



Institute for Labor Studies



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**CITIZEN'S CHARTER**  
**2025 (1<sup>st</sup> Edition)**



Institute for Labor Studies

# CITIZEN'S CHARTER

## 2025 (1<sup>st</sup> Edition)

## **I. Mandate**

The Institute for Labor Studies is the policy research and advocacy arm of the Department of Labor and Employment. As stipulated under Section 3 of Executive Order No. 251 dated July 25, 1987, the Institute shall have the following functions:

1. Undertake research and studies in all areas of labor and manpower policy and administration;
2. Review the rationale of existing legislations and regulations and analyze the cost involved in the implementation of such legislation against the benefits expected to be derived;
3. Study and develop innovative and indigenous approaches towards the promotion of harmonious and productive labor – management relations, and the improvement of workers' welfare services;
4. Develop and undertake research programs and projects in collaboration with other national agencies to enhance the Department's capability to participate in national decision- and policy- making;
5. Enter into agreements with international or bilateral agencies to carry out the foregoing functions;
6. Expand the scope of research interests with other countries and regions;
7. Publish research studies for dissemination to government as well as to all concerned parties; and
8. Perform such other functions as may be provided by law or assigned by the Secretary.

## **II. Vision**

The Institute for Labor Studies shall be a dynamic research institution at the forefront of bridging labor and employment research, policy and practice towards inclusive growth.

## **III. Mission**

The Institute for Labor Studies shall contribute to efficient and effective labor and employment policy and decision-making through relevant, responsive, and high-quality policy researches and research supports.

## **IV. Service Pledge (Quality Policy)**

As the leading Institute specializing in labor and employment research, the ILS is committed to promote good governance through the delivery of innovative, responsible, competent and cutting-edge research and technical services along the full breadth of policy development process in the DOLE.

The ILS shall continually enhance the value of its services through the adoption of best practices, improvement of competence and strengthening partnerships and systems while ensuring effective, efficient, transparent and accountable use of resources.

## **V. Core Values**

The heart of the Institute is its employees who are guided by the following core values:

### **INTEGRITY**

We act with honesty, transparency, and accountability in all our undertakings.

### **EXCELLENCE**

We commit to deliver quality research in labor and employment.

### **PUBLIC SERVICE**

We uphold the interest of Filipino workers at the core of our service.

### **INNOVATION**

We adopt progressive approaches and offer novel policy solutions in pursuit of decent work.

### **COMPASSION**

We give priority to our employees' well-being and embrace their diverse skills, personalities and interests as essential elements in our expression of malasakit to Filipino workers.

## **VI. Key Organizational Strategies**

1. Align research priorities with critical policy areas for achieving the government's short-term to medium-term labor and employment and decent work goals;
2. Strengthen collaborative engagements with research institutes, international and development organizations, and individuals of demonstrated research integrity to improve quality of research and widen the reach of dissemination;
3. Implement innovative operational efficiency, organizational capability, and learning development measures to improve delivery of research and research communication services;
4. Establish ethical and gender-responsive research standards and peer-review research evaluation guidelines process; and
5. Harness technology to improve client and employee experience anchored on a human-centered quality management systems framework.

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**Employment Research Division  
Labor and Social Relations Research  
Division  
Workers Welfare Research Division**

**EXTERNAL SERVICES**

Provision of Research Services  
Research Papers  
Technical Advisory Reports

## 1. Provision of Research Service: Research Papers

### Service Information

<b>Office or Division:</b>	Office of the Executive Director (OED), Employment Research Division (ERD), Labor and Social Relations Research Division (LSRRD), Workers Welfare Research Division (WWRD), Finance and Administrative Division (FAD) Advocacy and Publications Division (APD)			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C – Government to Citizen or G2B – Government to Business or G2G – Government to Government			
<b>Who may avail:</b>	DOLE Senior Officials, DOLE Heads of Offices, Services, Bureaus, and Attached Agencies, National Government Agencies, Local Government Units, State Universities and Colleges, Government- Owned and Controlled Corporations, House of Representatives, Senate of the Philippines, Supreme Court, Trade Unions, Workers Associations, Industry Associations, Employers Organizations, International Development Organizations, Civil Society Organizations, Academe, other Non-Government Organizations, and the Transacting Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter or electronic mail requesting conduct of research		Office of the Executive Director		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request ILS to conduct research.	1.1 Review request if it is in line with the current research agenda or strategic priorities of the Administration, and if so, assign to appropriate division and constitute a project team.	None	3 working days	<i>Executive Director</i> OED  <i>Deputy Executive Director</i> OED  <i>Division Chief</i> LSSRD  <i>Research Team</i>
	1.2 Conduct scoping consultations.	None	10 working days	<i>Research Team</i>  <i>Division Chief</i> LSSRD

