City Human Resource Management Office

Internal Services

1. Issuance of Clearance (Leave of thirty (30) days or more)

The Clearance or known as CS Form No. 7, Revised 2018 is a requirement of the incumbent employees in support to his/her application for leave of absence (Vacation Leave and Sick Leave) for thirty (30) calendar days or more, pursuant to CSC Memorandum Circular No. 2, s. 1985, and copies will be retained in the agency and filed in the employee's 201 File.

Office or Division:	City Human Resource Management Office, Employees Welfare and Benefits Unit
Classification:	Complex
Type of Transaction:	G2G – Government to Government
Who may avail:	All incumbent Employees

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Vacation Leave Application	
Leave Form (Civil Service Form No. 6 Revised 2020)) (4 original copies)	City Human Resource Management Office - Information Desk
Sick Leave Application	
Leave Form (Civil Service Form No. 6 Revised 2020)) (4 original copies)	City Human Resource Management Office - Information Desk
Medical Certificate (1 original copy)	Client attending Physician

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit the approved required documents to the Employees Welfare and Benefits Unit *Make sure the Leave Form (Civil Service Form No. 6 Revised 2020) are properly filled-out and approved by the Department	1. Receive and verify the required documents and check for completeness and correctness 1.1 Advice the client how to obtain the approval of the form 1.2 Start processing the request	None	1 Hour	*Administrative Staff* Employees Welfare and Benefits Unit, CHRMO

1.1 Receives the 4 blank copies of Clearance Form	1.3 Issue the Clearance Form (CS Form No. 7, Revised 2018)			
2. Obtain the signature of the clearing officers/officials and agency head (City Mayor)	2. Clear the employee from work-related accountabilities	None	2 Hours	Immediate Supervisor
	2.1 Clear the employee from money and property accountabilities, to wit		2 Hours	Head of Office
	a. Supply and Property and Mgt. Services		2 Hours	*Department Head* CGSO
	b. Human Resource Welfare & Assistance		2 Hours	*Department Head* CHRMO
	c. Agency-accredited Union/ Cooperative		2 Hours	*Union President* PCHGEA
			2 Hours	*Cooperative Manager* PCGEMPC
	d. Library Services		2 Hours	*Executive Assistant IV* CMO
	e. Financial Services		2 Hours	*Department Head* CTO
	f. Transaction, Processing & Billing Services		2 Hours	*Department Head* CAO

	g. Payroll & Remittances h. Scholarship i. Internal Affairs Office/Legal Affairs Office/ Administrative Investigation Committee j. Final Approval		2 Hours 2 Hours 2 Hours 1 Day	*Department Head* CHRMO & CAO *Department Head* CADO *Department Head* CLO *City Mayor* Agency Head
3. Submit the Clearance Form (CS Form No. 7, Revised 2018) * Make sure that the form are accomplish where all signatures are obtained from clearing officers/officials and agency head (City Mayor) 3.1 Receive the personal copy of the approved Clearance Form (CS Form No. 7, Revised 2018)	3. Receive and verify the required documents and check for completeness and correctness 3.1 Issue the clients copy of the approved Clearance Form (CS Form No. 7, Revised 2018) 3.2 Endorse the agency/CHRMO copy of the approved Clearance Form for filing in the PD201/120	None	30 Minutes	*Administrative Staff* Employees Welfare and Benefits Unit, CHRMO

	TOTAL	**None**	**4 Days, 1 Hour, 30 Minutes**	

Issuance of Clearance (Leave of thirty (30) days or more) qualified for multi-stage processing.

2. Issuance of Clearance (Maternity Leave, and Separation from the Service)

The clearance or know as CS Form No. 7, Revised 2018 is a required from the incumbent employees in support to application maternity leave, and separation from the service pursuant to CSC Memorandum Circular No. 2, s. 1985. This a document requirement for the processing of the monetary benefits of the employees and/or former appointee's.

