CITY GOVERNMENT OF MEYCAUAYAN

CITIZEN'S CHARTER

2026 (2ND EDITION)



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OFFICE OF THE CITY HUMAN RESOURCE MANAGEMENT OFFICER

Internal Services

1. CERTIFICATE OF EMPLOYMENT (COE) AND SERVICE RECORDS (SR) REQUESTS

Employees of the City Government of Meycauayan may request for a Certificate of Employment or Service Record for any legal purposes it may serve them such as for verification of their employment, loan applications, claiming of benefits, etc.

Office or Division:	Office of the City Human Resource Management Officer
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	Incumbent Officials and Employees of the City Government of Meycauayan

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. CHRMO Request Slip – 1 copy	Office of the City Human Resource Management Officer, 5th Floor

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit duly filled-out CHRMO request slip.	1.1 Check CHRMO request slip	None	1 working day	Administrative Aide III Office of the City Human Resource Management Officer
	1.2 Retrieve employee service record and forward to assigned staff			Driver / Support Staff Office of the City Human Resource Management Officer
	1.3 Prepare, print requested document and forward to the City Human Resource Management Officer or authorized personnel for review and signature			Senior Administrative Assistant I Administrative Assistant II Office of the City Human Resource Management Officer
	1.4 Review and sign.	None	1 working day	Senior Administrative Assistant II (Designated Alternate) City Human Resource Management Officer Office of the City Human Resource Management Officer

2. Receive and sign in the log book.	3.1 Inform the requestee, record to logbook and release requested COE / SR 3.2 File request slip form.	None	1 working day	Administrative Aide III Office of the City Human Resource Management Officer
	Total	**None**	**3 working days**	

2. LOCATOR AND PASS SLIPS REQUESTS

All departures from the assigned work stations during office hours for the purpose of attending official assignments/business (other than with travel order) should be made with a duly approved locator slip. Pass slip is to be requested for the purpose of leaving the office during office hours for personal transaction such as paying bills, going to the bank, etc.

Any employee who leaves her work station without any approved locator or pass slip shall be considered to have incurred an undertime or an unauthorized absence and shall subject him/her to appropriate disciplinary action if warranted.

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CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Locator Slip Form – 1 originally signed and 1 duplicate copy 2. Pass Slip Form – 1 originally signed and 1 duplicate copy • **To be filed at least one (1) day before the scheduled official business or one (1) hour before the personal transaction**	Office of the City Human Resource Management Officer, 5th Floor

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Receive the locator / pass slip form	1. Issue locator / pass slip form	None	10 minutes	Driver / Support Staff Administrative Aide III Office of the City Human Resource Management Officer
2. Submit duly accomplished and approved locator / pass slip at the Office of the City Human	2. Check completeness and validity of locator/pass slip 2.1 If incomplete or invalid, return to client	None	30 minutes	Driver / Support Staff Administrative Aide III

Resource Management Officer, 5th Floor for approval	2.2 If valid and complete, forward to the City Human Resource Management Officer for approval			Senior Administrative Assistant II (Designated Alternate) City Human Resource Management Officer Office of the City Human Resource Management Officer
3. Receive approved locator / pass slip	3. Release approved locator / pass slip	None	10 minutes	Driver / Support Staff Administrative Aide III Office of the City Human Resource Management Officer
4. Return approved locator/pass slip with signed certificate of appearance to the Office of the City Human Resource Management Officer at 5th Floor	4. Receive and file.	None	10 minutes	Driver / Support Staff Administrative Aide III Office of the City Human Resource Management Officer
	Total	**None**	**1 hour**	

3. OVERTIME (OT) SERVICES REQUESTS

Employees may request overtime (OT) services to ensure the continuous and timely delivery of essential public services beyond regular working hours, particularly during urgent situations, peak periods, or special circumstances. Requesting overtime services provides citizens with access to extended government service hours when necessary, while also maintaining transparency, accountability and proper authorization of overtime work by government personnel.

