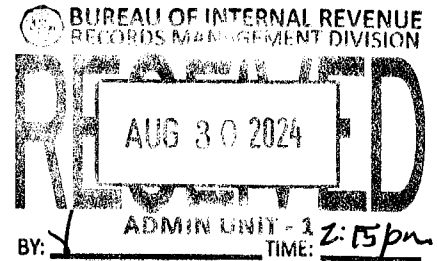


Bringing in Revenues  
for Nation-building

REPUBLIC OF THE PHILIPPINES  
DEPARTMENT OF FINANCE  
**BUREAU OF INTERNAL REVENUE**  
*Quezon City*



August 8, 2024

**REVENUE MEMORANDUM ORDER NO. 034-2024**

**SUBJECT : Policies and Guidelines in the Manual and Electronic Request for Service Record (SR), Certificate of Employment (COE), Certificate of Actual Services Rendered (CASR), Assignment Record (AR) and Other Employee Documents (OED) Under the Custody of the Information Records Section (IRS) of the Personnel Division (PD)**

**TO : All Internal Revenue Officials and Employees Concerned**

**I. OBJECTIVES**

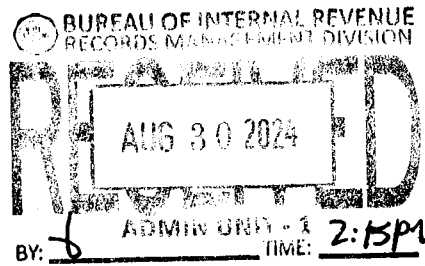
This Order is issued to:

1. Prescribe the policies and guidelines in requesting both manually and electronically Service Record (SR), Certificate of Employment (COE), Certificate of Actual Services Rendered (CASR), Assignment Record (AR) and Other Employee Documents.
2. Delineate the responsibilities of offices in processing requests for employee records and documents.

**II. DEFINITION OF TERMS**

For purposes of this RMO, the succeeding terms shall have the following meanings:

1. Service Record (SR) – is a document containing the records of services rendered by an employee, annual salary and place of assignment from date of entry up to the time of separation from the government service (ANNEX A).
2. Certificate of Employment (COE) – is a certification of the status of an employee whether active or separated, which includes the position held, salary, date of entry and date of separation, if applicable (ANNEX B).
3. Certificate of Actual Services Rendered (CASR) – is a certification required for the grant of Career Service Eligibility – Preference Rating which indicates the period of government employment as job order, contract of service, casual, contractual, coterminous, permanent covering the concerned aggregate period (ANNEX C).
4. Other Employee Documents (OED) – is a comprehensive compilation of documents of the employee's historical data from date hired to separation, otherwise known as the 201 File, ex. Appointment, Assumption to Duty, etc. (ANNEX D).
5. Assignment Record (AR) – is a document containing the chronological position, designation, place of assignment, transfer order and report for duty of an employee in the bureau (ANNEX E).



### III. POLICIES AND GUIDELINES

#### A. Manual Request

1. Request for COE, CASR and SR with complete attachments through manual or online application will be processed by the Information and Records Section-Personnel Division (IRS-PD) for National Office employees and Human Resource Management Section-Administrative Human Resource Management Division (HRMS-AHRMD) for Regional Office employees using the appropriate ANNEX A to C.

Attachments: 1) photocopy of latest payslip  
2) photocopy of BIR ARTA ID of requesting employee  
3) photocopy of BIR ARTA ID of representative/  
authorized to pick-up document  
4) authorization letter

2. Request for OED and AR shall be done through accomplishing ANNEX D or E of the concerned employee citing the justifiable reasons/purpose with complete attachments as mentioned above.

#### B. Electronic Request

1. For online application, the appropriate request form and the abovementioned attachments shall be scanned and emailed at [personnel@bir.gov.ph](mailto:personnel@bir.gov.ph) or they may use the QR Code as provided in RMC No. 90-2024 dated July 30, 2024 (ANNEX F). For Regional Offices employees, they may coordinate with HRMS-AHRMD.
2. Signed SR, COE, CASR and AR shall be sent electronically to the email provided by the requesting employee.

#### C. General Policies and Guidelines

1. The requested COE, SR, CASR, OED and AR shall be issued by PD for National Office employees and AHRMD for Regional Office Employees within three (3) working days from the date of receipt subject for verification.
2. The following mandatory SR shall be released only to the concerned Section of the Personnel Division:

For separated employees- National & Regional employees	Compensation and Benefits Section
For Loyalty Cash Award/Step Increment Due to Length of Service-National Office employees	Performance Evaluation and Management Section

3. PD and AHRMD shall not be allowed to disseminate/distribute copies of COE, SR, CASR, OED and AR to a representative without proper request, authorization and required attachments.
4. Data Privacy Act of 2012 (RA 10173) and Section 270 of the National Internal Revenue Code (NIRC) will be strictly followed in handling/processing of the submitted BIR data and information. No information/data/document will be released without the proper requests, required attachments and authorization from the employee concerned.

5. All processed and signed COE, SR, CASR and AR shall be retained in the Personnel Division for the National Office and AHRMD for the Regional Offices within two (2) months from the date of request after which it shall be disposed of.

#### IV. EFFECTIVITY

This Order shall take effect immediately.

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ROMEO D. LUMAGUI, JR.  
Commissioner of Internal Revenue

