



# LAPU-LAPU CITY CITIZEN'S CHARTER

## HUMAN RESOURCE MANAGEMENT AND DEVELOPMENT OFFICE



2nd Floor , City Hall Main Bldg. , Lapu-Lapu City Government Center  
Head of Office : Atty. Mario Dennis A. Calvo

Tel No. 341-3617

### FRONTLINE SERVICE

#### A. LEAVE APPLICATION , PAYROLL AND VOUCHER ATTACHMENT , AND COMMUNICATIONS

**WHO MAY AVAIL OF THE SERVICE:** All Officials and Employees of the Lapu-Lapu City Government , including retirees

**REQUIREMENTS:** NONE

**FEES/CHARGES:** NONE

**SCHEDULE OF SERVICE AVAILABILITY:** Monday to Friday, 8:00 am to 5:00 pm

**HOW TO AVAIL OF THE SERVICE: FOLLOW THESE STEPS**

STEPS	CLIENT	PERSONNEL	IT WILL TAKE YOU	PLEASE APPROACH
1	Submit all forms for processing or for file	Receive forms for processing or for HRMD file	5 mins	Agnes Pulvera Roberto Santos Jr. Rose Pino
2		Forward the received forms to the in-charge of that particular officer or to the addressee for processing and/or filling of the forms	5 mins	Agnes Pulvera Roberto Santos Jr. Rose Pino
		Process the forms , type , & print the client's request	5 mins	Rodolfo Cañas Samson Florida Angeles Serrano Reynalin Godinez Armel Pacifico Jay Enopiguiz Norman Ompad Jude Dayuday Gladys Amores Alkenn Gonzales
3		Check and review the process forms prior to the approval of the HRMDO	5 mins	Mandy Hiyas
4		Approved or sign forms	5 mins	Atty. Mario Dennis Calvo
5	Claim approved forms from the releasing section	Approved or sign forms	5 mins	Agnes Pulvera Roberto Santos Jr. Rose Pino

#### B. REQUEST FOR SERVICE RECORDS , CERTIFICATION, ETC

**WHO MAY AVAIL OF THE SERVICE:** All Officials and Employees of the Lapu-Lapu City Government , including retirees

**REQUIREMENTS:** Duly accomplished request slip

**FEES/CHARGES:** NONE

**SCHEDULE OF SERVICE AVAILABILITY:** Monday to Friday, 8:00 am to 5:00 pm

**HOW TO AVAIL OF THE SERVICE: FOLLOW THESE STEPS**

STEPS	CLIENT	PERSONNEL	IT WILL TAKE YOU	PLEASE APPROACH
1	Fill up request slip and submit to receiving section	Receive & give the request slip to the personnel in-charge of that office where the client belongs.	5 mins	Agnes Pulvera Roberto Santos Jr. Shiela Ordoyo
2		The personnel in-charge will now process the documents , type , & print the client's request.	5 mins	Rodolfo Cañas Lauris Gecain Angeles Serrano Samsom Florida Armel Pacifico Jay Enopiguiz Alkenn Gonzales Reynalin Godinez Tom George Mangubat
3		Check and review the processed documents prior to the approval of the HRMDO	5 mins	Mandy Hiyas
4		Approved or sign forms	5 mins	Atty. Mario Dennis Calvo
5	Claim processed and approved documents from the releasing section	Release documents	2 mins	Agnes Pulvera Roberto Santos Jr. Shiela Ordoyo