

CIVIL SERVICE COMMISSION – CENTRAL OFFICE (CSC CO)

1. Request for Certified True Copy (CTC) of CSC Decisions/Resolutions

Upon request, the CSLO issues certified true copies of CSC Decisions/Resolutions promulgated by the Commission within two (2) years prior to the current year, to concerned parties or their authorized representatives. Those promulgated earlier than two (2) years prior to the current year, are requested from the Library and Archives Management Division (LAMD), Integrated Records Management Office (IRMO).

Office or Division:	Commission Secretariat and Liaison Office (CSLO), CSC CO - For CSC Decisions/ Resolutions promulgated two (2) years prior to current year			
	Library and Archives Management Division (LAMD), Integrated Records Management Office (IRMO) - For CSC Decisions/ Resolutions promulgated earlier than two (2) years prior to current year			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens G2B – Government to Businesses G2G – Government to Government			
Who may avail:	1. Concerned parties involved in the case; 2. Authorized representative of the concerned party; 3. Authorized Liaison Officer of the agency; and 4. Such other officials or entities duly authorized by competent authorities			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<u>By concerned parties involved</u>				
1. accomplished CSLO Request Form		CSLO Request Form is available at the CSLO Office		
2. any valid original government-issued ID		LTO, DFA, PRC, SSS, GSIS, COMELEC, School, PAG-IBIG, Post Office, PSA, CSC, BIR, PNP, NBI, Barangay, DSWD, MARINA		
<u>By authorized representative of the parties concerned, authorized Liaison Officer of agency</u>				
1. accomplished CSLO Request Form;		CSLO Request Form is available at the CSLO Office		
2. any valid original government-issued ID of the concerned party;		LTO, DFA, PRC, SSS, GSIS, COMELEC, School, PAG-IBIG, Post Office, PSA, CSC, BIR, PNP, NBI, Barangay, DSWD, MARINA		
3. authorization letter from the requesting concerned party; and		Party availing of the service		
4. any valid original government-issued ID of the representative/Liaison Officer		LTO, DFA, PRC, SSS, GSIS, COMELEC, School, PAG-IBIG, Post Office, PSA, CSC, BIR, PNP, NBI, Barangay, DSWD, MARINA		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit accomplished CSLO request form and one (1) valid original government-issued ID	1.1 Accept and preliminarily assess completeness of request form and supporting document/s • <i>Deficient - Inform requesting party of any deficiency and enumerate the missing requirements</i>		2 hours / transaction	Officer of the Day, CSLO

<p>If thru authorized representative, submit authorization letter from the requesting concerned party; and any valid original government-issued ID of the representative/ Liaison Officer</p>	<ul style="list-style-type: none"> Complete – Issue acknowledgement receipt containing unique ID No., name and designation of responsible officer/ employee, date and time of receipt 			
	1.2 Retrieve the requested documents, issue order of payment and advise client to pay corresponding fee			Officer of the Day, CSLO
	1.3 Photocopy/reproduce and certify the requested documents while the client pays the corresponding fee			
2. Pay to the cashier	2.1 Process payment and issue Official Receipt (O.R.)	<p>P10.00 per page for CTC documents</p> <p>P3.00 per page for photocopy only not CTC</p>		Cashier
3. Return to the receiving counter and present O.R.	3.1 Check O.R and			Officer of the Day, CSLO
4. Receive CTC of CSC Decisions/ Resolutions	4.1 Release CTC of CSC Decisions/Resolutions to client			Officer of the Day, CSLO
TOTAL:			2 hours / transaction	

CIVIL SERVICE COMMISSION – CENTRAL OFFICE (CSC CO)

2. Request for Certified True Copy (CTC) / Photocopy of Case Records

Concerned parties may request certified true copies/photocopies of case records in the custody of the Office for Legal Affairs (OLA) to be used for specific purposes. These refer to records of administrative cases decided or currently pending for decision/resolution before the Commission.

Office or Division:	Records Division, Office for Legal Affairs (OLA)
Classification:	Simple
Type of Transaction:	G2C – Government to Client G2G – Government to Government
Who may avail:	<ol style="list-style-type: none"> a. Any requesting party as it pertains to his/her personal records, or his or her duly authorized representative; b. The Head of the Agency, the Personnel Officer or the Administrative Officer of the Agency to which the employee concerned belongs; c. Courts and administrative bodies exercising quasi-judicial and/or investigative functions by means of the compulsory process of subpoena duces tecum, in aid of the determination or resolution of pending cases; and d. Such other officials or entities duly authorized by competent authorities
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
<p><u>A. Requests made by a party to a case or his/her duly authorized representative.</u></p> <ol style="list-style-type: none"> 1) accomplished OLA Request Form (OLA Form No. 01) 2) At least one (1) valid government-issued I.D. card, or two (2) valid non-government issued I.D. card (at least 1 ID with photograph) 3) Proof of payment of required fees <p><u>Additional requirements if made through an authorized representative</u></p> <ol style="list-style-type: none"> 4) At least one (1) valid government-issued I.D. card, or two (2) valid non-government issued I.D. card (at least 1 ID with photograph) of the representative. 5) Authorization letter from the requesting concerned party. 	<ul style="list-style-type: none"> • OLA Records Division, 4th Floor CSC Building, Batasan, Quezon City; or • Downloadable at CSC Website (<i>link to be provided</i>)
<p><u>B. Requests made by the Agency of the party concerned / Courts / Other Government Agencies</u></p> <ol style="list-style-type: none"> 1) Accomplished OLA Request Form (OLA Form No. 01) 2) At least one (1) valid government-issued I.D. card, or two (2) valid non-government issued I.D. card (at least 1 ID with photograph) of duly authorized representative of the concerned agency/court. 	

