

2. ISSUANCE OF SERVICE RECORD TO CURRENT OFFICIALS AND EMPLOYEES

The Service Record (SR) is being issued to current Officials and employees of the Field Office as requested which provides and certifies their detailed government service, to include: Full Name, Date and Place of Birth, Positions, Status of Employment and Equivalent Periods and Salaries.

Office or Division:	Personnel Administration Section			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Current FO Officials and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Document Request Form (DSWD-HRMDS-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 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 SR issuances	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 request based on purpose	None	2 days and 4 hours (maybe extended depending on the length of service and number of transactions being handle)	Mary Ann N. Baysa (for 4Ps Contractual) Or Ma. Genebeth F. Callet (for regular and other contractual)
	2.2Review/Check the Service Card, copy of FO/CO clearance if available, and other data/information filed at Per 16 as	None		Mary Ann N. Baysa (for 4Ps Contractual) Or Ma. Genebeth F. Callet (for

	reference			<i>regular and other contractual)</i>
	2.3 Draft or prepare the SR following the standard template	None		<i>Mary Ann N. Baysa (for 4Ps Contractual) Or Ma. Genebeth F. Callet (for regular and other contractual)</i>
	2.4. Certifying authority sign/initial the SR	None		<i>Maria Rea R. Sampiano (PAS Head) Or Mary Chill L. Momo (HRMDD Chief)</i>
3. Get the SR issued	3.1. Inform the client that the SR is ready for releasing via email/SMS/Call/chat 3.2. Provide one duly signed SR to the client and request the client to accomplish the Client Satisfaction Measurement Form to be submitted via dropbox, email or google form.	None	20 minutes	<i>JC Lee D. Celeste (incoming / outgoing focal) or Mary Ann N. Baysa (for 4Ps Contractual) Or Ma. Genebeth F. Callet (for regular and other contractual)</i>
TOTAL		No Fees	3 days	Maybe extended depending on the length of service and 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?	<p>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</p> <div></div>
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)	<p>SMS: 0908 881 6565</p> <p>Email: email@contactcenterngbayan.gov.ph</p> <p>Web: https://contactcenterngbayan.gov.ph</p> <p>FB: https://facebook.com/civilservicegovph</p> <p>Call: 165 65 (P5+VAT per call anywhere in the Philippines via PLDT landlines)</p>

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