

## MODIFIED FORM A – DEPARTMENT/AGENCY PROCESS RESULTS REPORT

AGENCY NAME: PHILIPPINE SCIENCE HIGH SCHOOL - ZAMBOANGA PENINSULA REGION CAMPUS

(A)		(B)
ONE (1) EXTERNAL CORE SERVICE		ONE (1) INTERNAL SERVICE
(1) Name of Service	Processing of Requests for Student Records	Processing of Requests for Personnel Records
(1a) Reason for Selection	This is a core service of the agency in which our main clients are our students - from admission to becoming an alumni. By providing their needs/requests in a timely and with quality service and processes manner, it greatly contributes to the achievement of the mission and objectives of the PSHS System.	Requests for personnel records are common transactions with co-workers that involve urgency and quality of service.
(2) Responsible Unit/s	Registrar	Human Resource Unit
(3) Identified Clients (per service)	Students, Alumni, Parents, Colleges & Universities	Current and past employees, campus authorities, agencies and stakeholders
(4) Number of Client Visits in FY 2022	47	29
(5) Volume of Transactions in FY 2022	341	33
(6) FY 2021 Improvements (ease of transaction, digitization, standardization)	Requestors had the option to send their requests through email and the requested documents were scanned and sent through email at the Registrar's Office's own/desired format.	Requests for personnel records through email were accepted.
(7) FY 2021 Results (evidence)	Smooth and fast release of records/certifications through email. Evidence: Number of online transactions outnumbered the bulk of walk-in transactions	Requestors did not need to personally go to the Human Resource Unit to make the requests. Evidence: Number of online requests for personnel records
(8) FY 2022 Improvements (ease of transaction, digitization, standardization)	Requests for records were accepted through messenger and releases of records were done/sent through the messenger (on a PDF and/or JPEG format depending on the requestors' Easy access to requests and receipt of documents for those who have no access to their emails or are using unsophisticated phones.	Requests for records through messenger were permitted and records were sent also through messenger. Easy access to requests and receipt of documents for those who have no access to their emails or are using unsophisticated phones.
(9) FY 2022 Results (evidence)		
(10) FY 2022 Citizen/Client Satisfaction Rating	4.92 (Very Satisfied)	4.14 (Very Satisfied)
(11) Remarks		

Prepared by:  
Milo S. Saldon  
Chief, Finance & Admin Division

Date: February 24, 2023

Approved by:  
CHUCHI P. GARGANERA, PhD  
Campus Director

Date: February 24, 2023

Name of Officer / Designation / Date1



Milo Saldon <mssaldon@zrc.pshs.edu.ph>

## PSHS-ZRC - AAPSI on Audit Observations and Recommendations for 2021-as of Nov 30, 2022

4 messages

Milo Saldon <mssaldon@zrc.pshs.edu.ph>

Fri, Dec 9, 2022 at 10:07 AM

To: Aida Mangaser <aidamangaser0217@gmail.com>, karlyzel pelaez <karlypelaez@gmail.com>

Cc: Louie Jamora <lcjamora@pshs.edu.ph>

Dear Maam Aida and Maam Karly,

Please see attached the updates on the Audit Observations and Recommendations for 2021 as of Nov. 30, 2022.

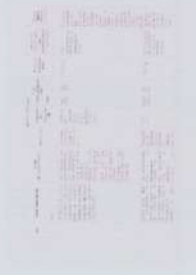
Thank you.

Milo S. Saldon  
Chief, Finance & Admin Division  
PSHS-ZRC  
Brgy. Cogon, Dipolog City

### 15 attachments



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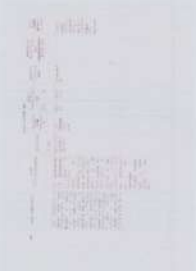
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**Karlyzel pelaez** <karlypelaez@gmail.com>

Fri, Dec 9, 2022 at 10:09 AM

To: Milo Saldon <mssaldon@zrc.pshs.edu.ph>

Cc: Aida Mangaser <aidamangaser0217@gmail.com>, Louie Jamora <lcjamora@pshs.edu.ph>

Received, thank you.

Best Regards,

Karlyzel S. Pelaez  
Audit Team Member  
Cluster 6, R9-25  
Commission on Audit IX

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**Aida Mangaser** <aidamangaser0217@gmail.com>

Fri, Dec 9, 2022 at 10:16 AM

To: Milo Saldon <mssaldon@zrc.pshs.edu.ph>, Louie Jamora <lcjamora@pshs.edu.ph>

Acknowledged po. Thank you

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**Milo Saldon** <mssaldon@zrc.pshs.edu.ph>

Fri, Dec 9, 2022 at 10:23 AM

To: Aida Mangaser <aidamangaser0217@gmail.com>, karlyzel pelaez <karlypelaez@gmail.com>

Cc: Louie Jamora <lcjamora@pshs.edu.ph>

Thank you, Maam Aida and Maam Karly.

Milo S. Saldon  
Chief, Finance & Admin Division