	1.3 Develop the project proposal and terms of reference (TOR) / research partnership agreement, if with external collaborators/ partners.	None	10 working days	<i>Research Team</i>  <i>Division Chief</i> LSSRD  <i>Budget Officer</i> FAD  <i>Accountant</i> FAD  <i>BAC Secretariat</i> Cashier FAD  <i>Deputy</i> <i>Executive Director</i> OED  <i>Executive Director</i> OED
2. Review and sign the proposal and/or TOR, if any.	2.1 Finalize the proposal and/or TOR.	None	10 working days	<i>Research Team</i>  <i>Division Chief</i> LSSRD  <i>Budget Officer</i> FAD  <i>Accountant</i> FAD  <i>Deputy</i> <i>Executive Director</i> OED  <i>Executive Director</i> OED
	2.2 Conduct research and upload information on the ILS website – Ongoing Research Tracker Online (ORTO). Link: <a href="http://Institute for Labor Studies - Official Website">Institute for Labor Studies - Official Website</a> ( <a href="http://dole.gov.ph">dole.gov.ph</a> )	None	As identified in the approved proposal which may take 6 months.	<i>Research Team</i>  <i>Division Chief</i> LSSRD  <i>ISA III</i> APD



	2.3 Conduct feedbacking/ validation activities.	None	Maximum of 5 working days	<i>Research Team</i>  <i>Division Chief</i> LSSRD  <i>Deputy</i> <i>Executive Director</i> OED  <i>Executive</i> <i>Director</i> OED
3. Give feedback.	3. Finalize and approve the research paper to client.	None	15 working days	<i>Research Team</i>  <i>Division Chief</i> LSSRD  <i>Deputy</i> <i>Executive Director</i> OED  <i>Executive Director</i> OED
4. Receive copy of final research paper and policy and/or executive briefings and submit client satisfaction measurement/ feedback form.	4. Collect and process client satisfaction measurement/ feedback form.	None	1 working day	<i>Research Team</i>  <i>Client Satisfaction</i> <i>Measurement Team</i>
<b>TOTAL:</b>		None	10 months (estimate)	

Provision of Research Service: Research Papers process is qualified for multi-stage processing.

## 2. Provision of Research Service: Technical Advisory Reports

### Service Information

<b>Office or Division:</b>	Office of the Executive Director (OED) Employment Research Division (ERD) Labor and Social Relations Research Division (LSRRD) Workers Welfare Research Division (WWRD) Advocacy and Publication Division (APD)			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C – Government to Citizen or G2B – Government to Business or G2G – Government to Government			
<b>Who may avail:</b>	DOLE Senior Officials, DOLE Heads of Offices, Services, Bureaus, and Attached Agencies, National Government Agencies, Local Government Units, State Universities and Colleges, Government-Owned and Controlled Corporations, House of Representatives, Congress, Supreme Court, Trade Unions, Workers Associations, Industry Associations, Employers Organizations, International Development Organizations, Civil Society Organizations, Academe, other Non-Government Organizations, and the Transacting Public			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Ticket or letter (or electronic mail) requesting technical assistance		Direct: <a href="#">ILS Helpdesk</a> ( <a href="#">dole.gov.ph</a> ) Indirect: Office of the Executive Director		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Request technical assistance: Public Assistance Portal ( <i>direct clients</i> ); Email or walk -in / hardcopy ( <i>indirect clients</i> ).	1.1 Acknowledge receipt of request.	None	1 hour	<i>Executive Director</i> OED  <i>Deputy Executive Director</i> OED  <i>Secretary</i> OED  <i>Records Officer</i> FAD