Office or Division:	City Human Resource Management Office, Employees Welfare and Benefits Unit City Treasurer's Office ,Treasury Operation, Review and Disbursement Section City Mayor's Office
Classification:	Complex
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government
Who may avail:	All incumbent employees All separated employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Application for Maternity Leave	
Leave Form (Civil Service Form No. 6 Revised 2020)) (4 original copies)	City Human Resource Management Office - Information Desk
Pregnancy Verification Medical Certificate	Employee's Attending Physician
Upon resume to work for Maternity Leave	
Medical Certificate indicating fit work	Employee's Attending Physician
Application for Mandatory Retirement	
Leave Form (Civil Service Form No. 6 Revised 2020)) (4 original copies)	City Human Resource Management Office - Information Desk
Application for Early Retirement	
Letter of Intent to Apply for Early Retirement	Employee
Leave Form (Civil Service Form No. 6 Revised 2020)) (4 original copies)	City Human Resource Management Office - Information Desk
Tender of Resignation	
Letter of Intent to Resign	Employee
Acceptance of Resignation (CS Form No. 10 Series of 2017)	City Mayor's Office
Leave Form (Civil Service Form No. 6 Revised 2020)) (4 original copies)	City Human Resource Management Office - Information Desk

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the approved required document to the Employees Welfare and Benefits Unit *Make sure the CS Form No. 6 are properly filled out and approved by the Department 1.1 Receive the 4 blank copies of Clearance Form	1. Receive and verify the required document and check for completeness and correctness 1.1 Advice the client how to obtain the approval of the form and start processing the request 1.2 Release 4 copies of blank Clearance Form (CS Form No. 7, Revised 2018)	None	30 Minutes	*Administrative Staff* Employees Welfare and Benefits Unit, CHRMO
2.Obtain the signature of the clearing officers/officials and agency head (City Mayor)	2. Clear the employee from work-related accountabilities 2.1 Clear the employee from money and property accountabilities, to wit a. Supply and Property and Mgt. Services b. Human Resource Welfare & Assistance	None	2 Hours 2 Hours 2 Hours 2 Hours	Immediate Supervisor Head of Office *Department Head* CGSO *Department Head* CHRMO

	c. Agency-accredited Union/ Cooperative		2 Hours	*Union President* PCHGEA
			2 Hours	*Cooperative Manager* PCGEMPC
	d. Library Services		2 Hours	*Executive Assistant IV* CMO
	e. Financial Services		2 Hours	*Department Head* CTO
	f. Transaction, Processing & Billing Services		2 Hours	*Department Head* CAO
	g. Payroll & Remittances		2 Hours	*Department Head* CHRMO & CAO
	h. Scholarship		2 Hours	*Department Head* CADO
	i. Internal Affairs Office/Legal Affairs Office/ Administrative Investigation Committee		2 Hours	*Department Head* CLO
	j. Final Approval		1 Day	*City Mayor* Agency Head
3. Submit the 4 copies of signed Clearance Form (CS Form No. 7, Revised 2018) * Make sure the approval of all clearing officers/officials and	3. Receive and verify the required documents and check for completeness and correctness 3.1 Advice the client on the process and	None	35 Minutes	*Administrative Staff* Employees Welfare and Benefits Unit, CHRMO

agency head are obtained.	endorse to payroll section for preparation of voucher 3.2 Prepare the Disbursement voucher 3.3 Certify the statement in the disbursement voucher 3.4 Endorse the prepared voucher to the City Accountant 3.5 Certify the allotment obligated 3.6 Certify the availability of fund/s 3.7 Approve the payment of indicated statement		30 Minutes 20 Minutes 30 Minutes 2 Hours 2 Hours 2 Hours	*Administrative Staff* Payroll Unit, CHRMO *Department Head* CHRMO *Clerk* CHRMO *Department Head* CAO *Department Head* CTO *Department Head* CADO
4. Claims terminal leave benefits	4. Release the terminal leave benefits	None	2 Hours	*Disbursing Officer* Cash and Check Disbursement Unit, CTO
	TOTAL	**None**	**5 Days, 2 Hours, 25 Minutes**	

Issuance of Clearance (Maternity Leave, and Separation from the Service) qualified for multi-stage processing.

