



## ISSUANCE OF SERVICE RECORD (SR) TO SEPARATE OFFICIALS AND EMPLOYEES

#### I. OFFICE OR DIVISION

HRMDD - PERSONNEL ADMINISTRATION SECTION

#### II. SCHEDULE OF AVAILABILITY OF SERVICE

MONDAY- FRIDAY (8:00 AM-5:00 PM)

#### III. WHO MAY AVAIL OF THE SERVICE

SEPARATED FIELD OFFICE (FO) OFFICIALS AND EMPLOYEES

WHAT ARE THE REQUIREMENTS?	WHERE TO SECURE			
INFORMATION AND COMMUNICATIONS TECHNOLOGY (ICT) SUPPORT SERVICES				
1. HRMDD-PAS Request form or formal letter or email request	PAS Receiving Area Client			
2. FO Clearance Certificate	Client or if none, FILE 201 / PER 16			
3. Authorization Letter (If authorized representative)	Client			

#### IV. HOW TO AVAIL OF THE SERVICE

CLIENT STEPS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send mail/e-mail or for walk-in without any written request, accomplish the HRMDD-PAS Request Form (write contact details as well if preferred mode of receipt is via courier purposes, as needed) and submit to PAS together with complete supporting	None	10 Minutes	Jason H. Gonzales Administrative assistant I  Norfili Nazareno Administrative Assistant II  Rosedith Torres Administrative Officer IV  Ma. Gretel Catorce Administrative Officer II
documents.  2. Wait for advice of the assigned PAS Focal Person	None	2 Day/s, 6 Hour/s  (depending on the period of retrieving the files and availability of signatories)	Ma. Gretel Catorce Administrative Officer II  Ana Maria R. Sacil Administrative Assistant II  Flordeliza S. Lumalis PAS- Section Head  OIC/Chief of HRMDD Jerloyd R. Suello















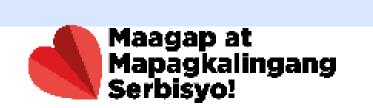


CLIENT STEPS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Inform PAS on method of receiving the duly-signed SR.	None	10 Minutes	Ma. Gretel Catorce  Administrative Officer II
			Ana Maria R. Sacil  Administrative Assistant II
4. If the SR is to be sent via courier service, wait until the parcel is sent to given address	None	20 Minute/s	Ma. Gretel Catorce Administrative Officer II
address			Ana Maria R. Sacil  Administrative Assistant II
			Flordeliza S. Lumalis  PAS- Section Head
			OIC/Chief of HRMDD  Jerloyd R. Suello
			Jason H. Gonzales  Administrative assistant I
			Norfili Nazareno Administrative Assistant II
			Rosedith Torres  Administrative Officer IV

#### V. PROCESSING TIME

3 day/s - May be extended depending on the volume of transactions handled

















# ISSUANCE OF COMPLETED OFFICE CLEARANCE FOR MONEY, PROPERTY AND LEGAL ACCOUNTABILITIES TO SEPARATE OFFICAILS AND EMPLOYEES

#### I. OFFICE OR DIVISION

HRMDD - PERSONNEL ADMINISTRATION SECTION

#### II. SCHEDULE OF AVAILABILITY OF SERVICE

MONDAY- FRIDAY (8:00 AM-5:00 PM)

#### III. WHO MAY AVAIL OF THE SERVICE

Separated Field Office (FO) Officials and Employees who already has a duly-accomplished FO Clearance Certificate on file/submitted to PAS and without any money, property, and legal accountabilities.

WHAT ARE THE REQUIREMENTS?	WHERE TO SECURE	
INFORMATION AND COMMUNICATIONS TECHNOLOGY (ICT) SUPPORT SERVICE		
1. HRMDD-PAS Request form or formal letter or email request	PAS Receiving Area Client	
Letter of Separation and its Acceptance	Client or if none, FILE 201 / PER 16	
3. Authorization Letter (If authorized representative)	Client	

IV. HOW TO AVAIL OF THE SERVICE

CLIENT STEPS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send mail/e-mail or for	None	10 Minutes	Jason H. Gonzales
walk-in without any	140110		Administrative assistant 1
written request,			nı C·l· nı
accomplish the HRMDD-			Norfili Nazareno Administrative Assistant II
PAS Request Form (write			
contact details as well if			Rosedith Torres
preferred mode of receipt			Administrative Officer IV
is via courier purposes, as			Ma. Gretel Catorce
needed) and submit to			Administrative Officer II
PAS together with			
complete supporting			
documents.			
2. Wait for advice of the			Jason H. Gonzales
assigned PAS Focal Person	None	2 Day/s, 6 Hour/s	Administrative assistant 1
		(depending on the period	
		of retrieving the files and	Flordeliza S. Lumalis
		availability of signatories )	PAS- Section Head
			OIC/Chief of HRMDD  Jerloyd R. Suello

