



13. Request for Service Record (via Walk-In application)

This service pertains to the Human Management Resources Management Division processing of requests for the Service Record by active and separated officials and employees of OSG⁴⁷.

Office or Division:		Human Resource Management Division		
Classification:		Simple		
Type of Transaction:		Government to Citizen		
Who may avail:		Active Officials and Employees Separated Officials and Employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Properly accomplished request form (HRMAS-HRMD-TPR-F-20-00) (one original copy)		Leave Administrative and Personnel Records Section, OSG Intranet, OSG Website		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Fills out request form at the HRMAS Officer of the	1.1. Receives and records requests in the logbook	None	5 Minutes	<i>Administrative Officer III and</i>

⁴⁷ The Office of the Solicitor General (OSG) collects some of your personal data when you transact with its employees and authorized representatives. The OSG will use this information solely for documentation and processing purposes relative to your transaction/s with the Office. By submitting your data to the OSG, you are expressly consenting and authorizing the OSG to collect, process, and store such personal and/or sensitive information as may be needed in the course of your transaction/s.

In all instances, the OSG shall ensure that processing your personal data shall strictly comply with the provisions of the Data Privacy Act and its Implementing Rules and Regulations and shall be consistent with the general data privacy principles of transparency, legitimate purpose, and proportionality.



Day (OD) desk.	1.2. Forwards all received requests to person/s responsible		4 Hours (following cut-off time in receiving all requests,)	<i>Administrative Assistant III (or any assigned Human Resource Management Division staff)</i> Immediate Supervisor in Charge of Designating Personnel - Director IV, HRMAS
	1.3. Prepares requested document/s		4 Hours (Active) 1 Day (Separated)	
	1.4. Submits to Service Director for signature		15 Minutes	
	1.5. Affixes office dry seal (if necessary)		5 Minutes	
2. Client picks up document/s from the HRMAS Front Desk.	2. Informs client that document/s is ready for pick-up and releases document/s requested.	None	20 Minutes	<i>Administrative Officer III and Administrative Assistant III (or any assigned Human Resource Management Division staff)</i> Immediate Supervisor in Charge of Designating Personnel - Director IV, HRMAS
TOTAL:		None	8 Hours, 45 Minutes	



		(Active) 1 Day, 4 hours & 45 minutes ⁴⁸ (separated)	
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⁴⁸ Each requested document will be processed within 8 hours and 45 Minutes for active OSG officials and employees and 1 Day, 4 Hours and 45 minutes for separated OSG officials and employees. Request(s) for multiple documents may take more than the aforementioned total processing time to process.