWOP, if any)	
5		Receive from HRRD Draft Service Record for final review and printing	30 minutes	Service Record Coordinator	(5) Printed Final Service Record	
6		Secure approval of Authorized Signatory	within the day	Director	(6) Signed Service Record	
7		Release request for Service Record	within the day	Frontline Staff (Admin. Section)	(7) Released Service Record	

* Based on regular and updated record of requesting party

Recruitment Section, HR Recruitment Division

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FRONTLINE SERVICE

JOB APPLICATION

Applicant/Client	Service Provider	Person Responsible	Duration of Activity	Required Document/s	Fees
Submits online form (RSS Form) to updhrdrecruitment@gmail.com	<ul style="list-style-type: none"> - Sends automatic email reply to applicant that form has been received - Informs applicant to submit application and other credentials to UP HRDO 	-	-	- RSS Form	N/A
Submits application and complete credentials to UP HRDO	- Receives application and complete credentials	-Human Resources Recruitment Division		-Application and other credentials	
	Evaluates applicant's credentials	Hudson C. Baduria Pelagio M. Bengco	- 1 to 2 days <i>(per 1-10 applicants)</i> - 3 to 5 days <i>(per 11-20 applicants)</i>	- RSS form (online application) - Application Letter - Transcript of Records/Diploma - Certificate of Eligibility - Certificates of Trainings attended - Complete Resume - Certificates of Awards, if any - Certificate/s of previous employment/s signed by previous employer - Latest one year performance rating	N/A
	Prepares Referral Letter	Hudson C. Baduria Pelagio M. Bengco	1 day	- Matrix of qualified applicants - Matrix of applicants below required minimum qualifications - Matrix of applicants with incomplete credentials	N/A

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Applicant/Client	Service Provider	Person Responsible	Duration of Activity	Required Document/s	Fees
	Informs applicant thru email/letter/short message service (SMS) that application was not referred due to below minimum qualification standards or incomplete credentials	Hudson C. Baduria Pelagio M. Bengco	- ½ day	- Application and other credentials	
	Reviews Referral Letter	Monina B. Becoñado Rosalinda Tingco	- 1 day	- Referral letter - Matrix of applicants - Complete credentials of applicants	N/A
	Signs Referral Letter	Oscar P. Ferrer	- ½ day	- Referral letter - Matrix of applicants - Complete credentials of applicants	N/A
	Sends to unit Referral Letter	Monina B. Becoñado Pelagio M. Bengco	- 1 day	- Referral letter - Matrix of applicants - Complete credentials of applicants	N/A

Benefits Section, HR Development and Benefits Division

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FRONTLINE SERVICE

Processing of Certificate Employment and Compensation (For Active Employees)

STEP	Applicant/Client	Service Provider	Duration of Activity	Person in Charge	Form	Fees
1	Accomplish and submit the completely filled up request form	Review and receive accomplished request form	3 minutes	Frontline Staff	(1) HRDO Request SLIP Form	None
2		Verify, process and print request for Certificate of Employment and Compensation	10 minutes	Assigned Analyst	(2) HRDO Request SLIP Form	
3		Secure Approval of Authorized Signatory	within the day	Division Head	(3) Requested Certificate	
4		Release request to Client	within the day	Frontline Staff	(4) Release of requested Certificate	

FRONTLINE SERVICE

Processing of Retirement/Separation Benefits

STEP	Applicant/Client	Service Provider	Duration of Activity	Person in Charge	Form	Fees
1	Attend pre-retirement lecture	HRDO	2 half-day (One year before actual retirement date)	Training Section	(1) Confirmation of attendance and duly accomplished pre-evaluation form (submitted 5 days before the actual Pre-retirement lecture)	None
2	Personal consultation with HRDBD to review the University's retirement benefit program and completely fill-up the required documents	HRDO		In-charge of Separation processing	<p>Affixed conforme and accomplished the following forms if necessary:</p> <ul style="list-style-type: none"> a. GSIS mode of retirements and related tentative computations b. Terminal Leave Credits (Sick Leave and Vacation Leave Pay) c. Faculty Sick Leave (for faculty only) d. Service Recognition Pay (for administrative and REPS) e. Pag-ibig Fund f. Philhealth Lifetime Membership g. Health Service privileges h. University library privileges i. UP Provident Fund (if necessary, for members only) j. UP Credit Coop (if necessary, for members only) k. UP Community Chest Foundation (if necessary, for members only) 	

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STEP	Applicant/Client	Service Provider	Duration of Activity	Person in Charge	Form	Fees
3	Coordinate with HRDO to ensure correctness and completeness of personal records	HRDO	Must be completed 6 months before the effectivity of retirement/separation.	Benefits Section	(3) Letter of request to change the personal records (Legal Name, Date of Birth, Civil Status, Gender, Beneficiary and other legal information) address to Chancellor thru channels. (4) Duly accomplished form required by the government mandated agencies e.g. NSO, GSIS, CSC etc..	
4	Ensure that all professional/ obligations are cleared by the Units and concerned offices	Concerned university offices	Must be completed 6 months before the effectivity of retirement/separation.	Frontline Staff	(5) Release of ARE form	
5	Secure University Clearance	Concerned university offices	Must be completed 6 months before the effectivity of retirement/separation.	In-charge of Separation processing	(6) Duly accomplished University Clearance Form	
6	Submit the necessary retirement document requirements	HRDO	At least one hundred (100) days prior to the effectivity date of his/her retirement ²	In-charge of Separation processing	(7) Duly accomplished expression of intent to retire addressed to Chancellor thru channels ¹	
					(8) For GSIS Retirement Benefit Application for selected retirement mode iether under RA 660, RA 1616, PD 1146 and RA 8291 /Separation (Form No. 02282014-RET) a. b. Application for Life Insurance Benefit (Form No. 03102014-ALIB) c. Certificate of Clearance form UP Legal Office (Diliman/System) (xerox only) d. GSIS Policy Contract or Affidavit of Loss (original copy & 1 photocopy) e. CSC No Pendency Case Form (to be submitted after receiving confirmation from GSIS)	