3) Order from the court or Authorization Letter from the requesting agency.				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit accomplished OLA Request Form (OLA Form No. 01)	1.1 Retrieve the requested records. <i>If records are not available, inform the client that requested records are not available.</i>			Action Officer, Records, OLA
2. Secure order of payment	2.1 Issue order of payment			Action Officer, Records, OLA
3. Pay to the cashier	3.1 Process payment and issue Official Receipt (O.R.)	P10.00 per page for CTC documents P3.00 per page for photocopy only not CTC		Cashier
4. Submit requirements	4.1 Assess completeness of the requirements <ul style="list-style-type: none"> <i>Incomplete - Inform requesting party of lacking requirements</i> <i>Complete – Issue Acknowledgment Receipt.</i> 4.2 Photocopy/reproduce and certify the requested records			Action Officer, Records, OLA
5. Receive CTC/ photocopy of case records	5.1 Release CTC/photocopy of case records to client			Action Officer, Records, OLA
TOTAL:		P10.00 per page for CTC documents P3.00 per page for photocopy only not CTC	<i>3 working days upon receipt of complete documents</i>	

3. Issuance of Certificate of No Pending Administrative Case (Walk-in)

The issuance of a Certificate of No Pending Case serves as confirmation that the requesting government official or employee has no pending administrative case before the Commission. The certificate is sought as a supporting document for appointment, promotion, retirement, travel abroad, conferment of rank by the Career Executive Service Board (CESB), and for other legal purposes.

Office or Division:	Public Assistance and Complaints Desk (PACD); Office for Legal Affairs (OLA)
Classification:	Simple, Complex
Type of Transaction:	G2C – Government to Client G2G – Government to Government
Who may avail:	<ol style="list-style-type: none"> a. Any requesting party as it pertains to his/her personal records, or his or her duly authorized representative; b. The Head of the Agency, the Personnel Officer or the Administrative Officer of the Agency to which the employee concerned belongs; c. Courts and administrative bodies exercising quasi-judicial and/or investigative functions by means of the compulsory process of subpoena duces tecum, in aid of the determination or resolution of pending cases; and d. Such other officials or entities duly authorized by competent authorities
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
<p><u>A. Requests made by a party to a case or his/her duly authorized representative.</u></p> <ol style="list-style-type: none"> 1) Accomplished OLA Request Form (OLA Form No. 02) 2) At least one (1) valid government-issued I.D. card, or two (2) valid non-government issued I.D. card (at least 1 ID with photograph) 3) Proof of payment of required fees <p><u>Additional requirements if made through an authorized representative</u></p> <ol style="list-style-type: none"> 4) At least one (1) valid government-issued I.D. card, or two (2) valid non-government issued I.D. card (at least 1 ID with photograph) of the representative. 5) Authorization letter from the requesting concerned party. 	<ul style="list-style-type: none"> • OLA Records Division, 4th Floor CSC Building, Batasan, Quezon City; or • Downloadable at CSC Website (<i>link to be provided</i>)
<p><u>B. Requests made by the Agency of the party concerned / Courts / Other Government Agencies</u></p> <ol style="list-style-type: none"> 1) Accomplished OLA Request Form (OLA Form No. 02) 2) At least one (1) valid government-issued I.D. card, or two (2) valid non-government issued I.D. card (at least 1 ID with photograph) of duly authorized representative of the concerned agency/court. 3) Order from the court or Authorization Letter from the requesting agency. 	

CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit accomplished OLA Request Form (OLA Form No. 02)	1.1 Retrieve the requested records.		1 working day (1-15 certificates)	Action Officer, Records, OLA
2. Secure order of payment	2.1 Issue order of payment		3 working days (16-45 certificates)	Action Officer, Records, OLA
3. Pay to the cashier	3.1 Process payment and issue Official Receipt (O.R.)	P100.00 per certificate	7 working days (exceeding 45 certificates)	Cashier
4. Submit requirements	4.1 Assess completeness of the requirements <ul style="list-style-type: none"> • <i>Incomplete - Inform requesting party of lacking requirements</i> • <i>Complete – Issue Acknowledgment Receipt.</i> 4.2 Process request			Action Officer, Records, OLA
5. Receive Certificate of No Pending Case	5.1 Release Certificate of No Pending Case to client			Action Officer, Records, OLA
TOTAL:				

4. Issuance of Certificate of No Pending Administrative Case (thru Mail)

The issuance of a Certificate of No Pending Case serves as confirmation that the requesting government official or employee has no pending administrative case before the Commission. The certificate is sought as a supporting document for appointment, promotion, retirement, travel abroad, conferment of rank by the Career Executive Service Board (CESB), and for other legal purposes.

Office or Division:	Public Assistance and Complaints Desk (PACD); Office for Legal Affairs (OLA)			
Classification:	Simple, Complex			
Type of Transaction:	G2C – Government to Client G2G – Government to Government			
Who may avail:	a. Any requesting party as it pertains to his/her personal records, or his or her duly authorized representative; b. The Head of the Agency, the Personnel Officer or the Administrative Officer of the Agency to which the employee concerned belongs; c. Courts and administrative bodies exercising quasi-judicial and/or investigative functions by means of the compulsory process of subpoena duces tecum, in aid of the determination or resolution of pending cases; and d. Such other officials or entities duly authorized by competent authorities			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished OLA Form No. 02		Form can be downloaded from CSC website		
2. Self-addressed stamped envelope or Pouch, and Postal Money Order (PMO)		LBC, Post Office, 2Go		
3. Photocopy of at least one (1) valid government-issued I.D. card, or two (2) valid non-government issued I.D. card (at least 1 ID with photograph)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Mail requirements	1.1 Accept and preliminarily assess completeness of request <ul style="list-style-type: none"> • <i>Incomplete - Inform requesting party of any deficiency and enumerate the missing requirements</i> • <i>Complete – Issue acknowledgement receipt containing unique ID No., name and designation of responsible officer/ employee, date and time of receipt</i> 	P100.00 per certificate	3 working days (1-15 certificates)	OLA Records, OLA
	1.2 Check if PMO is worth P100.00			
	1.3 Process request <i>If disapproved/denial of application/request – Provide notice stating the reason for the disapproval/denial.</i>		7 working days (not exceeding 45 certificates)	
2. Receive the Certificate	2. Using the self-addressed stamped envelope, mail the Certificate		14 working days (exceeding 45 certificates)	CMD, IRMO
TOTAL:		P100.00 per certificate		

5. Response to Written Request for Verification of Civil Service Eligibility

Verification of civil service eligibility is done to validate the authenticity of the eligibility. This involves electronic/manual searching of the eligibility data of an individual from the eligibility database or from the physical files of the master list or register of eligible.