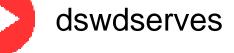
















CLIENT STEPS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Inform PAS of preferred method of receiving the original/CTC copy of the FO Clearance Certificate	None	10 Minutes	Jason H. Gonzales Administrative assistant I
4. If the original/CTC copy of the CO Clearance Certificate is to be sent via courier service, wait until	None	20 Minute/s	Jason H. Gonzales  Administrative assistant 1
the parcel is sent to given address			Flordeliza S. Lumalis  PAS- Section Head
			OIC/Chief of HRMDD  Jerloyd R. Suello

#### V. PROCESSING TIME

3 day/s - May be extended depending on the volume of transactions handled

















### ISSUANCE OF CERTIFICATE OF EMPLOYMENT TO SEPARATED OFFICIALS, EMPLOYEES AND CONTRACT OF SERVICE

#### I. OFFICE OR DIVISION

HRMDD - PERSONNEL ADMINISTRATION SECTION

#### II. SCHEDULE OF AVAILABILITY OF SERVICE

MONDAY- FRIDAY (8:00 AM-5:00 PM)

#### III. WHO MAY AVAIL OF THE SERVICE

Separated Central Office (FO) Officials and Employees

WHAT ARE THE REQUIREMENTS?	WHERE TO SECURE		
INFORMATION AND COMMUNICATIONS TECHNOLOGY (ICT) SUPPORT SERVICES			
1. HRMDD-PAS Request form or formal letter or email request	PAS Receiving Area Client		
Letter of Separation and its Acceptance	Client or if none, FILE 201 / PER 16		
3. Authorization Letter (If authorized representative)	Client		

#### IV. HOW TO AVAIL OF THE SERVICE

CLIENT STEPS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send mail/e-mail or for	_		
walk-in without any	None	10 Minutes	Jason H. Gonzales
written request, accomplish the HRMDD-			Administrative assistant I
PAS Request Form (write			Norfili Nazareno
contact details as well if oreferred mode of receipt			Administrative Assistant II
s via courier purposes, as			Rosedith Torres
needed) and submit to PAS <b>together with</b>			Administrative Officer IV
complete supporting documents.			Ma. Gretel Catorce
documents.			Administrative Officer II
2. Wait for advice of the			Jason H. Gonzales
ssigned PAS Focal Person	None	2 Day/s, 6 Hour/s	Administrative assistant
			Norfili Nazareno
		(depending on the period	Administrative Assistant I
		of retrieving the files and	Rosedith Torres
		availability of signatories )	Administrative Officer IV
			Ma. Gretel Catorce
			Administrative Officer II
			Rodsie Catacutan
			Administrative Assistant III
			Michell Tugado
			Administrative Assistant II
			Ana Maria Sacil)
			Administartive Assistant I
			Flordeliza S. Lumalis
			PAS- Section Head
			OIC/Chief of HRMDD
			Jerloyd R. Suello

















CLIENT STEPS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Inform PAS of preferred method of receiving the	None	10 Minutes	Jason H. Gonzales  Administrative assistant I
duly signed COE			Norfili Nazareno Administrative Assistant II
			Rosedith Torres  Administrative Officer IV
			Ma. Gretel Catorce Administrative Officer II
			Rodsie Catacutan  Administrative Assistant III
			Michell Tugado  Administrative Assistant III
			Ana Maria Sacil)  Administartive Assistant II
If COE is to be sent via courier service, wait until the parcel is sent to given	None	20 Minute/s	Jason H. Gonzales  Administrative assistant I
address			Norfili Nazareno Administrative Assistant II
			Rosedith Torres  Administrative Officer IV
			Ma. Gretel Catorce Administrative Officer II
If COE is for pick-up, proceed to PAS and get the requested document.			Rodsie Catacutan  Administrative Assistant III
			Michell Tugado Administrative Assistant III
			Ana Maria Sacil Administartive Assistant II
			Flordeliza S. Lumalis  PAS- Section Head
			OIC/Chief of HRMDD  Jerloyd R. Suello

#### V. PROCESSING TIME

3 day/s - May be extended depending on the volume of transactions handled

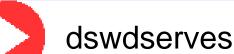
















### ISSUANCE OF CERTIFICATE OF LEAVE WITHOUT PAY (LWOP)/NO LWOP TO SEPARATED OFFICIALS AND EMPLOYEES

#### I. OFFICE OR DIVISION

HRMDD - PERSONNEL ADMINISTRATION SECTION

#### II. SCHEDULE OF AVAILABILITY OF SERVICE

MONDAY- FRIDAY (8:00 AM-5:00 PM)

#### III. WHO MAY AVAIL OF THE SERVICE

Separated Central Office (FO) Officials and Employees

WHAT ARE THE REQUIREMENTS?	WHERE TO SECURE		
INFORMATION AND COMMUNICATIONS TECHNOLOGY (ICT) SUPPORT SERVICES			
1. HRMDD-PAS Request form or formal letter or email request	PAS Receiving Area Client		
Letter of Separation and its Acceptance	Client or if none, FILE 201 / PER 16		
3. Authorization Letter (If authorized representative)	Client		

