



## 2. Issuance of Certification / Service Record

Certification refers to documents such as Certificate of Employment, Authority to Travel and all other documents pertinent to employment. A Service Record, on the other hand, is a detailed documentation of an employee's government service. These documents may be used by the employee for whatever purpose it may serve him/her.

<b>Office or Division:</b>	Human Resource Division			
<b>Classification:</b>	Simple Transactions			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Employee of Digos Water District			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Completely filled-out Document Request Form (1 original)		Human Resource Division		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to the Human Resource Division and submit completely filled-out Document Request Form	1.1 The Clerk Processor reviews and receives the request. 1.2 The Clerk Processor gathers data and drafts the requested document	None	25 minutes	<i>Clerk Processor</i> Human Resource Division
2. Wait for the issuance of document	2.1 HR Supervisor reviews and countersigns the document	None	20 minutes	<i>Supervising Industrial Relations Management Officer</i> Human Resource Division
	2.2 Division Manager signs the document		7 minutes	<i>Division Manager</i> Human Resource Division



3. Client employee receives the requested document and signs the receiving copy.	3. The Clerk Processor turnovers two copies to the employee and keeps 1 copy as receiving copy.	None	8 minutes	<i>Clerk Processor</i> Human Resource Division
<b>TOTAL:</b>		<b>None</b>	<b>1 hour</b>	