**SERVICE RECORD ISSUANCE**

The Service Record is a document issued to former and current permanent and casual employees of the City Government of Gingoog for whatever legal purpose it may serve.

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| **Office or Division:** | Respective Department/Office Office of the City Mayor (CMO) – Human Resource (HR) Division City Treasurer’s Office (CTO) | | | |
| **Classification:** | Simple | | | |
| **Type of Transaction:** | G2G – Government to Government G2C – Government to Citizen | | | |
| **Who may avail:** | Former and Current Employees of the City Government of Gingoog | | | |
| **CHECKLIST OF REQUIREMENTS** | | **WHERE TO SECURE** | | |
| 1. Accomplished Request Form | | Office of the City Mayor – Human Resource Division | | |
| 1. Official Receipt (OR) (1 Original) | | City Treasurer’s Office (CTO) | | |
| **CLIENT STEPS** | **AGENCY ACTION** | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1. Fill out and submit the Request Form to the frontline desk. | 1. Accept and check the filled-out request form. | None | 2 Minutes | **Dina A. Jamero** *Admin. Aide III*  **Jessica Jean L. Bollozos** *Admin. Asst. IV* |
| None | 1. Validate if the client was/is an employee of the City Government of Gingoog. | None | 5 Minutes | **Dina A. Jamero** *Admin. Aide III*  **Jessica Jean L. Bollozos** *Admin. Asst. IV* |
| None | * 1. Prepare the *Service Record* and forward it to the Human Resource Management Officers for review. | None | 20 Minutes | **Dina A. Jamero** *Admin. Aide III*  **Jessica Jean L. Bollozos** *Admin. Asst. IV* |
| None | * 1. Receive and review the Service Record. Affix initial upon verification. Forward to the CGADH I/ HRMO for certification. | None | 15 Minutes | **Sheila R. Cañosa** *Supervising Admin. Off.*  **Marilou G. Bacasnot** *Admin. Off. V (HRMO III)*  Office of the City Mayor |
| None | * 1. Certify/Affix signature on the *Service Record*. | None | 5 Minutes | **Jessie F. Reyes** *CGADH I/HRMO*  Office of the City Mayor |
| None | * 1. Forward the *Service Record* to the Office of the City Administrator. | None | 5 Minutes | **Jessica Jean L. Bollozos** *Admin. Asst. IV*  **Marilou G. Bacasnot** *Admin. Officer V*  Office of the City Mayor |
| None | * 1. Affix signature on the *Service Record*. | None | 5 Minutes | **Dr. Enrique S. Guevarra** *City Administrator*  Office of the City Mayor |
| None | * 1. Forward the *Service Record* to CMO-HRD and contact Admin. Officer of the client’s respective office. | None | 5 Minutes | **Jessica Jean L. Bollozos** *Admin. Asst. IV*  **Marilou G. Bacasnot** *Admin. Officer V*  Office of the City Mayor |
| None | * 1. Retrieve the Service Record from CMO-HRD | None | 15 Minutes | *Messenger* Client’s Respective Office |
| 2. Receive the *Service Record.* | 2. Release the *Service Record* to the client. | None | 2 Minutes | *HR Mngt. Asst.* Respective Office |
| **TOTAL** | | **None** | **1 Hour, 19 Minutes** |  |