

**ACCOMPLISHMENT REPORT**  
**ADMINISTRATIVE SERVICES DEPARTMENT**  
**4<sup>th</sup> QUARTER 2020**  
**OCTOBER – DECEMBER**



**HUMAN RESOURCE SERVICES DIVISION**

PROGRAMS/ACTIVITIES/PROJECTS (PAPs)		OBJECTIVES	STATUS
<b>I. Training Programs</b>			
<b>1. In-House Training Programs</b>  Month : November No. of programs : 2 Male : 40 Female : 12 Budget : ₱ 204,600.00  Month : December No. of programs : 2 Male : 38 Female : 14 Budget : ₱ 118,600.00		<ul style="list-style-type: none"> <li>• Maintain competency proficiency levels or address competency gaps</li> <li>• Help employees learn specific knowledge or skills to improve performance in their current roles.</li> <li>• Provide regular updates from latest guidelines and/or issuances from other government agencies</li> </ul>	<p>Successfully Completed  (Programs were conducted at BIDR via transfer of funds)</p>
<b>2. Outside Training Programs</b>  <p style="text-align: center;">Same as above</p>			<p>Mass gathering is still discouraged, thus, no outside training request has been submitted to/approved by the Authority. On the other hand, the Interim policies and guidelines on Participation to Online Learning Activities (ADSD.HRPG.08) was approved on November 18, 2020 which may substitute outside training programs for the duration of the national health crisis.</p>

PROGRAMS/ACTIVITIES/PROJECTS (PAPs)		OBJECTIVES		STATUS	
II. Employees Assembly					
<div>1. <i>Flag Ceremony</i>  Schedule : Every Monday Venue : TIEZA Training Room, 3<sup>rd</sup> Floor Budget : ₱ 5,000.00</div>		<p>This in support to Republic Act No. 8491, Heraldic Code of the Philippines and in compliance with CSC Memorandum Circular No. 19 series of 2012. This is an expression of nationalism and as a constant reminder for employees to be exemplary public servants.</p>		<p>Per IATF Omnibus Guidelines on Community Quarantine with Amendments as of July 03, 2020, Section 2, No. 10, "Mass gatherings such as but not limited to, movie screenings, concerts, sporting events, and other entertainment activities, <i>community assemblies</i>, religious gatherings, and non-essential work gatherings shall be prohibited".</p>	
<div>2. <i>Year End Employees' Assembly</i>  Platform : Zoom Date : 22 December 2020 Participants : All employees Budget : ₱ 1,766,200.00</div>		<p>Employees' Assembly that highlighted:</p> <ul style="list-style-type: none"><li>• First nationwide employees' assembly</li><li>• Games / Challenges</li><li>• Cash raffle</li></ul>		<p>Successfully Completed</p>	
III. GAD-related Programs/Activities/Projects					
<div>1. <i>GAD Analysis and GAD-Responsive Program Assessment (using HGDG as GAD Analysis Tool)</i>  Platform : Zoom Date : 19 November 2020 Male : 7 Female : 9 Conducting Agency : Ms. Analie R. Bolo - Apostol Budget : ₱ 13,000.00</div>		<div>1. Participating TIEZA Program and Project Head, Implementers and core-team, as well as TIEZA GFPS Members shall:<ul style="list-style-type: none"><li>• develop a basic understanding of gender analysis and its benefits;</li><li>• become familiar with gender analysis tools, approaches and data assessment</li></ul></div> <div>2. Conduct Orientation on TIEZA Program and Project assessment, particularly with a purpose of determining the GAD-responsiveness of the program and project content, implementation and monitoring component which would address program-based possible questions to:<ul style="list-style-type: none"><li>• Surface the situation of women and men</li><li>• Roles and responsibilities of women and men</li></ul></div>		<p>Successfully completed</p>	

PROGRAMS/ACTIVITIES/PROJECTS (PAPs)		OBJECTIVES	STATUS
		<ul style="list-style-type: none"><li>Differential access to resources of women and men</li><li>Differential impact of programs and projects to women and men</li></ul> <p>3. Conduct session assessment using the HGDC as GAD Analysis tool with a purpose of ensuring the gender-responsiveness of programs and projects in the various stages of the project cycle and determine how much of the budget of the program could be attributed to GAD as provided in JMC 2012-01, based on assessment result.</p>	
IV. Office Practicum			
<p>1. Main Office</p> <p>Certificates of Completion Issued</p> <p>Male : 0</p> <p>Female : 0</p>	<p>In line with the Commission on Higher Education (CHED) Memorandum Order No. 23 series of 2009, "Guidelines for Student Internship Program in the Philippines (SIPP)" for all programs with practicum subject, the TIEZA practicum program aims to:</p> <ul style="list-style-type: none"><li>Provide exposure to actual work related to the students/trainee's course;</li><li>Provide venue for familiarization of work and actual situations in the Philippine bureaucracy, particularly processes in the country's Civil Service;</li><li>Facilitate experience-based learning drawn from handling challenges and some complex tasks or problems;</li><li>Enhance the student's skills and competitiveness;</li><li>Develop a sense of professionalism and discipline;</li><li>Give guidance to decisions that would influence future career decisions.</li></ul>	<p>The program has been suspended due to the issuance of Proclamation No. 922, "Declaring a State of Public Health Emergency Throughout the Philippines" issued on 08 March 2020, and Proclamation No. 929, "Declaring A State Of Calamity Throughout The Philippines Due To Corona Virus Disease 2019", work in the Executive Branch has been suspended.</p>	

