

## ADMINISTRATIVE ORDER NO. 3 COMPLIANCE REPORT



- (1) NAME OF DEPARTMENT/AGENCY/LGU: HUMAN RESOURCE AND MANAGEMENT OFFICE  
 (2) SUBMITTED UPDATED CITIZEN'S CHARTER TO ARTA ON JULY 25, 2020: [  ] Yes [  ] No  
 (3) LIST OF ALL FRONTLINE SERVICES AND CORRESPONDING LEGAL BASIS

GOVERNMENT SERVICE	LEGAL BASIS		OFFICE/AGENCY REGULATIONS		
	Governing Law(s) (Number and Short Title) <sup>1</sup>	Specific Provision in the Governing Law(s) as Basis <sup>2</sup>	Issuance/Policy Title	Date of Effectivity	Other Issuances/Policies it Effectively Repeals/Amends
<b>ISSUANCE OF CERTIFIED COPIES OF SERVICE RECORDS</b>	REPUBLIC ACT NO. 7160				
<b>ISSUANCE OF CERTIFICATE OF EMPLOYMENT</b>	REPUBLIC ACT NO. 7160				
<b>CERTIFICATION OF LEAVE CREDITS</b>	REPUBLIC ACT NO. 7160				
<b>ISSUANCE OF NOSA (Notice of Salary Adjustment)</b>	REPUBLIC ACT NO. 7160				
<b>ISSUANCE OF NOSI (Notice of Step Increment)</b>	REPUBLIC ACT NO. 7160				

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## (4) SERVICE INFORMATION PER GOVERNMENT SERVICE<sup>3</sup>

GOVERNMENT SERVICE: <b><u>ISSUANCE OF CERTIFIED COPIES OF SERVICE RECORDS</u></b>					
SERVICE INFORMATION					
Any authorized requesting party as it pertains to employees personal records					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
1. Accomplished Personnel Records Request Form (PRRF)	REPUBLIC ACT NO. 7160	1. Accomplish Personnel Request Form (PRRF)	NONE	5 mins.	NONE
2. One (1) valid identification (ID) card; and		2. Wait while the requested documents are being retrieved.		20 mins.	
3. If the request is filed through a representative, an Authorization Letter and/or Special Power of Attorney (SPA) and one (1) valid ID of the representative.		3. Receive the documents requested		5 mins.	
4. Service records from previous employment, if there is any;					
<b>TOTAL</b>				<b>30 MINUTES</b>	<b>NONE</b>

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GOVERNMENT SERVICE: <b>ISSUANCE OF CERTIFICATE OF EMPLOYMENT</b>					
SERVICE INFORMATION					
Any authorized requesting party as it pertains to employees personal records					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
<ol style="list-style-type: none"> <li>Accomplished Personnel Records Request Form (PRRF)</li> <li>One (1) valid identification (ID) card; and</li> <li>If the request is filed through a representative, an Authorization Letter and/or Special Power of Attorney (SPA) and one (1) valid ID of the representative.</li> <li>Service records from previous employment, if there is any;</li> </ol>	<p>REPUBLIC ACT NO. 7160</p>	<ol style="list-style-type: none"> <li>Accomplish Personnel Request Form (PRRF)</li> <li>Wait while the requested documents are being retrieved.</li> <li>Receive the documents requested</li> </ol>	<p>NONE</p>	<p>5 mins.</p> <p>20 mins.</p> <p>5 mins.</p>	<p>NONE</p>
<b>TOTAL</b>				<b>30 MINUTES</b>	<b>NONE</b>

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GOVERNMENT SERVICE: <u>CERTIFICATION OF LEAVE CREDITS</u>					
SERVICE INFORMATION					
Any authorized requesting party as it pertains to employees personal records					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
<ol style="list-style-type: none"> <li>Accomplished Personnel Records Request Form (PRRF)</li> <li>One (1) valid identification (ID) card; and</li> <li>If the request is filed through a representative, an Authorization Letter and/or Special Power of Attorney (SPA) and one (1) valid ID of the representative.</li> <li>Service records from previous employment, if there is any;</li> </ol>	REPUBLIC ACT NO. 7160	<ol style="list-style-type: none"> <li>Accomplish Personnel Request Form (PRRF)</li> <li>Wait while the requested documents are being retrieved.</li> <li>Receive the documents requested</li> </ol>	NONE	<p>5 mins.</p> <p>20 mins.</p> <p>5 mins.</p>	NONE
			<b>TOTAL</b>	<b>30 MINUTES</b>	<b>NONE</b>

# ADMINISTRATIVE ORDER NO. 3 COMPLIANCE REPORT



GOVERNMENT SERVICE: <b>ISSUANCE OF NOSA (Notice of Salary Adjustment)</b>					
SERVICE INFORMATION					
Any authorized requesting party as it pertains to employees personal records					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
<ol style="list-style-type: none"> <li>Accomplished Personnel Records Request Form (PRRF)</li> <li>One (1) valid identification (ID) card; and</li> <li>If the request is filed through a representative, an Authorization Letter and/or Special Power of Attorney (SPA) and one (1) valid ID of the representative.</li> <li>Service records from previous employment, if there is any;</li> </ol>	REPUBLIC ACT NO. 7160	<ol style="list-style-type: none"> <li>Accomplish Personnel Request Form (PRRF)</li> <li>Wait while the requested documents are being retrieved.</li> <li>Receive the documents requested</li> </ol>	NONE	<p>5 mins.</p> <p>20 mins.</p> <p>5 mins.</p>	NONE
<b>TOTAL</b>				<b>30 MINUTES</b>	<b>NONE</b>

# ADMINISTRATIVE ORDER NO. 3 COMPLIANCE REPORT



GOVERNMENT SERVICE: <b>ISSUANCE OF NOSI (Notice of Step Increment)</b>					
SERVICE INFORMATION Any authorized requesting party as it pertains to employees personal records					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
<ol style="list-style-type: none"> <li>1. Accomplished Personnel Records Request Form (PRRF)</li> <li>2. One (1) valid identification (ID) card; and</li> <li>3. If the request is filed through a representative, an Authorization Letter and/or Special Power of Attorney (SPA) and one (1) valid ID of the representative.</li> <li>4. Service records from previous employment, if there is any;</li> </ol>	REPUBLIC ACT NO. 7160	<ol style="list-style-type: none"> <li>1. Accomplish Personnel Request Form (PRRF)</li> <li>2. Wait while the requested documents are being retrieved.</li> <li>3. Receive the documents requested</li> </ol>	NONE	<p>5 mins.</p> <p>20 mins.</p> <p>5 mins.</p>	NONE
			<b>TOTAL</b>	<b>30 MINUTES</b>	<b>NONE</b>