3. Issuance of Certification

The certification indicate the requestor's employment records, and content may differ subject to its purpose such as loans, employment, and/or any legal purpose.

Office or Division:	City Human Resource Management Office, Human Resource Management Section
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government
Who may avail:	All incumbent employees All contracted personnel All separated employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Principal	
Request Form/ Order of Payment	City Human Resource Management Office (CHRMO) - Information Desk
Representative	
Authorization Letter (1 original copy)	Citizen or Client Being Represented
Valid Identification Card of the person being represented and representative, any of the following (1 photocopy) bring original copies for verification • LGU Transaction ID • Unified Multi-Purpose ID • Passport • Driver's Licence • SSS UMID Card • PRC ID • TIN Card	CHRMO GSIS/SSS DFA LTO SSS PRC BIR

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out request form and submit at the information desk of CHRMO * Make sure to indicate clearly the purpose of the said document and secure	1.Receive the request form and verifies the purpose 1.1 Issue order of payment and direct client to the City Treasurer's	None	1 Hour	*Clerk* CHRMO

Order of Payment that will be issued.	Office for Payment *For separated employees processing of request will depend on the time of separation and availability of the 201 records 1.2 Endorse the request to the staff in-charge for the preparation of the request 1.2 Start the processing of the request * Includes retrieval of PD201 File (at Archive Room, if separated), updating/ validation of information & generation of Certification 1.3 Review of the generated certificate		1 Day 45 Minutes	*Administrative Staff* Human Resource Management Section CHRMO *Administrative Officer II (HRMO I)* Human Resource Management Section CHRMO

	1.4 Certifies the request		15 Minutes	*Department Head* CHRMO
2. Go to the City Treasurer's Office and secure priority number at queuing machine and wait for the number to be called to pay the assigned fees *Make sure to secure Official Receipt that will be issued upon payment	2. Provide priority number from the queuing machine 2.1 Accept payment based on the Order of Payment 2.2 Issue the Official Receipt	Certificate - PHP 100.00/copy	5 Minutes 35 Minutes	*Clerk* CTO *Revenue Collection Clerk III* CTO
3. Return to the City Human Resource Management Office for the releasing of requested certificate *Make sure to review the requested document upon receipt of certificate and sign the logbook before leaving the premises	3. Receive, verify and record the official receipt 3.1 Release the requested certificate 3.2 Advice client to review and sign the logbook	None	25 Minutes	*Clerk* CHRMO
	TOTAL	**Certificate - PHP 100.00/copy**	**1 Day , 3 Hours, 5 Minutes**	

4. Issuance of Service Records

The service record indicates detailed employment records including his/her document is requested as an attachment for personal use such as loans, employment, and/or any legal purpose.

Office or Division:	City Human Resource Management Office, Human Resource Management Section
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government
Who may avail:	All incumbent employees All separated employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Principal	
Request Form/ Order of Payment	City Human Resource Management Office - Information Desk
Representative	
Authorization Letter (if applicable)	Citizen or Client Being Represented
Valid Identification Card of the person being represented and representative, any of the following (1 photocopy) bring original copies for verification • LGU Transaction ID • Unified Multi-Purpose ID • Passport • Driver's Licence • SSS UMID Card • PRC ID • TIN Card	CHRMO GSIS/SSS DFA LTO SSS PRC BIR

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out request form and submit at the information desk of CHRMO * Make sure to indicate clearly the purpose of the said document and secure	1.Receive the request form and verifies the purpose 1.1 Issue order of payment and direct client to the City Treasurer's	None	1 Hour	*Clerk* CHRMO