PROGRAMS/ACTIVITIES/PROJECTS (PAPs)	OBJECTIVES	STATUS
<b>V. Compensation and Benefits Administration</b>		
<i>1. Preparation of Payroll for Regular Employees</i>	Prepare payment of employees' salary in exchange for the completed work for the Authority on a monthly basis.	Average processing time: 3.67 days  Nett amount for 3 <sup>rd</sup> quarter: ₱ 34,827,321.16
<i>2. Preparation of Payroll for Job Orders</i>	Prepare payment of employees' salary in exchange for the completed work for the Authority on a per-day basis.	Average processing time: -1.17 days  Nett amount for 1 <sup>st</sup> quarter: ₱ 9,211,184.34
<b>VI. Internal Customer Satisfaction Rating</b>		
<i>1. Internal Customer Satisfaction</i>	The program aims to determine effectiveness of HRSD's service delivery.	4 <sup>th</sup> Quarter 2020 Survey Results No. of Respondents: 80  Rating Outstanding: 70%
<b>VII. Competency-based Recruitment and Selection</b>		
<i>1. TIEZA OSSP Profile as of December 31, 2020</i>		<u>Plantilla Positions:</u> Filled-up Positions - 450 Unfilled-up Positions - 77 Total Positions - 527  <u>Sex:</u> (including Cotermious with the Incumbent) Male - 491 Female - 498 Total - 989

PROGRAMS/ACTIVITIES/PROJECTS (PAPs)	OBJECTIVES	STATUS
<p><b>2. Personnel Selection Board Assessment and Deliberation</b></p>	<p>The program aims to be able to search for candidates that can demonstrate the behaviorally defined characteristics (knowledge, skills, and attitude) that will lead to superior performance in the vacant position sought to be filled.</p>	<p>Appointments issued: 10</p>
<p><b>VIII. Competency Assessment and Framework Update</b></p>		
<p><b>1. Procurement of a project consultant for the Review/Update/Development of the Authority's Competency Manual, Job Profile Description Forms, and Pre and Post-Performance Assessment Tool</b></p>	<p>The project aims to produce:</p> <ul style="list-style-type: none"> <li>• Updated Competency Manual which includes: <ul style="list-style-type: none"> <li>➢ Competency Framework</li> <li>➢ Competency Catalogue</li> <li>➢ Competency Tables</li> <li>➢ Competency Matrices</li> </ul> </li> <li>• Updated Job Profile Description Forms</li> <li>• Customized Pre and Post Performance Assessment Tool based on existing competencies (for Leadership &amp; Functional Competencies)</li> <li>• Customized Pre and Post Performance Assessment Tool based on new competencies (for Core, Leadership, Technical &amp; Functional Competencies) (for year 2020)</li> </ul>	<p><i>Status as of December 31, 2020</i></p> <p><i>ProfitesAsia, consultants for the project underwent the following:</i></p> <ul style="list-style-type: none"> <li>• Continued the conduct of CBID Validation Sessions</li> <li>• Assessment Item Development based on the New Competency Framework</li> <li>• Submitted Items per Competency for the Post Assessment</li> <li>• Cascaded Enhanced Competency Model &amp; Next Steps to or ACOOs, Department and Division Managers)</li> <li>• Updated Competency Framework was approved by the BOD on November 6, 2020.</li> </ul>

PROGRAMS/ACTIVITIES/PROJECTS (PAPs)		OBJECTIVES	STATUS
<b>IX. TIEZA Rightsizing</b>			
<b>1. Workforce Measurement and Reorganization Initiative</b>		<ul style="list-style-type: none"> <li>To comply with the provisions of CSC, COA and DBM Joint Circular No. 1, 2, 2017;</li> <li>To determine quantity and quality of the job orders (JOs) who can be absorbed or be part of the corporation (in whatever appropriate working arrangement); and</li> <li>To consider them in the HR processes, when some of these JOs eventually become holders of regular plantilla positions.</li> </ul>	<p><i>Status as of December 31, 2020</i></p> <p>The project was suspended indefinitely due to the Department of Budget and Management's issuance of NBC No. 580, s. 2020, "Adoption Of Economy Measures In The Government Due To The Emergency Health Situation".</p>
<b>X. TIEZA Overall Workforce</b>			
<b>1. Workforce as of December 31, 2020</b>			<p><b>Overall Workforce:</b> 989</p> <p><b>Status of Employment:</b>            Permanent (CTI, Coterm, CPOE, Temp) - 498            Job Orders - 458            Consultants - 2            Contract of Service - 21            TIEZA Regulatory Office - 10</p> <p><b>Sex:</b>            Male - 491            Female - 498</p>
<b>GENERAL SERVICES DIVISION</b>			
<b>I. Property and Supply Management</b>			
1) Office/Maintenance/Soap/Supplies Withdrawal Slips (WS) attended/served		To administer properties such as supplies, materials & equipment from its acquisition to disposition.	153 withdrawal slips