Office or Division:	Records Center and Archives Division (RCAD), IRMO
Classification:	Complex (Local/Within the Region); Technical (Inter-regional)
Type of Transaction:	G2G – Government to Government
Who may avail:	<ol style="list-style-type: none"> 1. Those who passed the following examinations <ol style="list-style-type: none"> a. Career Service Professional and Subprofessional Examination; b. Career Service Executive Eligibility; c. Career Executive Officer Examination; d. Fire Officer Eligibility; e. Foreign Service Eligibility; f. Penology Officer Eligibility; g. Police Officer Examinations; h. Meat Inspector Eligibility; i. Basic Competency on Local Treasury Examination; j. Professional Board Examination for Teachers;and k. Stenographer' Examination 2. Those granted the following special eligibilities under special laws and CSC issuances: <ol style="list-style-type: none"> a. Honor Graduate Eligibility; b. Scientific and Technological Specialist Eligibility; c. Electronic Data Processing Specialist Eligibility; d. Sanggunian Member Second Level Eligibility; e. Sanggunian Member First Level Eligibility; f. Foreign School Honor Graduate Eligibility; g. Barangay Official Eligibility; h. Barangay Health Worker Eligibility; i. Barangay Nutrition Scholar Eligibility; j. Veteran's Preference Rating Eligibility; and k. Skills Eligibility (Category II pursuant to CSC MC 11, s. 1996 as amended by CSC MC 10, s. 2013).

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1) Duly filled up Agency Request for Verification/Validation of Eligibility Form (ARVEF)	ARVEF can be downloaded from CSC website
2) Copy of Certificate of Eligibility (COE) if available	Requesting party
3) Properly accomplished Original Personal Data Sheet (PDS) with photograph subscribe and sworn to before a person administering oath and if photocopy duly authenticated by the HRMO or other HR personnel (CS Form 212, Revised 2017)	PDS form can be downloaded from CSC website

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request or letter request, accomplished	1.1 Accept and preliminarily assess	None		Receiving Officer, Communications and Management

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
ARVEF, copy of Certificate of Eligibility and properly accomplished original PDS with photograph subscribe and sworn to before a person administering oath if photocopy duly authenticated by HRMO or other HR personnel	<p>completeness of request, if:</p> <ul style="list-style-type: none"> • <i>Deficient - Inform requesting party of any deficiency and enumerate the missing requirements</i> 			Division (CMD), IRMO
	<p>1.2 Verify/validate eligibility information from records/ documents on file</p> <p>1.3 Review verified eligibility sign the transmittal list of verified eligibility</p>			Action Officer, RCAD, IRMO
2. Receive the ARVEF	2.1 Release ARVEF			Releasing Officer, RCAD, IRMO
TOTAL:		None	<p>7 working days (Local/Within the Region) upon receipt of complete documents;</p> <p>20 working days (Inter-Regional) upon receipt of complete documents subject for extension</p>	

6. Issuance of Certification of Eligibility (Walk-in, for Lost Certificates)

The Certification of Eligibility is an official document confirming an eligible's unavailable original Certificate/Certification of Eligibility or Report of Rating, based on validated records on file.

Office or Division:	Records Center and Archives Division (RCAD), IRMO
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens
Who may avail:	<ol style="list-style-type: none"> 1) Those who lost their Certificate of Eligibility (due to typhoon, flood, fire, theft, etc.) 2) Those who are not in possession of their Certificate of Eligibility (did not receive/claim their certificate, submitted COE to the agency, etc.) 3) Those who want to replace their Certificate of Eligibility (old/torn/worn-out certificate, request for correction of personal information has been duly granted by the Commission, etc.)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1) Duly accomplished Examination Records Request Form (ERRF) and Declaration Form (DF)	ERRF and DF can be downloaded from CSC website to be accomplished by the requesting party
2) At least one (1) I.D. card of the requesting party, preferably valid (not expired) on the date of transaction, as follows: <ul style="list-style-type: none"> ○ Driver's License/Temporary Driver's License (LTO O.R. must be presented together with old Driver's License; O.R. alone is not allowed)/Student Driver's Permit; ○ Passport; ○ PRC License; ○ SSS I.D.; ○ GSIS I.D. (UMID); ○ Voter's I.D./Voter's Certification; ○ BIR/Taxpayer's I.D. (ATM type/TIN card type with picture); ○ PhilHealth I.D. (must have the bearer's name, clear picture, signature and PhilHealth number); ○ Company/Office I.D.; ○ School I.D.; ○ Police Clearance/Police Clearance Certificate (with picture); ○ Postal I.D.; ○ Barangay I.D.; ○ NBI Clearance; ○ Seaman's Book; ○ HDMF Transaction Card; ○ PWD I.D.; ○ Solo Parent I.D.; ○ Senior Citizen's I.D.; 	LTO DFA PRC SSS GSIS COMELEC BIR PhilHEALTH Requesting party's Company/Office Requesting party's school PNP PhilPost Barangay where the requesting party resides NBI MARINA HDMF Social Welfare and Development Office of the Municipal/City where the requesting party resides Office of Senior Citizen's Affairs of the Municipal/City where the requesting party resides

