

Operations and Administrative Support Services

External Services

I. Human Resource-related Services

1. Employment Verification and Other Queries

Issuance of employment verification and other queries.

Office or Division:	Separation and Records Division (SRD) - Personnel Administration Department (PAD)			
Classification:	Simple; Complex			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Various offices/companies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter request for employment verification through email (1 original copy)		Various offices/companies; Employee Concerned		
Authorization letter to conduct employment verification (1 original copy)		Employee Concerned		
Valid ID (1 photocopy)		Employee Concerned		
Specimen Signature (1 original copy)		Verifier from various offices/companies		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for employment verification thru email, parcel/courier or personal appearance	1.1 Receive request for employment verification	None	10 Minutes	<i>Human Resource Management Assistant (HRMA), RMT HRISAU-PAD</i>
None	1.2 Evaluate request whether requested record is onsite or at warehouse	None	10 Minutes	<i>HRM Assistant RMT HRISAU-PAD</i>
None	1.3 If record is onsite: a. Prepare request b. Proceed to Step 1.6	None	20 Minutes	<i>HRM Assistant RMT HRISAU-PAD</i>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	1.4 If record is at Antipolo Warehouse: a. Prepare the Retrieval Request Form (RRF) in four (4) copies	None	2 Hours	<i>HRM Assistant</i> RMT HRISAU-PAD
None	b. Forward RRF for review and affix signature/ e-signature	None	6 Hours	<i>HRM Assistant, Assistant Division Chief (ADC), RMT HRISAU, ADM-HRISAU, VP-PAD</i>
None	c. Forward the signed/ e-signed RRF to Facilities Mngt. Dept. (FMD) through email or hard copy for processing of the request	None	20 Minutes	<i>HRM Assistant</i> RMT HRISAU-PAD
None	1.5 Retrieve files/ documents in the warehouse and forward to PAD	None	3 Banking Days	FMD
None	1.6 Validate data through SAP-HRIS	None	1 Banking Day	<i>HRM Assistant</i> RMT HRISAU-PAD

CLIENT STEPS	AGENCY ACTIONS	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	1.7 Review and affix initial	None	1 Banking Day	<i>Asst. Division Chief, RMT, HRISAU, ADM, HRIS AU-PAD</i>
None	1.8 Send reply through e-mail	None	20 Minutes	<i>HRM Assistant RMT HRISAU-PAD</i>
	TOTAL	None	3 Banking Days (if record is onsite) 7 Banking days (if record is in warehouse)	

2. Pre-employment Assessment and Selection (Rank and File)

Administration of the Bank’s pre-employment examination to applicants who meet minimum qualifications and referral of applicants to various vacancies of the Bank upon qualifying in the exam.

Office or Division:	PAD HR Planning and Staffing Unit	
Classification:	Highly Technical	
Type of Transaction:	G2C – Government to Citizen	
Who may avail:	Job Applicants	
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	
Pre-Exam Requirements: <ul style="list-style-type: none"> • Application for Employment Form • Transcript of Records (Original and Photocopy) • Proof of Civil Service Professional or Equivalent Eligibility • One 1x1 Recent ID picture Pre-employment requirements (1 original copy each) <ul style="list-style-type: none"> • Authenticated Copy of Eligibility • Medical Test Results (original) • Civil Service Commission (CSC) Form 211 (must be original) • Copy of Persons with Disabilities (PWD) ID Card (if applicable) • National Bureau of Investigation (NBI) Clearance (must be original) • Regional/Municipal Trial Court (RTC and MTC) (must be original) • Police Clearance (must be original) • Certificate of Employment • Philippine Statistics Authority (PSA) Birth Certificate (must be original) • Copy of Certificate of Attendance to Trainings/Seminars • Affidavit of No Delinquent Financial Obligation (must be original) • Consent for Credit Information (CI) Report 	Applicant	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of complete requirements	1.1 Receive the complete requirements and evaluation of submitted pre-exam requirements	None	1 Banking Day	<i>Human Resource Management (HRM) Assistant, HRM Analyst, HRM Specialist I / II, Division Chief, Recruitment Division (RD)</i> <i>Assistant Department Manager (ADM), Department Head (DH), PAD</i>
	1.2 Scheduling of pre-employment examination			
	2.3 Conduct of the pre-employment examination		1 Banking Day	
	2.4 Evaluation of exam result versus the Bank's exam parameters and encoding of exam result on test register		3 Banking Days	
	1.5 Release of examination results to applicants via email and endorsing units via memo		1 Banking Day	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.6 Conduct of Competency-Based Behavioral Interview and Preparation of Candidate Matrix	None	3 Banking Days	<i>HRM Assistant, HRM Analyst, HRM Specialist I / II, Division Chief, RD</i> <i>ADM, DH, PAD</i>
	1.7 Preparation and forwarding of Memo Endorsement with attachments to various units of the Bank		1 Banking Day	
2. Hiring Unit to submit Proposal for Hiring to PAD	2.1 Validate proposal based on Hiring Unit's (HU's) plantilla	None	2 Banking Days	<i>HRM Assistant, HRM Analyst, HRM Specialist I / II, Division Chief, ADM, DH, Headcount Management and Manpower Planning Division (HMMPD), PAD</i>
	2.2 Forward validated proposal to SPD		1 Banking Day	
	2.3 Liaise submission of Pre-Employment Requirements with Applicants /1	None	1 Banking Day	<i>HRM Assistant, HRM Analyst, HRM Specialist I / II, Division Chief, ADM, DH, Selection and Promotion Division (SPD), PAD</i>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Qualified applicants to submit complete pre-employment requirements to PAD	3.1 PAD to submit request/s for the following: <ul style="list-style-type: none"> • Conduct of Background Investigation (BI) from Security Department (SD) or the Third Party Service Provider (TPSP) • Medical Evaluation and Clearance from Employee Relations Department (ERD) • Credit Information Report (CIR) of the qualified applicant/s from Property Valuation Services Department (PVSD) 	None	3 Banking Days	<i>HRM Assistant, HRM Analyst, HRM Specialist I / II, Division Chief, ADM, DH, Selection and Promotion Division (SPD), PAD</i>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<ul style="list-style-type: none"> <li data-bbox="591 287 813 720">• Audit Clearance from the Internal Audit Group (IAG) if qualified applicant is an existing OSS (Office Support Staff) deployed in the bank 			
TOTAL:		None	17 Banking Days	

