

ISSUANCE OF SERVICE RECORD TO SEPARATED OFFICIALS AND EMPLOYEES

I. OFFICE OR DIVISION

HUMAN RESOURCE MANAGEMENT AND DEVELOPMENT DIVISION – PERSONNEL ADMINISTRATION SECTION

II. SERVICE CLASSIFICATION

COMPLEX

III. SCHEDULE OF AVAILABILITY OF SERVICE

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

IV. WHO MAY AVAIL OF THE SERVICE

SEPARATED FIELD OFFICE (FO) OFFICIALS AND EMPLOYEES

WHAT ARE THE REQUIREMENTS?	WHERE TO SECURE
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

CLIENT STEPS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. SEND MAIL / E-MAIL OR FOR			
WALK-IN WITHOUT ANY			JASON H.
WRITTEN REQUEST,			GONZALES / NORFILI
ACCOMPLISH THE HRMDD-			NAZARENO /
PAS REQUEST FORM (WRITE	NONE		ROSEDITH TORRES/
CONTACT DETAILS AS WELL IF		10 MINUTES	MA. GRETEL
PREFERRED MODE OF			CATORCE INCOMING
RECEIPT IS VIA COURIER			OUTGOING
PURPOSES, AS NEEDED) AND			CLERK
SUBMIT TO PAS TOGETHER			PAS RECEIVING
WITH COMPLETE			AREA
SUPPORTING DOCUMENTS.			











V. HOW TO AVAIL OF THE SERVICE FEEC TO DESCRIPTION DESCRIPTIONS FEEC TO DESCRIPTIO					
CLIENT STEPS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
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	MA. GRETEL CATORCE / ANA MARIA R. SACIL PAS FOCAL PERSONS FLORDELIZA S. LUMALIS SECTION HEAD OR JERLOYD R. SUELLO		
		SIGNATORIES)	OIC / CHIEF OF HRMDD		
3. INFORM PAS ON METHOD OF RECEIVING THE DULY-SIGNED SR.	NONE	10 MINUTES	MA. GRETEL CATORCE / ANA MARIA R. SACIL PAS FOCAL PERSONS		
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 / ANA MARIA R. SACIL PAS FOCAL PERSONS		
			FLORDELIZA S. LUMALIS SECTION HEAD		
			OR		
			JERLOYD R. SUELLO OIC / CHIEF OF HRMDD		
			JASON H. GONZALES / NORFILI NAZARENO / ROSEDITH TORRES / MA. GRETEL CATORCE ///COMING / OUTGOING CLERK		
			OUTGOING CLERK AD-RAMS		

VI. 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 SEPARATED OFFICIALS AND EMPLOYEES

I. OFFICE OR DIVISION

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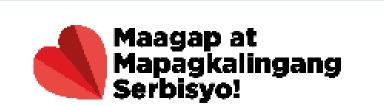
IV. WHO MAY AVAIL OF THE SERVICE

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
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

CLIENT STEPS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. SEND MAIL / E-MAIL OR FOR	NONE	10 MINUTES	JASON H.
WALK-IN WITHOUT ANY WRITTEN		IUIVIIIVUIES	GONZALES /
REQUEST, ACCOMPLISH THE			NORFILI NAZARENO /
HRMDD-PAS REQUEST FORM			ROSEDITH
(WRITE CONTACT DETAILS AS			TORRES /
WELL IF PREFERRED MODE OF			MA. GRETEL CATORCE
RECEIPT IS VIA COURIER			INCOMING /
PURPOSES, AS NEEDED) AND			OUTGOING CLERK
SUBMIT TO PAS TOGETHER			
WITH COMPLETE SUPPORTING			PAS RECEIVING AREA
DOCUMENTS.			











