

Frontline Services	STEP	Step by Step Procedure		Person Responsible	Maximum Waiting Time	Requirements/Supporting Documents	Fees collected if any	Location
		Client	Service Provider					
Provincial Human Resource Management Office Issuing Service Record, Certificate of Employment and other Related Personnel Records	1	Register in the Logbook	Assist in the registration in the Logbook	MS. RALITA R. GAMINO Administrative Assistant IV	1 min.		N	First Floor Right Wing Capitol Main Building Cabarruguis, Quirino
	2	Wait while PHRMO employee in-charge prints the certification requested	Generate certification needed (Encoded and printed)	MS. GINAROSE L. LIMOS (Casual, Contractual, Consultants) MS. CHRISTINA S. ANTONIO Senior Admin. Assistant (Certificate of Employment, Leave balances, No Pending Administrative/ Criminal Case Certifications)	2 mins	Official Receipt from Provincial Treasurer's Office	O	
				Service Record: a) New (establish) b) Update	2 mins	Employment documents available	N	
	3	Wait while PHRMO signs the certification requested	PHRMO approves/signs the certification requested	MR. VILLAMOR T. BACANI PHRMO Officer	1 ½ hr 20 mins		E	
	4	Receive the requested certification from the employee in-charge	Issue the requested certification to the requesting party (client) Let the client sign in the Logbook	MS. IRALITA R. GAMINO Admin. Asst. IV	2 mins 1 min			

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Provincial Human Resource Management Office Applying for a Job in the Provincial Government	1	Check for Job Vacancy. Proceed to the Provincial Capitol Main Building and check the PHRMO Bulletin Board found at the entrance. He/she may also check at the Civil Service Commission's Quirino Field Office Bulletin of Vacant Positions.			2 minutes		N	First Floor Right Wing Capitol Main Building, Cabarroguis, Quirino	
	2	Submit an application letter specifying the position applied for together with other requirements	Receive the application letter indicating the date and time received	MS. CAROLINE C. REOLALAS Supervising Administrative Officer (Regular Positions as per PAL) MS. GINAROSE L. LIMOS Admin. Asst.V (Casual, Contractual,-Job Orders, Consultants)	2 minutes	Application Letter, Resume and other pertinent documents	O		
	3	Preliminary Interview -Undergo an interview conducted by the PHRMO Officer upon filing of application. This is done to know whether the applicant meets the minimum Qualification Standards (QS) required for the position	Interview the applicant focusing on the minimum Qualification Standards (QS) required for the position	MR. VILLAMOR T. BACANI PHRMO Officer	10 minutes applicant				N
	4	Applicant will be scheduled to come back on a scheduled date when the Human Resource Merit Promotion and Selection Board screens the applicant to fill the vacancy. Only applicants who are able to meet the minimum QS will be called for an interview by the PSB	The applicant shall be informed on the result of PSB selection through a letter/notice. Effectivity of appointment depends on the discretion of the Appointing Authority.	MS. CAROLINE C. REOLALAS Supervising Administrative Officer MR. VILLAMOR T. BACANI PHRMO Officer	5 minutes				E
	5		-Appointment papers are prepared and processed by PHRMO.	MS. CAROLINE C. REOLALAS Supervising Administrative Officer	3 working days				

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Provincial Human Resource Management Office Provision of Technical Assistance on HRM Concerns (Queries, Opinions, Pieces of Advice)	1	Register in the Logbook	Assist in the registration in the Logbook	MS. IRALITA R. GAMINO Admin. Asst. IV	1 minute	N	N	First Floor Right Wing Capitol Main Building, C. Abarraguins, Quirino	
	2		Issue Referral Slip to concerned PHRMO Employees	MR. VILLAMOR T. BACANI PHRMO Officer	2 minutes	O	O		
	3	Present concerns or issues to the concerned officer-in-charge.				5 minutes/issue/concern	N		N
	4		Provide Technical Assistance	MS. CAROLINE C. REOLALAS Supervising Administrative Officer Employment and Records <i>(Regular Employees)</i> MS. GINAROSE L. LIMOS Admin. Asst. V Employment and Records <i>(Casual, Contractual, Job Orders, Consultants)</i> CHRISTINA S. ANTONIO Senior Administrative Asst. V Personnel Benefits & Related Services including assistance to would be retirees ANGIELYN R. MARTINEZ Admin. Officer I Human Resource Development REYNALDO R. REOLALAS Admin. Assistant I Strategic Performance Evaluation System/ATM Payroll System MS. IMELDA O. GALAPON Admin Asst. VI Payroll deductions concerns VILLAMOR T. BACANI PHRMO All HRM Concerns			E		E