

# 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                      |
|---|--------------------------------------|
| <b>INFORMATION AND COMMUNICATIONS TECHNOLOGY (ICT) SUPPORT SERVICES</b> |                                      |
| 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 <b>together with complete supporting documents.</b> | None            | 10 Minutes  | <p>Jason H. Gonzales<br/><i>Administrative assistant I</i></p> <p>Norfili Nazareno<br/><i>Administrative Assistant II</i></p> <p>Rosedith Torres<br/><i>Administrative Officer IV</i></p> <p>Ma. Gretel Catorce<br/><i>Administrative Officer II</i></p> |
| 2. Wait for advice of the assigned PAS Focal Person   | None            | 2 Day/s, 6 Hour/s<br><br>(depending on the period of retrieving the files and availability of signatories ) | <p>Ma. Gretel Catorce<br/><i>Administrative Officer II</i></p> <p>Ana Maria R. Sacil<br/><i>Administrative Assistant II</i></p> <p>Flordeliza S. Lumalis<br/><b>PAS- Section Head</b></p> <p><b>OIC/Chief of HRMDD</b><br/>Jerloyd R. Suello</p>         |

# HRMDD – PERSONNEL ADMINISTRATION SECTION SUPPORT SERVICES

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

## 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 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 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 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            | 10 Minutes  | Jason H. Gonzales<br><i>Administrative assistant I</i><br><br>Norfili Nazareno<br><i>Administrative Assistant II</i><br><br>Rosedith Torres<br><i>Administrative Officer IV</i><br><br>Ma. Gretel Catorce<br><i>Administrative Officer II</i> |
| 2. Wait for advice of the assigned PAS Focal Person  | None            | 2 Day/s, 6 Hour/s<br><br>(depending on the period of retrieving the files and availability of signatories ) | Jason H. Gonzales<br><i>Administrative assistant I</i><br><br>Flordeliza S. Lumalis<br><b>PAS- Section Head</b><br><br>OIC/Chief of HRMDD<br>Jerloyd R. Suello  |

# HRMDD – PERSONNEL ADMINISTRATION SECTION SUPPORT SERVICES

| 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<br><i>Administrative assistant I</i>   |
| 4. If the original/CTC copy of the CO Clearance Certificate is to be sent via courier service, wait until the parcel is sent to given address | None            | 20 Minute/s     | Jason H. Gonzales<br><i>Administrative assistant I</i><br><br>Flordeliza S. Lumalis<br><i>PAS- Section Head</i><br><br>OIC/Chief of HRMDD<br>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 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 <b>together with complete supporting documents.</b> | None            | 10 Minutes  | <div>Jason H. Gonzales<br/><i>Administrative assistant I</i></div> <div>Norfili Nazareno<br/><i>Administrative Assistant II</i></div> <div>Rosedith Torres<br/><i>Administrative Officer IV</i></div> <div>Ma. Gretel Catorce<br/><i>Administrative Officer II</i></div>  |
| 2. Wait for advice of the assigned PAS Focal Person   | None            | 2 Day/s, 6 Hour/s<br><br>(depending on the period of retrieving the files and availability of signatories ) | <div>Jason H. Gonzales<br/><i>Administrative assistant I</i></div> <div>Norfili Nazareno<br/><i>Administrative Assistant II</i></div> <div>Rosedith Torres<br/><i>Administrative Officer IV</i></div> <div>Ma. Gretel Catorce<br/><i>Administrative Officer II</i></div> <div>Rodsie Catacutan<br/><i>Administrative Assistant III</i></div> <div>Michell Tugado<br/><i>Administrative Assistant III</i></div> <div>Ana Maria Sacil)<br/>Administartive Assistant II</div> <div>Flordeliza S. Lumalis<br/><b>PAS- Section Head</b></div> <div><b>OIC/Chief of HRMDD</b><br/>Jerloyd R. Suello</div> |

# HRMDD – PERSONNEL ADMINISTRATION SECTION

## SUPPORT SERVICES

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

### 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                      |
|---|--------------------------------------|
| <b>INFORMATION AND COMMUNICATIONS TECHNOLOGY (ICT) SUPPORT SERVICES</b> |                                      |
| 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 <b>together with complete supporting documents.</b> | None            | 5 Minutes  | Jason H. Gonzales<br><i>Administrative assistant I</i><br><br>Norfili Nazareno<br><i>Administrative Assistant II</i><br><br>Rosedith Torres<br><i>Administrative Officer IV</i><br><br>Ma. Gretel Catorce<br><i>Administrative Officer II</i> |
| 2. Wait for advice of the assigned PAS Focal Person   | None            | 6 Day/s, 4 Hour/s and 35 Minute/s<br><br>(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<br><i>Administrative Officer II</i><br><br>Ana Maria Sacil<br><i>Administartive Assistant II</i><br><br>Flordeliza S. Lumalis<br><b>PAS- Section Head</b><br><br><b>OIC/Chief of HRMDD</b><br>Jerloyd R. Suello            |