#### IV. HOW TO AVAIL OF THE SERVICE

CLIENT STEPS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send mail/e-mail or for walk-in without any written request, accomplish the HRMDD-PAS Request Form (write contact details as well if preferred mode of receipt is via courier purposes, as needed) and submit to PAS together with complete supporting documents.	None	5 Minutes	Jason H. Gonzales Administrative assistant I  Norfili Nazareno Administrative Assistant II  Rosedith Torres Administrative Officer IV  Ma. Gretel Catorce Administrative Officer II
2. Wait for advice of the assigned PAS Focal Person	None	6 Day/s, 4 Hour/s and 35 Minute/s  (May be shortened if there is already a reviewed ELARS, or may be extended depending on the number of ELARS being encoded/ reviewed at a given time, the time needed to review the ELARS, or length of service of the client)	Ma. Gretel Catorce Administrative Officer II  Ana Maria Sacil Administartive Assistant II  Flordeliza S. Lumalis PAS- Section Head  OIC/Chief of HRMDD Jerloyd R. Suello



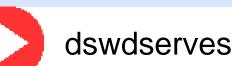




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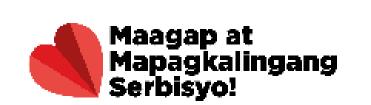
CLIENT STEPS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Inform PAS of preferred method of receiving the duly-signed Certificate	None	10 Minutes	Jason H. Gonzales  Administrative assistant I
			Ana Maria Sacil Administartive Assistant II
			Ma. Gretel Catorce  Administrative Officer II
4. If the Certificate is to be sent via courier service,	None	1 hour and 5 Minute/s	Jason H. Gonzales  Administrative assistant I
wait until the parcel is sent to given address			Ana Maria Sacil Administartive Assistant II
			Ma. Gretel Catorce  Administrative Officer II
			Certifying Authority
			Flordeliza S. Lumalis  PAS- Section Head
			OIC/Chief of HRMDD  Jerloyd R. Suello
5. If the Certificate is for pick-up, proceed to PAS and get the requested document.	None	7 Day/s May be extended depending on the volume of transactions handled and the length of service of the separated Official/employee as recorded in the Leave Ledger	

#### V. PROCESSING TIME

7 Day/s

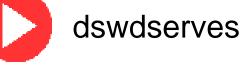
May be extended depending on the volume of transactions handled and the length of service of the separated Official/employee as recorded in the Leave Ledger















#### VI. FEEDBACKS AND COMPLAINTS MECHANISM

Requestor to fill out the online Client Satisfaction Survey form that will How to send feedback be sent to their email addresses/accomplished the Customer Feedback Form and place at the drop box located in the PAS Receiving Area Telephone: (032) 2329505/2312172 local 17127 E-mail: personnel.fo7@dswd.gov.ph Every end of the month, your feedbacks are consolidated and How feedbacks are summarized by the designated Personnel Officer. processed Feedbacks requiring answers/clarifications are forwarded to appropriate Office for immediate response within 3 working days Appropriate client shall be informed of the response. For the status of your query/clarification, you may contact us thru: Telephone: (032) 2329505/2312172 local 17127 E-mail: personnel.fo7@dswd.gov.ph Kindly accomplish the Customer Feedback Form and place at the How to file a complaint drop box located in front of the PAS Receiving Area. You may also file your complaint through telephone with the following details: Your Name and contact details Transaction with PAS Name of Person complained of Reason for complaint Evidence/s, if any For the status of your complaint/s, you may contact us thru: Telephone: (032) 2329505/2312172 local 17127 E-mail: personnel.fo7@dswd.gov.ph Every end of the month, your feedbacks/complaints are consolidated How complaints are and summarized by the designated Personnel Officer. processed Feedbacks requiring answers/clarifications are forwarded to appropriate Office for immediate response within 3 working days. Proper investigation shall be conducted and a report shall be filed by the assigned employee. Appropriate client shall be informed of the response. For the status of your complaint, you may contact us thru:

Contact Information of CCB, PCC, ARTA

Telephone: (032) 2329505/2312172 local 17127 E-mail: personnel.fo7@dswd.gov.ph

E-mail: <a href="mailto:personnel.fo7@dswd.gov.ph">personnel.fo7@dswd.gov.ph</a>
Anti-Red Tape Authority (ARTA):

complaints@arta.gov.ph

8-478-5093

Presidential Complaint Center (PCC):

pcc@malacanang.gov.ph

8888

Contact Center ng Bayan (CCB):

SMS: 0908-881-6565

Email: email@contactcenterngbayan.gov.ph Web: https://contactcenterngbayan.gov.ph

Facebook: <a href="https://facebook.com/civilservicegovph">https://facebook.com/civilservicegovph</a>

Call: 165 65 (P5+VAT per call anywhere in the Philippines via PLDT

landlines)