	1.2 Review request if it falls in any of the following: policy briefs, issue papers, development event reports, labor force survey reports, legislative comments, speeches, and briefing notes and assign to appropriate division.	None	1 working day	Executive Director Deputy OED  Executive Director OED
	1.3 Creation of ticket (if indirect) and assign technical assistance to staff.	None	1 working day	Division Chief
	1.4 Draft technical report.	None	Not later than 2 days from the deadline set by the client.	Division Chief
	1.5 Review and approve draft technical report and send it to Records Officer for submission to client.	None	2 working days	Division Chief  Deputy Executive Director OED  Executive Director OED  Records Officer FAD
2. Receive output and submit client feedback form (The CSM link is automatically given to client after each successful transaction.)	2. Collect and process client satisfaction measurement/ feedback form. Generation of automated report.	None	5 minutes to fill out satisfaction measurement / feedback form.	Client Satisfaction Team

<b>TOTAL:</b>	None	Not later than the deadline set by the client, except processing of client satisfaction measurement	
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Provision of Research Service: Technical Advisory Reports process is qualified for multi-stage processing.

## **Advocacy and Publications Division**

### **EXTERNAL SERVICES**

Access to Knowledge Products  
Online Platform and Walk-in Requests

### 3. Access to Knowledge Product: Online Platform

#### Service Information

<b>Office or Division:</b>	Advocacy and Publications Division (APD)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen or G2B – Government to Business or G2G – Government to Government			
<b>Who may avail:</b>	DOLE Senior Officials, DOLE Heads of Offices, Services, Bureaus, and Attached Agencies, National Government Agencies, Local Government Units, State Universities and Colleges, Government-Owned and Controlled Corporations, House of Representatives, Congress, Workers Associations, Industry Associations, Employers Organizations, International Development Organizations, Civil Society Organizations, Research Institutions, Academe, other Non-Government Organizations, and the Transacting Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		N/A		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Open ILS website at <a href="http://www.ils.dole.gov.ph">www.ils.dole.gov.ph</a> and search for appropriate links in the menu or in the webpages. <i>*Clients may also course their requests for copies of the ILS researches through the respective emails of the ILS divisions.</i>	1. Keep the website online and updated with recent knowledge products; monitor requests made through official ILS emails.	None	1 minute or depending on internet connection of client; IT maintenance of Institute.	<i>Information Systems Analyst II</i> APD
2. Download copies of the knowledge products and fill out accompanying online client satisfaction form after transaction.	2. Monitor number of downloaded knowledge products. Client satisfaction forms and submit report.	None	5 minutes or depending on internet connection of client or size/ volume of	<i>Deputy Executive Director</i> OED  <i>Division Chief</i> APD  <i>Senior Labor and</i>

			document/s to be downloaded.	<i>Employment Officer APD</i>
<b>TOTAL:</b>		None	6 minutes depending on internet connection of client or size/volume of document/s to be downloaded.	

#### 4. Access to Knowledge Product: Walk-in Request

##### Service Information

<b>Office or Division:</b>	Advocacy and Publications Division (APD)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen or G2B – Government to Business or G2G – Government to Government			
<b>Who may avail:</b>	DOLE Senior Officials, DOLE Heads of Offices, Services, Bureaus, and Attached Agencies, National Government Agencies, Local Government Units, State Universities and Colleges, Government- Owned and Controlled Corporations, House of Representatives, Congress, Supreme Court, Trade Unions, Workers Associations, Industry Associations, Employers Organizations, International Development Organizations, Civil Society Organizations, Academe, other Non-Government Organizations, and the Transacting Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		N/A		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Enter ILS premises and request for knowledge product.	1.1 Request party to log in and endorse to APD.	None	5 minutes	<i>Guard-on-duty</i>
	1.2 Assist client and provide copy of the knowledge product and request Client to fill out feedback form.	None	20 minutes	<i>Division staff assigned to assist client</i>
2. Fill out, and submit client satisfaction measurement/ feedback form.	2. Collect and process client satisfaction measurement / feedback form.	None	5 minutes to fill out client satisfaction measurement / feedback form;	<i>Division staff assigned to assist client Client Satisfaction Measurement Team</i>
<b>TOTAL:</b>		None	30 minutes, including the processing of client feedback.	