PROGRAMS/ACTIVITIES/PROJECTS (PAPs)		OBJECTIVES	STATUS
2) Inspection & Acceptance Reports (IAR) prepared		93 inspection & acceptance reports	
3) Memorandum Receipts (MR) issued/ prepared		172 memorandum receipts	
4) Inventory Tags & Property Identification Stickers placed on a newly-acquired properties		387 stickers	
5) Property Clearances of Officials/Employees processed and acted upon		13 clearances	
6) Cancellation Reports made/filed		95 reports	
7) Waste Material Reports (WMR) made/filed		10 reports	
8) Registration & Insurance of Vehicles/ Properties filed/claimed		16 vehicles	
9) Monitored/Supervised Contractual Ancillary Services			
a) Security Services		6 monitored/ memos	
b) Janitorial Services		6 monitored/ memos	
II. Ancillary/Maintenance			
1) Number of carpentry works completed	To ensure efficient & effective service of the Ancillary services.	--	
2) Number of electrical/ communication & audio serviced		18	
3) Number of complaints received and acted upon		--	
III. Carpool			
1) Gas slip requested/approved/issued	To render transportation services.	--	
2) Trip ticket issued		--	

PROGRAMS/ACTIVITIES/PROJECTS (PAPs)		OBJECTIVES	STATUS
<b>IV. Procurement</b>			
1) Number of purchase requests received and processed		To obtain resources such as supplies, materials, equipment & services required by the department/ sections of the agency.	146 purchase requests
2) Number of purchase requests processed and purchased			--
a) Purchase order			₱ 748,727.90 (amount)
b) Job order			₱ 1,205,375.87 (amount)
c) Petty cash voucher			₱ 285,857.27 (amount)
3) Number of plane ticket purchased (Domestic)			--
4) Number of plane ticket purchased (International)			--
<b>V. Records</b>			
1) Number of documents received from other Agencies		To establish and implement a records system for efficiency, effectiveness and economy.	431 documents
2) Office Orders numbered/ reproduced/ authenticated/disseminated			20 documents
3) Travel Orders numbered/ reproduced/ authenticated/disseminated			81 documents
4) Office letters mailed thru Makati Post Office			24 mails
5) Official letters mailed thru DHL (Domestic and International)			--
6) Official letters mailed thru LBC			279 letters
7) Picked up mails from Makati Post Office			7 mails
8) Sorted/Distributed magazines			--
9) Sorted/Distributed newspaper			--



Prepared by:

*[Signature]*  
**GLODY HOPE M. PECO**

Human Resource Management Officer III

Date: 12 April 2021

Reviewed by:

*[Signature]*  
**JOSEFINA U. SORIANO**

Manager, Human Resource Services Division

Date: 4/26/21

*[Signature]*  
**BERNADETTE M. A. VAREZ**

Records Management Chief

Date: 12 April 2021

*[Signature]*  
**ANA RUTH L. MATEO**

Manager, General Services Division

Date: 26 Apr. 2021

Noted by:

*[Signature]*  
**ROSANNA M. OLGADO**

Manager, Administrative Services Department

Date: 4/26/2021



## Administrative Services Department – Human Resource Services Division

### QUARTERLY SUMMARY OF TERMINAL REPORT OCTOBER-NOVEMBER 2020

In House Training Program	Objectives	Date	Conducting Agency/Person	Venue	Budget	Participants	
						Male	Female
1. GAD Analysis and GAD-Responsive Program Assessment (using HGDG as GAD Analysis Tool)	<p>1. Participating TIEZA Program and Project Head, Implementers and core-team, as well as TIEZA GFPS Members shall:</p> <ul style="list-style-type: none"> <li>• Develop a basic understanding of gender analysis and its benefits</li> <li>• Become familiar with gender analysis tools, approaches and data assessment</li> </ul> <p>2. Conduct orientation on TIEZA Program and Project assessment, particularly with a purpose of determining the GAD-responsiveness of the program and project content, implementation and monitoring component which would address program-based possible questions to:</p> <ul style="list-style-type: none"> <li>• Surface the situation of women and men</li> <li>• Roles and responsibilities of women and men</li> </ul>	November 19, 2020 *IHTP 2020-11	Ms. Analie R. Bolo-Apostol	Via Zoom	₱ 13,000.00	7	9



**Administrative Services Department - Human Resource Services Division**

**QUARTERLY SUMMARY OF TERMINAL REPORT  
OCTOBER-NOVEMBER 2020**

<b>In House Training Program</b>	<b>Objectives</b>	<b>Date</b>	<b>Conducting Agency/Person</b>	<b>Venue</b>	<b>Budget</b>	<b>Participants</b>	
						<b>Male</b>	<b>Female</b>
	<ul style="list-style-type: none"> <li>Differential access to resources of women and men</li> <li>Differential impact of programs and projects to women and men</li> </ul>						
	3. Conduct session assessment using HGDG as GAD Analysis tool with a purpose of ensuring the gender-responsiveness of programs and projects in the various stages of the project cycle and determine how much of the budget of the program could be attributed to GAD as provided in JMC 2012-01, based on assessment result.						
<b>TOTAL</b>						<b>7</b>	<b>9</b>

