



Examination Advisory No. 12, s. 2022

ADVISORY

- TO : ALL REGISTERED EXAMINEES OF THE 15 MARCH 2020 CAREER SERVICE EXAMINATION – PEN AND PAPER TEST (CSE-PPT)**
- SUBJECT : Resumption of Refund of Examination Fee for the Cancelled 15 March 2020 CSE-PPT**

It can be recalled that the Commission, through Resolution No. 2100304 dated 5 April 2021, has decided to cancel the conduct of the 15 March 2020 Career Service Examination – Pen and Paper Test (CSE-PPT), and to refund PHP500 examination fee of the registered examinees. In the said Resolution, the examinees have until December 2021 to file for their refund.

Subsequently, in CSC Resolution No. 2200248 dated 28 June 2022, the Commission has approved to allow and accommodate the registered examinees of the cancelled CSE-PPT to take the 7 August 2022 or 26 March 2023 CSE-PPT. Unrefunded examinees who do not wish to take the CSE-PPT or have taken/passed the 19 June 2022 CSE-PPT or Computerized Examinations (CSC-COMEX)¹ conducted from May to July 2022, shall be allowed to claim their refund until 14 March 2025.

Availing of the refund shall resume and continue until 14 March 2025. There shall be two (2) modes of claiming the refund. Thus, please be guided by the following procedure on how to claim your refund:

A. Refund in Person

1. In the Civil Service Commission Regional Office/ Field Office (RO/FO) concerned (where the examinee originally filed his/her application)

- a. Coordinate with the CSC RO/FO through call or text for their scheduling system.

In light of the COVID-19 situation, Refundees are advised to avoid going to the CSC RO/FO without a confirmed appointment/schedule or without advance notice.

- b. The Refundee shall fill out a Request for Refund Form (RRF) which can be downloaded at the CSC website (www.csc.gov.ph). On the day of the visit to the CSC RO/FO, the refundee shall submit the RRF, together with an original and photocopy of a valid I.D. The original ID will be returned to the Refundee after validation of the photocopy submitted.
- c. If refund is through an authorized representative, the properly accomplished RRF shall be submitted on the schedule of Refundee's

¹ COMEX conducted on 12 May 2022; 28 & 30 June 2022; and 5, 7 & 12 July 2022

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appointment for refund to the RO/FO where the examinee originally filed his/her examination application. The following documents shall be submitted/presented by the representative:

- i. RRF accomplished by the Refundee;
 - ii. Authorization letter (template can be downloaded at the CSC website);
 - iii. Original and photocopy of valid ID duly signed by the Refundee;
 - iv. Original and photocopy of the valid ID of the representative
- d. For deceased registered examinee/refundee, the immediate family member can claim the refund of examination fee by presenting the following documents:
- i. Duly filled out RRF with the notation "deceased" after the name of registered examinee;
 - ii. Original and photocopy of valid I.D. of the deceased;
 - iii. PSA issued Death Certificate; and
 - iv. Original and photocopy of valid ID of the immediate family who is claiming the refund.

2. Through Conduit CSC RO/FO (where the examinee's present place of residence or work is nearest)

- a. The Refundee shall write (by mail, courier, email) the CSC RO concerned, which has jurisdiction over the place where the examinee filed his/her application, to request that his/her refund will be claimed in a specific RO/FO nearest his/her residence or place of work.

Refundee may verify first with the CSC RO as to the most appropriate mode (e.g., mail, courier, email) for sending the letter.

To know the contact details and location of the nearest CSC RO/FO, kindly check the CSC directory at www.csc.gov.ph/cscrod.

Together with the letter, the Refundee shall also submit the RRF and scanned copy of his/her duly signed valid ID.

- b. Upon receipt of the request, the CSC RO concerned verifies the Refundee's data from the List of Registered Examinees as to his/her name, birthday, birthplace, and home address.
- c. Once verified and approved for release of refund, the CSC RO concerned sends a written notice/advisory (through mail, courier, or e-mail) to the Refundee that he/she can proceed to the CSC RO/FO nearest to his/her place of residence/work, copy furnished the conduit CSC RO official email created for the purpose. The CSC RO concerned shall also transfer the fund to the account of the conduit CSC RO.
- d. The Refundee shall present the notice/advisory to the nearest or conduit CSC RO/FO together with duly filled out RRF, and original and photocopy of duly signed valid I.D.

