



## **CITIZEN'S CHARTER**

**2<sup>nd</sup> Edition Series of 2023**

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*“Ang Gusto Natin Simple lang, Malinis, Mapayapa at Maunlad Na Bayan Ng Bansud”*

## I. Mandate

The Constitution of the Philippines, states that the local governments “shall enjoy local autonomy”, and in which the Philippine president exercises “general supervision”. Congress enacted the Republic Act 7160 otherwise known as the Local Government Code of 1991 to “provide for a more responsive and accountable local government structure instituted through a system of decentralization with effective mechanisms of recall, initiative, and referendum, allocate among the different local government units their powers, responsibilities, and resources, and provide for the qualifications, election, appointment and removal, term, salaries, powers and function and duties of local officials, and all other matters relating to the organization and operation of local units.”

## II. Vision

### BANSUD

#### “A ROBUST AGRICULTURAL TOWN”

A town with a well-kept, balanced environment where peace and opportunities for development abound, inhabited by God-centered, healthy, educated and empowered citizenry in a participatory governance.

The province’s leading supplier of quality banana and other agricultural products.

## III. Mission

To enhance the delivery of basic services for the entire Bansud Citizenry.

To utilize all resources that will contribute to the rapid growth of the economic through a concerted effort, capable of providing the need of an urbanizing community

## IV. Service Pledge

The Officials and Employees of the Municipal Government of Bansud do hereby pledge and commit to:

- Deliver efficient government service to the entire Bansud citizenry through the core values of Integrity with utmost Professionalism in Responsive and Client-Friendly working environment.
- Serve all applicants or department concerned prior to the end of official working hours and during lunch break shall be attended to.



## List of Services

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Republic of the Philippines  
Province of Oriental Mindoro  
**MUNICIPALITY OF BANSUD**



## **MUNICIPAL HUMAN RESOURCE MANAGEMENT OFFICE**

### **CITIZEN'S CHARTER**

<b>GOVERNMENT SERVICE: HIRING OF PERSONNEL</b>				
Hiring of Personnel is an efficient and effective hiring process done thru step-by-step process for hiring a new employee, whereby an organization identifies its talent needs, recruits from its talent pool and eventually hires the most qualified candidates.				
Office/Division	<b>Municipal Human Resource Management Office</b>			
Classification	<b>Complex</b>			
Type of Transaction	<b>G2C – All</b>			
Who may avail	<b>All interested and qualified clients</b>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Letter of Intent (Application Letter) 2. Form 212 3. Certified True Copy of TOR and Eligibility 4. Work Experience Sheet 5. Additional Requirements <ul style="list-style-type: none"> <li>- NBI Clearance</li> <li>- Medical Certificate with Drug Test</li> <li>- SALN</li> <li>- Birth Certificate (Single)</li> <li>1. Married Contract (Married)</li> </ul>		Prepared by the applicants and to be secured from concerned agencies.		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE COLLECTED</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Register at the Visitor's logbook at the Municipal Lobby.	Provide Logbook	None	2 Minutes	Information Desk
2. Check for desired position in the List of Vacant Position Published in CSC Website and at three (3) conspicuous places/ bulletin board, take note of the qualification requirement of the position.	2.1 The Agency identifies the hiring need/vacant position to be filled-up  2.2 The HRMO prepare the Recruitment Plan and Present it to the LCE  2.3 Publish the Vacant position in CSC Website and at least	None	One (1) Week	MHRMO  Kathleen Kay M. Manato

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	three (3) conspicuous places of the municipality for at least 15 days.			
3. Secure checklist of Mandatory requirements at MHRMO	Provide Checklist of Mandatory Requirements	None	5 Minutes	Admin Aide VI
4. Submit Application to MHRMO	4.1 Accepting application/ Review application 4.2 Initial Screening and Assessment of Applicant 4.3 Background Check/Reference Check	None	1 hour 1 day 1day	MHRMO
5. Wait for the result of pre-screening.	MHRMO assess/evaluate the application	None	2 Days	MHRMO
6. Report to the MHRMO on the appointed date and time for the required Essay examination/assessment.	For second level position, give written essay examination. If pass the examination, forwarded to HRMPSB for evaluation.	None	1 Week	MHRMO
7. Report to the MHRMO on the date and time of HRMPSB deliberation/assessment/evaluation	HRMPSB Evaluation. Assessment/Recommendation to LCE	None	1 Day	MHRMO
8. After receipt of Notice/confirmation letter, report to MHRMO to secure checklist of additional requirements.	Provide Checklist of additional requirements	None	1 Day	MHRMO
9. Submission of Complete additional requirements	Preparation of appointment and other supporting documents	None	1 Week	MHRMO

10. On Boarding Seminar	Provide on board seminar	None	1 Day	MHRMO
<b>TOTAL</b>			<b>28 days, 1 hour and 7 minutes</b>	

### Government Service: Application for Leave of Absence/ Travel Order

The Application for Leave of absence is a request in an official form used by an employee if he or she will go on leave of absence either on vacation or sick leave of absence. Travel Order is a form for approval of the Local Chief Executive if an employee will go out during office hour either on official or personal in nature.