Prepared by:

*MARY JANE M. REYES*  
HRMO I

\*HTRP 2020-00 - Attendance Number

Reviewed by:

*GLORY HOPE M. PECO*  
HRMO III

Noted by:

**JOSEFINA U. SORIANO**  
Manager, Human Resource Services Division



**TOURISM  
INFRASTRUCTURE AND  
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ZONE  
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Bay Area, Pasay City 1302  
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payroll@tieza.gov.ph  
www.tieza.gov.ph

**MEMO TO :** The Manager  
Accounting Division

**FROM :** The Manager  
Administrative Services Department

**DATE :** September 28, 2020

Please prepare transmittal letter to the Development Bank of the Philippines, Manila Branch the total amount of **₱10,676,358.35** representing **Regular Payroll** for the month of **October 2020**.

@seti/payroll-doc  
MEMO3/transmittalmem

  
**ROSANN M. OLGAO**  
9/28

**TIEZAWORKS**



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payroll@tieza.gov.ph  
www.tieza.gov.ph


**MEMO TO :** The Manager  
Accounting Division

**FROM :** The Manager  
Human Resource Services Division

**DATE :** October 26, 2020

Please prepare transmittal letter to the Development Bank of the Philippines, Manila Branch the total amount of **₱12,060,198.21** representing **Regular Payroll** for the month of **November 2020**.

@seti/payroll-doc  
MEMO3/transmittalmem

  
**JOSEFINA U. SORIANO**  
fso  
10/27

**TIEZAWORKS**



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**MEMO TO :** The Manager  
Accounting Division

**FROM :** The Manager  
Human Resource Services Division

**DATE :** November 24, 2020

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Please prepare transmittal letter to the Development Bank of the Philippines,  
Manila Branch the total amount of ₱12,090,764.60, representing  
Regular Payroll for the month of December 2020.

JOSEFINA U. SORIANO

@ash/psayrb-dec  
MEMOS/transmittalmem

*Received  
December 11/20*

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comphen@tieza.gov.ph  
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**MEMO TO :** The Manager  
Accounting Division

**FROM :** The Manager  
Human Resource Services Division

**DATE :** October 19, 2020

Please prepare transmittal letter to the Development Bank of the Philippines, Manila Branch the total amount of P1,711,039.79 representing Job Order Payroll for the period October 1-15, 2020.

JOSEFINA U. SORIANO

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MEMOS/transmittal letter

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for  
10/19

TIEZAWORKS



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**MEMO TO :** The Manager  
Accounting Division

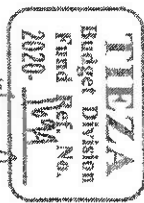
**FROM :** The Manager  
Administrative Services Department

**DATE :** October 27, 2020

Please prepare transmittal letter to the Development Bank of the Philippines, Manila Branch the total amount of P1,723,050.47 representing Job Order Payroll for the period October 16-31, 2020.

ROSARYNA M. OLGAO

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MEMOS/transmittal letter



10/28 /m

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**MEMO TO : The Manager**

Accounting Division

**FROM : The Manager**  
Administrative Services Department

**DATE : November 17, 2020**

Please prepare transmittal letter to the Development Bank of the Philippines, Manila Branch the total amount of **₱1,273,474.77** representing **Job Order Payroll** for the period **November 1-15, 2020.**

**ROSANNA M. OLGADO**

@Sirena/payroll.doc  
MEMOS/transmittalmem

**TIEZAWORKS**



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**MEMO TO : The Manager**

Accounting Division

**FROM : The Manager**  
Human Resource Services Division

**DATE : December 03, 2020**

Please prepare transmittal letter to the Development Bank of the Philippines, Manila Branch the total amount of **₱1,609,691.73** representing **Job Order Payroll** for the period **November 16-30, 2020.**

**JOSEFINA U. SORIANO**

Received by  
hds 12/3

@Sirena/payroll.doc  
MEMOS/transmittalmem

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**MEMO TO :** The Manager  
Accounting Division

**FROM :** The Manager  
Human Resource Services Division

**DATE :** December 17, 2020

Please prepare transmittal letter to the Development Bank of the Philippines, Manila Branch the total amount of **₱1,470,555.24** representing Job Order Payroll for the period December 1-15, 2020.

JOSEFINA <sup>MD</sup> SORIANO

Recd: *Hermin*

12/21/20

SchemaPayroll.doc  
MEMOS/Transmittal.htm

TIEZAWORKS



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**MEMO TO :** The Manager  
Accounting Division

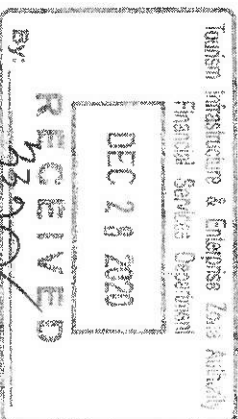
**FROM :** The Manager  
Human Resource Services Division

**DATE :** December 28, 2020

Please prepare transmittal letter to the Development Bank of the Philippines, Manila Branch the total amount of **₱1,423,372.34** representing Job Order Payroll for the period December 16-31, 2020.

