



APPLICATION FOR ON-THE-JOB TRAINING



Availability of Service:

Monday – Friday from 8:00 AM – 5:00 PM

Who May Avail of the Service:

All interested and qualified students of different colleges/universities

Classification : Simple

Type of Transaction : G2C - Government-to-Citizens

Required documents:

- a.) Letter Request from school
- b.) Applicant's Resume
- c.) For issuance of Certificate of Completion – Accomplished DTR confirmed by Supervisor

How to Avail of the Service:

STEP	APPLICANT/CLIENT	ACTIVITY	DURATION OF ACTIVITY	DIVISION / PERSON-IN- CHARGE	FEES	FORM/ DOCUMENT
1	Submits letter request	Receives the letter request	1 minute	Administrative Officer/Administrative Assistant	None	Letter, Memorandum of Agreement (MOA)
2	Fills up Personal Data Sheet (PDS)	Processes application of On-The-Job- Training (OJT)	28 minutes	Administrative Officer/Administrative Assistant	None	Memorandum of Agreement (MOA)
3		Interviews and refers applicant to appropriate branch.	15 minutes	Chief, Human Resource Division	None	
4		Conducts orientation on trainees	14 minutes	Chief, Human Resource Division	None	
5		Introduces trainees to each branch/unit	5 minutes	Administrative Officer/Administrative Assistant	None	
6		Actual Program	Varies from requesting institution	Assigned Branch/Division	None	
7		Prepares Certificate of Completion upon rendering required number of hours.	10 minutes	Administrative Officer/Administrative Assistant	None	Certificate of Completion
8		Reviews and signs Certificate of Completion	2 minutes	Chief, Human Resource Division	None	
9		Releases Certificate of Completion to the trainee	1 minute	Administrative Assistant	None	
			Total : 1 hour and 16 minutes			

END OF TRANSACTION

Approved :


MARLENE L. CALUBAG
 OIC - EXECUTIVE DIRECTOR



FILING OF COMPLAINT

Who May Avail of the Service:

Any aggrieved party who wishes to file a complaint

Required documents (at least 3 copies):

- a.) Verified Complaint-Affidavit
- b.) Documentary Evidence including attachments
- c.) Certificate of Non-Forum Shopping

Classification : Simple

Type of Transaction : G2C - Government-to-Citizens

Duration: Fifteen (15) minutes

How to Avail of the Service:

STEP	APPLICANT/CLIENT	ACTIVITY	DURATION OF ACTIVITY	DIVISION / PERSON-IN-CHARGE	FEES	FORM/ DOCUMENT
1	a. Presents Visitor's Slip and valid Identification Card (ID) b. Submits complaint-affidavit, documentary evidence including attachments, and Certificate of Non-Forum Shopping.	a. Accommodates the complainant. b. Receives complainant-affidavit, attachments and Certificate of Non-Forum Shopping. c. Checks submitted requirements as to completeness d. Stamps "RECEIVED" on original and receiving copy.	3 minutes	Receiving Officer (Human Resource Division)	None	Visitor's Slip
2	a. Accepts receiving copy b. Gets Visitor's Slip for release of IS at the lobby guard.	a. Encodes details of complaint based on submitted documents. b. Writes Control Number on the original and receiving copy. c. Gives receiving copy to the complainant. d. Signs the Visitor's Slip.	10 minutes	Encoder (Human Resource Division)	None	Visitor's Slip
			Total : 13 minutes			
END OF TRANSACTION						

Approved :


MARLENE L. CALUBAG
 OIC - EXECUTIVE DIRECTOR



HUMAN RESOURCE DIVISION REQUEST FOR EMPLOYEE CERTIFICATION/S AND SERVICE RECORDS

Availability of Service: Monday – Friday from 8:00 AM – 5:00 PM

Clientele: Employees of the National Tax Research Center

Classification: Simple

Type of Transaction: G2G-Government-to-Government

Required documents

(a) Human Resource Request Form

How to Avail of the Service:

STEP	APPLICANT/ CLIENT	ACTIVITY	DURATION OF ACTIVITY	DIVISION/ PERSON IN-CHARGE	FEES	FORM/ DOCUMENT
1	Submits filled up and signed Human Resource (HR) Request Form	Receives HR Request Form	10 minutes	Staff, Human Resource Division	None	Human Resource Request Form
2		Prepares the draft of the requested document (e.g. Service Record and Certificate of Employment)	1 working day	Staff, Human Resource Division	None	
3		Certifies the correctness of the requested document and attachments (if needed) thereto.	1 hour	Chief, Human Resource Division	None	
4	Receipt of requested document from HR Division	Release of the requested certification and/or service record.	10 minutes	Staff, Human Resource Division	None	Certificate or Employment and/or Service Record
			TOTAL : 1 working day, 1 hour and 20 minutes			

END OF TRANSACTION

Approved :


MARLENE L. CALUBAG
 OIC - EXECUTIVE DIRECTOR



HUMAN RESOURCE DIVISION REQUEST FOR EMPLOYEE CERTIFICATION/S AND SERVICE RECORDS

Availability of Service: Monday – Friday from 8:00 AM – 5:00 PM

Clientele: Employees of the National Tax Research Center

Classification: Simple

Type of Transaction: G2G-Government-to-Government

Required documents

(a) Human Resource Request Form

How to Avail of the Service:

STEP	APPLICANT/ CLIENT	ACTIVITY	DURATION OF ACTIVITY	DIVISION/ PERSON IN-CHARGE	FEES	FORM/ DOCUMENT
1	Submits filled up and signed Human Resource (HR) Request Form	Receives HR Request Form for certifications of premiums/loans paid.	10 minutes	Staff, Human Resource Division	None	Human Resource Request Form
2		Forwards the HR Request Form to Accounting Division	10 minutes	Staff, Human Resource Division	None	
3		Receives HR Request Form	10 minutes	Staff, Accounting Division	None	
4		Prepares the draft of the requested certification (e.g. loan and/or premiums paid on GSIS, HDMF and PHIC)	2 working days	Staff, Accounting Division	None	
5		Certifies the correctness of the requested document and attachments (if needed) thereto.	1 hour	Chief, Accounting Division		
6	Receipt of requested document from Accounting Division	Release of the requested certification.	10 minutes	Staff, Accounting Division	None	Certification of Paid Loans/Premium
			TOTAL : 2 working days, 1 hour and 40 minutes			

END OF TRANSACTION

Approved :


MARLENE L. CALUBAG
 OIC - EXECUTIVE DIRECTOR