- e. The CSC RO/FO shall attach the notice/advisory to the Refundee's RRF and process the release of refund.
- f. If the refund, however, is being claimed through an authorized representative or representative of a deceased registered examinee/refundee, claiming through a conduit, the refundee's representative shall present/submit the additional documents enumerated under Item A.1.c or Item A.1.d, as applicable.

B. Refund via Online Mode

1. The Refundee shall do the following:

- a. Fill out RRF and scan the filled out form.

The Refundee shall choose the payment facility from a set of options given by the CSC RO.

- b. Scan, or take a clear photo, of the front and back sides of any valid government-issued I.D.
- c. Send the scanned copy of the RRF and ID to the CSC RO Concerned via email. Sending through the CSC RO's Facebook Page or Messenger account is discouraged for the possibility of a personal data breach.
- d. If the refund, however, is being claimed through an authorized representative or representative of a deceased registered examinee/refundee, claiming through a conduit, the refundee's representative shall present/submit the additional documents enumerated under Item A.1.c or Item A.1.d, as applicable.

2. The CSC RO concerned shall do the following:

- a. Validate the documents and process the refund; and
- b. Notify the Refundee as to when the refund will be released through the payment facility indicated on the RRF.

Refundees are advised to coordinate with the CSC RO concerned through the following email addresses or contact numbers.

CSC DIRECTORY FOR REFUND

CSC RO	Email Address	Contact Number/s
CSC RO I	ro01.refund@csc.gov.ph	0963 2848792 0963 0091483
CSC RO II	ro02.refund@csc.gov.ph	0917 9182585 0968 4286058
CSC RO III	ro03.refund@csc.gov.ph	0920 5592088
CSC RO IV	ro04.refund@csc.gov.ph	(02) 75080377

CSC RO	Email Address	Contact Number/s
CSC RO V	ro05.refund@csc.gov.ph	(052) 7429568
CSC RO VI	ro06.refund@csc.gov.ph	(033) 3212669
CSC RO VII	ro07.refund@csc.gov.ph	(032) 4147488 (032) 4147676
CSC RO VIII	ro08.refund@csc.gov.ph	(053) 8880742
CSC RO IX	ro09.refund@csc.gov.ph	(062) 9555946
CSC RO X	ro10.refund@csc.gov.ph	0936 7861759
CSC RO XI	ro11.refund@csc.gov.ph	0936 6389248 0905 4079313 0968 3022833 0968 3022834
CSC RO XII	ro12.refund@csc.gov.ph	0905 1411835
CSC NCR	roncr.refund@csc.gov.ph	(02)87815878
CSC CAR	rocar.refund@csc.gov.ph	0908 8851426 (074) 443-5981 (074) 443-5982 (074) 442-0367
CSC CARAGA	rocaraga.refund@csc.gov.ph	0999 8809931 8153370 8159459
CSC for BARMM	robarmm.refund@csc.gov.ph	(064) 5521855

DATA PRIVACY NOTICE

CSC collects personal data for the purpose of processing your refund request. CSC will not reveal any of your personal or sensitive personal information to any other person or entity at any time except pursuant to an order of the court of competent jurisdiction, those explicitly allowed by law, or those instances where we need to establish, exercise, or defend our legal rights against fraud and/or mitigation of risks and damages. As soon as the indicated purpose for the collection is served, we will take necessary steps to destroy, de-identify, or delete your information.

We are committed to handle and protect your personal data in accordance with the provisions of Republic Act No. 10173 or the Data Privacy Act of 2012, its implementing rules and regulations, issuance of the National Privacy Commission, and CSC's own internal policies on data protection and security.

We commit to use and process your personal data lawfully, with utmost consideration to your rights as data subject including your (i) right to be informed, (ii) right to access, (iii) right to object to the data processing, (iv) right to erasure or blocking, and (v) right to lodge complaint. If you have any data privacy concerns, you may contact CSC's Data Protection Officer at dpo@csc.gov.ph.

26 August 2022

MGLR/CCB/svf
RN017_Resumption of Refund