JOSEFINA <sup>MD</sup> SORIANO

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TIEZAWORKS



# WORKFORCE PROFILE AS OF DECEMBER 31, 2020

## Plantilla Items

Plantilla Items	Number of Items
Filled Positions	450
Unfilled Positions	77
No. Of Existing Plantilla	527

Sex	Number of Employees
Male	491
Female	498
Total	989

## Overall Workforce

Status of Employment	Number of Employees	Sex	
		Male	Female
Permanent (Coterminous with the Official being Served, Coterminous with the Privatization of the Operating Entity, Temporary, Coterminous with the Incumbent)	498	198	300
Job Order	458	274	184
Consultant	2	1	1
Contract of Service	21	13	8
TIEZA Regulatory Office (Permanent)	10	5	5
Total	989	491	498

## Appointments Issued from October to December 2020

Name	Position	Office/Department
1. Canlas, John Dairen U.	Technical Assistant A	Office of the ACOO for AFS
2. Cruz, Bumbo S.	Division Manager A	Travel Tax Department
3. Dela Cruz, Alyssa Marie V.	Travel Tax Officer A	Travel Tax Department
4. Divina, Andrea Camille M.	Travel Tax Officer A	Travel Tax Department
5. Escudra, Ken Jeffe B.	Human Resource Management Officer I	Administrative Services Department
6. Hurna, Trina Lin B.	Sr. Corporate Accounts Analyst	TEZ Assistance and Monitoring Department
7. Mayores, Gilbert III V.	Travel Tax Officer A	Travel Tax Department
8. Pablico, Ivan Jasfer M.	Sr. Bookkeeper	TEZ Assistance and Monitoring Department
9. Panaligan, Romeo M.	Supervising Tax Specialist (Provincial)	Travel Tax Department
10. Pudan, Joverlee C.	Division Manager A	TEZ Assistance and Monitoring Department

Certified Correct:

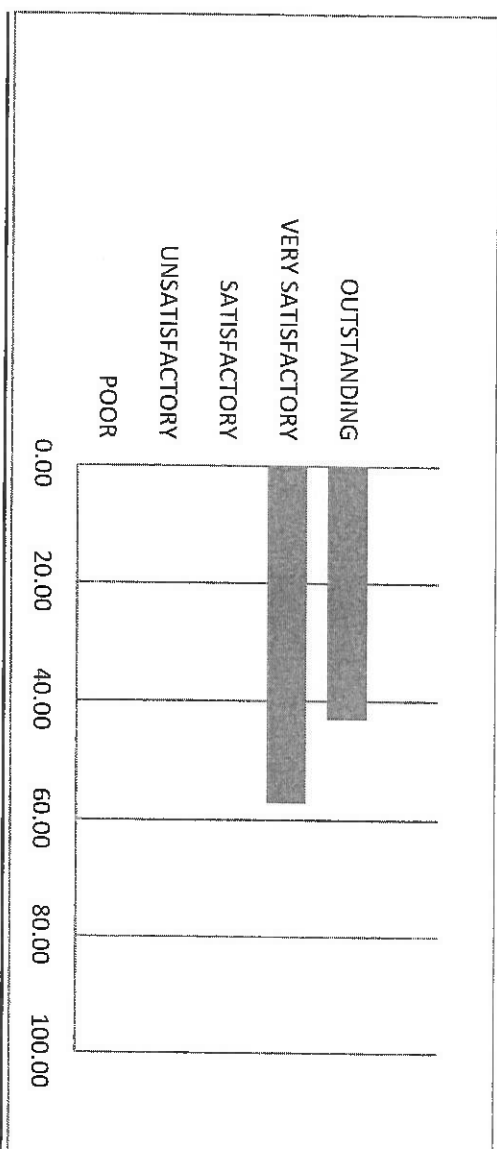


**JOSEFINA U. SORIANO**

Manager, Human Resource Services Division

## HRSD CUSTOMER SATISFACTION RATING FOR THE MONTH OF OCTOBER 2020

For October 2020, the Human Resource Services Division (HRSD) processed 31 documents requested by 30 TIEZA employees. Out of the 30 employees, 13 or 43% gave an outstanding rating and 17 or 57% gave a very satisfactory rating.



