



CIVIL SERVICE COMMISSION

CITIZEN'S CHARTER

2020 (2nd Edition)



CIVIL SERVICE COMMISSION

CITIZEN'S CHARTER

2020 (2nd Edition)



I. Mandate

The Civil Service Commission, as the central personnel agency of the Government, shall establish a career service and adopt measures to promote morale, efficiency, integrity, responsiveness, progressiveness, and courtesy in the civil service. It shall strengthen the merit and rewards system, integrate all human resources development programs for all levels and ranks, and institutionalize a management climate conducive to public accountability. It shall submit to the President and the Congress an annual report on its personnel programs.

II. Vision

CSC shall be globally recognized as a center of excellence for strategic HR and OD

III. Core Purpose

Gawing Lingkod Bayani ang Bawat Kawani (To make every civil servant a servant hero)

IV. Service Pledge

We, the officials and employees of the Civil Service Commission, commit to a Responsive, Accessible, Courteous and Effective public service by:

Serving you promptly, efficiently, and with utmost courtesy by authorized personnel with proper identification from Mondays to Fridays, 8:00 a.m. to 5:00 p.m., without noon break, subject to health and security measures adopted by the CSC to help contain the spread of Covid-19

Ensuring strict compliance with service standards, with written explanation for any delays in frontline services;

Responding to your complaint about our services the soonest or within the day through our Public Assistance and Complaints Desk and taking corrective measures;

Valuing every citizen's comments, suggestions, and needs, including those with special needs such as the differently-abled, pregnant women, and senior citizens; and

Empowering the public through 24/7 access to information on our policies, programs, activities and services through our website (www.csc.gov.ph [for RO/FO website], please refer to Directory on page 186-205).

All these we pledge, because YOU deserve no less.



V. LIST OF SERVICES

CSC Central Office Services

Request for Certified True Copy/Photocopy of CSC Decisions/ Resolutions	7
Request for Certified True Copy/Photocopy of Case Records	11
Issuance of Certificate of No Pending Administrative Case (Walk-in)	15
Issuance of Certificate of No Pending Administrative Case (thru Mail)	18
Issuance of Verified Civil Service Eligibility (Agency Request)	21
Issuance of Verified Civil Service Examination Results (Walk-in Request)	24
Issuance of Certification of Eligibility (for Lost Certificates)	27
Response to Request for In-house Training	31
Response to Request for Accreditation of L and D Institution/s	33
Issuance of Certified Copies of SALN	37
Issuance of Certified Copy of CSC Records (Appointment Papers issued by Government Agencies in NCR and Region IV from 1980-1989, Service Cards/Records, Leave Without Pay) And CSC Issuance	39
Handling of queries/request for assistance on Civil Service Matters	45
Issuance of Certificate of Accreditation and Resolution of Accreditation to the Employees Organization	47
Issuance of Certificate of CNA Registration	52
Response to Job Applications	57

CSC Regional Office Services

Publication of Vacant Positions in the Government	61
Attestation/Action on Appointments	62
Request for Certified True Copy/Photocopy of CSC Decision/Resolution	71
Request for Certified True Copy/Photocopy of Case Records	75
Issuance of Certificate of No Pending Administrative Case (Walk-in)	79
Issuance of Certificate of No Pending Administrative Case (thru Mail)	82
Processing of Examination Application (CSE-Pen and Paper Test- Professional and Sub-Professional Level)	84
Issuance of Certificate of Eligibility (CSE-PPT)	87
Computerized Examination (COMEX), CSC ROs II, IV, VII, VIII, X, & Caraga)	90
Issuance of Certification of Eligibility (CSE-PPT and CSC COMEX)	97
Issuance of Verified Civil Service Eligibility (Agency Request)	101
Issuance of Verified CS Examination Results (Walk-in Request)	104
Issuance of Certification of Eligibility (Walk-in, For Lost Certificate/Certification)	108
Grant of Eligibility Under Special Laws and CSC Issuances	113
Response to Request for in-house training	137

Issuance of Certified Copies of Documents (Appointments papers, Service Cards, CSC Records and CSC Issuances/ Resolutions)	139
Handling of queries/request for assistance on Civil Service Matters	143
Response to Job Applications	145
CSC Field Office Services	
Posting of Vacant Positions in the Government	149
Attestation/Action on Appointments	150
Processing of Examination Application (CSE-Pen and Paper Test - Professional and Sub-Professional Level	158
Grant of Eligibility Under Special Laws and CSC Issuances	162
Issuance of Certified Copies of Documents Appointment papers, Service Cards, CSC Records, and CSC Issuances/Resolutions	182
Handling of queries/request for assistance on Civil Service Matters (Online and Walk-in)	186
CSC Internal Services	
ICT Maintenance (Software)	189
ICT (Software) Preventive Maintenance	189
ICT (Software) Corrective Maintenance	191
ICT Maintenance (Hardware)	193
ICT Maintenance (Network)	199
HR-Learning and Development	202
Equipment Maintenance of Air-Conditioning Unit	205
Customer Feedback	207
Response to Request for Transport to Client	210
Communication Management (Incoming)	212
Communication Management (Incoming)	213
Procurement of Goods and Services	214
Feedback and Complaints	216
List of Offices	217



CSC Central Office Services



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 more than three (3) years prior to the current year, are requested from the Library and Archives Management Division (LAMMD), Integrated Records Management Office (IRMO).

Office or Division:	Commission Secretariat and Liaison Office (CSLO)/Library and Archives Management Division (LAMMD), Integrated Records Management Office (IRMO)
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens G2B – Government to Businesses G2G – Government to Government
Who may avail:	Any requesting party shall be allowed access to CSC Decisions/Resolutions for research and reference provided that personal information be redacted pursuant to Data Privacy Act of 2012 (RA 10173), except for request made by any of the following: <ul style="list-style-type: none"> 1. Concerned parties involved in the case (a. Persons/Agencies directly involved in the case; b. Persons/Agencies directly 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 party concerned; 3. Authorized Liaison Officer of the agency to which the employee concerned belongs; 4. Courts and administrative bodies exercising quasi-judicial and/or investigative functions by means of the compulsory process of subpoena duces tecum, in aid of investigation and/or determination or resolution of pending cases; and 5. Such other officials or entities duly authorized by competent authorities

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<u>By concerned parties involved</u> <u>1. Accomplished CSC Request Form</u> <div style="text-align: right;">7</div>	<u>Request Form is available at:</u> <u>Downloadable thru CSC website</u> For CSC Decisions/Resolutions promulgated two years prior to the current year-secure Request Form at the CSLO.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
	For CSC Decisions/Resolutions promulgated more than three years prior to the current year-secure Request Form at the IRMO Receiving Window.
<p>2.) Scanned copy of at least one I.D. card (front and dorsal side) of the requesting party, valid (not expired) on the date of transaction, as follows:</p> <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.; • Alien Certificate of Registration Identity Card (ACR I-CARD); and • CSC Eligibility Card (note: Implemented only beginning May 3, 2015 CSE-PPT) 	<p>LTO</p> <p>DFA PRC SSS GSIS COMELEC BIR</p> <p>PhilHEALTH</p> <p>Requesting party's Company/Office Requesting party's school PNP</p> <p>PhilPost Barangay where the requesting party resides NBI MARINA HDMF Social Welfare and Development Office Office of Senior Citizen's Affairs of the Municipal/City where the requesting party resides Bureau of Immigration CSC RO where the requesting party took the exam</p>
<p><u>By authorized representative of the parties concerned, authorized Liaison Officer of agency</u> 1. accomplished CSC Request Form;</p>	Same as indicated above
2. scanned copy of any valid original ID (front and dorsal side) of the concerned party;	Same as indicated above
3. authorization letter from the requesting party concerned;	Requesting party
4. scanned copy of any valid original ID (front and dorsal side) of the representative	Same as indicated above
For request made by any requesting party for	

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
research and reference purposes: 1. accomplished CSC Request Form; 2. scanned copy of any valid ID (front and dorsal side) of the requesting party; 3. scanned copy of authorization letter from the requesting party concerned, if request is made through a representative; 4. scanned copy of any valid original ID (front and dorsal side) of the representative	Same as indicated above

CLIENT STEPS*	CSC ACTIONS**	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<u>(Online filing of request)</u> 1. <u>Submit/send request and scanned copy of documentary requirements as indicated above to-</u> cslo@csc.gov.ph For Decisions/ Resolutions promulgated by the Commission within two (2) years prior to the current year	1.1 <u>Retrieve request and scanned copy of documentary requirements sent by the client</u> 1.2 Preliminarily assess completeness of request form and supporting document/s > Deficient - Inform requesting party of any deficiency and enumerate the missing requirements > Complete – Issue acknowledgement receipt containing unique ID No., name and designation of responsible officer/ employee, date and time of receipt			Action Officer
<u>irmo@csc.gov.ph</u> <u>For Decisions/ Resolutions promulgated by the Commission within three (3) years prior to the current year)</u>	13 Inform client (thru email address provided) on the scheduled date to->set an appointment through the Online Registration, Scheduling and Appointment System (ORAS) >pick-up documents requested and to bring his/her valid ID and printed copy of the email of confirmation Retrieve the requested documents, issue order			Authorized staff

CLIENT STEPS*	CSC ACTIONS**	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	of payment and advise client to pay corresponding fee			
	1.4 Photocopy/ reproduce and certify the requested documents while the client pays the corresponding fee			
	1.5 Scan and redact personal information (if request is for research/reference purposes)		3 days for those that require redaction of personal information	Authorized staff
2 Pay*** the corresponding fee (upon claiming the requested documents)	2.1 Process payment and issue Official Receipt (O.R.)	P10.00 per page for CTC P3.00 per page for photocopy only not CTC		Cashier
3. Present O.R.	3.1 Record the OR No.			Authorized staff
4. Receive the document requested	4.1 Release the requested documents to client			Authorized staff
TOTAL:			2 hours / transaction 3 days for those that require redaction of personal information	

***Transacting clients, apart from fulfilling the documentary requirements and payment of appropriate fees/s, shall observe proper health protocols adopted by the CSC in view of the COVID-19 pandemic.**

****Action Officers/Service Providers shall, at all times, observe precautionary measures by wearing medical masks, frequent handwashing, among other measures in attending to clients as defined in OM No. 16, s. 2020 on Adoption of Alternative Work Arrangements and Other Precautionary Measures in Light of Code Red Sub-Level 2**

*****Client may opt to deposit the corresponding fee through the official Bank Account of the CSC CO, (insert Back Account No.) and send a scanned duplicate copy of the Deposit Slip, via email or Messenger to serve as basis for the issuance of Official Receipt.**



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 Citizens G2G – Government to Government
Who may avail:	<ul style="list-style-type: none"> a. Any requesting party as it pertains to his/her personal records, or his or her duly authorized representative, or the agency who is a party to the case; b. The Head of the Agency, the Personnel Officer or the Administrative Officer of the Agency, or such other officials or entities duly authorized by competent authorities, provided that the agency has an existing data sharing agreement with the CSC, as required under Republic Act No. 10173 (Data Privacy Act of 2012), and provided further that the subject case has already been decided or resolved by the Commission; 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.

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> <p>1) Accomplished Request Form</p> <p>2) Scanned copy of at least one I.D. card (front and dorsal side) of the requesting party, valid (not expired) on the date of transaction, as follows:</p> <ul style="list-style-type: none"> • Driver's License/Temporary Driver's License (LTO Official Receipt (OR) 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 	<p>Request Form is available at:</p> <ul style="list-style-type: none"> • Downloadable at CSC Website • OLA Records Division, 4th Floor CSC Building, Batasan, Quezon City; or <p><input type="radio"/> LTO</p> <p><input type="radio"/> DFA</p> <p><input type="radio"/> PRC</p> <p><input type="radio"/> SSS</p> <p><input type="radio"/> GSIS</p> <p><input type="radio"/> COMELEC</p> <p><input type="radio"/> BIR</p>

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>picture, signature and PhilHealth number);</p> <ul style="list-style-type: none"> • 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.; • Alien Certificate of Registration Identity Card (ACR I-CARD); and • CSC Eligibility Card (note: Implemented only beginning May 3, 2015 CSE-PPT) <p>3) Proof of payment of the required fee</p> <p><u>Additional requirements if made through an authorized representative</u></p> <p>4) Scanned copy of One (1) valid government-issued I.D. card, or two (2) valid non-government issued I.D. cards-front and dorsal side At least (one) 1 ID with photograph) of the representative.</p> <p>5) Scanned copy of Authorization Letter from the requesting party.</p>	<ul style="list-style-type: none"> o PhilHealth o Requesting party's company/office o Requesting party's school o PNP o Phil. Postal Corporation o Requesting party's place of residence o NBI o Marina o HDMF o Social Welfare and Dev. Office o Office of the Senior Citizen Affairs at the Municipality/City where the requesting party resides o Bureau of Immigration o CSC RO where the requesting party took the exam
<p><u>B. Requests made by the Agency of the party concerned / Courts / Other Government Agencies</u></p> <p>1) Accomplished Request Form</p> <p>2) Scanned copy of One (1) valid government-issued I.D. card, or two (2) valid non-government issued I.D. card – front and dorsal side. At least (one) 1 ID with photograph) of duly authorized representative of the concerned agency/court.</p> <p>3) Scanned copy of Court Order or Authorization Letter from the requesting agency.</p>	

CLIENT STEPS*	CSC ACTIONS**	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p><u>(Online Filing of Request)</u></p> <p>1. Submit/send request and scanned documentary requirements as indicated above to-</p> <p>olarecordscsc12@gmail.com</p>	<p>1.1 Retrieve request and scanned copy of documentary requirements sent by the applicant</p> <p>1.2 Preliminarily assess completeness of the requirements</p> <p>•Deficient - Inform requesting party of any deficiency and enumerate the missing requirements</p> <p>•Complete – Issue acknowledgement receipt containing unique ID No., name and designation of responsible officer/ employee, date and time of receipt</p> <p>Inform client (thru email address provided) to-</p> <p>>set an appointment with OLA</p> <p>>pick-up documents requested and to bring his/her valid ID and printed copy of the email of confirmation</p> <p>1.3 Retrieve the requested records.</p> <p>If records are not available, inform the client that requested records are not available.</p> <p>1.4 Clients may call up OLA Records for inquiry of the total fee of the requested records at Tel No. 8-9320184</p>	<p>P10.00 per page for CTC documents</p> <p>P3.00 per page for photocopy only</p>	<p>3 working days from receipt of complete requirements</p>	<p>Action Officer (AO), Records Division, OLA</p>
2. Secure order of payment (upon claiming the requested documents)	2.1 Issue order of payment			AO, Records Division, OLA
3. Pay*** to the cashier	3.1 Process payment and issue Official Receipt (O.R.)			Cashier
	3.2 Photocopy/reproduce and certify the requested records			AO, Records Division, OLA
4. Receive CTC/ photocopy of case records	5.1 Release CTC/photocopy of case records to client			AO, Records Division, OLA
	TOTAL:			

***Transacting clients during payment of appropriate fee/s and in claiming the requested documents shall observe proper health protocols adopted by the CSC in view of the COVID-19 pandemic.**

**** Action Officers/Service Providers shall, at all times, observe precautionary measures by wearing medical masks, frequent handwashing, among other measures in attending to clients as defined in OM No. 16, s. 2020 on Adoption of Alternative Work Arrangements and Other Precautionary Measures in Light of Code Red Sub-Level 2**

*****Client may opt to deposit the corresponding fee through the official Bank Account of the CSC CO. (insert Back Account No.) and send a scanned duplicate copy of the Deposit Slip, via email or Messenger to serve as basis for the issuance of Official Receipt.**



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

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, travel abroad, conferment of rank by the Career Executive Service Board (CESB), and for other legal purposes.

Office or Division:	Office for Legal Affairs (OLA)-Records Division
Classification:	Simple; Complex
Type of Transaction:	G2C – Government to Citizens G2G – Government to Government
Who may avail:	<ul 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> <p>1) Accomplished Request Form</p> <p>2) At least one I.D. card of the requesting party, valid (not expired) on the date of transaction, as follows:</p> <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); 	<p>Request Form available at:</p> <ul style="list-style-type: none"> • Downloadable at CSC Website and at cscclearance@csc.gov.ph <p>LTO</p> <p>DFA PRC SSS</p> <p>GSIS</p>

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> • 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.; • Alien Certificate of Registration Identity Card (ACR I-CARD); and • CSC Eligibility Card (note: Implemented only beginning May 3, 2015 CSE-PPT) <p>3) Proof of payment of the required fee</p> <p><u>Additional requirements if made through an authorized representative</u></p> <p>4) One (1) valid government-issued I.D. card, or two (2) valid non-government issued I.D. cards (at least (one) 1 ID with photograph) of the representative.</p> <p>5) Authorization Letter from the requesting party.</p>	<p>COMELEC BIR</p> <p>PhilHEALTH</p> <p>Requesting party's Company/Office Requesting party's school</p> <p>PNP</p> <p>PhilPost Barangay where the requesting party resides</p> <p>NBI MARINA HDMF Social Welfare and Development Office of the Municipal/City where the requesting party resides</p> <p>Office of Senior Citizen's Affairs of the Municipal/City where the requesting party resides</p> <p>Bureau of Immigration CSC RO where the requesting party took the exam</p>
<p><u>B. Requests made by the Agency of the party concerned / Courts / Other Government Agencies</u></p> <p>1) Accomplished Request Form</p> <p>2) One (1) valid government-issued I.D. card, or two (2) valid non-government issued I.D. cards (at least (one) 1 ID with photograph) of the duly authorized representative of the concerned agency/court.</p> <p style="text-align: center;">16</p> <p>3) Court Order or Authorization Letter from the requesting agency.</p>	

CLIENT STEPS*	CSC ACTIONS**	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit accomplished Request and Secure Order of Payment	a. Receive accomplished Request Form b. Issue Order of Payment	P100.00 per certificate	1 working day (1-15 certificates)	Action Officer, Records Division, OLA
2. Pay to the cashier	2.1 Process payment and issue Official Receipt (O.R.)			Cashier
3. Submit requirements	3.1 Assess completeness of the requirements <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> 		3 working days (16-45 certificates)	Action Officer, Records Division, OLA
			7 working days (exceeding 45 certificates)	
4. Receive Certificate of No Pending Case / Pendency of Administrative Case	4.1 Release Certificate of No Pending Case / Pendency of Administrative Case to client			Action Officer, Records Division, OLA
TOTAL:				

***Transacting clients, apart from fulfilling the documentary requirements and payment of appropriate fee/s, shall observe proper health protocols adopted by the CSC in view of the COVID-19 pandemic.**

****Action Officers/Service Providers shall, at all times, observe precautionary measures by wearing medical masks, frequent handwashing, among other measures in attending to clients as defined in OM No. 16, s. 2020 on Adoption of Alternative Work Arrangements and Other Precautionary Measures in Light of Code Red Sub-Level 2**



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, travel abroad, conferment of rank by the Career Executive Service Board (CESB), and for other legal purposes.

Office or Division:	Office for Legal Affairs (OLA)
Classification:	Simple; Complex
Type of Transaction:	G2C – Government to Citizens G2G – Government to Government
Who may avail:	<ul 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
1. Accomplished Request Form	Downloadable at CSC website
2. Self-addressed stamped envelope or Pouch, and Postal Money Order (PMO)	Post Office, LBC, 2Go
3. Scanned copy of at least one I.D. card (front and dorsal side) of the requesting party, 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; 	LTO DFA PRC SSS GSIS COMELEC BIR

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> • 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.; • Alien Certificate of Registration Identity Card (ACR I-CARD); and • CSC Eligibility Card (note: Implemented only beginning May 3, 2015 CSE-PPT) 	<p>PhilHEALTH</p> <p>Requesting party's Company/Office Requesting party's school PNP</p> <p>PhilPost Barangay where the requesting party resides NBI MARINA HDMF Social Welfare and Development Office Office of Senior Citizen's Affairs of the Municipal/City where the requesting party resides Bureau of Immigration</p> <p>CSC RO where the requesting party took the exam</p>

CLIENT STEPS*	CSC ACTIONS**	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Mail requirements together with contact details (mobile number or e-mail address)***	1.1 Accept and preliminarily assess completeness of request <i>>Incomplete - Inform requesting party of any deficiency and enumerate the missing requirements through contact details provided</i> <i>>Complete - Issue Acknowledgement Receipt containing unique ID No., name and designation of responsible officer/ employee, date and time of receipt through contact details provided</i>	P100.00 per certificate	3 working days (1-15 certificates) 7 working days (not exceeding 45 certificates)	Records Division, 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, through contact details provided</i>				14 working days (exceeding 45)
2. Receive the Certificate	2.1 Mail the Certificate using the self-			CMD, IRMO	

CLIENT STEPS*	CSC ACTIONS**	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	addressed stamped envelope.		certificates)	
	TOTAL:			

***Transacting clients are advised to ensure that in paying the certification fee through postal Money Order (PMO), the Philippine Postal Corporation has already provided for alternative work arrangement and other support mechanisms for its workers, such as skeleton workforce per CSC Memorandum Circular No. 10, s. 2020 dated May 7, 2020**

****Action Officers/Service Providers shall, at all times, observe precautionary measures by wearing medical masks, frequent handwashing, among other measures as defined in OM No. 16, s. 2020 on Adoption of Alternative Work Arrangements and Other Precautionary Measures in Light of Code Red Sub-Level 2**

*****Request may be made online. Documentary requirements and proof of payment maybe scanned and sent through email. The certificate will be mailed using the self-addressed stamped envelope.**



5.A Issuance of Verified Civil Service Eligibility (Agency Request)

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.

This service shall later be provided through the CS Eligibility Verification System (CSEVS) which the agency HRMOs and the public can access to verify eligibility information.

Office or Division:	Records Center and Archives Division (RCAD), IRMO
Classification:	Complex (Local/Within the Region); Highly Technical (Inter-regional)
Type of Transaction:	G2G – Government to Government
Who may avail:	<ol style="list-style-type: none"> 1) The Head of the Agency, the Human Resource Management Officer or the Administrative Officer of the Agency to which the employee concerned belongs; 2) 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 3) Such other officials or entities duly authorized by competent authorities
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) Scanned Copy of Certificate of Eligibility (COE), if available	Requesting party
3) Scanned copy of properly accomplished Personal Data Sheet (PDS) with photograph subscribed and sworn to before a person administering oath duly authenticated by the HRMO or other HR personnel (CS Form 212, Revised 2017)	PDS form can be downloaded from CSC website

CLIENT STEPS*	CSC ACTIONS**	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
---------------	---------------	-----------------	-----------------	--------------------

CLIENT STEPS*	CSC ACTIONS**	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p><u>(Online Request)</u></p> <p>1. Submit/send request and scanned documentary requirements (<i>request or letter request, accomplished ARVEF, copy of Certificate of Eligibility and properly accomplished original PDS with photograph, subscribe and sworn to before a person administering oath duly authenticated by HRMO or other HR personnel</i>) to- irmo@csc.gov.ph</p>	<p>1. Retrieve request and scanned documentary requirements sent by the applicant and route to RCAD;</p> <p>1.2 Preliminarily assess completeness of request. <i>•If deficient - Inform requesting party of any deficiency and enumerate the missing requirements</i> <i>•If Complete – Issue Acknowledgement Receipt containing unique ID No., name and designation of responsible officer/ employee, date and time of receipt through contact details provided</i></p>	None		<p>Receiving Officer, CMD, IRMO</p> <p>Action Officer, RCAD, IRMO</p>
	<p>1.3 Verify/validate eligibility information from records/ documents on file</p> <p>1.4 Review verified eligibility sign the transmittal list of verified eligibility</p>			Action Officer, RCAD, IRMO
2. Receive the ARVEF	2.1 Mail/Release ARVEF			Releasing Officer, RCAD, IRMO
TOTAL: 22		None	7 working days (Local/Within the Region) upon receipt of	

CLIENT STEPS*	CSC ACTIONS**	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
			<p>complete documents;</p> <p>20 working days (Inter-Regional) upon receipt of complete documents</p> <p>On special cases (e.g. no available record on file, refer request to other CSC offices) above cited number of working days are subject to extension.</p>	

***Transacting clients, in submitting the request and documentary requirements, shall observe proper health protocols adopted by the CSC in view of the COVID-19 pandemic**

****Action Officers/Service Providers shall, at all times, observe precautionary measures by wearing medical masks, frequent handwashing, among other measures as defined in OM No. 16, s. 2020 on Adoption of Alternative Work Arrangements and Other Precautionary Measures in Light of Code Red Sub-Level 2**



5B. Issuance of Verified Civil Service Examination Results (Walk-in Request, Optional)

Examination results, in a letter form printed in CSC letterhead, is issued to walk-in clients requesting for verification of their Civil Service examination results. The examination results are based on validated records on file. This service shall later be provided through the CS Eligibility Verification System (CSEVS) which can be accessed by the public to verify eligibility information.

Office or Division:	Records Center and Archives Division (RCAD), IRMO
Classification :	Simple
Type of Transaction:	G2C – Government to Citizens
Who may avail:	1) Any requesting party as it pertains to his/her personal records 2) Those who lost their Certificate of Eligibility (COE) (due to typhoon, flood, fire, theft, etc.) 3) Those who are not in possession of their Certificate of Eligibility (did not receive/claim their certificate, submitted COE to the agency, etc.)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1) Duly accomplished Examination Records Request Form (ERRF)	ERRF 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); 	LTO DFA PRC SSS GSIS COMELEC BIR PhilHEALTH

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> ○ 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.; ○ Alien Certificate of Registration Identity Card (ACR I-CARD); and ○ CSC Eligibility Card (note: Implemented only beginning May 3, 2015 CSE-PPT) <p>Valid ID contains eligible's clear picture, date of birth, signature of the eligible and signature of the person authorized by the 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>Requesting party's Company/Office Requesting party's school</p> <p>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 Bureau of Immigration CSC RO where the requesting party took the exam</p>
<p><u>Additional Requirements</u> <u>If request is filed through a Representative</u></p> <ol style="list-style-type: none"> 1) Authorization Letter or Special Power of Attorney (SPA); and 2) One valid ID Card of the representative 	<p>Requesting Party or Notary Public</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>Philippine Statistics Authority (PSA)</p>

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
A PSA-issued birth certificate is required if the ID presented does not contain date of birth.	

CLIENT STEPS*	CSC ACTIONS**	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit accomplished Eligibility/Exam Records Request Form (ERRF), and one valid ID	1.1 Accept ERRF, and valid ID and preliminarily assess completeness of request: <ul style="list-style-type: none"> <i>If deficient - Inform requesting party of any deficiency and enumerate the missing requirements.</i> 			Action Officer, RCAD, IRMO
	1.2 Process Request <i>If application request is disapproved/denied</i> – Provide notice stating the reason for the disapproval/denial (e.g. no record on file, for further evaluation etc.)			Action Officer, RCAD, IRMO
2. Affix signature on the release portion of the ERRF and receive Verified Examination Results	2. Request client to acknowledge receipt and release of verified examination results			
TOTAL:		None	1 working day upon receipt of complete documents	

***Transacting clients, apart from fulfilling the documentary requirements and payment of appropriate fee/s, shall observe proper health protocols adopted by the CSC in view of the COVID-19 pandemic.**

****Action Officers/Service Providers shall, at all times, observe precautionary measures by wearing medical masks, frequent handwashing, among other measures in attending to clients as defined in OM No. 16, s. 2020 on Adoption of Alternative Work Arrangements and Other Precautionary Measures in Light of Code Red Sub-Level 2**



6. Issuance of Certification of Eligibility (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) (DF is no longer required for examinations conducted from Year 2015 onwards).	ERRF and DF can be downloaded from CSC website to be accomplished by the requesting party
2) Scanned copy of at least one I.D. card (front and dorsal side) of the requesting party, 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 	LTO DFA PRC SSS GSIS COMELEC BIR PhilHEALTH

<p>name, clear picture, signature and PhilHealth number);</p> <ul style="list-style-type: none"> ○ 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.; ○ Alien Certificate of Registration Identity Card (ACR I-CARD); and ○ CSC Eligibility Card (note: Implemented only beginning May 3, 2015 CSE-PPT) <p>Valid ID contains eligible’s clear picture, date of birth, signature of the eligible and signature of person authorized by the 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>Requesting party’s Company/Office Requesting party’s school PNP</p> <p>PhilPost Barangay where the requesting party resides NBI MARINA HDMF Social Welfare and Development Office Office of Senior Citizen’s Affairs of the Municipal/City where the requesting party resides Bureau of Immigration</p> <p>CSC RO where the requesting party took the exam</p>
<p><u>Additional Requirements (Scanned Documents)</u></p> <p><u>A. If request is filed through a Representative</u></p> <p>1) one 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 three months prior to filing of request for Certification of Eligibility. • Scanned, computer-generated photo/ name/signature will not be accepted. 28 	<p>Photo imaging establishments</p>
<p>2) Authorization Letter or Special Power of Attorney (SPA); and</p>	<p>Requesting Party or Notary Public</p>

3) One valid ID Card of the representative	Any valid ID as enumerated in #2 above.
<u>B. If the requesting party works/lives abroad:</u> 1) one piece 1x1 ID picture with name tag and signature over name affixed prior to having the photograph taken <ul style="list-style-type: none"> • Signature must be on top of the printed name. • Photograph should have been taken within three months prior to filing of request for Certification of Eligibility. • Scanned, computer-generated photo/ name/signature will not be accepted. 	Photo imaging establishments
2) Copy of passport duly authenticated/ validated by the Philippine Embassy or Consular Office; or	Philippine Embassy or Consular Office
3) Copy of one ID Card	Valid ID same as enumerated in #2 above
<u>C. Special Requirement:</u> PSA-issued Marriage Contract for women who married after taking the examination. In the absence of PSA-issued Marriage Contract – valid ID card indicating maiden name. A PSA issued birth certificate is required if the ID presented does not contain date of birth.	Philippine Statistics Authority

CLIENT STEPS*	CSC ACTIONS**	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<u>(Online Filing of Request)</u> 1. Submit/send request and scanned documentary requirements (accomplished Eligibility/Exam Records Request Form (ERRF), Declaration Form (DF) – if examination is conducted before Year	1.1 Retrieve request and scanned requirements sent by the applicant 1.2 Preliminarily assess completeness of request <ul style="list-style-type: none"> • <i>If deficient - Inform requesting party of any deficiency and enumerate the missing requirements.</i> <i>If Complete – Issue Acknowledgement Receipt containing unique ID No., name and designation of responsible officer/ employee, date and time of receipt through contact</i>			Action Officer, RCAD, IRMO

CLIENT STEPS*	CSC ACTIONS**	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2015, one 1x1 ID picture and valid ID-front and dorsal side) to –	<i>details provided</i> <i>Advise client on->the date/time to claim the Certification</i> >to pay to the Cashier.			
irmo@csc.gov.ph	1.3 Process Request <i>If application/ request is disapproved/denied – Provide notice stating the reason for the disapproval/ denial (e.g. no record on file, for further evaluation, correction of personal information (COPI) etc.).</i>			Action Officer, RCAD, IRMO
2. Pay to the Cashier (<u>upon claiming the Certification</u>)	2.1.Process payment and issue Official Receipt	P100.00 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 of Certification of Eligibility			
	TOTAL:	P100.00 P50.00 per copy	1 working day upon receipt of complete documents	
Note: If with discrepancy in personal information, a COPI letter is issued instead of COE				

***Walk-in clients (those with internet connectivity problems), apart from fulfilling the documentary requirements and payment of appropriate fee/s, shall observe proper health protocols adopted by the CSC in view of the COVID-19 pandemic.**

****Action Officers/Service Providers shall, at all times, observe precautionary measures by wearing medical masks, frequent handwashing, among other measures in attending to clients as defined in OM No. 16, s. 2020 on Adoption of Alternative Work Arrangements and Other Precautionary Measures in Light of Code Red Sub-Level 2**

*****In claiming the requested document, personal appearance is needed in order for the client to sign in the ERRF (under the release portion). Client shall set an appointment through the online appointment system adopted by the Regional Office prior to personal appearance in the office and present the original ID used during online filing of request**



7. Response to Request for in-house Training*

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	CSC ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request to – csi@csc.gov.ph		N/A		Requesting agency
	Receive request through letter, call or personal inquiry		3 working days	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		Prepare	CSI

CLIENT STEPS	CSC ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	exploratory meeting minutes		proposal submitted 20 working days from the confirmed agreement to conduct the in-house training	
	Identify SME, prepare course brief, customized design, proposal letter and draft MOA.			CSI
	Send proposal with draft MOA			CSI
3. Receive proposal with draft MOA				Requesting agency
	TOTAL		3 working days for response to request; 20 working days upon confirmation of the conduct of the training	

* Conduct of trainings is temporarily suspended until such time that proper authorities would allow mass gathering.



8. Response to Request for Accreditation of Learning and Development 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 <p>Scanned copy, if applicable, of the following documents:</p> <ul style="list-style-type: none"> 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 	<ul style="list-style-type: none"> Applicant institution SEC or DTI SEC City Mayor’s Office BIR BIR BIR Collection Division BIR Applicant institution Applicant institution Applicant institution
<ul style="list-style-type: none"> Updated list of board members (in the case of a corporation) and officers 	<ul style="list-style-type: none"> Applicant institution
<ul style="list-style-type: none"> List of leadership development, human resource management and organization development, personal and professional effectiveness programs/courses 	<ul style="list-style-type: none"> Applicant institution
<ul style="list-style-type: none"> Documented design of a sample²³ program, course and/or service 	<ul style="list-style-type: none"> Applicant institution
<ul style="list-style-type: none"> List of Subject Matter Experts (SMEs) 	<ul style="list-style-type: none"> Applicant institution

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
with resumes and certification that they are willing to be engaged as SMEs for the institution	
<ul style="list-style-type: none"> • Report on Training Service Delivery (Past 3 years) • Certificate of Membership in Associations (if any) 	<ul style="list-style-type: none"> • Applicant institution • Applicant institution
<ul style="list-style-type: none"> • Awards/Recognition of Excellence (if any) 	<ul style="list-style-type: none"> • Applicant institution

CLIENT STEPS*	CSC ACTIONS**	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
(Online Filing of Application) 1. Submit/send letter request together with scanned copy of complete documentary requirements to – csi@csc.gov.ph <i>(Only complete documents shall be processed)</i>				Applicant Institution
	1.1 Retrieve scanned requirements sent by the applicant 1.2 Preliminarily assess completeness of documentary requirements • If deficient - Inform requesting party of any deficiency and enumerate missing requirements •If Complete – Issue Acknowledgement Receipt containing unique ID No.,	34		Designated HR Specialist

CLIENT STEPS*	CSC ACTIONS**	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>name and designation of responsible officer/ employee, date and time of receipt through contact details provided</p> <p>2. Issue billing statement if requirements are complete and advise client to pay the corresponding fee</p>			
2. Client pay the non-refundable fee to the CSI Cashier	1. Process payment and issue OR	P10,000.00		Applicant institution
	Evaluate submitted documents in accordance with the requirements of the Policy. If not ok, inform Institution using the checklist.			Designated HR Specialist
3. Submit pictures of premises				Applicant institution
	2. Assess submitted program			Designated HR Specialist
	6. Confer accreditation and provide them with a copy of the Resolution and Certificate of	35		

CLIENT STEPS*	CSC ACTIONS**	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Accreditation			
	TOTAL	P 10,000.00	20 working days upon receipt of complete documents	

*Transacting client during payment of appropriate fee shall observe proper health protocols adopted by the CSC in view of the COVID-19 pandemic.

