

# **EXTERNAL SERVICES**

Human Resources and Administrative Services Division (HRAD)

1. Preparation and Releasing of Requested Documents, Data and/or Information (external client)





**APO PRODUCTION UNIT, INC.**

**Who may avail?**

**Former Employees of APO-PUI**

Describes the procedure on the preparation and releasing of requested documents from the HRAD by the requesting former employee which include the following: 1) Certificate of Employment; 2) Service Record; 3) No pending administrative or criminal case.

**Office in-charge**

Human Resources and Administrative Services Division

**Type of transaction**

G2C - Government to Client  
(Simple Transaction)

**Checklist of requirements**

1) Letter Request - 1 original  
(to be coordinated with APO-HRAD)

**Total time duration**

3 working days

**CITIZEN'S CHARTER**

**Preparation and Releasing of Requested Documents, Data and/or Information from Human Resources and Administrative Services Division (HRAD)**

Steps	Action Taken	Fees to be Paid	Processing Time	Person/Office Responsible
1) Submit the Letter Request to APO-PUI HRAD	1.1) Receive the letter request from the former APO-PUI employee	None	5 minutes (already included in the processing time for agency action under 1.5)	Personnel Officer APO-PUI HRAD
	1.2) Approval of request	None	2 hours (already included in the processing time for agency action under 1.5)	Manager APO-PUI HRAD
	1.3) Prepare the requested data/document/information	None	2 working days	Personnel Officer APO-PUI HRAD
	1.4) Check/review/sign the prepared data/document/information. Make the necessary revisions if any.	None	1 working day	Personnel Officer APO-PUI HRAD
	1.5) Release the requested document to the former APO-PUI employees	None		Personnel Officer APO-PUI HRAD