Office/Division	Municipal Human Resource Management Office
Classification	Simple
Type of Transaction	G2G – Government Service whose client is a government employee
Who may avail	All Municipal Officials and Employees

#### CHECKLIST OF REQUIREMENTS

#### WHERE TO SECURE

1. Accomplished leave of Absence form and travel order form (CSC Form 6)	All Departments were provided a soft copy of the form.
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CLIENTS STEPS	AGENCY ACTION	FEES TO BE COLLECTED	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure Leave Application form from MHRMO	Provide Leave Application form	None	10 Minutes	Admin Aide I
2. Fill-up application for leave of absence be sure that it was signed by the Supervisor	2.1 Received leave application and recorded on the Leave Card	None	1 hour	Admin Aide VI
	2.2 Received Travel Order and recorded on the logbook and provide control number			
3. Be sure that there is an approval of the Dept. Head and all boxes are filled-up	HRMO Staff forwarded the leave application/ Travel Order to the Mayor's Office for approval	None	1 hour	MHRMO
4. Wait for the approval of the leave by MHRMO and LCE then release	Once approved by the LCE, forwarded to the clients.	None	1 day	MHRMO
<b>TOTAL</b>			<b>1 Day, 2 hours &amp; 10 minutes</b>	

<b>Government Service: Payroll Preparation / Processing</b>				
Payroll preparation / processing refers to the task of managing the payment of wages or salaries of employees for a certain period less the deduction for social benefits.				
Office/Division	Municipal Human Resource Management Office			
Classification	Complex			
Type of Transaction	G2G – Government Service whose client is a government employee			
Who may avail	All Municipal Officials and Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Job Order Employees 2. DTR (Form #38) 3. Accomplishment Report for the period				
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE COLLECTED</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Employees will submit their approved DTR (Form #38) and accomplishment report to the HR staff.	Received Approved DTR and accomplishment report	None	30 minutes	Jeaneth M. Macabael
2. HR Staff will check the entry date and time in the logbook / biometric record and cause the deduction on the late and under times	2.1 Check the time-in/time-out on the logbook. If commit late/under time, effect deduction on the wages	None	1 day	Jeaneth M. Macabael
	2.2 HR staff prepare the payroll and process	None	3 days	Mary Joy D. Casapao, Anna Liza A. Mandeoya, Maria Elena R. Maapoy and John Lerry M. de Torres
3. Receive Wages / Salaries	3. MTO disbursed the Wages	None	1 day	MTO
<b>TOTAL</b>			<b>5 days and 30 minutes</b>	

<b>Government Service: Authentication of Documents</b>	
Authentication of documents is a process proving that a certain documents is an original documents bearing a recognized signature (and seal if applicable).	
Office/Division	Municipal Human Resource Management Office
Classification	Simple
Type of Transaction	G2G – Government Service whose client is a government employee
Who may avail	All Municipal Officials and Employees
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
Original Copy of the documents	



CLIENTS STEPS	AGENCY ACTION	FEES TO BE COLLECTED	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach the HR Staff and request for the authentication	1.1 Received the documents for authentication 1.2 Compare from original documents then put stamp. 1.3 Forwarded to MHRMO for signature	None	30 minutes	Admin Aide VI
2. Received the authenticated documents and sign from the logbook	MHRMO fixed her signature on the documents, then release it to the requester	None	30 minutes	Admin Aide I MHRMO
<b>TOTAL</b>			<b>1 Hour</b>	

### Government Service: Service Records / Certification

Service Records is a document that provides documentary history of a person's activities and accomplishments while serving as a member of an organization.

Office/Division	Municipal Human Resource Management Office
Classification	Simple
Type of Transaction	G2G – Government Service whose client is a government employee
Who may avail	All Municipal Officials and Employees

#### CHECKLIST OF REQUIREMENTS

#### WHERE TO SECURE

1. Request Slip 2. Official Receipt				
CLIENTS STEPS		FEES TO BE COLLECTED	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the request slip to HR Staff	Receive Request Slip for the service	None	30 minutes	Admin Aide I
2. Wait for preparation processing and release of Service Record / Certification	Prepared Service Records/Certification sign by MHRMO and release to the Clients	Service Record – None Certificate of Employment - ₱ 100.00	1 hour	MHRMO
<b>TOTAL</b>			<b>1 Hour and 30 Minutes</b>	