/1 – Dependent to the applicant's compliance and submission of requirements

/2 - Excludes TAT of a.) ERD for medical clearances and additional medical examinations that may be required from candidate for hiring; b.) SD/TPSP for the conduct of BI; c.) IAG for audit clearance, if existing OSS; d.) PVSD for the CI Report

3. Request for Service Record and Other Document/Record of Separated Employees (with Records On-Site and Archived at Antipolo Warehouse)

Request for Service Record (SR) being issued to LANDBANK employees who separated from the Bank and other document/record which are now stored at the LANDBANK Antipolo Warehouse which are also requested by former employees of LANDBANK to facilitate and cater their personal transactions with other agencies.

Office or Division:	Personnel Administration Department (PAD) - Separation and Records Division (SRD)			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen; G2G – Government to Government			
Who may avail:	LANDBANK Separated/Inactive Employees LANDBANK Units Other government agencies such as GSIS, Ombudsman, PAG-IBIG, etc.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter-request for various documents indicating the purpose of the request (1 original copy/scanned/email)		201 File Personal Data Card (PD Card) IDRARS Separation Folders Files archived at Antipolo Warehouse		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request for various documents through email, parcel/courier or personal appearance	1.1 Receive request letter from inactive employee/Units concerned/agencies	None	1 Minute	<i>Human Resource Management (HRM) Assistant, RMT-HRISAU, PAD</i>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	1.2 Evaluate/locate the requested document/s from 201 File, PD Card separation folders, IDRARS, etc.; determine whether records are onsite or at warehouse	None	1 Hour	<i>HRM Assistant</i> RMT-HRISAU, PAD
None	1.3 If record is onsite: a. Retrieve PD Card and other source record b. Prepare request, encode and print SR from SAP-HRIS c. Proceed to Step 1.6	None	59 Minutes	<i>HRM Assistant</i> RMT-HRISAU, PAD
None	1.4 If record is at Antipolo Warehouse: a. prepare the Retrieval Request Form (RRF) in four (4) copies	None	3 Hours	<i>HRM Assistant</i> RMT-HRISAU, PAD

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	b. Forward RRF for review and affix signature/ e-signature	None	3 Hours	<i>HRM Assistant, Assistant Division Chief (ADC) RMT, ADM- HRISAU, VP-PAD</i>
None	c. Forward the signed/ e-signed RRF to Facilities Mngt. Dept. (FMD) through email or hard copy for processing of the request	None	1 Hour	<i>HRM Assistant RMT-HRISAU, PAD</i>
None	1.5 Retrieve files/documents in the warehouse and forward to PAD	None	13 Banking Days	FMD
None	1.6 Prepare request of separated employee a. Encode and print SR from SAP-HRIS b. If documents are found, photocopy the same	None	3 Banking Days	<i>HRM Assistant RMT-HRISAU, PAD</i>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	1.7 Forward the document/s to the DC/ADC for review, to be certified, affix signature/e-signature	None	1 Banking Day	<i>ADC-SRD RMT / ADM, HRISAU, PAD</i>
None	1.8 Prepare the Property Transmittal Slip in four (4) copies to return the box to FMD	None	1 Hour	<i>HRM Assistant RMT-HRISAU, PAD</i>
None	1.9 Scan the document/s prior to release	None	2 Hours	<i>HRM Assistant RMT-HRISAU, PAD</i>
2. If for pick-up, proceed to PAD for the release of requested document; or receive certified or scanned copy/ies of requested document	2.1 Route/send/ release the document/s to the requesting party or email scanned copy	None	4 Hours	<i>HRM Assistant RMT-HRISAU, PAD</i>
	2.2 Log the document released and/or update SR's monitoring file	None		
	TOTAL	None	7 Banking Days <i>(record is onsite)</i> 20 Banking Days <i>(record is at warehouse)</i>	

