

5. Service Record

The Service Record is issued to both current and former employees of the Provincial Government of Davao del Norte as one of the requirements for GSIS policy maturity claims, Retirement/Separation Benefit Claims, HDMF Provident Claims, Loyalty Bonus and updating of employees' records and other personal purposes.

Office or Division:	Provincial Human Resource Management Office – Appointment and Personnel Records Division			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government G2C – Government to Client			
Who may avail:	Current and former employees of the Provincial Government of Davao del Norte			
CHECLIST OF REQUIREMENTS		WHERE TO SECURE		
Requisition Slip (1 Original)		PHRMO-Administrative Division		
Official Receipt for Payment of Secretary's Fee (if personal purpose)		PTO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up the requisition slip legibly with employee's Name, Position, Office, Status of Employment and mark check (✓) on the space provided opposite to the desired document to request	Accommodate the client / check the significant information stipulated in the requisition slip. For personal purposes, accomplished requisition slip and advise the client to proceed to PTO-Cash Div. for the fee payment.	None	5 minutes	<i>Administrative Staff</i> PHRMO-AD

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Pay the corresponding fee at Cashier's Division of PTO, then submit back to PHRMO the accomplished requisition slip with the payment's Official Receipt (for personal purpose).	Reviews Service Record (SR) in the APRD system	None	30 minutes	<i>Administrative Officer PHRMO-APRD</i>
3. Wait while document is being prepared	Print SR and facilitate the signing of the document	None	5 minutes	<i>Administrative Officer PHRMO-APRD</i>
	Review and sign the SR	None	5 minutes	<i>PHRMO – Department Head (for GSIS, HDMF and other official purposes) PHRMO – SAO (APRD)-for loyalty bonus claims and for 201 file updating purposes</i>
4. Receives the Service Record	Release the signed Service Record	None	5 minutes	<i>Administrative Officer PHRMO-APRD</i>
	TOTAL:	Php 12.00/set for current employees Php 100.00/set- for former employees	50 mins.	