

## Processing of Service Records and Certificate of Employment (COE)

The Service Records and Certificate of Employees are documentary information of employees issued by the Personnel Administration Section which serves as basis and proof of their employment as an employee in the department.

<b>Office or Division:</b>	Personnel Administrative Section (PAS)/ Human Resource Management and Development Division (HRMDD)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Government			
<b>Who may avail:</b>	All Division/Unit/Section/Center/Residential Care Facilities			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request Form (1 originally filled up)		Personnel Administration Section		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit of fully accomplished request form to PAS  *Make sure to provide reason of request and properly filled-up by the requesting party	1. Receipt of request form of service record/ certificate of employment (COE) request from client	None	1 minute	<i>Admin Aide IV</i> PAS
	1.1 Forward request form to admin assistant/ admin aide for tracking and preparation		1 minute	<i>Admin Aide IV</i> PAS
	1.2 Track the request form received for service record/coe		2 minutes	<i>Admin Aide IV, Admin Asst. II &amp; Admin Officer II</i> PAS
	1.3 If incomplete,		5 minutes	<i>Admin Aide IV, Admin Asst. II &amp; Admin Officer II</i>

	inform concerned staff to submit clearance (for retired, transferred and separated)			PAS
	1.4 If complete, validation, checking of employee`s record in the database or 201 file		1-2 days for C/RCF	<i>Admin Aide IV, Admin Asst. II &amp; Admin Officer II</i> PAS
	1.5 Prepare encode the details of the requested service record/ COE		5 minutes	<i>Admin Aide IV, Admin Asst. II &amp; Admin Officer II</i> PAS
	1.6 Printing of Service Record and COE		2 minutes	<i>Admin Aide IV, Admin Asst. II &amp; Admin Officer II</i> PAS
	1.7 Forward hard copy of service record/ certificate of employment for signature and approval of OIC-PAS		1 minute	<i>Admin Aide IV/ Admin Assistant II</i> PAS
	1.8 Affix signature on the processed Service record/ COE		1 minute	<i>Admin Officer IV</i> PAS
	1.9 Forward the signed		1 minute	<i>Admin Officer IV</i> PAS

	Service record/ COE to admin aide IV for releasing			
	1.10 Release of Service Record/ Certificate of Employment		2 minutes	<i>Admin Aide IV/ Admin Assistant II PAS</i>
2. Received the copy of Service Record and COE from PAS	2. Disseminate the copy of Service Record and COE to concerned staff		1 minute	<i>Admin Aide IV PAS</i>
	<b>TOTAL:</b>	<b>None</b>	<b>2 days and 22 minutes</b>	

### List of Offices

Office	Address	Contact Information
Personnel Administration Section (PAS) 2 <sup>nd</sup> Floor, Room 208	DSWD-NCR #389 San Rafael St. cor. Legarda St., Sampaloc, Manila	Trunkline No: (8)-733-0010 loc 211 Tel. No: (8)488-2708