



# Citizen's Charter

## Service Guidebook for the City Government of Baguio

### SERVICES: RECEIPT OF APPLICATIONS FOR EMPLOYMENT

STEPS	CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY (UNDER NORMAL CIRCUMSTANCES)	PERSONNEL IN CHARGE	FEES	REQUIREMENTS
1	submit application indicating position applied for and the particular department/office in the City government of Baguio	<p>Receive, Check completeness of documents Stamps receive the application (if complete) Brief client on MSPP of the City Government of Baguio</p> <p><b>OR</b></p> <p>Check completeness of documents If documents are not complete – inform clients on the requirements needed</p>	10 minutes	Public Assistance Counter Personnel-in-charge		<p>Application must be accompanied by the following in 1 set</p> <ul style="list-style-type: none"> <li>- Application letter</li> <li>- Bio-data/Resume with 2x2 pictures</li> <li>- Certificate of Employment issued by Authorized Person</li> <li>- Diploma/Transcript of Records</li> <li>- Certificates of Trainings/Seminars Attended</li> <li>- CS Eligibility/RA 1080; (Unexpired PRC License)</li> <li>- Performance Rating if for Promotion</li> </ul>
2	Waits copy of Acknowledgement letter	Prepare acknowledgement application of employment	5 minutes	Public Assistance Counter-in-Charge		
3	Receive Acknowledgement letter	Release Acknowledgement letter	2 minutes	Admin personnel		



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*SERVICES: RESPONSE TO QUERIES ON EMPLOYMENT IN THE CITY GOVERNMENT & OTHER CIVILSERVICE MATTERS*

STEPS	CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY (UNDER NORMAL CIRCUMSTANCES)	PERSONNEL IN CHARGE	FEES	REQUIREMENTS
1	Request for assistance by phone	Get personal data from client and fills out client information/action sheet	5 minutes	PAC personnel-in-charge/Admin. personnel		Client Action Sheet
2	Gets appropriate advice	Reply to simple queries OR Refer to higher supervisor if query is complicated	30 minutes  1 hour	PAC personnel/concerned personnel		