



Pasig Doctors Medical Center

Memorandum No.: HR-222

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📍 254 A. Rodriguez Avenue
Manggahan, Pasig, City

☎ 02.8878.7300 / 02.8878.7362 loc. 809

Date : April 30, 2025

To : All Employees

From : Human Resource Department

Subject : Process Time of Employee Documents Request

Effective immediately, below are the processing time and requirements of Employee Documents Request for various personal and official purposes.

To ensure accuracy and compliance, please be guided by the following procedure:

1. Submission of Request:

Submit a formal request to HR through email at pdmc.leanne@gmail.com or paper form clearly stating the purpose of the requisition of document. If you need a specific format kindly attached a template or specify the details you need (e.g., date of hire, employment status, salary, job title, others)

2. Processing Time:

Document	Processing Time:
Certificate of Employment for Benefit claim (sickness etc.)	1-2 days
Certificate of Employment with Compensation for Benefit claim (sickness etc.)	1-2 days
Other Document Request for Benefit claim (sickness etc.)	1-2 days
Certificate of Employment for travel, loan, etc.	7 Days
Certificate of Employment with Compensation for travel, loan, etc.	7 Days
Request of ITR/Payslip for travel/loan, etc	7 Days
Other Document Request for Loan/ Travel, etc	7 Days
Customized Certificate for travel/ loan, employment is subject for review and approval	14 Days

* Note: Any document request in support of travel or employment abroad should have a written letter addressed to supervisor/manager which includes the tentative date of travel/employment before granting your request. HR will also schedule an interview with you if necessary for further clarification.

* Processing Time will start upon the acknowledgement of HR to process your request.

3. Release of Certificate:

You will be notified once your requested document/s is ready for release. Certificates can be collected in person or sent via email, depending on your preference.

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4. **Urgent Requests:**

Please be advised that **urgent or rush requests cannot be accommodated**. We will evaluate the urgency of the request if it is emergency and will reply 1-2 *business days*.

5. *Please note that while Certificates of Employment will be issued as required by labor regulations, the company **does not support their use for overseas or local employment purposes unless the employee has completed formal clearance and separation**. A disclaimer will be included, stating that the certificate is issued upon request and is not an endorsement for any job application.*

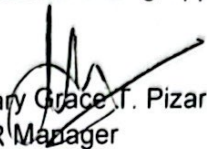
We appreciate your understanding and cooperation. Due to the influx of request, we need to implement processing time to ensure proper validation of employment record and coordination with concerned department, if necessary.

For further inquiries or clarification, please contact the HR Department.


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