**Action Officers/Service Providers shall observe precautionary measures by wearing medical masks, frequent handwashing, among other measures in attending to clients as defined in OM No. 16, s. 2020 on Adoption of Alternative Work Arrangements and Other Precautionary Measures in
Light of Code Red Sub-Level



9A. Issuance of Certified Copies of SALN

Authorized parties may request copies of sworn Statements of Assets and Liabilities and Networth (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 Citizens G2G – Government to Government G2B – Government to Businesses
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. Scanned copy of any valid ID (original), front and dorsal side <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 	<ul style="list-style-type: none"> ○ <u>Downloadable at CSC website</u> ○ CSC CO - IRMO ○ LTO ○ DFA ○ PRC ○ SSS ○ GSIS ○ COMELEC ○ BIR ○ PhilHealth ○ Requesting party's company/office

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>bearer's name, clear picture, signature and PhilHealth number)</p> <ul style="list-style-type: none"> ○ 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. } <ul style="list-style-type: none"> ○ Senior Citizen's I.D. ○ Alien Certificate of Registration Identity Card (ACR I-CARD), and ○ 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 party concerned/authorized Liaison Officer of agency:</p> <ol style="list-style-type: none"> a. Accomplished CSC Request Form b. Scanned copy of any valid ID (front and dorsal side) of the party concerned c. Scanned copy of authorization letter from the requesting— party concerned d. Scanned copy of any valid ID of the representative 	<ul style="list-style-type: none"> ○ 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 ○ CSC RO where the requesting party took the exam } same as indicated above ○ Requesting party ○ same as indicated above

CLIENT STEPS*	CSC ACTIONS**	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p><u>Online Filing of Request for</u> 1. Submit/send accomplished</p>	<p>1.1 Retrieve request and scanned copy of documentary requirements sent</p>	<p>PhP30.00 per SALN record</p>		<p>Action Officer</p>

CLIENT STEPS*	CSC ACTIONS**	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>Request for SALN Form together with the scanned documentary requirements to -</p> <p>irmo@csc.gov.ph</p>	<p>by the client</p> <p>1.2 Preliminarily assess completeness of request</p> <ul style="list-style-type: none"> If deficient - Inform requesting party of any deficiency and enumerate the missing requirements. <p>If Complete – Issue Acknowledgement Receipt containing unique ID No., name and designation of responsible officer/ employee, date and time of receipt through contact details provided</p> <p>Advise client on- >the date/time to claim the requested copy of SALN >to pay to the Cashier.</p>			
	<p>1.2 Retrieve the requested records, issue Order of Payment and advise client to pay the corresponding fee if records are available.</p> <ul style="list-style-type: none"> If records are not available, inform the client that requested records are not available. 			Action Officer

CLIENT STEPS*	CSC ACTIONS**	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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 • If disapproved - Issue a written explanation 			Cashier - OFAM Action Officer
3. Present O.R.	3. Record the O.R. No.			Action Officer
4. Receive the certified copy of SALN	4. Release the certified copy of SALN to client.			Action Officer
TOTAL:		PhP30.00 per SALN record	1 working day upon receipt of complete documents	

***Transacting client during payment of appropriate fee and receiving of requested copy of SALN shall observe proper health protocols adopted by the CSC in view of the COVID-19 pandemic.**

****Action Officers/Service Providers shall, during payment of appropriate fee and releasing of requested copy of SALN, observe precautionary measures by wearing medical masks, frequent handwashing, among other measures in attending to clients as defined in OM No. 16, s. 2020 on Adoption of Alternative Work Arrangements and Other Precautionary Measures in Light of Code Red Sub-Level 2**



9B. Issuance of Certified Copy of CSC Records (Appointment Papers issued by Government Agencies in NCR and Region IV from 1980-1989, Service Cards/Records, Leave without Pay), and CSC Issuance

Office or Division:	Library, Archives, and Museum Division (LAMD), Integrated Records Management Office (IRMO)
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens G2G – Government to Government G2B – Government to Businesses
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 party concerned; 3) Authorized Liaison Officer of the agency to which the employee concerned belongs; 4) Courts and administrative bodies exercising quasi-judicial and/or investigative functions by means of the compulsory process of subpoena duces tecum, in aid of investigation and/or determination or resolution of pending cases; and 5) Such other officials or entities duly authorized by competent authorities

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1) For concerned parties involved: <ol style="list-style-type: none"> a) Accomplished Personnel Records Request Form (PRRF) b) Scanned copy of at least one I.D. card (front and dorsal side) of the requesting party, 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.; 	<p><u>Downloadable at CSC website</u> IRMO-Receiving Window.</p> <p>LTO</p> <p>DFA PRC SSS GSIS COMELEC</p>

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> • 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.; • Alien Certificate of Registration Identity Card (ACR I-CARD); and • CSC Eligibility Card (note: Implemented only beginning May 3, 2015 CSE-PPT) 	<p>BIR</p> <p>PhilHEALTH</p> <p>Requesting party's Company/Office Requesting party's school PNP</p> <p>PhilPost Barangay where the requesting party resides NBI MARINA HDMF Social Welfare and Development Office of Senior Citizen's Affairs of the Municipal/City where the requesting party resides Bureau of Immigration CSC RO where the requesting party took the exam</p>
<p>2) If request is filed through authorized representative of the parties concerned/authorized Liaison Officer of agency:</p> <p>a. Accomplished CSC Request Form</p> <p>b. Scanned copy of any valid ID (front and dorsal side) of the party concerned</p> <p>c. Scanned copy of authorization letter from the requesting party concerned</p> <p>d. Any valid ID of the representative (original)</p>	<p>Same as indicated above</p> <ul style="list-style-type: none"> ○ Requesting party ○ Same as indicated above

CLIENT STEPS*	CSC ACTIONS**	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p><u>(Online Request)</u></p> <p>1. Submit/send request and scanned copy of</p>	<p>1.1 Retrieve request and scanned copy of documentary requirements sent by the client</p> <p>1.2 Preliminarily assess</p>	<p>Appointment PhP10.00</p> <p>42 Service Card/Record PhP40.00</p>		<p>Action Officer</p>

CLIENT STEPS*	CSC ACTIONS**	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
documentary requirements as indicated above	<p>completeness of request form and supporting document/s</p> <p>>Deficient - Inform requesting party of any deficiency and enumerate the missing requirements</p> <p>>Complete - Issue acknowledgement receipt containing unique ID No., name and designation of responsible officer/employee, date and time of receipt</p> <p>1.3 Retrieve the requested documents, inform the client if records are not available.</p> <p>If available, inform client (thru email address provided) on the scheduled date to pick-up documents requested.</p> <p>1.4 Issue Order of Payment and advise client to pay the corresponding fee</p>			
2. Pay the corresponding fee (upon claiming the requested documents)	2. Process payment and issue Official Receipt (O.R.)			Cashier
3. Present O.R.	3. Record the O.R. No.			Authorized staff
4. Receive the document	4. Release requested documents to client			Authorized staff
TOTAL:		Appointment PhP10.00 Service Card/Record PhP40.00	1 working day upon receipt of complete documents	

*Transacting client shall book an appointment prior to personal appearance for payment of appropriate fee and receiving of requested copy of documents. They shall observe proper health protocols adopted by the CSC in view of the COVID-19 pandemic.

**Action Officers/Service Providers shall, during payment of appropriate fee and releasing of requested copy of documents, observe precautionary measures by wearing medical masks,

frequent handwashing, among other measures in attending to clients as defined in OM No. 16, s. 2020 on Adoption of Alternative Work Arrangements and Other Precautionary Measures in Light of Code Red Sub-Level 2

*****Upon claiming the requested document, client shall present original ID used during online filing of request.**



10. Handling of queries/ request for assistance on Civil Service Matters (Online and Walk-in)¹

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

Office or Division:	Public Assistance and Information Office, Central Office
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens
Who may avail:	General Public
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
None	

CLIENT STEPS*	CSC ACTIONS**	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get queuing number and wait for it to be called. 2. Inform the Action Officer regarding the query or request for assistance. 3. For concerns to be referred to other	1. Assign client transaction number and attend to client's inquiry ² 2. Provide reply to simple queries/ request for assistance • <i>for complex queries/ requests for assistance, advise client that the matter will be referred to the</i>	None		CSC CO- PAIO Action Officer (CSC Office receiving the

¹ In view of the pandemic, the following protocols may be implemented: No Visitor Policy or No Walk-in Clients. All queries and requests for assistance on CS matters must be received thru email, messenger, phone call or text messaging (SMS) and will be replied in the same manner. 45

However, clients are not prevented from coming to the CSC CO/RO as long as they go through the Online Scheduling System.

CLIENT STEPS*	CSC ACTIONS**	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
CSC office, fill out a request form.	<p><i>appropriate office</i></p> <ul style="list-style-type: none"> • <i>request the client to fill out request form</i> <p>3. Prepare a referral letter and forward to the concerned office within the day. (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.)</p>			<i>concern)</i>
4. Fill-out a Customer Feedback Sheet				
TOTAL:		None	3 working days	

***Walk-in client requesting assistance on CS matters shall observe proper health protocols adopted by the CSC in view of the COVID-19 pandemic.**

****Action Officers/Service Providers assisting clients on CS matters shall observe precautionary measures by wearing medical masks, frequent handwashing, among other measures in attending to clients as defined in OM No. 16, s. 2020 on Adoption of Alternative Work Arrangements and Other Precautionary Measures in Light of Code Red Sub-Level 2**



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><u>Original and scanned copy of the following documents:</u></p> <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</p>	<ul style="list-style-type: none"> Employees' Organization <p>47</p> <ul style="list-style-type: none"> Employees' Organization

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>employees appearing in the petition for accreditation are accurate and authentic, and that the list of names are devoid of duplicate/double entries;</p> <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> <p>3. Certification from Human Resource Management Officer / Administrative Officer 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"> • Concerned Agency • DOLE-BLR • Employees' Organization • Employees' Organization <p>48</p>

CLIENT STEPS*	CSC ACTIONS**	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p><u>(Online Filing of Application)</u></p> <p>1. Submit/send scanned copy of petition for accreditation with scanned copy of supporting documents for initial/preliminary evaluation.</p>	<p>1. Retrieve scanned copy of petition for accreditation with scanned copy of supporting documents sent by the client</p> <p>2. Preliminarily evaluate petition, check completeness and authenticity of submitted documents.</p> <p><i>Any Deficiency - Inform applicant or requesting party and enumerate the missing requirements</i></p> <p><i>No Deficiency – Advise client to submit original copies of supporting documents and pay appropriate fee Issue order <u>of</u> payment to client and refer to the cashier for payment.</i></p>			HRRO Officer of the Day
2. Pay to the Cashier	2. Process payment and issues Official Receipt to client.	Php 750.00		OFAM Cashier
3. Submit Petition and original copies of supporting documents to IRMO	<p>3.1 Receive and record petition and original copy of 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</p>	49		<p>IRMO Receiving Officer</p> <p>HRRO Receiving Officer</p> <p>Director III/IV</p>

CLIENT STEPS*	CSC ACTIONS**	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>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 and authenticity in form and content of the petition for accreditation using PEARS.</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</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 Sworn Petition for Accreditation with majority support signatures of rank and file</p>	<p>50</p>		<p>HRRO Action Officer/Division Chief/Director III/Director IV</p>

CLIENT STEPS*	CSC ACTIONS**	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
of rank and file employees for posting in the agency's conspicuous places for 10 calendar days.	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>
6. Receive the Certificate, Resolution	6. Once signed and approved by the Chairperson, the RACD prepares and sends	51		HRRO Action Officer/Releasing Officer/Division Chief/Director III/Director IV

CLIENT STEPS*	CSC ACTIONS**	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
n and Letters	<p>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>			
TOTAL:	P750.00	20 working days from receipt of DOLE verification		

***Transacting client during payment of appropriate fee/s and receiving of Certificate, Resolution and Letters shall observe proper health protocols adopted by the CSC in view of the COVID-19 pandemic.**

****Action Officers/Service Providers shall observe precautionary measures by wearing medical masks, frequent handwashing, among other measures in attending to clients as defined in OM No. 16, s. 2020 on Adoption of Alternative Work Arrangements and Other Precautionary Measures in Light of Code Red Sub-Level 2**



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
<p><u>Original and Scanned copy of the following documents:</u></p> <ol style="list-style-type: none"> Four (4) notarized original copies of the signed CNA (to be filed with the CSC-HRRO within ninety (90) calendar days after its execution). 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). 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). <p><i>*The above-stated documents must be certified under oath by the Secretary of the Association, and attested to by the President.</i></p> <ol style="list-style-type: none"> Original copy of certification from the Human Resource Management Officer / Administrative Officer as to the total number of rank-and-file 	<ul style="list-style-type: none"> • Employees' Organization • Employees' Organization • Employees' Organization • Concerned Agency • Employees' Organization

<p>employees in the agency (This will determine if the majority support requirement has been met).</p> <p>5. Certified true copy of the Certificate of Accreditation.</p>				
CLIENT STEPS*	CSC ACTIONS**	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>(Online Application)</p> <p>1. Submit/email application for CNA Registration together with scanned copy of complete supporting documents for initial/preliminary evaluation.</p>	<p>1.Retrieve application for CNA Registration scanned copy of supporting documents sent by the client</p> <p>2. Preliminarily evaluate application, check completeness and authenticity of submitted documents.</p> <p>Any Deficiency - Inform applicant or requesting party and enumerate the missing requirements</p> <p>No Deficiency – Advise client to submit original copies of supporting documents and pay appropriate fee >Issue order of payment order and refer to the cashier for payment.</p>			HRRO Officer of the Day
2. Pay to the Cashier	1. Process payment and issue Official Receipt to client	Php1,000		OFAM – Cashier
3. Submit original copy of CNA Registration with supporting Documents to IRMO	<p>3.1 Accept and record original copy of 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>	54		<p>IRMO Receiving Officer</p> <p>IRMO Releasing Officer</p> <p>HRRO Receiving Officer</p> <p>Director III/IV</p>

CLIENT STEPS*	CSC ACTIONS**	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<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 for processing to the designated Action Officer (AO).</p> <p>3.6 Evaluate and determine the completeness in form and content of the application for registration of CNA by ensuring that the application is sworn and conforms to statutory and legal requirements using PEARS.</p> <p>3.7 If the application for registration of CNA and documents are complete and compliant with the requirements, the</p>	55		<p>Division Chief</p> <p>HRRO Action Officer</p> <p>HRRO Action Officer/ Division Chief/Director III/Director IV</p>

CLIENT STEPS*	CSC ACTIONS**	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	AO prepares Certificate of CNA Registration for signature of the Chairperson. 3.8 Signing of Certificate of CNA Registration			CSC Chairperson (per Amended IRR of EO No. 180, s. 1987)
4. Receive the Certificate of CNA	4. Once signed and approved by the Chairperson, the HRRO-RACD prepares and sends congratulatory letters and releases Certificate of CNA Registration to Employees' Association (EO), Agency and CSC Regional Office for the award of the Original Certificate of CNA Registration to the EO. <i>If denial of application/request - Send written explanation and grounds for such denial is based</i> <i>If disapproved - Send a formal notice and cite any violation of the law</i>			HRRO Releasing Officer/Action Officer/ Division Chief/Director III/Director IV
TOTAL:		Php 1,000	20 working days from receipt of complete documents from IRMO	

***Transacting client shall observe proper health protocols adopted by the CSC in view of the COVID-19 pandemic.**

****Action Officers/Service Providers shall observe precautionary measures by wearing medical masks, frequent handwashing, among other measures in attending to clients as defined in OM No. 16, s. 2020 on Adoption of Alternative Work Arrangements and Other Precautionary Measures in Light of Code Red Sub-Level 2**



13. Response to 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 Citizens	
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); Scanned copy of performance rating of at least VS in the last rating period (if applicable); Scanned copy of certificate of eligibility/rating/ license; and Scanned copy 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*	CSC ACTIONS**	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>Submit application letter***(through email) together with the complete set of requirements (items a to e), addressed to:</p> <p>Director IV FERNANDO M. PORIO Office for Human Resource Management and Development Civil Service Commission</p>	<ol style="list-style-type: none"> Receive/Retrieve application documents sent by the applicant and forward the application to the Action Officer (AO) in-charge of the vacancy Preliminarily assess 57 completeness of document/s 	None		<p>Principal: Chief HRS of TARD</p> <p>Alternate: Supervising HRS of TARD</p>

CLIENT STEPS*	CSC ACTIONS**	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>Constitution Hills, 1126, Quezon City</p> <p>Email address: ohrmd.tard@csc.gov.ph</p> <p><i>***may opt to send through snail/registered mail, or hand carry)</i></p>	<p>>Deficient - Inform applicant of any deficiency and enumerate the missing requirements</p> <p>>Complete – Issue acknowledgement receipt containing unique ID No., name and designation of responsible officer/ employee, date and time of receipt</p> <p>3. Evaluate qualification of the applicant vis-à-vis the qualification standards (QS) of the vacancy</p> <p>4. Draft a letter reply informing the applicant of the status of his/her application, if:</p> <ul style="list-style-type: none"> • Meeting QS • Not meeting QS <p>5. Review draft letter reply</p> <p>6. Approve letter reply</p> <p style="text-align: right;">58</p> <p>8. Send letter reply to applicant</p>			<p>TARD AO</p> <p>TARD AO</p> <p>Principal: Chief HRS of TARD</p> <p>Alternate: Supervising HRS of TARD</p> <p>Principal: Director IV</p> <p>Alternate: Director III</p>

CLIENT STEPS*	CSC ACTIONS**	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	through email			TARD AO
TOTAL:		None	3 working days upon receipt of complete documents	

***Should applicants prefer to hand carry their application documents, they are advised to observe proper health protocols adopted by the CSC in view of the COVID-19 pandemic.**

**** Action Officers/Service Providers shall observe precautionary measures by wearing medical masks, frequent handwashing, among other measures in attending to clients as defined in OM No. 16, s. 2020 on Adoption of Alternative Work Arrangements and Other Precautionary Measures in Light of Code Red Sub-Level 2**



CSC Regional Office Services



1. Publication of Vacant Positions in the Government

Vacant positions in the career service, including vacant executive/managerial positions in the second level that are authorized to be filled, together with their corresponding qualification standards and plantilla item numbers, shall be published and posted in three (3) conspicuous places. All agencies shall submit a list of their vacant positions in electronic and printed copies to the CSC FO concerned. The printed copy shall be posted by the CSC FO in its bulletin board. The electronic copy shall be forwarded to the CSC RO concerned which shall publish the same in the CSC Bulletin of Vacant Positions in Government in the CSC website.

Office or Division:	Public Assistance and Liaison Division, CSC RO			
Classification:	Simple			
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		
List of Vacant Position authorized to be filled and their corresponding qualification standards and plantilla item numbers (CS Form 9 Revised 2018) in electronic and printed copies		<ul style="list-style-type: none"> CS Form 9 Revised 2018 – CSC RO/FO 		
CLIENT STEPS	CSC ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. FO submits CS Form 9 in electronic copy to CSC RO	1.1 Download and review the CS Form 9	None	3 working days	Action Officer, Public Assistance and Liaison Division
	1.2 Publish the same in the CSC Bulletin of Vacant Positions in the Government in the CSC website			
TOTAL:		None		



2. Attestation/Action on Appointments

Section 12 (14), Chapter 3, Title I (A), Book V of the Administrative Code of 1987 provides that the Commission shall take appropriate action on all appointments and other human resource matters in the Civil Service.

Office or Division:	CSC Regional Office (CSC RO)/Policies and Systems Evaluation Division (PSED) or any Division concerned-appointments with SG-26 and above CSC Field Office (CSC FO)-appointments with SG 26 and below
Classification:	Highly Technical 150 appointments and below =20 working days Above 150 = 40 days working days
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
<u>Common Requirements for Regulated Agencies</u>	
1) Electronic file (e-file) stored in compact disc (CD)/flash drive or sent thru email plus 2 printed copies (CSC copy and agency copy) of Appointment Transmittal and Action Form (CS Form No. 1, Revised 2018)	<ul style="list-style-type: none"> • HRM Office of the agency availing the service
2) Three (3) original copies of Appointment Form (CS Form No. 33-A, Revised 2018)	<ul style="list-style-type: none"> • HRM Office of the agency availing the service
3) Personal Data Sheet (PDS) (CS Form No. 212, Revised 2017 except for reappointment (renewal) to temporary, contractual, substitute and provisional appointments	<ul style="list-style-type: none"> • HRM Office of the agency availing the service or download from CSC website
4) Original copy of the authenticated certificate of eligibility/rating/license for original appointment, promotion, transfer, reappointment (change of status to permanent) or reemployment	<ul style="list-style-type: none"> • First and Second Level Career Service Eligibility – Civil Service Commission or National Police Commission (NAPOLCOM) • Special Eligibility under Special Laws – Civil Service Commission • Third Level Career Service Eligibility – Career Executive Service Board • RA 1080/Practice of Profession – Professional Regulation Commission/Maritime Industry Authority (MARINA) • Philippine Bar Eligibility– Supreme Court • Driver’s License – Land

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
	Transportation Office <ul style="list-style-type: none"> • Security Guard's License-PNP
5) Position Description Form (DBM-CSC Form No. 1, Revised 2017)	<ul style="list-style-type: none"> • HRM Office of the agency availing the service
6) Oath of Office (CS Form No. 32 Revised 2018)	<ul style="list-style-type: none"> • HRM Office of the agency availing the service
7) Certification of Assumption to Duty (CS Form No. 4, s. of 2018)	<ul style="list-style-type: none"> • HRM Office of the agency availing the service
<u>Common Requirements for Accredited/Deregulated Agencies:</u>	
1) e-file sent thru email plus 2 printed copies of Report on Appointments issued (RAI) (CS Form No 2, Revised 2018). The RAI shall also serve as the Appointment Transmittal and Action Form.	<ul style="list-style-type: none"> • HRM Office of the agency availing the service
2) Original CSC copy of appointment/s issued (CS Form No. 33-B, Revised 2018)	<ul style="list-style-type: none"> • HRM Office of the agency availing the service
3) Personal Data Sheet (PDS) (CS Form No. 212, Revised 2017 except for reappointment (renewal) to temporary, contractual, substitute and provisional appointments	<ul style="list-style-type: none"> • HRM Office of the agency availing the service or download from CSC website
4) Original copy of the authenticated certificate of eligibility/rating/license for original appointment, promotion, transfer, reappointment (change of status to permanent) or reemployment	<ul style="list-style-type: none"> • First and Second Level Career Service Eligibility – Civil Service Commission or National Police Commission (NAPOLCOM) • Special Eligibility under Special Laws – Civil Service Commission • Third Level Career Service Eligibility – Career Executive Service Board • RA 1080/Practice of Profession – Professional Regulation Commission/Maritime Industry Authority (MARINA) • Practice of Law – Supreme Court • Driver's License – Land Transportation Office
5) Position Description Form (DBM-CSC Form No. 1, Revised 2017)	<ul style="list-style-type: none"> • HRM Office of the agency availing the service
6) Oath of Office (CS Form No. 32 Revised 2018)	HRM Office of the agency availing the service
7) Certification of Assumption to Duty (CS Form No. 4, s. of 2018)	HRM Office of the agency availing the service
<u>Common Requirements for Regulated Casual Appointments</u>	
1) e-file sent thru email plus 2 printed copies of Appointment Transmittal and Action Form (CS Form No. 1, Revised 2018)	HRM Office of the agency availing the service
2) Three (3) original copies of Plantilla of Casual	HRM Office of the agency availing the

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Appointment a) CS Form No. 34-A for for NGAs, GOCCs, with original charters and SUCs	service
b) CS Form No. 34-C for LGUs	
c) CS Form No. 34-E for reappointment (renewal) of casual appointees in NGAs, GOCCs with original charters and SUCs	
d) CS Form No. 34-F for reappointment (renewal) casual appointees in LGUs	
e) PDS (CS Form No. 212, Revised 2017)-only for original appointment, reemployment and reappointment (except renewal)	
3) Original copy of the authenticated certificate of eligibility/rating/license for original appointment or reappointment to positions requiring licenses or involving practice of profession	<ul style="list-style-type: none"> • First and Second Level Career Service Eligibility – Civil Service Commission or National Police Commission (NAPOLCOM) • Special Eligibility under Special Laws – Civil Service Commission • Third Level Career Service Eligibility – Career Executive Service Board • RA 1080/Practice of Profession – Professional Regulation Commission/Maritime Industry Authority (MARINA) • Practice of Law – Supreme Court • Driver’s License – Land Transportation Office
<u>Common Requirements for Accredited/Deregulated Casual Appointments</u>	
1) e-file sent thru email plus 2 printed copies of Report on Appointments issued (RAI) (CS Form No 2, Revised 2017). The RAI shall also serve as the Appoint8ent Transmittal and Action Form.	<ul style="list-style-type: none"> • HRM Office of the agency availing the service
2) Original CSC copy of appointment/s issued a) CS Form No. 34-B, Revised 2019 for NGAs, GOCCs with original charters and SUCs	<ul style="list-style-type: none"> • HRM Office of the agency availing the service
b) CS Form No. 34-D, Revised 2017 for LGUs	
c) CS Form No. 34-E, Revised 2018 for reappointment (renewal) of casual appointees in NGAs, GOCCs with original charters and SUCs	
d) CS Form No. 34-F, Revised 2018 for reappointment (renewal) casual appointees in LGUs	
3) Personal Data Sheet (PDS) (CS Form No. 212,	<ul style="list-style-type: none"> • PDS form can be downloaded from

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Revised 2017 only for original appointment, reemployment and reappointment (except renewal)	CSC website
4) Original copy of the authenticated certificate of eligibility/rating/license for original appointment or reappointment to positions requiring licenses or involving practice of profession.	<ul style="list-style-type: none"> • First and Second Level Career Service Eligibility – Civil Service Commission or National Police Commission (NAPOLCOM) • Special Eligibility under Special Laws – Civil Service Commission • Third Level Career Service Eligibility – Career Executive Service Board • RA 1080/Practice of Profession – Professional Regulation Commission//Maritime Industry Authority (MARINA) • Practice of Law – Supreme Court • Driver’s License – Land Transportation Office
<u>Special Cases Where Additional Documents are Required</u> a) Erasures or Alterations on Appointments – Certificate of Erasures/Alterations on Appointment Form specifying and authenticating all erasures or alterations signed by the appointing officer/authority or any authorized official	Appointing Officer/Authority or any authorized official of the agency availing the service
b) Appointee With Decided Administrative/Criminal Case i. The appointee had been previously found guilty in an administrative/criminal case – Certified true copy of the decision issued by the office/court/tribunal	Office/Court/Tribunal who issued the decision on the case of the concerned appointee
ii. The appointment by promotion of an employee who had been found guilty in an administrative – Certification issued by the appointing officer/authority as to when the decision rendered became final and when the penalty imposed has been served	Appointing/Authority who issued the Certification on the case of the concerned appointee
c) Discrepancy in Name, Date/Place of Birth as appearing in the Report of Rating or Certificate of Eligibility, appointment, service card and the entries in the Personal Data Sheet – Resolution or Order issued by the Commission/CSC Regional Office (CSC RO) concerned correcting the discrepancy	CSLO/IRMO, CSC Central Office or CSC Regional Office (CSC RO) who issued the Resolution correcting the personal information of the concerned appointee
d) Change of Civil Status on account of: 65 i. Marriage – Original Marriage Contract/Certificate duly authenticated by	Philippine Statistics Authority (PSA)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
the Philippine Statistics Authority or the Local Civil Registrar (LCR) of the municipality or city where the marriage was registered or recorded.	
ii. Annulment or Declaration of Nullity of the same – Authenticated copy of the Court Order and Marriage Certificate/Contract with annotation	PSA
e) Appointments issued by State Universities and Colleges (SUCs) under the National Budget Circular (NBC) No. 461 – Copy of the DBM-approved Notice of Organization, Staffing and Compensation Action (NOSCA) on the reclassification of position based on NBC No. 461 and SUC Board Resolution approving the appointment	Department of Budget and Management
f) Appointments issued by State Universities and Colleges (SUCs) under NBC 461 – Certification issued by the CHED that there is no Master's degree program in the discipline being offered in the Philippines	Commission on Higher Education
g) Appointments Requiring Board Resolution such as Head of Agency appointed by the Board, SUC President, Local Water District (LWD) General Manager – Copy of said Resolution shall be submitted together with the appointment	Board of concerned agency
h) Ban on Issuance of Appointment During Election Period – Resolution issued by the Commission on Elections (COMELEC) or Regional Election Director, granting exemption from the prohibition	Commission on Elections
i) LGU Appointment	
<ul style="list-style-type: none"> o All LGU Appointments <ul style="list-style-type: none"> ▪ Certification issued by the appointing officer/authority that such appointment is issued in accordance with the limitations provided for under Section 325, RA No. 7160 	Appointing Officer/Authority of agency availing the service
<ul style="list-style-type: none"> ▪ Certification issued by the Provincial/City/Municipal Accountant that funds are available 	LGU Accountant. In case Local Accountant position is vacant, the Local Assistant Accountant. In the absence of such position, designated Local Budget Officer
<ul style="list-style-type: none"> o Appointment to head of department or office, such as Department Head, Administrator, Legal Officer, and Information Officer positions requiring concurrence by the Sanggunian – Sanggunian Resolution 	Sanggunian of the LGU availing of the service

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
embodying the concurrence of the majority of all the members of the Sanggunian as provided for under Section 443 (d), Section 454 (d), and Section 453 (d) of RA No. 7160	
<ul style="list-style-type: none"> ○ Appointment to head of department or office, such as Department Head, Administrator, Legal officer, and Information Officer positions not acted upon by the Sanggunian within fifteen (15) days from the date of its submission – Certification issued by the Sanggunian Secretary or HRMO confirming the non-actions by the Sanggunian 	Sanggunian Secretary of the LGU availing of the service or HRMO of the Agency
<ul style="list-style-type: none"> ○ Creation and reclassification of positions and appropriations of funds – Sangguniang Panlalawigan/Panglungsod Bayan Ordinance "The Ordinance shall be subject to review by the DBM in case of provinces/highly urbanized cities/independent component cities and municipalities within Metro Manila and the Sangguniang Panlalawigan for component cities and municipalities." 	Sanggunian of the LGU availing of the service
<ul style="list-style-type: none"> j) Appointment Involving Demotion which is Non-Disciplinary in Nature <ul style="list-style-type: none"> ○ Certification issued by the agency head that the demotion is not the result of an administrative case; and 	Head of the agency availing of the service
<ul style="list-style-type: none"> ○ Written consent by the employee that he/she interposes no objection to his/her demotion 	Employee of the agency availing of the service
k) Temporary Appointment – Certification issued by the appointing officer/authority vouching the absence of an applicant who meets all the qualification requirements of the position (CS Form No. 5, Revised 2018)	Appointing Officer/Authority of the agency availing of the service
l) Reclassification – NOSCA approved by the DBM/Memorandum Order issued by Governance Commission for GOCCs (GCG)	DBM/GCG

CLIENT STEPS*	CSC ACTIONS**	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<u>For Regulated Agencies</u> 1. Submit electronic/ scanned copy of appointments with supporting	1.1 Accept and preliminarily assess the completeness of appointments and supporting documents,	67 None	150 appointments and below =20 working days*	CSC FO Receiving staff

CLIENT STEPS*	CSC ACTIONS**	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
documents in the prescribed Appointment Transmittal and Action Form (CS Form No. 1, Revised 2018) indicating the names of the appointees, their position, status and nature of appointment and the corresponding date of issuance	if: <ul style="list-style-type: none"> • <i>Deficient - Inform requesting party of any deficiency and enumerate the missing requirements</i> • <i>Complete – Stamp RECEIVE the ATAF and indicate Docket or Control No., name and designation of Receiving Officer/Employee, date and time of receipt;</i> 		Above 150 = 40 days working days*	
	1.2 Evaluate and process appointments			CSC FO Action Officer
	1.3 Act on appointment <i>If appointment is Disapproved, prepare letter informing the agency of the reason/s for disapproval</i>			CSC Regional Director -SG 27 & above; CSC Asst. Regional Director-SG-26 or equivalent positions; CSC FO Directors – SG 25 & below CSC FO Highest Technical Staff -1 Salary Grade lower than his/her SG and below
2. Submit the original printed copies of the documents emailed	2.1 Update the Agency as to when the appointment (e-copy/ scanned copy) is to be released and advise the same to submit the three (3) copies of appointments (CSC, agency and appointee's copy) with the original copies of the supporting documents (Appointment	68		CSC FO Action Officer

CLIENT STEPS*	CSC ACTIONS**	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Transmittal and Action Form (CS Form No. 1, Revised 2018) 2.2 Action Officer to Check the submitted original printed copies and immediately sign the original copies of appointments submitted			
3. Receive attested appointment and letter (if disapproved)	2. Release the agency copy of the appointment and letter of disapproval to the authorized representative, as the case may be			CSC FO Releasing staff
TOTAL:		None		
<u>For Accredited/ Deregulated Agencies</u>				
1. Submit electronic/ scanned RAI (CS Form No. 2, Revised 2018), copy of appointments (CSC copy) with supporting documents	1.1 Accept and preliminarily assess completeness of appointments and documents attached to the request, if: <ul style="list-style-type: none"> • <i>Deficient</i> - Inform requesting party of any deficiency and enumerate the missing requirements • <i>Complete</i> – Issue acknowledgement receipt containing unique ID No., name and designation of responsible officer/ employee, date and time of receipt 	None	150 appointments and below =20 working days ³ Above 150 = 40 days working days*	CSC FO Receiving staff
	1.2 Evaluate and process appointments			CSC FO Action Officer
	1.3 Act on appointment <i>If appointment is Invalidated, prepare letter informing the agency of the reason/s for invalidation</i>			CSC Regional Director -SG 27 & above; CSC Asst. Regional Director-SG-26 or equivalent positions; CSC FO Directors –
		69		

³ Processing time is reckoned upon receipt of complete documents

CLIENT STEPS*	CSC ACTIONS**	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				SG 25 & below CSC FO Highest Technical Staff -1 Salary Grade lower than his/her SG and below
2. Submit the original printed copies of the documents emailed	2.1 Update the Agency as to when the appointment (e-copy/ scanned copy) is to be released and advise the same to submit the printed copy of RAI (CS Form No. 2, Revised 2018), original copy of appointments (CSC copy) with supporting documents 2.2 Action Officer to Check the submitted original printed copies and immediately sign the original copies of appointments submitted and update the RAI			CSC FO Action Officer
3. Receive post-audited RAI and letter (if invalidated)	3. Release the agency copy of the appointment and letter of invalidation to the authorized representative			CSC FO Releasing staff
TOTAL		None		

***Transacting agency HRMOs/Liaison Officer shall observe proper health protocols adopted by the CSC in view of the COVID-19 pandemic.**

****Action Officers/Service Providers shall observe precautionary measures by wearing medical masks, frequent handwashing, among other measures in attending to clients as defined in OM No. 16, s. 2020 on Adoption of Alternative Work Arrangements and Other Precautionary Measures in Light of Code Red Sub-Level 2**



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

Upon request, the LSD issues certified true copies of **CSC RO Decisions/Resolutions** to concerned parties or their authorized representatives.