CLIENT STEPS BE PAID 2. WAIT FOR ADVICE OF THE ASSIGNED PAS FOCAL PERSON FOCAL PERSON RESPONSIBLE 2. WAIT FOR ADVICE OF THE ASSIGNED PAS FOCAL PERSON FOCAL PERSON RETRIEVING ON THE PERIOD OF RETRIEVING THE FILES AND AVAILABILITY OF SIGNATORIES) 3. INFORM PAS OF PREFERRED METHOD OF RECEIVING THE OCCEPTIFICATE 4. IF THE ORIGINAL / CTC COPY OF THE FO CLEARANCE CERTIFICATE COPY OF THE CO CLEARANCE CERTIFICATE 4. IF THE ORIGINAL / CTC COPY OF THE FO CLEARANCE CERTIFICATE 5. INFORM PAS OF PREFERRED METHOD OF RECEIVING THE OCCEPTIFICATE 6. HOW IN THE ORIGINAL / CTC COPY OF THE FO CLEARANCE CERTIFICATE 6. HOUR/S FLORDELIZA S. LUMALIS SECTION HEAD OR JASON GONZALES LEAVE ADMINISTRATION PERSONNEL FLORDELIZA S. LUMALIS SECTION HEAD OR JERLOYD R. SUELLO OIC / CHIEF OF HRMDD OR JERLOYD R. SUELLO OIC / CHIEF OF HRMDD JASON GONZALES INCOMING / OUTGOING CLERK INCOMING / OUTGOING CLERK	V. HOW IO AVAIL OF THE S	DERVICE		
2. WAIT FOR ADVICE OF THE ASSIGNED PAS FOCAL PERSON POCAL PERSON Company	CI IFNT STFPS		PROCESSING	
THE ASSIGNED PAS FOCAL PERSON 6 HOUR'S (DEPENDING ON THE PERIOD OF RETRIEVING THE FILES AND AVAILABILITY OF SIGNATORIES) 3. INFORM PAS OF PREFERRED METHOD OF RECEIVING THE ORIGINAL / CTC COPY OF THE FO CLEARANCE CERTIFICATE 4. IF THE ORIGINAL / CTC COPY OF THE CO CLEARANCE CERTIFICATE SENT VIA COURIER SERVICE, WAIT UNTIL THE PARCEL IS SENT TO GIVEN ADDRESS NONE 6 HOUR'S (DEPENDING ON THE PERSONNEL) FLORDELIZA S. LUMALIS SECTION HEAD OR ADMINISTRATION PERSONNEL 10 MINUTES 10 MINUTES 11 MINUTES 12 MINUTE/S 13 JASON GONZALES 14 LEAVE 15 ADMINISTRATION PERSONNEL 16 HOUR'S LUMALIS 17 JERLOYD R. SUELLO 18 OR 18 JERLOYD R. SUELLO 19 OR 19 JERLOYD R. SUELLO 10 OIC / CHIEF OF HRMDD 19 JASON GONZALES 10 OR 10 MINUTE/S 10 MINUTE/S 11 JASON GONZALES 12 JASON GONZALES 13 JASON GONZALES 14 JERLOYD R. SUELLO 16 OIC / CHIEF OF HRMDD 17 JASON GONZALES 18 JOURGOING CLERK 18 JOURGOING CLERK 18 JOURGOING CLERK 18 JOURGOING CLERK		BE PAID	TIME	RESPONSIBLE
FOCAL PERSON (DEPENDING ON THE PERIOD OF RETRIEVING THE FILES AND AVAILABILITY OF SIGNATORIES) 3. INFORM PAS OF PREFERRED METHOD OF RECEIVING THE FOCALEARANCE CERTIFICATE 4. IF THE ORIGINAL / CTC COPY OF THE CO CLEARANCE CERTIFICATE SENT VIA COURIER SENT VIA COURIER SERVICE, WAIT UNTIL THE PARCEL IS SENT TO GIVEN ADDRESS PERSONNEL 20 MINUTES ADMINISTRATION PERSONNEL ADMINISTRATION PERSONNEL 20 MINUTE/S ADMINISTRATION PERSONNEL FLAVE ADMINISTRATION PERSONNEL FLORDELIZA S. LUMALIS SECTION HEAD OR JERLOYD R. SUELLO OIC / CHIEF OF HRMDD JASON GONZALES INCOMING / OUTGOING CLERK INCOMING / OUTGOING CLERK INCOMING / OUTGOING CLERK	2. WAIT FOR ADVICE OF	NONE		JASON GONZALES
