

Issuance of Service Record (SR) to Separated Officials and Employees

The Service Record (SR) is being issued to separated Officials and employees in 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 (PAS)			
Classification:	Complex			
Type of Transaction:	G2C- Government to Transacting Public			
Who may avail:	Separated employees (Permanent/ Casual/ Contractual)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
PAS Request form or formal letter or e-mail		Request form for Documents employees/workers (Request form are available at PAS) at receiving Area or Email: personnel.foncr@dswd.gov.ph		
CO Clearance Certificate		Client or if none, FILE 201 / PER 16		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send mail/e-mail or for walk-in without any written request, accomplish the HRMDD-PAS Request Form (write contact details as well if preferred mode of receipt is via courier purposes, as needed) and submit to PAS together with complete supporting documents.	Receive the complete documents submitted	None	10 minutes	<i>Ms. Ria O. Mercado Administrative Officer V – PAS</i>
2. Wait for advice of the assigned PAS Focal Person	2.1 Review the Service Card data, if updated review documents submitted and check the FILE 201 / PER 16 if needed.	None	6 Days, 2 hours (depending on the period of retrieving the files)	<i>Ms. Ria O. Mercado Administrative Officer V – PAS</i>
	2.2 Encode/ check details of SR, print the issuance and attach the necessary documents		30 minutes	
	2.3 Review and Sign/initial the SR		4 hours	

			(Depending on the availability of signatories)	
3. Inform PAS on method of receiving the duly-signed SR.	3.1 Inform the client that the SR is ready and ask if for pick-up or for courier service (either through chat, e-mail or phone call)	None	5 minutes	<i>Ms. Ria O. Mercado Administrative Officer V – PAS</i>
4. If the SR is to be sent via courier service, wait until the parcel is sent to given address	4.1 Prepare and print the transmittal letter with information on how to return customer feedback. Attach one originally signed SR and one Customer Feedback Form for accomplishment	None	20 minutes	<i>Ms. Ria O. Mercado Administrative Officer V – PAS</i>
	4.2 Review and Sign/Initial the transmittal letter		20 minutes	<i>Ms. Ria O. Mercado Administrative Officer V – PAS</i>
	4.3 Encode tracking details in the e-DTMS		15 minutes	<i>Ms. Ria O. Mercado Administrative Officer V – PAS</i>
	4.4 Forward the document to the RAMS for courier service		10 minutes	
5. If the SR is for pick-up, proceed to PAS and get the requested document.	5.1 Provide one originally signed SR to the client and have it properly received. Ask the client to accomplish Customer Feedback Form			
May be extended depending on the volume of transactions handled				
TOTAL		NONE	7 days	