Office or Division:	Legal Services Division, CSC RO
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens G2B – Government to Businesses G2G – Government to Government
Who may avail:	a. Concerned parties involved in the case; b. Authorized representative of the concerned party; c. Authorized Liaison Officer of the agency; and d. Such other officials or entities duly authorized by competent authorities

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<u>By concerned parties involved</u> 1. accomplished LSD Request Form	<u>Request Form is available at:</u> <u>Downloadable thru CSC website</u> LSD Request Form is available at the LSD, CSC RO
2. Scanned copy of at least one I.D. card (front and dorsal side) of the requesting party, 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.; 71 • School I.D.; • Police Clearance/Police Clearance Certificate 	LTO DFA PRC SSS GSIS COMELEC BIR PhilHEALTH Requesting party's Company/Office Requesting party's school PNP

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
(with picture); <ul style="list-style-type: none"> • 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.; • Alien Certificate of Registration Identity Card (ACR I-CARD); and • CSC Eligibility Card (note: Implemented only beginning May 3, 2015 CSE-PPT) 	PhilPost Barangay where the requesting party resides NBI MARINA HDMF Social Welfare and Development Office Office of Senior Citizen’s Affairs of the Municipal/City where the requesting party resides Bureau of Immigration CSC RO where the requesting party took the exam
<u>By authorized representative of the parties concerned, authorized Liaison Officer of agency</u>	
1. accomplished LSD Request Form;	LSD, CSC RO
2. scanned copy of any valid original government-issued ID (front and dorsal side) 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. scanned copy of any valid original government-issued ID (front and dorsal side) 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*	CSC ACTIONS**	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>(Online Filing) 1. Submit/send accomplished Request Form and documentary requirements to-</p> <p>(insert here email address of CSC RO)</p>	<p>1.1 Retrieve request and scanned copy of documentary requirements sent by the client</p> <p>1.2 Preliminarily assess completeness of request form and supporting document/s, if:</p> <ul style="list-style-type: none"> • <i>Deficient - 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> 			Action Officer, LSD
	<p>1.3 Inform client (thru email address provided)- >to set an appointment through online appointment system adopted by the CSC RO >on the scheduled date to pick-up documents requested and to bring his/her valid ID and printed copy of the email of confirmation</p> <p>1.2 Retrieve the requested documents, issue order of payment and advise client to pay corresponding fee</p>			Action Officer, LSD
	<p>1.3 Photocopy/reproduce and certify the requested documents while</p>	73		

CLIENT STEPS*	CSC ACTIONS**	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	the client pays the corresponding fee			
2. Pay*** to the cashier (upon claiming the requested documents)	2. Process payment and issue Official Receipt (O.R.)	P10.00 per page (CTC) P3.00 per page (photocopy)		Cashier
3. Return to the receiving counter and present O.R.	3. Check O.R and			Action Officer, LSD
4. Receive CTC of CSC Decisions/ Resolutions	4. Release CTC of CSC Decisions/Resolutions to client			Action Officer, LSD
TOTAL:			3 working days	

***Transacting clients that during payment of appropriate fee/s, shall observe proper health protocols adopted by the CSC in view of the COVID-19 pandemic.**

****Action Officers/Service Providers shall, at all times, observe precautionary measures by wearing medical masks, frequent handwashing, among other measures in attending to clients as defined in OM No. 16, s. 2020 on Adoption of Alternative Work Arrangements and Other Precautionary Measures in Light of Code Red Sub-Level 2**

*****Client may opt to deposit the corresponding fee through the official Bank Account of the CSC RO, (insert Back Account No.) and send a scanned duplicate copy of the Deposit Slip, via email or Messenger to serve as basis for the issuance of Official Receipt.**



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

Upon request, the LSD issues certified true copies of case records to be used for specific purposes. These refer to records of administrative cases decided or currently pending for decision/resolution by the CSC Regional Office.

Office or Division:	Legal Services Division, CSC RO
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens G2G – Government to Government
Who may avail:	<ul style="list-style-type: none"> a. Any requesting party as it pertains to his/her personal records; 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
<u>By concerned parties involved</u> 1. accomplished LSD Request Form	LSD Request Form is available at the LSD, CSC RO
2. <u>Scanned copy of at least one I.D. card (front and dorsal side) of the requesting party, valid (not expired) on the date of transaction, as follows:</u> <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 	LTO DFA PRC SSS GSIS COMELEC BIR PhilHEALTH Requesting party’s Company/Office

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
name, clear picture, signature and PhilHealth number); <ul style="list-style-type: none"> • 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.; • Alien Certificate of Registration Identity Card (ACR I-CARD); and • CSC Eligibility Card (note: Implemented only beginning May 3, 2015 CSE-PPT) 	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 Bureau of Immigration CSC RO where the requesting party took the exam
<u>By authorized representative of the parties concerned, authorized Liaison Officer of agency</u> 1. accomplished LSD Request Form;	LSD, CSC RO
2. scanned copy of any valid original government-issued ID (front and dorsal side) 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*	CSC ACTIONS**	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
---------------	---------------	-----------------	-----------------	--------------------

CLIENT STEPS*	CSC ACTIONS**	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>(Online Filing) 1. Submit/send request and scanned documentary requirements as indicated above to- (insert CSC RO email address here)</p>	<p>1.1 Retrieve request and scanned copy of documentary requirements sent by the applicant</p> <p>1.2 Preliminarily assess completeness of the documents attached to the request, if:</p> <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> <p>1.3 <i>Inform client (thru email address provided)-</i> >to set an appointment through online appointment system adopted by the CSC RO >on the scheduled date to pick-up documents requested and to bring his/her valid ID and printed copy of the email of confirmation</p> <p>1.3 Retrieve the requested records, issue order of payment and advise client to pay corresponding fee, if records are available</p> <p><i>If records are not available, inform the client that requested records are not available.</i></p>			Action Officer, LSD
2. Pay*** to the cashier	<p>2.1 Process payment and issue Official Receipt (O.R.)</p> <p>2.2 Photocopy/reproduce and certify the requested records</p>	<p>P10.00 per page for CTC documents</p> <p>P3.00 per page for photocopy only not CTC</p>		Cashier Action Officer, LSD
3. Return to the receiving counter	3. Record O.R. number	77		Action Officer, LSD

CLIENT STEPS*	CSC ACTIONS**	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
and present O.R.				
4. Receive CTC of case records	4. Release CTC of case records to client			Action Officer, LSD
TOTAL:			3 working days upon receipt of complete documents	

***Transacting clients, during payment of appropriate fee/s and in claiming the requested documents shall observe proper health protocols adopted by the CSC in view of the COVID-19 pandemic.**

****Action Officers/Service Providers shall, at all times, observe precautionary measures by wearing medical masks, frequent handwashing, among other measures in attending to clients as defined in OM No. 16, s. 2020 on Adoption of Alternative Work Arrangements and Other Precautionary Measures in Light of Code Red Sub-Level 2**

***Client may opt to deposit the corresponding fee through the official Bank Account of the CSC RO, (insert Back Account No.) and send a scanned duplicate copy of the Deposit Slip, via email or Messenger to serve as basis for the issuance of Official Receipt.



5. Issuance of Certificate of No Pending Administrative Case (Walk-in, Optional)

The Certificate of No Pending Administrative Case is requested by a government official/employee as a requirement for promotion and other related transactions.

Office or Division:	Legal Services Division, CSC RO
Classification:	Simple; Complex
Type of Transaction:	G2C – Government to Citizens
Who may avail:	Government officials and employees and other authorized individual/officer

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<u>By concerned parties involved</u>	
1. CSC Request Form for Certificate of No Pending Administrative Case Form	•Downloadable at CSC Website and at cscclearance@csc.gov.ph Request form is also available at LSD, CSC RO
<u>By authorized representative of the parties concerned, authorized Liaison Officer of agency</u>	
1. accomplished CSC Request Form;	CSC Request Form can be downloaded from CSC website
2. At least one I.D. card of the requesting party, 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); 	LTO DFA PRC SSS GSIS COMELEC BIR PhilHEALTH Requesting party's Company/Office

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> • 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.; • Alien Certificate of Registration Identity Card (ACR I-CARD); and • CSC Eligibility Card (note: Implemented only beginning May 3, 2015 CSE-PPT) 	<p>Requesting party's school PNP</p> <p>PhilPost Barangay where the requesting party resides NBI</p> <p>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 Bureau of Immigration CSC RO where the requesting party took the exam</p>
3. authorization letter from the requesting concerned party; and	Requesting party
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*	CSC ACTIONS**	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit accomplished request for Certificate of No Pending Administrative Case form and one (1) valid original government-issued ID	<p>1.1 Accept and preliminarily assess completeness of documents attached to request, if</p> <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 ID No., name and designation of responsible officer/employee, date and time of receipt</i> <p>1.2 Issue charge slip and advise client to pay to</p>	80	<p>1 working day (1-15 certificates);</p> <p>3 working days (16-45 certificates);</p> <p>7 working days (exceeding 45 certificates)</p>	Action Officer, Legal Service Division, CSC RO – For request at the CSC ROs

CLIENT STEPS*	CSC ACTIONS**	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	the Cashier 1.3 Process request			
2. Pay to the cashier	2. Process payment and issue Official Receipt (O.R.)	P100.00		Cashier
3. Return to the receiving counter and present O.R.	3. Record O.R. number			Action Officer
4. Receive the Certificate	4. Release the Certificate			Releasing Officer
TOTAL:				

***Transacting clients, apart from fulfilling the documentary requirements and payment of appropriate fee/s, shall observe proper health protocols adopted by the CSC in view of the COVID-19 pandemic.**

****Action Officers/Service Providers shall, at all times, observe precautionary measures by wearing medical masks, frequent handwashing, among other measures in attending to clients as defined in OM No. 16, s. 2020 on Adoption of Alternative Work Arrangements and Other Precautionary Measures in Light of Code Red**

Sub-Level

2



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

The Certificate of No Pending Administrative Case is requested by a government official/employee as a requirement for promotion and other related transactions.

Office or Division:	Legal Services Division, CSC RO	
Classification:	Simple; Complex	
Type of Transaction:	G2C – Government to Citizens	
Who may avail:	Government officials and employees and other authorized individual/officer	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Request for Certificate of No Pending Administrative Case Form		Form can be downloaded from CSC website
2. Self-addressed stamped envelope or Pouch, and Postal Money Order (PMO)		LBC, Post Office, To Go
3. Scanned copy of at least one I.D. card (front and dorsal side) of the requesting party, 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; 	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	

<ul style="list-style-type: none"> • HDMF Transaction Card; • PWD I.D.; • Solo Parent I.D.; • Senior Citizen's I.D.; • Alien Certificate of Registration Identity Card (ACR I-CARD); and • CSC Eligibility Card (note: Implemented only beginning May 3, 2015 CSE-PPT) 		Social Welfare and Development Office Office of Senior Citizen's Affairs of the Municipal/City where the requesting party resides Bureau of Immigration CSC RO where the requesting party took the exam		
CLIENT STEPS*	CSC ACTIONS**	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send accomplished Request*** for Certificate of No Pending Administrative Case form and self-addressed stamped envelope or Pouch, and Postal Money Order (PMO)	1.1 Accept and preliminarily assess completeness of attached documents to the request, if <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 ID No., name and designation of responsible officer/employee, date and time of receipt</i> 1.2 Check if PMO is worth P100.00 1.3 Process request	P100.00	3 working days (1-15 certificates); 7 working days (not exceeding 45 certificates); exceeding 45 certificates (14 working days)	LSD, CSC RO
2. Receive the Certificate	2. Using the self-addressed stamped envelope, mail the Certificate			LSD, CSC RO
TOTAL:		P100.00		

***Transacting clients are advised to ensure that in paying the certification fee through postal Money Order (PMO), the Philippine Postal Corporation has already provided for alternative work arrangement and other support mechanisms for its workers, such as skeleton workforce per CSC Memorandum Circular No. 10, s. 2020 dated May 7, 2020**

****Action Officers/Service Providers shall, at all times, observe precautionary measures by wearing medical masks, frequent handwashing, among other measures as defined in OM No. 16, s. 2020 on Adoption of Alternative Work Arrangements and Other Precautionary Measures in Light of Code Red Sub-Level 2**

*****Request may be made online. Documentary requirements and proof of payment maybe scanned and sent through email. The certificate will be mailed using the self-addressed stamped envelope.**



7. Processing of Examination Application (CSE-Pen and Paper Test-Professional and Sub-Professional Level)

An individual wishing to take the CSE-PPT Professional and Sub-Professional to acquire the appropriate civil service eligibility needs to fill out an application form. This provides vital information about the applicant and his/her qualification to take the examination.

Office or Division:	Examination Services Division (ESD)
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens
Who may avail:	<ul style="list-style-type: none"> Filipino Citizen, at least 18 years old, and of good moral characterHas no criminal record, or has not been convicted by final judgment of an offense or crime involving moral turpitude as indicated at the back of CS As indicated at the back of CS FORM 100 rev. Sept 2016: or disgraceful/immoral conduct, dishonesty, exam irregularity, drunkenness or addiction to drugs. Has not been dishonorably discharged from military service, or dismissed for cause from any civilian position in the government. Must have not taken the same level of career service examination, regardless of mode, within three (3) months from the last examination taken.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ol style="list-style-type: none"> Fully accomplished application form (CS Form No. 100 Revised September 2016). The spaces for “Signature of Applicant” and “Right Thumbmark” on the form should be left blank. These shall be accomplished in the presence of the CSC processor. Four (4) copies of identical pictures with specification as follows: <ol style="list-style-type: none"> Philippine passport size (4.5cm x 3.5cm or 1.78 inches by 1.4 inches) compliant with the specifications listed in the application form; Original and photo copy of any valid ID containing Applicant’s clear picture, date of birth signature and signature of Authorized Head of the issuing agency as prescribed in CSC MC No. 2, s. 2018 as 	<ol style="list-style-type: none"> CSC Regional Office/Examination Services Division (ESD)/CSC Field Office or www.csc.gov.ph > Downloads > CSC Forms Photo-printing services / photo studio

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>follows:</p> <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.; or ○ Alien Certificate of Registration Identity Card (ACR I-CARD) 	<p>LTO</p> <p>DFA PRC SSS GSIS COMELEC BIR</p> <p>PhilHEALTH</p> <p>Requesting party's Company/Office Requesting party's school PNP</p> <p>PhilPost Barangay where the requesting party resides NBI MARINA HDMF Social Welfare and Development Office Office of Senior Citizen's Affairs of the Municipal/City where the requesting party resides Bureau of Immigration</p>

CLIENT STEPS	CSC ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Submit accomplished application form without affixing signature and thumbprint</p>	<p>1.1 Review and evaluate Application Form and make clarifications, if necessary.</p> <p>Check the following: a. Proper accomplishment of the form</p>	<p>85</p>		<p>Action Officer</p>

CLIENT STEPS	CSC ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	b. qualification of the applicant (citizenship and age) completeness and validity of supporting documents/ requirements			
	1.2 Require applicant to affix signature and properly affix thumbmark			
2. Affix signature and thumbprint on the form in the presence of Action Officer.	2,1 Verify examination records of applicant through DIBAR** System.			Action Officer
	If applicant is qualified to take examination, return application form and advise client to pay the examination fee to the cashier. If applicant is not qualified, inform applicant of the reason for the disqualification, and return the application form.			
3. Pay the examination fee.	3.1 Process payment and issue Official Receipt (OR).	PhP 500.00		Cashier/ Deputized Cashier
4. Present OR and processed application form to Action Officer.	4.1 Give examination receipt slip and Examinee Guide			Action Officer
	TOTAL:	PhP 500.00 86	1 working day upon receipt of complete documents	

**DIBAR System refers to the Database of Individuals Barred from Entering the



8. Issuance of Certificate of Eligibility (CSE- PPT)

The Certificate of Eligibility (COE) is an official document bearing the passing results of the career service examinations, professional and subprofessional levels. This is required when the passer is appointed to a position requiring the same.

Office or Division:	Examination Services Division (ESD), CSC RO
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens
Who may avail:	Those who passed the CS Professional and Subprofessional Examinations and will claim the certificate for the first time*

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1) 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; 	LTO DFA PRC SSS GSIS COMELEC BIR PhilHEALTH Requesting party’s Company/Office Requesting party’s school PNP PhilPost Barangay of residence NBI MARINA
87	

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> ○ HDMF Transaction Card; ○ PWD I.D.; ○ Solo Parent I.D.; ○ Senior Citizen's I.D.; ○ Alien Certificate of Registration Identity Card (ACR I-CARD); or <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>HDMF Social Welfare and Development Office of the Municipal/City where the requesting party resides Office of Senior Citizen's Affairs</p> <p>Bureau of Immigration</p>
<p>2) one piece picture with complete nametag (preferably the picture used at the time of examination), compliant with the specifications listed in the ERRF</p>	<p>Photo Imaging establishments</p>

CLIENT STEPS*	CSC ACTIONS**	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Fill-out the Client Logbook</p>	<p>1.1 Inform the client to wait for his/her name to be called</p>	<p>None</p>		<p>Action Officer, Examination Service Division, CSC RO</p>
<p>2. Present valid I.D. and picture with complete nametag (preferably the picture used at the time of examination).</p>	<p>2.1 Verify identity of the client by comparing the valid ID and the picture presented with the picture and signature appearing on the Picture Seat Plan accomplished during the exam.</p> <p>2.2 After evaluation, ask the client to indicate the serial number of CoE and sign the copy of the Register of</p>	<p>88</p>		<p>Action Officer, Examination Service Division, CSC RO</p>

CLIENT STEPS*	CSC ACTIONS**	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Eligibles.			
3. Paste picture on the Certificate of Eligibility and affix signature on the space provided for in the Certificate of Eligibility.	3.1 Photocopy Certificate of Eligibility 3.2 Ask the client to sign the photocopy of the Certificate of Eligibility as proof of receipt and affix the official seal of CSC on the original copy of the Certificate Request client to accomplish E-6 form.			Action Officer, Examination Service Division, CSC RO
4. Receive Certificate of Eligibility ⁴ and submit accomplished E-6 form	4.1 Release the Certificate of Eligibility to the client and accept the accomplished E-6 Form			Action Officer, Examination Service Division, CSC RO
TOTAL:			1 working day upon receipt of complete documents	

***Transacting clients shall book an appointment before they personally appear in the Regional Office. Apart from fulfilling the documentary requirements and payment of appropriate fee/s, they shall observe proper health protocols adopted by the CSC in view of the COVID-19 pandemic.**

****Action Officers/Service Providers shall, at all times, observe precautionary measures by wearing medical masks, frequent handwashing, among other measures in attending to clients as defined in OM No. 16, s. 2020 on Adoption of Alternative Work Arrangements and Other Precautionary Measures in**
Light of Code Red Sub-Level 2

⁴ The eligible is required to PERSONALLY request for his/her CoE. Authorized representatives are not allowed to transact in behalf of the eligible.



9. Computerized Examination (COMEX)*

This is an internet-based system that allows a registered user to reserve a slot for a particular examination, including the preferred date and time of personal appearance at the CSC, date and time of examination, and the examination venue. An individual wishing to take the COMEX needs to fill out an application. This provides vital information about the applicant.

Office or Division:	Examination Services Division (ESD in CSC ROs II, IV, VII, VIII, X, and Caraga)
Classification:	Simple
Type of Transaction:	G2G – Government to Government and G2C-Government to Citizens
Who may avail:	<ul style="list-style-type: none"> • Filipino Citizen, at least 18 years old, and of good moral character; • Has no criminal record, or has not been convicted by final judgment of an offense or crime involving moral turpitude as indicated at the back of CS FORM 100 rev. Sept 2016: or disgraceful/immoral conduct, dishonesty, exam irregularity, drunkenness or addiction to drugs; • Has not been dishonorably discharged from military service, or dismissed for cause from any civilian position in the government; • Has not passed the level of examination applied for; and • Has not taken the same level of career service examination within the last three (3) months immediately preceding the date of examination applied for.
CHECKLIST OF REQUIREMENTS	
1) Copy of COMEX 'slot reservation' confirmation email, indicating date, time and venue of personal appearance (if available)	Applicant's e-mail
2) Original and photo copy of any valid ID containing Applicant's clear picture, date of birth signature and signature of Authorized Head of the issuing agency as prescribed in CSC MC No. 2, s. 2018 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.⁹⁰ alone is not allowed)/Student Driver's Permit; 	LTO DFA

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> ○ 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.; or ○ Alien Certificate of Registration Identity Card (ACR I-CARD) 	<p>PRC SSS GSIS COMELEC BIR</p> <p>PhilHEALTH</p> <p>Requesting party's Company/Office Requesting party's school PNP</p> <p>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 Bureau of Immigration</p>
<p>Note: (a) All other I.D. cards not included in the above list shall not be accepted. (b) As a last resort, expired I.D. card may be presented/submitted during filing/processing of application, provided that, the expiry date of the I.D. card is within the preceding months of the year reckoning the date of filing/processing of application.</p> <p>3) For applicants without date of birth in their ID card/s, original and photocopy of Birth Certificate issued by the Philippine Statistics Authority, or the Local Civil Registry printed on security paper.</p> <p>4) For applicants holding dual citizenship under R.A. 9225, original and photocopy of Certification of Retention/Re-acquisition of Philippine Citizenship issued by the Bureau of</p>	

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Immigration.	

CLIENT STEPS	CSC ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Computerized Examination System Stage 1: Examination Account Registration				
1. Client Access the COMEX website online and signs up to create a COMEX user account (Suggested Format for Examinee identification by region/exam type, clients should be instructed that username accounts in prescribed format - RO5_PROF_PED RO)	1. System validates age and citizenship of the registrant, records account information details and sends confirmation email.		Based on system response time	
2. Client opens COMEX confirmation email and activates COMEX account through corresponding activation link NOTE: Registrants may login to COMEX to view/ update/edit account information. Registrants may also print the corresponding form.	2.1 System activates the user account. NOTE: System shall send email notices of examination schedules and announcements to successful registrants, who agreed to receive said notices.			
	2.2. System displays the list of online offerings and 'Slot Reservation' confirmation page NOTE: If qualified, system allows reservation; otherwise, blocks	92		

CLIENT STEPS	CSC ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	the reservation.			
<p>3. Client opens COMEX confirmation email and activates COMEX account through corresponding activation link</p>	<p>3. System sends 'Slot Reservation' confirmation email indicating details of preferred examination such as date and time of examination, and personal appearance.</p> <p>If denial of application/request -</p> <p><i>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>			
Computerized Examination System Stage 2: Examination Slot Confirmation and Actual Test				
<p>1. Accesses the COMEX website online and logs in to the system</p>	<p>1.1 System authenticates username and password</p>			
<p>2.Views examination schedules or online offerings through the examination schedule tab</p> <p><i>Note: Applicants access COMEX website and reserve slot during the scheduled reservation date</i></p>	<p>2.1 System displays the list of online offerings based on examination schedule provided by CSC CO (ERPO)</p>		<p>Based on system response time</p>	
<p>3.Selects desired examination schedule from among the list of online offerings, clicks the 'reserve a slot' button, and types the CAPTCHA</p>	<p>3.1 System displays the 'Slot Reservation' confirmation page.</p> <p>3.2 System</p>	<p>93</p>		

CLIENT STEPS	CSC ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>code</p> <p><i>NOTE: Applicant may print the details of the 'slot reservation' confirmation</i></p>	<p>verifies status of applicant against the E-Retaker*, DIBAR** and EDQIS*** databases.</p> <p><i>NOTE: If qualified, system allows reservation; otherwise, blocks the reservation.</i></p>			
<p>4. Opens and prints the 'slot reservation' confirmation email</p>	<p>4.1 System sends 'slot reservation' confirmation email indicating details of preferred examination such as date and time of examination, and personal appearance.</p>			
Examination Slot Confirmation				
<p>1. Client appears at the testing center on the scheduled date and time of personal appearance and secures queuing number.</p>	<p>1.1 Guard checks name of applicant against the List of Applicants with Reserved Slots and issues queuing number.</p>			<p>CSC Guard on Duty</p>
<p>Proceeds to processing area to do the following:</p> <p>2. Present queuing number and documents to the Processor/Action Officer</p>	<p>Processor does the following:</p> <p>2.1 Receive the number, verifies applicant's identity and validates documents submitted.</p> <p><i>If validated, instructs applicant to pay the examination fee at the cashier</i></p>	<p>94</p>		<p>ESD Processor</p>

CLIENT STEPS	CSC ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Pay to the cashier	3.1 Cashier issues Official Receipt (O.R.)	PhP 680.00		Cashier
4. Present O.R. to the processor	4.1 Encode payment details			
	4.2 Prepare name tag based on specifications			
	4.3 Take applicant's photo			
5. Sign in the signature tablet, then places thumb in the biometric scanner	5.1 Capture signature and fingerprint			
6. Sign the examination application form	6.1 Print the examination application form			
7. Receive CSID, then proceeds to waiting area for authentication process	7.1 Print and issue the CSID			
ACTUAL TEST				
1. Places thumb in the biometric scanner for authentication of identity	1.1 System authenticates examinee identity and Local Server (LS) Administrator generates and prints the Examinee Attendance Sheet (EAS) and Picture-Seat Plan (PSP) after all examinees' identity have been authenticated.			ESD Processor
2. Listens to orientation/ briefing	2.1 Room Examiner (or RE) conducts orientation/briefing.			Room Examiner
3. Signs the EAS and PSP	3.1 Room Proctor (or RP), RE, and Supervising Examiner (or SE) sign the EAS and PSP after all examinees have signed.			RP/RE/SE
4. Proceeds to the COMEX Room	4.1 RP guides examinee to the assigned seat/ testing machine.	95		Room Proctor

CLIENT STEPS	CSC ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	RP routes the PSP among the examinees [N.B.: RP, RE and SE sign the EAS and PSP after all examinees have signed.			
5.Takes the test	5.1 RE and RP administer the test.		3 hours and 10 minutes for CSE Professional; 2 hours and 40 minutes for CSE Sub Professional	
TOTAL		PhP 680.00	1 working day upon receipt of complete documents	

**Temporarily suspended until such time that proper authorities would allow mass gathering.*



10. Issuance of Certification of Eligibility (CSE-PPT) and Computerized Examination/CSC COMEX)

The Certification of eligibility, printed in the CSC Letterhead, is issued to passers of both examinations (CSE-PPT and Comex) in lieu of the CSC Eligibility Card.

Office or Division:	Examination Services Division (ESD), CSC RO
Classification:	Simple (CSE-PPT); Complex (COMEX)
Type of Transaction:	G2C – Government to Citizens
Who may avail:	Those who passed the Career Service Professional and Subprofessional Examinations.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>Scanned copy of any of the following Identification (ID) cards (front and dorsal side), which must be valid (not expired):</p> <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.; 	<p>LTO</p> <p>DFA PRC SSS GSIS COMELEC BIR</p> <p>PhilHEALTH</p> <p>Requesting party’s Company/Office Requesting party’s school PNP</p> <p>PhilPost Barangay where the requesting party resides</p>

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> ○ NBI Clearance; ○ Seaman’s Book; ○ HDMF Transaction Card; ○ PWD I.D.; ○ Solo Parent I.D.; ○ Senior Citizen’s I.D.; ○ Alien Certificate of Registration Identity Card (ACR I-CARD); 	<p>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</p> <p>Bureau of Immigration</p>

CLIENT STEPS*	CSC ACTIONS**	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p><u>(Online Filing of Request)</u> 1.-Submit/send properly accomplished ERRF and scanned copy of ID to – (insert email address of ESD, CSC RO here)</p>	<p>1.1 Retrieve request and scanned ID sent by the applicant</p> <p>1.2 Validate completeness of information needed from the scanned copy of I.D. card submitted , if:</p> <ul style="list-style-type: none"> • <i>Deficient - 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> 	None		Action Officer, ESD, CSC RO
	1.3 Retrieves Certification of Eligibility from storage file	98		
	1.4 Validate identity			Action Officer,

CLIENT STEPS*	CSC ACTIONS**	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>by comparing client's data, including picture on the ID card presented against the data on the retrieved examination records</p> <p><i>If disapproved/denial of application/request – Provide notice stating the reason for the disapproval/denial</i></p> <p><i>If approved, advise client on the date/time to claim requested document</i></p>			ESD, CSC RO
	1.5 Upon validation of identity, retrieves Certification of Eligibility from storage file			Action Officer, ESD, CSC RO
2. Review Certification of Eligibility	2.1 Present to the eligible for review 2.2 Affix the CSC official seal on the original and photocopy of the Certification 2.3 Affix “released” and “received” stamps on the photocopy of the Certification			Action Officer, ESD, CSC RO
3. Receive Certification*** of Eligibility and sign on the Receipt of COE and the photocopy of COE	3.1 Release Certification of Eligibility to the client and request client to acknowledge receipt	99		Action Officer, ESD, CSC RO
TOTAL:			3 working days	

CLIENT STEPS*	CSC ACTIONS**	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
			(CSE-PPT) upon receipt of complete documents 7 working days (COMEX) upon receipt of complete documents	

***Transacting clients upon claiming the requested document shall observe proper health protocols adopted by the CSC in view of the COVID-19 pandemic.**

****Action Officers/Service Providers shall, at all times, observe precautionary measures by wearing medical masks, frequent handwashing, among other measures in attending to clients as defined in OM No. 16, s. 2020 on Adoption of Alternative Work Arrangements and Other Precautionary Measures in Light of Code Red Sub-Level 2**

*****In claiming the requested document, client shall set an appointment through the online appointment system adopted by the Regional Office prior to personal appearance in the office and present the original ID used during online filing of request.**



11.A Issuance of Verified Civil Service Eligibility (Agency Request)

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.

This service shall later be provided through the CS Eligibility Verification System (CSEVS) which the agency HRMOs and the public can access to verify eligibility information.

Office or Division:	Examination Services Division (ESD)	
Classification:	Complex (Local/Within the Region); Highly Technical (Inter-regional)	
Type of Transaction:	G2G – Government to Government	
Who may avail:	<ol style="list-style-type: none"> 1) The Head of the Agency, the Human Resource Management Officer or the Administrative Officer of the Agency to which the employee concerned belongs; 2) 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 3) Such other officials or entities duly authorized by competent authorities 	
	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. Scanned Copy of Certificate of Eligibility (COE), if available	Requesting party
	3. Scanned copy of Properly accomplished Original Personal Data Sheet (PDS) with photograph subscribed and sworn to before a person administering oath duly authenticated by the HRMO or other HR personnel (CS Form 212, Revised 2017)	PDS form can be downloaded from CSC website

CLIENT STEPS	CSC ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p><u>(Online Request)</u> 1. Submit /send request and scanned documentary requirements as indicated above and send to – (insert email address of the CSC RO here)</p>	<p>1.1 Retrieve request and scanned documentary requirements sent by the applicant</p> <p>1.2 Preliminarily assess completeness of request.</p> <p><i>•If deficient - Inform requesting party of any deficiency and enumerate the missing requirements through the email address provided</i></p> <p><i>•If Complete – Issue Acknowledgement Receipt containing unique ID No., name and designation of responsible officer/ employee, date and time of receipt through contact details provided</i></p>	None		<p>Receiving Officer, ESD</p> <p>Action Officer, ESD</p>
	<p>1.3 Verify/validate eligibility information from records/ documents on file</p> <p>1.4 Review verified eligibility sign the transmittal list of verified eligibility</p>			Action Officer, ESD
2. Receive the ARVEF***	2.1 Mail/Release ARVEF	102		Releasing Officer, ESD
TOTAL:		None	7 working days (Local/Within the Region)	

CLIENT STEPS	CSC ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
			<p>upon receipt of complete documents;</p> <p>20 working days (Inter-Regional) upon receipt of complete documents</p> <p>On special cases (e.g. no available record on file, refer request to other CSC offices) above cited number of working days are subject to extension.</p>	

*****Release of ARVEF shall be through registered mail. However, an advanced copy may be sent to the requesting Agency through email.**



11B. Issuance of Verified Civil Service Examination Results (Walk-in Request)

Examination results, in a letter form printed in CSC letterhead, is issued to walk-in clients requesting for verification of their Civil Service examination results. The examination results are based on validated records on file.

This service shall later be provided through the CS Eligibility Verification System (CSEVS) which can be accessed by the public to verify eligibility information.

