

3. ISSUANCE OF SERVICE RECORD TO SEPARATED OFFICIALS AND EMPLOYEES

The Service Record (SR) is being issued to separated Officials and employees of the Field Office who have been cleared of money, property, and legal accountabilities. As requested, the SR 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:	G2C – Government to Transacting Public			
Who may avail:	Separated FO Officials and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Document Request Form (DSWD-HRMDS-GF-015) or formal letter or email /online system 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 document	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 clerk) 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 <i>(May be extended depending on the number of transactions being handled and the length of service of the client)</i>	Mary Ann N. Baysa (for 4Ps contractual) Ma. Genebeth F. Callet (for regular and other contractual)
	2.2 Review/Check the Service Card, copy of	None		Mary Ann N. Baysa (for 4Ps

	clearance certificate if available, and other data/information filed at Per 16 as reference			<i>contractual)</i> <i>Ma. Genebeth F. Callet (for 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)</i> <i>Ma. Genebeth F. Callet (for regular and other contractual)</i>
	2.3. Certifying authority sign/initial the SR	None	2 hours	<i>Maria Rea R. Sampiano, PAS Head</i> <i>or</i> <i>Mary Chill L. Momo, HRMDD Chief</i>
3. Inform PAS on method of receiving the duly-signed SR.	3. Inform the client that the SR 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)
4.1. If the SR 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 SR and one (1) CSM accomplishment form	None	1 hour and 30 minutes	<i>Mary Ann N. Baysa (for 4Ps contractual)</i> <i>Ma. Genebeth F. Callet (for regular and other contractual)</i>
	4.1.2. Authorized Certifying Authority sign the transmittal letter	None		<i>Maria Rea R. Sampiano, PAS Head</i>
	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 SR is for pick-up, proceed to PAS and get the requested document.	4.2.1. 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	10 minutes	JC Lee D. Celeste (incoming/ outgoing clerk) or Mary Ann N. Baysa (for 4Ps contractual) Ma. Genebeth F. Callet (for regular and other contractual)
TOTAL		No Fees	3 days	May be extended depending on the number of transations being handled and the length of service of the client

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: <a href="mailto:property.focrg@dswd.gov.ph">property.focrg@dswd.gov.ph</a></p>

Contact information of ARTA, CSC, PCC	ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> 8478 m-5091 / 8478-5093 / 8478-5099  CSC: 8931-8092 / 8931-7939 / 8931-7935  PCC: <a href="mailto:pcc@malacanang.gov.ph">pcc@malacanang.gov.ph</a> 8736-8645 / 8736-8603 / 8736-8629 / 8736-8621
Contact Center ng Bayan (CCB)	SMS: 0908 881 6565  Email: <a href="mailto:email@contactcenterngbayan.gov.ph">email@contactcenterngbayan.gov.ph</a>  Web: <a href="https://contactcenterngbayan.gov.ph">https://contactcenterngbayan.gov.ph</a>  FB: <a href="https://facebook.com/civilservicegovph">https://facebook.com/civilservicegovph</a>  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: <a href="mailto:property.focrg@dswd.gov.ph">property.focrg@dswd.gov.ph</a>