

3. ISSUANCE OF CERTIFICATE OF EMPLOYMENT TO CURRENT OFFICIALS, EMPLOYEES AND COST OF SERVICE WORKERS

The COE is issued to current Officials, employees and COS workers in the Field Office which certifies their services rendered in the Department.

Office or Division:	Personnel Administration Section			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Current Field Office (FO) Officials, Employees and COS Workers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Document Request Form (DSWD-HRMD5-GF-015) or formal letter or email request		PAS Receiving Area Client		
Special Power of Attorney or authorization letter with attached photocopy of the IDs of the employee/officials/COS worker and his/her representative (if authorized representative)		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out the document request form or send mail/email/online system request and submit to PAS together with complete supporting documents	1. Receive the Request form and requirements and forwards the request to the authorized personnel handling the COE requests	None	10 minutes	JC Lee D. Celeste (incoming / outgoing focal) or Guard on Duty
2. Wait for advice of the assigned PAS Focal Person	2.1. Review the documents submitted as to purpose and review/check the Service Card, 201 file / PER 16 as reference.	None	2 days and 4 hours <i>Maybe extended depending on the length of service and number of transactions being handle</i>	Ivy Yecyec (COE Focal)
	2.2. Draft/Prepare and print the COE	None		Ivy Yecyec (COE Focal)
	2.3. Certifying authority shall sign/initial the COE	None	3 hours and 30 minutes	Maria Rea R. Sampiano (PAS Head) and Mary Chill L. Momo

				(HRMDD Chief)
3. Get the COE	3.1. Inform the client that the COE is ready for releasing via email/SMS/call/chat 3.2. Provide one duly signed COE to the client and request the client to accomplish the Client Satisfaction Measurement Form to be submitted via dropbox, email or google form.	None	200 minutes	JC Lee D. Celeste (incoming / outgoing focal) or Ivy Yecyec (COE Focal)
TOTAL		No Fees	3 days	Maybe extended depending on the number of transactions being handle

FEEDBACK AND COMPLAINTS MECHANISMS	
How to send feedback?	Customer Feedback Form shall be provided to the client after issue of the approved property clearance.
How is feedback processed?	Duly accomplished customer feedback forms shall be consolidated once a month, identifying issues and concerns of the clients which shall be discussed for appropriate action. Status on the identified issues and concerns shall be monitored on a monthly basis.
How to file a complaint?	You can write your complaint/s in the comment section of the <i>Client Satisfaction Survey Form (DSWD-QMS-GF-005)</i> from the receiving admin staff of the Section <div></div>
How complaints are processed?	Upon receipt of complaint the concerned section shall make necessary evaluation and investigation to create a report for information and appropriate action of the concerned officials. Feedback shall be provided to the client. For inquiries and follow-ups, clients may contact PSS through (085) 303-8620 local 243 or through email: property.focrg@dswd.gov.ph

Contact information of ARTA, CSC, PCC	ARTA: complaints@arta.gov.ph 8478 m-5091 / 8478-5093 / 8478-5099 CSC: 8931-8092 / 8931-7939 / 8931-7935 PCC: pcc@malacanang.gov.ph 8736-8645 / 8736-8603 / 8736-8629 / 8736-8621
Contact Center ng Bayan (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)

Office	Address	Contact Information
Property and Supply Section	DSWD Field Office Caraga, Capitol Site Compound, Butuan City, Agusan del Norte, 8600	Tel Nos.: (085) 303-8620 loc 243 Email: property.focrg@dswd.gov.ph