Prepared by:

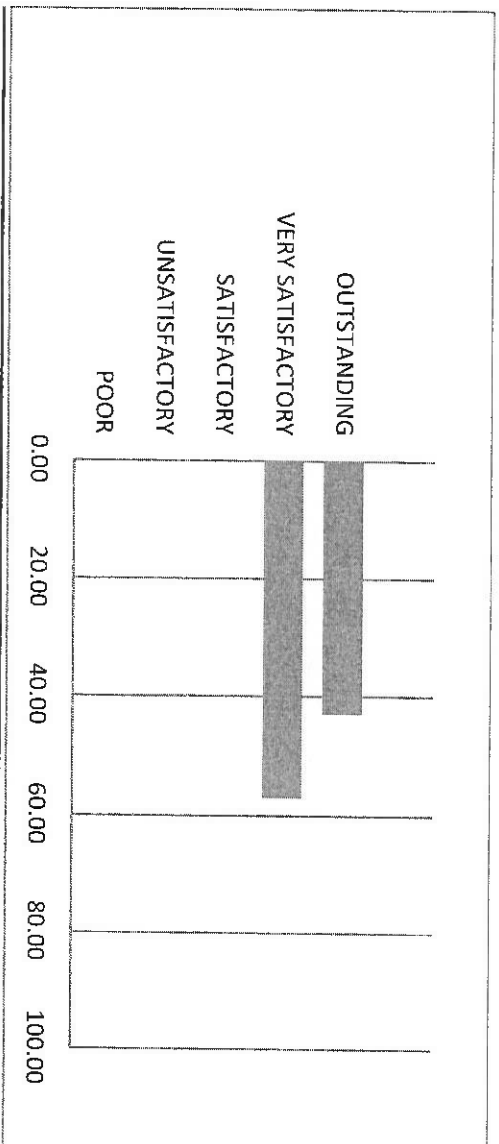
*Lory Mayes*  
**LORY MAYES, PAZ**  
Payroll Processor

Noted by:

*Rosanna M. Olgado*  
**ROSANNA M. OLGADO**  
Manager, Administrative Services Department

## HRSD CUSTOMER SATISFACTION RATING FOR THE MONTH OF OCTOBER 2020

For October 2020, the Human Resource Services Division (HRSD) processed 31 documents requested by 30 TIEZA employees. Out of the 30 employees, 13 or 43% gave an outstanding rating and 17 or 57% gave a very satisfactory rating.



Prepared by:

*LMP*  
**LORRY M. S. PAZ**  
Payroll Processor

Noted by:

*MR*  
**ROSANNA M. OLGADO**  
Manager, Administrative Services Department

**October 2020**

<b><u>PURPOSE</u></b>		<b><u>NO. OF REQUEST</u></b>	<b><u>STATUS OF PERSONNEL WHO REQUESTED THE DOCUMENTS AND NUMBER OF EMPLOYEES</u></b>	
No Purpose		2	Permanent	25
For Bonding		14	Job Order	4
For VISA Application/Travel		1	Resigned Contract of Service	0
For Personal Use		2	Resigned Permanent Employee	0
For Housing Loan		6	Resigned Job Order Hiree	0
For School Requirement		2	Contract of Service	1
For Attachment to Office Order		0		
For Certification of Remittance		0		
For GSIS		2		
For Claiming of Benefits		0		
For Employment		1		
<b>TOTAL 30</b>			<b>TOTAL 30</b>	
<b><u>DOCUMENT REQUESTED</u></b>		<b><u>FREQUENCY OF REQUEST</u></b>		
Certificate of Employment		5		
Certificate of Employment with Remuneration		7		
Service Record		3		
201 File (SALN/NBI Clearance/Medical Result)		13		
List of Trainings Attended		0		
Others		3		
<b>TOTAL 31</b>				

October 2020

**PURPOSE**

No Purpose  
For Bonding  
For VISA Application/Travel  
For Personal Use  
For Housing Loan  
For School Requirement  
For Attachment to Office Order  
For Certification of Remittance  
For GSIS  
For Claiming of Benefits  
For Employment

**TOTAL 30**

**NO. OF REQUEST**

2  
14  
1  
2  
6  
2  
0  
0  
2  
0  
1

**STATUS OF PERSONNEL WHO REQUESTED  
THE DOCUMENTS AND NUMBER OF EMPLOYEES**

Permanent  
Job Order  
Resigned Contract of Service  
Resigned Permanent Employee  
Resigned Job Order Hiree  
Contract of Service

**TOTAL 30**

**DOCUMENT REQUESTED**

Certificate of Employment  
Certificate of Employment with Remuneration  
Service Record  
201 File (SALN/NBI Clearance/Medical Result)  
List of Trainings Attended  
Others