HRMDD – PERSONNEL ADMINISTRATION SECTION

SUPPORT SERVICES

| 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<br><i>Administrative assistant I</i><br><br>Ana Maria Sacil<br><i>Administartive Assistant II</i><br><br>Ma. Gretel Catorce<br><i>Administrative Officer II</i>   |
| 4. If the Certificate is to be sent via courier service, wait until the parcel is sent to given address | None            | 1 hour and 5 Minute/s   | Jason H. Gonzales<br><i>Administrative assistant I</i><br><br>Ana Maria Sacil<br><i>Administartive Assistant II</i><br><br>Ma. Gretel Catorce<br><i>Administrative Officer II</i><br><br><b>Certifying Authority</b><br><br>Flordeliza S. Lumalis<br><i>PAS- Section Head</i><br><br><b>OIC/Chief of HRMDD</b><br>Jerloyd R. Suello |
| 5. If the Certificate is for pick-up, proceed to PAS and get the requested document.                    | None            | 7 Day/s<br>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



# HRMDD – PERSONNEL ADMINISTRATION SECTION SUPPORT SERVICES

## VI. FEEDBACKS AND COMPLAINTS MECHANISM

|                                       |   |
|---------------------------------------|---|
| How to send feedback                  | <p>Requestor to fill out the online Client Satisfaction Survey form that will be sent to their email addresses/accomplished the Customer Feedback Form and place at the drop box located in the PAS Receiving Area</p> <p>Telephone: (032) 2329505/2312172 local 17127</p> <p>E-mail: <a href="mailto:personnel.fo7@dswd.gov.ph">personnel.fo7@dswd.gov.ph</a></p>  |
| How feedbacks are processed           | <p>Every end of the month, your feedbacks are consolidated and summarized by the designated Personnel Officer.</p> <p>Feedbacks requiring answers/clarifications are forwarded to appropriate Office for immediate response within 3 working days</p> <p>Appropriate client shall be informed of the response.</p> <p>For the status of your query/clarification, you may contact us thru:</p> <p>Telephone: (032) 2329505/2312172 local 17127</p> <p>E-mail: <a href="mailto:personnel.fo7@dswd.gov.ph">personnel.fo7@dswd.gov.ph</a></p>  |
| How to file a complaint               | <p>Kindly accomplish the Customer Feedback Form and place at the drop box located in front of the PAS Receiving Area.</p> <p>You may also file your complaint through telephone with the following details:</p> <p>Your Name and contact details</p> <p>Transaction with PAS</p> <p>Name of Person complained of</p> <p>Reason for complaint</p> <p>Evidence/s, if any</p> <p>For the status of your complaint/s, you may contact us thru:</p> <p>Telephone: (032) 2329505/2312172 local 17127</p> <p>E-mail: <a href="mailto:personnel.fo7@dswd.gov.ph">personnel.fo7@dswd.gov.ph</a></p>  |
| How complaints are processed          | <p>Every end of the month, your feedbacks/complaints are consolidated and summarized by the designated Personnel Officer.</p> <p>Feedbacks requiring answers/clarifications are forwarded to appropriate Office for immediate response within 3 working days.</p> <p>Proper investigation shall be conducted and a report shall be filed by the assigned employee.</p> <p>Appropriate client shall be informed of the response.</p> <p>For the status of your complaint, you may contact us thru:</p> <p>Telephone: (032) 2329505/2312172 local 17127</p> <p>E-mail: <a href="mailto:personnel.fo7@dswd.gov.ph">personnel.fo7@dswd.gov.ph</a></p> |
| Contact Information of CCB, PCC, ARTA | <p><b>Anti-Red Tape Authority (ARTA):</b><br/>complaints@arta.gov.ph<br/>8-478-5093</p> <p><b>Presidential Complaint Center (PCC):</b><br/>pcc@malacanang.gov.ph<br/>8888</p> <p><b>Contact Center ng Bayan (CCB):</b><br/>SMS: 0908-881-6565<br/>Email: email@contactcenterngbayan.gov.ph<br/>Web: <a href="https://contactcenterngbayan.gov.ph">https://contactcenterngbayan.gov.ph</a><br/>Facebook: <a href="https://facebook.com/civilservicegovph">https://facebook.com/civilservicegovph</a><br/>Call: 165 65 (P5+VAT per call anywhere in the Philippines via PLDT landlines)</p>   |