# **Office of the Executive Director/ Finance and Administrative Division**

## **EXTERNAL SERVICES**

### **Provision of Finance and Administrative Services**

Settling Obligations with Supplier of Goods and Services

Online Submission of Bids

Processing External Applications for Job Vacancies

## 5. Provision of Finance and Administrative Services: Settling Obligations with Supplier of Goods and Services

### Service Information

<b>Office or Division:</b>		Office of the Executive Director (OED) Finance and Administrative Division (FAD) Advocacy and Publications Division (APD)		
<b>Classification:</b>		Complex		
<b>Type of Transaction:</b>		G2C – Government to Citizen or G2B – Government to Business or G2G – Government to Government		
<b>Who may avail:</b>		All suppliers or service providers		
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Invoice or Billing Statement			Finance and Administrative Division	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Send conformed Purchase Order / Job Order / Contract and other procurement documents.	1. Prepare Obligation Request and Status (ObRS).	None	1 working day	<i>Budget Officer</i> FAD
2. Deliver goods/ services.	2. Acknowledge delivery receipt / billing statement and prepare Inspection and Acceptance Report / Certificate of Completion.	None	2 working days	<i>Supply Officer</i> FAD  <i>Record Officer</i> FAD
3. Send Statement of Account or billing and other supporting documents.	3.1 Prepare Disbursement Voucher and BIR Certificates (if applicable).	None	1 working day	<i>Bookkeeper</i> FAD  <i>Accountant</i> FAD  <i>Supervising Admin Officer</i> FAD  <i>Chief Admin Officer</i> FAD

				<i>Deputy Executive Director OED</i>
	3.2 Prepare List of Due and Demandable Accounts Payable-Advice to Debit Accounts or Check, and release check.	None	2 working days (including 1 day holding period of Landbank).	<i>Cashier FAD</i>  <i>Chief Administrative Officer</i>  <i>Deputy Executive Director OED</i>
4. Send invoice, sign the Disbursement Voucher, receive the BIR Certificates (if applicable), and fill out, and submit, client satisfaction measurement/ feedback form.	4. Send proof of payment and process Client Feedback Form.	None	5 minutes to fill out client satisfaction measurement / feedback form.	<i>Cashier FAD</i>  <i>CSM Team</i>
<b>TOTAL:</b>		None	6 working days and 5 minutes.	

## 6. Provision of Finance and Administrative Services: Online Submission of Bids

### Service Information

<b>Office or Division:</b>	Finance and Administrative Division (FAD) Advocacy and Publications Division (APD) Bids and Awards Committee (BAC)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen or G2B – Government to Business			
<b>Who may avail:</b>	All suppliers or service providers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request for Quotation/ Request for Proposal/ Invitation to Bid/ Bidding Documents. 2. Bids/ quotations submission.		Procurement Unit/ Bids and Awards Committee Secretariat/ ILS Online submission of Bids (OSB) Facility		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Open ILS website at <a href="http://www.ils.dole.gov.ph">www.ils.dole.gov.ph</a> and search for the Online Submission of Bids (OSB) in the menu of the webpage or via this direct link: <a href="https://bit.ly/OnlineSubmissionBids">https://bit.ly/OnlineSubmissionBids</a>	1. Keep the website online and updated with recent procurement postings/ opportunities.	None	5 minutes depending on internet connection	<i>Information Systems Analyst II</i>  <i>BAC Secretariat</i>
2. Submit bid / quotations and related documents.	2. Ensure automated response is updated per procurement project for sending to bidders who successfully submitted their bids, and download their submitted documents.	None	10 minutes or depending on internet connection or size/ volume of document/s.	<i>Information Systems Analyst II</i> <i>APD</i>  <i>Procurement Officer</i> <i>FAD</i>  <i>Bids and Awards Secretariat</i>

3. Fill out, and submit, client satisfaction measurement/ feedback form.	Collect and process client satisfaction measurement / feedback form. Generation of automated report.	None	5 minutes to fill out client satisfaction measurement / feedback form.	<i>Procurement Officer FAD</i>  <i>CSM Team</i>
4. Receive automated response of submission.	5. Send automated responses to bidders who submitted via online.	None	1 minute	<i>Administrative Assistant III (Computer Operator) APD</i>
<b>TOTAL:</b>		None	21 minutes, depending on internet connection or size /volume of document/s.	