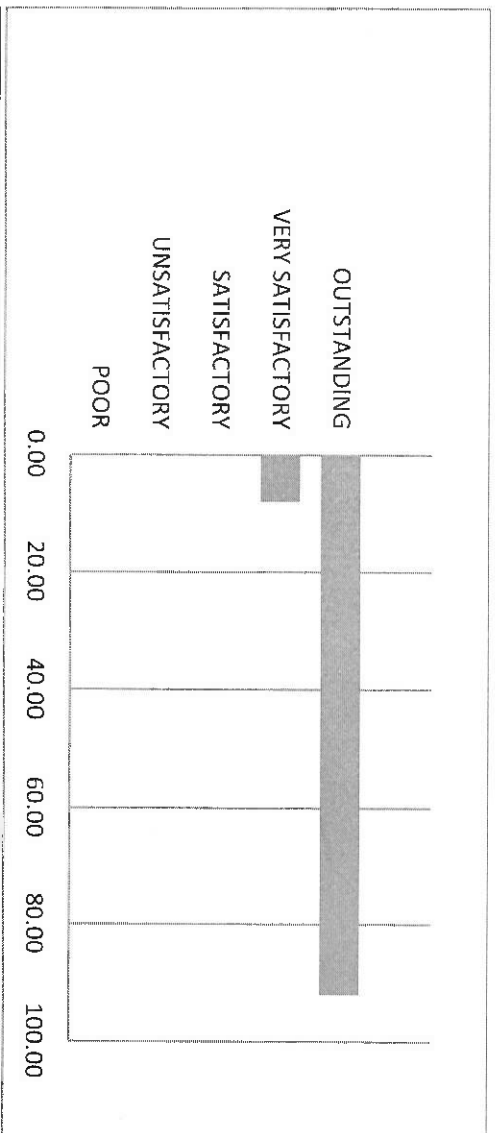
**TOTAL 31**

**FREQUENCY OF REQUEST**

5  
7  
3  
13  
0  
3

## HRSD CUSTOMER SATISFACTION RATING FOR THE MONTH OF NOVEMBER 2020

For November 2020, the Human Resource Services Division (HRSD) processed 33 documents requested by 24 TIEZA employees. Out of the 24 employees, 22 or 92% gave an outstanding rating and 2 or 8% gave a very satisfactory rating.



Prepared by:

*Lory Mays*  
**LORY MAY'S, PAZ**  
Payroll Processor

Noted by:

*Rosanna M. Olgado*  
**ROSANNA M. OLGADO**  
Manager, Administrative Services Department

**October 2020**

**PURPOSE**

No Purpose  
For Bonding  
For VISA Application/Travel  
For Personal Use  
For Housing Loan  
For School Requirement  
For Attachment to Office Order  
For Certification of Remittance  
For GSIS  
For Claiming of Benefits  
For Employment

**TOTAL 24**

**NO. OF REQUEST**

0  
2  
3  
7  
1  
0  
1  
0  
0  
0  
2  
8

**STATUS OF PERSONNEL WHO REQUESTED  
THE DOCUMENTS AND NUMBER OF EMPLOYEES**

Permanent 15  
Job Order 6  
Resigned Contract of Service 0  
Resigned Permanent Employee 2  
Resigned Job Order Hiree 1  
Contract of Service 0

**TOTAL 24**

**DOCUMENT REQUESTED**

Certificate of Employment  
Certificate of Employment with Remuneration  
Service Record  
201 File (SALN/NBI Clearance/Medical Result)  
List of Trainings Attended  
Others

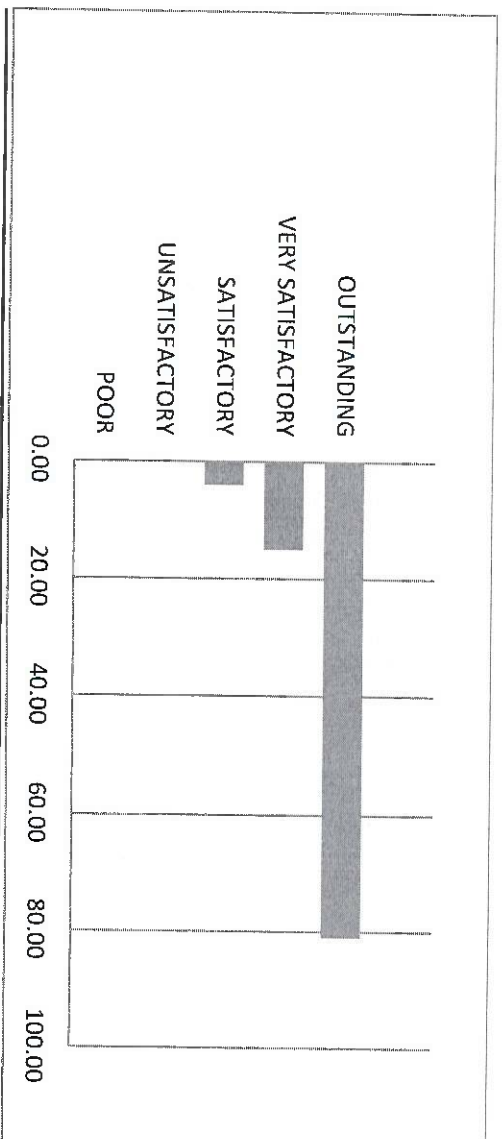
**TOTAL 33**

**FREQUENCY OF REQUEST**

9  
6  
4  
2  
2  
10

## HRSD CUSTOMER SATISFACTION RATING FOR THE MONTH OF DECEMBER 2020

For December 2020, the Human Resource Services Division (HRSD) processed 29 documents requested by 26 TIEZA employees. Out of the 26 employees, 21 or 81% gave an outstanding rating, 4 or 15% gave a very satisfactory rating and 1 or 4% gave a satisfactory rating.



