

CITY PERSONNEL OFFICE

G/F, Marikina City Hall, Shoe Ave., Sta. Elena
 City Personnel Officer: Ms. Janet S. Obispo
 Tel. Nos.: 646-0365



SERVICES OFFERED: Human Resources Management

Processing of GSIS retirement benefits, maturity benefits, cash surrender value, death claims, separation benefits, etc..

	Client Step	Office / Person Responsible	Location of Office	Processing Time
1	Preparation by the clients of the necessary documents pertinent to their claims;	Eduardo Dizon/ Darrell John Felipe	Personnel Office	30 minutes GSIS- wait for the advice of GSIS
2	Submission of complete documents for checking;			
3	Preparation of necessary forms for the claim;			
4	Completed documents to be signed by the City Personnel Officer;			
5	Transmittal of complete documents to GSIS by the Liaison Officer;			
6	Processing/Releasing of checks by GSIS			

Processing of different kinds of GSIS loans.

	Client Step	Office / Person Responsible	Location of Office	Processing Time
1	Proceed to nearest G-WAPS machine and select the type of loan wanted;	Darwin Ong	Personnel Office	5 minutes
2	After the validation of loan selected, proceed to the Personnel Office for confirmation of the loan by the Admin Officer;			
3	Wait for the release of the loan thru UMID card after GSIS has informed you thru text.			

Processing of PAG-IBIG claims such as retirement benefits, death claims, Maturity, etc;

	Client Step	Office / Person Responsible	Location of Office	Processing Time
1	Preparation of requirements by the clients as advised pertinent to their claims;	Eduardo Dizon/ Darrel John Felipe	Personnel Office	20 minutes PAG-IBIG: 1 to 2 weeks
2	Submission of complete documents for checking;			
3	Preparation of necessary forms for the claim;			
4	Completed documents to be signed by the City Personnel Officer;			
5	Transmittal of the Liaison of complete documents to PAG-IBIG;			
6	Processing/Realising of checks by PAG-IBIG.			

Processing of claims on Employees Welfare Fund

	Client Step	Office / Person Responsible	Location of Office	Processing Time
1	Verify if claimant is a member of the Welfare Fund;	Bernadette Fulgencio	Personnel Office	10 minutes Release of Check: depending on the availability of fund
2	Upon verification, member/claimant will submit the requirements & claim form will be accomplished;			
3	Accomplished claim form will be processed thru Accounting Office;			
4	The Treasurer's Office will issue the corresponding check & will be released thru Cashier Office.			

Processing of Leave Application of Employees

	Client Step	Office / Person Responsible	Location of Office	Processing Time
1	Compute leave credit balance and record it to employee's leave card;	Maria Edwina R. Peralta	Personnel Office	30 minutes
2	The accomplished form shall be forwarded to the Assistant Personnel Officer for checking and initial.			
3	Then to the City Personnel Officer for signature.			

Request for employees's service record and certificate of employment

	Client Step	Office / Person Responsible	Location of Office	Processing Time
1	Prepare service record/ certificate of employment as requested by the Employee;	Maria Edwina R. Peralta	Personnel Office	30 minutes
2	Prepared document shall forwarded to Assistant Personnel Officer for checking and initial			
3	Then to the City Personnel Officer for signature.			

Processing Monetization of Leave Credit of Availing Employee

	Client Step	Office / Person Responsible	Location of Office	Processing Time
1	Compute leave credit balance and record it to employee's leave card;	Maria Edwina R. Peralta/ Solididad S. Bilacsi	Personnel Office	One (1) hour
2	Compute the number of days the employee requested to monetize and prepare necessary/voucher.			
3	Prepared documents/voucher shall proceed to the Assistant City Personnel Officer for checking and initial;			
4	Then to the City Personnel Officer for signature;			
5	Said documents/voucher shall be forwarded to the different offices concerned for proper documentation, preparation of check and release to employee concerned.			

Processing of Terminal Leave of Employees who separated from the service

	Client Step	Office / Person Responsible	Location of Office	Processing Time
1	Compute leave credit balance of employee and prepare voucher and other necessary documents needed for claiming terminal pay such as clearance from the office, treasury clearance, GSO clearance, affidavit of no pending criminal case, assets & liabilities, fiscal clearance & court clearance;	Solicidad S. Bilacsi	Personnel Office	One (1) hour
2	Voucher will be forwarded to the Assistant Personnel Officer for checking and initial;			
3	Then to the City Personnel Officer for signature;			
4	Said voucher will be forwarded to the different offices concerned for proper documentation, preparation of check and release to the employee concerned.			

Processing Maternity Leave

	Client Step	Office / Person Responsible	Location of Office	Processing Time
1	Compute maternity leave pay upon completion of requirements of employee;	Solicidad S. Bilacsi	Personnel Office	One (1) day
2	Prepare voucher for checking and initial of Assistant Personnel Officer;			
3	Then for signature of the City Personnel Officer;			
4	Said voucher will forwarded to the different offices concerned for proper documentation, preparation of check and release to the employee concerned.			

For recommendations, suggestions and complaints, contact the department head concerned or the City Personnel Office.