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CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Overtime (OT) Services Request Form – 2 originally signed copies	Office of the City Human Resource Management Officer, 5th Floor

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**

1. Receive the OT Services Request Form at the Office of the City Human Resource Management Officer, 5th Floor	1. Issue OT Services Request Form	None	5 minutes	Driver / Support Staff Administrative Aide III Office of the City Human Resource Management Officer
2. Submit duly accomplished / signed OT Services Request Form to the Office of the City Human Resource Management Officer, 5th Floor	2.1. Receive duly accomplished/signed request form and inform requestee to wait for the approval through call/text	None	5 minutes	Driver / Support Staff Administrative Aide III Office of the City Human Resource Management Officer
	2.2. Check request, compute tentative amount, if applicable, and forward to the City Human Resource Management Officer or authorized personnel for signature		2 working days	Administrative Aide I Office of the City Human Resource Management Officer
	2.3. Review and sign.	None	1 working day	Senior Administrative Assistant II (Designated Alternate) City Human Resource Management Officer Office of the City Human Resource Management Officer
	2.4. Record to logbook and forward to the Office of the City Budget Officer for budget appropriation.	None	1 working day	Driver / Support Staff Administrative Aide III Administrative Aide I Office of the City Human Resource Management Officer City Budget Officer Office of the City Budget Officer

	2.5. Record to logbook and forward to the Office of the City Administrator for recommending approval	None	1 working day	Administrative Aide III Office of the City Budget Officer City Administrator Office of the City Administrator
	2.6. Record to logbook and forward to the Office of the City Mayor for approval	Non	2 working days	Administrative Assistant I Clerk Office of the City Administrator City Mayor Office of the City Mayor
	2.7. Record to logbook and inform requestee of the status of request through call / text	None	30 minutes	Driver / Support Staff Administrative Aide III Administrative Aide I Office of the City Human Resource Management Officer
3. Proceed to City Human Resource Management Office, 5th Floor, receive approved request and sign in the logbook	3.1 Release approved OT services request 3.2 File documents.	None	10 minutes	Driver / Support Staff Administrative Aide III Office of the City Human Resource Management Officer
	Total	**None**	**7 working days and 50 minutes**	

4. COMPENSATORY TIME-OFF (CTO) AVAILMENT REQUEST

Compensatory Time-Off (CTO) refers to the number of hours or days an employee is excused from reporting for work with full pay and benefits. It is a non-monetary benefit provided to an employee in lieu of overtime pay.

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CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Compensatory Time-Off (CTO) Availment Request Form – 2 originally signed copies	Office of the City Human Resource Management Officer, 5th Floor

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Receive the CTO Availment request form.	1. Issue CTO Availment request form	None	5 minutes	Driver / Support Staff Administrative Aide III Office of the City Human Resource Management Officer
2. Submit duly accomplished / signed CTO Availment request form	2.1 Check, process and forward to the CHRM Officer or authorized personnel for review and signature	None	1 working day	Administrative Aide I Office of the City Human Resource Management Officer
	2.2 Review and sign request	None	1 working day	Senior Administrative Assistant II (Designated Alternate) City Human Resource Management Officer Office of the City Human Resource Management Officer
	2.3 Record to logbook and forward to the Office of the City Administrator for approval	None	1 working day	Driver / Support Staff Administrative Aide III Office of the City Human Resource Management Officer City Administrator Office of the City Administrator

3. Receive approved request and sign in the logbook	2.4 Release employee's copy and file.	None	1 hour	Driver / Support Staff Administrative Aide III Office of the City Human Resource Management Officer
	Total	**None**	**3 working days, 1 hour and 5 minutes**	

5. LEAVE OF ABSENCE / MONETIZATION APPLICATIONS

Leave of Absence is a right granted to officials and employees not to report for work with or without pay as may be provided by law and as the rules prescribed in Rule XVI of Executive Order No. 292.

Application for leave of absence may be filed by the officials and employees of the City Government of Meycauayan with permanent, temporary, coterminous, contractual & casual status of appointment including elected officials.

Monetization refers to payment in advance under prescribed limits and subject to specified terms and conditions of the money value of leave credits of an employee upon his request without actually going on leave.

Officials and employees whether elective, permanent, co-terminous, temporary, contractual or casual, who have accumulated fifteen (15) days of vacation leave credits shall be allowed to monetize a minimum of ten (10) days, provided, that at least five (5) days is retained after monetization and provided further that a maximum of thirty (30) days may be monetized in a given year.

Monetization of fifty percent (50%) of all the accumulated leave credits may be allowed for valid and justifiable reasons subject to the discretion of the City Mayor and the availability of funds, such as:

a. Health, medical and hospital needs of the employee and the immediate members of his family
b. Financial aid and assistance brought about by force majeure events such as calamities, typhoons, fire, earthquake and accidents that affect the life, limb and property of the employee and his/her immediate family
c. Educational needs of the employee and the immediate members of his/her family
d. Payment of mortgages and loans which were entered into for the benefit or which inured to the benefit of the employee and his/her immediate family

e. In cases of extreme financial needs of the employee or his/her immediate family where the present sources of income are enough to fulfill basic needs such as food, shelter and clothing