(DEPENDING ON THE PERIOD OF RETRIEVING THE FILES AND AVAILABILITY OF SIGNATORIES) 3. INFORM PAS OF PREFERRED METHOD OF RECEIVING THE ORIGINAL / CTC COPY OF THE FO CLEARANCE CERTIFICATE 4. IF THE ORIGINAL / CTC COPY OF THE CO CLEARANCE CERTIFICATE SERVICE, WAIT UNTIL THE PARCEL IS SENT TO GIVEN ADDRESS WONE 20 MINUTE/S FLOW OR JERLO OR JERLOYD R. SUELLO OIC / CHIEF OF HRMDD AND AVAILABILITY OR SIGNATORIES) NONE 10 MINUTES JASON GONZALES LEAVE ADMINISTRATION PERSONNEL **JASON GONZALES LEAVE ADMINISTRATION PERSONNEL** **FLORDELIZA S. LUMALIS SECTION HEAD OR JERLOYD R. SUELLO OIC / CHIEF OF HRMDD JASON GONZALES INCOMING / OUTGOING CLERK INCOMING / OUTGOING CLERK INCOMING / OUTGOING CLERK			6 HOUR/S	
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PERIOD OF RETRIEVING THE FILES AND AVAILABILITY OF SIGNATORIES) 3. INFORM PAS OF PREFERRED METHOD OF RECEIVING THE ORIGINAL / CTC COPY OF THE FO CLEARANCE CERTIFICATE 4. IF THE ORIGINAL / CTC COPY OF THE CO CLEARANCE CERTIFICATE 5. IF THE ORIGINAL / CTC COPY OF THE CO CLEARANCE CERTIFICATE 6. IF THE ORIGINAL / CTC COPY OF THE CO CLEARANCE CERTIFICATE 7. 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 DRAW JERON BONZALES LEAVE ADMINISTRATION PERSONNEL FLORDELIZA S. LUMALIS SECTION HEAD OR JERLOYD R. SUELLO OIC / CHIEF OF HRMDD JASON GONZALES INCOMING / OUTGOING CLERK INCOMING / OUTGOING CLERK			•	PERSONNEL
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PREFERRED METHOD OF RECEIVING THE ORIGINAL / CTC COPY OF THE FO CLEARANCE CERTIFICATE 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 DR JERLOYD R. SUELLO OIC / CHIEF OF HRMDD JASON GONZALES INCOMING / OUTGOING CLERK INCOMING / OUTGOING CLERK				HRIVIDD
RECEIVING THE ORIGINAL / CTC COPY OF THE FO CLEARANCE CERTIFICATE 4. IF THE ORIGINAL / CTC COPY OF THE CO CLEARANCE CERTIFICATE STO BE SENT VIA COURIER SERVICE, WAIT UNTIL THE PARCEL IS SENT TO GIVEN ADDRESS ADMINISTRATION PERSONNEL FLORDELIZA S. LUMALIS SECTION HEAD OR JERLOYD R. SUELLO OIC / CHIEF OF HRMDD JASON GONZALES INCOMING / OUTGOING CLERK INCOMING / OUTGOING CLERK		NONE	10 MINUTES	JASON GONZALES
ORIGINAL / CTC COPY OF THE FO CLEARANCE CERTIFICATE 4. IF THE ORIGINAL / CTC COPY OF THE CO CLEARANCE CERTIFICATE 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 OR JERLOYD R. SUELLO OIC / CHIEF OF HRMDD JASON GONZALES INCOMING / OUTGOING CLERK INCOMING / OUTGOING CLERK				