## 7. Provision of Finance and Administrative Services: Processing External Applications for Job Vacancies

### Service Information

<b>Office or Division:</b>	Office of the Executive Director (OED) Finance and Administrative Division (FAD) Human Resource Management Promotion and Selection Board (HRMPSB)	
<b>Classification:</b>	Highly Technical	
<b>Type of Transaction:</b>	G2C – Government to Citizen	
<b>Who may avail:</b>	All	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
<ol style="list-style-type: none"> <li>1. Original Personal Data Sheet (PDS) and signed Work Experience Sheet (WES) dated within the publication period.</li> <li>2. Original or authenticated copy of Certificate of Eligibility /RA 1080 Rating and Eligibility (Authenticated as true copy by the Civil Service Commission or the Professional Regulation Commission).</li> <li>3. Performance rating, if applicable.</li> <li>4. Copy of authenticated Transcript of Records and diploma.</li> <li>5. Training certificates, if applicable.</li> </ol>		Human Resource Management Unit/ ILS Job Application Online Portal.
<ol style="list-style-type: none"> <li>6. Birth Certificate (Authenticated by PSA for transfer from another agency).</li> <li>7. Service Record (for promotion/transfer from other government agency) and Certificate of Employment (if applicable).</li> <li>8. Medical results (including neuro-psychiatric examination and drug test) showing that the applicant is physically fit and does not have any contagious disease;</li> <li>9. Clearances from the National Bureau of Investigation and CSC clearance (CSC Form No. 7 s. 2017) from money, property and legal accountabilities from previous government office,</li> <li>10. Certificate of accumulated leave credits earned from previous government office (<i>for promotion / transfer</i>).</li> <li>11. BIR Form 2316 (Certificate of Compensation Payment/Tax Withheld), if employed within the year prior to assumption.</li> <li>12. Certificate of last salary received from previous government office (for promotion / transfer from another government office).</li> <li>13. Notarized Statement of Assets, Liabilities and Networth (SALN).</li> </ol>		Upon Job Offer, refer to Human Resource Management Unit.

14. BIR Form 1905 Registration Information Update/Correction/Cancellation (with previously issued TIN). 15. GSIS BP Number / UMID Card / GSIS eCard ( <i>if applicable</i> ). 16. Pag-IBIG membership data Form (MDF) or Pag-ibig. 17. Loyalty Card. 18. PhilHealth Membership Registration Form (PMRF) or Philhealth ID. 19. Notarized Self-Certification of no pending, previous administrative, civil or criminal case ( <i>for original appointment</i> ).				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. Drafting of Request for Publication of Vacancy and posting of job advertisement in three conspicuous places such as ILS website, ILS Social Media accounts, and DOLE website.	None	6 working days	FAD Chief HR Unit FAD
1. Submit application requirements through ILS website Job Application Online: <a href="https://docs.google.com/forms/d/e/1FAIpQLSf-z-9_uF_2oYrJaqs_kn78EN-Tyti1nxQkjtF9UbTw5cCkOBA/viewform">https://docs.google.com/forms/d/e/1FAIpQLSf-z-9_uF_2oYrJaqs_kn78EN-Tyti1nxQkjtF9UbTw5cCkOBA/viewform</a> . 2. Fill out, and submit client satisfaction measurement/ feedback form.		None	30 minutes to 1 hour for requirements to be received [depending on internet connection].	HRMO III FAD  ISA II APD

