

3. Request for Employee Records (Certificate of Employment and Service Record of PSA Regular Officials and Employees)

A Certificate of Employment (COE) is issued by the Human Resources Division (HRD) upon request of Philippine Statistics Authority (PSA) employees for various purposes. The COE contains the status of employment of an employee with current position and station. Upon request, it may also include the monthly or annual compensation of the employee.

On the other hand, a Service Record (SR) is issued by HRD upon request of PSA employee/s for various purposes. It is generated from the Human Resource Information System (HRIS) where employee information is recorded. The SR contains the records of a government employee in the service from start to present or until separation from PSA.

Office or Division:	CRCO-FAS-HRD
Classification:	Simple
Type of Transaction:	G2G - Government-to-Government
Who may avail:	PSA regular officials and employees
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Filled up HR Form No. 01 (for personal filing) or email request (if personnel cannot file personally)	Human Resources Division (HRD) or official email address (hrd.staff@psa.gov.ph)
2. Authorization letter (hard copy or soft copy sent through email) addressed to the HRD Chief or HRD Officer (if not personally filed)	Requesting client

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for Certificate of Employee (COE)/Service Record (SR) · If filed personally, accomplish and submit HR Form No. 01 to the receipt and	1.1 Evaluate the request form or authorization letter if completely signed	None	15 minutes	<i>Administrative Assistant III</i>
	1.2 Route the request to the personnel-in-charge for preparation	None	1 hour	<i>Administrative Assistant III</i>
	1.3 Evaluate the request, access personnel	None	4 hours	<i>Administrative Officer II</i>

control desk of HRD	database, and print the COE/SR			
· If not filed personally, request through email addressed to HRD Chief or HRD Officer	1.4 Initial and route the certificate to the Records Management Section Unit Head	None	15 minutes	<i>Administrative Officer II</i>
	1.5 Review, initial, and route the COE/SR to the Office of the Division Chief/ Authorized Officer for signature	None	4 hours	<i>Administrative Officer V</i>
	1.6 Review and sign the COE/SR and forward to the releasing clerk	None	4 hours	<i>Division Chief or Designated Officer-in-Charge</i>
	1.7 Scan the signed COE/SR for records and control purposes	None	15 minutes	<i>Administrative Assistant III</i>
	1.8 Prepare transmittal if request is for mailing or Prepare the requested COE/SR for pick-up of the requesting client	None	2 hours	<i>Administrative Assistant III</i>
	4. Claim the requested COE/SR	2.1 Issue feedback form for accomplishment of the client or	None	1 day

	authorized personnel			
5. Submit accomplished feedback form	3.1 Forward the submitted accomplished feedback form to the designated HRD personnel in charge for records purposes	None	15 minutes	<i>Administrative Assistant III</i>
	TOTAL		3 days (On the assumption that the requester claims the document within 3 days)	