THE FO CLEARANCE CERTIFICATE 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 CR JERLOYD R. SUELLO OIC / CHIEF OF HRMDD JASON GONZALES INCOMING / OUTGOING CLERK INCOMING / OUTGOING CLERK				
CERTIFICATE 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 CR JERLOYD R. SUELLO OIC / CHIEF OF HRMDD JASON GONZALES INCOMING / OUTGOING CLERK INCOMING / OUTGOING CLERK				PERSONNEL
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 PERSONNEL FLORDELIZA S. LUMALIS SECTION HEAD OR JERLOYD R. SUELLO OIC / CHIEF OF HRMDD JASON GONZALES INCOMING / OUTGOING CLERK INCOMING / OUTGOING CLERK				
COPY OF THE CO CLEARANCE CERTIFICATE IS TO BE SENT VIA COURIER SERVICE, WAIT UNTIL THE PARCEL IS SENT TO GIVEN ADDRESS FLORDELIZA S. LUMALIS SECTION HEAD OR JERLOYD R. SUELLO OIC / CHIEF OF HRMDD JASON GONZALES INCOMING / OUTGOING CLERK				
CLEARANCE CERTIFICATE IS TO BE SENT VIA COURIER SERVICE, WAIT UNTIL THE PARCEL IS SENT TO GIVEN ADDRESS OR JERLOYD R. SUELLO OIC / CHIEF OF HRMDD JASON GONZALES INCOMING / OUTGOING CLERK		NONE	20 MINUTE/S	
CERTIFICATE IS TO BE SENT VIA COURIER SERVICE, WAIT UNTIL THE PARCEL IS SENT TO GIVEN ADDRESS OR JERLOYD R. SUELLO OIC / CHIEF OF HRMDD JASON GONZALES INCOMING / OUTGOING CLERK				
SENT VIA COURIER SERVICE, WAIT UNTIL THE PARCEL IS SENT TO GIVEN ADDRESS OR JERLOYD R. SUELLO OIC / CHIEF OF HRMDD JASON GONZALES INCOMING / OUTGOING CLERK INCOMING / OUTGOING CLERK				
SERVICE, WAIT UNTIL THE PARCEL IS SENT TO GIVEN ADDRESS OR JERLOYD R. SUELLO OIC / CHIEF OF HRMDD JASON GONZALES INCOMING / OUTGOING CLERK INCOMING / OUTGOING CLERK				PERSUMEL
THE PARCEL IS SENT TO GIVEN ADDRESS OR JERLOYD R. SUELLO OIC / CHIEF OF HRMDD JASON GONZALES INCOMING / OUTGOING CLERK INCOMING / OUTGOING CLERK				FLORDELIZA S.
GIVEN ADDRESS SECTION HEAD OR JERLOYD R. SUELLO OIC / CHIEF OF HRMDD JASON GONZALES INCOMING / OUTGOING CLERK INCOMING / OUTGOING CLERK				LUMALIS
OR JERLOYD R. SUELLO OIC / CHIEF OF HRMDD JASON GONZALES INCOMING / OUTGOING CLERK INCOMING / OUTGOING CLERK				SECTION HEAD
OIC / CHIEF OF HRMDD JASON GONZALES INCOMING / OUTGOING CLERK INCOMING / OUTGOING CLERK	OIVENADDIXEOS			OR
OIC / CHIEF OF HRMDD JASON GONZALES INCOMING / OUTGOING CLERK INCOMING / OUTGOING CLERK				JERI OYD R SIIFI I O
JASON GONZALES INCOMING / OUTGOING CLERK INCOMING / OUTGOING CLERK				
JASON GONZALES INCOMING / OUTGOING CLERK OUTGOING CLERK				
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INCOMING / OUTGOING CLERK				
OUTGOING CLERK				OUTGOING CLERK
OUTGOING CLERK				INCOMING /
AD-RAMS				AD-RAMS
				OUTGOING CLERK