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Who may avail:	Incumbent Officials and Employees of the City Government of Meycauayan (elective, co-terminous, permanent, temporary, contractual, casual status of appointment)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Duly Accomplished Leave Application Form (Civil Service Form No. 6 Revised 2020) - 1 original copy & 2 photocopies/duplicate copies	Office of the City Human Resource Management Officer, 5th Floor
2. Duly accomplished and approved Clearance Form (CS Form No. 7 Revised 2018) – 1 original copy & 2 photocopies/duplicate copies (for leave of absence for thirty (30) calendar days or more)	Office of the City Human Resource Management Officer, 5th Floor
3. Duly accomplished and signed Hand-Over Form – 1 original copy & 2 photocopies (for leave of absence for thirty (30) calendar days or more)	Office of the City Human Resource Management Officer, 5th Floor
Additional Requirements:	
For Sick Leave Application:	
1. Medical Certificate (if filed in advance to undergo medical procedure or advised to rest or if absence from work is more than five (5) days) – 1 original copy & 1 photocopy	Attending Physician
2. Duly Notarized Affidavit (in case medical consultation was not availed of) – 1 original copy & 1 photocopy	Notary Public
For Special Emergency (Calamity) Leave Application:	
1. Proof of damaged house or been stranded in affected areas – 1 original copy &1 photocopy	To be provided by the employee
For Solo Parent Leave Application:	
1. Valid Solo Parent Identification Card – 1 certified true copy (original ID to be presented)	Office of the City Social Welfare and Development Officer, 2nd Floor
2. Birth Certificate of the child/children – 1 certified true copy	Local / City Civil Registrar
3. Medical Certificate, if child/children is sick – 1 original copy & 1 photocopy	Attending Physician
For Maternity Leave Application:	

1. Proof of pregnancy (ultrasound or doctor's certificate on the expected delivery date) – 1 original copy & 1 photocopy	Attending Physician
2. Valid Solo Parent Identification Card (for qualified female solo parent) – 1 certified true copy & 1 photocopy	Office of the City Social Welfare and Development Officer, 2nd Floor
For Extended Maternity Leave Application:	
1. Written Notice to the City Mayor at least forty-five (45) days before the end of the maternity leave – 1 original copy & 1 photocopy	To be provided by the employee
For Allocation of Maternity Leave Credits:	
1. Notice of Allocation of Maternity Leave Form (CS Form No. 6a, series of 2020), if maximum of seven (7) days from the 105-day maternity leave will be allocated to the child's father/alternate caregiver) – 1 original copy & 1 photocopy	Office of the City Human Resource Management Officer, 5th Floor
2. Proof of Relationship	
▪ Marriage Certificate (for the child's father) – 1 certified true copy & 1 photocopy	
▪ Certificate of Live Birth (for alternate caregiver who may be a relative of the employee sharing the same household) – 1 certified true copy & 1 photocopy	Local / City Civil Registrar
▪ Barangay Certificate stating that current partner or alternate caregiver is sharing the same household – 1 original copy & 1 photocopy	Local / City Civil Registrar
3. In the event the female employee dies or is permanently incapacitated:	Barangay Hall, where the employee resides
▪ Death Certificate – 1 certified true copy & 1 photocopy	
▪ Medical Certificate or Abstract – 1 original copy & 1 photocopy	
For Paternity Leave Application:	Local / City Civil Registrar
1. Marriage Certificate – 1 certified true copy & 1 photocopy	Attending Physician
2. Birth Certificate of the newborn child – 1 certified true copy & 1 photocopy	
3. Medical Certificate with pathology report in case of miscarriage showing the actual date of delivery – 1 original copy & 1 photocopy	Local / City Civil Registrar
For Adoption Leave Application:	Local / City Civil Registrar
1. Pre-Adoptive Placement Authority, if leave will be availed of before the grant of petition for adoption – 1 authenticated copy & 1 photocopy	Attending Physician or Midwife

