



University of Southeastern Philippines

Obrero Campus • Mintal Campus • Tagum-Mabini Campus • Bislig Campus

HUMAN RESOURCE MANAGEMENT DIVISION

CITIZEN'S CHARTER

(Updated as of December 2019)



HUMAN RESOURCE MANAGEMENT DIVISION

Service : **Issuance of Certificate of Employment**
Schedule of Availability : Monday-Friday; 8:00AM – 5:00PM
Who may avail of the service : Current and Previously Employed Personnel
Duration : 15 minutes & 1 day

PROCEDURES:

| Step | Client | Service provider | Duration of the activity | Person In-Charge | Fee/s | Form/ Required Documents |
|---------------------------|--|--|--------------------------|------------------|-------|--------------------------|
| 1 | Fill-up the Request Form | Front desk Staff Issue and checks the correctness of the filled-up Form | 3 minutes | | None | None |
| 2 | Preparation of the Certificate of Employment A. Generic B. With Compensation | Person In-charge Process the requested certification | 10 minutes & 1 day | | None | None |
| 3 | Claim the Certificate of Employment | Front desk Staff Release the documents to the client after signing the logbook | 2 minutes | | None | None |
| END OF TRANSACTION | | | | | | |

Service : **Issuance of Service Record**
Schedule of Availability : Monday-Friday; 8:00AM – 5:00PM
Who may avail of the service: Current and Previously Employed Personnel
Duration : 1 day and 2 minutes

PROCEDURES:

| Step | Client | Service provider | Duration of the activity | Person In-Charge | Fee/s | Form/ Required Documents |
|---------------------------|-----------------------------------|---|--------------------------|------------------|-------|--------------------------|
| 1 | Fill-up the Request Form | Issue and checks the correctness of the filled-up Form | 3 minutes | Front desk Staff | None | None |
| 2 | Preparation of the Service Record | Process the requested Service Record | 1 day | Person In-charge | None | None |
| 3 | Claim of the Service Record | Release the documents to the client after signing the logbook | 2 minutes | Front desk Staff | None | None |
| END OF TRANSACTION | | | | | | |

Service : **Registration to Biometric**
Schedule of Availability : Monday-Friday; 8:00AM – 5:00PM
Who may avail of the service: Newly Hired Personnel
Duration : 30 minutes

PROCEDURES:

| Step | Client | Service provider | Duration of the activity | Person In-Charge | Fee/s | Form/ Required Documents |
|---------------------------|--|--|--------------------------|-------------------------|-------|-------------------------------------|
| 1 | Fill-up <i>Personnel Management Attendance and Payroll System (PMAPS)</i> Form | Check approved letter request of hiring Issue and check PMAPS Form | 3 minutes | Front desk Staff | None | Approved Request of Hiring/Contract |
| 2 | Registration in the Biometrics | Encode the PMAPS filled-up Form Upload the encoded information Registration of Finger prints | 25 minutes | Person In-charge | None | PMAPS Filled-up Form |
| 3 | Validation of the Finger Prints | Check if successfully registered in the Biometrics System | 2 minutes | Person In-charge | None | None |
| END OF TRANSACTION | | | | | | |

Service : **Issuance of USeP Identification Card**
Schedule of Availability : Monday-Friday; 8:00AM – 5:00PM
Who may avail of the service : Newly Hired Personnel (Plantilla, JO and COS)
Duration : 40 minutes

PROCEDURES:

| Step | Client | Service provider | Duration of the activity | Person In-Charge | Fee/s | Form/ Required Documents |
|---------------------------|----------------------------------|---|--------------------------|------------------|-------|-------------------------------------|
| 1 | Fill-up Form | Issue and checks the correctness of the filled-up Form | 3 minutes | Front desk Staff | None | Approved Request of Hiring/Contract |
| 2 | Preparation of ID | Encode the filled-up Form Picture taking Scan signature/picture Layout in the ID frame | 30 minutes | Person In-charge | None | Filled-up ID Information Sheet |
| 3 | Printing of ID | Print ID | 5 minutes | Person In-charge | None | None |
| 4 | Claim of the Identification Card | Release the ID to the client after signing the logbook | 2 minutes | Front desk Staff | None | None |
| END OF TRANSACTION | | | | | | |