VI. 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

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WHAT ARE THE REQUIREMENTS?	WHERE TO SECURE
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3. AUTHORIZATION LETTER (IF AUTHORIZED REPRESENTATIVE)	CLIENT

CLIENT STEPS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. SEND MAIL / E-MAIL OR FOR	NIONIE	10 MINUTES	
WALK-IN WITHOUT ANY WRITTEN	NONE	IUMINUIES	JASON H. GONZALES /
REQUEST, ACCOMPLISH THE			NORFILI NAZABENIO /
HRMDD-PAS REQUEST FORM			NAZARENO / ROSEDITH
(WRITE CONTACT DETAILS AS			TORRES /
WELL IF PREFERRED MODE OF			MA. GRETEL CATORCE
RECEIPT IS VIA COURIER			INCOMING /
PURPOSES, AS NEEDED) AND			OUTGOING CLERK
SUBMIT TO PAS TOGETHER			
WITH COMPLETE SUPPORTING			PAS RECEIVING AREA
DOCUMENTS.			





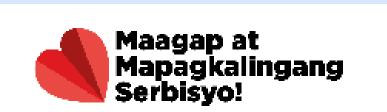






V. HOW IO AVAIL OF THE			
CLIENT STEPS	FEES TO	PROCESSING	PERSON
	BE PAID	TIME	RESPONSIBLE
2. WAIT FOR ADVICE OF	NONE	2 DAY/S,	JASON H. GONZALES /
THE ASSIGNED PAS		6 HOUR/S	NORFILI NAZARENO /
FOCAL PERSON		(DEPENDING	ROSEDITH TORRES / MA. GRETEL CATORCE
			/ RODSIE CATACUTAN /
		PERIOD OF	MICHELL TUGADO /
		RETRIEVING	ANA MARIA SACIL
		THE FILES AND	PAS FOCAL PERSON
		AVAILABILITY	
		OF	FLORDELIZA S. LUMALIS
		SIGNATORIES)	SECTION HEAD
			SLOTIONTILAD
			OR
			JERLOYD R. SUELLO
			OIC / CHIEF OF HRMDD
3. INFORM PAS OF	NONE	10 MINUTES	JASON H. GONZALES /
PREFERRED METHOD OF			NORFILI NAZARENO /
RECEIVING THE DULY			ROSEDITH TORRES /
SIGNED COE			MA. GRETEL CATORCE / RODSIE CATACUTAN /
			MICHELL TUGADO /
			ANA MARIA SACIL)
			PAS FOCAL PERSON
4. IF COE IS TO BE SENT	NONE	20 MINUTE/S	JASON H. GONZALES /
VIA COURIER SERVICE,			NORFILI NAZARENO /
WAIT UNTIL THE PARCEL			ROSEDITH TORRES /
IS SENT TO GIVEN			MA. GRETEL CATORCE
ADDRESS			/ RODSIE CATACUTAN /
			MICHELL TUGADO / ANA MARIA SACIL
			PAS FOCAL PERSON
			FLORDELIZA S.
			LUMALIS SECTION HEAD
			OR
			JERLOYD R. SUELLO
			OIC / CHIEF OF HRMDD
			JASON GONZALES
			INCOMING / OUTGOING
			CLERK
			INCOMING / OUTGOING
			CLERK
			AD-RAMS











	FEES TO	PROCESSING	PERSON
CLIENT STEPS	BE PAID	TIME	RESPONSIBLE
4. IF COE IS FOR PICK-UP, PROCEED TO PAS AND GET THE REQUESTED DOCUMENT.	NONE	20 MINUTE/S	JASON H. GONZALES / NORFILI NAZARENO / ROSEDITH TORRES / MA. GRETEL CATORCE / RODSIE CATACUTAN / MICHELL TUGADO / ANA MARIA SACIL PAS FOCAL PERSON
			FLORDELIZA S. LUMALIS SECTION HEAD
			OR
			JERLOYD R. SUELLO OIC / CHIEF OF HRMDD
			JASON GONZALES INCOMING / OUTGOING CLERK
			INCOMING / OUTGOING CLERK AD-RAMS

VI. 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

HUMAN RESOURCE MANAGEMENT AND DEVELOPMENT DIVISION – PERSONNEL ADMINISTRATION SECTION

II. SERVICE CLASSIFICATION

COMPLEX

III. SCHEDULE OF AVAILABILITY OF SERVICE

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

IV. WHO MAY AVAIL OF THE SERVICE

SEPARATED CENTRAL OFFICE (FO) OFFICIALS AND EMPLOYEES

WHAT ARE THE REQUIREMENTS?	WHERE TO SECURE
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

