

ISSUANCE OF SERVICE RECORDS TO SEPARATED DSWD FIELD OFFICE NO. 02 OFFICIALS AND EMPLOYEES

It refers to the issuance of Service Record to separated DSWD Field Office No. 02 officials and employees.

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 for Personnel Transaction Documents/ Request Letter with Contact Details		Office of the Assistant Regional Director 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 filled-up request form and copy of approved Regional Clearance	1. Receive request and approved Regional Clearance	None	2 minutes	Personnel Administration Section
	1.1. Prepare Service Record Note: If applicant is a retired/ devolved staff, the needed 201 folder at the safekeeping of the Records and Archives Section shall be requested for data verification.	None	10 minutes	Personnel Administration Section
	1.2. Sign the Service Record	None	2 minutes	OIC, Human Resource Management and Development Division
	1.3. Sign the Service Record	None	2 minutes	OIC Assistant Regional Director for Administration
2. Receive the Certificate of Employment	2. Issue the duly signed Service Record Note;	None	Within the day	Personnel Administration Section

	Should be needed, the requesting applicant shall be informed that the Service Record is already available			
TOTAL			1 working day and 16 minutes	

Feedback and Complaints

FEEDBACK AND COMPLAINTS MECHANISMS	
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 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:</p> <p>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> <p>Proper investigation shall be conducted and a report shall be filed by the designated PACD Focal Person.</p>

	<p>Client concerned shall be informed of the response. 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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