3 Request for Replacement of Lost, Old/Outdated or Damaged Alumni IDs

For proper identification and security purposes, Separation and Records Division of Personnel Administration Department issues replacement of lost, old or damaged alumni IDs.

Office or Division:	Personnel Administration Department (PAD) - Separation and Records Division (SRD)			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government			
Who may avail:	LANDBANK Alumni			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> ➤ Alumni Personal Data Sheet (1 original copy) ➤ For lost Alumni ID – Notarized Affidavit of Loss (1 original copy) ➤ For Old/outdated or Damaged Alumni ID – surrendered ID card (original copy) ➤ 1X1 picture (1 original copy/digital copy) 		LANDBANK Alumni		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished Alumni Personal Data Sheet together with other requirements through email, parcel/courier, personal appearance	1.1 Receive request for the issuance or replacement of lost and damaged Alumni ID cards	None	1 Banking Day	<i>Human Resource Management Assistant (HRMA), SRD, PAD</i>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	1.2 Validate submitted Personal Data Sheet against HR records	None	3 Banking Days	<i>Human Resource Management Assistant (HRMA), SRD, PAD</i>
None	1.3 Scan signature and picture from the Data Sheet			
None	1.4 Input details of Alumni in the ID template and attach scanned copy of picture and signature			
None	1.5 Print Alumni ID card			
None	1.6 Review and affix initial/e-initial on memo request prior to release of printed Alumni ID	None	2 Banking Days	<i>Division Chief (DC), SRD-PAD</i>
2. Proceed to PAD for the release of Alumni ID	2.1 Release printed Alumni ID 2.2 Log the ID release in receiving logbook and/or the monitoring database	None	1 Banking Day	<i>HRMA SRD, PAD</i>
	TOTAL	None	7 Banking Days	

4 Sourcing/Talent Acquisition

Accommodation and receipt of job applications from various sourcing channels (i.e Walk -in, Next-of-kin, LANDBANK Website, Employee/Unit/Department Referral, Academe/University Partnerships and Online Recruitment portals)

Office or Division:		Recruitment Division		
Classification:		Complex		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		Job Applicants		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Updated Resume/Personal Data Sheet (1 original copy)		Applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of Resume/Personal Data Sheet	1.1 Post job ad and/or source applicants through various recruitment platform 1.2 Receive the Resume/ Personal Data Sheet	None	6 Banking Days	<i>HRM Assistant, HRM Analyst, HRM Specialist I / II, Division Chief, Recruitment Division (RD)</i>
None	1.3 Conduct preliminary Screening (minimum qualification)	None	1 Banking Day	
	1.4 Request applicant to submit/prepare pre-examination requirements			
TOTAL:		None	7 Banking Days	

II. Handling of Whistleblowing Reports (WBR) / Referral

This service covers the handling of whistleblowing reports against the LANDBANK Board of Directors and employees, whether permanent, temporary, co-terminus or directly hired contractual.

