



## 24. Request for Service Record (Application via Electronic Mail)

This service pertains to the Human Management Resources Management Division for the processing of requests for documents such as Service Record by active and separated officials and employees of OSG<sup>69</sup>.

<b>Office or Division:</b>		Human Resource Management Division		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		Government to Citizen		
<b>Who may avail:</b>		Active Officials and Employees Separated Officials and Employees		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Properly accomplished request form (HRMAS-HRMD-TPR-F-20-00) (one soft copy)		OSG Website and OSG Intranet		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSONS RESPONSIBLE</b>
1. Fills out the downloaded request form and sends filled up request form to <a href="mailto:personnel.records@osg.gov.ph">personnel.records@osg.gov.ph</a> .	1.1 Prepares requested document/s	None	4 Hours (Active) 1 Day (Separated)	<i>Administrative Officer III and Administrative Assistant III (or any assigned Human Resource</i>

<sup>69</sup> 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.



	1.2 Submits to Service Director for review and signature.		15 Minutes	Management Division <i>staff</i> )
	1.3 Affixes office dry seal (if necessary)		5 Minutes	Immediate Supervisor in Charge of Designating Personnel - Director IV, HRMAS
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
<b>TOTAL:</b>		None	4 Hours, 40 Minutes (Active)  1 Day, 40 Minutes <sup>70</sup> (Separated)	

<sup>70</sup> Each requested document will be processed within 4 hours and 40 Minutes for active OSG officials and employees and 1 Day and 40 minutes for separated OSG officials and employees. Request(s) for multiple documents may take more than the aforementioned total processing time to process.