Order of Payment that will be issued.	Office for Payment 1.2 Endorse the request to the staff in-charge for the preparation of the request 1.3 Start the processing of the request * Includes retrieval of PD201 File (at Archive Room, if separated), updating/ validation of information & generation of Service Record 1.4 Review the generated service record 1.5 Certifies the request		1 Day 45 Minutes 15 Minutes	*Administrative Staff* Human Resource Management Section CHRMO *Administrative Officer II (HRMO I)* *Human Resource Management Section* *CHRMO* *Department Head* CHRMO
2. Go to the City Treasurer's Office and secure priority number at queuing machine and wait for the number to be	2. Provide priority number from the queuing machine 2.1 Accept payment based on	Service Record - PHP 100.00/copy	5 Minutes 35 Minutes	*Clerk* CTO *Revenue Collection Clerk III*

called to pay the assigned fees *Make sure to secure Official Receipt that will be issued upon payment	the Order of Payment 2.2 Issue the Official Receipt			CTO
3. Return to the City Human Resource Management Office for the releasing of requested certificate *Make sure to review the requested document upon receipt of certificate and sign the logbook before leaving the premises	3. Receive, verify and record the official receipt 3.1 Release the requested certificate 3.2 Advice client to review and sign the logbook	None	30 Minutes	*Clerk* CHRMO
	TOTAL	**Service Record - PHP 100.00/copy**	**1 Day , 3 Hours, 10 Minutes**	

5. Certification for Loan Application (Creditors excluding Land Bank of the Philippines)

The document is requested as an attachment for salary loan purpose, it certifies the employee's Net Take Home Pay. As such the Certificate of Net Take Home Pay (NTHP) shall be issued in compliance with the implementation of the Php 5,000.00 Net Take Home Pay (NTHP) threshold relative to the issuance of a Republic Act, An Act Appropriating Funds for the Operation of the Government of the Republic of the Philippines and for Other Purposes, or the General Appropriations Act (GAA) for the Fiscal Year (FY).

Office or Division:	City Human Resource Management Office, Human Resource Welfare and Benefits Section
Classification:	Complex
Type of Transaction:	G2G – Government to Government
Who may avail:	All incumbent employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Request Form/ Order of Payment	City Human Resource Management Office - Liaison Officer
Bank/Creditor Form/s	Lending Institution
Valid Identification Card, any of the following (1 photocopy) bring original copies for verification • LGU Transaction ID • Unified Multi-Purpose ID • Passport • Driver's License • SSS UMID Card • PRC ID • Phil National ID • TIN Card	 CHRMO GSIS/SSS DFA LTO SSS PRC PSA BIR
Payslips within the last two (2) and/or three (3) months prior to date of loan application. (1photocopy each) bring original copies for verification	Employee

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out request form and submit the requirements at the Liaison Officer of CHRMO * Make sure to indicate clearly the purpose of the said document and secure Order of Payment that will be issued.	1.Receive, verify and review the requirements 1.1 Issue order of payment and direct client to the City Treasurer's Office for Payment 1.2 Process the request 1.3 Review and approve the request	None	30 Minutes 1 Day 30 Minutes	*Administrative Officer II (HRMO I)* Human Resource Welfare and Benefits Section CHRMO *Department Head* CHRMO
2. Go to the City Treasurer's Office and secure priority number at queuing machine and wait for the number to be called to pay the assigned fees *Make sure to secure Official Receipt that will be issued upon payment	2. Provide priority number from the queuing machine 2.1 Accept payment based on the Order of Payment 2.2 Issue the Official Receipt	Certificate of NTHP - PHP 100.00/copy	5 Minutes 35 Minutes	*Clerk* CTO *Revenue Collection Clerk III* CTO
3. Return to the City Human Resource Management Office for the releasing of requested certificate	3. Receive, verify and record the official receipt 3.1 Release the requested certificate	None	30 Minutes	*Administrative Officer II (HRMO I)* Human Resource Welfare and Benefits Section CHRMO

*Make sure to review the requested document upon receipt of certificate and sign the logbook before leaving the premises	3.2 Advice client to review and sign the logbook			
	TOTAL	**Certificate of NTHP - PHP 100.00/copy**	**1 Day, 2 Hours, 10 Minutes**	

6. Certification for Loans Application (Pag-IBIG)

The document is as an attachment for salary loan purpose as per request of the employee, it certify the employee's Net Take Home Pay. As such the Certificate of Net Take Home Pay (NTHP) shall be issued in compliance with the implementation of the Php 5,000.00 Net Take Home Pay (NTHP) threshold relative to the issuance of a Republic Act, An Act Appropriating Funds for the Operation of the Government of the Republic of the Philippines and for Other Purposes, or the General Appropriations Act (GAA) for the Fiscal Year (FY).