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> ○ Alien Certificate of Registration Identity Card (ACR I-CARD) ○ CSC Eligibility Card <p>Valid ID contains eligible clear picture, date of birth, signature of the eligible and signature of the authorized head of the issuing agency.</p> <p>(Note: Expired I.D. cards, which shall be used as a last resort, may be accepted provided that, an expired I.D. card shall be accepted only within, and until the end of, the year the I.D. card is expiring.)</p>	<p>Bureau of Immigration</p> <p>CSC RO where the requesting party took the exam</p>
<p><u>If the requesting party works/lives abroad:</u></p> <p>1) one (1) piece 1x1 ID picture with name tag and signature over name affixed prior to having the photograph taken</p> <ul style="list-style-type: none"> • Signature must be on top of the printed name. • Photograph should have been taken within 3 months prior to filing of request for Certification of Eligibility. • Scanned, computer-generated photo/ name/ signature will not be accepted. 	<p>Photo imaging establishments</p>
<p>2) Copy of passport duly authenticated/ validated by the Philippine Embassy or Consular Office Copy of one (1) ID Card</p>	<p>Valid ID same as enumerated in #2 above Philippine Embassy or Consular Office</p>
<p><u>if request is filed through a Representative</u></p> <p>1) one (1) piece 1x1 ID picture with name tag and signature over name affixed prior to having the photograph taken</p> <ul style="list-style-type: none"> • Signature must be on top of the printed name. • Photograph should have been taken within 3 months prior to filing of request for Certification of Eligibility. • Scanned, computer-generated photo/ name/ signature will not be accepted. 	<p>Photo imaging establishments</p>
<p>2) Authorization Letter or Special Power of Attorney (SPA); and</p>	<p>Requesting Party or Notary Public</p>
<p>3) One (1) valid ID Card of the representative</p>	<p>Any valid ID as enumerated in #2 above.</p>
<p><u>Special Requirement:</u> PSA-issued Marriage Contract for women who married after taking the examination.</p> <p>In the absence of PSA-issued Marriage Contract – valid ID card indicating maiden name.</p> <p>A PSA issued birth certificate is required if the ID presented do not contains date of birth.</p>	<p>Philippine Statistics Authority</p>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit accomplished Eligibility/Exam Records Request Form (ERRF), Declaration Form (DF), one (1) 1x1 ID picture and valid ID <i>If thru authorized representative, submit authorization letter or Special Power of Attorney from the requesting concerned party; and valid ID of the representative</i>	1.1 Accept ERRF, DF, ID picture and valid ID and preliminarily assess completeness request, if: <ul style="list-style-type: none"> • <i>Deficient - Inform requesting party of any deficiency and enumerate the missing requirements.</i> 		1 working day	Action Officer, RCAD, IRMO
	1.2 Process Request <i>If disapproved/denial of application/ request – Provide notice stating the reason for the disapproval/denial.</i>			Action Officer, RCAD, IRMO
	1.3 Advise client to pay to the Cashier			
2. Pay to the Cashier	2.1 Process payment and issue Official Receipt	P50.00 per copy		Cashier
3. Present OR	3.1 Record OR number			Action Officer, RCAD, IRMO
4. Affix signature on the release portion of the ERRF and receive Certification of Eligibility	4.1 Request client to acknowledge receipt and release Certification of Eligibility			
TOTAL:		P50.00	1 working day upon receipt of complete documents	

7. Response to Request for in-house training - (CSC CO)

Upon request of a government agency, CSC conducts in-house training subject to agreed terms and conditions including payment of appropriate fees

Office or Division:	Civil Service Institute – CO (CSI)
Classification:	Highly Technical
Type of Transaction:	G2G – for services whose client is another government agency, government employee or official
Who may avail:	All government agencies

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter request indicating the type of training, number of participants, venue and schedule;	Requesting agency
2. Exploratory meeting to discuss propriety of in-house training	N/A

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Submit letter request to CSI		N/A		Requesting agency	
	Receive request through letter, call or personal inquiry			CSI	
	Schedule exploratory meeting. (Depending on the availability of both parties)			CSI	
2. Attend exploratory meeting	Discuss the training need, type of training, number of participants, venue, schedule and cost.			Requesting agency, CSI	
	Prepare exploratory meeting minutes			CSI	
	Identify SME, prepare course brief, customized design, proposal letter and draft MOA.			CSI	
	Prepare proposal with draft MOA			CSI	
3. Receive proposal with draft MOA				Requesting agency	
	TOTAL			20 working days upon confirmation of the conduct of the training	

8. Request for Accreditation of Training Institution/s - CSC CO (CSI)

Private and non-government institutions providing learning and development interventions to the bureaucracy may avail the CSC's accreditation program.

Office or Division:	Civil Service Institute – CO (CSI)
Classification:	Highly Technical
Type of Transaction:	G2B – for services whose client is business entity
Who may avail:	The accreditation can be availed by private and non-government learning and development institutions who are seeking to provide learning and development interventions to the bureaucracy in the areas of leadership development, human resource management and organization development and personal and professional effectiveness.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> • Letter Request for Accreditation • Valid and Certified True Copies of: <ul style="list-style-type: none"> ✓ SEC or DTI Registration ✓ Articles of Incorporation/Partnership and By-Laws ✓ Business Permit ✓ BIR Registration ✓ Income Tax Return (Latest) ✓ Certificate of Tax Clearance ✓ Latest Three-Year Audited Financial Statement • Organization Profile • Table of Organization • List of training staff • Updated list of board members (in the case of a corporation) and officers • List of leadership development, human resource management and organization development, personal and professional effectiveness programs/courses • Documented design of a sample program, course and/or service • List of Subject Matter Experts (SMEs) with resumes and certification that they are willing to be engaged as SMEs for the institution • Report on Training Service Delivery (Past 3 years) • Certificate of Membership in Associations (if any) 	<ul style="list-style-type: none"> • Applicant institution • SEC or DTI • SEC • City Mayor's Office • BIR • BIR • BIR Collection Division • BIR • Applicant institution
<ul style="list-style-type: none"> • Awards/Recognition of Excellence (if any) 	<ul style="list-style-type: none"> • Applicant institution