Office or Division:	Examination Services Division (ESD)
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens
Who may avail:	<ol style="list-style-type: none"> 1) Any requesting party as it pertains to his/her personal records 2) Those who lost their Certificate of Eligibility (COE) (due to typhoon, flood, fire, theft, etc.) 3) Those who are not in possession of their Certificate of Eligibility (did not receive/claim their certificate, submitted COE to the agency, etc.)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1) Duly accomplished Examination Records Request Form (ERRF)	ERRF 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 	LTO DFA PRC SSS GSIS COMELEC BIR 104 PhilHEALTH

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>bearer's name, clear picture, signature and PhilHealth number);</p> <ul style="list-style-type: none"> ○ 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.; ○ Alien Certificate of Registration Identity Card (ACR I-CARD); and ○ CSC Eligibility Card (note: Implemented only beginning May 3, 2015 CSE-PPT) <p>Valid ID contains eligible's clear picture, date of birth, signature of the eligible and signature of the person authorized by the 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>Requesting party's Company/Office Requesting party's school PNP</p> <p>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 Bureau of Immigration</p> <p>CSC RO where the requesting party took the exam</p>
<p><u>Additional Requirements</u> <u>If request is filed through a Representative</u></p> <ol style="list-style-type: none"> 1) Authorization Letter or Special Power of Attorney (SPA); and 2) One valid ID Card of the representative 	<p>Requesting Party or Notary Public</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</p>	<p>Philippine Statistics Authority (PSA)</p>

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<p>Contract – valid ID card indicating maiden name.</p> <p>A PSA-issued birth certificate is required if the ID presented does not contain date of birth.</p>				
CLIENT STEPS*	CSC ACTIONS**	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p><u>(Filing of request may be made through e-mail)***</u></p> <p>1. Submit accomplished Eligibility/Exam Records Request Form (ERRF), and one valid ID</p> <p><i>(Filing of request may be made through e-mail)***</i></p>	<p>1.1 Accept ERRF, and valid ID and preliminarily assess completeness of request:</p> <ul style="list-style-type: none"> <i>If deficient - Inform requesting party of any deficiency and enumerate the missing requirements.</i> 			Action Officer, ESD
	<p>1.2 Process Request <i>If application request is disapproved/ denied– Provide notice stating the reason for the disapproval/ denial (e.g. no record on file, for further evaluation etc.)</i></p>			Action Officer, ESD
<p>2. Affix signature on the release portion of the ERRF and receive Verified Examination Results</p>	<p>2. Request client to acknowledge receipt and release of verified examination results</p>			
TOTAL:		None	1 working day upon receipt of complete documents	
		106		

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p><u>*Transacting clients, apart from fulfilling the documentary requirements and payment of appropriate fee/s, shall observe proper health protocols adopted by the CSC in view of the COVID-19 pandemic.</u></p> <p><u>** Action Officers/Service Providers shall, at all times, observe precautionary measures by wearing medical masks, frequent handwashing, among other measures in attending to clients as defined in OM No. 16, s. 2020 on Adoption of Alternative Work Arrangements and Other Precautionary Measures in Light of Code Red Sub-Level 2</u></p>	

*******Filing of request may be made through e-mail by sending scanned copy of requirements. In claiming the requested document, personal appearance is needed in order for the client to sign in the ERRF (under the release portion). Client shall set an appointment through the online appointment system adopted by the Regional Office prior to personal appearance in the office and present the original ID used during online filing of request**



12. Issuance of Certification of Eligibility (for lost certificates/certification)

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:	CSC RO-ESD
Classification:	Simple; Complex
Type of Transaction:	G2C – Government to Citizens
Who may avail:	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) (DF is no longer required for examinations conducted from Year 2015 onwards).	ERRF and DF can be downloaded from CSC website to be accomplished by the requesting party
2) Scanned copy of at least one ID card (front and dorsal side) of the requesting party, 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); 	LTO DFA PRC SSS GSIS COMELEC BIR

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> ○ 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.; ○ Alien Certificate of Registration Identity Card (ACR I-CARD); and ○ CSC Eligibility Card (note: Implemented only beginning May 3, 2015 CSE-PPT) <p>Valid ID contains eligible's clear picture, date of birth, signature of the eligible and signature of person authorized by the 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 7 days and until the end of 7 days the year the I.D. card is expiring.)</p>	<p>PhilHEALTH</p> <p>Requesting party's Company/Office Requesting party's school PNP</p> <p>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 Bureau of Immigration CSC RO where the requesting party took the exam</p>
<p>Additional Requirements (Scanned documents)</p> <p>A. If request is filed through a Representative</p> <p>1) one 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 three months prior to filing of request for Certification of Eligibility. • Scanned, computer-generated photo/ 	<p>Photo imaging establishments</p> <p>109</p>

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
name/signature will not be accepted.	
2) Authorization Letter or Special Power of Attorney (SPA); and	Requesting Party or Notary Public
3) One valid ID Card of the representative	Any valid ID as enumerated in #2 above.
<u>B. If the requesting party works/lives abroad:</u> 1) one piece 1x1 ID picture with name tag and signature over name affixed prior to having the photograph taken <ul style="list-style-type: none"> • Signature must be on top of the printed name. • Photograph should have been taken within three months prior to filing of request for Certification of Eligibility. • Scanned, computer-generated photo/ name/signature will not be accepted. 	Photo imaging establishments
2) Copy of passport duly authenticated/ validated by the Philippine Embassy or Consular Office; or	Philippine Embassy or Consular Office
3) Copy of one ID Card	Valid ID same as enumerated in #2 above
<u>C. Special Requirement:</u> PSA-issued Marriage Contract for women who married after taking the examination. In the absence of PSA-issued Marriage Contract – valid ID card indicating maiden name. A PSA issued birth certificate is required if the ID presented does not contain date of birth.	Philippine Statistics Authority

CLIENT STEPS*	CSC ACTIONS**	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
---------------	---------------	-----------------	-----------------	--------------------

CLIENT STEPS*	CSC ACTIONS**	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p><u>(Online Filing of Request)</u></p> <p>1. Submit/send request and scanned documentary requirements (accomplished Eligibility/Exam Records Request Form (ERRF), Declaration Form (DF) – if examination is conducted before Year 2015, one 1x1 ID picture and valid ID-front and dorsal side) to-</p> <p>(insert CSC RO email address here)</p>	<p>1.1 Retrieve request and scanned requirements sent by the applicant</p> <p>1.2 Preliminarily assess completeness of request</p> <ul style="list-style-type: none"> • If deficient - Inform requesting party of any deficiency and enumerate the missing requirements. <p>If Complete – Issue Acknowledgement Receipt containing unique ID No., name and designation of responsible officer/ employee, date and time of receipt through contact details provided</p> <p>Advise client on->the date/time to claim the Certification >to pay to the Cashier</p>			Action Officer, ESD
	<p>1.3 Process Request</p> <p>If application/ request is disapproved/denied – Provide notice stating the reason for the disapproval/ denial (e.g. no record on file, for further evaluation, correction of</p>	111		Action Officer, ESD

CLIENT STEPS*	CSC ACTIONS**	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<i>personal information (COPI) etc.).</i>			
	1.4 Advise client to pay to the Cashier			
2. Pay to the Cashier (upon claiming the Certification)	2.1 Process payment and issue Official Receipt	P100.00 per copy		Cashier
3. Present OR	3.1 Record OR number			Action Officer, ESD
4. Affix signature on the release portion of the ERRF and receive Certification of Eligibility***	4.1 Request client to acknowledge receipt and release of Certification of Eligibility			
TOTAL:		P100.00	1 working day ⁵ upon receipt of complete documents	
Note: If with discrepancy in personal information, a COPI letter is issued instead of COE		P50.00 per copy	7 working days ⁶ upon receipt of complete documents	

***Walk-in clients (those with internet connectivity problems), apart from fulfilling the documentary requirements and payment of appropriate fee/s, shall observe proper health protocols adopted by the CSC in view of the COVID-19 pandemic.**

****Action Officers/Service Providers shall, at all times, observe precautionary measures by wearing medical masks, frequent handwashing, among other measures in attending to clients as defined in OM No. 16, s. 2020 on Adoption of Alternative Work Arrangements and Other Precautionary Measures in Light of Code Red Sub-Level 2**

*****In claiming the requested document, personal appearance is needed in order for the client to sign in the ERRF (under the release portion). Client shall set an appointment through the online appointment system adopted by the Regional Office prior to personal appearance in the office and present the original ID used during online filing of request**

⁵ For walk-in clients

⁶ For requests filed at the CSC Field Offices and transmitted to the CSC RO



13. Grant of Eligibility Under Special Laws and CSC Issuances

Apart from passing written examination, individuals may acquire civil service eligibilities provided under special laws and other CSC issuances.

Office or Division:	Examination Services Division (ESD)/CSC Field Office
Classification:	Simple; Highly Technical (For request from Tawi-Tawi and other island-based and far-flung areas)
Type of Transaction:	G2C-Government to Citizens
Who may avail:	<ul style="list-style-type: none"> • Citizen of the Republic of the Philippines; • At least 18 years of age at the time of application; • Has not been found guilty of crime involving moral turpitude or of infamous, disgraceful or immoral conduct, dishonesty, drunkenness or addiction to drugs; • Has not been previously found guilty of offenses relative to, or in connection with the conduct of a civil service examination; and • Has not been dismissed from the service for cause.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE												
GENERAL REQUIREMENTS													
<p>General Requirements and Special Requirements depending on the type of eligibility applied for:</p> <p>(shall apply to all types of eligibility granted under special laws and CSC issuances)</p> <p>1. Properly accomplished Application Form:</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 30%;">Form</th> <th>Type of Eligibility</th> </tr> </thead> <tbody> <tr> <td>CS Form 101-A (Revised, December 2011)</td> <td>Electronic Data Processing Specialist Eligibility (EDPSE)</td> </tr> <tr> <td>CS Form 101-B (Revised, December 2011)</td> <td>Veteran Preference Rating Eligibility (VPRE)</td> </tr> <tr> <td>CS Form 101-C (Revised, December 2011)</td> <td>Scientific and Technological Specialist Eligibility (STSE)¹¹³</td> </tr> <tr> <td>CS Form 101-D (Revised, September 2013)</td> <td>Honor Graduate Eligibility (HGE)</td> </tr> <tr> <td>CS Form 101-E (Revised,</td> <td>Barangay Official</td> </tr> </tbody> </table>	Form	Type of Eligibility	CS Form 101-A (Revised, December 2011)	Electronic Data Processing Specialist Eligibility (EDPSE)	CS Form 101-B (Revised, December 2011)	Veteran Preference Rating Eligibility (VPRE)	CS Form 101-C (Revised, December 2011)	Scientific and Technological Specialist Eligibility (STSE) ¹¹³	CS Form 101-D (Revised, September 2013)	Honor Graduate Eligibility (HGE)	CS Form 101-E (Revised,	Barangay Official	<p>Application Form is available FREE OF CHARGE at any CSC office, or may be downloaded from the CSC website www.csc.gov.ph</p>
Form	Type of Eligibility												
CS Form 101-A (Revised, December 2011)	Electronic Data Processing Specialist Eligibility (EDPSE)												
CS Form 101-B (Revised, December 2011)	Veteran Preference Rating Eligibility (VPRE)												
CS Form 101-C (Revised, December 2011)	Scientific and Technological Specialist Eligibility (STSE) ¹¹³												
CS Form 101-D (Revised, September 2013)	Honor Graduate Eligibility (HGE)												
CS Form 101-E (Revised,	Barangay Official												

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
February 2017)	Eligibility (BOE)	
CS Form 101-H (Revised, December 2011)	Barangay Health Worker Eligibility (BHWE)	
CS Form 101-G (Revised, September 2013) Category II (CSC MC 11, s. 1996, as Amended)	Skills Eligibility – Category II	
CS Form 101-K (December 2013)	Foreign School Honor Graduate Eligibility (FSHGE)	
CS Form 101-I (December 2011)	Barangay Nutrition Scholar Eligibility (BNSE)	
CS Form No. 101-J (Revised, Dec. 2018)	Sanggunian Member Eligibility (SME)	
<p>1. Three copies of identical pictures with specification as follows:</p> <p>a. Philippine passport size (4.5cm x 3.5cm or 1.78 inches by 1.4 inches), compliant with the specifications listed in the application form.</p> <p>2. Original and photo copy of any valid ID containing Applicant's clear picture, date of birth signature and signature of Authorized Head of the issuing agency as prescribed in CSC MC No. 2, s. 2018 as follows:</p> <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; ➤ Postal I.D.; ➤ Barangay I.D.; ➤ NBI Clearance; ➤ Seaman's Book; ➤ HDMF Transaction I.D., ➤ PWD I.D., ➤ Solo Parent I.D.; 		<p>LTO</p> <p>DFA PRC SSS GSIS COMELEC BIR PhilHEALTH</p> <p>Requesting party's Company/Office Requesting party's school PNP</p> <p>PhilPost Barangay where the requesting party resides NBI MARINA HDMF Social Welfare and</p>

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> ➤ Senior Citizen's I.D., ➤ Alien Certificate of Registration Identity Card (ACR I-CARD); and ➤ CSC Eligibility Card (note: Implemented only beginning with the May 3, 2015 CSEPPT). <p>3. Original and photocopy of Birth Certificate of the applicant authenticated/issued by the Philippine Statistics Authority (PSA);</p> <p>N.B.: In case where the PSA Birth Certificate is not legible, or the PSA has duly issued a negative certification of birth (PSA CRS Form No. 1) printed in PSA security form, the applicant shall, in addition, submit the original and photocopy of his/her birth certificate authenticated/issued by the Local Civil Registrar (LCR).</p> <p>4. For female married applicants, original and photocopy of Marriage Certificate authenticated/issued by the PSA;</p> <p>N.B.: In case where the PSA authenticated Marriage Certificate is not legible, the applicant shall, in addition, submit the original and photocopy of her Marriage Certificate authenticated/issued by the LCR.</p> <p>5. Certification of No Pending Case/Non-Conviction of Any Offense (CSC SPEL Form 1, April 2012); and</p> <p>6. If the application is filed through a representative:</p> <ul style="list-style-type: none"> a. Authorization letter or SPA executed by the applicant; and b. Original and photocopy of at least one (1) valid I.D. card of the representative, as listed under Item No. 3 above. 	<p>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</p> <p>Bureau of Immigration</p> <p>CSC RO where the requesting party took the exam</p> <p>PSA</p> <p>LCR</p> <p>PSA</p> <p>LCR</p> <p>CSC RO-Legal Services Division</p>
SPECIFIC DOCUMENTARY REQUIREMENTS (Shall apply depending on the type of eligibility)	
<p>A. ELECTRONIC DATA PROCESSING SPECIALIST (EDPS) ELIGIBILITY</p> <p>Who can apply?</p> <ul style="list-style-type: none"> ✓ Passers of the proficiency test, or training course 	<p style="text-align: center;">115</p> <p>conducted by the Information and Communications Technology Office [ICTO] (formerly National</p>

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>Computer Center) on the following: Systems Analysis and Design, Computer Programming, Java, MS Access, or Visual Basic; C# and V.B. Net</p> <p>Specific Requirements:</p> <p>For Training Course:</p> <ol style="list-style-type: none"> 1. Original and certified copy of the Certificate of Proficiency issued by the DICT on the following computer courses: Systems Analysis and Design, Computer Programming, Java, MS Access, or Visual Basic; C# and V.B. Net 2. Original and photocopy of the Certificate of Completion issued by the DICT; and 3. Original and photocopy of the Grade Slip issued by DICT. <p>For Proficiency Test:</p> <ol style="list-style-type: none"> 1. Original and certified copy of the Certificate of Proficiency issued by the DICT on the following computer courses: Systems Analysis and Design, Computer Programming, Java, MS Access, or Visual Basic; C# and V.B. Net 2. Original and photocopy of the Notification Slip issued by DICT. 	<p></p> <p>DICT</p> <p>DICT</p> <p>DICT</p> <p>DICT</p> <p>DICT</p>
<p>VETERAN PREFERENCE RATING (VPR) ELIGIBILITY</p> <p>Who are qualified?</p> <p>Any of the following individuals, in the alternative, is qualified to avail of the VPRE:</p> <ul style="list-style-type: none"> ✓ The veteran himself/herself; or ✓ The veteran's spouse; or ✓ Any one of the veteran's children. <p>Specific Requirements:</p> <ol style="list-style-type: none"> 1. Original and photocopy of Birth Certificate (PSA or LCR authenticated) of the Veteran; 2. Original and photocopy of Marriage Contract (PSA or LCR authenticated) of the Veteran; 	<p></p> <p>PSA</p> <p>PSA</p>

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>3. Affidavit of Waiver to be executed by the veteran only if still alive; or Joint Affidavit of Waiver by the veteran's surviving spouse and other children, if the veteran is deceased and one of his/her children is availing of the grant;</p> <p>4. Original and photocopy of Death Certificate (PSA or LCR authenticated) of the veteran, if deceased; N.B. The requirement for Death Certificate also includes that of the veteran's spouse and/or any child, if deceased.)</p> <p>5. Original and photocopy of Marriage Contract (PSA or LCR authenticated) of the Applicant (if the applicant is either the spouse, or a female married child of the veteran)</p> <p>6. Original and photocopy of the Report of Rating in the CS examination where the VPR shall be applied; and</p> <p>7. Verification Slip of the applicant's examination result/rating issued by CSC-IRMO/CSC Regional Office concerned</p> <p>Other Requirements:</p> <p>Original/Authenticated copy and photocopy of the following (if the applicant's name has been changed, or has discrepancy with the name of the veteran):</p> <ul style="list-style-type: none"> ▪ Order/Resolution/Decision issued by the CSC or the Court on the correction of name of the applicant; and ▪ Affidavit/s used/presented to support the CSC/Court Order on the correction of name of the applicant (may be executed by the applicant, or other disinterested parties); and ▪ Other documents as may be deemed necessary upon evaluation of the VPR application. 	<p>Requesting Party</p> <p>PSA</p> <p>PSA</p> <p>CSC-IRMO/CSC Regional Office concerned</p> <p>CSC-IRMO/CSC Regional Office concerned</p> <p>CSC-IRMO/CSC Regional Office or Court concerned</p> <p>Requesting Party</p>
<p>SCIENTIFIC AND TECHNOLOGICAL SPECIALIST (STS) ELIGIBILITY</p> <p>Application for the grant of Scientific and Technological Specialist Eligibility is filed, evaluated and processed at the Department of Science and Technology (DOST).¹¹⁷</p> <p>The Certificate of Eligibility for STSE is claimed at the CSC Regional Office concerned.</p>	

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>Who can apply?</p> <p>✓ An applicant must have at least a Bachelor's degree in areas enumerated in Section 1 of the IRR (Revised 2009):</p> <p>A. Natural Sciences</p> <p>Astronomy Astrophysics Biological Sciences Biology (S & T) Microbiology Botany Molecular Biology and Biotechnology Ecology Physical Anthropology Marine Biology Zoology Geological Sciences Archeology Geophysics Paleontology Seismology Meteorology Oceanography Physics/Applied Physics</p> <p>B. Engineering Sciences</p> <p>Biological Engineering Manufacturing Engineering Ceramic Engineering Materials Engineering Computer Engineering Mechatronics Engineering Food Engineering Petroleum Engineering Geothermal Engineering Railway Engineering Industrial Engineering Textile Engineering Nuclear Engineering</p> <p>C. Mathematics and Information and Communication Technology</p> <p>Applied Mathematics Computer Science Information Technology Pure Mathematics Statistics</p>	<p style="text-align: center;">118</p>

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>D. Other Disciplines Environmental Science Food Science</p> <p>✓ Has met any of the following additional requirements:</p> <ol style="list-style-type: none"> 1. At least three (3) years of continuous experience in research and/or teaching in the pertinent field, provided that the following conditions are further met: <ol style="list-style-type: none"> i. The applicant must be holding a part-time or full-time teaching position having at least nine (9) units per semester in CHED recognized schools/state colleges and universities (SUCs) and/or actively doing research at the time of filing the application; ii. The teaching experience should be in the academe (College Level at the least) in his/her major field of specialization and academic in nature, leading to a baccalaureate/master/doctorate degree; <p>Subjects being taught must be intermediate or advance in nature as determined by the PD ((& Committee;</p> <ol style="list-style-type: none"> iii. In case of research, experience must meet and satisfy the definitions as provided under Section 2 hereof; <p>His/her duties/responsibilities/participation must be technical in nature as determined by the PD 997 Committee;</p> <p style="text-align: center;">or</p> 2. Has earned a master's degree with thesis/special project or doctorate degree in any of the fields of study enumerated under Section 1 hereof from a school recognized by the Commission on Higher Education at the time of filing of application. 3. Has a commercialized patented invention, as the major inventor and as certified by Intellectual Property Office of the Philippines. 	

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
A. Upon Filing of application	
<p>B. Specific documentary requirements to be submitted at the DOST Central Office, Taguig City (through the PD 997 Secretariat), or at the DOST Regional Office:</p>	<p>CSC Website or CSC Regional Office/Field Office</p> <p>Requesting Party</p>
1. Duly accomplished CS Form 101-C, Dec. 2011	
2. Three (3) pieces of identical I.D. pictures (Refer to Item No. 2 of the General Documentary Requirements for specifications)	
3. Assessment fee of P200.00 payable to DOST; and	Company/School concerned
4. Five (5) copies each of the following documents:	School concerned
a. Duly certified statement of duties and responsibilities	Company/School concerned
b. Original and photocopy of Transcript of Records (TOR) and diploma	
c. Recommendation from head of office or school on the application for PD 997 eligibility, which shall include a statement regarding his/her assessment of the applicant's research or teaching proficiency	School concerned
d. List of S&T subjects taught/being taught and the duration of teaching said subjects, duly certified by the Dean of the school; and	Requesting Party
e. Other documents such as:	Company/School concerned
- Published research paper/technical reports for concluded scientific research, or progress reports for researches still in progress. The reports must be certified as true copy by authorities to whom the original copies were submitted.	
- Certification of research proficiency indicating the title of scientific research project/s the applicant has participated in and the duration and nature of participation and/or responsibilities of the applicant in the research project.	Requesting Party
<i>B. Upon Claiming of Certificate of Eligibility at the Civil Service Commission</i>	PSA
Specific documentary requirements to be submitted at the CSC:	
1. Original and photocopy of valid I.D. card (Refer to Item	

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>No. 3 of the General Documentary Requirements for the list of I.D. cards accepted)</p> <p>2. Original and photocopy of Birth Certificate of the applicant authenticated/issued by the PSA [Note: In case the PSA Birth Certificate is not legible, or the PSA has duly issued a Negative Certification of Birth (NSO CRS Form No. 1) printed in PSA security form, the applicant shall, in addition, submit the original and photocopy of his/her Birth Certificate authenticated/issued by the Local Civil Registrar.] 50</p> <p>3. For female married applicants, original and photocopy of Marriage Certificate authenticated/issued by the PSA (Note: In case the PSA authenticated Marriage Certificate is not legible, the applicant shall, in addition, submit the original and photocopy of her Marriage Certificate authenticated/issued by the Local Civil Registrar.)</p> <p>4. Certification of No Pending Case/Non-Conviction of Any Offense (CSC SPEL Form 1, April 2012).</p>	<p>PSA</p> <p>CSC RO-ESD</p>
<p>HONOR GRADUATE ELIGIBILITY (HGE)</p> <p>Who are qualified?</p> <ul style="list-style-type: none"> ✓ Those who graduated summa cum laude, magna cum laude or cum laude, in their baccalaureate degree, regardless of the number of years of completion; ✓ Those who graduated from school year 1972-1973, and thereafter; and ✓ Those who graduated in: <ul style="list-style-type: none"> - Private Higher Education Institution in the Philippines with baccalaureate/bachelor's degree recognized by the CHED; or - State/Local College or University with baccalaureate/bachelor's degree included in its charter, or baccalaureate/ bachelor's degree duly approved by its Board of Trustees/Board of Regents. <p>1. Original and photocopy of Transcript of Record (TOR) of the applicant;</p> <p>2. Certification from the university/college that the applicant graduated summa cum laude, magna cum</p>	<p>School concerned</p> <p>School concerned</p>

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>laude, or cum laude. (This certification is separate from and on top of the Transcript of Record); and</p> <p>3. List of Honor Graduates certified and submitted by the School Registrar to the CSC (agency to agency concern).</p>	<p>School concerned</p>
<p>BARANGAY OFFICIAL ELIGIBILITY (BOE)</p> <p>Who are qualified?</p> <p>The BOE shall be granted effective August 1, 2012 to the following Barangay Officials based strictly on completion of term of office from 2010 and onwards:</p> <p>✓ Elective Barangay Officials:</p> <p>Punong Barangay/Barangay Captain, regular Sangguniang Barangay Members, and Sangguniang Kabataan Chairmen; and</p> <p>✓ Appointive Barangay Officials:</p> <p>Barangay Treasurers, and Barangay Secretaries who were appointed by the duly elected Punong Barangay.</p> <p>1. Certification from authorized DILG official at the municipal, city , provincial or regional level of the services rendered by the barangay official, using the prescribed CSC-ERPO Form 1a (February 2017), for elective barangay officials, or CSC-ERPO Form 1b (April 2012) for appointive barangay officials.</p> <p>2. Certification from the Barangay Chairman on the services rendered by the barangay official</p> <p>3. Duly signed oath-taking certificate or other proofs of having been duly elected or appointed such as election returns and appointment paper;</p> <p>4. Notarized Affidavit stating that the barangay official was not employed in the government during his/her term of office, or service requirement, and that he/she did not receive any form of salary/compensation, except honorarium for holding a position in an ex-officio capacity, during his/her term of office or service requirement</p> <p style="text-align: center;">122</p> <p>*For purposes of the requirement for Notarized Affidavit, the phrase “was not employed in the government” shall mean</p>	<p>DILG</p> <p>Barangay concerned</p> <p>Barangay concerned</p> <p>Requesting Party</p>

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>that the Barangay Official has not been issued any appointment, whether permanent, temporary, substitute, co-terminous, contractual, or casual, and that he/she has not received any salary/compensation derived from any government agency plantilla payroll, during his/her term of office, or service requirement;</p> <p>5. For appointive barangay officials (Barangay Secretary & Barangay Treasurer), notarized Affidavit stating that the appointive barangay official is not related up to the 4th degree of consanguinity, or of affinity, to the appointing Punong Barangay;</p> <p>6. Original/Authenticated and dry-sealed Master List of Elected/Appointed Barangay Officials issued by the DILG (agency to agency concern; to be submitted by DILG to CSCRO); and</p> <p>7. Other documents as may be deemed necessary by the CSC Regional Office in verifying authenticity of information supplied by the barangay official</p>	<p>DILG</p> <p>DILG</p>
<p>BARANGAY HEALTH WORKER (BHW) ELIGIBILITY</p> <p>Who are qualified?</p> <ul style="list-style-type: none"> ✓ Local Health Board-accredited barangay health worker who has completed at least two (2) years of college education leading to a college degree and has voluntarily rendered at least five (5) years of continuous active and satisfactory service as an accredited BHW to the community. Services rendered prior to February 20, 1995, or the date of approval of RA No. 7883 shall not be counted for purposes of the grant. <p>For purposes of the grant of BHW Eligibility, services rendered to the community should meet ALL of the following requisites:</p> <ul style="list-style-type: none"> i. The services must be voluntary, meaning, the BHW has not been employed and has not received any form of salary, or compensation, except honorarium, in the entirety of the five-year period for service requirement; ii. The services rendered must be continuous for a minimum period of five (5) years, meaning, the BHW should have served actively and satisfactorily on a full time basis; and 	

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>iii. The services rendered shall be under accredited status of the BHW, meaning, the applicant-BHW should already had been accredited by the Local Health Board before rendering the five-year service requirement.</p> <p>iv. BHW who had been hired by agency under Job Order status and/or Contract of Service, may still avail of/qualify for the grant of BHWE.</p> <ol style="list-style-type: none"> 1. School certificate or transcript of record [applicant must have completed at least two (2) years of college education leading to a college degree 2. Certificate of Accreditation issued and signed by the chairman or authorized official of the Barangay Health Worker Registration and Accreditation Committee and of the Local Health Board (the Certificate of Accreditation must have been issued on or before the start of the five-year voluntary service) 3. Certification of at least five (5) years of continuous and satisfactory service as an accredited BHW issued by the Local Health Board 4. Notarized Affidavit stating that the BHW was not employed in the government during his/her service requirement, and that he/she did not receive any form of salary/compensation, except honorarium, during his/her service requirement <p>*For purposes of the requirement for Notarized Affidavit, the phrase “was not employed in the government” shall mean that the BHW has not been issued any appointment, whether permanent, temporary, substitute, coterminous, contractual, or casual, and that he/she has not received any salary/ compensation derived from any government agency plantilla payroll, during his/her service requirement</p> <ol style="list-style-type: none"> 5. Authenticated/Certified copy of Annual Accomplishment Reports 6. Original/Authenticated and dry-sealed Registry of Accredited BHW issued by the Department of Health (agency to agency concern; to be submitted by DOH to CSCRO) 	<p>School Concerned</p> <p>Barangay Health Worker Registration and Accreditation Committee and of the Local Health Board concerned</p> <p>Local Health Board concerned</p> <p>Requesting Party</p> <p>Barangay concerned</p> <p>Department of Health</p>
<p>SKILL ELIGIBILITY (Category II)</p> <p>Who are qualified?</p>	<p>124</p>

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>The various skills eligibilities under CSC MC No. 11, s. 1996, as amended, are granted to individuals who meet the requirements of positions, qualifications for which are not measurable by written tests, such as plant electrician, automotive mechanic, heavy equipment operator, laboratory technician, shrine curator, carpenter, draftsman, plumber, and others.</p> <p>Category II - refers to positions listed under CSC MC No. 11, s. 1996, as amended, including CSC MC No. 3, s. 2008 and CSC MC No. 10, s. 2013, the required eligibility for which can be obtained by completing one year of very satisfactory actual work performance under temporary status of appointment.</p> <ol style="list-style-type: none"> 1. Original and photocopy of Appointment Paper of the applicant, specifically indicating the status of appointment as "Temporary" (NOTE: No status of appointment other than "Temporary" shall be considered for the grant of eligibility under Category II) 2. Certification (using the prescribed CSC-ERPO Cat. II Form No. 1, Revised Oct. 2009) from the agency head/highest HRMO that the appointee obtained at least Very Satisfactory rating for the two rating periods during the one-year temporary appointment 3. Statement of Actual Duties and Responsibilities (using the prescribed CSC-ERPO Cat. II Form No. 2, Jan. 2011) of the applicant executed by the applicant's immediate supervisor 4. Authenticated copy of the applicant's Performance Rating Form, duly confirmed by the agency's Performance Evaluation and Review Committee (PERC), for the two rating periods covered by the one-year temporary appointment. 	<p>Agency concerned</p> <p>Agency concerned</p> <p>Agency/Office concerned</p> <p>Agency/Office concerned</p>
<p>FOREIGN SCHOOL HONOR GRADUATE ELIGIBILITY (FSHGE)</p> <ol style="list-style-type: none"> 1. For applicants presenting documents originating from countries who are not member to the Apostille Convention (Austria, Finland, Germany and Greece), Certification on the honors received and baccalaureate degree earned, duly signed by the authorized/registrar of the foreign school/college/university bearing the seal of the college/university, and duly authenticated by a Philippine Foreign Service Post. The Certification must state/indicate the equivalent Latin honor in cases of honors with name/title different from the Latin honors 	<p>School concerned</p> <p>School concerned and Philippine Foreign Service Post</p>

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>summa cum laude, magna cum laude, or cum laude. This Certification is not the Diploma and is separate from the Transcript of Record.</p> <p>For applicants presenting Certification on the honors received originating from countries which are members to the Apostille Convention, authentication is still required, but this time with an Apostille instead of an Authentication Certificate (“red ribbon”) as proof of authentication.</p> <p>2. For applicants presenting Transcript of Records originating from countries which are not members to the Apostille Convention (Austria, Finland, Germany and Greece), the Transcript of Records certified as true copy by the foreign school (with English translation as applicable) and duly authenticated by the Philippine Foreign Service Post with jurisdiction over the foreign school is required.</p> <p>For applicants presenting Transcript of Records originating from countries which are members to the Apostille Convention, authentication is still required , but this time with an Apostille instead of an Authentication Certificate (“red ribbon”) as proof of authentication.</p> <p>3. For applicants presenting documents originating from countries which are not members to the Apostille Convention (Austria, Finland, Germany and Greece), the Certification from the Department of Foreign affairs (DFA), through the Philippine Foreign Service Post, on the status of operation of the foreign school duly signed by authorized DFA official, affixed with DFA official dry-seal, and printed on DFA official letterhead. (Agency to agency).</p> <p>For applicants presenting documents originating from countries which are members to the Apostille Convention , the certification on the status of operation of the foreign school should come from the foreign government which has supervision over the school concerned. The certification issued by the foreign government must be apostollized for it to be used in the Philippines.</p>	<p>CHED</p> <p>DFA</p>
<p>BARANGAY NUTRITION SCHOLAR (BNS) ELIGIBILITY</p> <p>Who are qualified?</p> <p style="text-align: center;">126</p> <p>✓ Barangay-based volunteer workers for rendering at least two (2) years of continuous and satisfactory</p>	

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>nutrition services and other related activities, such as community health, backyard food production, environmental sanitation, culture, mental feeding, and family planning to the barangay.</p> <p>✓ BNS who have been hired by agencies under Job Order status and/or Contract of Service may still avail of/qualify for the grant of BNSE.</p>	
<p>1. Diploma or authentic evidence of completion of high school course</p>	<p>School concerned</p>
<p>2. Certification of residency in the barangay for at least six (6) years, and can speak the dialect</p>	<p>Barangay concerned</p>
<p>3. Certification of completion of the prescribed 10-day training course and 20-day practicum in the barangay where applicant is assigned</p>	<p>Barangay concerned</p>
<p>4. Certification that the applicant has obtained a passing mark in the accomplishment of targets set in the action plan</p>	<p>Barangay concerned</p>
<p>5. Copies of monthly accomplishment report (NNC Form 5) for the last two years authenticated by the nutrition action officer</p>	<p>Nutrition Action Officer concerned</p>
<p>6. Copies of BNS performance evaluation sheets for the last two years authenticated by the nutrition action officer for services rendered from Jan. 1, 1981</p>	<p>Nutrition Action Officer concerned</p>
<p>7. Certification of at least two-year continuous and satisfactory service as BNS by the nutrition action officer and attested by the district city nutrition program coordinator</p>	<p>Nutrition action officer concerned and attested by the district city nutrition program coordinator</p>
<p>8. Copies of Memorandum of Agreement or contract of service as BNS for the last two years which includes the provisions on the following key elements:</p> <ul style="list-style-type: none"> - Name of the parties entering into the agreement, or contract, including their addresses; - Duration/term/period of agreement, or contract, stating beginning and ending dates; - Statement/definition of duties and responsibilities of the parties involved; - Date of execution; 	<p>Barangay concerned</p>

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> - Signatures of the parties; - Witnesses; and - Notary <p>9. Notarized Affidavit stating that the BNS was not employed in the government during his/her service requirement, and that he/she did not receive any form of salary/compensation, except honorarium, during his/her service requirement</p> <p>*For purposes of the requirement for Notarized Affidavit, the phrase “was not employed in the government” shall mean that the BNS has not been issued any appointment, whether permanent, temporary, substitute, coterminous, contractual, or casual, and that he/she has not received any salary/ compensation derived from any government agency plantilla payroll, during his/her service requirement</p> <p>10. Original/Authenticated and dry-sealed List of BNS issued by the National Nutrition Council (agency to agency concern; to be submitted by NNC to CSCRO)</p>	<p>National Nutrition Council</p>
<p>SANGGUNIAN MEMBER ELIGIBILITY (SME)</p> <p>Who are qualified?</p> <ul style="list-style-type: none"> ✓ For SME (First Level) <ul style="list-style-type: none"> - Those who served as Sanggunian Member for an aggregate period of six (6) years; and - Those who have completed at least seventy-two (72) units leading to a baccalaureate/bachelor’s degree program recognized by CHED from a Private Higher Education Institution in the Philippines or from a State/Local College with baccalaureate/bachelor’s degree included in its charter, or baccalaureate/bachelor’s degree duly approved by its Board of Trustees/Board of Regents ✓ For SME (Second Level) <ul style="list-style-type: none"> - Those who served as Sanggunian Member for an aggregate period of nine (9) years; and - Those who have completed a baccalaureate/bachelor’s degree program recognized by CHED from a Private Higher Education Institution in the Philippines or from a State/Local College with baccalaureate/bachelor’s degree included in 	

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>its charter, or baccalaureate/bachelor's degree duly approved by its Board of Trustees/Board of Regents</p> <ol style="list-style-type: none"> 1. For applicant who is a baccalaureate/bachelor's degree holder, original/authenticated and photocopy of Transcript of Records; 2. For Sanggunian Member First Level Eligibility applicant who is not a baccalaureate/bachelor's degree holder, certification on the number of units earned and the baccalaureate/bachelor's degree being/has pursued duly signed by authorized official/registrar of the university/college; 3. Original/Authentic Master List of qualified Sanggunian Members issued by the DILG (agency to agency concern); 4. For Sanggunian Members not included in the DILG Master List, Certification of services rendered by the Sanggunian Member duly signed by authorized DILG official at the regional level where he/she has served as Sanggunian Member (Use CSC SME Form 1, March 2013); and 5. Other documents as may be deemed necessary by the CSC in verifying authenticity of information supplied by the applicant. 	<p>School concerned</p> <p>School concerned</p> <p>DILG</p> <p>DILG</p>

The grant of eligibility under special laws and CSC issuances involves two (2) stages – Evaluation of Application, and Processing of Certificate of Eligibility.