Service : **Filing of Leave Application**
Schedule of Availability : Monday-Friday; 8:00AM – 5:00PM
Who may avail of the service : Personnel with Plantilla Position
Duration : 1 day and 5 minutes

PROCEDURES:

| Step | Client | Service provider | Duration of the activity | Person In-Charge | Fee/s | Form/ Required Documents |
|---------------------------|--|---|--------------------------|------------------|-------|--------------------------|
| 1 | Submit Leave Application Form (CSC Form No. 6) | Checks the completeness and correctness of the filled-up Form | 2 minutes | Front desk Staff | None | CSC Form No. 6 |
| 2 | Supply of Leave Balances | Check leave ledger and fill-up the leave balances in CSC Form No. 6 and countersign by the HRMD Director/Administrative Officer | 1 day | Person In-charge | None | None |
| 3 | Forward to the Office of the President/Chancellor for approval | Forward the Leave Application Form to the Office of the President for action | 5 minutes | Front desk Staff | None | None |
| END OF TRANSACTION | | | | | | |

Service : **Preparation of Job Contract**
Schedule of Availability : Monday-Friday; 8:00AM – 5:00PM
Who may avail of the service : Part-time Faculty, COS and JO
Duration : 1 day and 2 minutes

PROCEDURES:

| Step | Client | Service provider | Duration of the activity | Person In-Charge | Fee/s | Form/ Required Documents |
|---------------------------|--|---|--------------------------|------------------|-------|---|
| 1 | Present the approved letter request for hiring | Checks approved letter request for hiring Part-time Faculty/JO/COS (Salary grade, job description, duration) and performance evaluation for renewal | 5 minutes | Person In-charge | None | Requirements: JO/COS Personal Data Sheet NBI SSS and Pag-IBIG Number TIN Verification/BIR Forms Landbank ATM account number Performance Evaluation for renewal Part-time Faculty Personal Data Sheet Medical Certificate Approved Faculty Load First day of Assumption Performance Evaluation Landbank ATM account number Authority to teach, if government employee |
| 2 | Preparation of Contract | Prepare the contracts | 1 day | Person In-charge | None | None |
| 3 | Forward the Contract to end-user | Release the contract for signature to the client/personnel after signing the logbook | 2 minutes | Person In-charge | None | None |
| END OF TRANSACTION | | | | | | |

Service : **Request for Training and Development of Employees**
Schedule of Availability : Monday-Friday; 8:00AM – 5:00PM
Who may avail of the service : Personnel with Plantilla Position
Duration : 20 minutes

PROCEDURES:

| Step | Client | Service provider | Duration of the activity | Person In-Charge | Fee/s | Form/ Required Documents |
|---------------------------|---|--|--------------------------|--------------------|-------|--|
| 1 | Submit filled-up Training and Development of Employees Request Form | Check filled-up Training and Development Request Form | 5 minutes | Training Assistant | None | Local/National: Invitation letter of Training/Seminar Foreign Training: Itinerary of Travel Application for Leave Form (CSC No. 6) Approved Make-up class for Faculty Justification of the Training Re-Entry Plan Designation of OIC, if with Administrative function |
| 2 | Review the Training and Development Request | Verify and log the Training Request | 10 minutes | Training Assistant | None | None |
| 3 | Endorsement of Training and Development Request | Endorses/deny the Training Request | 2 minutes | HR Director | None | None |
| 4 | Forward the Training and Development Request | Forward the Training request to the respective Vice President for action or IAD for Foreign Training | 3 minutes | Front desk Staff | None | None |
| END OF TRANSACTION | | | | | | |