



Citizen's Charter

HGC-CHAR-HRD
REV. 01 / MAY 26, 2017

REQUEST FOR READILY AVAILABLE HR DOCUMENTS (PLANTILLA & READILY-AVAILABLE 201 FILE DOCUMENTS)

DESCRIPTION OF SERVICE

Processing of requests for copy/ies of readily-available documents (Plantilla and 201 File documents of employee/s other than the client) which are necessary for HGC's official transaction/s commences upon submission of filled-out HR Request Form.

CLIENTS

HGC Officers and Employees

REQUIREMENTS

- 1. Filled-Out HR Request Form signed by the concerned Department Manager/Group Head; and
- 2. Basis of the Request as attachment.

REQUIREMENTS

Filled-Out HR Request Form signed by the employee requesting for his/her Service Record/Certificate

TOTAL PROCESSING TIME

Two (2) working days from date of receipt of HR Request Form

SCHEDULE OF AVAILABILITY OF SERVICE

Monday to Friday, 8:00 AM to 5:00 PM

ADDRESS AND CONTACT INFORMATION

Human Resources Department
Corporate Services Group
Home Guaranty Corporation
2/F Jade Building
335 Sen. Gil Puyat Avenue, Makati City

Telephone No. : (+632) 897-3292
Telefax : (+632) 897-3287
Website : <http://www.hgc.gov.ph>

REQUEST FOR 201 FILE DOCUMENTS (OWNER)

DESCRIPTION OF SERVICE

Processing of requests from employees for copy/ies of readily-available documents from their respective 201 Files commences upon submission of filled-out HR Request Form.

CLIENTS

HGC Officers and Employees

REQUIREMENTS

Filled-Out HR Request Form signed by the 201 File Owner

TOTAL PROCESSING TIME

Two (2) working days from date of receipt of HR Request Form

SCHEDULE OF AVAILABILITY OF SERVICE

Monday to Friday, 8:00 AM to 5:00 PM

ADDRESS AND CONTACT INFORMATION

Human Resources Department
Corporate Services Group
Home Guaranty Corporation
2/F Jade Building
335 Sen. Gil Puyat Avenue, Makati City

Telephone No. : (+632) 897-3292
Telefax : (+632) 897-3287
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| HOW TO AVAIL OF THE SERVICE | | | | | |
|--|---|---|--------------------|---------------------------------------|------------------------------|
| STEP No. | CLIENT'S STEP | AGENCY'S ACTION | DURATION OF ACTION | PERSON RESPONSIBLE | OFFICE LOCATION |
| ① | Fill-out the HR Request Form (HRRF) for signature of the concerned Department Manager/ Group Head and submit the same to HRD. | Sign and indicate the date in the HRRF if it is properly accomplished and complete with attachment/s. Otherwise, ask the concerned Department/ Group to accomplish and complete the same. | 1 working day | HRMO | HRD Office 3/F Jade Bldg. |
| ② | | Endorse the HRRF to the concerned Human Resources Staff. | | HRMO | |
| ③ | | Retrieve, photocopy, and certify, if necessary, the document/s being requested, if available. Otherwise, make the proper notation and endorse the same to HRMO. | | Concerned Human Resources Staff (CHS) | |
| ④ | | Submit the requested document/HRRF with proper notation to the HRMO. | | CHS | |
| ⑤ | Receive the requested document/ HRRF with proper notation. | Review and endorse the requested document/ HRRF with proper notation. | 1 working day | HRMO | |
| ⑥ | | Approve the release of the requested document/ copy of the HRRF with proper notation. | | Department Manager, HRD | |
| ⑦ | | File the HRRF. | | CHS | |
| End of Transaction (2 working days from receipt of the HRRF) | | | | | |

| HOW TO AVAIL OF THE SERVICE | | | | | |
|--|---|---|--------------------|---------------------------------------|------------------------------|
| STEP No. | CLIENT'S STEP | AGENCY'S ACTION | DURATION OF ACTION | PERSON RESPONSIBLE | OFFICE LOCATION |
| ① | Fill-out the HR Request Form (HRRF) and submit the same to HRD. | Receive the HRRF by signing and indicating the date in the HRRF if it is properly accomplished and complete. Otherwise, ask the Client to accomplish and complete the same. | 1 working day | Administrative Assistant (AA) / HRMO | HRD Office 3/F Jade Bldg. |
| ② | | Endorse the HRRF to the concerned Human Resources Staff. | | HRMO | |
| ③ | | Retrieve, photocopy, and certify, if necessary, the document/s being requested, if available. Otherwise, make the proper notation and endorse the same to HRMO. | | Concerned Human Resources Staff (CHS) | |
| ④ | | Submit the requested document/HRRF with proper notation to the HRMO. | | CHS | |
| ⑤ | Receive the requested document/ HRRF with proper notation. | Review and approve the release of the requested document/ HRRF with proper notation. | 1 working day | HRMO | |
| ⑥ | | File the HRRF. | | CHS | |
| End of Transaction (2 working days from receipt of the HRRF) | | | | | |