CLIENT STEPS*	CSC ACTIONS**	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
STAGE 1: Evaluation of Application				
<ol style="list-style-type: none"> 1. File duly accomplished form and documentary requirements at the CSC Regional Office thru the Examination Services Division (ESD)/CSC Field Office 	<ol style="list-style-type: none"> 1. Preliminary Assessment Any Deficiency – Return documents, inform applicant or requesting party and enumerate the missing requirements No Deficiency - Assign unique ID No. 	129		1st Processor

CLIENT STEPS*	CSC ACTIONS**	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	and Acknowledgement Receipt			
2. Pay the evaluation fee* at the CSC Cashier	2. Process payment and issue Official Receipt	PhP 200.00		Cashier
3. Return to ESD and present O.R. and application form to the attending Action Officer	3.1 Receive the O.R. and process the application form			1st Processor
	<p>3.2 Check if the name of the applicant is included in the corresponding master list provided by the agency concerned, including the consistency of all of the applicant's data indicated therein, affix initials and date opposite the applicant's data entry</p> <ul style="list-style-type: none"> • Fill out the jurat, if applicable 			

CLIENT STEPS*	CSC ACTIONS**	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>3.3 Accomplish the “Action Taken” portion on the application form, fill the eligibility data on space provided as applicable, and affix signature over printed name and date on space provided for 1st Processor</p> <p>3.4 Review the application and documentary requirements, affix initials on the masterlist, make final evaluation on validity of the application’s approval, and affix signature over printed name and date on space provided for 2nd Processor on application form</p> <ul style="list-style-type: none"> • Encode the data in the Special Eligibility System. 			<p>2nd Processor</p> <p>1st Processor</p>
<p>4. Pay the processing fee* at the Cashier</p> <p><i>*The processing fee shall be paid by the applicant upon approval of application.</i></p>	<p>4. Give the duly evaluated and approved application form and instruct the client to pay the processing fee at the Cashier</p>	<p>PhP 300.00</p>		<p>1st Processor; Cashier</p>
STAGE 2: Processing of Certificate of Eligibility (CoE)				
<p>5. Return to ESD and present OR and application form to the attending Action Officer.</p>	<p>5.1 Receive the OR and process the application form.</p>	<p>131</p>		<p>1st Processor; Cashier</p>

CLIENT STEPS*	CSC ACTIONS**	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	5.2 Print the CoE draft on paper			
6. Review the draft CoE (particularly as to his/ her name and date and place of birth) and affix signature on the draft CoE and signature over printed name and the date on the "Checked by" portion.	6.1 Stamp the draft CoE with "Checked by" and present the same to the applicant for review. 6.2 Print the CoE *			1 st Processor
*The printing of Certification of Eligibility in Yellow Security Paper is a separate process. The eligible shall accomplish the Eligibility/Examination Records Request Form (ERRF) and pay a separate certification fee of P100.00				
	6.3 Check proper and accurate printing of the CoE and endorse the same, together with the rest of the documents, to the Directors for signature			2 nd Processor
	6.4 Reviewing the documents, and sign the CoE			Directors/ Authorized Signatory
	6.5 Record the application data on the corresponding Logbook, and prepare the receiving photocopies of the CoE			1 st Processor
7. Receive the original CoE and ORs and sign the receiving copies and the Logbook	7. Release the fully accomplished original CoE to the applicant, together with the original ORs and the application receipt stub and accomplish appropriate portion in the receiving copies	132		
TOTAL		PhP 500.00		

Note: Application Form is available FREE OF CHARGE at any CSC office, or may be downloaded from the CSC website www.csc.gov.ph

The grant of eligibility for Scientific and Technological Specialist involves three (3) stages – Evaluation of Application by DOST, Evaluation and Processing of Certificate of Eligibility by CSC

For the grant of **SCIENTIFIC AND TECHNOLOGICAL SPECIALIST (STS) ELIGIBILITY**

STAGE 1: Filing and evaluation of application for STSE is conducted at the DOST. After assessment by PD 997 Committee, all documentary requirements of approved/ qualified applicants are forwarded at the CSC Regional Office concerned for the processing of the Certificate of Eligibility.

STAGE 2: Processing of the Certificate of Eligibility

1. The received documents will undergo Preliminary Assessment by the CSC RO.
Any Deficiency - Inform applicant or requesting party and enumerate the missing requirements
No Deficiency - Assign unique ID No. and Acknowledgement Receipt
2. The CSC RO concerned will inform the client that the request for STS Certificate of Eligibility is ready for processing.

CLIENT STEPS	CSC ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Pay the evaluation fee* at the CSC Cashier	1. Process payment and issue Official Receipt	PhP 200.00		Cashier
2. Return to ESD or to attending Action Officer in the Field office and present O.R. and application form to the attending Action Officer	2.1 Receive the O.R. and process the application form			1st Processor
	2.2 Check if the name of the applicant is included in the corresponding master list provided by the agency concerned, including the consistency of all of the applicant's data indicated	133		

CLIENT STEPS	CSC ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	therein, affix initials and date opposite the applicant's data entry			
	<ul style="list-style-type: none"> • Fill out the jurat, if applicable <p>2.3 Accomplish the "Action Taken" portion on the application form, fill the eligibility data on space provided as applicable, and affix signature over printed name and date on space provided for 1st Processor</p> <p>2.4 Review the application and documentary requirements, affix initials on the masterlist, make final evaluation on validity of the application's approval, and affix signature over printed name and date on space provided for 2nd Processor on application form</p> <ul style="list-style-type: none"> • Encode the data in the Special Eligibility System. 			
<p>3. Pay the processing fee* at the Cashier</p> <p><i>*The processing fee</i></p>	<p>3. Give the duly evaluated and approved application form</p>	<p>134 PhP 300.00</p>		<p>1st Processor; Cashier</p>

CLIENT STEPS	CSC ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<i>shall be paid by the applicant upon approval of application.</i>	and instruct the client to pay the processing fee at the Cashier			
STAGE 3: Processing of Certificate of Eligibility (CoE)				
4. Return to ESD or to attending Action Officer in the Field Office and present application form to the attending Action Officer.	4.1 Receive the OR and process the application form. 4.2 Print the CoE draft on paper			1 st Processor; Cashier
5. Review the draft CoE (particularly as to his/ her name and date and place of birth) and affix signature on the draft CoE and signature over printed name and the date on the "Checked by" portion.	5.1 Stamp the draft CoE with "Checked by" and present the same to the applicant for review. 5.2 <u>Print the CoE on security paper*</u>			1 st Processor
<u>*The printing of Certification of Eligibility in Yellow Security Paper is a separate process. The eligible shall accomplish the Eligibility/Examination Records Request Form (ERRF) and pay a separate certification fee of P100.00</u>				
	5.3 Check proper and accurate printing of the CoE and endorse the same, together with the rest of the documents, to the Directors for signature			2 nd Processor
	5.4 Reviewing the documents, and sign the CoE			Directors/ Authorized Signatory
	5.5 Record the application data on the corresponding Logbook, and prepare the receiving photocopies of	135		1 st Processor

CLIENT STEPS	CSC ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	the CoE			
6. Receive the original CoE and ORs and sign the receiving copies and the Logbook	6. Release the fully accomplished original CoE to the applicant, together with the original ORs and the application receipt stub and accomplish appropriate portion in the receiving copies			
	TOTAL	PhP 500.00	<i>3 working days upon receipt of complete documents;</i> <i>20 working days for CSC FO-Tawi-Tawi and other Island-Based Field Offices (upon receipt of complete documents)</i>	

***Transacting clients, apart from fulfilling the documentary requirements and payment of appropriate fee/s, shall observe proper health protocols adopted by the CSC in view of the COVID-19 pandemic.**

Clients are required to schedule an appointment through the Online Scheduling System adopted by the Regional Offices.

During the scheduled date of transaction, client must submit the fully accomplished Form/s together with the required documents. Claiming of Certificate/s may be done through a representative, provided that additional requirements (authorization letter and original valid ID of the requesting party) are presented together with the client's personally accomplished application form.

****Action Officers/Service Providers shall, at all times, observe precautionary measures by wearing medical masks, frequent handwashing, among other measures in attending to clients as defined in OM No. 16, s. 2020 on Adoption of Alternative Work Arrangements and Other Precautionary Measures in Light of Code Red Sub-Level 2**



14. Request for In-House Training*

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:	Human Resource Division (HRD)
Classification:	Highly Technical
Type of Transaction:	G2G – Government to Government
Who may avail:	Government Agencies requesting Conduct of Learning and Development Programs/Resource Persons Services

CLIENT STEPS	CSC ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request	1.1 Receive request and assign client transaction no. if applicable			Receiving Staff (Office of the Regional Director (ORD)/PALD)
	1.2 Forward letter request to HRD			HRD Staff
	1.3 Receive request and assign client transaction no.			HRD (Evaluation Officer)
	1.4 Prepare Acknowledgement Letter			
	1.5 Conduct preliminary assessment and evaluation <i>Any Deficiency – Inform requesting party and enumerate the missing requirements</i> <i>No Deficiency - Assign unique ID No. and</i>	137		HRD Evaluation Officer

CLIENT STEPS	CSC ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<i>Acknowledgement Receipt</i>			
	<p>1.6 Review and approve Request</p> <p>If approved – send letter to requesting agency confirming the date of conduct of training</p> <p>If denied – send letter informing the requesting agency of the reason/s for disapproval</p>			Director III/IV
	1.7 Conduct conversation with requesting agency, identify SME, prepare course brief, customized design, proposal and MOA.			Requesting agency and HRD
2. Client pay appropriate fee for training		Appropriate fee		Requesting agency
	TOTAL		20 working days upon confirmation of the conduct of the training	

* Conduct of trainings is temporarily suspended until such time that proper authorities would allow mass gathering.



15. Issuance of Certified Copies of Documents - (Appointment papers, Service Cards, CSC Records and CSC Issuances/ Resolutions)

Authorized parties may request copies of their personal records in the Commission to be used for specific purposes.

Office or Division:	Division Concerned, CSC Regional Office	
Classification:	Simple	
Type of Transaction:	G2C – Government to Citizens 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) Accomplished Personnel Records Request Form (PRRF) 2) Scanned copy of One (1) valid identification (ID) Card (front and dorsal side) <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 		<ul style="list-style-type: none"> ○ <u>Downloadable at CSC website</u> ○ Public Assistance and Liaison Division (PALD), CSC Regional Office ○ LTO ○ DFA ○ PRC ○ SSS ○ GSIS ○ COMELEC ○ BIR ○ PhilHealth

<p>bearer's name, clear picture, signature and PhilHealth number)</p> <ul style="list-style-type: none"> ○ 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. } <ul style="list-style-type: none"> ○ Senior Citizen's I.D. ○ Alien Certificate of Registration Identity Card (ACR I-CARD), and ○ CSC Eligibility Card (note: implemented only beginning with the May 3, 2015 CSE-PPT) <p>3) If the request is filed through a representative, scanned copy of an authorization letter or Special Power of Attorney (SPA) and scanned copy of one (1) valid ID (front and dorsal side) of the representative</p>	<ul style="list-style-type: none"> ○ Requesting party's company/office ○ Requesting party's school ○ PNP ○ Phil. Postal Corporation where the requesting party resides ○ 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 ○ CSC RO where the requesting party took the exam ○ Requesting party ○ SPA - requesting party ○ ID - same as indicated above
--	---

CLIENT STEPS*	CSC ACTIONS**	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p><u>(Online Request)</u> 1.Submit/send PRRF and scanned copy of documentary requirements as indicated above</p> <p>(insert CSC RO email address here)</p>	<p>1.1 Retrieve request and scanned copy of documentary requirements sent by the client</p> <p>1.2Preliminarily assess completeness of request form and supporting document/s</p> <p>>Deficient - Inform requesting party of any deficiency</p>	<p>Appointment – PhP 30;</p> <p>Service Card/Record - PhP 40.00</p> <p>140</p>		<p>Action Officer of the Division concerned</p>

CLIENT STEPS*	CSC ACTIONS**	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>and enumerate the missing requirements</p> <p>>Complete – Issue acknowledgment receipt containing unique ID No., name and designation of responsible officer/ employee, date and time of receipt</p> <p>1.3 Retrieve the requested records, issue Order of Payment and advise client to pay the corresponding fee if records are available.</p> <ul style="list-style-type: none"> ● If records are not available, inform the client that requested records are not available. 			Action Officer of the Division concerned
2. Pay the corresponding fee (<i>upon claiming the requested documents</i>)	<p>2. Collecting Officer process payment and issues Official Receipt (O.R.)</p> <ul style="list-style-type: none"> ● While the client pays the corresponding fee, PALD staff reproduce the requested records 			Cashier
3. Present O.R.	3. Record the O.R. No.			Action Officer of the Division concerned
4. Receive the document requested***	4. Release certified copy of requested record to client.	141		Action Officer of the Division concerned

CLIENT STEPS*	CSC ACTIONS**	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
TOTAL:			1 working day upon receipt of complete documents	

***Transacting client shall book an appointment prior to personal appearance for payment of appropriate fee and receiving of requested copy of documents. They shall observe proper health protocols adopted by the CSC in view of the COVID-19 pandemic.**

****Action Officers/Service Providers shall, during payment of appropriate fee and releasing of requested copy of documents, observe precautionary measures by wearing medical masks, frequent handwashing, among other measures in attending to clients as defined in OM No. 16, s. 2020 on Adoption of Alternative Work Arrangements and Other Precautionary Measures in Light of Code Red Sub-Level 2**

*****Upon claiming the requested document, client shall present original ID used during online filing of request.**



16. Handling of queries/ request for assistance on Civil Service Matters (Online and Walk-in)⁷

RO-PALD provides general information on civil service matters and handles requests for assistance on CSC services.

Office or Division:	CSC RO-PALD, Regional Office/ CSC RO-PACD Officer of the Day	
Classification:	Simple	
Type of Transaction:	G2C – Government to Citizens	
Who may avail:	General Public	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
None		

CLIENT STEPS*	CSC 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 RO-PACD Officer of the Day
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	3. Prepare a referral letter and forward the concern to the			

⁷ In view of the pandemic, the following protocols may be implemented: No Visitor Policy or No Walk-in Clients. All queries and requests for assistance on CS matters must be received thru email, messenger, phone call or text messaging (SMS) and will be replied in the same manner.

However, clients are not prevented from coming to the CSC RO for these services as long as they go through the Online Scheduling System.

CLIENT STEPS*	CSC ACTIONS**	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>to be referred to other CSC office/government office, fill out a request form.</p> <p>4. Fill-out a Customer Feedback Sheet.</p>	<p>responsible office within the day.</p> <p><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></p>			concern
TOTAL:		None	3 Working Days	

***Walk-in clients requesting assistance on CS matters shall observe proper health protocols adopted by the CSC in view of the COVID-19 pandemic.**

****Action Officers/Service Providers assisting clients on CS matters shall observe precautionary measures by wearing medical masks, frequent handwashing, among other measures in attending to clients as defined in OM No. 16, s. 2020 on Adoption of Alternative Work Arrangements and Other Precautionary Measures in Light of Code Red Sub-Level 2**



17. Response to Job Applications

This describes the procedures employed by the RO-HRD in handling Job application submitted by individuals who are interested to join the CSC workforce. *(Receipt and reply to application letters.)*

Office or Division:	CSC RO -HRD
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens
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"> 1. 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 2. Work Experience Sheet, if applicable; 3. Scanned copy of performance rating of at least VS in the last rating period (if applicable); 4. Scanned copy of certificate of eligibility/rating/ license, if applicable; and 5. Scanned copy 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*	CSC ACTIONS**	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<ol style="list-style-type: none"> 1. Submit application letter*** (through email), together with the complete set of requirements (items a to e) Addressed to The CSC Regional Director email address: 	<ol style="list-style-type: none"> 1. Receive/Retrieve application documents submitted/sent by the applicant 2. Record the application to the database of applicants and forward the application to 	145		<p>Principal: Chief HRS of HRD</p> <p>Alternate: Supervising HRS of HRD</p> <p>Action Officers at HRD</p>

CLIENT STEPS*	CSC ACTIONS**	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
<p><i>(insert CSC RO email address here)</i></p> <p><i>***may opt to send through snail/registered mail, or hand carry)</i></p>	<p>the AO in-charge of the vacancy</p> <p>3. Assess completeness of documents</p> <p>>Incomplete- Issue acknowledgment receipt containing missing requirements</p> <p>>Complete-Issue acknowledgment receipt containing</p> <p>*Unique ID no. *Name and designation of responsible officer/employee *Date and time of receipt</p>	None				
	<p>4. Evaluate qualification of the applicant vis-à-vis the qualification standards (QS) of the vacancy</p>					Action Officers at HR
	<p>5. Draft a letter reply informing the applicant of the status of his/her application, if:</p> <ul style="list-style-type: none"> • Meeting QS • Not meeting QS 					Action Officers at HR
	<p>.Review/approve draft letter reply</p>					RO Dir. IV/Dir. III
	<p>Send letter reply to applicant through email</p>					Action Officers at HR
TOTAL:		None	3 working days upon receipt of complete			

CLIENT STEPS*	CSC ACTIONS**	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
			documents	

***Should applicants prefer to handcarry their application documents, they are advised to observe proper health protocols adopted by the CSC in view of the COVID-19 pandemic.**

****Action Officers/Service Providers shall observe precautionary measures by wearing medical masks, frequent handwashing, among other measures in attending to clients as defined in OM No. 16, s. 2020 on Adoption of Alternative Work Arrangements and Other Precautionary Measures in Light of Code Red Sub-Level 2**



CSC Field Office Services



1. Posting of Vacant Positions in the Government

Vacant positions in the career service, including vacant executive/managerial positions in the second level that are authorized to be filled, together with their corresponding qualification standards and plantilla item numbers, shall be published and posted in three (3) conspicuous places in accordance with the provisions of RA Nos. 7041 and 7160. All agencies shall submit a list of their vacant positions in electronic and printed copies to the CSC FO concerned .

Office or Division:	CSC Field Office			
Classification:	Simple			
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		
List of Vacant Positions authorized to be filled and their corresponding qualification standards and plantilla item numbers (CS Form 9 Revised 2018) in electronic or sent through e-mail and printed copies		<ul style="list-style-type: none"> CS Form 9 Revised 2018 - CSC RO/FO 		
CLIENT STEPS*	CSC ACTIONS**	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit CS Form 9, Revised 2018 in electronic copy to CSC FO	1.1 Accept, print and post the copy of CS Form 9 in its bulletin board	None	1 working day	CSC FO Focal Person
	1.2 Forward electronic copy (correctly filled out CS Form 9) through e-mail to the CSC RO within one working day upon its receipt from the requesting agency.			
TOTAL:		None	1 working day upon receipt of complete documents	

* Should there be a need to personally appear in the FO due to internet connectivity problem, client shall book an appointment through online appointment system observe proper health protocols adopted by the CSC in view of the COVID-19 pandemic.

149

** Action Officers/Service Providers shall observe precautionary measures by wearing medical masks, frequent handwashing, among other measures in attending to clients as defined in OM No. 16, s. 2020 on Adoption of Alternative Work Arrangements and Other Precautionary Measures in Light of Code Red Sub-Level 2



2. Attestation/Action on Appointments

Section 12 (14), Chapter 3, Title I (A), Book V of the Administrative Code of 1987 provides that the Commission shall take appropriate action on all appointments and other human resource matters in the Civil Service.

Office or Division:	CSC FO-appointments with SG 25 and below
Classification:	Highly Technical 150 appointments and below =20 working days Above 150 = 40 working days
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
<u>Common Requirements for Regulated Agencies</u>	
1. Electronic file (e-file) stored in compact disc (CD)/flash drive or sent thru email plus 2 printed copies (CSC copy and agency copy) of Appointment Transmittal and Action Form (CS Form No. 1, Revised 2018)	<ul style="list-style-type: none"> • HRM Office of the agency availing the service
2. Three (3) original copies of Appointment Form (CS Form No. 33-A, Revised 2018)	<ul style="list-style-type: none"> • HRM Office of the agency availing the service
3. Personal Data Sheet (PDS) (CS Form No. 212, Revised 2017 except for reappointment (renewal) to temporary, contractual, substitute and provisional appointments	<ul style="list-style-type: none"> • HRM Office of the agency availing the service or download from CSC website
4. Original copy of the authenticated certificate of eligibility/rating/license for original appointment, promotion, transfer, reappointment (change of status to permanent) or reemployment	<ul style="list-style-type: none"> • First and Second Level Career Service Eligibility – Civil Service Commission or National Police Commission (NAPOLCOM) • Special Eligibility under Special Laws – Civil Service Commission • Third Level Career Service Eligibility – Career Executive Service Board • RA 1080/Practice of Profession – Professional Regulation Commission/Maritime Industry Authority (MARINA) • Philippine Bar Eligibility– Supreme Court • Driver’s License – Land Transportation Office

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
	<ul style="list-style-type: none"> • Security Guard's License-PNP
5. Position Description Form (DBM-CSC Form No. 1, Revised 2017)	<ul style="list-style-type: none"> • HRM Office of the agency availing the service
6. Oath of Office (CS Form No. 32 Revised 2018)	<ul style="list-style-type: none"> • HRM Office of the agency availing the service
7. Certification of Assumption to Duty (CS Form No. 4, s. of 2018)	<ul style="list-style-type: none"> • HRM Office of the agency availing the service
<u>Common Requirements for Accredited/Deregulated Agencies:</u>	
1. e-file stored in compact disc (CD)/flash drive or sent thru email plus 2 printed copies of Report on Appointments issued (RAI) (CS Form No 2, Revised 2018). The RAI shall also serve as the Appointment Transmittal and Action Form.	<ul style="list-style-type: none"> • HRM Office of the agency availing the service
2. Original CSC copy of appointment/s issued (CS Form No. 33-B, Revised 2018)	<ul style="list-style-type: none"> • HRM Office of the agency availing the service
2. Personal Data Sheet (PDS) (CS Form No. 212, Revised 2017 except for reappointment (renewal) to temporary, contractual, substitute and provisional appointments	<ul style="list-style-type: none"> • HRM Office of the agency availing the service or download from CSC website
3. Original copy of the authenticated certificate of eligibility/rating/license for original appointment, promotion, transfer, reappointment (change of status to permanent) or reemployment	<ul style="list-style-type: none"> • First and Second Level Career Service Eligibility – Civil Service Commission or National Police Commission (NAPOLCOM) • Special Eligibility under Special Laws – Civil Service Commission • Third Level Career Service Eligibility – Career Executive Service Board • RA 1080/Practice of Profession – Professional Regulation Commission/Maritime Industry Authority (MARINA) • Practice of Law – Supreme Court • Driver's License – Land Transportation Office
4. Position Description Form (DBM-CSC Form No. 1, Revised 2017)	<ul style="list-style-type: none"> • HRM Office of the agency availing the service
5. Oath of Office (CS Form No. 32 Revised 2018)	HRM Office of the agency availing the service
6. Certification of Assumption to Duty (CS Form No. 4, s. of 2018)	HRM Office of the agency availing the service
<u>Common Requirements for Regulated Casual Appointments</u>	
1. e-file stored in compact disc (CD)/flash drive or sent thru email plus 2 printed copies of Appointment Transmittal and Action Form (CS Form No. 1, Revised 2018)	HRM Office of the agency availing the service
3. Three (3) original copies of Plantilla of Casual Appointment	HRM Office of the agency availing the service

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
a) CS Form No. 34-A for for NGAs, GOCCs, with original charters and SUCs	
b) CS Form No. 34-C for LGUs	
c) CS Form No. 34-E for reappointment (renewal) of casual appointees in NGAs, GOCCs with original charters and SUCs	
d) CS Form No. 34-F for reappointment (renewal) casual appointees in LGUs	
e) PDS (CS Form No. 212, Revised 2017)-only for original appointment, reemployment and reappointment (except renewal)	
4. Original copy of the authenticated certificate of eligibility/rating/license for original appointment or reappointment to positions requiring licenses or involving practice of profession	<ul style="list-style-type: none"> • First and Second Level Career Service Eligibility – Civil Service Commission or National Police Commission (NAPOLCOM) • Special Eligibility under Special Laws – Civil Service Commission • Third Level Career Service Eligibility – Career Executive Service Board • RA 1080/Practice of Profession – Professional Regulation Commission/Maritime Industry Authority (MARINA) • Practice of Law – Supreme Court • Driver’s License – Land Transportation Office
<u>Common Requirements for Accredited/Deregulated Casual Appointments</u>	
1. e-file sent thru email plus 2 printed copies of Report on Appointments issued (RAI) (CS Form No. 2, Revised 2017). The RAI shall also serve as the Appoint8ent Transmittal and Action Form.	<ul style="list-style-type: none"> • HRM Office of the agency availing the service
2. Original CSC copy of appointment/s issued	<ul style="list-style-type: none"> • HRM Office of the agency availing the service
e) CS Form No. 34-B, Revised 2019 for NGAs, GOCCs with original charters and SUCs	
f) CS Form No. 34-D, Revised 2017 for LGUs	
g) CS Form No. 34-E, Revised 2018 for reappointment (renewal) of casual appointees in NGAs, GOCCs with original charters and SUCs	
h) CS Form No. 34-F, Revised 2018 for reappointment (renewal) casual appointees in LGUs	
3. Personal Data Sheet (PDS) (CS Form No. 212, Revised 2017 only for original appointment, reemployment and reappointment (except	<ul style="list-style-type: none"> • PDS form can be downloaded from CSC website

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
renewal)	
<p>4. Original copy of the authenticated certificate of eligibility/rating/license for original appointment or reappointment to positions requiring licenses or involving practice of profession.</p>	<ul style="list-style-type: none"> • First and Second Level Career Service Eligibility – Civil Service Commission or National Police Commission (NAPOLCOM) • Special Eligibility under Special Laws – Civil Service Commission • Third Level Career Service Eligibility – Career Executive Service Board • RA 1080/Practice of Profession – Professional Regulation Commission//Maritime Industry Authority (MARINA) • Practice of Law – Supreme Court • Driver’s License – Land Transportation Office
<p><u>Special Cases Where Additional Documents are Required</u></p>	
<p>i) Erasures or Alterations on Appointments – Certificate of Erasures/Alterations on Appointment Form specifying and authenticating all erasures or alterations signed by the appointing officer/authority or any authorized official</p>	<p>Appointing Officer/Authority or any authorized official of the agency availing the service</p>
<p>j) Appointee With Decided Administrative/Criminal Case</p> <ul style="list-style-type: none"> •The appointee had been previously found guilty in an administrative/criminal case – Certified true copy of the decision issued by the office/court/tribunal 	<p>Office/Court/Tribunal who issued the decision on the case of the concerned appointee</p>
<ul style="list-style-type: none"> •The appointment by promotion of an employee who had been found guilty in an administrative case for which a penalty of fine was imposed – Certification issued by the appointing officer/authority as to when the decision rendered became final and when the penalty imposed has been served 	<p>Appointing/Authority who issued the Certification on the case of the concerned appointee</p>
<p>k) Discrepancy in Name, Date/Place of Birth as appearing in the Report of Rating or Certificate of Eligibility, appointment, service card and the entries in the Personal Data Sheet – Resolution or Order issued by the Commission/CSC Regional Office (CSC RO) concerned correcting the discrepancy</p>	<p>CSLO/IRMO, CSC Central Office or CSC Regional Office (CSC RO) who issued the Resolution correcting the personal information of the concerned appointee</p>
<p>l) Change of Civil Status on account of:</p> <ul style="list-style-type: none"> •Marriage-Original Marriage Contract/Certificate duly authenticated by the Philippine Statistics Authority or the Local Civil Registrar (LCR) of the municipality or city where the marriage was 	<p>Philippine Statistics Authority (PSA)</p>

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
registered or recorded.	
<ul style="list-style-type: none"> ● Annulment or Declaration of Nullity of the same <ul style="list-style-type: none"> – Authenticated copy of the Court Order and Marriage Certificate/Contract with annotation 	PSA
<p>m) Appointments issued by State Universities and Colleges (SUCs) under the National Budget Circular (NBC) No. 461 – Copy of the DBM-approved Notice of Organization, Staffing and Compensation Action (NOSCA) on the reclassification of position based on NBC No. 461 and SUC Board Resolution approving the appointment</p>	Department of Budget and Management
<p>n) Appointments issued by State Universities and Colleges (SUCs) under NBC 461 – Certification issued by the CHED that there is no Master's degree program in the discipline being offered in the Philippines</p>	Commission on Higher Education
<p>o) Appointments Requiring Board Resolution such as Head of Agency appointed by the Board, SUC President, Local Water District (LWD) General Manager – Copy of said Resolution shall be submitted together with the appointment</p>	Board of concerned agency
<p>p) Ban on Issuance of Appointment During Election Period – Resolution issued by the Commission on Elections (COMELEC) or Regional Election Director, granting exemption from the prohibition</p>	Commission on Elections
<p>q) LGU Appointment</p> <ul style="list-style-type: none"> ○ All LGU Appointments 	
<ul style="list-style-type: none"> ▪ Certification issued by the appointing officer/authority that such appointment is issued in accordance with the limitations provided for under Section 325, RA No. 7160 	Appointing Officer/Authority of agency availing the service
<ul style="list-style-type: none"> ▪ Certification issued by the Provincial/City/Municipal Accountant that funds are available 	LGU Accountant. In case Local Accountant position is vacant, the Local Assistant Accountant. In the absence of such position, designated Local Budget Officer
<ul style="list-style-type: none"> ○ Appointment to head of department or office, such as Department Head, Administrator, Legal Officer, and Information Officer positions requiring concurrence by the Sanggunian – Sanggunian Resolution embodying the concurrence of the majority of all the members of the Sanggunian as provided for under Section 443 (d), Section 454 (d), and Section 463 (d) of RA No. 7160 	Sanggunian of the LGU availing of the service

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> ○ Appointment to head of department or office, such as Department Head, Administrator, Legal officer, and Information Officer positions not acted upon by the Sanggunian within fifteen (15) days from the date of its submission – Certification issued by the Sanggunian Secretary or HRMO confirming the non-actions by the Sanggunian 	Sanggunian Secretary of the LGU availing of the service or HRMO of the Agency
<ul style="list-style-type: none"> ○ Creation and reclassification of positions and appropriations of funds – Sangguniang Panlalawigan/Panglungsod Bayan Ordinance 	Sanggunian of the LGU availing of the service
<p>r) Appointment Involving Demotion which is Non-Disciplinary in Nature</p> <ul style="list-style-type: none"> ○ Certification issued by the agency head that the demotion is not the result of an administrative case; and 	Head of the agency availing of the service
<ul style="list-style-type: none"> ○ Written consent by the employee that he/she interposes no objection to his/her demotion 	Employee of the agency availing of the service
<p>s) Temporary Appointment – Certification issued by the appointing officer/authority vouching the absence of an applicant who meets all the qualification requirements of the position (CS Form No. 5, Revised 2018)</p>	Appointing Officer/Authority of the agency availing of the service
<p>t) Reclassification – NOSCA approved by the DBM/Memorandum Order issued by Governance Commission for GOCCs (GCG)</p>	DBM/GCG

CLIENT STEPS	CSC ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p><u>For Regulated Agencies</u></p> <p>1. Submit three (3) copies of appointments (CSC, agency and appointee's copy) with supporting documents in the prescribed Appointment Transmittal and Action Form (CS</p>	<p>1.1 Accept and preliminarily assess the completeness of appointments and supporting documents, if:</p> <ul style="list-style-type: none"> • <i>Deficient - Inform requesting party of any deficiency and enumerate the missing requirements</i> • <i>Complete – Issue acknowledgement receipt containing unique ID No., name</i> 	<p>None</p> <p>155</p>	<p>150 appointments and below =20 working days*</p> <p>Above 150 = 40 days working days*</p>	CSC FO Receiving staff

CLIENT STEPS	CSC ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Form No. 1, Revised 2018) indicating the names of the appointees, their position, status and nature of appointment and the corresponding date of issuance	<i>and designation of responsible officer/ employee, date and time of receipt</i>			
	1.2 Evaluate and process appointments			CSC FO Action Officer for SG 25 and below; RO PSED Action Officer for SG 26 and above
	1.3 Act on appointment <i>If appointment is Disapproved, prepare letter informing the agency of the reason/s for disapproval</i>			CSC Regional Director -SG 27 & above; CSC Asst. Regional Director-SG-26 or equivalent positions; CSC FO Directors – SG 25 & below CSC FO Highest Technical Staff - 1 Salary Grade lower than his/her SG and below
2. Receive approved appointment or disapproved appointment together with the letter of disapproval	2. Release to the authorized agency representative the approved appointment or disapproved appointment and letter of disapproval			CSC FO Releasing staff
TOTAL:		None		
<u>For Accredited/ Deregulated Agencies</u>				
1. Submit RAI (CS Form No. 2, Revised 2018) together with the original copy of	1.1 Accept and preliminarily assess completeness of appointments and documents attached to the request, if: • <i>Deficient - Inform</i>	None 150		CSC FO Receiving staff

CLIENT STEPS	CSC ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
appointments (CSC copy) and the required attachments	<i>requesting party of any deficiency and enumerate the missing requirements</i> <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 		<p>150 appointments and below =20 working days⁸</p> <p>Above 150 = 40 days working days*</p>	
	1.2 Evaluate and process appointments			CSC FO Action Officer
	1.3 Act on appointment <i>If appointment is Invalidated, prepare letter informing the agency of the reason/s for invalidation</i>			CSC Regional Director -SG 27 & above; CSC Asst. Regional Director-SG-26 or equivalent positions; CSC FO Directors – SG 25 & below CSC FO Highest Technical Staff - 1 Salary Grade lower than his/her SG and below
2. Receive post-audited RAI and letter (if invalidated)	2. Release the agency copy of the appointment and letter of invalidation to the authorized representative			CSC FO Releasing staff
TOTAL:		None		

***Transacting client shall observe proper health protocols adopted by the CSC in view of the COVID-19 pandemic**

****Action Officers/Service Providers shall observe precautionary measures by wearing medical masks, frequent handwashing, among other measures in attending to clients as defined in OM No. 16, s. 2020 on Adoption of Alternative Work Arrangements and Other Precautionary Measures in Light of Code Red Sub-Level 2**

⁸ Processing time is reckoned upon receipt of complete documents



3. Processing of Examination Application (CSE - Pen and Paper Test - Professional and Sub-Professional Level)

An individual wishing to take the CSE-PPT Professional and Sub-Professional needs to fill out an application for such. This provides vital information about the applicant and guides the processor in determining his/her eligibility to take the examination.