<b>Government Service: Terminal Leave Benefits</b>				
Terminal Leave Benefits refers to the payment in cash value of an employee based on the accumulated leave credits during the service and the computation depends on the highest salary received. This includes retirement, resignation and separation from the service.				
Office/Division	Municipal Human Resource Management Office			
Classification	Complex			
Type of Transaction	G2G – Government Service whose client is a government employee			
Who may avail	All Retired and Separated employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Clearance from money and property accountabilities. 2. Service Record 3. Latest NOSA 4. Photocopy of Appointment 5. Certificate of No. Pending Administrative Case 6. SALN 7. Applicant's Authorization (in affidavit form) to deduct from the proceeds of the claims all financial obligations to the government 8. GSIS Clearance 9. Application for terminal Leave 10. Photocopy of Leave Cards				
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE COLLECTED</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Clearance from money and property accountabilities	Issued list of Documentary requirements and let them accomplish and have it sign by all signatories	None	2 days	MHRMO
2. Submit Complete documentary requirements to MHRMO	Receive and review all documentary document signed and approved by all signatories	None	1 day	MHRMO
3. Wait for the release of terminal leave claim from the MTO	Prepare/ Process the Vouchers of Terminal Leave Benefits	None	3 days	Admin Aide VI
	Issued the Terminal Leave Benefit Cheques	None	15 minutes	MTO Staff
<b>TOTAL</b>			<b>6 days and 15 minutes</b>	

## Government Service: GSIS Retirement Benefits / Pag-ibig Retirement Claims

GSIS retirement Benefits / Pag-ibig retirement Claim is a cash benefits from GSIS and Pag-ibig; combination of employee – employer premium contribution during the employment period. For GSIS, there is an old-age pension benefit equal to the basic monthly pension, payable monthly for the life upon reaching age 60.

Office/Division	Municipal Human Resource Management Office
Classification	Complex
Type of Transaction	G2G – Government Service whose client is a government employee
Who may avail	All Municipal Officials and Employees

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. GSIS Retirement form 2. Updated Service Record 3. Certificate of No pending Administrative Case 4. Photocopy of two(2) valid identification card 5. Pag-ibig Retirement Claim 6. Pag-ibig Provident Form 7. Updated Service Record 8. Photocopy of two(2) Valid Identification Card 9. Certificate of Last Remittance 10. GSIS Clearance and Vouchers				
CLIENTS STEPS	AGENCY ACTION	FEES TO BE COLLECTED	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure application for GSIS retirement Claim and other documentary requirements from MHRMO	Issued GSIS retirement Claim and other documentary requirements	None	1 day	Admin Aide I
2. Fill-up application for GSIS retirement claim and submit to MHRMO	Receive and review GSIS retirement Claim and other documentary documents to GSIS	None	2 days	MHRMO
3. Submit complete documentary documents to GSIS	Submit complete documentary documents to GSIS	None	1 day	MHRMO
4. Wait for the release of Benefits from GSIS	GSIS release retirement Benefits through E-Card	None	2 weeks	GSIS
<b>TOTAL</b>			18 days	

CLIENTS STEPS	AGENCY ACTION	FEES TO BE COLLECTED	PROCESSING TIME	PERSON RESPONSIBLE
Pag-ibig Retirement Claim  1. Secure Pag-ibig Provident Form from MHRMO and complete documentary requirements	Issued Pag-ibig Provident Form and list documentary requirements	None	1 day	Admin Aide I
2. Submit Filled-up forms with complete documentary requirements to MHRMO, then forwarded it to Pag-ibig	Receive and review Fill-up Provident form with complete documentary documents.	None	1 day	MHRMO
3. Wait for the release of Benefits from Pag-ibig	Submit Provident Claims to Pag-ibig	None	1day	MHRMO
	Pag-ibig release Provident Claim through authorize bank	None	2 weeks	Pag-ibig
<b>TOTAL</b>			<b>17 days</b>	

<b>Government Service: Processing of GSIS, LBP and other Loan Application</b>				
Loan applications is the sending of money by one or more individuals for personal used which incurs interest and payable monthly through salary deductions for a certain period.				
Office/Division	Municipal Human Resource Management Office			
Classification	Simple			
Type of Transaction	G2G – Government Service whose client is a government employee			
Who may avail	All Municipal Officials and Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Land Bank of the Philippines Loan Application 2. GSIS Loan Application		LBP		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE COLLECTED	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up application form from LBP	Review application form and take note of the net take home pay for the month.	None	15 minutes	Admin Aide I

1.1 Submit to MHRMO for checking of monthly salary Net take home pay and signed by the MHRMO	MHRMO sign the application if the net take home pay is ₱ 5,000.00 and above	None	10 minutes	MHRMO
1.2 Wait until the Municipal Treasurer and Municipal Mayor signed the Transmittal Sheet and submit to the LBP for approval of the Loan.	Loan Proceeds will be credited to ATM account of borrower	None	1 Day	LBP
2. Go to the GSIS Kiosk and sign in. A computation of loan will appear on the screen, once agreed to the amount, press confirm	2.1 AAO approve or disapprove the loan application through GSIS Website depends on the Net take home pay (GAA) of the Employee	None	5 minutes	MHRMO
2.1 Inform the AAO of the Loan Application. AAO will approve / disapprove the loan application depending on the Net take home pay	2.2 Loan Proceeds will be credited to GSIS E-card.	None	3 days	GSIS
2.3 Wait for the proceeds of the loan after 2-3 days to be credited to the GSIS ATM				
<b>TOTAL</b>			<b>4 days and 30 minutes</b>	