



REPUBLIC OF THE PHILIPPINES | CITY OF MANDAUE

MANDAUE CITY HOSPITAL

Don Andres Soriano Avenue, Centro, Mandaue City, Philippines 6014

2 September 2025

MCH-SM-LET-2025-045

ATTY. GONZALO D. MALIG-ON, JR

City Administrator, Mandaue City

Mandaue City

MCLO-LET-25-00838

Thru: **ENGR. KRISTER C. COSEDO**

Management Information Systems Office, Head

Mandaue City

Dear **Engr. Cosedo**,

Greetings of health and prosperity!

We are writing to formally inform you of the concerns encountered by the City Hospital regarding the payroll processing and HRIS Biometrics system. Given that the City Hospital operates on a 24/7 basis, accurate timekeeping is imperative to ensure fairness in compensation and continuity of patient care.

Upon review of the August 2025 biometric printouts and checking of HRIS online, we noted the following issues:

- **No Time-In/Time-Out:** There are some employees who used the biometrics to log in and out, but their entries were not reflected in the system.
- **Time Discrepancy:** The recorded Time-In/Time-Out in the HRIS did not match the biometric printouts for some employees.
- **Incorrect Absences:** Some employees were marked as absent despite reporting to work and using biometric log-ins.
- **Unwarranted Deductions:** Deductions were incurred for some employees despite being within their scheduled work hours.
- **Shifting Schedule Limitations:** The current HRIS appears optimized with fixed schedules and does not fully accommodate the varying shift schedules required in a 24/7 hospital operation.

We recognize that external factors such as internet connectivity and power fluctuations may affect biometric data capture and transmission. We continue to enforce our employees to consistently and religiously log in and out through the biometric system and to use manual logs as backup.

In this regard, we respectfully recommend reconfiguring the HRIS to also support multiple and rotating shift patterns, enhance synchronization of biometric devices and central services to ensure real-time and accurate log transmission, and provide a hospital-specific configuration that aligns with healthcare staffing.

We hope for your urgent attention and consideration, these improvements will safeguard both our employees welfare and the continuity of hospital operations.

Respectfully yours,

LIGAYA LAKAMBINI D. DARGANTES, MD, DPCAM

Chief of Hospital

Mandaue City Hospital