Moreover, the service will also certify the government employee's service or employment records as per requirement of the Pag-IBIG, as required.

Office or Division:	City Human Resource Management Office, Human Resource Welfare and Benefits Section
Classification:	Complex
Type of Transaction:	G2G – Government to Government
Who may avail:	All incumbent employees All contracted personnel

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Pag-IBIG Loans Application	
Application Form	Pag-IBIG, City Human Resource Management Office – Information Desk
Valid Identification Card, any two (2) of the following (photocopy) bring original copies for verification • LGU Transaction ID • Unified Multi-Purpose ID • Passport • Driver's License • SSS UMID Card • PRC ID • Phil National ID	CHRMO GSIS/SSS DFA LTO SSS PRC PSA
For Permanent and Casual : Payslips within the last two (2) or three (3) months prior to date of loan application. (1photocopy each) bring original copies for verification	Employee

For Job Order and Honorarium: Payroll within the last two (2) or three (3) months prior to date of loan application. (1copy each)		City Human Resource Management Office – Information Desk		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Fill out request form and submit the requirements at the Liaison Officer of CHRMO * Make sure to indicate clearly the purpose of the said document and secure Order of Payment that will be issued.	1.Receive, verify and review the requirements 1.1 Issue order of payment and direct client to the City Treasurer's Office for Payment 1.2 Process the request 1.3 Review and approve the request	None	30 Minutes 4 Hours 30 Minutes	*Administrative Officer II (HRMO I)* Human Resource Welfare and Benefits Section CHRMO *Department Head* CHRMO
2. Go to the City Treasurer's Office and secure priority number at queuing machine and wait for the number to be called to pay the assigned fees *Make sure to secure Official Receipt that will be issued upon payment	2. Provide priority number from the queuing machine 2.1 Accept payment based on the Order of Payment 2.2 Issue the Official Receipt	Payroll/ Payslip - PHP 20.00/ certified true copy/ photocopy	5 Minutes 35 Minutes	*Clerk* CTO *Revenue Collection Clerk III* CTO

3. Return to the City Human Resource Management Office for the releasing of requested certificate *Make sure to review the requested document upon receipt of certificate and sign the logbook before leaving the premises	3. Receive, verify and record the official receipt 3.1 Release the requested certificate 3.2 Advice client to review and sign the logbook	None	30 Minutes	*Administrative Officer II (HRMO I)* Human Resource Management Section Human Resource Welfare and Benefits Section CHRMO
	TOTAL	**Payroll/ Payslip - PHP 20.00/ certified true copy/ photocopy**	**6 Hours, 10 Minutes**	

7. Issuance of Certified Photocopy (from the Original Document)

The document produced as photocopy is requested by the employee to certify as true copy from the original 201 records on file (school records, leave, SPMS forms, Payroll, etc), as an attachment for personal use such as loans, employment, and/or any legal purpose.

Office or Division:	City Human Resource Management Office, Human Resource Management Section
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government
Who may avail:	All incumbent employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Principal	
Request Form/ Order of Payment	City Human Resource Management Office - Information Desk
Bring Original Document for Validation	Employee
Representative	
Authorization Letter (1 original)	Citizen or Client Being Represented
Valid Identification Card of the person being represented and representative, any of the following (1 photocopy) bring original copies for verification • LGU Transaction ID • Unified Multi-Purpose ID • Passport • Driver's Licence • SSS UMID Card • PRC ID • TIN Card	CHRMO GSIS/SSS DFA LTO SSS PRC BIR

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out request form and submit at the information desk of CHRMO	1.Receive the request form and verifies the purpose	None	30 Minutes	*Clerk* CHRMO

* Make sure to indicate clearly the purpose of the said document and secure Order of Payment that will be issued.	1.1 Issue order of payment and direct client to the City Treasurer's Office for Payment 1.2 Endorse the request to the staff in-charge for the preparation of the request 1.3 Start the processing of the request 1.4 Review and verifies the request and data 1.5 Approve and certifies the request		3 Hours 1 Hour 30 Minutes	*Administrative Staff* Human Resource Management Section CHRMO *Administrative Officer V* Human Resource Management Section CHRMO *Department Head* CHRMO