<a href="https://forms.office.com/Pages/ResponsePage.aspx?id=guZUuEHcEUWp_nB9SS795tvJpJ1962NGjBMrki0c_zRUNE1OMDNOM1hQVjBNU1NKQkNUUVVVTUxLTyQIQCN0PWcu">https://forms.office.com/Pages/ResponsePage.aspx?id=guZUuEHcEUWp_nB9SS795tvJpJ1962NGjBMrki0c_zRUNE1OMDNOM1hQVjBNU1NKQkNUUVVVTUxLTyQIQCN0PWcu</a>				
	2.1 Initial Screening of applications.	None	7 working days	HRMO I FAD
3. Take the exam.	3. Administer examinations and evaluate results.	None	2 and half hours to complete exam	HRMO I HRMO II FAD
4. Attend a panel interview.	4.1 Conduct panel interview and deliberation.	None	1 hour per applicant	HRMPSB Chair and Members FAD
	4.2 Prepare documents for recommendation to Appointing Authority.	None	6 working days	HR Unit FAD  HRMPSB Chair and Members FAD  Appointing Authority FAD
5. Accept or reject the offer and preparation of appointment papers.	5. Select a candidate, offer job position, and issuance of appointment.	None	3 working days	HR Unit  FAD Chief  Chief/Super-visor of appointee  Deputy Executive Director OED  Appointing Authority
6. Assume duty/ Report to work.	6. Administer oath-taking.	None	1 working day	New Employee HR Unit  Appointing Authority FAD



7. Submit documents to CSC.	7. Submission of appointment papers to CSC Field Office.	None	30 working days	<i>HR Unit FAD  Appointing Authority</i>
<b>TOTAL:</b>		None	53 working days and 4 hours at the least.	

Provision of Finance and Administrative Services: Processing External Applications for Job Vacancies is pursuant to the 2017 Omnibus Rules on Appointments and Other Human Resource Actions (ORAOHRA)

## **Finance and Administrative Division**

### **INTERNAL SERVICES**

#### **Provision of Finance and Administrative Services**

Filing of CS Form 6

Filing Compensatory Time-Off (CTO)

Requisition and Issuance of Office

Supplies Request for Service Record

Office Vehicle Booking

## 8. Provision of Finance and Administrative Services: Filing of CS Form 6

### Service Information

<b>Office or Division:</b>	Finance and Administrative Division (FAD)- Human Resource Unit			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	Internal Clients - ILS officials and employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Accomplished online leave request via TALMS		Online: <a href="https://talms.dole.gov.ph">TALMS   Request Leave (dole.gov.ph)</a>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill out a leave request via TALMS (types of leaves); a. Vacation Leave b. Mandatory/Forced Leave c. Sick Leave d. Maternity Leave e. Paternity Leave f. Special Privilege Leave g. Solo Parent Leave h. Study Leave i. VAWC Leave j. Rehabilitation Privilege k. Special Leave Benefits for Women l. Special Emergency (Calamity) Leave	1.1 Employee files leave via TALMS.  1.2 HR Unit certifies leave credits and route request for signing to immediate supervisor. Late filing of leave shall be automatically cancelled.  1.3 Division Chief/Supervisor validates the request and route to Deputy Executive Director.  1.4 Deputy approves and endorse to Executive Director.  1.5 Executive Director (ED)	None	6 working days prior to availment (except for sick leave to be submitted immediately or upon return to work)	<i>Employee RMO</i>  <i>Division Chief/Supervisor FAD</i>  <i>Deputy Executive Director OED</i>  <i>Executive Director OED</i>

	reviews and approves leave requests.  1.6 HRMO I prints hard copy and files both hard and digitized approved leave forms.			
2. Receives an email about the status of leave request.	2. HRMO I records and reports to monthly DTR of the employee concerned.	None	1 working day	<i>HRMO I FAD</i>
3. Fill out, and submit, client satisfaction measurement/ feedback form (CSM). A link is automatically provided after every successful transaction and access/download form through TALMS.	3. Collect and process client satisfaction measurement/ feedback form. Generation of automated report.	None	5 minutes to fill out client satisfaction measurement / feedback form.	<i>HRMO III FAD  CSM Team</i>
<b>TOTAL:</b>		None	7 working days and 5 minutes	

Provision of Finance and Administrative Services: Filling of CSC Form 6 is pursuant to the 1998 Omnibus Rules on Leaves (CSC MC No. 41 s1998)