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request to CSI with complete supporting documents			20 working days upon receipt of complete requirements	Applicant Institution

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<i>(Only complete documents shall be accepted)</i>				
	<ol style="list-style-type: none"> 1. Check completeness of documents and receive if complete 2. Issue Acceptance or Non-Acceptance Letter with the Checklist indicating deficiencies, if any. 3. Issue billing statement if requirements are complete. 			Designated HR Specialist
2. Client pay the non-refundable fee		P10,000.00		Applicant institution
	<ol style="list-style-type: none"> 4. Evaluate submitted documents in accordance with the requirements of the Policy. If not ok, inform Institution through letter. 5. Conduct ocular Inspection 6. Assess submitted Programs 7. Confer accreditation and provide them with a copy of the Resolution and Certificate of Accreditation. 			Designated HR Specialist
	TOTAL	P 10,000.00	20 working days upon receipt of complete documents	

9A. Issuance of Certified Copies of Documents – CSC Issuances/Resolutions

[Issuance of Certified True Copies (CTC) of CSC Resolutions promulgated more than three (3) years prior to current year.]

Concerned parties in the Decisions/Resolutions promulgated by the Commission may request certified true copies of the said documents to be used for specific purposes.

Office or Division:	Library and Archives Management Division (LAMD), Integrated Records Management Office (IRMO)	
Classification:	Simple	
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government G2B – Government to Business	
Who may avail:	<ol style="list-style-type: none"> 1) Concerned Parties involved in the case <ol style="list-style-type: none"> a. Persons/Agencies directly involved in the case b. Persons/Agencies indirectly involved but have to be informed of the decision due to the effect of the decision on them or their work 2) Authorized representative of the concerned party 3) Authorized Liaison Officer of the agency 4) Such other officials or entities duly authorized by competent authorities 	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
<ol style="list-style-type: none"> 1) For concerned parties involved: <ol style="list-style-type: none"> a. Accomplished CSC Request Form b. Any valid government-issued ID (original) <ul style="list-style-type: none"> ○ Driver's License/Temporary Driver's License (LTO O.R. must be presented together with old Driver's License; O.R. alone is not allowed)/Student's Driver's Permit ○ Passport ○ PRC License ○ SSS I.D. ○ GSIS I.D. (UMID) ○ Voter's I.D./Voter's Certification ○ BIR/Taxpayer's I.D. (ATM type/TIN card type with I.D. picture) ○ PhilHealth I.D. (must have the bearer's name, clear picture, signature and PhilHealth number) ○ Company/Office I.D. ○ School I.D. ○ Police Clearance/Police Clearance Certificate (with picture) ○ Postal I.D. ○ Barangay I.D. ○ NBI Clearance ○ Seaman's Book ○ HDMF Transaction Card ○ P.W.D. I.D. ○ Solo Parent I.D. } ○ Senior Citizen's I.D. ○ Alien Certificate of Registration Identity Card (ACR I-CARD), and 		<ul style="list-style-type: none"> ○ CSC CO IRMO ○ LTO ○ DFA ○ PRC ○ SSS ○ GSIS ○ COMELEC ○ BIR ○ PhilHealth ○ Requesting party's company/office ○ Requesting party's school ○ PNP ○ Phil. Postal Corporation where the requesting party resides ○ Requesting party's barangay where the requesting party resides ○ NBI ○ Marina ○ HDMF ○ Social Welfare and Development Office at the Municipality/City where the requesting party resides ○ Office of the Senior Citizen Affairs at the Municipality/City where the requesting party resides ○ Bureau of Immigration

<ul style="list-style-type: none"> ○ CSC Eligibility Card (note: implemented only beginning with the May 3, 2015 CSE-PPT) <p>2) If request is filed through authorized representative of the parties concerned/authorized Liaison Officer of agency:</p> <ul style="list-style-type: none"> a. Accomplished CSC Request Form b. Any valid government-issued ID of the concerned party (original) c. Authorization letter from the requesting concerned party d. Any valid government issued ID of the representative (original) e. Office Order issued by the concerned agency if party is requesting certificate of appearance 	<ul style="list-style-type: none"> ○ CSC RO where the requesting party took the exam <p>} same as indicated above</p> <ul style="list-style-type: none"> ○ Requesting party ○ same as indicated above ○ Concerned party's agency
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CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit accomplished CSC Request Form and any valid original government-issued ID Card, authorization letter (if applicable) to CSC CO-IRMO	1.1 Accept and review the accomplished form	PhP10.00 per page for CTC documents		Officer of the Day
	1.2 Retrieve the requested documents, issue Order of Payment and advise client to pay the corresponding fee	Php3.00 per page for photocopy only not CTC		Authorized records staff
2. Pay the corresponding fee	2. Cashier process payment and issues Official Receipt (O.R.) ● While the client pays the corresponding fee, the requested documents are being reproduced			Cashier – OFAM Authorized records staff
3. Present O.R.	3. Record the O.R. No.			Authorized staff
4. Receive the document requested	4. Release requested documents to client			Authorized staff
TOTAL:		PhP10.00 per page for CTC documents Php3.00 per page for photocopy only not CT	1 working day upon receipt of complete documents	

9B. Issuance of Certified Copies of Documents - SALN

Authorized parties may request copies of their personal records in the Commission including Statement of Assets and Liabilities (SALN) to be used for specific purposes.