2. Go to the City Treasurer's Office and secure priority number at queuing machine and wait for the number to be called to pay the assigned fees *Make sure to secure Official Receipt that will be issued upon payment	2. Provide priority number from the queuing machine 2.1 Accept payment based on the Order of Payment 2.2 Issue the Official Receipt	201 Record - PHP 20.00/ certified page	5 Minutes 35 Minutes	*Clerk* CTO *Revenue Collection Clerk III* CTO
3. Return to the City Human Resource Management Office for the releasing of requested certificate *Make sure to review the requested document upon receipt of certificate and sign the logbook before leaving the premises	3. Receive, verify and record the official receipt 3.1 Release the requested certificate 3.2 Advice client to review and sign the logbook	None	30 Minutes	*Clerk* CHRMO
	TOTAL	**201 Record - PHP 20.00/ certified page**	**6 Hours, 40 Minutes**	

8. Certification for Loan Application (Land Bank of the Philippines)

The document is requested as an attachment for salary loan purpose, it certifies the employee's Net Take Home Pay. As such the Certificate of Net Take Home Pay (NTHP) shall be issued in compliance with the implementation of the Php 5,000.00 Net Take Home Pay (NTHP) threshold relative to the issuance of a Republic Act, An Act Appropriating Funds for the Operation of the Government of the Republic of the Philippines and for Other Purposes, or the General Appropriations Act (GAA) for the Fiscal Year (FY).

Moreover, the service will also require service employment records as per requirement of the bank/creditor.

Office or Division:	City Human Resource Management Office, Human Resource Welfare and Benefits Section
Classification:	Complex
Type of Transaction:	G2G – Government to Government
Who may avail:	All incumbent employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Request Form/ Order of Payment	City Human Resource Management Office – Liaison Officer
Bank/Creditor Form/s	Land Bank of the Philippines
Valid Identification Card, any two (2) of the following (photocopy) bring original copies for verification • LGU Transaction ID • Unified Multi-Purpose ID • Passport • Driver's Licence • SSS UMID Card • PRC ID • Phil National ID • TIN Card	 CHRMO GSIS/SSS DFA LTO SSS PRC PSA BIR
Payslips within the last two (2) and/or three (3) months prior to date of loan application. (1photocopy each) bring original copies for verification	Employee

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out request form and submit the requirements at the Liaison Officer of CHRMO * Make sure to indicate clearly the purpose of the said document and secure Order of Payment that will be issued.	1.Receive, verify and review the requirements 1.1 Issue order of payment and direct client to the City Treasurer's Office for Payment 1.2 Process the request 1.3 Review and approve the request	None	30 Minutes 8 Hours 30 Minutes	*Administrative Officer II (HRMO I)* Human Resource Welfare and Benefits Section CHRMO *Department Head* CHRMO
2. Go to the City Treasurer's Office and secure priority number at queuing machine and wait for the number to be called to pay the assigned fees *Make sure to secure Official Receipt that will be issued upon payment	2. Provide priority number from the queuing machine 2.1 Accept payment based on the Order of Payment 2.2 Issue the Official Receipt	Certificate of NTHP - PHP 100.00/copy Certificate of Employment – PHP 100.00/copy	5 Minutes 35 Minutes	*Clerk* CTO *Revenue Collection Clerk III* CTO
3. Return to the City Human Resource Management Office for the releasing of requested certificate *Make sure to review the requested	3. Receive, verify and record the official receipt 3.1 Release the requested certificate	None	30 Minutes	*Administrative Officer II (HRMO I)* Human Resource Welfare and Benefits Section CHRMO

document upon receipt of certificate and sign the logbook before leaving the premises	3.2 Advice client to review and sign the logbook			
	TOTAL	**For Certificate of NTHP - PHP 100.00/copy** **For Certificate of Employment – PHP 100.00/copy**	**1 Day, 2 Hours, 10 Minutes**	