



**PAMANTASAN NG LUNGSOD NG PASIG**  
*(University of Pasig City)*

**HUMAN RESOURCE DEVELOPMENT OFFICE**  
**CITIZEN'S CHARTER**  
**2023**

**1. REQUEST FOR CERTIFICATE OF EMPLOYMENT**

The process for requesting the certificate of employment will require submission of an accomplished Request Form and relevant documents. In the event that the employee/former employee is unable to personally transact with the office due to certain circumstances, an authorization letter, valid ID of the employee/former employee and valid ID of the representative are needed for the request to be processed.

Submission of complete requirements will facilitate processing of the request in one to two working days from the date of application.

<b>Office or Division:</b>	Human Resource Development Office (HRDO)
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizens
<b>Who may avail:</b>	Employees Former Employees of PLP Authorized Representative of the Employee/Formers Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Accomplished HRDO Request Form	HRD Office
2. Accomplished University Clearance Form (For Former Employees)	Requesting Party/Person Concerned
3. Authorization letter with the following attachments: <ul style="list-style-type: none"> <li>Valid Identification Card of Former Employee</li> <li>Valid Identification Card of Representative</li> </ul>	Requesting Party/Person Concerned

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Secure and Fill out the HRDO Request Form	Personnel in charge receives and checks carefully the accomplished form and attachments.	None	Five (5) minutes	Personnel-In-Charge
2	<b>For Current Employees</b> Fill out the Form and submit the required documents	<b>For Current Employees:</b> Upon receipt of the form and documents, Personnel-In Charge will prepare the certificate to be verified and checked by the HRDO Director.	None	30 minutes	Personnel-In-Charge

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p><b>For Former Employees</b></p> <ol style="list-style-type: none"> <li>1. Accomplished University Clearance</li> <li>2. In case, the former employee is unable to personally request for the document, the following are needed:               <ol style="list-style-type: none"> <li>a. AUthorization Letter</li> <li>b. Valid ID of the Employee and</li> <li>c. Authorized Representative</li> </ol> </li> </ol>	<p><b>For Former Employees</b></p> <p>Personnel-in-charge verifies all the submitted documents namely:</p> <ol style="list-style-type: none"> <li>1. Accomplished University Clearance</li> <li>2. Authorization Letter</li> <li>3. Valid ID of Former Employee and Representative.</li> </ol>			
3		After careful examination of all information and relevant documents needed, the personnel-in-charge prepares the request.	None	One (1) day	Personnel-in-Charge
4.		The HRD Director checks the correctness of entries with the submitted document/s. If deemed correct, the director signs it and gives it to the personnel in charge of releasing the documents.	None	30 Minutes	HRD Head Personnel-In-Charge

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		The Personnel-In Charge informs the requesting party that the document is available for pick up/release through text or call.	None	Five (5) minutes	Personnel-In-Charge
6	<p><b>For Current Employees:</b> Employee should present a Valid ID</p> <p><b>For Former Employees:</b> The former employee must present a Valid ID if the document will be claimed personally; or</p> <p>Representative must present the following:</p> <ol style="list-style-type: none"> <li>Valid ID of former employee</li> <li>Valid ID of representative</li> <li>Authorization Letter</li> </ol>	After conducting a verification process, Personnel-in-charge releases the Certificate.	None	Five (5) minutes	Personnel-In-Charge
<b>Estimated Processing Time</b>			None	<b>One to Two 1-2 days</b>	

**IMPORTANT REMINDERS:**

For Former Employees:

For your other requests (Service Record and the like), kindly coordinate with the City Human Resource Development Office.

Thank you very much.