Office or Division:	CSC Field Office
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens
Who may avail:	<ul style="list-style-type: none"> • Filipino Citizen, at least 18 years old, and of good moral character. • Has no criminal record, or has not been convicted by final judgment of an offense or crime involving moral turpitude. • Has not been dishonorably discharged from military service, or dismissed for cause from any civilian position in the government. • Must have not taken the same level of career service examination, regardless of mode, within three (3) months from the last examination taken.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>1. Fully accomplished application form (CS Form No. 100 Revised September 2016). The spaces for “Signature of Applicant” and “Right Thumbmark” on the form should be left blank. These shall be accomplished in the presence of the CSC processor.</p> <p>2. Four (4) copies of identical pictures with specification as follows:</p> <p>a. Philippine passport size (4.5cm x 3.5cm or 1.78 inches by 1.4 inches) compliant with the specifications listed in the application form;</p> <p>b. Original and photo copy of any valid ID containing Applicant’s clear picture, date of birth signature and signature of Authorized Head of the issuing agency as prescribed in CSC MC No. 2, s. 2018 as follows:</p>	<p>1. Examination Application Form is available FREE OF CHARGE at any CSC Regional Office/Examination Services Division (ESD)/CSC Field Office, or may be downloaded from the CSC website www.csc.gov.ph > Downloads > Forms</p> <p>2. Photo-printing services / photo studio</p> <p>158</p>

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<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.; or ○ Alien Certificate of Registration Identity Card (ACR I-CARD) ○ CSC Eligibility Card (note: Implemented only beginning May 3, 2015 CSE-PPT) 	<p>LTO</p> <p>DFA PRC SSS GSIS COMELEC BIR</p> <p>PhilHEALTH</p> <p>Requesting party's Company/Office Requesting party's school PNP</p> <p>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 Bureau of Immigration</p> <p>CSC RO where the requesting party took the exam</p>

CLIENT STEPS*	CSC ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Secure application form or download the same from the CSC website (www.csc.gov.ph)		159		Action Officer

CLIENT STEPS*	CSC ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Submit **accomplished application form without affixing signature and thumbprint	1.1 Review and evaluate Application Form and make clarifications, if necessary. Check the following: c. Proper accomplishment of the form d. qualification of the applicant (citizenship and age) completeness and validity of supporting documents/ requirements			Action Officer
	1.2 Require applicant to affix signature and properly affix thumbmark			
5. Affix signature and thumbprint on the form in the presence of Action Officer.	2. Verify examination records of applicant through DIBAR** System.			Action Officer
	If applicant is qualified to take examination, return application form and advise client to pay the examination fee to the cashier. If applicant is not qualified, inform applicant of the reason for the disqualification, and return the application form.			
4. Pay the examination fee.	3. Process payment and issue Official Receipt (OR).	160 PhP 500.00		Cashier/ Deputized Cashier

CLIENT STEPS*	CSC ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
5. Present OR and processed application form to Action Officer.	4. Give examination receipt slip Examinee Guide			Action Officer
TOTAL:		PhP 500.00	1 working day upon receipt of complete documents	

****DIBAR System refers to the Database of Individuals Barred from Entering the Government Service and taking Career Service Examinations.**

*****Transacting clients are required to schedule an appointment through the Online Scheduling System adopted by the Regional Offices.**

During the scheduled date of transaction, client must submit the fully accomplished Form/s together with the required documents.



4. Grant of Eligibility Under Special Laws and CSC Issuances

Apart from passing written examination, individuals may acquire civil service eligibilities provided under special laws and other CSC issuances.

Office or Division:	CSC Field Office (Evaluation of Application only)
Classification:	Simple; Highly Technical (For request from Tawi-Tawi and other island-based and far-flung areas)
Type of Transaction:	G2C – Government to Citizens
Who may avail:	<ul style="list-style-type: none"> • Citizen of the Republic of the Philippines; • At least 18 years of age at the time of application; • Has not been found guilty of crime involving moral turpitude or of infamous, disgraceful or immoral conduct, dishonesty, drunkenness or addiction to drugs; • Has not been previously found guilty of offenses relative to, or in connection with the conduct of a civil service examination; and • Has not been dismissed from the service for cause.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE										
GENERAL REQUIREMENTS											
<p>General Requirements and Special Requirements depending on the type of eligibility applied for: (shall apply to all types of eligibility granted under special laws and CSC issuances)</p> <p>1. Properly accomplished Application Form:</p> <table border="1"> <thead> <tr> <th>Form</th> <th>Type of Eligibility</th> </tr> </thead> <tbody> <tr> <td>CS Form 101-A (Revised, December 2011)</td> <td>Electronic Data Processing Specialist Eligibility (EDPSE)</td> </tr> <tr> <td>CS Form 101-B (Revised, December 2011)</td> <td>Veteran Preference Rating Eligibility (VPRE)</td> </tr> <tr> <td>CS Form 101-C (Revised, December 2011)</td> <td>Scientific and Technological Specialist Eligibility (STSE)</td> </tr> <tr> <td>CS Form 101-D (Revised,</td> <td>Honor Graduate Eligibility (HGE)</td> </tr> </tbody> </table>	Form	Type of Eligibility	CS Form 101-A (Revised, December 2011)	Electronic Data Processing Specialist Eligibility (EDPSE)	CS Form 101-B (Revised, December 2011)	Veteran Preference Rating Eligibility (VPRE)	CS Form 101-C (Revised, December 2011)	Scientific and Technological Specialist Eligibility (STSE)	CS Form 101-D (Revised,	Honor Graduate Eligibility (HGE)	<p>Application Form is available FREE OF CHARGE at any CSC office, or may be downloaded from the CSC website www.csc.gov.ph</p>
Form	Type of Eligibility										
CS Form 101-A (Revised, December 2011)	Electronic Data Processing Specialist Eligibility (EDPSE)										
CS Form 101-B (Revised, December 2011)	Veteran Preference Rating Eligibility (VPRE)										
CS Form 101-C (Revised, December 2011)	Scientific and Technological Specialist Eligibility (STSE)										
CS Form 101-D (Revised,	Honor Graduate Eligibility (HGE)										

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
September 2013)		
CS Form 101-E (Revised, February 2017)	Barangay Official Eligibility (BOE)	
CS Form 101-H (Revised, December 2011)	Barangay Health Worker Eligibility (BHWE)	
CS Form 101-G (Revised, September 2013) Category II (CSC MC 11, s. 1996, as Amended)	Skills Eligibility – Category II	
CS Form 101-K (December 2013)	Foreign School Honor Graduate Eligibility (FSHGE)	
CS Form 101-I (December 2011)	Barangay Nutrition Scholar Eligibility (BNSE)	
CS Form No. 101 – J (Revised, Dec. 2013)	Sanggunian Member Eligibility (SME)	
<p>5. Three copies of identical pictures with specification as follows:</p> <ol style="list-style-type: none"> a. Philippine passport size (4.5cm x 3.5cm or 1.78 inches by 1.4 inches), compliant with the specifications listed in the application form. b. Original and photo copy of any valid ID containing Applicant's clear picture, date of birth signature and signature of Authorized Head of the issuing agency as prescribed in CSC MC No. 2, s. 2018 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. Noter's Certification; ○ BIR[Taxpayer's I.D. (ATM169 type/TIN card type with picture); ○ PhilHealth I.D. (must have the bearer's name, clear picture, 		<p>LTO</p> <p>DFA PRC SSS GSIS COMELEC BIR</p>

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>signature and PhilHealth number);</p> <ul style="list-style-type: none"> ○ Company/Office I.D.; ○ School I.D., ○ Police Clearance/Police Clearance Certificate; <ul style="list-style-type: none"> ▪ Certificate; ○ Postal I.D.; ○ Barangay I.D.; ○ NBI Clearance; ○ Seaman's Book; ○ HDMF Transaction I.D., ○ PWD I.D., ○ Solo Parent I.D.; ○ Senior Citizen's I.D., <ul style="list-style-type: none"> ○ Alien Certificate of Registration Identity Card (ACR I-CARD); and ○ CSC Eligibility Card (note: Implemented only beginning with the May 3, 2015 CSEPPT). 	<p>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 Bureau of Immigration CSC RO where the requesting party took the exam</p>
<p>3. Original and photocopy of Birth Certificate of the applicant authenticated/issued by the Philippine Statistics Authority (PSA);</p>	<p>PSA</p>
<p>N.B.: In case where the PSA Birth Certificate is not legible, or the PSA has duly issued a negative certification of birth (PSA CRS Form No. 1) printed in PSA security form, the applicant shall, in addition, submit the original and photocopy of his/her birth certificate authenticated/issued by the Local Civil Registrar (LCR).</p>	<p>LCR</p>
<p>4. For female married applicants, original and photocopy of Marriage Certificate authenticated/issued by the PSA;</p>	<p>PSA</p>
<p>N.B.: In case where the PSA authenticated Marriage Certificate is not legible, the applicant shall, in addition, submit the original and photocopy of her Marriage Certificate authenticated/issued by the LCR.</p>	<p>LCR</p>
<p>5. Certification of No Pending Case/Non-Conviction of Any Offense (CSC SPEL Form 1, April 2012); and</p>	<p>CSC RO - Legal Services Division/ CSC Central Office – Office for Legal Affairs</p>
<p>6. If the application is filed through a</p>	<p></p>

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>representative: a. Authorization letter or SPA executed by the applicant; and b. Original and photocopy of at least one (1) valid I.D. card of the representative, as listed under Item No. 3 above.</p>	
<p align="center">SPECIFIC DOCUMENTARY REQUIREMENTS (Shall apply depending on the type of eligibility)</p>	
<p>1. ELECTRONIC DATA PROCESSING SPECIALIST (EDPS) ELIGIBILITY</p> <p>Who can apply?</p> <ul style="list-style-type: none"> ✓ Passers of the proficiency test, or training course conducted by the Information and Communications Technology Office [ICTO] (formerly National Computer Center) on the following: Systems Analysis and Design, Computer Programming, Java, MS Access, or Visual Basic; C# and V.B. Net <p>Specific Requirements:</p> <p>For Training Course:</p> <ol style="list-style-type: none"> 1. Original and certified copy of the Certificate of Proficiency issued by the DICT on the following computer courses: Systems Analysis and Design, Computer Programming, Java, MS Access, or Visual Basic; C# and V.B. Net 2. Original and photocopy of the Certificate of Completion issued by the DICT; and 3. Original and photocopy of the Grade Slip issued by DICT. <p>For Proficiency Test:</p> <ol style="list-style-type: none"> 1. Original and certified copy of the Certificate of Proficiency issued by the DICT on the following computer courses: Systems Analysis and Design, Computer Programming, Java, MS Access, or Visual Basic; C# and V.B. Net 2. Original and photocopy of the Notification Slip issued by DICT. 	<p>DICT</p> <p>DICT</p> <p>DICT</p> <p>DICT</p> <p>DICT</p> <p>165</p>

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>VETERAN PREFERENCE RATING (VPR) ELIGIBILITY</p> <p>Who are qualified?</p> <p>Any of the following individuals, in the alternative, is qualified to avail of the VPRE:</p> <ul style="list-style-type: none"> ✓ The veteran himself/herself; or ✓ The veteran's spouse; or ✓ Any one of the veteran's children. <p>Specific Requirements:</p> <ol style="list-style-type: none"> 1. Original and photocopy of Birth Certificate (PSA or LCR authenticated) of the Veteran; 2. Original and photocopy of Marriage Contract (PSA or LCR authenticated) of the Veteran; 3. Affidavit of Waiver to be executed by the veteran only if still alive; or Joint Affidavit of Waiver by the veteran's surviving spouse and other children, if the veteran is deceased and one of his/her children is availing of the grant; 4. Original and photocopy of Death Certificate (PSA or LCR authenticated) of the veteran, if deceased; N.B. The requirement for Death Certificate also includes that of the veteran's spouse and/or any child, if deceased.) 5. Original and photocopy of Marriage Contract (PSA or LCR authenticated) of the Applicant (if the applicant is either the spouse, or a female married child of the veteran) 6. Original and photocopy of the Report of Rating in the CS examination where the VPR shall be applied; and 7. Verification Slip of the applicant's examination result/rating issued by CSC-IRMO/CSC Regional Office concerned <p>Other Requirements:</p> <p>Original/Authenticated copy and photocopy of</p>	<p>PSA</p> <p>PSA</p> <p>Requesting Party</p> <p>PSA</p> <p>PSA</p> <p>CSC-IRMO/CSC Regional Office concerned</p> <p>CSC-IRMO/CSC Regional Office concerned</p> <p>166</p>

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>the following (if the applicant's name has been changed, or has discrepancy with the name of the veteran):</p> <ul style="list-style-type: none"> ▪ Order/Resolution/Decision issued by the CSC or the Court on the correction of name of the applicant; and ▪ Affidavit/s used/presented to support the CSC/Court Order on the correction of name of the applicant (may be executed by the applicant, or other disinterested parties); and ▪ Other documents as may be deemed necessary upon evaluation of the VPR application. 	<p>CSC-IRMO/CSC Regional Office or Court concerned</p> <p>Requesting Party</p>
<p>SCIENTIFIC AND TECHNOLOGICAL SPECIALIST (STS) ELIGIBILITY</p> <p>Application for the grant of Scientific and Technological Specialist Eligibility is filed, evaluated and processed at the Department of Science and Technology (DOST).</p> <p>The Certificate of Eligibility for STSE is claimed at the CSC Regional Office concerned.</p> <p>Who can apply?</p> <p>✓ An applicant must have at least a Bachelor's degree in areas enumerated in Section 1 of the IRR (Revised 2009):</p> <p>A. Natural Sciences</p> <p>Astronomy Astrophysics Biological Sciences Biology (S & T) Microbiology Botany Molecular Biology and Biotechnology Ecology Physical Anthropology Marine Biology Zoology Geological Sciences Archeology Geophysics Paleontology</p>	<p>167</p>

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>Seismology Meteorology Oceanography Physics/Applied Physics</p> <p>B. Engineering Sciences Biological Engineering Manufacturing Engineering Ceramic Engineering Materials Engineering Computer Engineering Mechatronics Engineering Food Engineering Petroleum Engineering Geothermal Engineering Railway Engineering Industrial Engineering Textile Engineering Nuclear Engineering</p> <p>C. Mathematics and Information and Communication Technology Applied Mathematics Computer Science Information Technology Pure Mathematics Statistics</p> <p>D. Other Disciplines Environmental Science Food Science</p> <p>✓ Has met any of the following additional requirements:</p> <p>1. At least three (3) years of continuous experience in research and/or teaching in the pertinent field, provided that the following conditions are further met:</p> <p>iv. The applicant must be holding a part-time or full-time teaching position having at least nine (9) units per semester in CHED recognized schools/state colleges and universities (SUCs) and/or actively doing research at the time of filing the application;</p> <p>v. The teaching experience should be in</p>	

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>the academe (College Level at the least) in his/her major field of specialization and academic in nature, leading to a baccalaureate/master/doctorate degree;</p> <p>Subjects being taught must be intermediate or advance in nature as determined by the PD & Committee;</p> <p>vi. In case of research, experience must meet and satisfy the definitions as provided under Section 2 hereof;</p> <p>His/her duties/responsibilities/ participation must be technical in nature as determined by the PD 997 Committee;</p> <p>or</p> <p>1. Has earned a master's degree with thesis/special project or doctorate degree in any of the fields of study enumerated under Section 1 hereof from a school recognized by the Commission on Higher Education at the time of filing of application.</p> <p>or</p> <p>Has a commercialized patented invention as the major inventor and as certified by intellectual Property Office of the Philippines.</p> <p>C. Upon Filing of application</p> <p>Specific documentary requirements to be submitted at the DOST Central Office, Taguig City (through the PD 997 Secretariat), or at the DOST Regional Office:</p> <p>1. Duly accomplished CS Form 101-C, Dec. 2011</p> <p>2. Three (3) pieces of identical I.D. pictures, (Refer to Item No. 2 of the General Documentary Requirements for specifications)</p>	<p>CSC Website or CSC Regional Office/Field Office</p> <p>Requesting Party</p>

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>3. Assessment fee of P200.00 payable to DOST; and</p> <p>4. Five (5) copies each of the following documents:</p> <ul style="list-style-type: none"> e. Duly certified statement of duties and responsibilities f. Original and photocopy of Transcript of Records (TOR) and diploma g. Recommendation from head of office or school on the application for PD 997 eligibility, which shall include a statement regarding his/her assessment of the applicant's research or teaching proficiency h. List of S&T subjects taught/being taught and the duration of teaching said subjects, duly certified by the Dean of the school; and <p>e. Other documents such as:</p> <ul style="list-style-type: none"> - Published research paper/technical reports for concluded scientific research, or progress reports for researches still in progress. The reports must be certified as true copy by authorities to whom the original copies were submitted. <p>1. Certification of research proficiency indicating the title of scientific research project/s the applicant has participated in and the duration and nature of participation and/or responsibilities of the applicant in the research project.</p> <p>B. Upon Claiming of Certificate of Eligibility at the Civil Service Commission</p> <p>Specific documentary requirements to be submitted at the CSC:</p> <ul style="list-style-type: none"> 1. Original and photocopy of valid I.D. card (Refer to Item No. 3 of the General Documentary Requirements for the list of I.D. 	<p>Company/School concerned</p> <p>School concerned</p> <p>Company/School concerned</p> <p>School concerned</p> <p>Requesting Party</p> <p>Company/School concerned</p>

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>cards accepted)</p> <p>2. Original and photocopy of Birth Certificate of the applicant authenticated/issued by the PSA [Note: In case the PSA Birth Certificate is not legible, or the PSA has duly issued a Negative Certification of Birth (NSO CRS Form No. 1) printed in PSA security form, the applicant shall, in addition, submit the original and photocopy of his/her Birth Certificate authenticated/issued by the Local Civil Registrar.]</p> <p>3. For female married applicants, original and photocopy of Marriage Certificate authenticated/issued by the PSA (Note: In case the PSA authenticated Marriage Certificate is not legible, the applicant shall, in addition, submit the original and photocopy of her Marriage Certificate authenticated/issued by the Local Civil Registrar.)</p> <p>4. Certification of No Pending Case/Non-Conviction of Any Offense (CSC SPEL Form 1, April 2012).</p>	<p>PSA</p> <p>PSA</p> <p>CSC RO/CSC Central Office – Office for Legal Affairs</p>
<p>HONOR GRADUATE ELIGIBILITY (HGE)</p> <p>Who are qualified?</p> <ul style="list-style-type: none"> ✓ Those who graduated summa cum laude, magna cum laude or cum laude, in their baccalaureate degree, regardless of the number of years of completion; ✓ Those who graduated from school year 1972-1973, and thereafter; and ✓ Those who graduated in: <ul style="list-style-type: none"> - Private Higher Education Institution in the Philippines with baccalaureate/bachelor's degree recognized by the CHED; or - State/Local College or University with baccalaureate/bachelor's degree included in its charter, or baccalaureate/ bachelor's degree duly approved by its Board of Trustees/Board of Regents. 	<p>School concerned</p>

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>1. Original and photocopy of Transcript of Record (TOR) of the applicant;</p> <p>2. Certification from the university/college that the applicant graduated summa cum laude, magna cum laude, or cum laude. (This certification is separate from and on top of the Transcript of Record); and</p> <p>3. List of Honor Graduates certified and submitted by the School Registrar to the CSC (agency to agency concern).</p>	<p>School concerned</p> <p>School concerned</p>
<p>BARANGAY OFFICIAL ELIGIBILITY (BOE)</p> <p>Who are qualified?</p> <p>The BOE shall be granted effective August 1, 2012 to the following Barangay Officials based strictly on completion of term of office from 2010 and onwards:</p> <ul style="list-style-type: none"> ✓ Elective Barangay Officials: <p>Punong Barangay/Barangay Captain, regular Sangguniang Barangay Members, and Sangguniang Kabataan Chairmen; and</p> <ul style="list-style-type: none"> ✓ Appointive Barangay Officials: <p>Barangay Treasurers, and Barangay Secretaries who were appointed by the duly elected Punong Barangay.</p> <p>1. Certification from authorized DILG official at the municipal, city , provincial or regional level of the services rendered by the barangay official, using the prescribed CSC-ERPO Form 1a (February 2017), for elective barangay officials, or CSC-ERPO Form 1b (April 2012) for appointive barangay officials.</p> <p>2. Certification from the Barangay Chairman on the services rendered by the barangay official</p> <p>3. Duly signed oath-taking certificate or other proofs of having been duly elected or appointed such as election returns and appointment paper;</p>	<p>DILG</p> <p>Barangay concerned</p> <p>Barangay concerned</p>

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>4. Notarized Affidavit stating that the barangay official was not employed in the government during his/her term of office, or service requirement, and that he/she did not receive any form of salary/compensation, except honorarium for holding a position in an ex-officio capacity, during his/her term of office or service requirement</p> <p>*For purposes of the requirement for Notarized Affidavit, the phrase “was not employed in the government” shall mean that the Barangay Official has not been issued any appointment, whether permanent, temporary, substitute, co-terminous, contractual, or casual, and that he/she has not received any salary/compensation derived from any government agency plantilla payroll, during his/her term of office, or service requirement;</p> <p>5. For appointive barangay officials (Barangay Secretary & Barangay Treasurer), notarized Affidavit stating that the appointive barangay official is not related up to the 4th degree of consanguinity, or of affinity, to the appointing Punong Barangay;</p> <p>6. Original/Authenticated and dry-sealed Master List of Elected/Appointed Barangay Officials issued by the DILG (agency to agency concern; to be submitted by DILG to CSCRO); and</p> <p>7. Other documents as may be deemed necessary by the CSC Regional Office in verifying authenticity of information supplied by the barangay official</p>	<p>Requesting Party</p> <p>DILG</p> <p>DILG</p>
<p>BARANGAY HEALTH WORKER (BHW) ELIGIBILITY</p> <p>Who are qualified?</p> <ul style="list-style-type: none"> ✓ Local Health Board-accredited barangay health worker who has completed at least two (2) years of college education, leading to a college degree and has voluntarily rendered at least five (5) years of continuous active and 	<p>173</p>

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>satisfactory service as an accredited BHW to the community. Services rendered prior to February 20, 1995, or the date of approval of RA No. 7883 shall not be counted for purposes of the grant.</p> <p>For purposes of the grant of BHW Eligibility, services rendered to the community should meet ALL of the following requisites:</p> <ul style="list-style-type: none"> v. The services must be voluntary, meaning, the BHW has not been employed and has not received any form of salary, or compensation, except honorarium, in the entirety of the five-year period for service requirement; vi. The services rendered must be continuous for a minimum period of five (5) years, meaning, the BHW should have served actively and satisfactorily on a full time basis; and vii. The services rendered shall be under accredited status of the BHW, meaning, the applicant-BHW should already had been accredited by the Local Health Board before rendering the five-year service requirement. viii. BHW who had been hired by agency under Job Order status and/or Contract of Service, may still avail of/qualify for the grant of BHWE. 	
<p>1. School certificate or transcript of record [applicant must have completed at least two (2) years of college education leading to a college degree</p>	<p>School Concerned</p>
<p>2. Certificate of Accreditation issued and signed by the chairman or authorized official of the Barangay Health Worker Registration and Accreditation Committee and of the Local Health Board (the Certificate of Accreditation must have been issued on or before the start of the five-year voluntary service)</p>	<p>Barangay Health Worker Registration and Accreditation Committee and of the Local Health Board concerned</p> <p>Local Health Board concerned</p>
<p>3. Certification of at least five (5) years of</p>	<p>174</p> <p>Requesting Party</p>

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>continuous and satisfactory service as an accredited BHW issued by the Local Health Board</p> <p>4. Notarized Affidavit stating that the BHW was not employed in the government during his/her service requirement, and that he/she did not receive any form of salary/compensation, except honorarium, during his/her service requirement</p> <p>*For purposes of the requirement for Notarized Affidavit, the phrase “was not employed in the government” shall mean that the BHW has not been issued any appointment, whether permanent, temporary, substitute, coterminous, contractual, or casual, and that he/she has not received any salary/ compensation derived from any government agency plantilla payroll, during his/her service requirement</p> <p>5. Authenticated/Certified copy of Annual Accomplishment Reports</p> <p>6. Original/Authenticated and dry-sealed Registry of Accredited BHW issued by the Department of Health (agency to agency concern; to be submitted by DOH to CSCRO)</p>	<p>Barangay concerned</p> <p>Department of Health</p>
<p>SKILL ELIGIBILITY (Category II)</p> <p>Who are qualified?</p> <p>The various skills eligibilities under CSC MC No. 11, s. 1996, as amended, are granted to individuals who meet the requirements of positions, qualifications for which are not measurable by written tests, such as plant electrician, automotive mechanic, heavy equipment operator, laboratory technician, shrine curator, carpenter, draftsman, plumber, and others.</p> <p>Category II - refers to positions listed under CSC MC No. 11, s. 1996, as amended, including CSC MC No. 3, s. 2008 and CSC MC No. 10, s. 2013, the required eligibility for which, can be obtained by completing one year of very satisfactory actual work performance under temporary status of appointment.</p>	<p>175</p>

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>1. Original and photocopy of Appointment Paper of the applicant, specifically indicating the status of appointment as “Temporary” (NOTE: No status of appointment other than “Temporary” shall be considered for the grant of eligibility under Category II)</p> <p>2. Certification (using the prescribed CSC-ERPO Cat. II Form No. 1, Revised Oct. 2009) from the agency head/highest HRMO that the appointee obtained at least Very Satisfactory rating for the two rating periods during the one-year temporary appointment</p> <p>3. Statement of Actual Duties and Responsibilities (using the prescribed CSC-ERPO Cat. II Form No. 2, Jan. 2011) of the applicant executed by the applicant’s immediate supervisor</p> <p>4. Authenticated copy of the applicant’s Performance Rating Form, duly confirmed by the agency’s Performance Evaluation and Review Committee (PERC), for the two rating periods covered by the one-year temporary appointment.</p>	<p>Agency concerned</p> <p>Agency concerned</p> <p>Agency/Office concerned</p> <p>Agency/Office concerned</p>
<p>FOREIGN SCHOOL HONOR GRADUATE ELIGIBILITY (FSHGE)</p> <p>1. For applicants presenting documents originating from countries who are not member to the Apostille Convention (Austria, Finland, Germany and Greece), Certification on the honors received and baccalaureate degree earned, duly signed by the authorized/registrar of the foreign school/college/university bearing the seal of the college/university, and duly authenticated by a Philippine Foreign Service Post. The Certification must state/indicate the equivalent Latin honor in cases of honors with name/title different from the Latin honors summa cum laude, magna cum laude, or cum laude. This Certification is not the Diploma and is separate from the Transcript of Record.</p> <p>For applicants presenting Certification on the honors received originating from countries which are members to the Apostille</p>	<p>School concerned</p>

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>Convention, authentication is still required, but this time with an Apostille instead of an Authentication Certificate (“red ribbon”) as proof of authentication.</p> <p>2. For applicants presenting Transcript of Records originating from countries which are not members to the Apostille Convention (Austria, Finland, Germany and Greece), the Transcript of Records certified as true copy by the foreign school (with English translation as applicable) and duly authenticated by the Philippine Foreign Service Post with jurisdiction over the foreign school is required.</p> <p>For applicants presenting Transcript of Records originating from countries which are members to the Apostille Convention, authentication is still required, but this time with an Apostille instead of an Authentication Certificate (‘red ribbon”) as proof of authentication.</p> <p>3. For applicants presenting documents originating from countries which are not members to the Apostille Convention (Austria, Finland, Germany and Greece), the Certification from the Department of Foreign affairs (DFA), through the Philippine Foreign Service Post, on the status of operation of the foreign school duly signed by authorized DFA official, affixed with DFA official dry-seal, and printed on DFA official letterhead. (Agency to agency).</p> <p>For applicants presenting documents originating from countries which are members to the Apostille Convention, the certification on the status of operation of the foreign school should come from the foreign government which has supervision over the school concerned. The certification issued by the foreign government must be apostollized for it to be used in the Philippines.</p>	<p>School concerned and Philippine Foreign Service Post</p> <p>CHED</p> <p>DFA</p>
<p>BARANGAY NUTRITION SCHOLAR (BNS) ELIGIBILITY</p> <p>Who are qualified?</p> <p>✓ Barangay-based volunteer workers for rendering at least two (2) years of</p>	<p>177</p>

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>continuous and satisfactory nutrition services and other related activities, such as community health, backyard food production, environmental sanitation, culture, mental feeding, and family planning to the barangay.</p> <p>✓ BNS who have been hired by agencies under Job Order status and/or Contract of Service may still avail of/qualify for the grant of BNSE.</p> <p>1. Diploma or authentic evidence of completion of high school course</p> <p>2. Certification of residency in the barangay for at least six (6) years, and can speak the dialect</p> <p>3. Certification of completion of the prescribed 10-day training course and 20-day practicum in the barangay where applicant is assigned</p> <p>4. Certification that the applicant has obtained a passing mark in the accomplishment of targets set in the action plan</p> <p>5. Copies of monthly accomplishment report (NNC Form 5) for the last two years authenticated by the nutrition action officer</p> <p>6. Copies of BNS performance evaluation sheets for the last two years authenticated by the nutrition action officer for services rendered from Jan. 1, 1981</p> <p>7. Certification of at least two-year continuous and satisfactory service as BNS by the nutrition action officer and attested by the district city nutrition program coordinator</p> <p>8. Copies of Memorandum of Agreement or contract of service as BNS for the last two years which includes the provisions on the following key elements:</p> <ul style="list-style-type: none"> - Name of the parties entering into the agreement, or contract, including their addresses; - Duration/term/period of agreement, or 	<p>School concerned</p> <p>Barangay concerned</p> <p>Barangay concerned</p> <p>Barangay concerned</p> <p>Nutrition Action Officer concerned</p> <p>Nutrition Action Officer concerned</p> <p>Nutrition action officer concerned and attested by the district city nutrition program coordinator</p> <p>Barangay concerned</p>

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>contract, stating beginning and ending dates;</p> <ul style="list-style-type: none"> - Statement/definition of duties and responsibilities of the parties involved; - Date of execution; - Signatures of the parties; - Witnesses; and - Notary <p>9. Notarized Affidavit stating that the BNS was not employed in the government during his/her service requirement, and that he/she did not receive any form of salary/compensation, except honorarium, during his/her service requirement</p> <p>*For purposes of the requirement for Notarized Affidavit, the phrase “was not employed in the government” shall mean that the BNS has not been issued any appointment, whether permanent, temporary, substitute, coterminous, contractual, or casual, and that he/she has not received any salary/ compensation derived from any government agency plantilla payroll, during his/her service requirement</p> <p>10. Original/Authenticated and dry-sealed List of BNS issued by the National Nutrition Council (agency to agency concern; to be submitted by NNC to CSCRO)</p>	<p>Requesting Party</p> <p>National Nutrition Council</p>
<p>SANGGUNIAN MEMBER ELIGIBILITY (SME)</p> <p>Who are qualified?</p> <ul style="list-style-type: none"> ✓ For SME (First Level) <ul style="list-style-type: none"> - Those who served as Sanggunian Member for an aggregate period of six (6) years; and - Those who have completed at least seventy-two (72) units leading to a baccalaureate/bachelor’s degree program recognized by CHED from a Private Higher Education Institution in the Philippines or from a State/Local College with 	<p>179</p>

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>baccalaureate/bachelor's degree included in its charter, or baccalaureate/bachelor's degree duly approved by its Board of Trustees/Board of Regents</p> <p>✓ For SME (Second Level)</p> <ul style="list-style-type: none"> - Those who served as Sanggunian Member for an aggregate period of nine (9) years; and - Those who have completed a baccalaureate/bachelor's degree program recognized by CHED from a Private Higher Education Institution in the Philippines or from a State/Local College with baccalaureate/bachelor's degree included in its charter, or baccalaureate/bachelor's degree duly approved by its Board of Trustees/Board of Regents 	<p>School concerned</p>
<p>1.For applicant who is a baccalaureate/bachelor's degree holder, original/authenticated and photocopy of Transcript of Records;</p>	<p>School concerned</p>
<p>2. For Sanggunian Member First Level Eligibility applicant who is not a baccalaureate/bachelor's degree holder, certification on the number of units earned and the baccalaureate/bachelor's degree being/has pursued duly signed by authorized official/registrar of the university/college;</p> <p>3.Original/Authenticating Master List of qualified Sanggunian Members issued by the DILG (agency to agency concern);</p>	<p>DILG</p>
<p>4. For Sanggunian Members not included in the DILG Master List, Certification of services rendered by the Sanggunian Member duly signed by authorized DILG official at the regional level where he/she has served as Sanggunian Member (Use CSC SME Form 1, March 2013); and</p>	<p>DILG</p>
<p>5. Other documents as may be deemed necessary by the CSC in verifying authenticity of information supplied by the applicant.</p>	<p>180</p>

The grant of eligibility under special laws and CSC issuances involves two (2) stages – Evaluation of Application at the CSC Field Office and Processing of Certificate of Eligibility by the CSC Regional Office.