CLIENT STEPS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. SEND MAIL / E-MAIL OR FOR	NONE	10 MINUTES	JASON H.
WALK-IN WITHOUT ANY WRITTEN		IU MIIINU I ES	GONZALES /
REQUEST, ACCOMPLISH THE			NORFILI NAZADENIO /
HRMDD-PAS REQUEST FORM			NAZARENO / ROSEDITH
(WRITE CONTACT DETAILS AS			TORRES /
WELL IF PREFERRED MODE OF			MA. GRETEL CATORCE
RECEIPT IS VIA COURIER			INCOMING /
PURPOSES, AS NEEDED) AND			OUTGOING CLERK
SUBMIT TO PAS TOGETHER			
WITH COMPLETE SUPPORTING			PAS RECEIVING AREA
DOCUMENTS.			











CLIENT STEPS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. WAIT FOR ADVICE OF THE ASSIGNED PAS FOCAL PERSON	NONE		MA. GRETEL CATORCE / ANA MARIA SACIL PAS FOCAL PERSON LEAVE ADMINISTRATION
		(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)	FLORDELIZA S. LUMALIS SECTION HEAD OR JERLOYD R. SUELLO OIC / CHIEF OF HRMDD
3. INFORM PAS OF PREFERRED METHOD OF RECEIVING THE DULY-SIGNED CERTIFICATE	NONE	10 MINUTES	MA. GRETEL CATORCE / ANA MARIA SACIL PAS FOCAL PERSON LEAVE ADMINISTRATION JASON H. GONZALES / ANA MARIA SACIL / MA. GRETEL J. CATORCE INCOMING / OUTGOING CLERK OR EMAIL CUSTODIAN OF FOCAL PERSON













V. HOVV IO AVAIL OF THE			
CLIENT STEPS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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 INCOMING / OUTGOING CLERK OR EMAIL CUSTODIAN OF FOCAL PERSON
			ANA MARIA SACIL / MA. GRETEL J. CATORCE PAS FOCAL PERSON LEAVE ADMINISTRATION
5. IF THE CERTIFICATE IS FOR PICK-UP, PROCEED TO PAS AND GET THE REQUESTED DOCUMENT.	NONE	MAY BE EXTENDED DEPENDING ON THE VOLUME OF TRANSACTIO NS HANDLED AND THE LENGTH OF SERVICE OF THE SEPARATED OFFICIAL/ EMPLOYEE AS RECORDED IN THE LEAVE LEDGER	FLORDELIZA S. LUMALIS SECTION HEAD / CERTIFYING AUTHORITY OR JERLOYD R. SUELLO OIC / CHIEF OF HRMDD

VI. 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

	COMPLAINIS MECHANISM
How to send feedback	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 Telephone: (032) 2329505/2312172 local 17127 E-mail: personnel.fo7@dswd.gov.ph
How feedbacks are processed	Every end of the month, your feedbacks are consolidated and summarized by the designated Personnel Officer.
	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
How to file a complaint	Kindly accomplish the Customer Feedback Form and place at the 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
How complaints are processed	Every end of the month, your feedbacks/complaints are consolidated and summarized by the designated Personnel Officer.
	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: Telephone: (032) 2329505/2312172 local 17127 E-mail: personnel.fo7@dswd.gov.ph
Contact information of	ARTA: complaints@arta.gov.ph : 8478-5093 / 8478-5093 / 8478-5099
	PACe: pace@op.gov.ph : 8888
Anti-Red Tape Authority (ARTA), PCC and CCB	CCB: SMS: 0908 881 6565 Email: email@contactcenterngbayan.gov.ph Web: https://contactcenterngbayan.gov.ph FB: https://facebook.com/civilservicegovph Call: 165 65 (P5+VAT per call anywhere in the Philippines via PLDT landlines)