## 9. Provision of Finance and Administrative Services: Filing Compensatory Time-Off (CTO)

### Service Information

<b>Office or Division:</b>	Finance and Administrative Division (FAD)- Human Resource Unit			
<b>Classification:</b>	Complex Transaction			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	Internal Clients - ILS officials and employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Accomplished online leave request via TALMS Copy of authority, ILS Office Order, DOLE Administrative Order, or invitation Proof of attendance, log in and out (TALMS or logbook), certificate of appearance/ participation, or signed official business slip		Online: <a href="https://talms.dole.gov.ph">TALMS   Request Leave (dole.gov.ph)</a>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Employees fill out request for Compensatory Overtime Credits time-off (COC) via email.	1.1 HRMO I/ HRMO II prepares updated certification of overtime credits (COC) per request of staff.  1.2 HRMO III certifies COC.  1.3 Division Chief (DC) reviews and endorse COC to DED/ ED.  1.4 Deputy Executive Director (DED) reviews and recommend for approval of COC.  1.5 Executive Director (ED)	None	3 working days	<i>HRMO I or II</i> <i>HRMO III</i> <i>FAD</i>  <i>Division Chief</i> <i>FAD</i>  <i>Deputy Executive Director</i> <i>OED</i>  <i>Executive Director</i> <i>OED</i>

	reviews and approves COC.			
2. Employee fills out request for Compensatory Time-off (CTO) via TALMS attaching signed COC.	2.1 HRMO III certifies hours of COC.  2.2 DC reviews and endorse CTO request to DED/ED.  2.3 DED reviews and recommend for approval the CTO request.  2.4 ED reviews and approves CTO request.	None	3 working days	<i>HRMO I or II</i> <i>HRMO III</i> <i>FAD</i>  <i>Division Chief</i> <i>FAD</i>  <i>Deputy Executive Director</i> <i>OED</i>  <i>Executive Director</i> <i>OED</i>
3. TALMS notifies employee through email about the status of the CTO request.	3. HRMO I records and reports to monthly DTR of the employee concerned.	None	1 working day	<i>HRMO I</i> <i>FAD</i>
4. Fill out, and submit, client satisfaction measurement/ feedback form (CSM Link is automatically provided after every successful transaction) and access/download form through TALMS.	4. Collect and process client satisfaction measurement/ feedback form. Generation of automated report.	None	5 minutes to fill out client satisfaction measurement / feedback form.	<i>HRMO III</i> <i>CSM Team</i> <i>FAD</i>
<b>TOTAL:</b>		None	7 working days and 5 minutes	

Provision of Finance and Administrative Services: Filling of Compensatory Time-Off is pursuant to the 1998 Omnibus Rules on Leaves (CSC MC No. 41 s1998)

## 10. Provision of Finance and Administrative Services: Requisition and Issuance of Office Supplies

### Service Information

<b>Office or Division:</b>	Finance and Administrative Division (FAD)- Supplies Unit			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	Internal Clients - ILS officials and employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished online request in RIS Adobe format		Online: <a href="http://dole.gov.ph">ILS Services Portal (dole.gov.ph)</a>		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish the RIS Form using Adobe.  Link: <a href="#">Requisition and Issuance Slip (RIS) Online</a>	1. Approve the online RIS.	None	Within 3 hours from receipt of request.	<i>Division Chief</i> FAD
2. Receive requested supplies and sign the RIS form using Adobe.	2. Release supplies and update reports.	None	Within 2 hours from RIS approval by Division Chief.	<i>Supply Officer II</i> <i>Chief Administrative Officer</i> FAD
3. Fill-out customer satisfaction measurement form. <i>*If supplies are not available, accomplish Purchase Request (PR) and submit to Procurement Unit for processing.</i>	3. Collect the customer satisfaction measurement form.	None	5 minutes to fill out client satisfaction measurement / feedback form.	<i>Supply Officer II</i> FAD  <i>CSM Team</i> FAD
<b>TOTAL:</b>		None	5 hours and 5 minutes	

## 11. Provision of Finance and Administrative Services: Request of Service Record

### Service Information

<b>Office or Division:</b>		Finance and Administrative Division (FAD)- Human Resource Unit		
<b>Classification:</b>		Simple Transaction		
<b>Type of Transaction:</b>		G2G – Government to Government		
<b>Who may avail:</b>		Internal Clients - ILS officials and employees		
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Email Request			Human Resource Unit	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Request through email a copy of the service record.	1.1 The HRMO I or II prepares service records and updates the employee's information such as date and salary.  1.2 The HRMO III reviews service records and endorses to FAD Chief.  1.3 The FAD Chief Administrative Officer reviews and approves service record.	None	2 working days	<i>HRMO I / HRMO II</i> <i>HRMO III</i> <i>FAD</i>  <i>FAD Chief</i> <i>FAD</i>
2. Receive the service and fill out the client satisfaction measurement form.	2. HRMO I or II releases signed service record via email to client and collect customer satisfaction measurement form.	None	1 working day	<i>HRMO I</i> <i>FAD</i>  <i>CSM Team</i>
<b>TOTAL:</b>		None	3 working days	