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STEP	Applicant/Client	Service Provider	Duration of Activity	Person in Charge	Form	Fees
					<p>(9) For Terminal Leave Benefit (<i>commuted from Department of Budget and Management</i>)</p> <p>a. Application for Terminal Leave (<i>CSC Form No. 6, Rev. 1984</i>)</p> <p>b. Complete statement of Service Record (SR) indicating the Leave Without Pay (original and 4 photocopies)</p> <p>c. Most recent Sworn Statement of Assets, Liabilities and Net Worth (Required by R.A. 6713) as of the date immediately preceding resignation, separation, retirement or death (<i>5 photocopies</i>)</p> <p>d. Complete statement of Service Record (SR) indicating the LWOP, if any</p> <p>e. Latest Notice of Step Increment (NOSI)/ Notice of Salary Adjustment (NOSA) (<i>5 photocopies</i>)</p> <p>f. Certificate of Clearance with complete attachments of certification (<i>Note: University Clearance Form must be accomplished in three (3) original signed copies) (original set and 4 photocopies of complete set)</i></p>	

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STEP	Applicant/Client	Service Provider	Duration of Activity	Person in Charge	Form	Fees
					(9.1) Provide additional requirements (Under Budget Circular No. 2013-1 dated 12 April 2013) List of Actual Retirees to be Paid (<i>original and 2 photocopies</i>) Checklist of Documentary Requirement NSO Marriage Contract (<i>original and 4 photocopies</i>) Detailed Computation of Vacation /Sick Leave with conforme GSIS Clearance / Approval (Note: This voucher will be mailed to you by GSIS after you had received your cash surrender value and retirement pension) (3 photocopies)	
					FOR FACULTY: a. Certificate of Leave Credits earned as administrator b. Certificate of Actual Position and Salary Grade	
					FOR LATE CLAIMS: a. Appeal Letter to DBM explaining the reason for the delay in claiming the terminal leave benefit (if 2 or more years has passed after separation). The appeal letter must be addressed to Ms. Ruby Esteban, Regional Director – NCR, Department of Budget and Management, Malacañang Palace, Manila	

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					For NO NOSCA Cases: a. A certification is needed together with the computation of the TL differential b. Service Record for DBM purpose only	
					If DECEASED: a. NSO Death Certificate Additional Requirements For Deceased (<i>For approval of claim of next of kin/s or nearest member/s of the family of the deceased</i>) b. Designation of Next of Kin b.1 Memorandum from the UP Diliman Legal Office b.2 Letter Signed by the Chancellor c. NSO Death Certificate and Birth Certificate of Deceased Retiree d. If Deceased is married d.1 NSO Marriage Contract between the deceased and his/her spouse d.2 NSO Birth Certificate of surviving spouse and Children d.3 NSO Marriage Contract of married female Children d.4 Affidavit of surviving spouse d.5 Affidavit of Guardianship of Incapacitated Dependent Child, <i>supported with medical certificate</i> d.6 Affidavit of Guardianship of Minor Dependent Child	

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STEP	Applicant/Client	Service Provider	Duration of Activity	Person in Charge	Form	Fees
					e. If Deceased single e.1 NSO Marriage Contract of parents e.2 NSO Birth Certificate of parents e.3 Affidavit of surviving parents e.4 If both parents are deceased, Affidavit of surviving brother/sister of deceased member. NSO Birth Certificate of surviving siblings. NSO Marriage Contract of all married female siblings. e.5 Two valid IDs of all beneficiaries (<i>with affixed signature on ID</i>) e.6 Affidavit of Legal Heirs e.7 Affidavit of Undertaking of Trust/Waiver and Quit Claim	
7	Submit UP Provident Fund Application Form		Two weeks before retirement day		a. Copy of Service Record and University Clearance	
8	Submit and process Pag-ibig Fund Application Form		After Retirement Day			
10	Submit Philhealth Life-time membership application form (it can be submitted if the GSIS Voucher is already available).		After Retirement Day			

[1] Item III Section 8a of Resolution Amending MC 7, s. 2013 IRR of Civil Service Commission

[2] Section 9 of RA 10154

[3] Item III Section 8e of Resolution Amending MC 7, s. 2013 IRR of Civil Service Commission

[4] NOTE: Original NSO Certificates are required.

[5] NOTE: Original NSO Certificates are required.

**Monitoring and Evaluation Section (MES),
HR Planning and Research Division**

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FRONTLINE SERVICE**Processing of Certificate of Performance Rating**

STEP	Applicant/Client	Service Provider	Duration of Activity	Person in Charge	Form	Fees
1	Accomplish and submit the completely filled up request form	Review and receive accomplished request form	3 minutes	Frontline Staff	(1) Performance Rating Request Form	None
2		Verify/validate data and information based on the records and initial the file copy of the Certification.	5 minutes	MES Chief		
3		Secure approval of Authorized Signatory	within the day	HRPRD Chief		
4		Release request to Client	within the day	MES Frontline Staff		

FEEDBACK MECHANISMS

Please let us know how we have served you by doing any of the following:

A Accomplish our Customer Feedback Form available in the offices and put in the designated drop box.

B Send your complaints/suggestions to the Office of the Director, Human Resources Development Office.

C You can call us at trunkline 981-8500 local 2564

THANK YOU