CLIENT STEPS*	CSC ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
STAGE 1: Evaluation of Application				
1. File duly accomplished form and documentary requirements at the CSC Field Office	Preliminary Assessment <i>Any Deficiency - Inform applicant or requesting party and enumerate the missing requirements</i> <i>No Deficiency - Assign unique ID No. and Acknowledgement Receipt</i>			Field Office Action Officer
2. Pay the evaluation fee* at the Cashier	Process payment and issue Official Receipt	PhP 200.00		Cashier/ Deputized Cashier
	Request will be forwarded to the CSC RO			Field Office Action Officer
	TOTAL	PhP 200.00	3 working days upon receipt of complete documents; 20 working days for CSC FO-Tawi-Tawi and other Island-Based Field Offices (upon receipt of complete documents)	

Note: Application Form is available FREE OF CHARGE at any CSC office, or may be downloaded from the CSC website www.csc.gov.ph

***Transacting clients, apart from fulfilling the documentary requirements and payment of appropriate fee/s, shall observe proper health protocols adopted by the CSC in view of the COVID-19 pandemic.**

****Action Officers/Service Providers shall, at all times, observe precautionary measures by wearing medical masks, frequent handwashing, among other measures in attending to clients as defined in OM No. 16, s. 2020 on Adoption of Alternative Work Arrangements and Other Precautionary Measures in Light of Code Red Sub-Level 2**



5. Issuance of Certified Copies of Documents - (Appointment papers, Service Cards, CSC Records and CSC Issuances/ Resolutions)

Authorized parties may request copies of their personal records in the Commission to be used for specific purposes.

Office or Division:	CSC Field Office
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens 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) Accomplished Personnel Records Request Form (PRRF)	<ul style="list-style-type: none"> ○ <u>Downloadable at CSC website</u> ○ PRRF - CSC FO
2) Scanned copy of one (1) valid identification (ID) Card (front and dorsal side) <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 	<ul style="list-style-type: none"> ○ LTO
<ul style="list-style-type: none"> ○ Passport ○ PRC License ○ SSS I.D. 	182 <ul style="list-style-type: none"> ○ DFA ○ PRC ○ SSS

<ul style="list-style-type: none"> ○ 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 ○ CSC Eligibility Card (note: implemented only beginning with the May 3, 2015 CSE-PPT) <p>3) If the request is filed through a representative, scanned copy of an authorization letter or special power of Attorney (SPA) and scanned copy of one (1) valid ID (front and dorsal side) of the representative</p>	<ul style="list-style-type: none"> ○ GSIS ○ COMELEC ○ BIR ○ PhilHealth ○ Requesting party's company/office ○ Requesting party's school ○ PNP ○ Phil. Postal Corporation where the requesting party resides ○ 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 ○ CSC RO where the requesting party took the exam ○ Requesting party ○ SPA - requesting party ○ ID - same as indicated above
---	---

CLIENT STEPS	CSC ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p><u>(Online Request)</u></p> <p>1. Submit/send PRRF/ and scanned copy of documentary requirements as indicated above</p>	<p>1.1 Retrieve request and scanned copy of documentary requirements sent by the client</p> <p>1.2 Preliminarily assess completeness of request form and supporting</p>	<p>Appointment - PhP 30;</p> <p>Service Card/Record - PhP 40.00</p>		<p>CSC FO Focal person</p>

CLIENT STEPS	CSC ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>document/s</p> <p>≥<i>Deficient</i> - <i>Inform requesting party of any deficiency and enumerate the missing requirements</i></p> <p>><i>Complete</i> – <i>Issue acknowledgement receipt containing unique ID No., name and designation of responsible officer/ employee, date and time of receipt</i></p> <p>1.3 Retrieve the requested records, issue Order of Payment and advise client to pay the corresponding fee if records are available. And advise client on the date /time to pick-up requested documents</p> <ul style="list-style-type: none"> • If records are not available, inform the client that requested records are not available at the FO and advice the client to directly transact with the CSC Regional Office 			CSC FO Focal person
2. Pay the corresponding fee (<i>upon claiming the requested documents</i>)	<p>2. Collecting Officer process payment and issues Official Receipt (O.R.)</p> <ul style="list-style-type: none"> • While the client pays the corresponding fee, FO staff reproduce the requested records 	184		CSC FO Focal person

CLIENT STEPS	CSC ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3.Present O.R.	3. Record the O.R. No.			CSC FO Focal person
4. Receive the document requested	4. Release certified copy of requested 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 FO Focal person
TOTAL:		Appoint ment - PhP 30; Service Card/Re cord - PhP 40.00	1 working day upon receipt of complete documents	

***Transacting client during payment of appropriate fee and receiving of requested copy of documents shall observe proper health protocols adopted by the CSC in view of the COVID-19 pandemic.**

****Action Officers/Service Providers shall, during payment of appropriate fee and releasing of requested copy of documents, observe precautionary measures by wearing medical masks, frequent handwashing, among other measures in attending to clients as defined in OM No. 16, s. 2020 on Adoption of Alternative Work Arrangements and Other Precautionary Measures in Light of Code Red Sub-Level 2**



6. Handling of queries/ request for assistance on Civil Service

The CSC Field Office provides general information on civil service matters and handles requests for assistance on CSC services.

Office or Division:	CSC Field Office
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens
Who may avail:	General Public
CHECKLIST OF REQUIREMENTS	
None	
WHERE TO SECURE	

CLIENT STEPS*	CSC ACTIONS**	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>(Online and Walk-in)</p> <p>1. Get queuing number and wait for it to be called.</p> <p>2. Inform the Action Officer regarding the query or request for assistance.</p> <p>3. For concerns to be referred to other CSC office, fill out a request form.</p>	<p>1. Assign client transaction number and attend to client's inquiry</p> <p>2. Provide reply to simple queries/ request for assistance</p> <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> <p>3. Prepare a referral letter and forward the concern to the</p>	<p>None</p> <p>186</p>		<p>CSC FO Action Officer</p> <p><i>(CSC Office receiving the concern)</i></p>

CLIENT STEPS*	CSC ACTIONS**	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Fill-out a Customer Feedback Sheet.	<p>responsible office within the day.</p> <p><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></p>			
TOTAL:		None	3 working days	

***In view of the pandemic, the following protocols may be implemented: No Visitor Policy or No Walk-in Clients. All queries and requests for assistance on CS matters must be received thru email, messenger, phone call or text messaging (SMS) and will be replied in the same manner.**

However, clients are not prevented from coming to the CSC CO/RO as long as they go through the Online Scheduling System. They shall observe proper health protocols adopted by the CSC in view of the COVID-19 pandemic.

****Action Officers/Service Providers assisting clients on CS matters shall observe precautionary measures by wearing medical masks, frequent handwashing, among other measures in attending to clients as defined in OM No. 16, s. 2020 on Adoption of Alternative Work Arrangements and Other Precautionary Measures in Light of Code Red Sub-Level 2**



CSC Internal Services



1.1 ICT Maintenance (Software)

Maintenance of all IT-based and ICT-assisted business operations such as computerized/automated operations, programs, and projects run by customized system applications such as eCATS, DTMS, Welfare Fund, TEXTCSC, and e-Receipts which also includes its version upgrade, reinstallation, restoration and backup in the Central Office.

Office or Division:	Integrated Records Management Office – Information Technology Division (IRMO-ITD)
Classification:	Simple; Highly Technical
Type of Transaction:	G2G – for services whose client is another government agency, government employee or official
Who may avail:	CSC Central Office Officials and employees
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
1. For Corrective Maintenance – Request for technical assistance	IRMO-ITD
2. Client feedback form	IRMO-ITD

1.1.A ICT (Software) Preventive Maintenance

CLIENT STEPS	CSC ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
	1.1 Prepare ICT maintenance schedule	N/A		Administrative Assistant VI	
	1.2 Review and approve ICT maintenance schedule			Director IV	
1. Receive ICT Maintenance schedule	1.3 Disseminate schedule to Offices in the CO				Administrative Assistant VI
2. Receive scheduled maintenance on specified dates	2.1 Implement scheduled preventive maintenance on specified			To be discussed and will be done based on approved	Service Provider and IT Staff

CLIENT STEPS	CSC ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	dates		<p>schedule;</p> <p>Except from problem of not connected or can't access.</p>	
3. Accomplish Client Feedback Form	<p>3.1 Record tasks and generate log files</p> <p>*Request for re-installation/ restoration of Operating System, database and other information system</p>		<p>On upgrade, based on approved schedule. Also depending on warranty, availability of parts and turnaround time of supplier</p>	Service Provider and IT Staff
	<p>4.1 Prepare monthly report</p> <p>* Consolidated service reports; basis for preparation of IT Procurement Plan and other related reports</p> <p>If target is not achieved, the Director/ITD Chief HR Specialist shall implement corrective action. Refer to PM-02-03</p>			IT Staff and Service Provider

CLIENT STEPS	CSC ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	TOTAL	N/A	Three (3) Working days for preventive maintenance 20 Working days for parts replacement	

1.1.B ICT (Software) Corrective Maintenance

CLIENT STEPS	CSC ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Coordinate with IRMO-ITD request for technical assistance	1.1 Receive request for technical assistance *Software – ie., version upgrade, reinstallation, restoration and backup	N/A	To be discussed and will be done based on approved schedule; On upgrade, based on approved schedule. Also depending on warranty, availability of parts and turnaround time of supplier	IT Staff
2. Receive implementation of request for technical assistance	2.1 Trouble shoot Software/Data base		Except from problem of not connected or can't access.	IT Staff
3. Accomplish Client Feedback Form	3.1 Prepare monthly report * Consolidated service reports; basis for preparation of IT			IT Staff and Service Provider

CLIENT STEPS	CSC ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Procurement Plan and other related reports If target is not achieved, the Director/ITD Chief HR Specialist shall implement corrective action. Refer to PM-02-03			
	TOTAL	N/A	Three (3) Working days for corrective maintenance 20 Working days for parts replacement	



1.2 ICT Maintenance (Hardware)

Maintenance of all IT-based and ICT-assisted business operations and ICT equipment such as desktop/laptop computers, servers, printers, network devices and external backup media in the CSC Central Office

Office or Division:	Integrated Records Management Office – Information Technology Division (IRMO-ITD)
Classification:	To be discussed and will be done based on approved schedule
Type of Transaction:	G2G – for services whose client is another government agency, government employee or official
Who may avail:	CSC Central Office Officials and employees
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
1. Client feedback form	IRMO-ITD

CLIENT STEPS	CSC ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.1 Prepare ICT maintenance schedule *ICT-based refers to desktop/laptop computers, servers, printers, network devices and external backup media	N/A		Administrative Assistant VI
	1.2 Review and approve ICT maintenance schedule			Director IV
1. Receive ICT Maintenance schedule	1.3 Disseminate schedule to Offices in			Administrative Assistant VI

CLIENT STEPS	CSC ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	the CO			
2. Receive scheduled maintenance on specified dates	2.1 Implement scheduled preventive maintenance on specified dates		To be discussed and will be done based on approved schedule;	Service Provider and IT Staff
3. Accomplish Client Feedback Form	3.1 Record tasks and generate log files *Request for re-installation/ restoration of Operating System, database and other information system		On upgrade, based on approved schedule. Also depending on warranty, availability of parts and turnaround time of supplier	Service Provider and IT Staff
	4.1 Prepare monthly report * Consolidated service reports; basis for preparation of IT Procurement Plan and other related reports If target is not achieved, the Director/ITD Chief HR Specialist			IT Staff and Service Provider

CLIENT STEPS	CSC ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	shall implement corrective action. Refer to PM-02-03			
	TOTAL	N/A	Three (3) Working days for preventive maintenance 20 Working days for parts replacement	

If Hardware is not under warranty and cannot be repaired

CLIENT STEPS	CSC ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Coordinate with IRMO-ITD request for technical assistance *Request for troubleshooting of desktop/laptop computer servers and printers	1.1 Receive request for technical assistance	N/A		IT Staff
2. Receive requested technical assistance	2.1 Troubleshoot hardware			Service Provider and IT Staff
	2.2 Recommend for disposal if hardware is not fixed and is irreparable, turnover to OFAM-GSD		To be discussed and will be done based on approved schedule;	IT Staff
	2.3 Accomplish Service Report on request received/acted			IT Staff and Service Provider

CLIENT STEPS	CSC ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	d upon			
3. Accomplish Client Feedback Form	<p>3.1 Prepare monthly report</p> <p>* Consolidated service reports; basis for preparation of IT Procurement Plan and other related reports</p> <p>If target is not achieved, the Director/ITD Chief HR Specialist shall implement corrective action. Refer to PM-02-03</p>			IT Staff and Service Provider
	TOTAL	N/A	<p>Three (3) Working days for preventive maintenance</p> <p>20 Working days for parts replacement</p>	

If Hardware is under warranty and repairable

CLIENT STEPS	CSC ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Coordinate with IRMO-ITD request for technical assistance	1.1 Receive request for technical assistance *Request for troubleshooting of desktop/laptop computers, servers and printers	N/A	To be discussed and will be done based on approved schedule;	IT Staff
	1.2 Troubleshoot hardware *If hardware is not fixed, it can be upgraded or disposed. (Recommend for upgrade or disposal if hardware is not fixed)	N/A	Also depending on warranty, availability of parts and turnaround	Service Provider and IT Staff
	1.3 Purchase Parts			Office concerned
2. Receive implementation of request for technical assistance	2.1 Install parts			To be discussed and will be done based on approved schedule;
	2.2 Accomplish Service Report		IT Staff	
3. Accomplish Client Feedback Form	3.1 Prepare monthly report * Consolidated service reports; basis for preparation of IT Procurement Plan and other related reports			IT Staff and Service Provider

CLIENT STEPS	CSC ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	If target is not achieved, the Director/ITD Chief HR Specialist shall implement corrective action. Refer to PM-02-03			
	TOTAL	N/A	Three (3) Working days for preventive maintenance 20 Working days for parts replacement	



1.3 ICT Maintenance (Network)

Maintenance of all IT-based and ICT-assisted business operations and ICT equipment in the Central Office to ensure the availability of network such as the servers, Internet, LAN, switch, hub and other network services

Office or Division:	Integrated Records Management Office – Information Technology Division (IRMO-ITD)	
Classification:	To be discussed and will be done based on approved schedule.	
Type of Transaction:	G2G – for services whose client is another government agency, government employee or official	
Who may avail:	CSC Central Office Officials and employees	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Client feedback form		IRMO-ITD

CLIENT STEPS	CSC ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receive ICT Maintenance schedule	1.2 Prepare network maintenance schedule *Network refers to servers, internet, LAN, switch hub and other network services	N/A		Administrative Assistant VI
	1.2 Review and approve ICT maintenance schedule			Director IV
	1.3 Disseminate schedule to Offices in the CO			Administrative Assistant VI

CLIENT STEPS	CSC ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Receive scheduled implementation of network maintenance schedule	2.1 Implement scheduled preventive maintenance on specified dates		To be discussed and will be done based on approved schedule;	Service Provider and IT Staff
3. Accomplish Client Feedback Form	3.1 Record tasks and generate log files *Request for re-installation/ restoration of Operating System, database and other information system		Also depending on warranty, availability of parts and turnaround	Service Provider and IT Staff
	3.2 Accomplish Service Report			Service Provider and IT Staff
	4.1 Prepare monthly report * Consolidated service reports; basis for preparation of IT Procurement Plan and other related reports If target is not achieved, the Director/ITD Chief HR Specialist shall implement corrective action. Refer to PM-02-03			IT Staff and Service Provider
	TOTAL	N/A	Three (3) Working days for preventive maintenance 20 Working days for parts	

CLIENT STEPS	CSC ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
			replacement	

2. Learning and Development (Human Resource)

All CSC officials and employees with unmet competencies are provided with Learning and Development program and other interventions within the prescribed period through the in-house programs and other government or private sector agencies or institutions and individuals.

Office or Division:	Office for Human Resource Management and Development (OHRMD)
Classification:	Highly Technical
Type of Transaction:	G2G – Government to Government
Who may avail:	CSC officials and employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Accomplished Talent Needs Assessment (TNA) thru <ul style="list-style-type: none"> a) Online Competency Assessment (OCA) b) Office Development Plan (ODP) c) Focus Group Discussion (FGD) d) Performance Evaluation Reports 	

CLIENT STEPS	CSC ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Preparation for the Learning and Development Plan				
1. Accomplish CSC Talent Needs Assessment	1. Conduct Talent Needs Assessment (TNA) thru Online Competency Assessment (OCA), Office Development Plan (ODP), Focus Group Discussion (FGD), Performance Evaluation Reports, and CSC Strategy ➤ <i>OCA and ODP shall be done on the 3rd</i>	N/A		TDD, OHRMD Focal Person

CLIENT STEPS	CSC ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<i>Quarter of the year</i>			
	2. Identify common competency gaps of employee ➤ <i>The results of the OCA & DOP and other reports shall be the basis in identifying the common gaps of employees</i>			TDD
	3. Prepare CSC L&D Plan and Budget			TDD, OHRMD Director IV & III
	4. Submit to the Commission for approval/ Comment <i>Disapproved – review/revise Plan per comments</i>			TDD
	5. Review and approve L&D Plan and Budget			Commission Proper
	6. Disseminate L&D Calendar to Offices including external learning service providers <i>Communication Plan (Flag Ceremony, CSC Website, HRIS, Social Media, Memo, Flyers, etc.</i>			TDD
Conduct of Training Program				
1. Participate in the conduct of Training program	1. Develop or revise existing training design and materials per evaluation reports			TDD
	2. Prepare L&D Management Checklist and conduct a Pre-Conference Meeting			TDD

CLIENT STEPS	CSC ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<i>Meeting with the Course Administrators, Subject Matter Experts (SMEs), and concerned groups/individuals.</i>			
	3. Conduct the training program			TDD
2. Fill up the Feedback form	4. Administer the Feedback form (Level 1), Pre and Post Evaluation Sheets (Level 2), if applicable, and Learning Application Plan (Level 3)			TDD
	5. Conduct the post-training evaluation			TDD
	6. Submit the training documentations			TDD
	TOTAL		20 + working days upon confirmation of _____	



3. Equipment Maintenance of Air-Conditioning Units

All installed CSC Air-Conditioning Units (ACUs) at CSC Central Office undergo quarterly preventive maintenance to ensure its good working condition.

Office or Division:	Office for Financial and Assets Management – Building and Grounds Maintenance Division (OFAM – BGMD)
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	Any requesting office in the CSC
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
Job Request Form	OFAM - BGMD

CLIENT STEPS	CSC ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Preparation of Preventive Maintenance Plan				
	1. Prepare Preventive Maintenance (PM) Plan for ACUs			Engineer II
	2. Check and review PM Plan for ACUs			BGMD Chief HR Specialist
	3. Secure PM Plan approval			BDGM Chief HR Specialist
	4. Approve PM Plan			OFAM, Director IV
	5. Implement PM Plan			BGMD Chief HR Specialist
Repair of Air-Conditioning Unit				
1. Fill our Job Request Form in triplicate	1. Approve Job Request Form			BGMD Chief HR Specialist
	2. Receive Job Request Form			BGDM Action Officer
	3. Check and diagnose ACU to be repaired with the supervision of			ACU Technician

CLIENT STEPS	CSC ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Engineer II			
	4. Endorse the repair to GSD for procurement of labor and materials			Engineer II
	5. Facilitate the emergency purchase of spare parts			Engineer II
	6. Prepare Purchase Request (PR) and Requisition Issuance Slip (RIS)			BGMD Chief HR Specialist
	7. Approved PR and RIS			OFAM, Director III
	8. Secure approved PR/RIS from BGMD Chief HR Specialist.			Action Officer
	9. Conduct oral canvass of spare parts to be purchased.			Action Officer
	10. Procure spare parts.			Action Officer
	11. Inspect/Confirm the item and its quantity according to the requested specification by BGMD			OSM Action Officer
	12. Conduct repair of ACU			BGMD ACU Technician
	13. Acknowledge the repair done by ACU Technician			Requesting Office/End-user
Quarterly Report of the ACU Maintenance				
	1. Prepare the Quarterly Report of the ACU Maintenance			BGMD Engineer II
	2. Check/Validate Quarterly Report			BGMD Engineer V
	3. Implement Corrective Action			BGMD Chief HR Specialist
	TOTAL:	None	3 working days	



4. Customer Feedback

Customer feedback gathered thru the Contact Center ng Bayan, e-mail, text message, and walk-in clients as regard the Commission’s services provided to its clientele is a mechanism to measure the quality of the services being provided based on the CSC QMS Standards.

Office or Division:	Public Assistance Information Office and Process Owners of CSC QMS
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens G2G – Government to Government
Who may avail:	a. Client/Customer; and b. CSC QMS Process Owners
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
Not applicable	

CLIENT STEPS*	CSC ACTIONS**	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
CCB Hotline to Gather Customer Feedback				
1. File Customer Feedback	1. Open the CosmoCall Login Window (Launch the CosmoCall universe Agent Application installed on the desktop computer)			PAIO
	2. Enter account username & password			
	3. Go on “Available” status to receive incoming call			
	4. Answer the incoming call on the CosmoCall Agent application			
Electronic Mail to Gather Customer Feedback				

CLIENT STEPS*	CSC ACTIONS**	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. File Customer Feedback	1. Access the PACC/CCB email website			PAIO
	2. Enter the PAC/CCB email account username and password			
	3. Click on "Inbox" and open unread messages (Read new messages on Inbox folder and gather additional information if needed.)			
Text Message to Gather Customer Feedback				
1. File Customer Feedback	1. Open the Nokia PC Suite Window			PAIO
	2. Go to inbox and open unread messages			
	3. Respond to the client's text message			
	4. Transfer and save the text messages to excel file			
Snail Mail and PAC Hotline to Gather Customer Feedback				
1. File Customer Feedback	1. Receive the feedback from client			PAIO
	2. Record the customer's feedback			
	3. Evaluate the details of the feedback			
	4. If feedback is Complex, refer to concerned office/agency			
Customer Feedback from Walk-in Clients (Feedback Form crafted and designed by each Process and approved by the CSC QMR)				
	1. Hand out to customer the Feedback Form			PAIO
1. Fill-out Feedback Form	2. Retrieve the Feedback Form			
	3. Evaluate the details of the feedback			
	4. Tabulate all the Feedback Forms			

CLIENT STEPS*	CSC ACTIONS**	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Customer Feedback (Received thru different channels: walk-in, snail mail, text message, hotline, email, and CSC Official website)				
	1. Receive/Extract the feedback from client			PAIO
	2. Review completeness of the information provided. Request additional information if needed.			
	3. Evaluate the details of the feedback (If it is a negative feedback / complaint, prepare root cause analysis and implement corrective action. If feedback if positive, provide the necessary information/ assistance)			
	4. Consolidate data			Process Owner
	5. Summarize/analyze the data/information extracted from the tabulation result			
	6. Prepare and Submit report on Customer Feedback to PAIO			
	7. Consolidate Quarterly Report			PAIO
	8. Prepare presentation of Customer Feedback for the Management Review			
	TOTAL:	none	Three (3) working days	

***Transacting clients, apart from fulfilling the documentary requirements and payment of appropriate fee/s, shall observe proper health protocols adopted by the CSC in view of the COVID-19 pandemic.**

****Action Officers/Service Providers shall, at all times, observe precautionary measures by wearing medical masks, frequent handwashing, among other measures in attending to clients as defined in OM No. 16, s. 2020 on Adoption of Alternative Work Arrangements and Other Precautionary Measures in Light of Code Red Sub-Level**



5. Response to Request for Transport Service to Clients

This describes the procedures employed by OFoAM in response to request for transport service on scheduled date and time using CSC utility motor vehicle by CSC officials/employees relative to their official functions.

Office or Division:	CSC CO – OFAM, General Services Division
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	Any requesting office in the CSC
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
Request for Utility Vehicle (RUV) <i>The RUV should be submitted at least two (2) working days before travel.</i>	OFAM- General Services Division

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Prepare/Fill-out two (2) copies of RUV and submit to GSD	1.1 Accept request	None		OFAM-GSD Dispatcher
	1.2 Preliminarily assess completeness of request <i>If deficient - Inform requesting party of any deficiency and enumerate the missing requirements.</i>			
	1.3 Process request <i>If request is disapproved/ denied- Provide notice stating the reason for the disapproval/ denial.</i>			OFAM-GSD Dispatcher
	1.4 Log the request in the Daily Schedule Monitoring Database			OFAM-GSD Dispatcher
				OFAM-GSD

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.5 Prepare Trip Ticket and RUV for approval and signature of GSD Chief or authorized person 1.6 Post and record travel schedule and data in the Dispatch Database			Chief/Authorized Person OFAM-GSD Dispatcher
2. Received information on assigned vehicle and driver, and details of the travel	2.1 Inform requesting party of assigned vehicle and driver and details of the travel			OFAM-GSD
TOTAL:		None	3 working days	

6.a Communication Management (Incoming)

All incoming documents are received, correctly identified and distributed to concerned offices within a prescribe period of time.

Office or Division:	Information and Records Management Division (IRMO) – Communication Management Division (CMD)
Classification:	Simple
Type of Transaction:	G2G – for services whose client is another government agency, government employee or official
Who may avail:	Civil Service Commission – Office for Legal Affairs and Commission Secretariat and Liaison Office
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
None	None

CLIENT STEPS	CSC ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit documents	1. Receive incoming Legal documents and Pleadings 2. If e-DTS is available, encode in e-DTS. If e-DTS is not available, encode in excel format 3. Release to concerned Office 4. Prepare monthly report		3 Working Days	IRMO Administrative Assistant VI IRMO Administrative Officer III IRMO Administrative Assistant VI CMD Chief Human Resource Specialist
	TOTAL:	None	3 Working Days	



6.b Communication Management (Outgoing)

All outgoing documents from OLA and/or CSLO such decision and resolution are mailed to concerned parties within a prescribe period of time.

Office or Division:	Information and Records Management Division (IRMO) – Communication Management Division (CMD)
Classification:	Simple
Type of Transaction:	G2G – for services whose client is another government agency, government employee or official
Who may avail:	Civil Service Commission – Office for Legal Affairs and Commission Secretariat and Liaison Office
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
None	None

CLIENT STEPS	CSC ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit documents				OLA and CSLO
	Receive outgoing documents for mailing		8 hours from receipt of outgoing document	IRMO Administrative Assistant VI
	Stamp postage			IRMO Administrative Assistant VI
	Deliver mails at PhilPost			IRMO Administrative Assistant VI
	Prepare monthly report			IRMO Chief Human Resource Specialist
	TOTAL:	None	8 hours	



7. Procurement of Goods and Services

Procurement of goods and services through Procurement Service (PS) - Department of Budget and Management (DBM) and those below Php50,000.00 not available at PS-DBM.

Office or Division:	CSC CO – OFAM, General Services Division	
Classification:	Complex	
Type of Transaction:	G2G – Government to Government	
Who may avail:	CSC CO Offices	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
<ol style="list-style-type: none"> 1. PPMP for Common Supplies and Programs. Activities and Projects 2. Purchase Request and Requisition and Issuance Slip 3. Oral Canvass 	OFAM	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
End-users submit PPMP to FRMD/OFAM	<ol style="list-style-type: none"> 1. Receives approved PPMP 2. Consolidates PPMP into APP 3. Prepares/Submit APR to DBM 4. Receives delivered items 5. Inspects items delivered 6. Records/Updates delivered items/supplies in e-NGAS <p><i>If items does not passed the Quality Control, return item to PS-DBM. GSD to</i></p>	None	7 working days	BAC-SEC/GSD Senior HRS BAC-SEC/GSD Senior HRS GSD HRS I/ Admin. Asst. III GSD-Property Unit GSD HRS I/ Adm. Aide IV GSD HRS I

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p><i>request for another delivery of items.</i></p> <p><i>If item passed the QC, GSD to record items prior to release to end-user both in Property Database and in e-NGAS.</i></p> <p>7. Release/Issues items to end-users</p> <p>8. Administers feedback survey form to End-Users</p> <p>9. Records/ Updates issuance Records e-NGAS</p> <p>10. Prepares Payment Voucher</p> <p>11. Prepares Cheque</p> <p>12. Issues Cheque to Suppliers</p> <p>13. Administers feedback survey form to Suppliers</p> <p>14. If target is not achieved, implement Corrective Actions</p> <p>15. Updates Risk Register and Action Plan</p>			<p>GSD HRS I/ Admin. Aide IV</p> <p>GSD HRS I/ Admin. Aide IV</p> <p>GSD HRS I</p> <p>GSD Admin. Aide IV</p> <p>Cashier Staff/ HRS II/ Admin. Asst. VI</p> <p>Cashier Staff</p> <p>Process Owner</p> <p>Process Owner</p> <p>Process Owner</p>
	TOTAL:	None	7 working days	



VI. Feedback and Complaints

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Clients are encouraged to accomplish feedback forms & drop them at the designated drop boxes located at the – ➤ Public Assistance and Information Office (PAIO-Central Office); Public Assistance and Complaints Desk (PACD-CSC Regional and Field Offices)
How feedback is processed	Feedback is gathered and processed by respective Offices in the CSC Central Office including CSC Regional and Field Offices. A report of Customer Feedback is prepared to document action plan and monitor actions taken.
How to file a complaint	Accomplish the Client Complaint Form & drop it at the designated drop box at the Public Assistance and Information Office (Central Office) and Public Assistance and Complaints Desk (CSC Regional and Field Offices).
How complaints are processed	Complaint/s received , whether verbal or written shall be referred/forwarded to concerned Head of Office (CSC Central Office/Regional/Field Office) who shall act on the complaint and provide feedback to the client on the action taken.
Contact Information	TextCSC 09178398272 or send your feedback through email address feedback@wemail.csc.gov.ph



VII. List of Offices

CSC CENTRAL OFFICE

Office	Contact Number	email address
Office of the Chairperson		
Chairperson Alicia dela Rosa-Bala	8931-7913 Telefax 8931-7997	och-bala@csc.gov.ph
Dir. IV Carlo D. Bala	8931-8187	
Head Exec. Asst. Bernard G. Jimenez	9831-7913 local 203	
Office of the Commissioner-OCOMAI		
Commissioner Aileen Lourdes A. Lizada	8931-7996 Telefax 8931-4145	
Dir. III Carl Sha Jemimah F. Marbella	8931-8026	
Office of the Assistant Commissioners		
Asst. Commissioner Ariel G. Ronquillo	8932-3781 local 401 Telefax 8931-8016	ola@csc.gov.ph oac-ronquillo@csc.gov.ph
Asst. Commissioner	8932-2606 local 181 Telefax 8932-2710	
Office of the Executive Director		
Exec. Dir. Arthur Luis P. Florentin	8931-7971 local 361 or 262 Telefax 8931-4143	oed-florentin@csc.gov.ph

Office	Contact Number	email address
Civil Service Institute (CSI)		
Dir. III Lucina Flor B. Ramos	8931-4182 local 301 or 302 Telefax 8931-8019	csi@csc.gov.ph
Commission Secretariat and Liaison Office (CSLO)		
Dir. IV Dolores B. Bonifacio	8951-4627 local 261 Telefax 8931-7947	cslo@csc.gov.ph
Dir. III Katherine Limare-Delmoro	8951-4627 local 262	
Examination, Recruitment and Placement Office (ERPO)		
Dir. IV Editha M. Dela Peña	8951-2578 local 711 Telefax 8931-4138	erpo@csc.gov.ph erpo.ead@csc.gov.ph
Dir. III Lorelei Q. Cabatu	8931-8163 local 712	
Human Resource Policies and Standards Office (HRPSO)		

Office	Contact Number	email address
Dir. IV Rodolfo B. Encajonado	8951-4629 local 341 Telefax 8931-4144	hrpso@csc.gov.ph
Dir. III Jennifer L. Timbol	8951-4629 local 342	
Human Resource Relations Office (HRRO)		
Dir. IV Cecilia C. Dela Fuente	8931-8039 local 421 Telefax 8931-4149	hrro@csc.gov.ph
	89323939 local 422	
Internal Audit Service (IAS)		
Dir. IV Alan F. Alegria	8951-2645 local 321 Telefax 8931-4135	ias@csc.gov.ph
Dir. III Elnora B. Gotis	8951-2645 local 322	
Integrated Records Management Office (IRMO)		
Dir. IV Maria Leticia G. Reyna	8951-4628 local 521 Telefax 8931-7981	irmo@csc.gov.ph
Dir. III Noreen Boots Gocon-Gragasin	8932-2293 local 522	
Office for Financial and Assets Management (OFAM)		
Acting Dir. IV Maria Victoria M. Salazar	8931-7990 local 501 Telefax 8931-8029	ofam@csc.gov.ph
Dir. III Rafael R. Marco	8931-7990 local 502	
Office for Legal Affairs (OLA)		
Dir. IV Alma Flores-Foronda	8932-3781 local 401 Telefax 8931-8016	ola@csc.gov.ph
Dir. III Ariel V. Villanueva	8951-2625 local 403	
Dir. III Christian Dawn G. Molina	8951-2625 local 402	

Office	Contact Number	email address
Office for Human Resource Management and Development (OHRMD)		
Dir. IV Fernando M. Porio	8932-0181 local 141 Telefax 8951-2637	ohrmd@csc.gov.ph
Dir. III Rosalita R. Petaca	8951-2639 local 142	
Office for Strategy Management (OSM)		
Dir. IV Helene Grace T. Ramos	8932-0236 local 121 Telefax 8931-7931	osm@webmail.csc.gov.ph
Dir. III Lida C. Ayon	8932-3939 local 122	
Public Assistance and Liaison Office (PAIO)		
Dir. IV Maria Luisa Salonga-Agamata	8931-7993 local 101 Telefax 8932-0179	paio@csc.gov.ph
Dir. III Ma. Theresa C. Fernandez	8932-0381 local 102	

