

ISSUANCE OF CERTIFICATE OF EMPLOYMENT TO SEPARATED DSWD FIELD OFFICE NO. 02 OFFICIALS AND EMPLOYEES REGARDLESS OF STATUS OF EMPLOYMENT

It refers to the issuance of Certificate of Employment (COE) to separated DSWD Field Office No. 02 officials and employees regardless of status of employment. It is a document certifying a former employee's employment including the start and end date, as well as the position/s held.

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| Office or Division | HR Management and Development Division | | | |
| Classification | Simple | | | |
| Type of Transaction | G2C – Government to Citizen | | | |
| Who may avail | All separated DSWD Field Office No. 02 officials and employees | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| Duly accomplished Request Slip/ Request Letter with Contact Details | | Office of the ARD for Administration/ Applicant | | |
| Duly accomplished Regional Clearance | | Applicant | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESING TIME (RA 11032) | RESPONSIBLE PERSON |
| 1. Submit duly accomplished request with correct details | 1. Check completeness/ correctness of details Note: If reference documents are not readily available, the requesting party shall be informed to provide his contact details to be contracted should requested document be available | None | 2 minutes | Issuing Officer |
| | 1.2. Prepare Certificate of Employment | None | 10 minutes | Personnel Administration Section |
| | 1.3. Sign the Certificate of Employment | None | 2 minutes | OIC, Human Resource Management and Development Division |
| | 1.4. Sign the Certificate of Employment | None | 2 minutes | OIC – Assistant Regional Director for Administration |
| 2. Receive the Certificate of Employment | 2. Issue the duly signed Certificate of Employment | None | Within the day | Personnel Administration Section |

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| | Note: Should be needed, the requesting applicant shall be informed that COE is already available | | | |
| TOTAL | | | 1 working day and 16 minutes | |

Feedback and Complaints

| FEEDBACK AND COMPLAINTS MECHANISMS | |
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| How to send feedback | <p>Kindly accomplish the Client Satisfaction Measurement Form available at the Human Resource Management and Development Division or at the PACD Desk located at DSWD Field Office No. 02 lobby.</p> <p>Telephone: (078) 304 – 1004 Email: fo2@dswd.gov.ph</p> |
| How feedbacks are processed | <p>Every end of the month, feedbacks are consolidated by the designated PACD Focal Person. Feedbacks requiring answers/clarifications shall be forwarded to appropriate Division for immediate resolution, within 3 working days.</p> <p>For status of query/clarification, please contact the following: Telephone: (078) 304 – 1004 Email: fo2@dswd.gov.ph</p> |
| How to file a complaint | <p>Kindly accomplish the Client Satisfaction Measurement Form available at the Human Resource Management and Development Division or at the PACD Desk located at DSWD Field Office No. 02 lobby.</p> <p>You may also file your complaint through telephone or via email with the following details:</p> <ul style="list-style-type: none"> • Your Name and contact details • Transaction with the Human Resource Management and Development Division • Name of Person complained of • Reason for complaint • Evidence/s, if any <p>For the status of your complaint/s, you may contact us thru: Telephone: (078) 304 – 1004 Email: fo2@dswd.gov.ph</p> |
| How complaints are processed | <p>Every end of the month, complaints are consolidated by the designated PACD Focal Person. Feedbacks requiring answers/clarifications shall be forwarded to appropriate Division for immediate resolution, within 3 working days.</p> |

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| | <p>Proper investigation shall be conducted and a report shall be filed by the designated PACD Focal Person. Client concerned shall be informed of the response.</p> <p>For the status of your complaint, you may contact us thru:</p> <p>Telephone: (078) 304 – 1004 Email: fo2@dswd.gov.ph</p> |
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