

4. ISSUANCE OF CERTIFICATE OF EMPLOYMENT TO SEPARATED OFFICIALS, EMPLOYEES AND COST OF SERVICE WORKERS

The COE is issued to separated Officials and employees in the Field Office who have been cleared of money, property, and legal accountabilities, which certifies their services rendered in the Department.

Office or Division:	Personnel Administration Section			
Classification:	Simple			
Type of Transaction:	G2C – Government to Transacting Public			
Who may avail:	Separated Field Office (FO) Officials and Employees (regular and Contractual) who already has a duly-accomplished FO Clearance Certificate on file/submitted to PAS and without any money, property, and legal accountabilities.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Document Request Form (DSWD-HRMDS-GF-015) or formal letter or email request		PAS Receiving Area Client		
Clearance Certificate		Client or if none, 201 File or Per 16		
Special Power of Attorney or authorization letter with attached photocopy of the IDs of the separated employee/officials 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 clerk) 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>May be extended depending on the number of transations being handled and the available required supporting</i>	Ivy Yecyec (COE Focal)
	2.2. Draft/Prepare	None		Ivy Yecyec

	and print the COE		<i>documents to support the issuance of the COE</i>	<i>(COE Focal)</i>
	2.3. Certifying authority shall sign/initial the COE	None	2 hours	<i>Maria Rea R. Sampiano, PAS Head or Mary Chill L. Momo, HRMDD Chief</i>
3. Inform PAS of preferred method of receiving the COE	3. Inform the client that the COE is ready for releasing via email/SMS/call/chat and ask for the preferred method of receiving *for pick-up proceed to step 4.2 *for courier service proceed to step 4.1	None	10 minutes	JC Lee D. Celeste (incoming/ outgoing clerk) or Ivy Yecyec (COE Focal)
4.1. If the COE is to be sent via courier service, wait until the parcel is sent to the given address	4.1.1. Prepare and print the transmittal letter with information on how to return the Client Satisfaction Measurement Form and attach original copy of the COE and one (1) CSM accomplishment form	None	1 hour and 30 minutes	Ivy Yecyec (COE Focal)
	4.1.2. Authorized Certifying Authority sign the transmittal letter	None		Maria Rea R. Sampiano, PAS Head
	4.1.3. Encode tracking details in the applicable document tracking system or thru logs	None		JC Lee D. Celeste (incoming/ outgoing clerk)
	4.1.4. Forward the document to the Records Section for courier service	None		JC Lee D. Celeste (incoming/ outgoing clerk)
4.2. If the COE is for pick-up, proceed to PAS and get the requested document.	4.2.1. 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	10 minutes	JC Lee D. Celeste (incoming/ outgoing clerk) or Ivy Yecyec (COE Focal)

TOTAL	No Fees	3 days	May be extended depending on the number of transations being handled and the availability of the required documents to support the issuance of the COE
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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
How complaints are processed?	<p>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.</p> <p>For inquiries and follow-ups, clients may contact PSS through (085) 303-8620 local 243 or through email: property.focrg@dswd.gov.ph</p>
Contact information of ARTA, CSC, PCC	<p>ARTA: complaints@arta.gov.ph 8478 m-5091 / 8478-5093 / 8478-5099</p> <p>CSC: 8931-8092 / 8931-7939 / 8931-7935</p> <p>PCC: pcc@malacanang.gov.ph 8736-8645 / 8736-8603 / 8736-8629 / 8736-8621</p>

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)
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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