

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

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 (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 / NORFILI NAZARENO / ROSEDITH TORRES / MA. GRETEL CATORCE <i>INCOMING / OUTGOING CLERK</i> PAS RECEIVING AREA

V. HOW TO AVAIL OF THE SERVICE

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 SIGNATORIES)	MA. GRETEL CATORCE / ANA MARIA R. SACIL <i>PAS FOCAL PERSONS</i> FLORDELIZA S. LUMALIS <i>SECTION HEAD</i> OR JERLOYD R. SUELLO <i>OIC / CHIEF OF HRMDD</i>
3. INFORM PAS ON METHOD OF RECEIVING THE DULY-SIGNED SR.	NONE	10 MINUTES	MA. GRETEL CATORCE / ANA MARIA R. SACIL <i>PAS FOCAL PERSONS</i>
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 <i>PAS FOCAL PERSONS</i> FLORDELIZA S. LUMALIS <i>SECTION HEAD</i> OR JERLOYD R. SUELLO <i>OIC / CHIEF OF HRMDD</i> JASON H. GONZALES / NORFILI NAZARENO / ROSEDITH TORRES / MA. GRETEL CATORCE <i>INCOMING / OUTGOING CLERK</i> INCOMING / OUTGOING CLERK <i>AD-RAMS</i>

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

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 (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 / NORFILI NAZARENO / ROSEDITH TORRES / MA. GRETEL CATORCE <i>INCOMING / OUTGOING CLERK</i> PAS RECEIVING AREA

V. HOW TO AVAIL OF THE SERVICE

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 SIGNATORIES)	JASON GONZALES <i>LEAVE</i> <i>ADMINISTRATION PERSONNEL</i> FLORDELIZA S. LUMALIS <i>SECTION HEAD</i> OR JERLOYD R. SUELLO <i>OIC / CHIEF OF HRMDD</i>
3. INFORM PAS OF PREFERRED METHOD OF RECEIVING THE ORIGINAL / CTC COPY OF THE FO CLEARANCE CERTIFICATE	NONE	10 MINUTES	JASON GONZALES <i>LEAVE</i> <i>ADMINISTRATION PERSONNEL</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 GONZALES <i>LEAVE</i> <i>ADMINISTRATION PERSONNEL</i> FLORDELIZA S. LUMALIS <i>SECTION HEAD</i> OR JERLOYD R. SUELLO <i>OIC / CHIEF OF HRMDD</i> JASON GONZALES <i>INCOMING / OUTGOING CLERK</i> INCOMING / OUTGOING CLERK <i>AD-RAMS</i>

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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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

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 (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 / NORFILI NAZARENO / ROSEDITH TORRES / MA. GRETEL CATORCE <i>INCOMING / OUTGOING CLERK</i> PAS RECEIVING AREA

V. HOW TO AVAIL OF THE SERVICE

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 SIGNATORIES)	<p>JASON H. GONZALES / NORFILI NAZARENO / ROSEDITH TORRES / MA. GRETEL CATORCE / RODSIE CATA CUTAN / MICHELL TUGADO / ANA MARIA SACIL</p> <p>PAS FOCAL PERSON</p> <p>FLORDELIZA S. LUMALIS <i>SECTION HEAD</i></p> <p>OR</p> <p>JERLOYD R. SUELLO <i>OIC / CHIEF OF HRMDD</i></p>
3. INFORM PAS OF PREFERRED METHOD OF RECEIVING THE DULY SIGNED COE	NONE	10 MINUTES	<p>JASON H. GONZALES / NORFILI NAZARENO / ROSEDITH TORRES / MA. GRETEL CATORCE / RODSIE CATA CUTAN / MICHELL TUGADO / ANA MARIA SACIL)</p> <p>PAS FOCAL PERSON</p>
4. IF COE IS TO BE SENT VIA COURIER SERVICE, WAIT UNTIL THE PARCEL IS SENT TO GIVEN ADDRESS	NONE	20 MINUTE/S	<p>JASON H. GONZALES / NORFILI NAZARENO / ROSEDITH TORRES / MA. GRETEL CATORCE / RODSIE CATA CUTAN / MICHELL TUGADO / ANA MARIA SACIL</p> <p>PAS FOCAL PERSON</p> <p>FLORDELIZA S. LUMALIS <i>SECTION HEAD</i></p> <p>OR</p> <p>JERLOYD R. SUELLO <i>OIC / CHIEF OF HRMDD</i></p> <p>JASON GONZALES <i>INCOMING / OUTGOING CLERK</i></p> <p>INCOMING / OUTGOING CLERK <i>AD-RAMS</i></p>

V. HOW TO AVAIL OF THE SERVICE

CLIENT STEPS	FEES TO BE PAID	PROCESSING TIME	PERSON 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 CATA CUTAN / MICHELL TUGADO / ANA MARIA SACIL PAS FOCAL PERSON FLORDELIZA S. LUMALIS <i>SECTION HEAD</i> OR JERLOYD R. SUELLO <i>OIC / CHIEF OF HRMDD</i> JASON GONZALES <i>INCOMING / OUTGOING CLERK</i> INCOMING / OUTGOING CLERK <i>AD-RAMS</i>

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

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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

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 (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 / NORFILI NAZARENO / ROSEDITH TORRES / MA. GRETEL CATORCE <i>INCOMING / OUTGOING CLERK</i> PAS RECEIVING AREA

V. HOW TO AVAIL OF THE SERVICE

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

V. HOW TO AVAIL OF THE SERVICE

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	<div>JASON H. GONZALES <i>INCOMING / OUTGOING CLERK OR EMAIL CUSTODIAN OF FOCAL PERSON</i></div> <div>ANA MARIA SACIL / MA. GRETEL J. CATORCE <i>PAS FOCAL PERSON LEAVE ADMINISTRATION</i></div>
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	<div>FLORDELIZA S. LUMALIS <i>SECTION HEAD / CERTIFYING AUTHORITY</i></div> <div>OR</div> <div>JERLOYD R. SUELLO <i>OIC / CHIEF OF HRMDD</i></div>

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

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: personnel.fo7@dswd.gov.ph</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: personnel.fo7@dswd.gov.ph</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> <ul style="list-style-type: none">Your Name and contact detailsTransaction with PASName of Person complained ofReason for complaintEvidence/s, if any <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: personnel.fo7@dswd.gov.ph</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: personnel.fo7@dswd.gov.ph</p>
Contact information of Anti-Red Tape Authority (ARTA), PCC and CCB	<p>ARTA : complaints@arta.gov.ph : 8478-5093 / 8478-5093 / 8478-5099</p> <p>PACe : pace@op.gov.ph : 8888</p> <p>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)</p>