

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

## I. OFFICE OR DIVISION

HRMDD – PERSONNEL ADMINISTRATION SECTION

## II. TYPE OF TRANSACTION

SIMPLE

## 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
INFORMATION AND COMMUNICATIONS TECHNOLOGY (ICT) SUPPORT SERVICES	
1. HRMDD-PAS Request form or formal letter or email request	PAS Receiving Area
2. FO Clearance Certificate	Client or if none, FILE 201 / PER 16
3. One (1) Authorization Letter (if necessary)	Client

## V. HOW TO AVAIL OF THE SERVICE

CLIENT STEPS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. . Send request through mail/e-mail or accomplish the HRMDD-PAS Request Form (write contact details as needed) and submit to PAS together with supporting documents, if any	None	10 Minutes	Jerloyd R. Suello ,  Flordeliza S. Lumalis
2. Wait for advice of the assigned PAS Focal Person	None	2 Days, 4 hours (depending on the period of retrieving the files)	Jerloyd R. Suello ,  Flordeliza S. Lumalis

HRMDD – PERSONNEL ADMINISTRATION SECTION  
SUPPORT SERVICES

CLIENT STEPS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. . If the SR is for pick-up, proceed to PAS and get the requested document.  If the SR is to be sent via courier service, wait until the parcel is sent to a given address.	None	10 Minutes	Jerloyd R. Suello,  Flordeliza S. Lumalis

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 SEPARATE OFFICIALS AND EMPLOYEES

I. OFFICE OR DIVISION

HRMDD – PERSONNEL ADMINISTRATION SECTION

II. TYPE OF TRANSACTION

SIMPLE

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, Employees and COS Workers

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
3. Authorization Letter (If authorized representative)	Client

V. HOW TO AVAIL OF THE SERVICE

CLIENT STEPS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send request through mail/e-mail or accomplish the HRMDD-PAS Request Form (write contact details, as needed) and submit to PAS	None	10 Minutes	Jerloyd R. Suello  Flordeliza S. Lumalis
2. Wait for advice of the assigned PAS Focal Person	None	2 Days, 4 hours (depending on the period of retrieving the files)	Jerloyd R. Suello  Flordeliza S. Lumalis

HRMDD – PERSONNEL ADMINISTRATION SECTION  
SUPPORT SERVICES

CLIENT STEPS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>3. If the CTC copy of the FO Clearance is for pick-up, proceed to PAS and get the requested document.</p> <p>If the CTC copy of the FO Clearance Certificate is to be sent via courier service, wait until the parcel is sent to given address</p>	None	10 Minutes	<p>Jerloyd R. Suello</p> <p>Flordeliza S. Lumalis</p>

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

HRMDD – PERSONNEL ADMINISTRATION SECTION

II. SCHEDULE OF AVAILABILITY OF SERVICE

SIMPLE

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

V. HOW TO AVAIL OF THE SERVICE

CLIENT STEPS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send request through mail/e-mail or accomplish the HRMDD-PAS Request Form (write contact details, as needed) and submit to PAS together with supporting documents, if any.	None	10 Minutes	Jeloyd R. Suello  Flordeliza S. Lumalis
2. Wait for advice of the assigned PAS Focal Person	None	2 Days, 4 hours (depending on the period of retrieving the files) )	PAS Focal Person  Jeloyd R. Suello  Flordeliza S. Lumalis

HRMDD – PERSONNEL ADMINISTRATION SECTION  
SUPPORT SERVICES

CLIENT STEPS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<div>3If the COE is for pick-up, proceed to PAS and get the requested document.</div> <div>If the COE is to be sent via courier service, wait until the parcel is sent to a given address</div>	None	10 Minutes	<div>Jeloyd R. Suello</div> <div>Flordeliza S. Lumalis</div>

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

HRMDD – PERSONNEL ADMINISTRATION SECTION

II. TYPE OF TRANSACTION

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
INFORMATION AND COMMUNICATIONS TECHNOLOGY (ICT) SUPPORT SERVICES	
1. HRMDD-PAS Request form or formal letter or email request	PAS Receiving Area Client
2.One (1) FO Clearance Certificate	Client or if none, FILE 201 / PER 16
3. One (1) Special Power of Attorney (If authorized representative)	Client

V. 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 and submit to PAS. <i>(Write contact details as well for courier purposes, if needed)</i> and submit to PAS together with complete supporting documents.	None	5 Minutes	Jeloyd R. Suello  Flordeliza S. Lumalis
2. Wait for advice of the assigned Focal Person	None	6 days, 4 hours and 35 minutes  <i>(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.)</i>	Jeloyd R. Suello  Flordeliza S. Lumalis



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	5 minutes	Jeloyd R. Suello  Flordeliza S. Lumalis
4 Wait for the arrival of the Certificate.	None	1 hour and 5 Minute/s	Jeloyd R. Suello  Flordeliza S. Lumalis
5. If the Certificate is for pick-up, proceed to PAS and get the requested document.	None	10 minutes	Jeloyd R. Suello  Flordeliza S. Lumalis

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



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></p> <p><a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a></p> <p>8-478-5093</p> <p><b>Presidential Complaint Center (PCC):</b></p> <p><a href="mailto:pcc@malacanang.gov.ph">pcc@malacanang.gov.ph</a></p> <p>8888</p> <p><b>Contact Center ng Bayan (CCB):</b></p> <p>SMS: 0908-881-6565</p> <p>Email: <a href="mailto:email@contactcenterngbayan.gov.ph">email@contactcenterngbayan.gov.ph</a></p> <p>Web: <a href="https://contactcenterngbayan.gov.ph">https://contactcenterngbayan.gov.ph</a></p> <p>Facebook: <a href="https://facebook.com/civilservicegovph">https://facebook.com/civilservicegovph</a></p> <p>Call: 165 65 (P5+VAT per call anywhere in the Philippines via PLDT landlines)</p>