Office or Division:	Communications Management Division (CMD), Integrated Records Management Office (IRMO)	
Classification:	Simple	
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government G2B – Government to Business	
Who may avail:	1) Any requesting party as it pertains to his/her personal records; 2) The Head of the Agency, the Human Resource Management Officer or the Administrative Officer of the Agency to which the employee concerned belongs; 3) Courts and administrative bodies exercising quasi-judicial and/or investigative functions by means of the compulsory process of <i>subpoena duces tecum</i> , in aid of investigation and/or determination or resolution of pending cases; and 4) Such other officials or entities duly authorized by competent authorities	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. For concerned parties involved: <ul style="list-style-type: none"> a. Accomplished Request for SALN Form b. Any valid government-issued ID (original) <ul style="list-style-type: none"> ○ Driver's License/Temporary Driver's License (LTO O.R. must be presented together with old Driver's License; O.R. alone is not allowed)/Student's Driver's Permit ○ Passport ○ PRC License ○ SSS I.D. ○ GSIS I.D. (UMID) ○ Voter's I.D./Voter's Certification ○ BIR/Taxpayer's I.D. (ATM type/TIN card type with I.D. picture) ○ PhilHealth I.D. (must have the bearer's name, clear picture, signature and PhilHealth number) ○ Company/Office I.D. ○ School I.D. ○ Police Clearance/Police Clearance Certificate (with picture) ○ Postal I.D. ○ Barangay I.D. ○ NBI Clearance ○ Seaman's Book ○ HDMF Transaction Card ○ P.W.D. I.D. ○ Solo Parent I.D. } ○ Senior Citizen's I.D. ○ Alien Certificate of Registration Identity Card (ACR I-CARD), and 		<ul style="list-style-type: none"> ○ CSC CO - IRMO ○ LTO ○ DFA ○ PRC ○ SSS ○ GSIS ○ COMELEC ○ BIR ○ PhilHealth ○ Requesting party's company/office ○ Requesting party's school ○ PNP ○ Phil. Postal Corporation where the requesting party resides ○ Requesting party's barangay where the requesting party resides ○ NBI ○ Marina ○ HDMF ○ Social Welfare and Development Office at the Municipality/City where the requesting party resides ○ Office of the Senior Citizen Affairs at the Municipality/City where the requesting party resides ○ Bureau of Immigration

<ul style="list-style-type: none"> ○ CSC Eligibility Card (note: implemented only beginning with the May 3, 2015 CSE-PPT) <p>2. If request is filed through authorized representative of the parties concerned/authorized Liaison Officer of agency:</p> <ul style="list-style-type: none"> a. Accomplished CSC Request Form b. Any valid government-issued ID of the concerned party (original) c. Authorization letter from the requesting concerned party d. Any valid government issued ID of the representative (original) e. Office Order issued by the concerned agency if party is requesting certificate of appearance 	<ul style="list-style-type: none"> ○ CSC RO where the requesting party took the exam <p style="margin-left: 20px;">} same as indicated above</p> <ul style="list-style-type: none"> ○ Requesting party ○ same as indicated above ○ Concerned party's agency
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CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Request for SALN Form and 1 valid ID Card to CSC CO-IRMO	1.1 Accept and review the accomplished form	PhP30.00 per SALN record		IRMO Focal person
	1.2 Retrieve the requested records, issue Order of Payment and advise client to pay the corresponding fee if records are available. <ul style="list-style-type: none"> ● If records are not available, inform the client that requested records are not available. 			IRMO Focal person
2. Pay the corresponding fee	2. Cashier process payment and issues Official Receipt (O.R.) <ul style="list-style-type: none"> ● While the client pays the corresponding fee, the requested documents are being reproduced 			Cashier - OFAM IRMO Focal person
3. Present O.R.	3. Record the O.R. No.			IRMO Focal person

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Receive the document requested	4. Release certified copy of requested document/record to client. <ul style="list-style-type: none"> ● If denial of application/request - Send written explanation and grounds for such denial is based ● If disapproved - Send a formal notice and cite any violation of the law 			CSC CO IRMO Focal person
TOTAL:		PhP30.00 per SALN record	1 working day upon receipt of complete documents	

10. Handling of queries/ request for assistance on Civil Service Matters

PAIO provides general information on civil service matters and handles requests for assistance on CSC services.

Office or Division:	CSC RO – PAIO, Central Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get queuing number and wait for it to be called.	1. Assign client transaction number and attend to client's inquiry	None		CSC CO- PAIO Action Officer
2. Inform the Action Officer regarding the query or request for assistance.	2. Provide reply to simple queries/ request for assistance <ul style="list-style-type: none"> ● <i>for complex queries/ requests for assistance, advise client that the matter will be referred to the appropriate office</i> ● <i>request the client to fill out request form</i> 			
3. For concerns to be referred to other CSC office, fill out a request form.	3. Prepare a referral letter and forward to the concerned office within the day.			
4. Fill-out a Customer Feedback Sheet.	<i>(The receiving office will provide concrete action within three working days. If request is denied/ disapproved – the receiving office will send a written notice citing the ground for denial/ disapproval of the request.)</i>			
TOTAL:		None	1 working day	(CSC Office receiving the concern)

11. Issuance of Certificate of Accreditation and Resolution of Accreditation to the Employees Organization

A registered employees' organization enjoying majority support of the agency's rank-and-file employees may seek accreditation as the Sole and Exclusive Negotiating Agent (SENA) on terms and conditions of employment not fixed by law.

The process starts with the receipt of documents from IRMO, which are subsequently evaluated by the action officer using PEARS for compliance with the requirements set forth in Executive Order No. 180. If found compliant, the Certificate of Accreditation is prepared for signature of the Chairperson of CSC.