For the period, the division received one (1) comment, to wit:  
1. "Keep it up, Keep improving"

Prepared by:

*Lory Mays*  
**LORY MAYS. PAZ**  
Payroll Processor

Noted by:

*Rosanna M. Olgado*  
**ROSANNA M. OLGADO**  
Manager, Administrative Services Department



December 2020

<u>PURPOSE</u>	<u>NO. OF REQUEST</u>	<u>STATUS OF PERSONNEL WHO REQUESTED THE DOCUMENTS AND NUMBER OF EMPLOYEES</u>
No Purpose	3	Permanent 16
For Bonding	2	Job Order 10
For VISA Application/Travel	5	Resigned Contract of Service 0
For Personal Use	9	Resigned Permanent Employee 0
For Housing Loan	6	Resigned Job Order Hiree 0
For School Requirement	0	Contract of Service 0
For Attachment to Office Order	0	
For Certification of Remittance	0	
For GSIS	0	
For Claiming of Benefits	0	
For Employment	1	
<b>TOTAL 26</b>		<b>TOTAL 26</b>
<u>DOCUMENT REQUESTED</u>	<u>FREQUENCY OF REQUEST</u>	
Certificate of Employment	8	
Certificate of Employment with Remuneration	11	
Service Record	1	
201 File (SALN/NBI Clearance/Medical Result)	2	
List of Trainings Attended	0	
Others	7	
<b>TOTAL 29</b>		



# ACCOMPLISHMENT REPORT

Administrative Services Department - General Services Division  
for the 4th Quarter of 2020

SN	PROGRAM/ACTIVITY/PROJECT	OBJECTIVES	OCTOBER	NOVEMBER	DECEMBER	TOTAL
1	Office/Maintenance/Soap/Supplies Withdrawal Slips (WS) attended/served	<b>Property and Supply Management Section: To administer properties such as supplies, materials &amp; equipment from its acquisition to disposition.</b>	62	42	49	153 Withdrawal Slips
2	Inspection & Acceptance Reports (IAR) prepared		23	40	30	93 Inspection & Acceptance
3	Memorandum Receipts (MR) issued/prepared		32	65	75	172 Memorandum Receipt
4	Inventory Tags & Property Identification Stickers placed on a newly-acquired properties		57	115	215	387 Stickers
5	Clearances of Officials/Employees processed and acted upon		2	7	4	13 Clearances
6	Cancellation Reports made/filed		32	33	30	95 Reports
7	Waste Material Reports (WMR) made/filed		2	2	6	10 Reports
8	Registration & Insurance of Vehicles/Properties filed/claimed.		2	9	5	16 Vehicles
9	Monitored/Supervised Contractual Ancillary Services					
	a. Security Services		2	2	2	6 monitored/ memos
	b. Janitorial Services		2	2	2	6 monitored/ memos
10	Number of Carpentry Works done	<b>Ancillary &amp; Maintenance Section: To ensure efficient &amp; effective</b>	0	0	0	0
11	Number of Electrical/ Communication & Audio serviced		2	7	9	18



# ACCOMPLISHMENT REPORT

## Administrative Services Department - General Services Division for the 4th Quarter of 2020

SN	PROGRAM/ACTIVITY/PROJECT	OBJECTIVES	OCTOBER	NOVEMBER	DECEMBER	TOTAL
12	Number of complaints received and acted upon	service of the Ancillary services.	0	0	0	0
13	Gas Slip requested/approved/issued	Carpool Section: To render transportation services.	0	0	0	0 Gas slips
14	Trip Ticket issued		0	0	0	0 Trip tickets
15	Number of Purchase Request received and processed		38	46	62	146 Purchase Request
16	Number of Purchase Request processed and purchased	Procurement Section: To obtain resources such as supplies, materials, equipment & services required by the department/sections of the agency.	30	35	50	--
	a. Purchase Order		Php 13,900.00	Php 549,027.90	Php 185,800.00	Php 748,727.90
	b. Job Order		Php 482,079.56	Php 690,998.31	Php 32,298.00	Php 1,205,375.87
	c. Petty Cash Voucher		Php 85,235.40	Php 119,918.16	Php 80,703.71	Petty Cash 285,857.27 Vouchers
17	Number of Plane Ticket purchased (Domestic)		5	3	6	--



## ACCOMPLISHMENT REPORT

### Administrative Services Department - General Services Division for the 4th Quarter of 2020

SN	PROGRAM / ACTIVITY / PROJECT	OBJECTIVES	OCTOBER	NOVEMBER	DECEMBER	TOTAL
18	Number of Plane Ticket purchased (International)		0	0	0	--
19	Number of documents received from other Agencies		158	120	153	431 documents
20	Office Orders Numbered/Reproduced/Authenticated/Disseminated.		3	8	9	20 documents
21	Travel Orders Numbered/Reproduced/Authenticated/Disseminated.	<i>Records Section: To establish and implement a records system for efficiency, effectiveness and economy.</i>	30	26	25	81 documents
22	Office Letters Mailed thru Makati Post Office		18	2	4	24 mails
23	Official Letters Mailed thru PL/2GO (Domestic and International)		0	7	0	--
24	Official Letters Mailed thru LBC		120	71	88	279 letters
25	Picked Up Mails from Makati Post Office		7	0	0	7 mails
26	Sorted/Distributed Newspaper		0	0	0	0 newspaper

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Noted By:

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Manager, Administrative Services Department