



MUNICIPALITY OF TUBIGON

CITIZEN'S CHARTER





HUMAN RESOURCE & MANAGEMENT OFFICE

ADMINISTRATIVE SERVICES





1. ISSUANCE OF CERTIFIED COPIES OF SERVICE RECORDS

- 1. Any requesting party as it pertains to his/her personal records;
- 2. The Head of the Agency, the Municipal Administrator, the Head of the Internal Audit Service, the Human Resource Management Officer or the Administrative Officer of the Agency to which the employee concerned belongs;
- 3. Courts and administrative bodies exercising quasi-judicial and/or investigative functions by means of the compulsory process of *subpoena duces tecum*, in aid of investigation and/or determination or resolution of pending cases; and Such other officials or entities duly authorized by competent authorities.
- 4. Such other officials or entities duly authorized by competent authorities.

Office or Division:	HRMO			
Classification:	SIMPLE			
Type of Transaction:	G2G – G2C			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished Personnel Records Request Form (PRRF) 2. One (1) valid identification (ID) card; and 3. If the request is filed through a representative, an Authorization Letter and/or Special Power of Attorney (SPA) and one (1) valid ID of the representative. 4. Service records from previous employment, if there is any;		HRMO OFFICE; CLIENT		
CLIENTS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Accomplish Personnel Request Form (PRRF)	Receive/review the accomplished form		5 minutes	Rogelio Rosco; Laurice Pama
Wait while the requested documents are being retrieved.	Retrieved the requested records, issue order of payment and advise client to pay corresponding fee if records are available. If records are not available, inform the client that the requested documents/ records are not available.		20 minutes	Rogelio Rosco; Laurice Pama
Receive the documents requested.	Release requested documents/ records to client		5 minutes	Rogelio Rosco; Laurice Pama
TOTAL:		None	30 minutes	

