



13. Request for Certificate of Performance

This service covers the receipt, processing, and issuance of a Certificate of Performance to service providers who have successfully completed a contract with the OSG. The certificate serves as an official document confirming satisfactory fulfillment of contractual obligations and can be used by the service provider for future bidding, references, or verification purposes.

Office or Division:	General Services Section & Security, Ground and Building Maintenance Section, Administrative Division, Human Resource Management and Administrative Services (HRMAS)
Classification:	Simple
Type of Transaction:	Government to Business
Who may avail:	Suppliers with Completed Contracts with the OSG

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter Request – One (1) original copy of the letter request.	Requesting Service Provider

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a letter request at the HRMAS Front Desk, 2 nd Floor, OSG Main Building, Amorsolo Wing.	1.1. Receive the Letter Request.	None	5 minutes	Administrative Aide VI (or any designated Administrative staff)
	1.2. Check that all required information is complete and accurate, then forward the letter request to the Director for review and approval.	None	10 minutes	Administrative Aide VI Immediate Supervisor Responsible for Personnel Designation – Director IV, HRMAS
2. Wait while the concerned unit in the HRMAS verifies the request and processes the preparation of the certificate.	2.1. Evaluate the request, then forward it to the Administrative Division for appropriate action.	None	1 day	Director IV, HRMAS



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.2. Review the request and assigned it to the concerned section for appropriate action.	None	10 minutes	Chief Administrative Officer
	2.3. Verify the completed contract and the service provider's satisfactory performance based on available records.	None	1 hour	Administrative Officer V of the concerned section
	2.4. Prepare the Certificate of Performance corresponding to the completed contract.	None	15 minutes	Administrative Officer V of the concerned section
	2.5. Route the prepared Certificate of Performance for review and approval of the Chief Administrative Officer and HRMAS Director.	None	5 minutes	Administrative Officer V of the concerned section
	2.6. Approve and sign the Certificate of Performance.	None	1 day	Director IV and Chief Administrative Officer Immediate Supervisor Responsible for Personnel Designation – Director IV, HRMAS



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Pick up the signed Certificate of Performance from the Administrative Division Front Desk, 6 th Floor, OSG Main Building, Adelantado Wing.	3. Release the signed Certificate of Performance to the requesting supplier.	None	15 minutes	Administrative Officer V of the concerned section
TOTAL		None	2 days and 120 minutes	