CSC REGIONAL OFFICES

Civil Service Regional Office No. I Quezon Avenue., San Fernando City, La Union 2500		
Dir. IV Hedy Jose B. Lardizabal	Tel. # (072) 700-5643 Fax # (072) 700-5626	csc_reg1@yahoo.com.ph ro01.od@csc.gov.ph
Dir. III Josephine R. Altura		
CSC Field Office - Ilocos Sur Zone 5, Bantay, Ilocos Sur 2727		
Dir. II Romulo V. Nabua	Tel. # (077) 604-5582	cscisfo@yahoo.com
CSC Field Office - Ilocos Norte No. 7 Giron St. Laoag City, Ilocos Norte 2900		
Dir. II Rex R. Ami	Tel. # (077) 670-0357	cscfo_ilocosnorte@yahoo.com
CSC Field Office - La Union Aguila Road, City of San Fernando, La Union 2500		
Dir. II Edgar F. Asuncion	Tel.# (072) 700-5763	csclaunionfo@yahoo.com.ph
SC Field Office - Western Pangasinan Provincial Capitol Compound Lingayen, Pangasinan 2401		
Dir. II Flordeliza C. Bugtong	Tel.# (075) 529-9394	csc_lingayenfo@yahoo.com
CSC Field Office - Easter Pangasinan Alexander St., Urdaneta City, Pangasinan 2428		
Dir. II Rogelio T. Del Rosario	Tel.# (075) 204-0143	csc_urdaneta@yahoo.com.ph
Civil Service Regional Office No. II San Gabriel, Tuguegarao, Cagayan 3500		
Dir. IV Nerissa B. Canguilan	Tel. # (078) 844-3605 (078) 844-5352	ro02@csc.gov.ph cscreg2@yahoo.com
Dir. III Marites P. Lappay	Fax # (078) 396-1321	
CSC Field Office Cagayan - Batanes Regional Government Center, Carig, Tuguegarao City		
Dir. II Maria Noemi S. Bustamante	Tel. # (077) 604-5582	ro02.fo_cagayanbatanes@csc.gov.ph cscfbfo@yahoo.com
CSC Field Office - Isabela Alibagu, Ilagan, Isabela		
Dir. II Rewina D. Arugay	Tel.# (078) 323-0575	ro02.fo_isabela@csc.gov.ph cscfo_isabela@yahoo.com
CSC Field Office Nueva Vizcaya - Quirino Capitol Site, Bayombong, Nueva Vizcaya		
Dir. II Elpidio S. Bunagan, Jr.	Tel.# (078) 392-0270	ro02.fo_quirinonuevaviscaya@csc.gov.ph leaeugenio@yahoo.com
CSC Field Office - Quirino Quirino State University Campus, Diffun, Quirino		
Dir. II Elpidio S. Bunagan, Jr.	Tel.# (078) 694-7060 219	ro02.fo_quirinonuevaviscaya@csc.gov.ph acostamarj@yahoo.com

Civil Service Regional Office No. III Diosdado Macapagal Government Center, Maimpis, City of San Fernando, 2000 Pampanga		
Acting Dir. IV Rosalinda A. Tanaliga-Oliva	Tel. # (045) 455-3240 to 45 Telefax # (045) 455-3241	ro03.od@csc.gov.ph ro03.pald@csc.gov.ph cscro3pald@yahoo.com
CSC Field Office - Aurora Barangay Buhangin, Baler, 3200 Aurora		
Dir. II Seymour R. Pajares	Cel.# 0919-434-7696	cscro3fo_aurora@yahoo.com.ph ro3fo.aurora@csc.gov.ph
CSC Field Office - Bataan Provincial Capitol Compound, Balanga City, 2100 Bataan		
Dir. II Edgardo C. Cruz	Tel.# (047) 791-4707	ro03.fo_bataan@csc.gov.ph cscro3fo_bataan@yahoo.com.ph
CSC Field Office - Bulacan Provincial Capitol Compound, City of Malolos, 3000 Bulacan		
Dir. II Dulce J. Cochon	Tel.# (044) 791-4940	ro03.fo_bulacan@csc.gov.ph cscro3fo_bulacan@yahoo.com.ph
CSC Field Office - Aurora CSC Field Office - Nueva Ecija Old Provincial Capitol Compound, Cabanatuan City, 3100 Nueva Ecija		
Dir. II Eleanor M. Prado	Tel.# (044) 463-4666	ro03.fo_nuevaecija@csc.gov.ph cscro3fo_nuevaecija@yahoo.com.ph
CSC Field Office - Pampanga Sto. Niño, City of San Fernando, 2000 Pampanga		
Dir. II Emily R. Reyes	Tel.# (045) 961-3741 (045) 966-0126	ro03.fo_pampanga@csc.gov.ph cscro3fopampanga@yahoo.com
CSC Field Office - Tarlac Romulo Blvd., San Vicente, 2300 Tarlac City		
Dir. II Maria Cristina R. Gonzales	Tel.# (045) 982-0455	ro03.fo_tarlac@csc.gov.ph cscro3fo_tarlac@yahoo.com.ph
CSC Field Office - Zambales Palanginan, Iba, 2201 Zambales		
Acting Dir. II Randy C. Tababa	Tel.# (047) 307-2447	ro03.fo_zambales@csc.gov.ph cscro3fo_zambales@yahoo.com.ph

Civil Service Regional Office No. IV 139 Panay Avenue Brgy. South Triangle, Quezon City 1103		
Dir. IV Karin Litz P. Zerna	Tel. # (02) 927-1830 (02) 920-9987 (02) 925-6561	ro4.csc.gov.ph ro04@csc.gov.ph
Dir. III Fernando O. Mendoza		
Dir. III Radne B. Jomoad		
CSC Field Office - Batangas Provincial Capitol Compound, Batangas City 4200		
Dir. II Lily Beth L. Majomot	Tel.# (043) 723-2894 (043) 724-5494	ro04.fo_batangas@csc.gov.ph cscro4_batangas@yahoo.com

Civil Service Regional Office No. IV 139 Panay Avenue Brgy. South Triangle, Quezon City 1103		
CSC Field Office - Cavite Provincial Capitol Compound, Trece Martires City, Cavite 4109		
Dir. II Maria Theresa R. Poblador	Tel.# (046) 419-2534	ro04.fo_cavite@csc.gov.ph cscro4_cavite@yahoo.com
Satellite Office #108 LTO Compound, Palico IV Imus City, Cavite 4103 Tel.# (046) 471-9288		
CSC Field Office - Laguna Provincial Capitol Compound, Brgy. Poblacion Uno Sta. Cruz, Laguna 4009		
Dir. II Charity F. Arevalo	Tel.# (049) 501-3324	ro04.fo_laguna@csc.gov.ph cscfo.laguna@gmail.com
CSC Field Office - Marinduque Provincial Government Compound, Boac, Marinduque 4900		
Dir. II Jacinto C. Mateo III	Tel.# (042) 332-2539	ro04.fo_marinduque@csc.gov.ph cscro4_marinduque@yahoo.com
CSC Field Office - Occidental Mindoro Hidalgo Street, Brgy. 7, San Jose Occidental Mindoro 5100		
Dir. II Marietta P. Santos	Tel.# (043) 457-0406	ro04.fo_occidentalmindoro@csc.gov.ph cscro4_occmindoro@yahoo.com
Satellite Office Provincial Capitol Compound, Brgy. Payompom Mamburao, Occidental Mindoro 5106		
CSC Field Office - Oriental Mindoro Provincial Capitol Compound, Brgy. Ibaba East Calapan City, Oriental Mindoro 5200		
Dir. II Nancy B. Asilo	Tel.# (043) 288-3276	ro04.fo_orientalmindoro@csc.gov.ph cscro4_ormindoro@yahoo.com
CSC Field Office - Palawan Lot 10 Block 7, Rafols Road, Sta. Monica Heights Puerto Princesa City, Puerto Princesa 5300		
Dir. II Marissa C. Barba	Tel.# (048) 434-6344	ro04.fo_palawan@csc.gov.ph cscro4_palawan@yahoo.com
CSC Field Office - Quezon Provincial Capitol Compound, Lucena City, Quezon 4301		
Dir. II Jacinto C. Mateo III	Tel.# (042) 797-0923	ro04.fo_quezon@csc.gov.ph cscro4_quezon@yahoo.com
CSC Field Office - Rizal 4th Floor GSO Bldg. Cainta Municipal Compound, Brgy. Sto. Domingo, Cainta, Rizal 1900		
Dir. II Allan Poe M. Carmona	Tel.# (02) 535-5171 (02) 696-2596	ro04.fo_rizal@csc.gov.ph cscro4_rizal@yahoo.com
CSC Field Office - Romblon 4th Floor, Romblon Provincial Capitol Bldg., Capaclan, Romblon, Romblon 5500		

Civil Service Regional Office No. IV 139 Panay Avenue Brgy. South Triangle, Quezon City 1103		
Caretaker Rowena M. Cunanan		ro04.fo_romblon@csc.gov.ph cscro4_romblon@yahoo.com

Civil Service Regional Office No. V Rawis, Legazpi City 4500		
Dir. IV Cecilia R. Nieto	Tel. # (052) 482-0314 (052) 482-0699	ro5.csc.gov.ph ro05@csc.gov.ph
Dir. III Daisy P. Bragais	Fax # (052) 482-0695	ro05.od@csc.gov.ph cscrov@gmail.com dpbragais@csc.gov.ph
CSC Field Office - Albay IBP Road, Bitano, Legazpi City 4500		
Dir. II Sharon Farida A. Flores	Tel.# (052) 480-2332	cscro5afo@yahoo.com
CSC Field Office - Camarines Norte Daet, Camarines Norte 4600		
Dir. II Rosalinni V. Moneda	Tel.# (054) 440-0695	<u>cscro5dfo@yahoo.com</u>
CSC Field Office – Camarines Sur Capitol Compound, Cadlan, Pili, Camarines Sur 4418		
Dir. II Maria Dolores D. Salud	Tel.# (054) 480-2332	cscro5nfo@yahoo.com
CSC Field Office - Masbate Municipal Road, Masbate City 5400		
Dir. II Jocelyn L. Marifosque	Tel.# (056) 333-4141	cscro5mfo@yahoo.com
CSC Field Office - Sorsogon Flores Street, Capitol Compound, Burabod, Sorsogon City 4700		
Acting Dir. II Emilyn O. Severo	Tel.# (056) 421-5845	cscro5sfo@yahoo.com
CSC Field Office - Catanduanes San Isidro Village, Virac, Catanduanes 4800		
Acting Dir. II Enida B. Abordo	Tel. # (052) 811-4188 Mobile # 09177701255 (personal)	cscro5cfo@yahoo.com

Civil Service Regional Office No. VI No. 7 Onate St., Mandurriao, Iloilo City 5000		
Dir. IV Nelson G. Sarmiento	Tel. # (033) 321-2668 to 69 Hotline # (033) 321-1253 (PACD)	ro06@csc.gov.ph cscregion6@gmail.com
Dir. III Alexis P. Tabino	Fax # (033) 321-2667	
CSC Field Office - Aklan 3/F Administration Building, College of Administration Industrial Technology, Aklan State University, Roxas Avenue Ext., Kalibo, Aklan 5600		

Civil Service Regional Office No. VI No. 7 Onate St., Mandurriao, Iloilo City 5000		
OIC Dir. II Leo F. Jamorin	Tel.# (036) 268-5797	ro06.fo_aklan@csc.gov.ph cscaklan@gmail.com enejar@csc.gov.ph
CSC Field Office - Antique Sibalom, Antique 5713		
Dir. II Phillip Bernard H. Capadosa	Tel.# (036) 543-8073	ro06.fo_antique@csc.gov.ph cscfoantique@gmail.com
CSC Field Office - Capiz Capiz Provincial Capitol, Roxas City 5800		
Dir. II Rufino G. Leonoras	Tel.# (036) 621-4989	ro06.fo_capiz@csc.gov.ph csccapiz@gmail.com
CSC Field Office - Guimaras San Miguel, Jordan, Guimaras 5045		
Dir. II Vizur-Ty C. Gaitano	Tel # (033) 581-2234	ro06.fo_guimaras@csc.gov.ph cscguimaras@gmail.com
CSC Field Office - Iloilo Pepita Aquino Avenue, Iloilo City 5000		
Dir. II John Esar T. David	Tel.# (033) 337-3337 (033) 509-0557	ro06.fo_iloilo@csc.gov.ph csciloilofo@gmail.com
CSC Field Office - Negros Occidental Jose Abad Santos Ave, Barangay 39, Bacolod City		
Dir. II Erna T. Elizan	Tel.# (034) 708-8184 (034) 474-2182	ro06.fo_negrosoccidental@csc.gov.ph cscnegrosoccidental@gmail.com etilizan@csc.gov.ph

Civil Service Regional Office No. VII Sudlon, Lahug, Cebu City 6000		
Dir. IV Carlos A. Evangelista	Tel. # (032) 414-7676 (032) 414-7488	ro07@csc.gov.ph cscro7@yahoo.com
Dir. III Ariel B. Bacatan	(032) 253-9050 Fax # (032) 414-7488	
CSC Field Office - Cebu North 5th Floor, CSC RO VII Building, Sudlon, Lahug, Cebu City 6000		
Dir. II Merlinda Flores-Quillano	Tel.# (032) 414-7079	ro07.fo_cebunorth@csc.gov.ph cscro7.cnfo@gmail.com
CSC Field Office - Cebu South New City Hall Compound, Lawaan II, Talisay City, Cebu 6045		
Dir. II Ma. Victoria R. Gabud	Tel.# (032) 462-1083	ro07.fo_cebusouth@csc.gov.ph csc.csfo@gmail.com
CSC Field Office - Bohol 0210 Mariano St., Poblacion III, Tagbilaran City, Bohol		
Dir. II Elizabeth B. Mateo	Tel.# (038) 501-7046	ro07.fo_bohol@csc.gov.ph boholcsc@gmail.com
CSC Field Office - Negros Oriental Molave St., Daro, Dumaguete City 6200		
Dir. II Gina A. Crucio	Tel.# (035) 420-5002	ro07.fo_negrosoriental@csc.gov.ph 7cscnegor@gmail.com

CSC Field Office - Siquijor Old Capitol Building, Larena, Siquijor 6226		
Dir. II Alice May S. Parcon	Tel.# (035) 377-2080	ro07.fo_siquijor@csc.gov.ph cscrovii.siquijor@gmail.com

Civil Service Regional Office No. VIII Government Center, Palo, Leyte 65		
Dir. IV Victoria F. Esber	Tel. # (053) 323-2967 (053) 888-0742 (053) 323-2857 Fax. # (053) 323-2962	cscro8.weebly.com ro8@gmail.com cscro8@gmail.com
Dir. II Rowin P. Riños		

CSC Field Office – Leyte I Barangay Abucay, Tacloban City 6500		
Dir. II Pharida Q. Aurelia	Tel # (053) 888-1819	ro08.fo_leyte@csc.gov.ph cscleytefield@gmail.com

CSC Field Office – Leyte II Government Center, Palo, Leyte 6501		
Dir. II Ma. Natividad L. Costibolo	Cellphone No. 0997-551-2249	Leytefieldoffice2@gmail.com

CSC Field Office - Biliran Barangay Larrazabal, Naval, Biliran 6543		
Dir. II Rey Albert B. Uy	Cellphone No. 0917-109-0774	ro08.fo_biliran@csc.gov.ph cscbiliran@yahoo.com

CSC Field Office - Western Leyte Satellite Office Aunubing Street, 3/F New Ormoc City Hall, Ormoc City 6541		
Dir. II Rey Albert B. Uy	Tel.# (053) 832-3395	csc.westernleyte@gmail.com

CSC Field Office - Southern Leyte Brgy. Asuncion Capitol Site, Maasin, Southern Leyte 6600		
Dir. II Lysander G. Navales	Tel.# (053)571-0894	ro08.fo_southernleyte@csc.gov.ph cscmaasin@yahoo.com

CSC Field Office - Samar Arteche Boulevard, Catbalogan City, Western Samar 6700		
Dir. II Emmanuel L. Fuentes	Tel.# (055) 543-9380	ro08.fo_westernsamar@csc.gov.ph csc.wsamar@gmail.com

CSC Field Office - Eastern Samar Brgy. Alang-Alang, Borongan, Eastern Samar 6800		
Dir. II Michael M. dela Cruz	Tel.# (055) 560-9290	ro08.fo_easternsamar@csc.gov.ph cspo_esamar@yahoo.com

CSC Field Office - Northern Samar UEP Town, Catarman, Northern Samar 6400		
Dir. III Rowin P. Riños		ro08.fo_northernsamar@csc.gov.ph cs_nsamar@yahoo.com

Civil Service Regional Office No. IX Cabatangan, Zamboanga City 7000		
Dir. IV Alvin R. Araneta	Tel. # (062) 955-1643	ro09@csc.gov.ph

Civil Service Regional Office No. IX Cabatangan, Zamboanga City 7000		
Dir. III Mario Jose T. Cunting	(062) 955-2765 HR/Training Division Tel. # (062) 995-1642 Examination Division Tel. # (062) 955-5946	araraneta@csc.gov.ph mtcunting@csc.gov.ph
CSC Field Office - Zamboanga City National Irrigation Authority Region IX Gov. Ramos Avenue, Sta. Maria Zamboanga City		
Dir. II Faida Aisha A. Calapardo	Tel.# (062) 993-2942 (062) 993-2942	ro09.fo_zamboangacity@csc.gov.ph facalapardo@csc.gov.ph
CSC Field Office - Zamboanga Del Sur Provincial Capitol Compound, Pagadian City 7016		
Dir. II Sarah L. Amores-Batoy	Tel.# (062) 215-3017	ro09.fo_zamboangadelsur@csc.gov.ph jnmayormita@csc.gov.ph
CSC Field Office - Zamboanga Del Norte ZDN Sports Complex Tower, Estaka, Dipolog City 7100		
Dir. II Jerry N. Mayormita	Tel.# (065) 212-3762	ro09.fo_zamboangadelnorte@csc.gov.ph jnmayormita@csc.gov.ph
CSC Satellite Office-Zamboanga Sibugay Municipal Hall, Ipil, Zamboanga Sibugay		
Dir. III Mario Jose T. Cunting		mtcunting@csc.gov.ph

Civil Service Regional Office No. X Vamenta Blvd. Carmen, Cagayan de Oro City 9000		
Dir. IV Grace R. Belgado-Saqueton	Tel. # (088) 858-7563 (08822) 71-00-57	ro10.od@csc.gov.ph csc10.ord@gmail.com
Dir. III Noemi Rabe-Torres	(088) 858-28-05 (088) 855-03-97	cscregion10@gmail.com
CSC Field Office - Misamis Oriental CSC Regional Office No. X, Vamenta Blvd., Carmen, Cagayan de Oro City 9000		
Dir. II Cosette Maglasang-Mundo	Tel # (088) 856-8211	ro10.fo_misamisoriental@csc.gov.ph csfomisor@gmail.com
CSC Field Office - Misamis Occidental Provincial Capitol Compound, Oroquieta City 7207		
Dir. II Abdullah M. Datu-Dacula	Tel.# (088) 531-1280	csc_misocc@yahoo.com
CSC Field Office - Bukidnon Brgy. 9, Malaybalay City 8700		
Dir. II Lourdes B. Pelaez	el.# (088) 813-2520	csc10bukfo@gmail.com csc10_buk@yahoo.com.ph

Civil Service Regional Office No. X Vamenta Blvd. Carmen, Cagayan de Oro City 9000		
CSC Field Office - Camiguin CPSC Compound, Balbagon, Mambajao, Camiguin 9100		
Dir. II Mary Ann H. Borres	Tel.# (088) 387-2100	csc_cam@yahoo.com
CSC Field Office - Lanao del Norte DepEd City Division, Aguinaldo St., Iligan City 9200		
Dir. II Alona B. Carumba	Tel.# (063) 221-4065	csc_lanao@yahoo.com

Civil Service Regional Office No. XI Ecoland Drive, Matina Davao City 8000		
Dir. IV Adams D. Torres	Tel. # (082) 299-1727 (082) 299-1724 (082) 2991725	ro11@csc.gov.ph cscroxi@gmail.com
Dir. III Cyril Nathan SM. Eamiguel		
CSC Field Office - Compostela Valley Nabunturan, Compostela Valley Province		
Dir. II Nelly L. Esperanza	Mobile # (0935) 2414461	csc.comval@yahoo.com.ph
CSC Field Office - Davao City Palma Gil Elementary School Compound, Quirino Avenue, Davao City		
Dir. II Marilyn M. Dujali	Tel.# (082) 322-9224	cscdcfo11@yahoo.com
CSC Field Office - Davao del Norte Government Center, Mankilam, Tagum City		
Dir. II Nancy A. Tuazon	Tel.# (084) 216-3674	davaodelnortefieldoffice@yahoo.com
CSC Field Office - Davao del Sur DPWH Compound Lapu-Lapu St., Digos City		
Dir. II Richard T. Ortiz	Tel.# (082) 553-4671	csc11ddsfo@yahoo.com
CSC Field Office - Davao Oriental Dahican, Davao Oriental		
Acting Dir. II Edna A. Plata	Tel.# (087) 388-4681	cscdavaooriental@gmail.com

Civil Service Regional Office No. XII Regional Government Center, Carpenter Hill, 9506 Koronadal City		
Dir. IV Resurreccion P. Pueyo	Tel. # (064) 5521911 (064) 552-1383 (064) 552-1118 Mobile # (0918) 4453636	cscroxii@yahoo.com cscroxii@gmail.com
Dir. III Venus D. Ondoy		
CSC Field Office - Cotabato City DPWH Cotabato City, DEO Compound Ramon Rabago St., Motorpool, Access Road Cotabato City		
Dir. II Angelica C. Capao-an	Tel.# (064) 421-1915	ro12.fo_cotabatocity@csc.gov.ph csfo_cotabatocity@yahoo.com
CSC Field Office - North Cotabato Provincial Capitol, Amas, Kidapawan City		
Dir. II Josefina G. Buenbrazo	Tel.# (064) 572-8028	ro12.fo_northcotabato@csc.gov.ph csfo_northcot@yahoo.com
CSC Field Office - Sarangani Provincial Capitol Compound, Alabel, Saranggani Province		
Dir. II Glenda I. Foronda-Lasaga	Tel.# (083) 508-2034	ro12.fo_sarangani@csc.gov.ph csfo_sargen@yahoo.com
CSC Field Office - South Cotabato Alunan Avenue, Koronadal City		
Dir. II Teresita R. Antolin	Tel.# (083) 228-1283	ro12.fo_southcotabato@csc.gov.ph cscsouthcot@yahoo.com
CSC Field Office - Sultan Kudarat Old Capitol Compound Isulan, Sultan Kudarat		
Dir. II Edna C. Nebrija-Mahinay	Tel.# (064) 201-4141	ro12.fo_sultankudarat@csc.gov.ph cscskfo@yahoo.com

Civil Service Commission-Cordillera Administrative Region (CAR) No. 116 Wagner Road, Military Cut-Off Baguio City 2600		
Dir. IV Marilyn E. Taldo	Tel. # (074) 443-5981 (074) 443-5982 (074) 442-0367 Telefax # (074) 443-9282	rocar@csc.gov.ph cscro14@yahoo.com
Dir. III Cornelia M. Rillera		
CSC Field Office - Abra Provincial Capitol Compound, Bangued, Abra 2800		
Dir. II Perfecto B. Cardenas	Tel. # (074) 752-8198	rocar.fo_abra@csc.gov.ph cscfoabra@yahoo.com
CSC Field Office - Apayao Luna, Apayao 3813		
Dir. II Ruben U. Wacas		rocar.fo_apayao@csc.gov.ph csc_kal_ap@yahoo.com
CSC Field Office - Baguio City Jose Abad Santos Drive, Burnham Park, Baguio City 2600		
Dir. II Anita Verina T. Paredes	Tel.# (074) 224-2659	rocar.fo_baguioc@csc.gov.ph cscbaguioc@yahoo.com.ph
CSC Field Office - Benguet		

Civil Service Commission-Cordillera Administrative Region (CAR) No. 116 Wagner Road, Military Cut-Off Baguio City 2600 BSU Cmpd. Km. 5, La Trinidad, Benguet 2601		
Dir. II Cornelia S. Padinay	Tel.# (074) 665-6670	rocar.fo_benguet@csc.gov.ph cscbenguetfo@yahoo.com
CSC Field Office - Ifugao Provincial Capitol, Lagawe, Ifugao 3600		
Dir. II Allyson M. Locano		rocar.fo_ifugao@csc.gov.ph cscifugao@yahoo.com
CSC Field Office - Kalinga Government Center, Bulanao Tabuk City, Kalinga 3800		
Dir. II Ruben U. Wacas		rocar.fo_kalinga@csc.gov.ph csc_kal_ap@yahoo.com
CSC Field Office - Mt. Province Barangay Calutit, Bontoc, Mt. Province, 2616		
Dir. II Anita Verina T. Paredes		rocar.fo_mt.province@csc.gov.ph csc_mpfo@yahoo.com

Civil Service Commission-Caraga Doongan Road, Butuan City 8600		
Dir. IV Annabelle B. Rosell	Telefax # (085) 815-3370	rocaraga@csc.gov.ph cscpaldcaraga@yahoo.com
Dir. III Winston L. Plaza	Txt CSCCaraga: +63923-081-8701	cscpaldcaraga@gmail.com
CSC Field Office - Agusan del Norte Barangay Ablan, Buenavista, Agusan del Norte		
Dir. II Meshach D. Dinmayan	Tel.# (085) 342-7071 Mobile No. 0939-9381068	csadnfo@yahoo.com csadnfo@gmail.com
CSC Field Office - Agusan del Sur D.O. Plaza Government Center, Patin-ay, Prosperidad, Agusan del Sur		
Dir. II Christopher C. Mabale	Tel. # (085) 839-5438 Mobile No. 09998809946	cscfoagusandelsur@gmail.com
CSC Field Office - Surigao del Norte National Highway, Brgy. San Pedro, Sison, Surigao del Norte		
Dir. II Harold P. Pareja	Mobile No. 09998809947	cscfo_sdn2013@yahoo.com cscfosurigao@gmail.com
CSC Field Office - Surigao del Sur Capitol Hills, Telaje, Tandag City		

Civil Service Commission-Caraga Doongan Road, Butuan City 8600		
Dir. II Alan B. Besario	Tel.# (086) 211-3052 Fax # (086) 211-3052 Mobile No. 09998809920	cscfo.sds@gmail.com
Civil Service Commission for BARMM BARMM ORG Compound, Cotabato City 9600		
Acting Dir. IV Maribel Sixto-Alejo	Tel. # (064) 552-0512 Tel. # (064) 552-0327	roarmm@csc.gov.ph
OIC Dir. III Dominador E. Gonzales	Tel. # (064) 552-1855 Text CSCARMM 0995-5813182	civilservicecommissionro16@gmail.com
CSC Field Office - Cotabato City ARMM Compound, Cotabato City 9600		
Dir. II Dominador E. Gonzales	Tel.# (064) 552-0512	cscfocotabato.armm@gmail.com roarmm.fo_cotabatocity@csc.gov.ph
CSC Field Office - Lanao del Sur MSU E-Library, Mindanao State University Main Campus Marawi City, 9700		
Dir. II Sandrah Arnica M. Usman		csfolanaosur@yahoo.com
CSC Field Office - Basilan/Sulu City Hall of Lamitan, Lamitan City, Basilan, 7300 Municipal Hall of Jolo, Jolo, Sulu, 7400		
Dir. II Gil D. Caburnay	Mobile # (0998) 274-3619 (0916) 691-8886	csc.basilan@gmail.com csc.sulu@gmail.com
CSC Field Office - Tawi-tawi Provincial Capitol Compound, Bongao, Tawi-Tawi,7500		
	Tel # (068) 268-1543	cscfo_tawitawi@yahoo.com.pj
CSC Field Office - Maguindanao Provincial Government Center, Buluan, Maguindanao 9616		
Dir. II Arnold V. Juloya	Mobile # (0949) 456-5118	fo.maguindanao@gmail.com

Civil Service Commission-National Capital Region (NCR) No. 25 Kaliraya St., Brgy. Doña Josefa, Quezon City		
Dir. IV Judith Dongallo-Chicano	Tel. # 740-8412 749-0980	roncr@csc.gov.ph
Dir. III Maricar T. Aquino	781-5864 781-5886	
Dir. III Prisco S. Rivera, Jr.	741-6097 Fax # 781-4097	
CSC Field Office - BIR Rm. 210, 2/F Bureau of Internal Revenue-National Office Building, Agham Road Diliman, Quezon City		
Dir. II Dick N. Echavez	Tel.# 926-5568; 929-7676 local 7515 and 7516	cscfo_bircoahor@yahoo.com.ph cscfobircoahor.publication@gmail.com roncr.fo_bircoahor@csc.gov.ph
CSC Field Office - COA 2/F Commission on Audit Central Office Bldg., Commonwealth Avenue, Diliman, Quezon City		
Dir. II Dick N. Echavez	Tel.# 932-7136; 952-5700 local 2111	cscfo_bircoahor@yahoo.com.ph cscfobircoahor.publication@gmail.com roncr.fo_bircoahor@csc.gov.ph
CSC Field Office - HOR Basement, Southwing, House of Representatives, Constitution Hills, Quezon City		
Dir. II Dick N. Echavez	Tel.# 932-6121	cscfo_bircoahor@yahoo.com.ph cscfobircoahor.publication@gmail.com roncr.fo_bircoahor@csc.gov.ph
CSC Field Office - DPWH DPWH Central Office, Mezzanine Floor, Bonifacio Drive, Port Area, Manila		
Dir. II Evelyn E. Viernes	Tel.# 304-3292 Tel.# 304-3549 Fax.# 304-3331	roncr.fo_dpwh@csc.gov.ph
CSC Field Office - BSP Rm. 605 EDPC Bldg., BSP Complex, Malate Manila		
Dir. II Antonette D. Arriola	Tel.# 708-7347; 708-7701 local 2404	cscfo.bsp@gmail.com bsp_fo@yahoo.com
CSC Field Office - DOST 4/F Philippine Textile Research Institute Building DOST Compound, Bicutan, Taguig City		
Dir. II Philip C. Apostol	Tel.# 837-2071 local 2278/2279	cscfieldofficedost@gmail.com
CSC Field Office - DBP 4/F DBP Bldg., Sen. Gil Puyat Ave. cor Makati Avenue, Makati City		
Dir. II Imelda R. Banzon	Tel.# 818-9511 local 2444 and 2303404 Fax # 812-6371	cscdbp_fo@yahoo.com.ph

Civil Service Commission-National Capital Region (NCR) No. 25 Kaliraya St., Brgy. Doña Josefa, Quezon City		
CSC Field Office - Makati 7/F, Building 2, Makati City Hall, J.P. Rizal St., Brgy. Poblacion, Makati City		
Dir. II Nel Sherwin A. Carnetes	Tel.# 870-1794; 870-1710	cscmakatifo@yahoo.com.ph
CSC Field Office - Manila Lions Drive Arroceros St., Ermita, Manila		
Dir. II Claudia Abalos-Tan	Tel.# 310-5289	cscmanilafo@yahoo.com
CSC Field Office - DFA 3/F DFA Bldg., 2230 Roxas Blvd., Pasay City		
Dir. II Henry B. Pelino	Tel.# 834-3381/834-4809	cscdfa_fo@yahoo.com cscdfa@gmail.com cscdfapublish@gmail.com roncr.fo_dfa@csc.gov.ph
CSC Field Office - TESDA TESDA Complex, East Service Road South Super Highway, Taguig City		
Dir. II Laura D. Mangorangca		cscfo_philsca@yahoo.com cscfo_dfpc.tesda@yahoo.com
Duty Free Philippines Corporation 3/F EHA Building, Duty Free Philippines Corporation, Ninoy Aquino Avenue, Parañaque City		
Dir. II Laura D. Mangorangca	Tel.# 552-4391 to 92	cscfo_philsca@yahoo.com cscfo_dfpc.tesda@yahoo.com
CSC Field Office - DILG 23/F DILG-NAPOLCOM Center Bldg., EDSA cor. Quezon Avenue, Quezon City		
Acting Dir. II Mary Grace P. Dugay	Tel.# 925-9113	csfo_dilg@yahoo.com
CSC Field Office - SSS 10/F SSS Bldg., East Avenue, Diliman, Quezon City		
Acting Dir. II Mary Grace P. Dugay	Tel.# 924-7826/920-6401 loc. 5957 and 5959	roncr.fo_sss@csc.gov.ph csc_sssfo@yahoo.com.ph
CSC Field Office - National Irrigation Administration (CSCFO-NIA) 4th Floor, IEC Building, NIA Compound National Irrigation Administration EDSA, Diliman, Quezon City		
Dir. II Hans R. Alcantara	Tel.# 926-1727/929-6071 to 79 local 304	roncr.fo_nia@csc.gov.ph; cscfo_nia@yahoo.com

<p>Civil Service Commission-National Capital Region (NCR) No. 25 Kaliraya St., Brgy. Doña Josefa, Quezon City</p>		
<p>CSC Field Office - UP Room 107 G/F, National Engineering Center (NEC), Junio Hall cor. Agoncillo Street and Osmeña Ave., University of the Philippines Diliman, Quezon City 1101</p>		
Dir. II Hans R. Alcantara	Tel.# 981-8500 local 3022; 3029	roncr.fo_up@csc.gov.ph cscfo_up@yahoo.com
<p>CSC Field Office - Caloocan City Government New Caloocan City Hall, 8th Street cor. 8th Avenue, Grace Park East, Caloocan City</p>		
Dir. II Noel V. Salumbides	Tel.# 288-8811 local 2257; 323-5349	csc_cal@yahoo.com.ph
<p>CSC Field Office - DOH Room 104, Ground Floor, Building 12, San Lazaro Compound, Rizal Avenue, Sta. Cruz, Manila, 1003</p>		
Dir. II Noel V. Salumbides	Tel.# 781-4329 651-7800 local 2252	csc_dohfo@yahoo.com
<p>CSC Field Office - DND Camp Gen. Emilio Aguinaldo, Boni Serrano St., Quezon City</p>		
Dir. II Cecilia C. Villafuerte	Tel.# 982-5673/911-6001 local 8212 982-5673	cscncr.fodnd@gmail.com cscfodnd@yahoo.com
<p>CSC Field Office - DENR Annex Bldg., DENR Compound, Visayas Avenue, Diliman, Quezon City</p>		
Dir. II Fe P. Lacaba	Tel.# 928-6190	cscfo_denr@yahoo.com
<p>CSC Field Office - DA 2/F DA/PCAF Bldg., Department of Agriculture, Elliptical Road, Diliman, Quezon City</p>		
Dir. II Fe P. Lacaba	Tel.# 920-1814	cscda_fo@yahoo.com
<p>Civil Service Commission-National Capital Region Field Operations and Strategy Implementation Center (FOSIC) No. 25 Kaliraya St., Brgy. Doña Josefa, Quezon City 1113</p>		
	Tel.#740-8412 loc. 209 381-7681 494-3984	cscncr_fosic@yahoo.com.sg
<p>CSC Field Office - OP Room 114 Mabini Bldg., Malacañang, Manila</p>		
Dir. II Roderick J. Romualdo	Tel.# 736-1032/784-4286 local 4328	cscfo_op@yahoo.com

Civil Service Commission-National Capital Region (NCR) No. 25 Kaliraya St., Brgy. Doña Josefa, Quezon City		
CSC Field Office - PNP 2/F, DPRM Annex Bldg., Camp Crame, Quezon City		
Dir. III Maricar T. Aquino	Tel.# 723-0401 local 3662 and 4431	cscnpfo@gmail.com