Office or Division:	CSC CO- Human Resource and Relations Office (HRRO)
Classification:	Highly Technical
Type of Transaction:	G2G – Government to Government
Who may avail:	All Government Agencies (NGAs, LGUs, GOCCs, WDs, SUCs, LCUs)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>1. Sworn Petition for Accreditation signed by a majority of the rank-and-file employees in the negotiating unit it seeks to represent. (Every page of the document which contains the employees' signatures must have a heading indicating the purpose of which it is intended.) The form, contents, and supporting documents of the petition are as follows: (a) it must be in writing, verified under oath by the President of the employees' organization; (b) that the petitioner is a duly registered employees' organization. Certification of the President of the employees' organization stating: (a) that the employees whose names and signatures appearing in alphabetical order in support of the petition constitute majority of the total number of rank-and-file employees in the negotiating unit; and (b) that the names and signatures of the employees appearing in the petition for accreditation are accurate and authentic, and that the list of names are devoid of duplicate/double entries;</p>	<ul style="list-style-type: none"> • Employees' Organization
<p>2. Certification of the President of the employees' organization stating: (a) that the employees whose names and signatures appearing in alphabetical order in support of the petition constitute majority of the total number of rank-and-file employees in the negotiating unit; and (b) that the accuracy and authenticity of the names and signatures of the employees appearing in the petition for accreditation, and that the list of the names are devoid of duplicate/double entries;</p>	<ul style="list-style-type: none"> • Employees' Organization
<p>3. Certification from Human Resource Management Officer / Administrative Officer</p>	<ul style="list-style-type: none"> • Concerned Agency

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>as to the total number of rank-and-file employees in the agency;</p> <p>4. Current/most recent original copy of the Certification from the Department of Labor and Employment – Bureau of Labor Relations (DOLE-BLR) that the employees’ organization seeking accreditation is the only registered employees’ organization in the negotiating unit and that no other employees’ organization in the same negotiating unit is seeking registration;</p> <p>5. Accreditation fee (Php 750.00). If payment is through postal money order or check, the same should be payable to the Civil Service Commission; and</p> <p>6. Sworn report on the presence/ absence of opposition to the petition for accreditation with inclusive dates and places of posting. (To be submitted after compliance with the 10 calendar days posting requirement of the (a) Notice of Petition for Accreditation, (b) Notice to Oppositor (c) Certified Copy of Sworn Petition for Accreditation with majority support signatures of rank and file employees).</p>	<ul style="list-style-type: none"> • DOLE-BLR • Employees’ Organization • Employees’ Organization

CLIENT STEPS	PROCESSING TIME	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Present petition for accreditation with supporting documents for initial/preliminary evaluation.</p>	<p>1. Evaluate petition, check completeness and authenticity of submitted documents.</p> <p>Any Deficiency - <i>Inform applicant or requesting party and enumerate the missing requirements</i></p> <p>No Deficiency – <i>Give payment order to client refer to the cashier for payment.</i></p>			<p>HRRO Officer of the Day</p>
<p>2. Pay to the Cashier</p>	<p>2. Process payment and issues Official Receipt to client.</p>	<p>Php 750.00</p>		<p>OFAM Cashier</p>

CLIENT STEPS	PROCESSING TIME	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>3. Submit Petition and supporting documents to IRMO</p>	<p>3.1 Receive and record petition and supporting documents from client.</p> <p><i>*IRMO to transmit documents to HRRO for processing</i></p> <p>3.2 HRRO receives and records documents from IRMO</p> <p>3.3 Assign documents to RACD</p> <p>3.4 Receive the petition and documents and records the same in the Logbook/ Database of Received and Released Documents. After which the DC assigns the Petition for Accreditation and Records for processing to the designated Action Officer (AO).</p> <p>3.5 The AO evaluates and determines the completeness in form and content of the petition for accreditation using PEARS.</p>			<p>IRMO Receiving Officer</p> <p>HRRO Receiving Officer</p> <p>Director III/IV</p> <p>Division Chief</p> <p>HRRO Action Officer</p>
<p>4. Receive the (a) Notice of Petition for Accreditation, (b) Notice to Opposition; and (c) Certified Copy of Sworn Petition for Accreditation with majority support signatures of rank and file</p>	<p>4. If the documents conform to the standard and are complete, the HRRO thru the RACD sends to EO: (a) Notice of Petition for Accreditation, (b) Notice to Opposition; and (c) Certified Copy of</p>			<p>HRRO Action Officer/Division Chief/Director III/Director IV</p>

CLIENT STEPS	PROCESSING TIME	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
employees for posting in the agency's conspicuous places for 10 calendar days.	Sworn Petition for Accreditation with majority support signatures of rank and file employees for posting in the agency's two (2) most conspicuous places for 10 calendar days.			
5. Submit the Sworn Report on the Presence/Absence of Opposition to Petition for Accreditation with places and inclusive dates of posting to HRRO.	<p>5.1. Accepts records and send request for verification to DOLE-BLR whether there is a Certification Election (CE) filed by another registered Employees' Organization (EO) against the Petitioner EO in the same Agency.</p> <p>5.2 Upon receipt of DOLE Verification, the HRRO-RACD prepares Certificate of Accreditation for signature of the CSC Chairperson.</p> <p>5.3 Signing of Certificate of Accreditation and Resolution.</p>			<p>HRRO Action Officer/Receiving Officer</p> <p>HRRO Action Officer</p> <p>CSC Chairperson (per Amended IRR of EO No. 180, s. 1987)</p>

CLIENT STEPS	PROCESSING TIME	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>6. Receive the Certificate, Resolution and Letters</p>	<p>6. Once signed and approved by the Chairperson, the RACD prepares and sends congratulatory letters and releases Certificate of Accreditation, Resolution to Employees' Association, Agency and CSC Regional Office for the award of the Original Certificate of Accreditation and Resolution.</p> <p><i>If denial of application/request - Send written explanation and grounds for such denial is based.</i></p> <p><i>If disapproved - Send a formal notice and cite any violation of the law</i></p>			<p>HRRO Action Officer/Releasing Officer/Division Chief/Director III/Director IV</p>
TOTAL:		Php750.00	20 working days from receipt of DOLE verification	

12. Issuance of Certificate of CNA Registration

The Collective Negotiation Agreement (CNA) forged between the agency's management and the accredited employees' organization is evaluated for compliance to documentary requirements prior to issuance of certificate of registration signed by the Chairperson of CSC.