Office or Division:	Office of the General Counsel (OGC) Human Resource Management Group (HRMG) Employee Relations Department (ERD)	
Classification:	Highly Technical	
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business Entity G2G – Government to Government	
Who may avail:	All stakeholders: The general public, other government agencies	
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	
Written Complaint and/or complaint submitted through other reporting channels ((whistleblowing web portal, face-to-face, e-mail, telephone, fax) (1 original copy or 1 soft copy)	<p>For written, face-to-face, e-mail, telephone and fax: Created by the Complainant/Whistleblower/Government Agency</p> <p>For whistleblowing web portal: Created by the Complainant/Whistleblower/Government Agency in https://whistleblowing.gcg.gov.ph/, with an online link through the LANDBANK official website, www.landbank.com</p>	
Supporting documents to the complaint / report as may be deemed necessary by the complainant (1 photocopy or 1 soft copy)	Complainant	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Submit the complaint (WBR) from the complainant or referral from other government agencies to LANDBANK via:</p> <p>a. Written Letter</p> <p>b. ERD's Email lbp-erd@mail.landbank.com</p> <p>c. Telephone:</p> <ul style="list-style-type: none"> • Ethics Hotline - (02) 405-7660 or local 7660 through trunkline numbers (02) 405-7000 • Legal Services Group (LSG) - (02) 450-7001 • HRMG – (02) 405-7391 • ERD – (02) 405-7225 <p>d. Fax number: (02) 528-8416</p> <p>e. Whistleblowing Portal: www.whistleblowing.gcg.gov.ph, which has an online link through the LANDBANK's official website, www.landbank.com</p>	<p>Via Written Letter, E-mail, Telephone, Fax</p> <p>1.1 Issue official acknowledgment letter/memo</p> <hr/> <p>Via Whistleblowing Portal</p> <p>1.1 Issue official acknowledgment letter/memo to GCG</p>	None	20 Minutes	<i>Information Staff, LANDBANK Reception Desk</i>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
f. Face-to-Face - Approach the Information Staff at the LANDBANK Reception Desk	<i>Via Face-to-Face</i> 1.1 Log the complainant's information			
	1.2 Endorse the WBR to the Executive Assistant of ERD	None	1 Hour, 30 Minutes	<i>Information Staff, LANDBANK Reception Desk</i>
	1.3 Endorse the WBR to the Head of ERD	None	20 Minutes	<i>Executive Assistant, ERD</i>
	1.4 Skim & route the WBR to the Head of Management & Employee Relations Unit (MERU)	None	20 Minutes	<i>Head, ERD</i>
	1.5 Skim & route the WBR to the Head of Industrial Relations Division (IRD)	None	20 Minutes	<i>Asst. Department Manager, MERU</i>
	1.6 Evaluate and assess the WBR as to sufficiency and adequacy <u>If with basis:</u> a. Draft a Reply Letter to the complainant	None	2 Banking Days	<i>HR Management Specialist I, IRD</i>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>b. Require the evaluation of the WBR by the Administrative Legal Department (ALD) or other duly designated Department/ Unit or officer as to whether or not it qualifies as a protected disclosure</p> <p><i>Note: Proceed to succeeding actions but simultaneously, perform Agency Actions 1.13 and onwards.</i></p> <p><u>If found without merit:</u> Draft a reply to the complainant stating inadequacy and/or request for supporting documents</p> <p><i>Note: Proceed to succeeding actions until 1.12 only.</i></p>			

CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.7 Review the letter/s and send it to the Head of MERU for review	None	1 Banking Day	<i>Division Chief, IRD</i>
	1.8 Review the letter/s and route to the Head of ERD for approval and signature	None	1 Banking Day	<i>Asst. Department Manager, MERU</i>
	1.9 Review and sign the letter/s	None	1 Banking Day, 35 Minutes	<i>Head, ERD</i>
	1.10 Route the signed letter/s to the Head of IRD for sending out	None	30 Minutes	<i>Executive Assistant, ERD</i>
	1.11 Submit the signed letter/s and receiving copies to the Facilities Management Department (FMD) and log the same for transmittal	None	30 Minutes	<i>HR Management Specialist I, IRD</i>
	1.12 Deliver the letter/s to the concerned recipient	None	1 Banking Day	<i>Messenger, FMD</i>

CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
If found meritorious, follow Agency Actions below from Agency Action 1.6:				
	1.13 Prepare the memo and send it to the Head of MERU for review	None	1 Banking Day	<i>Division Chief, IRD</i>
	1.14 Review the memo and route to the Head of ERD for approval and signature	None	1 Banking Day	<i>Asst. Department Manager, MERU</i>
	1.15 Review and sign the memo	None	1 Banking Day & 35 Minutes	<i>Head, ERD</i>
	1.16 Route the signed memo to the Head of IRD for sending out	None	30 minutes	<i>Executive Assistant, ERD</i>
	1.17 Submit the signed memo and receiving copies to the ALD	None	30 Minutes	<i>HR Management Specialist I, IRD</i>
	1.18 Evaluate the WBR and provide recommendations	None	30 Banking Days	<i>Vice President, ALD</i>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.19 Submit the evaluation report and recommendation to the Bank's Corporate Governance Committee (CGCom) or OGC	None	2 Hours	<i>Executive Assistant, ALD</i>
	1.20 Evaluate and approve the report	None	5 Banking Days	<i>Handling Lawyer, OGC</i>
	TOTAL	None	<u>If found without merit:</u> 6 Banking Days, 4 Hours, 25 Minutes <u>If found meritorious:</u> 45 Banking Days*	

**Note: The matter may be further referred to the Internal Audit Group (IAG) and/or ALD for further evaluation in case of need or be referred to the LSG for prosecution.*