## 12. Provision of Finance and Administrative Services: Office Vehicle Booking

### Service Information

<b>Office or Division:</b>	Finance and Administrative Division (FAD)			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	Internal Clients - ILS officials and employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished online request via Vehicle Reservation Platform (VRP).		Online: <a href="http://dole.gov.ph">ILS Services Portal (dole.gov.ph)</a>		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish form via ILS Portal.  Link: <a href="http://office365.com">Vehicle Reservation Platform (office365.com)</a>	1.1 The Chief Administrative Officer receives the ticket and confirm the booking. He may add, update, cancel and reassign bookings, if necessary.  1.2 The Chief Administrative Officer coordinate schedules with the drivers.	None	0.5 working day	Chief Administrative Officer FAD
2. Receive confirmation and travel details.	2. The driver prepares the vehicle and provides the service.	None	0.5 working day	Driver FAD
3. Fill out and submit client satisfaction measurement/ feedback.	3. Collect and process client satisfaction measurement/ feedback form.	None	5 minutes to fill out client satisfaction measurement / feedback form.	CSM Team
<b>TOTAL:</b>		None	1 working day and 5 minutes	

## VIII. Feedback and Complaints

How to send feedback?	<p>Answer the client feedback form either in print, or QR code posted by the ILS lobby. Drop printed forms at the designated drop box by the ILS lobby. Fill up client feedback form found at the official ILS web site: <a href="http://www.ils.dole.gov.ph">www.ils.dole.gov.ph</a></p> <p>Contact info: 8527-3522; <a href="mailto:apd@ils.dole.gov.ph">apd@ils.dole.gov.ph</a> or <a href="mailto:fad@ils.dole.gov.ph">fad@ils.dole.gov.ph</a></p>
How feedback are processed?	<p>The Client Satisfaction Team opens the designated email or drop box, and compiles and records all feedback submitted. Feedback requiring answers are forwarded to the relevant division which is required to answer within three (3) days of the receipt of the feedback. The answer of the division is then relayed to the citizen.</p> <p>For inquiries and follow-ups, clients may contact the following telephone number: 8527-3522</p>
How to file a complaint?	<p>Answer the Complaint Form and drop it at the designated drop box at the ILS lobby. Complaints can also be filed via telephone or email. Make sure to provide the following information: (1) Name of person being complained; (2) Incident; and (3) Evidence.</p> <p>For inquiries and follow-ups, clients may contact the following telephone number: 8527-3522</p>
How are complaints processed?	<p>Complaints received from ARTA, PCC and Hotline 8888 shall be handled by the Complaints Officer/ Hotline 8888 focal person. Upon evaluation, the Officer shall start preliminary investigation and forward the complaint to the relevant division for their explanation. The Officer will create a report after the investigation and shall submit it to the Head of Agency for appropriate action. The Officer will give the feedback to the client.</p> <p>For inquiries and follow-ups, clients may contact the following telephone number: 8527-3511</p>
Contact Information of ARTA, PCC, and CCB	<p>Anti-Red Tape Authority (ARTA): <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> / 8-478-5093</p>

	<p>Presidential Complaint Center (PCC):  <a href="mailto:pcc@malacanang.gov.ph">pcc@malacanang.gov.ph</a>  8888</p> <p>Contact Center ng Bayan (CCB):  <a href="mailto:email@contactcenterngbayan.gov.ph">email@contactcenterngbayan.gov.ph</a>  0908-881-6565</p>
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## IX. List of Offices

Office	Address	Contact Information
Institute for Labor Studies	3F Mega One Building., España Blvd. cor. Mayon St., Santa Teresita, Quezon City 1114	<a href="mailto:oed@ils.dole.gov.ph">oed@ils.dole.gov.ph</a> (02) 8527-3511 (02) 8527-3456