2. Decree of Adoption, if leave is availed after the grant of the petition for adoption – 1 authenticated copy & 1 photocopy	
For Special Leave Benefits for Women Application:	Department of Social Welfare and Development (DSWD)
1. Medical Certificate reflecting the gynecological disorder, histopathological report, operative technique used for the surgery, the duration of the surgery including the peri-operative period (period of confinement around surgery) and estimated period of recuperation of the employee – 1 original copy & 1 photocopy	Proper Court
2. Medical Certificate reflecting that the female employee is physically fit to assume the duties of her position, upon the employee's return to work – 1 original copy & 1 photocopy	Attending Physician
For VAWC Leave Application:	
1. Barangay Protection Order (BPO - 1 original copy & 1 photocopy or	Attending Physician
Temporary/Permanent Protection Order (TPO/PPO) – 1 original copy & 1 photocopy or	
Certification that the application for the BPO/ TPO/PPO has been filed, if the protection order is not yet issued by the barangay or the court – 1 original copy & 1 photocopy or	Barangay Hall where the application for protection order has been filed
Police Report specifying the details of the occurrence of violence on the victim, in the absence of the BPO/TPO/PPO or the Certification from Barangay – 1 original copy & 1 photocopy	Trial Court where the application for TPO/PPO has been filed
2. Medical Certificate – 1 original copy & 1 photocopy	Barangay Captain/Councilor or Prosecutor or the Clerk of Court where the BPO/TPO/PPO has been filed
For Study Leave Application:	
1. Bachelor's degree diploma – 1 certified true copy & 1 photocopy	Philippine National Police (PNP)
2. Application form for taking the bar or board examinations – 2 photocopies or Registration Certificate, for completing the Master's Degree – 2 photocopies	Attending Physician
For leave application when travelling abroad:	
a. Unofficial Trip of three (3) months or less or when there are no emergency or crisis	Registrar's Office of the School attended

1. Request Letter stating the official's full name, position title/designation, country or destination, duration and purpose of travel – 1 original copy & 2 photocopies/duplicate copies	Supreme Court or Professional Regulation Commission
2. Duly accomplished and approved Travel Order Permit – 1 original copy and 1 duplicate copy (for officials and employees)	Registrar's Office of the School Attended
3. Duly Notarized Affidavit attesting that no administrative charge or criminal case has been filed or is pending against the applicant – 1 original copy & 2 photocopies or Oath of Undertaking, when the applicant has a pending case – 1 original copy & 2 photocopies	To be provided by the requestee to the Provincial Governor (if applicant is City Mayor) / to the Bureau of Local Government Supervision Director/Assistant Director (for City Treasurer & Assistant City Treasurer)
4. Duly accomplished and approved Clearance Form (CS Form No. 7 Revised 2018) – 1 original copy & 2 photocopies/duplicate copies	Office of the City Human Resource Management Officer, 5th Floor
5. Medical Certificate, if for medical reason – 1 original copy	Notary Public
b. Unofficial and Official Trip of more than three (3) months and during periods of emergency or crisis and all Official Trips	Notary Public
1. Request Letter stating the personnel's full name, position title/designation, country or destination, duration and purpose of travel – 1 original copy & 2 photocopies/duplicate copies	Office of the City Human Resource Management Officer, 5th Floor
2. Duly Notarized Affidavit attesting that no administrative charge or criminal case has been filed or is pending against the applicant – 1 original copy & 2 photocopies or Oath of Undertaking, when the applicant has a pending case – 1 original copy & 2 photocopies	Attending Physician To be provided by the requestee to the Secretary of Interior and Local Government
3. Duly accomplished and approved Clearance Form (CS Form No. 7 Revised 2018) – 1 original copy & 2 photocopies/duplicate copies	
4. Medical Certificate, if for medical reason – 1 original copy & 2 photocopies	Notary Public
5. Foreign Travel Authority (FTA) – 2 copies	Notary Public

		Office of the City Human Resoure Management Officer, 5th Floor Attending Physician To be provided by the employee from the Department of the Interior and Local Government		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Receive leave application form.	1. Issue leave application form.	None	5 minutes	Driver / Support Staff Administrative Aide III Office of the City Human Resource Management Officer
2. Submit the duly accomplished / signed leave form with complete required documents.	2.1 Receive and forward to leave processor.	None	1 working day	Driver / Support Staff Administrative Aide III Office of the City Human Resource Management Officer
	2.2 Check completeness of details and documents, return if incomplete.			Administrative Aide I Office of the City Human Resource Management Officer
	2.3 Process and forward to the City Human Resource Management Officer or authorized personnel for checking and signature.			
	2.4 Check and sign	None	1 working day	Senior Administrative Assistant II (Designated Alternate) City Human Resource Management Officer Office of the City Human Resource Management Officer

	2.5 Record to logbook and forward to the City Administrator for initial.	None	1 working day	Driver / Support Staff Administrative Aide III Administrative Aide I Office of the City Human Resource Management Officer City Administrator Office of the City Administrator
	2.6 Record to logbook and forward to the City Mayor's Office for approval	None	2 working days	Administrative Assistant I Clerk Office of the City Administrator City Mayor Office of the City Mayor
3. Receive approved copy and sign in logbook	3. Record to logbook, release copy and file	None	1 hour	Driver / Support Staff Administrative Aide III Office of the City Human Resource Management Officer
	Total	**None**	**5 working days, 1 hour and 5 minutes**	