The process starts with the receipt of documents from IRMO. The documents are evaluated by the action officer using the PEARS as to compliance with the requirements set forth in Executive Order No. 180. If found compliant, the Certificate of Registration is prepared for signature of the Chairperson of CSC.

Office or Division:	CSC CO- HRRO
Classification:	Highly Technical
Type of Transaction:	G2G – Government to Government
Who may avail:	All Government Agencies (NGAs, LGUs, GOCCs, WDs, SUCs, LCUs)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Four (4) notarized original copies of the signed CNA (to be filed with the CSC-HRRO within ninety (90) calendar days after its execution).	<ul style="list-style-type: none"> Employees' Organization
2. Original copy of a statement that the signed CNA was posted in at least two (2) most conspicuous places in the principal address of the agency and all its regional offices/branches, if any, for at least seven (7) calendar days before its ratification. (It should be sworn, notarized and the places and inclusive dates of posting must be indicated).	<ul style="list-style-type: none"> Employees' Organization
3. One (1) Sworn/notarized original copy of the proof of ratification of the signed CNA e.g. Resolution bearing the names of employees and ratifying signatures by the of majority of the rank-and-file employees in the negotiating unit (Every page must contain a heading stating the purpose for which the signatures are intended).	<ul style="list-style-type: none"> Employees' Organization
<i>*The above-stated documents must be certified under oath by the Secretary of the Association and attested to by the President.</i>	
4. Original copy of certification from the Human Resource Management Officer / Administrative Officer as to the total number of rank-and-file employees in the agency (This will determine if the majority support requirement has been met).	<ul style="list-style-type: none"> Concerned Agency
5. Certified true copy of the Certificate of Accreditation.	<ul style="list-style-type: none"> Employees' Organization

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present application for CNA Registration with	1. Evaluate application for			HRRO Officer of the Day

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
complete supporting documents for initial/preliminary evaluation.	<p>CNA Registration and check completeness of supporting documents.</p> <p>Any Deficiency - <i>Inform applicant or requesting party and enumerate the missing requirements</i></p> <p>No Deficiency – <i>Give payment order to client and refer to the cashier for payment</i></p>			
2. Pay to the Cashier	2. Process payment and issue Official Receipt to client	Php1,000		OFAM – Cashier
3. Submit CNA Registration with supporting Documents to IRMO	<p>3.1 Accept and record CNA Registration and supporting documents from client</p> <p>3.2 IRMO transmits the documents to HRRO</p> <p>3.3 Accept and record documents from IRMO</p> <p>3.4 Assign documents to HRRO-RACD.</p> <p>3.5 Receive the application for CNA Registration and documents and records the same in the Logbook/Databas e of Received and Released Documents and after which assigns the Application for Registration of CNA and Records</p>			<p>IRMO Receiving Officer</p> <p>IRMO Receiving Officer</p> <p>HRRO Receiving Officer</p> <p>Director III/IV</p> <p>Division Chief</p>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>Regional Office for the award of the Original Certificate of CNA Registration to the EO.</p> <p><i>If denial of application/request</i> - <i>Send written explanation and grounds for such denial is based</i></p> <p><i>If disapproved</i> - <i>Send a formal notice and cite any violation of the law</i></p>			
	TOTAL:	Php 1,000	20 working days from receipt of complete documents from IRMO	

13. Response Job Applications

This describes the procedures employed by the OHRMD in handling job applications submitted by individuals who are interested to join the CSC workforce.

Office or Division:	CSC CO - OHRMD
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	General Public
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
<p>Application letter with complete set of requirements, as follows:</p> <ol style="list-style-type: none"> Fully accomplished Personal Data Sheet (CS Form No. 212, Revised 2017) with ID picture taken within the last 6 months 3.5 cm x 4.5 cm (passport size); the PDS should be subscribed and sworn to before the highest ranking HRMO in the agency, any officer authorized to administer oath, or a notary public; Work Experience Sheet (if applicable); Photocopy of performance rating of at least VS in the last rating period (if applicable); Photocopy of certificate of eligibility/rating/ license; and Photocopy of Transcript of Records. 	<ul style="list-style-type: none"> Can be downloaded at www.csc.gov.ph Can be downloaded at www.csc.gov.ph

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Submit application letter together with the complete set of requirements (items a to e)</p> <p>Hand in or send through email the application letter addressed to:</p> <p>Director IV FERNANDO M. PORIO Office for Human Resource Management and Development Civil Service Commission Constitution Hills, 1126, Quezon City</p> <p>Email address: ohrmd.tard@csc.gov.ph</p>	<ol style="list-style-type: none"> Upon receipt by the Talent Acquisition and Retention Division (TARD) of the complete requirements, record and assign a unique ID number to the applicant and forward the application to the Action Officer (AO) in-charge of the vacancy Evaluate qualification of the applicant vis-à-vis the qualification standards (QS) of the vacancy Draft a letter reply informing the applicant of the status of his/her application, if: <ul style="list-style-type: none"> Meeting QS 	None		<p>Principal: Chief HRS of TARD</p> <p>Alternate: Supervising HRS of TARD</p> <p>TARD AO</p> <p>TARD AO</p>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<ul style="list-style-type: none"> • Not meeting QS <p>4. Review draft letter reply</p> <p>5. Approve letter reply</p> <p>6. Send letter reply to applicant through email indicating the following information:</p> <ul style="list-style-type: none"> • If meeting or not meeting the QS • Unique ID No • Name and Designation of responsible officer/employee • Date and time of receipt of application 			<p>Principal: Chief HRS of TARD</p> <p>Alternate: Supervising HRS of TARD</p> <p>Principal: Director IV</p> <p>Alternate: Director III</p> <p>TARD AO</p>
	TOTAL:	None	3 working days upon receipt of complete documents	